

Basics of Reporting

Reporting... one of the most tedious parts of our job as Flight Attendants! However, it is a necessary “evil”, especially in certain situations. We are provided with many avenues to make the Company aware of what occurs on the aircraft, and in doing so, we can affect positive change to our workplace. Let’s go over the different reporting options available to us, how they can (and should) be used, and where to find them.

Irregularity Report (IR)

The most familiar report to our workgroup is the **Irregularity Report (IR)**. When the Company requires information from you about a specific situation, they request an IR. This could be from a customer letter, a report from another department, arriving late to the gate, etc. IRs are required for any alcohol related event, as well as any medical emergency where equipment on the aircraft was used. If the Company requests an IR, you will be notified by a phone call, CWA message, or e-mail to your WNCO e-mail address. You can submit an IR using the “SWA Reporting” app on your iEFB or the IR form on SWALife.

REMEMBER: IRs for ALCOHOL related events must be submitted within 24 hours of the event.

iEFB



SWALife

SWALife > My Work > Inflight > Reporting > Irregularity Reporting (IR) for FAs

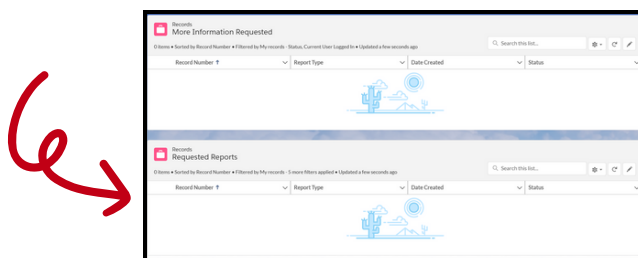
“What do I do when the Company requests an IR?”

Generally, Management will create the IR for you to complete and send an email to your wnco account requesting the IR to be completed. The email will contain a link to the request, but it can also be found in the “Requested Reports” section once you have launched the Irregularity Reporting portal on the iEFB or SWALife.

If you need to submit an IR for a situation and Management did not send you a request, you can “Create a New Irregularity Report”.

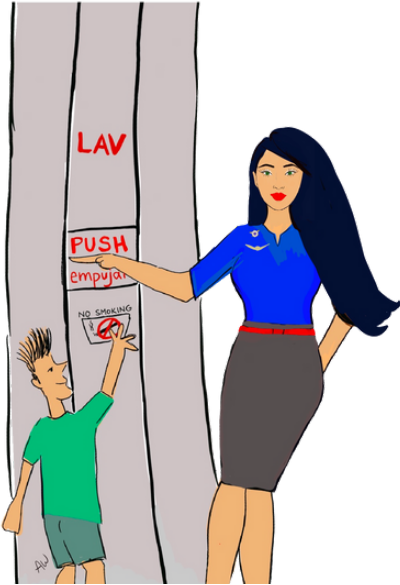


NOTE: If the Company requests an IR, you must complete the report in a timely fashion.



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Aviation Safety Action Program (ASAP)

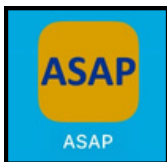


"I'm flying 'C' and I didn't get a chance to brief the OWWE before the boarding door was closed because I was helping a passenger with their small child. Should I file an IR or is there a different report for me to use?"

Another reporting tool is the **Aviation Safety Action Program (ASAP)**. This program should be used to report any safety incident, event or relative safety information while you are performing duties as a Flight Attendant. ASAP should also be used in the event you inadvertently and unintentionally violate any safety policy and/or regulations. The ASAP is a means to self-disclose a situation in a confidential manner, which can help TWU, the FAA, and SWA come up with necessary corrective actions BEFORE an incident occurs.

Keep in Mind: There are reporting timelines for an ASAP report.

iEFB



SWALife

SWALife > My Work > Inflight > Reporting > ASAP Reporting for FAs

Phone

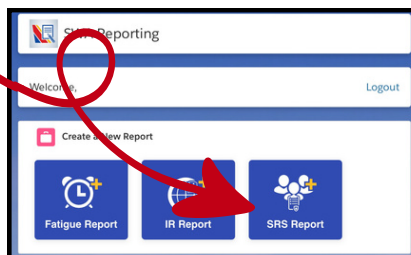
You can also file a preliminary ASAP by calling: (866) 231-8338.

Safety Reporting System (SRS)

"I remember something about SRS during RT. What is that exactly?"

SRS stands for **Safety Reporting System**. It is available for all SWA Employees to submit information regarding any non-emergency safety or security concern.

iEFB



SWALife

SWALife > My Work > Inflight > Reporting > SRS



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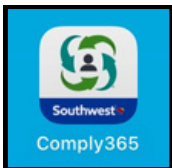
Listening, Insight, News & Knowledge (LINK)

"I have an idea to help make our job easier on the airplane! Who should I tell?"

Listening, Insight, News & Knowledge (LINK) would be your best option! LINK is a means to ask questions, submit ideas and provide feedback to the Company on a variety of subjects.



iEFB

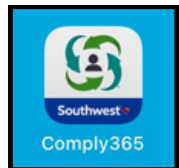


**Comply365 > My Forms
> Inflight > _LINK**

SWALife

**SWALife > My Work >
Inflight > Reporting >
LINK**

Crew Rest Feedback Form



**Comply365 >
My Forms >
Inflight >
Crew Rest
Feedback Form**

"There was a situation at our overnight hotel in << City >>. Who do I report it to and how do I go about it? Should I just submit a Yelp review?"

No! A bad review will do nothing to correct problems other than create issues when our Crew Accommodations Board (CAB) is trying to negotiate good hotel contracts in the future (with this property and others). If an issue or concern arises on an overnight, please notify the CAB by using the **Crew Rest Feedback Form**.

Fatigue Concern Report

"While I didn't need to call in fatigued, I have a concern with how our duty days are being constructed. Is there a way to report this to someone?"

You can fill out a **Fatigue Concern Report** which will be reviewed by SWA, TWU Local 556 representatives, and the FAA. This report is meant to review policies and procedures which could be a fatigue concern in an attempt to mitigate the issue before there is an incident or accident.



When you get into the Fatigue Report, click "Fatigue Concern" instead of "Fatigue Call".

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Professional Standards



"I am having a really rough time with how the 'A' Flight Attendant is speaking to me. She's really bossy and treats me like I don't know what I'm doing. I have tried speaking to her, but she won't listen. Is there anything I can do other than reporting her to Management?"

Professional Standards is who you should contact in order to resolve an issue with another Flight Attendant or Pilot. As a jointly sponsored SWA and TWU Local 556 Committee, Professional Standards provides peer-to-peer assistance in resolving duty related conflict. The trained committee Members will work as a mediator to discuss the conflict and attempt to help the two parties come to a resolution without having to involve Management in the process.

The Professional Standards hotline and email are checked for messages every 24 - 48 hours.



Phone

(214) 640-4390



Email

professionalstandards@twu556.org

"Can I use Professional Standards if I have a non-safety or security issue with a Pilot?"

Yes. Professional Standards can be used to help mediate or discuss a conflict between Crew Members (Flight Attendant or Pilot).

Keep in mind that the first course of action is to discuss the issue with our co-heart, if we feel safe to do so. If that doesn't work, Professional Standards is a valuable resource to come to a resolution.

"Can I use Professional Standards if I have an issue with CSA/Ops Agent/ Provo Agent/Scheduler?"

No. Professional Standards can be used for Crew conflict between a Flight Attendant and Flight Attendant, or Flight Attendant and Pilot.



IMPORTANT NOTE: Abuse (verbal or physical), racism, harassment, sexism, bigotry, homophobia, and other forms of discrimination and hostility are NOT acceptable to Southwest Airlines or TWU Local 556. If you experience any form of discrimination, please contact the Union Office immediately for guidance and assistance. (214) 640-4300