

AFA-CWA MEC AIR SAFETY, HEALTH & SECURITY
COMMITTEE REPORT - NORTHWEST AIRLINES

October 2007

Background Information

Fleet Composition:

B747-200, B747-200 (Freighter), B747-400, A330-200/-300, B757-200/-300, DC9-30/-40/-50, A320-200 and A319-100. Total fleet = 375 aircraft.
Aircraft on order = 29 (including B787-8, A330-300, A320-200 and A319-100).

Bases:

9 bases, including: Council 91 NYC, Council 92 BOS, Council 93 MEM, Council 94 DTW, Council 95 MSP, Council 96 SEA, Council 97 SFO, Council 98 LAX and Council 99 HNL.

Flight Attendants:

8,196 to date (projected additional hiring of 1,150 by year end).

Accomplishments for 2007

Our collective accomplishments for 2007 are highlighted below and represent the various components of NWA AFA ASHS representation:

1. Safety Team – Recruitment/Training: organized an active Safety Team by recruiting Local Safety Chairs/Vice Chairs at 8 Councils; all safety representatives attended AFA-I's "Initial Safety Training", in addition to a one-day NWA AFA-specific training session focused on: NWA AFA safety organization and communications, safety process at NWA, inflight incident notification and reporting, OSH training and indoctrination (curriculum provided, in part, by National Labor College's 'Train the Trainer' program) and OSHA 300 Log review.

2. Labor-Management Interface: With MEC ASHS involvement and participation in the safety process at Northwest Airlines to support our being an essential part of such process – but, more importantly, the "solution", we participate in the following on a monthly basis or on an 'as needed' basis with respect to specific actions required:

- **Corporate Safety EIT (Employee Involvement Team):** established to include key executive safety management and labor safety leaders (AFA, ALPA, AMFA and IAM) to focus on significantly changing the safety culture/philosophy at Northwest Airlines; specific ‘attributes’ have been determined and near-term action items are to be acted upon. We see this involvement as a critical means of being considered as a part of the “solution” and treated equitably in the safety resolution process. We are attempting to achieve this in such a way as to move us away from the ‘blame the worker’ type mentality that has prevailed for many years at Northwest to a more ‘inclusive’ approach. This specific ‘EIT’ involvement has also lead to stronger alliances with the other labor groups – specifically, ALPA and AMFA.

- **Operational Safety Committee:** comprised of all operational departments of Northwest Airlines, providing an effective venue to raise issues/concerns that cross departmental lines; this Committee has reporting accountabilities to the Executive Safety Team; SMS (Safety Management Systems) concepts have been a current focus of this Committee’s progress.

- **Industrial Safety Committee:** focused on all aspects of injury prevention impacting every workgroup, facility improvements/investments, risk assessment/management and related audits; provides an excellent venue to discuss OJIs incurred by FAs (specifically) and preventive measures established.

- **Turbulence Working Group:** monthly investigation of turbulence-related events involving Code 5+ (severe) turbulence or greater and/or that which results in injuries to Flight Attendants; provides excellent opportunity to support changes as it affects our onboard responsibilities and risks associated with turbulent conditions.

- **Flight Deck Access Working Group:** established in the aftermath of 9-11, this Working Group continues to strengthen and improve all aspects of onboard security, with specific focus on our role in FD security; we recently partnered with ALPA, Flight Operations, Onboard Safety and Corporate Security in issuing enhanced ‘Flight Deck Door Entry/Exit Procedures’.

- **Secondary Barriers Working Group:** this task force was convened in December 2006 to inspect and evaluate a secondary barrier concept manufactured by Northwest Aerospace Technologies (NAT), Everett, WA, including direct coordination with United Airlines and ALPA/AFA Security representation relative to a prototype design installed on B757 aircraft. As a result, a prototype secondary barrier will be installed on three B747-400 aircraft this fall. We are currently developing a “crew feedback form” relative to its installation, required procedures and effectiveness.

- **Fire Containment Working Group:** with industry concerns relative to exploding lithium/Halon-resistant batteries used with PEDs (particularly laptop computers and cellphones) and resultant injuries, this Working Group was formed to evaluate several fire containment/fire bag concepts available. Feedback provided with regard to their viability and operational effectiveness is a part of Northwest's continued evaluation.

- **Passengers of Concern Task Force:** as follow-on to the matter of 'passengers of concern' presented before the Operational Safety Committee, a Task Force has recently been established to determine procedures and protocols to identify such passengers (i.e., disruptive/abusive, suspicious behavior/security risk, contagious diseases/medical risk, etc.), allowing ground staff and crewmembers of connecting flights to be made aware of such circumstances and take prescribed actions. NW policies and associated training remain under review in support of how such passengers are appropriately handled.

- **FA Recurrent Training/CBT – Program Development/Curriculum Review:** participation in the process to develop the 2007-08 ART Program, along with input to the Computer-Based Training now made a part of required Annual Recurrent Training. Our suggestions and feedback were exchanged in numerous communications and by observation of the final 'dry run' of the program.

- **Joint Safety, Security & Health Committee (Section 22 of CBA):** this contractually-mandated Joint (AFA/NWA) Committee convenes quarterly, providing for recognition of and accountability for the FA working environment, with specific protocols established to "work with the Union's ASHS Committee to identify and resolve Flight Attendant safety, security and health issues and concerns as specified." An extension of the Joint Safety Committee's focus has been an adjunct "Executive Safety Roundtable" initially convened on 18 December 2006, with a second follow-up forum to be held on 10 October 2007 with key members of NWA's Executive Safety Management Team.

3. Health and Safety Initiatives: several significant health and safety initiatives have been proposed and supported during this reporting period, including:

- **Development of 'Contagious Disease Notification Protocols/Manager's Scripts':** with the valued expertise of Judith Murawski, we partnered with NW Inflight Safety & Health to develop subject protocols to ensure NW's notification/accountability relative to FAs exposed to infectious tuberculosis and mumps. Such protocols provide for a standardized/consistent format to relay need-to-know information to affected crewmembers, along with prescribed follow-up exams or procedures and Northwest's

accountability relative to fees involved, etc. A similar script is currently being developed for measles. These scripts are available upon request.

- **Hearing Protection for Flight Attendants:** as a result of our involvement in the 'Corporate Safety EIT' noted above and with our advocacy relative to 'safety investments' for our workgroup, a proposal is currently being presented to senior Inflight management to allow our FAs to wear approved hearing protection, i.e. earplugs, during any phase of flight. Final approval is expected within a month.

- **Development of Automated Inflight Incident Reporting:** significant progress has been achieved relative to the initiation of an 'automated' inflight incident reporting process. To date, we have met with the company to establish the components of such reporting, taking the current 'paper' version and formatting it in a way that lends itself to electronic reporting. The impetus for this major change in how our FAs report inflight incidents is not only the need for timely, factual reporting in a more user-friendly format but, also, to support the establishment of an ASAP (Aviation Safety Action Program) for the NWA Flight Attendants and the data collection advantages thereof.

- **Establishment of ASAP for NWA Flight Attendants:** in our continued efforts to promote the establishment of an Aviation Safety Action Program specifically for our FAs, in April 2007 a visit was made to Alaska Airlines to receive a first-hand account of their experience with an ASAP. Alaska AFA safety representatives Ronda Ruderman and Karyn Kobe, along with Alaska's Inflight Policies & Procedures Manager (Cassandra Bennett-Chaffee), provided an excellent overview to assist our planning efforts. Since that time, we have observed an ERC (Event Review Committee) for ALPA, providing invaluable insight into the process and how it can benefit crewmembers in support of reporting incidents without the threat of punitive, retaliatory actions. We continue our coordination of ASAP with AFA-I with respect to requirements of AC120.66B and related MOUs.

- **Lightweight (Atlas) Serving Carts:** as an outgrowth of our WorkSafe Initiative, Northwest plans to replace current (and dated) Lermer carts in the international system with new, lighter weight Atlas serving carts (effective 4th quarter 2007). Such transitioning will begin on September 12th with a changeover of new dishware, trays, drawers and related components to support the new Atlas carts. Previous prototype testing lead to the Atlas concept and was further supported by the necessity to reduce OJIs associated with existent carts.

Once the international system has been re-worked, the domestic system will be evaluated for change-out as well; in the interim, the more operable, newer Lermer carts will be used to replace the oldest carts now in-service.

Even though NWA attributes this significant change to our workplace to savings in weight and fuel, it has been the advocacy of our Safety Team over time that has brought the necessity for change forward based on the frequency and severity of OJIs to FAs as a direct result of the heavy, antiquated serving carts.

Our advocacy to reduce OJIs and serious back strain also includes changes to duty free carts which can weigh upwards of 250 lbs., including a 'split' lower drawer to balance the weight of heavy liquor bottles placed in that position and alleviate pulling the entire weight of the drawer from one end.

- **Cabin Interiors Development – B757-5600 and B787-8:** direct involvement in the cabin interiors project to reconfigure B757-5600 aircraft for expanded Atlantic service, incorporating many design features and amenities currently present on A330 and B747 aircraft operating in the international market. Our input and recommendations directly impacted the design of cabin crew rest provisions, 'direct view' requirements at Door 2L and other service/equipment components.

Our cabin interior design efforts continue with the B787-8 'Dreamliner', with Northwest Airlines being the North American launch customer for the new transport expected in August 2008. Cabin interiors coordination commenced in July 2005 and has included focus on: galley specifications, cabin air quality, turbulence mitigation, recommendations on emergency equipment, door operation, general cabin configuration, staffing and FA crew rest provisions. Of particular concern has been the cabin crew rest provisions, as they are driven by: (1) how the aircraft will be flown (i.e., long-range and ultra long-range operations), (2) extended duty requirements, and (3) contractual provisions of the current CBA (Sections 5, 8 and 22). Several meetings and mockup reviews have been held with Boeing staff engineers and NWA management over the past year – and such coordination will continue to ensure NWA AFA MEC approval of all aspects of the new transport impacting our workgroup.

4. Communications to the Membership: over the past year, dedicated efforts have been made to improve the timeliness and accessibility of ASHS-related information to our Members. This has been achieved by: design of a new ASHS webpage, issuance of MEC ASHS articles in various editions of MEC Newsletter/Update, issuance of blast Safety E-Newsletters and input to the weekly "Hotline" message, focusing on safety precautions/updates and time-sensitive security 'alerts', as an example.

5. Inflight Incident Reporting and Follow-up Actions (24/7): continue to monitor, manage and follow-up (as required) to daily incident reports received via NWA's Duty Manager Incident Notification system, referring specific incidents to NWA AFA EAP and ASHSD on air quality/in-cabin exposures (Judith Murawski/Dinkar Mokadam) for further guidance and coordination. This reporting process (established in compliance with contractual provisions of current CBA/Section 22) provides timely notification of a broad range of incidents affecting our workgroup 24/7, allowing greater insight into problem areas and concerns requiring ASHS follow-up and resolution.

We continue to expand and 'fine tune' our communication with the company in the event of Dispatch-reportable incidents not necessarily reflected in daily Duty Manager Incident Reports to ensure their accountability with respect to such notification and our 'need to know' in support of our FAs involved. We also continue to request MEC ASHS's direct access to the company's CMS (Crew Management System) to assist with and support our follow-up efforts to identify crewmember names and contact numbers, as required.

6. Emergency Response Plan and Calldown Protocols: with the ultimate goal of 'preparedness' in support of our Flight Attendants being involved in a serious incident/accident, we have continued to ensure the ER Plan and Calldown Protocols have remained current with respect to contact numbers of representatives made a part thereof. This has been particularly challenging in light of the several MEC leadership changes which have occurred since July 2006. To support such 'preparedness' and ensure those involved in the emergency calldown process (MEC Officers/LEC 95 Officers, specifically) understand their responsibilities, an ER review was held on 29 March 2007.

To date, two formal safety debriefings were attended by NWA AFA ASHS representation, including: Flight #1726/21 January 2007 (MKE-DTW) involving an overrun due, in part, to a rejected takeoff as a result of compressor stall; and Flight #1411/18 May 2007 (DTW-SYR) involving a decompression. The debriefings were held on January 22nd and May 22nd, respectively.

7. Outside Training and Industry Involvement:: we continue in our efforts to interface with outside training resources and industry involvement to extend our knowledge and networking capabilities. The following participation is representative of that goal:

- Attended 'Behavioral Recognition Training' sponsored by NYPD's Terrorism Team and ALPA; held at LaGuardia Airport on 7 November 2006 (J. Elliott).

- Participated as a Panel Moderator and Executive Committee Member to SCSI's (Southern California Safety Institute) 24th Annual International Aircraft Cabin Safety Symposium held in Torrance, CA, on 12-15 February 2007 (J. Elliott).
- Attended the National Labor College's Health & Safety 'Train-the-Trainer' Program, focusing on health/safety rights of labor, uses/limitations of OSHA 300 Logs and strategic planning to attain workplace safety/health improvements; held on 11-16 February 2007 at the George Meany Center (G. Helton).
- Attended CWA District 9-sponsored "OJI Workshop", focusing on workers compensation claims, their pursuit on behalf of our Members and attorney referrals for CA and WA; held in Santa Fe Springs, CA, on 8 June 2007 (G. Helton).

8. Government Affairs Interface: continued coordination with NWA AFA MEC Government Affairs Chair/Vice Chair on specific legislative initiatives directly impacting ASHS, including FAA Reauthorization Bill, OSHA workplace protections for Flight Attendants, cabin air quality/cabin environment protections, follow-on FA fatigue study and subsequent rule change. Our advocacy on these critical issues involves Membership mobilization and MEC ASHS continues to partner with our Government Affairs representation in communicating the safety message and supporting all lobbying efforts.

Current Problem Areas:

1. With increases in required flying hours to a maximum of 100 per month (as per previous 'imposed work rules' and present contract), it continues to be difficult to accomplish our collective ASHS representation and associated work for the Members 24/7. Additionally, current MEC ASHS budget can only support a minimum allowance for UB (4:15 pay), necessitating the routine use of days off, vacation time and layovers to complete our work and continue timely representation of our Members' interests. NWA AFA MEC Officers have approached Northwest to partner in covering a certain portion of FPL (on a monthly basis) necessary to do the work that has direct benefit to them. A plan to extend FPL on an 'as needed' basis will be initiated in September, with the hope that this will evolve into a stronger safety partnership and afford us the necessary relief.

2. With respect to the Emergency Response Plan currently in place, we are in need of Northwest's buy-in with respect to NWA AFA's physical presence at the Inflight Command Center established if a serious incident/accident were to occur. In that NWA AFA MEC Office is not (presently) organized to accommodate a 'Command Center', it would be advantageous for our presence at the Inflight Command Center, providing an immediate source of timely information and support to our Members.
3. Ongoing issues with Northwest Airlines' understanding that previous CISM program (established on the property since 1993) has been replaced with AFA EAP and is all-encompassing as it serves the interests and support of our FAs. FA Managers continue to use CISM and CIRP references in their follow-up to Duty Manager's Inflight Incident Notifications. Such references were initially noted in 2007-08 ART; however, with our participation in the 'dry run' (referenced earlier) we were able to make the clarification, allowing our Members to understand the support available via NWA AFA EAP.
4. Issues remain with respect to getting our message out to Members by means of a 'dedicated' ASHS publication, "Safe Skies", and the necessity to deliver such timely information via other formats such as blast Safety E-Newsletters (for example). With three MEC leadership transitions over the past year, achievement of this plan has been stalled and has altered (to a certain degree) our original goals/priorities established to provide timely communications of need-to-know information in the ASHS arena. A possible solution is to make "Safe Skies" a larger part of future MEC Newsletters/Updates; however, this remains under review.
5. Continuance of more work and responsibilities being directed to our Flight Attendants as "back up" to other departments within Northwest Airlines who fail to do their jobs properly by not possessing the knowledge, training and/or willingness to do so. In essence, we (as FAs) are their ready-made 'quality assurance team' for catering, maintenance, ground and airport operations, reservations, et al. What this has evolved to is that there is no 'equity' for the Flight Attendant group at Northwest Airlines – and the current pay and benefit cuts, coupled with increased flying hours and fatigue issues, as a result of the new 5-year contract add to such frustrations. We continue to work to substantiate Northwest's deficiencies and allow them to see (first hand) that the way they do business can and must change. It is, indeed, a daunting challenge!

Goals for 2008

A “Safety Plan of Action” has been developed to represent the key actions and initiatives for MEC ASHS Committee. This 10-point Plan was recently presented to NWA AFA MEC Officers and includes:

- Establishment of an Aviation Safety Action Program (ASAP) for NWA Flight Attendants, providing a voluntary (non-punitive) process whereby safety issues can be identified and reported to management and the FAA for corrective action. An associated initiative involves the development of a new online (automated) incident reporting system specifically for Flight Attendants.
- Continue to strengthen Local Council safety efforts, providing support and guidance to Safety Chairs/Vice Chairs and involving Members in the safety problem resolution process.
- Continue to protect and defend the provisions of contractual Section 22 – Safety, Security and Health.
- Continue our advocacy for and collective legislative efforts to attain OSHA workplace protections for all Flight Attendants (reference FAA Reauthorization Bill).
- Continue MEC ASHS Committee participation as key representatives to Northwest’s “Corporate Safety EIT” (Employee Involvement Team) focused on changing the corporate safety culture and involving employees in the process.
- Focus on strengthening efforts to effectively communicate with our Members: website and ASHS webpage, Safety E-Newsletter, MEC ‘Update’ and “Safe Skies” publication.
- Continue to strengthen NWA AFA’s “Emergency Response Plan and Calldown Protocols” to ensure ‘preparedness’ in support of our Members in the case of any serious incident/accident.

- Continue to advocate for necessary changes to current Duty Manager Incident Notification process, ensuring NWA AFA is informed of all incidents placing our Members at risk and holding the company accountable.
- Continue current efforts on B787-8 'Dreamliner' cabin interiors planning, including cabin crew rest requirements and related provisions of the Collective Bargaining Agreement.
- Continue collaborative efforts with AFA-I's Air Safety, Health & Security Department, ensuring specific initiatives are addressed and support is provided to further our collective interests.

Report submitted by: Jeanne Elliott – MEC Chair, Air Safety, Health and Security
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