

To: Jesse Soto, Safety & Health Advisor  
From: Dina Enders, Safety & Health Committee  
Date: 12 January 2015  
Subject: OAK Safety Visit

The visit was requested by TWU Safety Reps to address local safety concerns by our OAK employees. TWU Safety Reps: Ron Nervis; Brian Gibbs; and Prince Shelby accompanied me on this inspection.

OAK management continues to violate our contract right to investigate accidents and incidents involving TWU members by not calling our TWU Safety and Local Reps when accidents or incidents occur.

Several accidents have occurred while Safety Reps were working on property. By the time the Safety Reps got to the scene of the accident, it has been cleared of the equipment involved. This does not allow for a proper or complete investigation of any incident/accident.

Southwest primary objective is Safety--Priority One. OAK leadership does not follow or practice Gary Kelly's commitment to safety.

#### **TRAINING OSHA 2254 and TWU Contract**

- A top concern is lack of adequate and proper training of new hires in OAK. New agents are "signed off" as being trained, but they lack a full and proper understanding of their job duties. **(Station Manager Steve Bernhardt explained that there are several agents who have not been signed off until Ramp Supervisor Colleen Hartley reviews all items in the new hire training book.)**
- On the closing shift, new hires are told not to remote company aircraft until the ramp closing supervisor rides along with them on the remote. However, this closing supervisor is not off probation himself. He too has not been properly trained. Since my last Safety Visit, Oak has had several close calls of damage to RON aircraft by agents on probation being assigned to terminators. The supervisor assigns two new hires together even though neither agent is trained or signed off on remoting aircraft across the ramp. **Steve said the Closing Supervisor has been talked to about not putting 2 new hires together.**
- Sharing information about and pertaining to safety is a joint effort between Southwest and TWU. We can start by communicating monthly safety topic provided on the Safety & Security page. Leadership can be talking it up how we all can be more aware of our surroundings. Bringing back the brown bag meetings for the work group is just one way to open conversation with the employees.

- Safety is not being empathized here in OAK. The communication of safety between all levels of management and employees must improve. Just one example, on 1-8-2014. Ramp Sup Carlos Jacome was sitting on a tug while two new hires were pushing an Aircraft off of Gate C24 straight into a provisioning truck, the two agents working the back bin on C24 jumped out screaming to the pushback driver to stop just before he was about to strike the truck. Station Manager Steve Bernhardt had not been informed of this very serious close call.
- Inadequate training is very prevalent at this station. Agents are not getting proper time to go over new procedures. New procedures that HDQ has put in place are not being communicated in OAK. Just a few examples:
  1. Tow bar procedures-what to do when the shear bolt breaks-- 12 Tow bars have been broken since the last Safety Station Visit on 11-11-2014. GSE Forman Don Bribes seems to be the only Leader in Oakland who knows this policy. (policy in place for over a year and a half)
  2. Power Cord proper position while hooked up to aircraft--not taught.
  3. Thumbs up for Ops Agents, not being talked up.
  4. T-point carts being over stacked by 2-4 rows high while T-point Supervisor sits on the golf cart reading a book
  5. SDS stickers missing on the telephones
  6. Winglet Cones in OAK are never moved before or after each flight--agents not taught
  7. Wireless Headsets: OAK uses 2 wing walkers on mid-morning flights, but not on the originator/terminators. Steve says it is about the ICO banks, the amount of Aircrafts on the ground that are pushing at the same time by other airlines. The Safety hazard is walking out the Aircraft when a problem exists on either side; there is no way to communicate to Pushback driver or the 2 wing walkers.
  8. Bin Shield not being used for big cargo crates, agents were unaware
  9. Bin Pin being used on 800/700 series instead of bypass pins. Steve committed to making sure these pins were ordered.

#### **SAFETY COMMITTEE GOM 02.040.00**

- Monthly Focus Safety Topic from HDQ is not being talked about during daily huddles or at the monthly safety meeting. **Remains Opens since last Safety Visit 11-11-2014**
- Each classification should be represented at all meetings, attendance by local Station Leaders is recommended. (Station Manager Steve Bernhardt explained that their Monthly Core Meeting has more attendance than the Monthly Safety Meeting due to most Reps are available on the day of the Core Meeting.
- Seven days prior to the joint safety meeting, these documents must be presented to TWU Safety Reps by local management: OSHA 300 Logs; monthly potable water cabinet inspection; PC/Air cradle inspection; fire extinguisher inspections. Remains Open from several past station visits.
- New Policy and Procedures not being talked about prior to going into effect. **Remains Open from 11-11-2014.**

- Monthly Check of the Operation AED needs to be inspected management. MRO Ana Negrao told Brian Gibbs to do it, but he has not been trained or signed off on the procedures.

### **RAMP WALK**

Leadership is not joining TWU Safety Team on the required walk around. MRO Kevin Pryor told the TWU Safety Team that they will be starting up the Monthly Required Ramp Walk with TWU Safety Chair Ron Nervis as of January 2015. Steve said that new MRO Barton Grimm, will be working with the Safety Team.

### **PROVISIONING**

Trucks need to be cleaned on regular bases; several trucks had excessive trash under racks. The 800 cart straps are coming apart; the attempted fix was wires to hold in place, truck 62 was taken out of service during my visit.

### **CLOSING CONFERENCE**

Ron Nervis and I spoke with Steve Bernhardt and Ana Negrao. We went over training of new hires and how they are just being signed off and put onto the ramp. We discussed the importance of proper communication between leaders and agents of safety issues and hazards. The amount of hours being used for Safety, Equipment/Facilities Check, Monthly Safety Joint Meeting, Monthly Required Ramp Walk, weekly Core Meeting. I expressed my concern to Steve over this topic for the mere fact that the GOM states it's a joint effort between Leadership and TWU Safety. Safety Culture in Oakland is non-existing since my last Safety Visit in 2013. Steve explained that Safety is Number one Priority for all employees that Oakland Leadership is working toward a better Safety Culture for all employees.

In closing, thank you entire OAK employees for your continued hard work and the dedication to safety displayed on a daily basis. Thank you to all TWU Safety Reps for all you do to improve the work environment for all employees. If you have any question or concern about this report my number is 214-927-6743 or email me at [dina.enders@twu555.org](mailto:dina.enders@twu555.org)

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