



There's definitely a learning curve when it comes to contract language and Northwest policies. Welcome to ***The Curve***, a new Council 98 series of lessons learned the hard way.

Sometimes, the most frustrating realities are the ones you wish you could do over. Maybe you watched helplessly as a trip you *knew* you should have held went to someone junior, simply because you didn't understand your legalities. Or that faithful paycheck you expected on the 27th was a big fat goose egg, when you really could have used the cash.

Your Council 98 officers have been there. After all, we're flight attendants, too – we've lived those "aarrrrgh!" moments, and we're happy to pass on how you can avoid a problem, resolve an

issue and prevent others from having a similar experience. ***The Curve*** is brought to you *almost* in real time, taken from actual calls and emails from Los Angeles based flight attendants.

## ***The Curve*** **Lesson One**

### **Northwest Airlines' Outlook Web Access (OWA): Friend or Foe?**

**I have an email address I'd rather keep on the down-low, to be used only by confidantes and family. A note to my Local Council doesn't exactly fit that description. Besides, I picked that email address when I really was "1HotStew1982" – I don't exactly want to use it for Union business.**

**That's why I decided to use my new, Northwest-sanctioned Outlook Web Access (OWA) address when I wanted to discuss a situation with my Union rep. I figured it was a little more professional, and that it would prevent potential spamming of my home address.**

**It never occurred to me that the Company "mines" our emails periodically, looking for a whole host of violations of NWA policy and employee rules of conduct! My LEC officers set me straight on that. It's a good thing I kept it relatively vague and decorous, without the words I really wanted to say about my friends in Central Admin. This time, thank goodness, I had nothing to worry about. Next time, I guess it'll be a message from "1HotStew1982" to my Local Officers instead.**

---

Nothing you wish to discuss with an LEC Officer should *ever* be transmitted through your OWA email address, the one with "@nwa.com" as the server.

Your LEC Officers have accepted a great responsibility in elected office to protect your privacy. We are bound by this duty in all aspects of your representation, from answering theoretical questions to attending manager meetings to offering EAP referrals. All discussion between union representatives and flight attendants is kept

strictly confidential and we take this very seriously.

Your Local Executive Council Officers' addresses can be found on the [nwaafa.org](http://nwaafa.org) website, under "Contacts" then "[Contact LECs](#)". Please use your personal email contact for all union correspondence. We encourage you to always put your first and last name as well as employee number in the subject line so that your e-mail does not inadvertently get deleted as spam.

Want to share your knowledge? Email us at [lecsec98@nwaafa.org](mailto:lecsec98@nwaafa.org). We won't use your name, but your story will help educate all of us so we are better prepared to challenge misinformation when we hear it, whether coming from Northwest or fellow flight attendants.

---