



TWU 555 Safety & Health Committee

To: Jesse Soto, Safety & Health Advisor
From: Dina Enders, Safety & Health Committee
Date: 15 September 2015
Subject: PHX Safety Visit--C Gates

The visit was at your request to address local concerns. Safety Reps Mark Waddle, Chris Porras, and Jim Mcshirely accompanied me on a safety inspection.

PHX Leaders 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 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. PHX leadership does not follow or practice Gary Kelly's commitment to safety.

TRAINING 2254 and TWU CONTRACT

1. Time and again, agents spoke on not getting proper time to go over new procedures. New Policies and Procedures that HDQ put in place are not communicated effectively in PHX.
2. Sharing information about and pertaining to safety is a joint effort between Southwest and TWU. We can start by having Ramp Sups speak on daily safety focus and talk up how we can be more aware of our surroundings.
3. A top concern is lack of adequate and proper training of new hires. New agents are “signed off” as being trained, but they lack a full and proper understanding of their job duties –this is very prevalent at this station. Agents are not getting proper time to go over new procedures. Several agents requested that when the new Read for Work comes out or a new policy—the Ramp Sup should give them a visual on proper procedures.
4. Tow bar procedures-what to do after shear bolt breaks is not taught to agents. (During the Safety Meeting Safety Manager Mike Weaver didn't have a clear understanding of this policy even though it has been a policy for years.)
5. Power Cord proper position while hooked up to aircraft-is not taught.
6. SDS stickers missing on the telephones.
7. Winglet Cones in PHX are never moved before or after each flight—agents are not taught.

SAFETY COMMITTEE GOM 02.040.00

1. Monthly Focus Safety Topic from HDQ is not addressed during daily huddles, it is mentioned at the monthly safety meeting which happen on the third Wednesday of the month.
2. Each classification should be represented at all meetings, attendance by local Station Leaders is recommended.
3. Seven days prior to the joint safety meeting, these documents must be presented to TWU Safety Reps by local management: OSHA 300 log; monthly potable water cabinet inspection; PC/Air cradle inspection; fire extinguisher inspections. This continues to not happen in PHX.
4. New policy and Procedures not being talked about prior to going into effect. Remains Open from several past station visits.

RAMP WALK

On the Ramp walks local leadership is only going through the motions. CSM Mike Weaver just walks around but does not take notes as TWU Safety Team is pointing out Open Items. Management is unable to give resolution to many of the items in the ramp walk findings which are not attached to the joint safety meeting minutes.

I explained to Mr. Weaver that there are 121 SRS that need to be written since these items are brought forth in the safety meeting and that is as far as it goes.

EMPLOYEES SAFETY CONCERNS:

1. Break room capacity for the ramp/customer service agents on duty is not adequate- there are not enough chairs.
2. Leadership has not giving the employees a resolution to customer service agents who in the past have had ready rooms upstairs and now take their breaks along with the Ramp. Break Room for the amount of employees is over the capacity. The refrigerator inside the break room is too small for the amount of lunches being stored daily.
3. Water cooler needs to be on a regular cleaning program. Employees have expressed their concerns to leadership about the cockroaches running across the machine and the floor.
4. Wireless head set don't work properly, matter of fact, during my visit just at the C-gates there was four out of service.
5. Electrical panels along the C-gates are missing the signage "Keep clear 36 inches" signs need to be added to all main jet ways. **OSHA 29 CFR 1910.305**
6. Electrical exposed wires for emergency shut off for C-13 jet way and the handle to shut off is missing.
7. Emergency Fuel shut off bottom is blocked and there is no clear path to get to it.
8. C-13 pipe has been leaking for over a year; PHX leadership resolution was to use absorbent on the ramp.
9. C-13 roll up door above has a motor that is hanging from the fixture.
10. C-gates jet way slides have several safety concerns, sharp metal edges at the bottom of slides, bag stop button on slide are missing.
11. Cleaners toss their full trash backs onto the slides which then leak leaving residue from trash liquids all over our customer's bags.
12. C-16 jet way tire needs to be replaced-it is splitting all the way around several soft spots in the tire.
13. Dasher Cart and Bin Shield not being used properly nor plugged in when not in used.

T-POINT

1. 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, to do the job safely—PHX needs more carts.
2. Anti-fatigue mats have several areas that need to be bolted down. In zone one the mats have buckled creating a trip hazard. **OSHA 29 CFR 1910.22**
3. Extension cords are improperly used at t-point. **OSHA 29 CFR 1910.305**
4. First Aid Kit need to be restocked. OSHA 29 CFR 1910.151
5. Anti-Fatigue mats around the parking blocks have separated creating a trip hazard between mats and parking block.
6. Flammable Cabinet-a muffler is being stored inside.
7. Lights above the work area are missing the cover for all light fixtures.
8. Porta Gator is missing the broom

9. Conduit hanging down in the center by one hook, it's only a matter of time before it comes down completely from the ceiling.

HOUSEKEEPING OSHA 29 CFR 1910.14

This is a concern in all employee areas. All places of employment shall be kept clean to the extent that the nature of the work allows: This includes the entire work area. The break room, refrigerator and microwaves must be on a consistent cleaning program and monitored by leadership. This is a joint effort between PHX Management Team and TWU Safety Team.

- Ceiling Tiles in break room at the C-gates has signs of water damaged and some are missing.
- FOD can at each gate are overflowing with trash.

PARTS OUT OF SERVICE TAGS

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 and I quote from the back of parts out of service tag: "Only maintenance/GSE mechanic can remove an equipment tag from a piece of equipment" Warning: Under no circumstances should tagged and defective equipment be operated or used until the proper repairs have been done.

FIRE EXTINGUISHER GOM 02.100.13 AND OSHA 29 CFR 1910.157

Fire extinguisher do not comply with the monthly audits as outlined in the 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.

- C-14 Wheel Fire Extinguisher blocked by ACMX equipment.
- C-14 Fire Extinguisher mounted on push back 2468 unable to read lens, Indicator label needs to be replaced.

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.

1. C-12 not bolted down to ground, inside cabinet is dirty and leaking from main pipe.
2. C-14 bottom of cabinet is dirty.
3. C-16 bottom of cabinet is dirty.
4. C-17 end cap was missing from bottom of hose. Cabinet was taken out of service due to end cap missing.
5. C-18 end cap off connector laying on the dirty cabinet, went to CSM Mike Weaver and asked if this hose can be sanitized before hooking up to our next aircraft at this gate.

SAFETY MEETING

- Safety is a challenge. But the rewards of safe operations are so great that Gary Kelly has safety as our number one priority. With that said prompt action is greatly appreciated by the employees and corrective action goes a long way in improving and providing a safe and healthful work environment.
- All items had been discussed in the joint safety meeting; several items have not been resolved or have been in the Open Safety Concern for 1 year or longer.

TWU Safety Representative Chris Porras, Jim McShirley, Mark Waddle, Rick Soliz, David Beebe, Steve Prouty, and I were able to speak to CSM Mike Weaver about our findings. We discussed most of these unsafe conditions above during PHX Monthly Joint Safety Meeting.

While circumstances with facilities are a challenge, 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.

We must insure good customer service to internal and external customers—this is not the case in PHX. Mike Weaver was very receptive and expressed that safety of their employees is priority one and recognize their responsibility for creating a safe and healthful work environment.

In closing, thank you PHX employees for your continued hard work and the dedication to safety you display on a daily basis. Thank you to all 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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