



## **TWU 555 Safety & Health Committee**

To: Jesse Soto, Safety & Health Advisor  
From: Rudy Del Real, Safety & Health Committee  
Date: June 23, 2015  
Subject: PVD Safety Visit

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I visited PVD on Tuesday June 23, 2015, at your request. PVD Ramp agents provide what the company calls Enhanced Provisioning Service at a non-provisioning station.

### **ENHANCED PROVISIONING SERVICE**

- Replenish ice drawers
- Provide/remove snacks
- Empty galley trash
- Restock galley – upon request only
- Replace liquor, beer and wine kits – upon request only ( if available )

<b>Basic Service</b>	<b>Enhanced Service</b>
	
<ul style="list-style-type: none"><li><input type="checkbox"/> Replenish ice drawers</li><li><input type="checkbox"/> Empty galley trash</li><li><input type="checkbox"/> Limited products-upon request only</li></ul>	<ul style="list-style-type: none"><li><input type="checkbox"/> Replenish ice drawers</li><li><input type="checkbox"/> Provide/remove snacks</li><li><input type="checkbox"/> Empty galley trash</li><li><input type="checkbox"/> Restock galley-upon request only</li><li><input type="checkbox"/> Replace liquor, beer, and wine kits - upon request only (if available)</li></ul>
<p>Non-Provisioning services are provided by designated Ground Operations personnel at each location. Service levels vary according to load factor and route of the aircraft. Enhanced Service is provided in <b>AUS, BDL, FLL, ISP, MHT, PDX, PVD, RNO, SAT, and SFO.</b></p>	
	

**Job-Aid : Non-Provisioning Service Levels**



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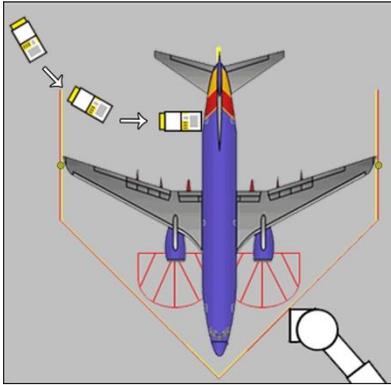
PVD agents assigned to perform enhanced provisioning service were servicing the aircraft from the number one side up until January 2015. Station Leadership is not allowing agents to service the aircraft from the number one side with the exception of the 800 aircrafts.

### **Ground Ops Manual**

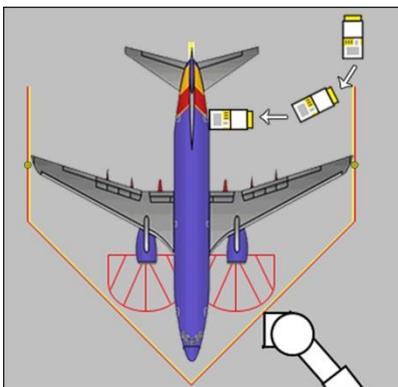
#### **5.26.2 Provisioning Van Procedures (Revised: 1-28-2015)**

*The GOM 5.26.2 has pictures illustrating the Provisioning Van approaching an aircraft from the number 2 side (Figure 5.56) and the number 1 side (Figure 5.55) of the aircraft.*

**Figure 5.56 Approach from # 2 side**



**Figure 5.55 Approach from # 1 side**



The Ground Ops Manual allows for the aircraft to get serviced from the number one and number two side. Servicing from the number one side has two exceptions.

**“Servicing from the number one engine side of the aircraft is prohibited when one of the following services are required:”**



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- **“Recycling bin removal** - in order to change the recycling bin the aft galley service door must be open to safely remove the recycling bin. In order to eliminate a fall hazard, position the provisioning van on the number two engine side of the aircraft.”
- **“Drain the beer kits using the drain hose** – the water drain hose poses a trip hazard for customers using the rear lavatory if the provisioning van is positioned on the number one engine side of the aircraft.”

When the agents were allowed to service the aircraft from the number one side they would pull the kits that needed to be drained out of the metal shell and place the kits by the galley entry door and insert the suction hose in the kit. Agents would also drain the water out of the kits in the trash can.

If the recycling bin is requested to be emptied and the agent is serving the aircraft from the number one side the agents understand that they would have to reposition the provisioning van on the number two side to empty out the recycling can.

The agents prefer to service the aircraft from the number one side for the simple fact that it is less congested then it is on the number two side. On the number two side you have a belt loader, tugs, carts and a fuel truck servicing the aircraft.

### **Provisioning Van PV02**

- The Provo Van needs a camera system installed
- The curtain rod needs some type of lubricant applied
- The van needs two platform underside round mirrors installed
- The rear curtain is missing the additional latch clip
- The fire extinguisher located at the rear of the box was last checked on 3/10/15
- The fire extinguisher located by the cab is missing



- PVD Leadership must implement and maintain a Provisioning Van cleaning program. The interior of the box needs to be power washed.





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- The van has rear step damage
- The van needs a suction pump wand holder
- The spot light located by the platform control panel has a torn wire

### **ICE ROOM**

Ice is considered a food by the **FDA**.

***It is the responsibility of Station Management to maintain facility and equipment to specified appearance, safety and health standards.***

I found rust and calcium build up in the interior of the ice bin. On the day of my visit Miguel Sierra from GL Facility Services was servicing the ice machine and ice bin. Rust was still found on the interior of the ice bin and the interior top of the ice bin after GL Facility Services departed for the day. The ice machine should remain out of service until the ice bin has been cleaned and is rust free.



Boxes containing ice bags were laying on the ice room floor. Ice bags have to be stored in a sanitary manner.



The paper towel dispenser located in the ice room needs to be filled and the sink needs to be cleaned.

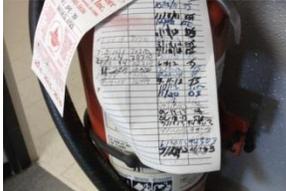


### **Fire Extinguishers (Fire Prevention Program Chapter 5 IIPP)**



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The fire ext. located in the break room was last checked on 3-9-15. It appears that the last monthly fire extinguisher inspections took place during the month of March 2015 at this station. Fire Extinguishers have to be checked monthly.



### **GOM 2.5 Safety Committees**

*“Station Leadership is responsible for leading monthly Safety Committee meetings. The Safety Committee is responsible for promoting safety awareness, addressing local safety concerns, and further educating Employees regarding safe work practices.”*

***“The date, hour, and location of the meetings should remain constant as much as possible.”***

### **CBA Article 17 Safety and Health**

Ryan Sousa PVD TWU Union Rep. filed a Grievance on May 23, 2015. The reason for the grievance was that Station Management had failed in its responsibility to meet once a month with the Safety Committee since **November 2014**.

Since the grievance was filed the station has held two Safety Meetings. The station needs to set a consistent time and date for its joint Safety Meeting.

Seven days prior to the joint safety meeting, the following documents should be provided to TWU Safety Reps by local management – OSHA 300 Logs, monthly potable water cabinet inspections, PC/Air cradle inspection and fire extinguisher inspections.

If there are any questions regarding this report please do not hesitate to contact me at [Rudy.DelReal@twu555.org](mailto:Rudy.DelReal@twu555.org).

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