



TWU 555 Safety & Health Committee

To: Jesse Soto, Safety And Health Advisor
From: Leonard P. Brown, Safety And Health Committee
Date: 23 February 2010
Subject: HOU Provo Safety Visit

At your request I visited the HOU provisioning station. During this visit I was accompanied by union rep Aaron Miller and safety rep Ronny Carker. We looked at the warehouse, the office area and the trucks. Here are our findings.

Office Area

- The exit sign outside Tim Quarles office door shows signs of heat damage. The sign mount and ceiling tile also show signs of black char from heat. This is a possible fire hazard.
- The exit sign in the receptionist's office shows signs of heat damage. The sign mount and ceiling tile also show signs of black char from heat. This is a possible fire hazard.

Union office area

- There is water damage on a ceiling tile in the office. **OSHA 29 CFR 1910.141**
- The first aid kit just outside the office door needs to be restocked. **OSHA 29 CFR 1910.151**
- The exit sign outside the office door shows signs of heat damage. The sign mount and ceiling tile also show signs of black char from heat. This is a possible fire hazard.

Breakroom

- There are seven ceiling tiles in this room with water damage. **OSHA 29 CFR 1910.141**
- The inside of the cabinet marked coffee needs cleaned. **OSHA 29 CFR 1910.141**
- The exit sign shows signs of heat damage. The sign mount and ceiling tile also show signs of black char from heat. This is a possible fire hazard.
- The refrigerator needs cleaned and the thermostat display does not work. **OSHA 29 CFR 1910.141**

Computer/Breakroom

- There are six ceiling tiles that have water damage. **OSHA 29 CFR 1910.141**
- There are cob webs hanging in one of the corners in this room. **OSHA 29 CFR 1910.141**
- In the southeast corner of this room a strip of toe board molding is missing and exposing a hole that could serve as a home for rodents. **OSHA 29 CFR 1910.23**
- The outlet on the south wall behind the TV has a bent face plate that is exposing live electrical wires. **OSHA 29 CFR 1910.305**
- On the south wall below each corner of the window there are signs the window is leaking. The wall is soft to the touch and discolored. In the southeast corner of the window someone has pushed a pop can all the through the wall. **OSHA 29 CFR 1910.141**

Warehouse

- The insulation on the walls and the ceiling in various areas of the warehouse are falling down, torn, and blowing around when roller doors are open.
- One of the over head water pipe outside the men's locker room drips water from time to time according to the employees.
- On the northwest wall by the employee entrance there is an electrical outlet that shows signs of arching. **OSHA 29 CFR 1910.305**



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- Directly across from the employee entrance there is a pallet of unwrapped boxes stored on the second level of a pallet rack.
- The safety barrier in front of the transformer on the north wall is not secured to the floor.
- There is an unsecured gas can on a pallet rack next to a generator at the northeast end of the warehouse.
- There is a hole in the wall at the northeast corner of the warehouse. This could become a home for rodents. **OSHA 29 CFR 1910.23**
- There is a storage cage on the east wall that is cluttered with items that are needed to be stored in a fire safe cabinet. Items such as a small propane torch bottle lying on the floor spray cans, etc.
- At the east end of the middle storage racks there is a gas can stored next to a cart of beer kit boxes and serving baskets.
- The men's bathroom on the east wall smells of urine, it is infested with cobwebs, there is no cover on the air duct on the ceiling and there is no cover over the paper towel dispenser. **OSHA 29 CFR 1910.141**
- The sink on the east wall used for dirty mop heads needs to be cleaned. **OSHA 29 CFR 1910.141**
- The washing machine on the east wall is covered with soap and dirt. **OSHA 29 CFR 1910.141**
- An eye wash bottle holder in the southeast corner needs to be mounted and the eye wash bottle is expired (05-09). **OSHA 29 CFR 1910.151**
- On the south wall above a transformer, located by the ice machine, someone is using this space as a place to store flammable and petroleum items. These items need to be stored in a fire proof cabinet.
- There was a breaker panel that was left open. It is located on the south wall near the ice machine. **OSHA 29 CFR 1910.305**
- On the south side of the warehouse there is an over head light that has a large bundle of wire harness draped over it. The wiring harness needs to be rehung. **OSHA 29 CFR 1910.305**
- There is an electrical outlet box on the northeast side of the liquor cage that needs to be remounted. The outlet has fallen inside the box. **OSHA 29 CFR 1910.305**
- On the south end of the liquor cage the electrical conduit is lying on the ground and needs to be remounted. **OSHA 29 CFR 1910.305**
- Over the beer kit table the heater appears to be out of service, but there is no tag out on it. The wire panel is open, the wires are exposed and no one in the station knows if the gas is turned off. **OSHA 29 CFR 1910.305**
- There are two pieces of the liquor cage that are not secured. These pieces of cage are being supported by tables inside the liquor cage.
- There are several pallet racks in the warehouse that are in use, but they are not secured to the floor. Some pallet rack legs are pretty badly bent.
- One of the pallet racks in the center west end of the warehouse had a second level rail that was not secure.

Ice machine/Hopper room

- The pipe and clamp inside the ice machine water holding tank are rusted and other parts within this tank are a lime green color. **Possible FDA violation**
- There are no anti-fatigue mats for employees to stand on while bagging ice.
- The floor is wet and also has lots of ice on it creating a slip hazard. **OSHA 29 CFR 1910.21**
- The rollers on the outside of this machine have no covers over them. **OSHA 29 CFR 1910.212**
- There is a belt drive near the bagger that is uncovered. **OSHA 29 CFR 1910.212**
- On the south side of the hopper there is a junction box with no cover and exposed wires. **OSHA 29 CFR 1910.305**
- Inside the feeder hopper is a roller bearing that is uncovered and exposed to the ice. This bearing is rusting. **Possible FDA violation and OSHA 29 CFR 1910.212**



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- One of the drive rails for the augers is rusted and comes in contact with the ice. **Possible FDA violation**
- There are roller bearings at the auger end of the ice hopper that are uncovered and appear to have a rust color substance running down the inner wall of the hopper below them. **Possible FDA violation**

Men's Locker Room/Bathroom

- The tile floor around the urinal and the commode in the handicap stall are badly stained. They are black and brown. The foot board trim has a mold appearance to it. **OSHA 29 CFR 1910.141**
- The over head recess light in the men's shower is hanging about 2 inches out of the ceiling. **OSHA 29 CFR 1910.305**
- The towel dispenser did not have a cover on it.
- An outlet near the sink has a broken face plate. **OSHA 29 CFR 1910.305**
- There are several ceiling tiles with water damage. **OSHA 29 CFR 1910.141**

Dock Level

- In the back of the freezer there is a junction box on the ceiling with no cover and exposed wires. **OSHA 29 CFR 1910.305**
- There exit sign inside the freezer does not work.
- Just outside the freezer there is a fall hazard between the freezer and the south wall. This area has no guard preventing someone from falling between the building and the freezer. **OSHA 29 CFR 1910.23**
- Outside the freezer on the south wall the plywood is rotting at the floor. You can see light from the outside leaving an opening for rodents to enter.
- Inside the supervisors office there are six ceiling tiles with water damage. **OSHA 29 CFR 1910.141**
- There are cut limes stored in a box in the back of the supervisor's office. **Possible FDA violation**
- There is an uncapped drain pipe between the south wall and the liquor kit roller bed located west of the roll up door. **OSHA 29 CFR 1910.141**
- Both the sinks outside on the dock need to be cleaned. **Possible FDA violation**
- There are no paper towels in the dispensers out on the dock. This gives the impression that hands are not being washed. **Possible FDA violation**
- The stairs at the east end of the dock are rusting apart.
- A roof beam on the east end of the dock is pretty badly bent.
- The metal roof on the east end of the dock has rust holes in it and allows rain water to leak on the dock. This cause a possible slip hazard.

Outside

- On the east end were the card board bails are stored there is a main power shut off box that is being blocked. **OSHA 29 CFR 1910.305**
- There is a large wire harness lying on the ground, what it leads to is unknown, that needs to be secured off the ground. **OSHA 29 CFR 1910.305**

Trucks

159:

- There is no fire extinguisher sign over the fire extinguisher located inside the box of the truck. **OSHA 29CFR 1910.157**
- There are wires hanging all over inside the box of the truck. These wires need to be secured. **OSHA 29 CFR 1910.305**
- There is not a roller door at the front of the box. This leave the contents of this truck open for pest exposure.
- The light on the outer side of the box do not work.



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161:

- The light on the outer side of the box do not work.
- The trim above the chalk hook is damaged and has sharp edges.
- There is no drain valve on the water collection box located on the outside of the truck.

162:

- There is no drain valve on the water collection box located on the outside of the truck.
- The driver side tail light is inop.

163:

- There is no drain valve on the water collection box located on the outside of the truck.
- There is no fire extinguisher sign over the fire extinguisher located inside the box of the truck. **OSHA 29CFR 1910.157**
- The roller door in the front of the box has a broken panel in the center of the door.
- There are lights in the interior of the box that are not covered. **OSHA 29 CFR 1910.305**
- The OSHA required fall support rails are hard to pull out.

164:

- There is no drain valve on the water collection box located on the outside of the truck.
- The roller door in the front of the box is very hard to pull down.
- Two of the overhead lights inside the box do not work.
- The flooring inside the box is breaking up and poses a possible trip hazard.
- The OSHA required fall support rails are hard to pull out.

165: Tagged Out

- The box tilts to the driver side when it is in the raised position. The truck leans to the driver side when the box is in the down position.
- The center step on the back is bent in a V shape, creating a trip/fall hazard.

166:

- Two of the lights in the interior of the box do not work.
- There is no radio inside the box.
- One of the platform lights does not work.
- The light on the outside of the box does not work. It is the front drive side light.

167:

- There is no drain valve on the water collection box located on the outside of the truck.
- Some of the LED lights on two of the light rails are not working.
- The trim on the outside passenger side of the box has damage with sharp edges.

168:

- There is no drain valve on the water collection box located on the outside of the truck.
- There is no fire extinguisher sign over the fire extinguisher located inside the box of the truck. **OSHA 29CFR 1910.157**
- The roller on the passenger side of the box is making a vibration and noise when the box is being raised.

169:

- There is no drain valve on the water collection box located on the outside of the truck.
- There is no fire extinguisher sign over the fire extinguisher located inside the box of the truck. **OSHA 29CFR 1910.157**
- The cover to the battery box is missing.



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170: Tagged Out

- There is no fire extinguisher sign over the fire extinguisher located inside the box of the truck. **OSHA 29CFR 1910.157**
- There are lights in the interior of the box that are not covered.
- The driver side interior door handle is broken off.
- The lights outside on both sides and the rear of the box do not work.
- The dash lights do not work.
- There are exposed wires inside the box. **OSHA 29 CFR 1910.305**

171:

- The interior lights inside the box are not working
- There is no drain valve on the water collection box located on the outside of the truck.

172:

- There is no drain valve on the water collection box located on the outside of the truck.
- The lower panel of the roller door at the front of the box has a broken panel.
- The OSHA required fall support rails are hard to pull out.
- The passenger side outer rear tire is bald.
- There is an interior box light with no cover. **OSHA 29 CFR 1910.305**

I, Aaron, Ronny and District Rep Robert Bettinger were able to meet with local Provo Manager Dan Miller and Assistant Manager Hector Rios. They informed us that they would make sure that the issues listed above, that were not considered as facilities maintenance responsibilities, would be corrected as soon as possible. Dan made it clear to me that his provisioning facility has come to this condition because he was made to use facilities maintenance to take care of most of his issues. He also stated that he has placed many repair orders to facility maintenance and that they have not fixed them yet. Southwest has stated it is priority to be compliant with FDA and OSHA standards. This priority is failed when we allow our ice machine, facilities and equipment to succumb to this condition. The customers of Southwest Airlines both internal and external are being put at risk each and every day. Issues like the ones listed above continue to be overlooked and passed from hand to hand.

We were able to speak to two GSE mechanics about the conditions of the trucks. Specifically in regards to replacing the missing drain valves on the water collection boxes located outside the trucks. They informed us that they would be happy to replace the valves. But not until Dan would imposed discipline to the agent or agents, who according to them, were kicking the valves off. No one has seen anyone committing this act. In my opinion, I do not think that waiting on an individual or individuals discipline is worth facing a possible EPA violation fine.

I would like to thank Aaron Miller, Ronny Carker and the rest of the local safety team for their hard work. I would also like to thank the rest of our TWU 555 members for the work they do day in and day out to keep this airline profitable. Should you have any questions please do not hesitate to contact me at 214-927-6152 or lenny.brown@twu555.org.

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