



## President's Award Winner Franswa Kennedy-Cox

Piedmont Ground Handling



**Nomination #1:** Franswa is supportive and takes ownership of her section, leading by example. Franswa is willing to help anybody; if you're having a problem, she will stay until you both have resolved the issue. She is well-spoken and makes sure we learn and use good verbiage when communicating between one another.

When agents were busy, Franswa is wing walking; when a large pallet would not go on aircraft, I called Franswa and we solved the issue and got the large box onto the aircraft; when an issue needed to be resolved in a timely fashion, Franswa pulled Managers and Agents to the side to explain the issue; when a passenger missed their flight, Franswa helped them get rebooked and stayed beside the passenger until the issue was resolved.

**Nomination #2:** Franswa truly embodies our core values of Caring, Compliance, and Community. She shows Caring in the way she treats every passenger and colleague with empathy and respect, she upholds Compliance through her professionalism and adherence to safety procedures, even under pressure, and she builds Community by

fostering trust and teamwork, creating an environment where everyone feels supported.

For instance, Franswa demonstrated extraordinary composure, leadership, and compassion when responding to an unconscious passenger. Without hesitation, she began CPR and guided the crew through a calm, coordinated response that ensured the passenger received the care they needed. Her actions reflected not only her skill and training but also her deep sense of responsibility to those around her.

