

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: April 14th, 2014
Re: April 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 = **60**

ID - Event Date – Status			Summary
1739	12/30/2013	Sent to ERC for review	security issue
1817	2/9/2014	Sent to ERC for review	OWWE_Pax, Passenger in exit row does not meet exit seat criteria.
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.
1833	2/14/2014	Sent to ERC for review	Clear Zone, I did not watch clear zone when pilot came out of cockpit
1842	2/23/2014	Sent to ERC for review	Arm/Disarm Door, Slide partially came out of door - one girt bar in bracket
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

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 take off, 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
1870	3/12/2014	Sent to ERC for review	unable to do pre-flight duties
1871	3/13/2014	Sent to ERC for review	Equipment, pax gave me a magazine at a time i could not stow properly. I had stowed in with first aid kit until I could retrieve .
1872	3/12/2014	Sent to ERC for review	Boarding, preflight security check not complete before boarding
1875	3/13/2014	Sent to ERC for review	OWWE_Pax, COS sat in OWWE
1876	3/14/2014	Sent to ERC for review	Arm/Disarm Door, Boarding door was closed while passengers in the back were changing seats and a few bins were still open.

1878	3/15/2014	Sent to ERC for review	Arm/Disarm Door, Cracked forward entry door while it was secured
1880	3/13/2014	Sent to ERC for review	Minimum Crew Violation, Boarding, F/A exiting A/C
1884	3/20/2014	Sent to ERC for review	OWWE_Briefing, I forgot to brief the overwing.
1885	3/21/2014	Sent to ERC for review	Medical Emergency
1886	3/21/2014	Sent to ERC for review	Peanut Allergy, mistakenly served peanuts on a non peanut flight
1887	3/22/2014	Sent to ERC for review	Boarding, Not in boarding position because I was doing security and equipment check
1888	3/22/2014	Sent to ERC for review	Flight Attendant Manual Violation. forgot FA Manual. didnt notice until I got to (City). bought new manual there
1889	3/21/2014	Sent to ERC for review	Boarding, flight left with a spiner
1890	3/24/2014	Sent to ERC for review	MX, failure to repair broken water line
1891	3/24/2014	Sent to ERC for review	Unsecure Cabin, plane pushed back before cabin was secure
1892	3/24/2014	Sent to ERC for review	UM, Check IDs for UM but had one parent sign the wrong paperwork, didn't realize it till he had left the airport
1893	3/24/2014	Sent to ERC for review	Boarding position, C flight attendant not in boarding position
1894	3/25/2014	Sent to ERC for review	Preflight briefing, "C" flight attendant paying attention to cell phone
1895	3/26/2014	Sent to ERC for review	Unsecure Cabin, Jumpseat, Not in Jumpseat for take off
1897	3/27/2014	Sent to ERC for review	Boarding, was not in boarding position when passengers started boarding
1898	3/24/2014	Sent to ERC for review	Boarding, Minimum Crew Violation, "Lap child" walked on A/C alone while F/As cleaned. F/As not in position on boarding. UM left unattended.
1899	3/28/2014	Sent to ERC for review	wasnt in boarding position
1900	3/28/2014	Sent to ERC for review	Service Animal Seat Violation
1901	3/27/2014	Sent to ERC for review	Arming/Disarming Door, Failed to notice girt bar was armed

1902	3/30/2014	Sent to ERC for review	Flight Attendant Manual Violation, Realized upon arrival that I had forgotten my flight attendant manual.
1903	3/26/2014	Sent to ERC for review	A/C shut down with thru pax onboard in (city)
1904	3/30/2014	Sent to ERC for review	Accidentally poked a pax on side of face
1906	3/31/2014	Sent to ERC for review	Boarding, We were not in boarding positions and were boarded on top of before we should've even been at the gate.
1907	4/2/2014	Sent to ERC for review	OWWE Pax, OWWE Briefing, w/ boarding complete,OWWE brief given and count to "A," a late boarder sat in OWWE,brief was given after FW door closed
1908	3/31/2014	Sent to ERC for review	Originator Security Checklist Incomplete
1909	4/2/2014	Sent to ERC for review	Security Concern, entered jetway without OPs
1910	3/31/2014	Sent to ERC for review	UM, Didn't check to see if Name of person meeting UM was filled in
1911	4/5/2014	Sent to ERC for review	Boarding, Failure to conduct pre board safety checks, meet crew and pilots and receive preflight briefing from pilots.
1913	4/5/2014	Sent to ERC for review	Passenger Count, Operations Agent failed to verify passenger count with "C" FA before closing the forward entry door
1924	4/13/2014	Sent to ERC for review	Flight Attendant Injury, Coffee Maker, Flight attendant burned by coffee maker that wasn't fixed due to 'strong start' program
1925	4/13/2014	Sent to ERC for review	Passenger Count, While filling out the rev napkin I heard the count of 117 and that is what I wrote down and turned in to the pilots.
1926	4/13/2014	Sent to ERC for review	UM, UM Procedure, failure to exchange child with parent (uncle)

ASAP Reports received to date: **1928**

▪ Accepted Reports to date = **1771**

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:

- 03/12/14 through 04/14/14 = **207**
- Emergencies Declared = **23**
- All OF 2014 to Date = **644**
- 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 of this epidemiological phenomenon. The

final report from the Industrial Hygienist is due on April 24, 2014. Local 556 will publish the results of the report in next month's Safety Team report.

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 will be meeting with Kevin Clark, Manager of Customer Experience concerning two different Flight Attendant Strategic Team (FAST) initiatives that are currently in process:

- Concerning Time & Motion Studies being conducted by the FAST Team regarding Flight Attendant duties on originators and possible linkage such studies may have to the "Start Strong" initiative: 556 Safety wants to ensure such data NOT be used to initiate Fact Finding/Discipline to our Members that are performing required safety and security checks on the originating flights of the day, regardless as to how much outside of the average a given Member may need to complete such mandated checks.
- Concerning Hot Cabin Temperature Procedures and the need to get ahead of the curve on implementation, communication and control procedures before it gets too far along into the hot, late spring-summer season...it's already starting to reach triple digits in the Desert Southwest!

3. TWU International and 556 Safety Representatives attended the annual Global Cabin Air Quality Executive (GCAQE) Annual Forum / Information Exchange & International Transport Workers Federation (ITF) Cabin Crew Section Meetings – in London, England.

- The GCAQE is a global coalition of health and safety advocates committed to raising awareness and finding solutions to poor air quality in aircraft with TWU being a Charter Member. At this annual forum and information exchange the following topics were covered over the 2 ½ day meeting:
 - o Continuous total carbon measurement
 - o Aerotoxic Syndrome in Clinical Practice: Fact or Fiction?
 - o International Labour Organization (ILO) perspective on prevention of occupational disease
 - o The alphabet soup of relevant standards and regulations
 - o Hazardous chemical regulations in the EU
 - o Chemical mixtures and the challenges of developing exposure standards

- o The history of bleed air on aircraft
 - o Aircraft cabin contamination: An aircraft systems engineering perspective
 - o B757 cockpit bleed air filter: A certified solution
 - o More research into a biomarker for central nervous system damage
 - o Plane crazy: The political passenger
 - o Co-chair-mediated discussion of engineering control measures
- The ITF Cabin Crew Section meeting covered the following topics over a 2 day meeting.
 1. Adoption of the Provisional Agenda
 2. Adoption of the report of the Cabin Crew Committee meeting of 13 - 14 June 2013
 3. Report of the International Labour Organization (ILO) Global Dialogue Forum of February 2013 & follow up meeting
 4. Report of the International Civil Aviation Organization (ICAO) Assembly 24 September – 4 October 2013
 5. Update on ICAO Cabin Crew Training Manual revision & Cabin Safety Committee work -plan
 6. Update on ICAO Tokyo Convention amendments
 7. Update on Cabin Air Quality campaign
 8. Delta Flight Attendants' organizing campaign in the USA by IAM
 - a. Passed resolution in support of IAM's Delta Organizing Drive
 9. Preparations for ITF Congress 2014
 10. Flags of Convenience (FOC) Campaign Update
 - a. Passed resolution against Norwegian Air Shuttles FOC operation out of the USA

Full text documents of all presentations and resolutions are available to EB Members upon request.

SCHEDULED AND STANDING MEETINGS:

- **Thursday April 24, 2014** – Health & Safety Coordination (HASC) with Inflight Safety and Regulatory Standards and ASAP ERC
- **Tuesday April 15, 2014** – Meeting with Kevin Clark concerning hot aircraft procedures and FAST Time and Motion Studies
- **Tuesday April 15, 2014** – Meeting with Southwest Airlines Federal Airport Security concerning Flight Attendant Cabin Security Procedures and TSA Audits
- **Wednesday April 16, 2014** – Dallas Base ASAP ERC Visit and Education Session
- **Thursday April 17, 2014** – ERC
- **Wednesday April 23, 2014** – ASHRAE Airline Worker Training for Smoke and Fume Events Teleconference