

To: Jesse Soto, Safety & Health Advisor
From: Dina Enders, Safety & Health Committee
Date: 15 July 2015
Subject: SEA Safety Visit

Jesse, I made a visit to SEA to do a complete Ramp Walk requested by the Local Membership. I was accompanied by Local Station Rep Shawn Ufer. We found the following:

EQUIPMENT

1. Many employees have issues with equipment being tagged out of service for brakes on carts being inoperable and that same cart being returned to service the next day without being fixed.
2. Equipment is out of service way to long. For example: baggage cart taken out of service on 7-9-2015 for brake bar dragging on ground was parked behind Gate 12 with the tag out still attached.
3. Agents are being told that they're not allowed to tag out any defective equipment until they notify a ramp supervisor who will come out and determine if the piece of equipment needs to be tagged out of Service.
4. Defective equipment tags must be available for all employees, presently they are in the Ramp Sup's office and in Ramp Hallway. Once a piece of equipment is tagged out for maintenance/GSE mechanic can remove an equipment tag from a piece of equipment. Under no circumstances should tagged out and defective equipment be operated or used until the proper repairs have been done.
5. During my Safety Inspection I had the opportunity to check out 80 pieces of equipment and only Tag out 11 pieces, after I left the station I was informed that Leadership was extremely upset about these items being taken out of service. **(Please Reference Equipment Report Attached with Pictures.)**
6. Several Items that were written up in my last Safety Station Visit on March 12 2015 had not been resolved.
7. New Super Tugs need to have numbers assigned to them, will make it easier to keep track of.

SAFETY COMMITTEE GOM 02.040.00

1. GOM policy is not being followed by SEA. For example, every department is not included in attendance at the monthly joint safety meeting. Cargo and Operations Reps have not attended. Safety Minutes have not been signed off by TWU Safety Rep.
2. Many new policies and procedures HDQ has put in place are not being communicated or taught to employees in SEA. During Cruise Season safety is non-existence.
3. Monthly Focus Safety Topic from HDQ is not being talked about during daily huddles or at the monthly safety meeting.

4. New Policy and Procedures not being talked about prior to going into effect.
5. Safety is not adhered to here in SEA. The communication of safety issues between all levels of management and employees must improve.
6. Sharing information about and pertaining to safety is a joint effort between Southwest and TWU. Supervisors must communicate the daily ramp safety topics to employees and how we all can be more aware of our surroundings. When leaders do not utilize the proper tools the results is an ineffective program and employees at a greater risk of accidents and injuries.
7. Most employees point out the obvious-- that SEA Leadership attitude towards the agents and their lack of attention to many safety concerns brought up to them has a negative impact on the station. The work environment produced by this management attitude style is unhealthy as it increases the stress and lowers morale.
8. Safety Board was out-dated, May Safety Minutes were posted in July.

GATE AREA

1. Several gates are very congested making it difficult for Ramp and Provisioning drivers to safely navigate. On gates B14, B12, B10, and B-8 I observed drivers having a difficult time maneuvering in/out of the gate area due to carts parked all over.
2. 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.
3. Concrete potholes inside the safety zones need to be repaired to prevent trip/fall injuries and loose rocks being ingested into the engine. **OSHA 29 CFR 1910.22**
4. When SEA Port repaired the concrete on gate B-10 next to push back, the material used is extremely slick, creating a slip/fall hazard. **OSHA 29 CFR 1910.22**
5. 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?
6. At gate B14, the truck servicing the forward galley must back into the extended cart staging area.
7. B-15 needs to have 2 wing walkers at every push. I saw an agent walking out an aircraft and a airport employee in a truck come very close to hitting the Southwest Employee.
8. Porta Gator behind Gate 12 is missing the broom.

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.

FIRE EXTINGUISHER GOM 02.100.13 AND OSHA 29 CFR 1910.157

Fire extinguishers do not comply with the monthly audits 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.

CLOSING CONFERENCE

Shawn and I were unable to review our finding with Station Manager Terry McHugh or MRO Shane Callahan. Shane did take the time to text the TWU Station Rep and express that he had a big problem with me tagging out defective equipment. During my visit I didn't see one Ramp Sup on the tarmac. So much equipment tagged out of service, yet I did not see any employee from Tug (GSE) come out to repair our SWA Equipment.

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

Thank you SEA employees for your continued hard work and dedication to safety displayed on a daily basis. Thank you, TWU Safety Reps 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

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