

To: Jesse Soto, Safety & Health Advisor  
From: Dina Enders, Safety & Health Committee  
Date: 23 September 2014  
Subject: SEA Safety Visit

I went to SEA at your request to address safety concerns brought forth by Local Reps. SEA Station Rep Shawn Ufer accompanied me on a safety inspection.

TWU Safety Reps are not being notified by local leadership when an accident or incident involving TWU membership occurs. This has been an ongoing problem in SEA.

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

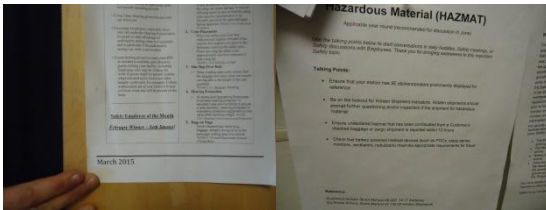
- Each classification should be represented at all joint safety meetings, attendance by local Station Leaders is recommended. Department representative are responsible for keeping their fellow Employees in their respective work areas updated on the committee progress.
- Station Manager Terry McHugh for 2015 has attending 1 safety meeting. Most employees point out the obvious—that SEA Leadership’s attitude towards the agents and their lack of attention to many safety concerns brought up to them has a negative impact on the station. This work environment produced by this management attitude style is unhealthy as it increases the stress and lowers morale.
- Sharing information about and pertaining to safety is a joint effort between Southwest and TWU.
- Supervisor must communicate the daily ramp safety topic to employers and how we all can be more aware of our surrounding. When leaders do not utilize the proper tools the results is an ineffective program and employees at a greater risk of accidents or injuries
- GOM policy is not being followed by SEA. For example, every department is not included in attendance at the monthly joint safety meeting.
- Many new policies and procedures HDQ has put in place are not being communicated or taught to employees in SEA. Monthly Focus Safety Topic from HDQ is not being talked about during daily huddles or at monthly safety meetings. Safety is not adhered to in SEA. The communication of safety issues between all levels of management and employees must improve.
- Seven days prior to the monthly safety meeting, these documents must be presented to TWU: OSHA 300 log; monthly potable water cabinet’s inspections; PC/Air cradle inspection, fire extinguisher inspections-again this is not being done here in SEA.

#### **SAFETY BOARDS GOM 02.030.00**

- A Safety Bulletin Board, visible to all Employees, must be maintained in the work area. This board is to be used for safety items only and will include, at a minimum, the required Job Safety and Health poster(s), the workers Compensation Coverage poster, Safety Committee meeting

minutes, and other safety bulletins and posters, and a roster of Employee certified in First Aid/CPR, if applicable.

- March Safety Newsletter was posted on the Safety Board as of 9-16-2015. (5 months old)
- Monthly Safety Topic Focus was not posted for September, there was an old topic posted. September was Personal Protective Equipment (PPE) the agents were not informed of the monthly safety topic.
- I was unable to find the current compliance records on CPR.



## RAMP WALK

I explained to local management that ramp walks are different from equipment checks. TWU Station Rep Shawn Ufer will be checking the equipment and facilities and share his findings with MRO Shane Callhan and Terry Mchugh. Ramp Walk is to address the open concerns from the monthly meeting and to look for unsafe conditions or hazards. The items found during this walk need to be attached to the monthly safety minutes.

## TRAINING OSHA 29 CFR 1910.147

- Lack of training is very prevalent at this station as many new Policies and Procedures that HDQ has put in place are not being communicated to employees in SEA. For example, agents are waiting for recurrent forklift training which has not been provided in the station since the last safety station visit. OSHA standard is recertification every 3 years.
- Bin Door Shield not being used in station for cargo or electrical wheelchairs.
- Ramp Sups training new hires are not properly showing the agents the correct way on how to do a walk around. New hires are not getting the proper training on how to push out aircraft. New hires have not been trained properly when it comes to running bags. New hires are not being signed off before being put on the ramp unsupervised.
- Leadership is using the new hires not properly trained in all work duties in floater positions.
- Power Cord proper position while hooked up to aircraft has not been taught.
- Remote Area has new paint lines for the Aircrafts being parked. All Employees including Ramp Supervisors need to have training on proper procedures while remoting Aircraft.
- Agents express their concern over how the communication from Leadership to all Employees needs to improve. The issue of proper safety training remains a top concern.

- Sharing information about and pertaining to safety is a joint effort between Southwest and TWU. Supervisor must communicate the daily ramp safety topics to employees and how we all can be more aware of our surroundings. Again, the work environment produced by this management attitude style is unhealthy as it increases the stress and lowers morale.

## **GATE AREA/PROVISIONING**

- Several gates are very congested making it difficult for Ramp and Provisioning drivers to navigate. On gates B14, B12, B10, and B-8, I observed the drivers having a difficult time maneuvering in/out of these gate area due to carts parked all over. When asking the one Wing Walker which safety zone she was standing in, it was unclear! The safety envelopes overlap each other. Like most cities we service, the work areas are tight and extreme caution must be used to safely perform our ramp/provisioning duties. If an agent needs a guide while performing provisioning and one does not show up the truck must not move until proper help is available.
- The following gates are missing Marshall Lines, Ingestion Zones and Safety Corridor lines: B14; B12; B- 10 and B-8. **GOM 5.9 Safety Zone Still open from last safety visit 7-15-2015**
- SEA Port will not paint on these gates, explaining that the paint that is used is slippery. Seattle Port did take the time to black out all of Southwest Safety Zones.
- PC Air Condition Cradle on the following gates is missing the straps that secure the hose in place: B14 and B12. **GOM 5.6.12 PC Air Condition Cradles**
- Concrete potholes inside the safety zones need to be repaired to prevent trip/fall and loose rocks being ingested into the engine. **OSHA 29 CFR 1910.22** When SEA Port repaired the concrete on gates the material used is extremely slick, creating a slip/fall hazard next to pushback. **OSHA 29 CFR 1910.22**
- What is the procedure should an emergency arise and the front provisioning truck is blocked in by the amount of carts stage at the end of each zone?
- At gate B14, the truck servicing the forward galley must back into the extended cart staging area. There is not enough room to back towards the terminal as the Provo diagram states.
- Even though there was a SRS 3973 written on these gates, HDQ response to the SRS was there is 18 feet between the two aircraft winglets.
- Radios-- there are not enough for agents to use while performing the job duties.

## **T-POINT**

- Often carts are over stacked 4 rows above the safety rail. An empty baggage cart weighs 1500lbs and an loaded cart can weigh up to 3300lbs. Our employees are committed to doing what it takes to get the job done, but we need safety to remain priority one.
- Anti-fatigue mats have few areas that need to be bolted down in back the mats have buckle creating trip hazard. **OSHA 29 CFR 1910.22**
- Due to limited space to stage carts, agents have to at times put bags on the floor, creating one more lift for each bag.

- To work safe we need adequate staffing when work space is limited.
- First Aid Kit does not meet SWA requirements **OSHA 29 CFR 1910.151**.

### **HOUSEKEEPING OSHA 29 CFR 1910.141 and First Aid Kit OSHA 29 CFR 1910.151**

- All areas require cleaning. All places of employment shall be kept clean to the extent that the nature of the work allows. The break room, refrigerator and microwaves must be on a consistent cleaning program and monitored by leadership. This is a joint effort between SEA Management Team and TWU Safety Team.
- Break room and Union Office have ceiling tiles that has signs of water damage. Ceiling Tiles in the hallway has mold built up. Ceiling Tiles in the men's locker room are damage and have water stains.
- Break room First Aid Kit is depleted of supplies.
- Door handle going into break room has been missing for 6 months.
- Above the microwave the air vent is saturated with soot and dust that needs to be cleaned.
- Men's bathroom paper towel holder is broken. Break room paper towel holder broken.
- Electrical cover plate missing in men's locker room **OSHA 29 CFR 1910.305**
- Charging system behind B-8 has exposed wires. **OSHA 29 CFR 1910.305**
- Door hinge is broken in the men's locker room.
- Winglet cones damage and stored on ramp.
- Wheel Chair broken found on the ramp leaning over on 3 wheels.
- Door needs a lock to prevent just anyone walking into the men's room from outside.



## **FIRE EXTINGUISHER GOM 02.100.13 AND OSHA 29 CFR 1910.157**

- Fire extinguishers do not comply with the monthly audit policy in the **GOM 02.100.40** If the tags are missing, expiration dates not present, or if they are mounted without signage-- it could result in a monetary penalty.
- Monthly Inspection-- no signature on cards attached to fire extinguisher. Monthly Inspection log was not available during my visit because leadership didn't have one all year. Reference the Monthly Safety Minutes that it would be done by 9-30-2015. What about January to August?
- B-6 wheel fire extinguisher is monthly inspection tag.



## **POTABLE WATER CABINETS: GOM 05.170.40 and OSHA 29 CFR 1910.141**

- The FDA has instituted an Operational Maintenance Program for our water service and all stations are responsible for maintaining the purity of potable water. The monthly inspection on the potable water cabinet has been checked off by SEA Team Leaders as being okay but I found them not okay. Southwest Airlines can be fined from EPA, OSHA and FDA. OSHA has shown up for a surprise visit without notice. I reiterated that by just checking off the box, we are not helping Southwest Airlines, or our customers.
- Following items found during visit.
- Bottom of cabinets needs to be cleaned.
- B-6 the end-cap doesn't fit properly on a 300 series aircraft, the connector is bigger than the normal hose.
- Connectors on other gates are bent making it hard to secure to aircraft while providing water to aircraft.
- B-12 hinge on door is broken.
- B-14 cabinet is leaking from main pipe.
- B-8 end cap connector is bent the latch doesn't lock with turning.



## **SPILL CARTS/SPILL DRUMS OSHA 29 CFR 1910.1200**

- When drums are full, Ashley must be called according to GOM. When drums are not labeled and overflowing this causes a cross-contamination problem and it is very costly in EPA fines.
- Two drums found in our work area not cover and just on the ground.
- B-10 Porta Gator Spill kit is missing broom and shovel.
- The blue drums and the black steel drum had absorbent inside they all had the same label with no dates or what was put inside drum.



## **CLOSING CONFERENCE**

Shawn and I were unable to review our finding with Station Manager Terry McHugh and MRO Shane Callahan.

Every station has challenges with equipment maintenance and facilities, employees need the proper tools to do their job safely. To remain profitable we all need to do all we can to provide the greatest customer service, in every possible way. Prompt action is greatly appreciated by all employees and the action goes a long way in improving and providing a safe and healthful work environment.

We must insure good customer service to internal and external customers—this is not the case in SEA.

Thank you entire SEA employees for your continued hard work and the dedication to safety display on a daily basis, Thank you, to all TWU Safety Representative for trying 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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