

IAM
Air Transport District 143

Negotiations

July 9, 2010
Alaska Airlines—COPS
10-24

Negotiators' Report For Week Ending July 9, 2010

"INUPIAQ"

What does *Inupiaq* mean? You may recognize it as a term you've heard associated for years with Alaska Natives. In fact, there is an Alaska Native on the tail of the Alaska Airlines aircraft. It's a term rich in history, and the simple definition is "The Real People."

Since the information that was obtained ten days ago in Oakland about the outsourcing, there has been a lot of dialogue on the subject. "What stations, when and why" has been the theme of most of the questions from the union members to the Company. Below is a response from a company officer to a union member who disagreed that customer service levels were equal between vendors and COPS members.

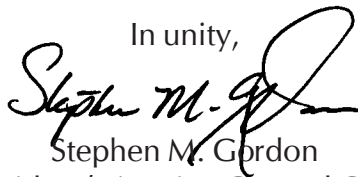
"Specific to your comments about the service provided by our vendor employees, there doesn't seem to be any difference in the number or rate of customer complaints to either the Company or DOT between our vendors and our own employees."

As employees and union members, this is offensive. It's time that the Company treats the COPS employees the way that they want us to treat the passengers. It's time that the Company lives up to the heritage of this airline and to act as a good corporate citizen. We are the real people and the real employees. We built this Company without any help from vendors. Past awards and current awards ALL came from the real people.

Be sure to read the *Water Cooler* this week regarding the outsourcing. Let our voices be heard. Keep sending those letters and emails to Corporate. Cheaper is NOT better!

Stay Union Strong.

In unity,



Stephen M. Gordon
President/Directing General Chair

Negotiating Committee Members
Jackie Fay, General Chair

Joe Shultz Sandy Field Bea Knott Kiana Peacock Jeff Tobius (LL2202)

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