

TWU Local 556 Safety Team

Michael Massoni – Operational Safety Chair

*...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; regulatory bodies and most importantly; **facilitate Effective Communications** between all...*

To: TWU Local 556 - Executive Board
CC: Harry Lombardo; Cuyler Thompson; Erich Schwenk
Date: February 11th, 2014
Re: February 2014 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 = 49

ID - Event Date – Status			Summary
1715	12/12/2013	Sent to ERC for review	Child Restraint Device, Car seat in the row in front of the OWWE noticed upon pushback during safety demonstration.
1729	12/21/2013	Sent to ERC for review	Minimum Crew Violation, Thru passengers onboard without minimum crew during crew change
1730	12/11/2013	Sent to ERC for review	Electronic Device, During takeoff I had my phone out and was turning it into airplane mode
1733	12/26/2013	Sent to ERC for review	OWWE Briefing, I can't remember if I asked the C flight Att if she briefed her exit
1736	12/26/2013	Sent to ERC for review	Aircraft Seats Noticed that the row of seats in front of the exit row was positioned so that it would block the removal of said exit.
1738	12/28/2013	Sent to ERC for review	Discovered an oxygen cylinder was brought on the aircraft. The elderly woman was not using the oxygen.
1739	12/30/2013	Sent to ERC for review	security issue
1741	12/27/2013	Sent to ERC for review	OWWE Briefing, forgot to brief the part of the overwing window exit. I briefed partial and forgot the brief the 2nd part.
1742	1/3/2014	Sent to ERC for review	Scheduling, FAR Crew Rest Legalities
1747	1/6/2014	Sent to ERC for review	OWWE Pax, Passenger in emergency exit row that did not speak English
1752	1/9/2014	Sent to ERC for review	OWWE Briefing, C forgot to brief over wing at proper time

1754	1/9/2014	Sent to ERC for review	Scheduling, FAR Illegal reduced rest not notified by scheduling of changed report time
1755	1/9/2014	Sent to ERC for review	Unsecure Cabin, passenger ran to aft lavatory on descent, I told him to return to his seat, he preceded to lavatory and landed in the bathroom
1756	1/10/2014	Sent to ERC for review	Unsecure Cabin, PAX landed in lavatory
1757	1/2/2014	Sent to ERC for review	I shut my eyes because they were burning and it might have given the appearance that I was sleeping on jumpseat
1758	1/13/2014	Sent to ERC for review	Unsecure Cabin, Pushed back from gate when an overhead bin was open
1759	1/13/2014	Sent to ERC for review	Equipment, Missed check for radio headset
1760	1/13/2014	Sent to ERC for review	Arm/Disarm Door, forgot to take orange strap from across the window after disarming and cracking the door
1761	1/13/2014	Sent to ERC for review	Unsecure Cabin, An elderly gentleman by himself with dementia, no English, got out of seat belt during takeoff
1762	1/10/2014	Sent to ERC for review	Medical-Crew, Burnt on face and chest by coffee grounds exploding from coffee pot.
1763	1/14/2014	Sent to ERC for review	Uncomfortable Jumpseat
1764	1/16/2014	Sent to ERC for review	Arm/Disarm Door, Failure to arm aft entry door
1765	1/15/2014	Sent to ERC for review	Boarding, Flight boarded before my report time not allowing me to be in my boarding position to check equipment before boarding.
1766	1/16/2014	Sent to ERC for review	Arm/Disarm Door, FWD GALLEY DOOR BARS
1767	1/9/2014	Sent to ERC for review	Medical-Crew, Flight Attendant got burned with coffee pot
1768	1/17/2014	Sent to ERC for review	Hot Aircraft, Hot Cabin and Captain not turning on cabin air
1769	1/17/2014	Sent to ERC for review	Unsecured cabin, Child landing on aft jumpseat
1770	1/19/2014	Sent to ERC for review	Alcohol Related-Pax, Three drunk pax boarded

1771	1/17/2014	Sent to ERC for review	Unsecure Cabin, Jumpseat, exited forward lavatory upon landing
1772	1/21/2014	Sent to ERC for review	OWWE Briefing, Failure to brief exit rows
1773	1/21/2014	Sent to ERC for review	OWWE Briefing, Forgot to give exit row briefing
1774	1/22/2014	Sent to ERC for review	Flight Attendant Manual Violation, While unpacking my bag at the end of the day I realized I did not have my flight attendant manual with me.
1775	1/3/2014	Sent to ERC for review	Scheduling, Illegal duty day and rest 01/03/2014 and 01/04/2014
1776	1/22/2014	Sent to ERC for review	OWWE Pax, pet. Dog carrier in exit row
1777	1/24/2014	Sent to ERC for review	OWWE Briefing, Failure to brief exit rows
1778	1/24/2014	Sent to ERC for review	Unsecure Cabin, After notifying pilots that a PAX was in the lavatory on taxi in, they ignored me and continued movement on surface.
1779	1/25/2014	Sent to ERC for review	Unsecure Cabin, Inadvertently overlooked 5 pax in row
1780	1/24/2014	Sent to ERC for review	FA Injury, I was in the middle of service when I experienced turbulence, it caused me to hit my knee on the back kits.
1781	1/20/2014	Sent to ERC for review	OWWE Briefing, Forgot to brief overwing window exit
1782	1/17/2014	Sent to ERC for review	Crew member illness
1783	1/26/2014	Sent to ERC for review	Cabin Temperature, Extreme cold (0 degrees F) dumping on Pax rows approx. 4-9 followed by extreme heat over 90 degrees F in entire cabin.
1784	1/6/2014	Sent to ERC for review	OWWE Pax, Passenger in exit row didn't speak English
1785	1/27/2014	Sent to ERC for review	Arm/Disarm Door, Failed to disarm doors immediately upon blocking in at the gate. See IR.
1788	1/28/2014	Sent to ERC for review	FA Illness, I developed tingling and numbness after flying a 10 day block, possibly due to chemicals used on Evolve

1789	1/27/2014	Sent to ERC for review	Arm/Disarm Door, failure to disarm aft doors
1790	12/21/2013	Sent to ERC for review	Minimum Crew Violation, Do not recall this incident. However I fly "A" and I am pretty diligent about waiting in galley for new crew to come on a/c
1791	1/28/2014	Sent to ERC for review	OWWE Briefing, owwe
1792	1/26/2014	Sent to ERC for review	FA Illness, Removed from trip due to allergic reaction
1793	1/21/2014	Sent to ERC for review	There wasn't a pilot or mechanic attending the plane for an hour while passengers were on board.
1794	1/30/2014	Sent to ERC for review	Carryon Bags, Attempting to check bags, could not hold boarding in time to clear aisle
1795	1/27/2014	Sent to ERC for review	OWWE Briefing, Failure to brief exit rows
1796	1/30/2014	Sent to ERC for review	Carryon, Customer luggage left in overhead bin was not noticed between flights.
1797	1/30/2014	Sent to ERC for review	FA injury, Injured FA landing on jumpseat
1798	1/31/2014	Sent to ERC for review	Unsecure Cabin, Jumpseat, Take off without being cleared for departure
1799	2/2/2014	Sent to ERC for review	Equipment, Security
1800	1/31/2014	Sent to ERC for review	Arm/Disarm Door, I didn't hear the Flight Attendant "A" give the secure doors announcement.
1802	2/2/2014	Sent to ERC for review	OWWE Pax, Exit Row Seating
1803	2/2/2014	Sent to ERC for review	Unsecure Cabin, Jumpseat, "A" FA and "C" FA were securing the cabin and the front galley upon landing and were not buckled in on the jumpseat.
1804	1/24/2014	Sent to ERC for review	I have no knowledge
1805	2/3/2014	Sent to ERC for review	Sleeping, I nodded off and failed to maintain alertness during final descent.
1806	2/4/2014	Sent to ERC for review	Equipment, Did not have time to do cabin security check before passengers arrived
1807	2/5/2014	Sent to ERC for review	Equipment, Did not do a thorough security search in the aft closet only a visual.

1809	2/5/2014	Sent to ERC for review	Scheduling, no 24 hour break in 7 days
1810	1/5/2014	Sent to ERC for review	Scheduling, Was told to handle it by crew scheduling (intimidated) flew to (city), rented car and drove to (city), got to hotel at 0300.
1811	2/5/2014	Sent to ERC for review	Equipment, BOARDED PLANE, DID VISION SECURITY AND EQUIPMENT CHECKS. FOUND GUN IN AFT CLOSET PER TSA.
1812	2/6/2014	Sent to ERC for review	Equipment, during equipment check noticed no brackets and no Halon extinguisher, forgot to inform captain, complete oversight
1813	2/6/2014	Sent to ERC for review	Unsecure Cabin, Jumpseat, Didn't make it to jump seat prior to landing.
1814	2/6/2014	Sent to ERC for review	Arm/Disarm Door, Forward Entry Door Slide partially engaged

ASAP Reports received to date: **1814**

▪ Accepted Reports to date = **1718**

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:

- 12/09/13 through 02/11/14 = **373**
- Emergencies Declared = **40**
- All OF 2014 to Date = **266**
- ALL OF 2013 = **1138****
- 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*

1. TWU Local 556 Operational Safety Chair, Michael Massoni and Occupational Health and Safety Coordinator, Michele Moore are continuing to monitor **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:

- To date a total of 33*complaints have been received
- 27 of the 23 complaints can be traced to specific A/C
- 9 of the 27 A/C specific complaints involved A/C that had been converted within a month or less of the report
- 15 of the 27 A/C specific complaints involved A/C that had been converted in 2012
- 6* of the documented complaints were anecdotal and generalized in nature * = Numerical change since last Safety Team reporting in the matter

At this time the TWU 556 Safety Team, in cooperation with Management, are still 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 (all SDSs have been received) <and>
2. Reviewing installation and cleaning procedures as it relates to Evolve conversions and maintenance and upkeep
3. Tracking the progress of expedited carpet replacement from Interface Brand to Mohawk

Some of the preliminary findings thus far are: change of air-out procedures during the Evolve installation process; two different carpeting products 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, aircraft interior cleaning products/practices and analysis of chemicals used in Landsend uniform pieces.

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.

2. As agreed during **Article 25 Negotiations** – 556 Safety and Management met over several days in January and renegotiated/revised the Letter Of Understanding (LOU) between SWA and TWU556 concerning our Flight Attendant Aviation Safety Action Program (ASAP). This was necessary in order to bring our LOU in line with best practices of the industries voluntary reporting systems; specifically as it relates to non-punitive corrective action (verses discipline) on certain categories of reported safety related event(s). At the same, the revised LOU addresses Company concerns by applying the same acceptance criteria to non-sole source to the Company events (the Company has knowledge of the event outside of ASAP) as non-sole source to the FAA events. A final copy of the new LOU was sent to all TWU Executive Board Members and the Grievance Chairpersons. TWU 556 Safety and SWA Cabin Services is fully committed to the success of our ASAP program and will be embarking upon a system wide education and training campaign in order to bring optimal awareness to our Membership, Base Leadership and the Union's Grievance and Leadership Teams on this very important safety program.

3. **The Federal Communications Commission (FCC) is reconsidering the decades-long ban on in-flight use of cell phones** - This change in policy would pose profound safety and security challenges for Flight Attendants who are charged with both imparting critical safety information to passengers and keeping an orderly cabin environment in what is an increasingly stressful, confined space. If the FCC goes through with their proposal, eventually Flight Attendants will be forced to talk over passenger conversations when delivering critical safety information, hindering cabin preparations. Furthermore, research shows that cell phone use interferes with cognitive functioning to the point that, when using a cell phone, people are less likely to offer assistance potentially jeopardizing passenger safety and survival during an emergency. In addition to safety risks, expanded cell phone use would add unacceptable in-flight security risks. Given the ongoing threat of terrorism, expansion of communications technology to persons other than airline crew and law enforcement personnel in the cabin would add a tool to the terrorist's arsenal of weapons to use against us. 556 Operational Safety Chair, Michael Massoni has drafted and will be submitting comments against FCC's proposed rule change on behalf of TWU International and Local 556.

4. **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 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 this final policy. The FAA/OSHA policy outlines 3 specific OSHA Standards that will apply to Flight Attendants' work environment: Hazard Communications (HAZCOM); Blood Borne Pathogen (BBP) & Hearing Conservation – these standards can be found in their entirety at www.osha.gov. In a recent

meeting with Management 556 Safety requested a compliance update and was informed:

- Concerning HAZCOM – SWA is in compliance via the addition of the HAZMAT/HAZCOM revision in the FAM dated 11/29/13
- Concerning BBP – SWA believes they will be fully compliant with the next revision to the First Aid portion of the FAM. The subject of BBP exposure risk classification (which has a bearing on Flight Attendants being offered (at the expense of the Company) access to Hepatitis B vaccinations) is still being reviewed by OSHA/FAA
- Concerning Hearing Conservation – SWA is fully compliant per aircraft noise testing that took place in 2013 that verified noise and exposure levels across the fleet were within the Time Weighted Average (TWA) of 85 dBs threshold thus not requiring the development and implementation of a hearing conservation monitoring program. That being said, we took the opportunity to remind Management that Flight Attendants are contractually entitled to baseline hearing tests on an annual basis and will have notification of, and access to, hearing tests offered by the Company. These hearing tests will be offered in each location where a Flight Attendant Domicile exists and offered at no cost to the Flight Attendant. All baseline tests results and all subsequent tests will be retained in the Flight Attendant's medical file with a copy being provided to the Flight Attendant.

As for reporting any perceived violation to these standards, Flight Attendants may submit a Safety Reporting System (SRS) report via SWALife. These reports will be routed directly through Southwest Safety and Environmental Department and OSHA for appropriate follow-up investigation.

SCHEDULED AND STANDING MEETINGS:

- **Thursday February 27, 2014** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards and ASAP ERC
- **February 22, 23, 24, 2014** – 700 Ditching Drill for SWA Overwater International Certification with the FAA
- **Tuesday February 18, 2014** – SWA ASAP InfoShare and CISM / TWU Safety Meeting with Inflight concerning contact protocols
- **Thursday February 20, 2014** – Quarterly ASAP Operational Leadership Meeting