

TWU Local 556 Safety Team

Michael Massoni – Operational Safety Chair

Michele Moore – Occupational Health & Safety Coordinator

...The mission of the Unions Safety Team is to provide **Union Leadership** in all issues of health & safety; **Technical Counsel** to the TWU Executive Board; **Representation** to our Membership; **Stewardship** within our Company, Industry, its regulatory bodies and most importantly, **facilitate Effective Communications** between all...

To: TWU Local 556, Executive Board
CC: Cuyler Thompson; Erich Schwenk
Date: October 15th, 2013
Re: October 2013 EB Safety Team Report

Currently the Safety Team has the following open and/or resolved action items:

Aviation Safety Action Program (ASAP) – Reports Under ERC Review = **41**

ID - Event Date – Status

Summary

1387	5/3/2013	Sent to ERC for review	Carts were in galley blocking galley entry
1528	7/29/2013	Sent to ERC for review	Flight Deck Door Procedures, Failure to exit the flight deck following correct procedures
1585	8/28/2013	Sent to ERC for review	Safety Demo, Delayed delivery of safety demonstration
1589	9/1/2013	Sent to ERC for review	Child Restraint Device, Child seated in an aisle seat while using a harness child restraint system.
1592	9/1/2013	Sent to ERC for review	Child Restraint Device, Child in improper seat (aisle seat) using a child restraint device
1611	9/17/2013	Sent to ERC for review	Arm/Disarm Door, escape slide deployed
1612	9/17/2013	Sent to ERC for review	OWWE_Briefing, forgot to brief over wing exit rows
1613	9/19/2013	Sent to ERC for review	(base) INFLT supervisor giving FAs two choices after an aircraft emergency incident
1614	9/21/2013	Sent to ERC for review	Arm/Disarm Door, distracted by passenger upon arrival at gate and did not disarm my galley door.
1615	9/21/2013	Sent to ERC for review	Electronic Device, passenger cell phone would not turn off

1616	9/21/2013	Sent to ERC for review	OWWE_Briefing, Forgot to brief the exit row. Did briefing during curise.
1617	9/22/2013	Sent to ERC for review	Accidentally read lobby as local instead of central
1618	9/21/2013	Sent to ERC for review	FA's bullied by scheduling to continue trip after an aircraft incident.
1619	9/19/2013	Sent to ERC for review	Unsecure Cabin, PAX landed in AFT jumpseat
1620	9/20/2013	Sent to ERC for review	Unsafe duties relataed to Flight Attendants after irregular opeartions.
1621	9/24/2013	Sent to ERC for review	Demo, Did not complete safety demo before take off
1622	9/28/2013	Sent to ERC for review	Child Restraint Device, car seat behind exit row
1623	9/23/2013	Sent to ERC for review	Disarming of fwd galley door
1624	9/26/2013	Sent to ERC for review	I forgot to submit an alcohol related IR within 24 hrs of the incident.
1625	9/28/2013	Sent to ERC for review	Passenger Count, Incorrect pax count
1626	9/29/2013	Sent to ERC for review	Unsecure Cabin, Flight late; Non-Reving FA got up to make phone call to Scheduling on active taxi way; AC not moving
1627	9/30/2013	Sent to ERC for review	Had to reseat a passenger from the OWWE
1628	9/29/2013	Sent to ERC for review	10 mimutes late to the gate.
1629	10/1/2013	Sent to ERC for review	Flight Attendant Manual Violation, Failure to have manual readily accessible.
1630	9/30/2013	Sent to ERC for review	Late to gate
1631	10/3/2013	Sent to ERC for review	I miscalculated the time that I needed to be at the gate and was late for my report at the gate.
1632	10/4/2013	Sent to ERC for review	Jumpseat, Unsecure Cabin, Plane took off with the "A" flight attendant trying to get a passenger to turn off phone in the middle of the cabin.
1633	10/5/2013	Sent to ERC for review	Equipment, PBE use

1634	10/6/2013	Sent to ERC for review	Jumpseat, Unsecure Cabin, overhead bin popped open ac right on take off, I was not in my Jumpseat for take off an couldnt return to my seat.
1635	10/7/2013	Sent to ERC for review	OWWE_Pax, I didn't notice one of the pax in exit seat had a dog in a carrier under the seat.
1636	10/4/2013	Sent to ERC for review	Boarding, Pax boarded immediately after Ops Agt let pilots & F/As down jetway.
1637	10/5/2013	Sent to ERC for review	Boarding, Ops Agt began boarding before sched F/A report time.
1638	10/6/2013	Sent to ERC for review	OWWE_Pax, smuggled pet was found with a passenger in the exit row
1639	10/9/2013	Sent to ERC for review	Alcohol-Pax
1640	10/8/2013	Sent to ERC for review	OWWE_Briefing, Unable to remember if I briefed the exit rows. So I briefed them again before I started my service.
1641	10/10/2013	Sent to ERC for review	Unsecure Cabin, Pax landed in lav. during landing
1642	10/8/2013	Sent to ERC for review	Boarding, Ops Agt began boarding before scheduled F/A report time.
1643	10/11/2013	Sent to ERC for review	OWWE_Briefing, Forgot to brief OWWE prior to departure, but briefed in air. Notified "A."
1644	10/11/2013	Sent to ERC for review	Arm/Disarm Door, Upon arrival (the seat belt sign was still on), distracted, and exhausted, I forgot to disarm my forward entry door.
1645	10/13/2013	Sent to ERC for review	Clear Zone, "A" would not keep the clear zone free of people.
1646	10/13/2013	Sent to ERC for review	Equipment, Failure to check FWD Cabin Emergency Equip

ASAP Reports received to date: **1646**

▪ Accepted Reports to date = **1508**

Aviation Safety & Health Database Int'l (ASHDI) – Reports Received = **0**

Report **Entered into LaborForce**

Southwest Airlines Event Notification System (ENS) and

AirTran Safety Information Reported Event Notification (SIREN)*

Fielded Events for Period:

- 08/13/13 through 10/15/13 = **372**
- Emergencies Declared = **79**
- All OF 2013 to Date = **743****
- ALL OF 2010 = **1413**
- ALL OF 2009 = **1210**
- ALL OF 2008 = **940**

*With the advent of SWA / AT SOC, TWU 556 receives both ENS and SIREN events from OCC. All ENS events will be tracked, trended and vetted for possible follow-up. All SIREN events will be tracked and trended but will not be vetted for follow-up as AT is covered under a different CBA and bargaining unit.

***ENS tracking and trending was suspended for the period of May 2012 – June 24th, 2013 – However ENS follow-up was maintained throughout this period. The Safety Team has re-established the practice of tracking and trending all ENS/SIREN events and will include the same in all future Safety Team Reports*

- TWU Local 556 Operational Safety Chair, Michael Massoni and Occupational Health and Safety Coordinator, Michele Moore met with Southwest Airlines Inflight Safety and Regulatory to discuss the issue of **Flight Attendant reported allergic reactions that are seemingly linked to Evolve interior converted aircraft**. Since this phenomenon surfaced the TWU 556 Safety Team has encouraged Flight Attendants to report any and all suspected Evolve related allergic reactions via IR and/or ASAP. To date we have received the following documented information:
 - In all of 2013 to date a total of 29 complaints have been received
 - 25 of the 29 complaints can be traced to specific A/C
 - 9 of the 25 A/C specific complaints involved A/C that had been converted within a month or less of the report
 - 13 of the 25 A/C specific complaints involved A/C that had been converted in 2012
 - 4 of the documented complaints were anecdotal and generalized in nature

At this time the TWU 556 Safety Team, in cooperation with Management, are looking into the following items:

1. Accessing all products and materials related to the Evolve interior this includes review of Material Safety Data Sheets (MSDS/SDS) on all furnishing coverings, textiles and mastics <and>
2. Reviewing installation and cleaning procedures as it relates to Evolve conversions and maintenance and upkeep

Some of the preliminary findings thus far are: change of air-out procedures during the Evolve installation process; two different carpeting products being installed and methods of cleaning each of the different carpeting types. Other possible causes to be considered are the correlation between increased reports of allergic reactions and the introduction of cabin pets into the operation, as well as, any changes in pest control procedures and aircraft interior cleaning products/practices.

Above all we will continue to investigate all substantiated reports in the matter until we have either definitively concluded the cause of these reactions or are forced to apply mitigation strategize if it is not operationally feasible to engineer the problem out of the work environment.

- **Article 25 of the CBA is currently under review** as a part of our Contract negotiations that are currently in process. TWU 556 Operational Safety Chair, Michael Massoni is consulting on proposed changes and enhancement to the article and has attended several NT sessions concerning the same. Michael will continue to act as the subject matter expert on article 25 until such time as it is TA'd.
- **The current Government Shutdown** is proving to be problematic on several fronts concerning safety as our Southwest Certificate Management Office (CMO) has several persons on furlough including our primary Cabin Safety Inspector. This is effecting our ASAP Program as there is no one from the FAA to sit on the ERC at this time. Accordingly there will be delays in processing ASAP reports and we will be communicating the same to all reporting individuals until such time as the Government reopens and ASAP processing resumes.
- **The 737-MAX Galley of the Future Core Team** has been formed of which TWU 556 has two seats on. TWU 556 1st Vice President, Todd Gage and Operational Safety Chair, Michael Massoni are both serving on this team in order to provide a voice for all Southwest Flight Attendants on the future of our work environment. Todd and Michael are committed to helping to provide the safest, most efficient and comfortable working equipment and environment possible in what is the future aircraft at Southwest Airlines.
- **The FAA/OSHA Policy on Occupational Safety and Health Standards for Aircraft Cabin Crewmembers Policy** – Through the FAA Modernization and Reform Act of 2012, Congress required the FAA to develop a policy statement to outline the circumstances in which OSHA requirements could apply to Crewmembers while they are working onboard aircraft. Today's final policy statement is a product of years of Union and AFL- CIO advocacy for inclusion of Flight Attendant safety and health protections, a year 2000 Clinton administration memorandum of understanding between the FAA and OSHA, later shelved during the Bush administration, preceded the final policy before you today. The FAA/OSHA policy outlines 3 specific OSHA Standards that will apply to Flight Attendants' work

environment – these standards can be found in their entirety at www.osha.gov. They along are as follows:

o **Hazard Communications or (HAZCOM)**

The Hazard Communication Standard (HCS) will provide a common and coherent approach to classifying chemicals and communicating hazard information on labels and safety data sheets. Once implemented, the revised standard will improve the quality and consistency of hazard information in the workplace, making it safer for workers by providing easily understandable information on appropriate handling and safe use of hazardous chemicals Crewmembers might encounter within their workplace.

o **Blood Borne Pathogen**

The standard's requirements state what employers must do to protect workers who are occupationally exposed to blood or other potentially infectious materials (OPIM), as defined in the standard. That is, the standard protects workers who can reasonably be anticipated to come into contact with blood or OPIM as a result of doing their job duties.

In general, the standard requires employers to:

- Establish an exposure control plan
- Employer must update the plan annually
- Implement the use of universal precautions
- Identify and use engineering controls
- Identify and ensure the use of work practice controls
- Provide personal protective equipment (PPE), such as gloves, gowns, eye protection, and masks
- Make available hepatitis B vaccinations to all workers with occupational exposure risk
- Make available post-exposure evaluation and follow-up to any occupationally exposed worker who experiences an exposure incident

o **Hearing Conservation**

The employer shall administer a continuing, effective hearing conservation program, whenever employee noise exposures equal or exceed an 8-hour time-weighted average sound level (TWA) of 85 decibels measured on the A scale (slow response) or, equivalently, a dose of fifty percent. For purposes of the hearing conservation program, employee noise exposures shall be computed without regard to any attenuation provided by the use of personal protective equipment. When information indicates that any employee's exposure may equal or exceed an 8-hour time-weighted average of 85 decibels, the employer shall develop and implement a monitoring program. This monitoring program shall be provided at no cost to employees.

The FAA/OSHA Policy became effective 30 days after publication in the federal register (on or after 09/23/13). During phase-in, OSHA will not conduct enforcement activities in the first 6 months after the policy's effective date and prior to beginning

enforcement of these three standards, OSHA will engage in outreach and compliance assistance activities [with stake holders (FAA, carriers and affected workers and/or their representatives)].

So what changes will our Members see? Obviously, not much for about six months or so with the exception of noise level testing on all 737 variants within our fleet (Refer to RBF2013-126)...after that we would think that a mechanism would be put in place or referenced to report perceived violations, education from the Company on the FAA/OSHA policy and its standards, as well as, implementation of a hearing conservation program, improved communications/training on hazards in the work place (HAZCOM) and increased emphasis on Blood Borne Pathogen awareness/protections/reporting in RT including access to Hepatitis B inoculations.

SCHEDULED AND STANDING MEETINGS:

- **Monday October 2,** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards
- **October 8, 15, 16, 17, 22, 23, 24, November 5, 6, 7, 11, 12, 13, 14, 2013** – The 737-MAX Galley of the Future Core Team
- **October 9, 24, 2013** – Article 25 Negotiations
- **September 27, 28, 29, 30, 2013** – National Safety Council Congress and Expo, Chicago, IL