

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: March 12th, 2014

Re: March 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 = **70**

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.
1738	12/28/2013 Sent to ERC for review	Discovered an oxygen cylinder was brought on the aircraft. The elderly women was not using the oxygen.
1739	12/30/2013 Sent to ERC for review	security issue
1766	1/16/2014 Sent to ERC for review	Arm/Disarm Door, FWD GALLEY DOOR BARS
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.
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.
1789	1/27/2014 Sent to ERC for review	Arm/Disarm Door, failure to disarm aft doors
1797	1/30/2014 Sent to ERC for review	FA injury, Injured FA landing on jumpseat

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.
1806	2/4/2014	Sent to ERC for review	Boarding, 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 through 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, 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
1815	2/2/2014	Sent to ERC for review	Boarding, Agent tried to begin boarding before "B" F/A was onboard & did begin boarding before I could check security & equipment.
1816	2/9/2014	Sent to ERC for review	FA illness, Upper respiratory issues on Evolve A/C

1817	2/9/2014	Sent to ERC for review	OWWE_Pax, Passenger in exit row does not meet exit seat criteria.
1818	2/9/2014	Sent to ERC for review	Security, As the "A" flight attendant I wrote in the "B" and "C"'s employee numbers and checked boxes on form WN-966
1819	2/5/2014	Sent to ERC for review	Sleeping, I may have dozed off on my flight
1820	2/10/2014	Sent to ERC for review	Arm/Disarm Door, Did not arm forward entry door slide for pushback but did put slide strap in place.
1821	2/10/2014	Sent to ERC for review	Security, Conflict with Originating Flight Cabin Security Check Procedures / WN-966 Form
1822	2/10/2014	Sent to ERC for review	OWWE_Briefing, Failure to brief exit rows
1823	2/12/2014	Sent to ERC for review	Arm/Disarm Door, galley entry door armed
1824	2/12/2014	Sent to ERC for review	Arm/Disarm Door, Slide slid out of its container on opening the door
1825	2/10/2014	Sent to ERC for review	Maintenance, Please refer to ASAP report # A20140105-XXXXX-XXXX-00000-01-01dated 01/05/2014
1826	2/13/2014	Sent to ERC for review	Peanut, Seatbelt Sign, a uniform crew member passed out our peanuts did not realize the fastened seat belt sign was on
1827	2/13/2014	Sent to ERC for review	Peanuts, Seatbelt Sign, non revenue flight attendant passed out peanuts while seatbelt sign was on.
1828	2/14/2014	Sent to ERC for review	OWWE_Briefing, OWWE briefed late
1829	2/14/2014	Sent to ERC for review	Minimum Crew Violation, Boarding, I was not in my boarding position when boarding began because I was not on the aircraft.

1830	2/15/2014	Sent to ERC for review	Passenger illness passenger said he was in rehabilitation and diabetic
1831	2/16/2014	Sent to ERC for review	Arm/Disarm Door, Ramp opened armed AFT Entry Door
1832	2/16/2014	Sent to ERC for review	OWWE_Briefing, Forgot to verify with "C" that over wing had been briefed
1833	2/14/2014	Sent to ERC for review	Clear Zone, I did not watch clear zone when pilot came out of cockpit
1834	2/17/2014	Sent to ERC for review	Arm/Disarm Door, Failed to immediately disarm aft doors.
1835	2/18/2014	Sent to ERC for review	Flight Attendant Manual Violation, Non updated binder
1836	2/18/2014	Sent to ERC for review	Carryon Bag, 1 min late due to trying to stow pax luggage
1837	2/18/2014	Sent to ERC for review	Flight Attendant Manual Violation, Needed latest revision to Manual
1838	2/19/2014	Sent to ERC for review	OWWE_Briefing, Didn't do brief. Pax illness & other distractions, started closing bins, before I knew it I'm doing the demo.
1839	2/17/2014	Sent to ERC for review	Child Restraint Device, Failure to move carseat out of the row directly before the exit row
1840	2/21/2014	Sent to ERC for review	Minimum Crew Violation, Taking a call in jetway while boarding
1841	2/22/2014	Sent to ERC for review	4th jumpseat, COS, Employee Customer of Size on Flight Attendant Jump Seat
1842	2/23/2014	Sent to ERC for review	Arm/Disarm Door, Slide partially came out of door - one girt bar in bracket
1843	2/23/2014	Sent to ERC for review	Boarding, Agent boarded without all 3 crew members on board

1844	2/21/2014	Sent to ERC for review	Arm/Disarm Door, fwd service door not armed properly
1846	2/24/2014	Sent to ERC for review	Flight Attendant Manual Violation, Realized that I didn't have my Flight Attendant Manual in my bag when I arrived at hotel in (city)
1847	2/24/2014	Sent to ERC for review	Arm/Disarm Door, I didn't disarm aft entry door and I don't know if I made announcement because of a passenger came to the back
1848	2/14/2014	Sent to ERC for review	Boarding, Ops Agent began boarding before all F/As were present.
1849	2/24/2014	Sent to ERC for review	Alcohol Related-Pax, PAX boarded with alcohol
1850	2/25/2014	Sent to ERC for review	Alcohol Related- Pax, pax boarding appearing intoxicated
1851	2/25/2014	Sent to ERC for review	OWWE_Briefing, Apparent failure to display briefing card after pax informed me that oil was dripping from the left wing of the A/C
1852	2/28/2014	Sent to ERC for review	Carryon, Unsecure Cabin, failure to stow bag in front row
1853	3/2/2014	Sent to ERC for review	Boarding, Ops agent began boarding while we're doing safety checks despite being asked not to and deicing fluid in the galleys
1854	2/22/2014	Sent to ERC for review	Boarding, Problems before boarding.
1855	2/27/2014	Sent to ERC for review	Child restraint Device, Permitted car seat with wheels in seat
1856	3/2/2014	Sent to ERC for review	OWWE Briefing, Cannot recall briefing over wing.
1857	3/3/2014	Sent to ERC for review	Equipment, While inflight I discover one of the PBE had expired

1858	3/1/2014	Sent to ERC for review	Unsecure Cabin, Jumpseat, was not secured in jumpseat on takeoff
1859	3/5/2014	Sent to ERC for review	Unsecure Cabin, Forgetting to give a passenger a seat belt extension before takeoff, as I watched the over wing, when she passed me
1861	3/7/2014	Sent to ERC for review	Unsecure Cabin, The ridiculousness of STRONG START PROGRAM
1862	3/5/2014	Sent to ERC for review	Pre-flight briefing and safety-security
1863	3/7/2014	Sent to ERC for review	Boarding, Pressure to board passengers by Operations before all safety/security checks and pre-flight briefings done.
1864	3/8/2014	Sent to ERC for review	Jumpseat, I wasn't strapped into jumpseat immediately after demo due to ill passenger requesting meds
1865	3/8/2014	Sent to ERC for review	Passenger illness
1866	3/9/2014	Sent to ERC for review	OWWE_Briefing, Failure to ask "C" Flight Attendant if she briefed OWWE
1868	3/10/2014	Sent to ERC for review	Flight Attendant Manual Violation, Missing bulletin 14-02

ASAP Reports received to date: **1868**

▪ Accepted Reports to date = **1769**

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

Report **Entered into LaborForce**

January 2014 Reconciliation and ASAP 2012 – 2013 Year over Year Data

January Data

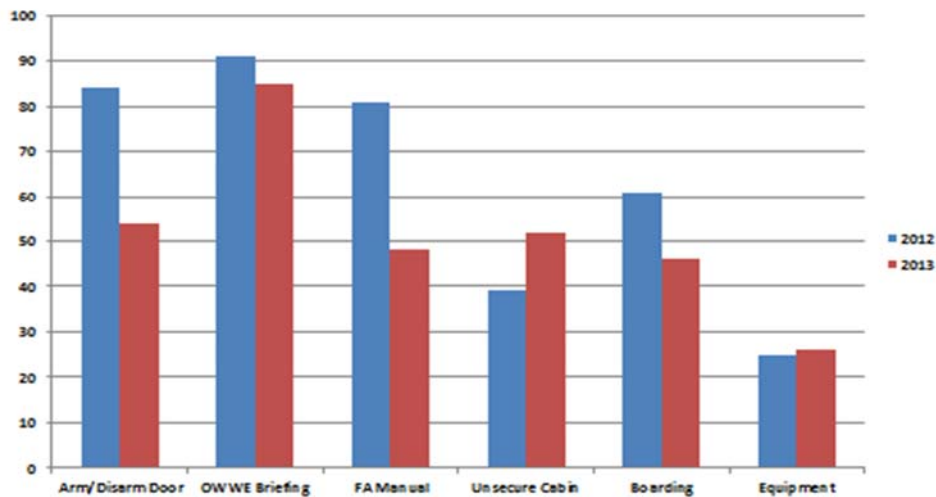
Events- 55

Reports- 68

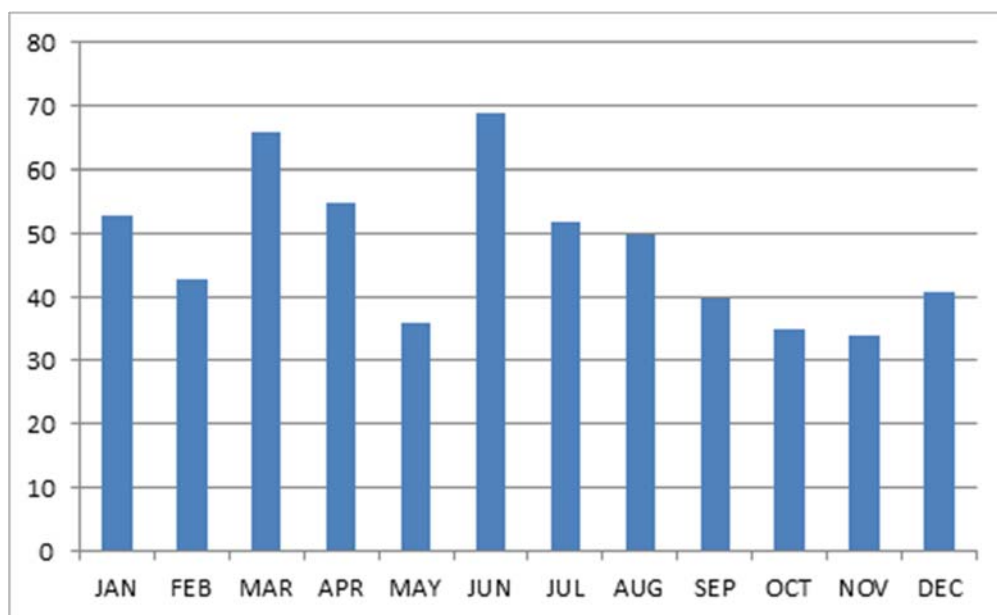
Non-sole source- 1

Reports shared with other departments- 17

Top Events 2012 & 2013



2013 Reports



Southwest Airlines Event Notification System (ENS) and

AirTran Safety Information Reported Event Notification (SIREN)*

Fielded Events for Period:

- 02/11/14 through 03/12/14 = **171**
- Emergencies Declared = **14**
- All OF 2014 to Date = **437**
- 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*

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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. At this time the TWU 556 Safety Team, in cooperation with Management, are continuing research on the following:
 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
 4. Reviewing all Flight Attendant uniform materials, dyes and textile processes and ensuring compliance with The Apparel and Footwear International Restricted Substance List (RSL) Management (AFIRM) toolkit and standard.

Additionally, the Company has hired a dedicated Industrial Hygienist in the matter to assist in identifying causation in this epidemiological phenomenon.

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 strategies if it is not operationally feasible to engineer the problem out of the work environment.

2. **556 Safety recently met with the company to discuss our LOU (Letter of Understanding) which addresses the non-discipline incentives attached to the Aviation Safety Action Program (ASAP).** The previous LOU (dated April 1, 2013) gave Member(s) of In-flight Management the ability to discipline a Flight Attendant if they witness and reported a Safety event/infraction committed. The Flight Attendant(s) involved could still complete an ASAP report but acceptance of these reports had no bearing on the ability of Management to issue discipline. Through the discussions with Management, agreement was reached to revise the LOU. Our new LOU went into effect March 1, 2014 and gives a Flight Attendant 24 hours from their point of knowledge of the Safety event/infraction to complete an ASAP report. If the report is filed within the 24 hours of knowledge and is accepted, no discipline will be issued by the company, even if it is witnessed by a Member of In-flight Management.
3. **556 Safety both observed and participated in the 737-700 FAA Overwater Ditching Drill which was conducted in Dallas** - This exercise was one of the final regulatory hurdles Southwest had to complete in order to start flying internationally later this year. The drill was successfully completed by 3 Flight Attendants that were randomly selected from a group of 10 that were brought to Dallas on behalf of the Safety and Regulatory Group from the Flight Attendant Strategic Team (FAST). While the 3 selected Flight Attendants aced the drill in the first attempt, there were several technical glitches encountered with life raft inflation. These glitches have led to the FAA giving provisional certification to Southwest pending corrective action by Southwest and its raft vendor in remedying observed systemic issues surrounding these life raft anomalies.
4. **The FAA/OSHA Policy on Occupational Safety and Health Standards for Aircraft Cabin Crewmembers Policy** – The U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) recognizes the value of establishing a collaborative relationship to foster safer and more healthful American workplaces. To that end, OSHA is seeking signatories including labor Unions such as TWU to form an Alliance to provide TWU members and others with information, guidance, and access to training resources that will help them protect the health and safety of commercial transport airline cabin crewmembers, particularly by reducing and preventing their exposures to bloodborne pathogens, occupational noise, and chemical hazards, and understanding the rights of workers and the responsibilities of employers under the Occupational Safety and Health Act (OSH Act). Through the Alliance, the organizations will use relevant injury and illness data in selected industries to help identify areas of emphasis for Alliance awareness, outreach, and

communication activities. The Alliance will also explore and implement selected options to evaluate the effectiveness of the Alliance and measure the impact of its overall effort on improving workplace safety for employers and workers. In convening this Alliance, OSHA and the participants recognize that OSHA's State Plan and On-site Consultation Project partners are an integral part of the OSHA national effort. The Participants intend to work together to achieve the following goals related to raising awareness of OSHA's rulemaking and enforcement initiatives:

- o To share information on occupational safety and health laws and standards, including the rights and responsibilities of workers and employers.
- o To convene or participate in forums, roundtable discussions, or stakeholder meetings on occupational safety and health hazards in the cabins of commercial transport airplanes, in particular, bloodborne pathogens, occupational noise, and chemical hazards, to help forge innovative solutions or to provide input on safety and health issues.

556 Safety is in talks with OSHA in drafting an OSHA Alliance agreement that so far would include: The Association of Flight Attendants AFA-CWA, Airlines for America (A4A) and Transport Workers Union (TWU). Once this language is finalized a draft will be brought forth to the Executive Board for approval before entering into such an agreement.

SCHEDULED AND STANDING MEETINGS:

- **Monday March 24, 2014** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards and ASAP ERC
- **Monday March 24, 2014** – Quarterly ASAP Leadership Meeting with FAA
- **Tuesday March 11, 2014** – 737-MAX Galley Design Team (GDT) Update w/ Galley Renderings
- **Monday - Thursday March 4, 5, 6, 7, 2014** – ASAP InforShare, ERC, PHX Safety Fair ASAP Education