



TWU 555 Safety & Health Committee

To: Jesse Soto, Safety & Health Advisor
From: Leonard P. Brown, Safety & Health Committee
Date: 13 November 08
Subject: DEN Provo Visit

At the request of TWU District 5 Rep Kevin Carney, I conducted this visit to DEN with the assistance of Local Union Rep J D Hall. I offer the following list of items needing attention.

Trash Area

- The trash compactor height forces our agents to throw the trash bags over their heads when they are standing on the ground. The height of the door to the compactor is six feet high. This action is performed due to the fact that they are short on provo trucks. Because of this, they have to provo some of the flights from the jet bridge. During normal provisioning this issue is somewhat corrected, because they are able to throw trash from the back of the provo trucks.
- Throwing from the back of the trucks creates its own hazard. This leaves a thresh hold of roughly four feet between the truck and the door of the compactor for this person to potentially fall between.
- Also due to the location of the trash compactor, the front of the provo truck hangs out over the safety zone on one of American Airlines gates. There are plans being worked on by Southwest and the Airport to fix these issues long term, but the concern is that there is no plan to correct these issues short term. Meanwhile, our employees are forced to work unsafe with the hope that they do not get hurt in the meantime.

Ice Room

- There are no hand towels in the towel dispenser. This gives the perception that the agents are not washing their hands before bagging ice.
- The fire extinguisher by the sink is blocked. There are brooms and a trash can in front of it.
- The lower auger in one of the ice machines does not work. This has been an issue for some time. When using this machine the agents use what looks like a plastic boat oar to break up the ice. In one case, this “oar” got caught on one of the working augers and it was ripped from the agent’s hands.
- The machine bagger unit is not designed so that the agents can use proper ergonomics when holding the bags open. They are forced to hunch forward causing the potential for back injuries.

Provo Room

- There is no washing machine in this area to wash the mop heads.

I thank all of our coworkers in DEN provisioning for their hard work. They are faced with many challenges. Their dedication to customer service and safety is what will help keep Southwest Airlines profitable in the future.

In my closing with Provo Manager Chuck Martin I provided him with the issues listed above. He agreed that these issues needed to be resolved and that most of them would most likely be corrected in the next week. He did acknowledge that the trash compactor was an issue and that Dallas was looking into a solution. He also stated that plans are in the works to find provo a bigger permanent location. The room that they are currently housed in is not suitable for their operation. Chuck stated that when they get deliveries there is barely enough room to walk around the room. If there are any questions regarding this report please feel free to contact me at lenny.brown@twu555.org or at 214-927-6152.

Cc: Scott Halfmann
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Michelle Jordan
Barry Brown
Jim Mortus
Chuck Martin

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LEB