



TRANSPORT WORKERS UNION LOCAL 555

REPRESENTING THE RAMP, OPERATIONS, PROVISIONING, AND FREIGHT AGENTS OF SOUTHWEST AIRLINES
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COVID-19 Update #16

“The Southwest Promise” Aircraft cleaning processes overview for TWU Local 555 & 556 members

May 15, 2020

Brothers and Sisters,

TWU Local 555 and 556 have partnered to bring you this detailed overview of the aircraft cabin cleaning processes that are entailed in the “Southwest Airlines Promise” campaign that was rolled out on May 3rd. When fully implemented on May 21st, the multi-faceted aircraft cleaning regimen will include:

1. Electrostatic Spraying¹ (deep cleaning, disinfection and application of an anti-microbial coating) performed on a 30-day rolling window by Technical Operations Personnel.
2. RON Deep Cleaning² (deep cleaning of all hard and soft surfaces within the aircraft cabin using COVID-19 effective disinfectants) performed by Southwest Aircraft Appearance Technicians or contract aircraft cleaners.
3. “Turn Clean”³ (hard and soft surface cleaning of the cabin and Lavatories performed by Provisioning and/or Ramp Agents during turns at all stations using COVID-19 effective disinfectants).
4. Cabin Tidying performed by Flight Attendants who pick-up large debris in the cabin and cross seatbelts during turns.

Electrostatic Spraying - has a 2-step application process that is performed by Southwest’s Technical Operations Department while the plane is out of service and is done on a 30-day rotating schedule as the protections provided by this process last for up to 45 days. Step 1 of the process is the application of *CALLA 452 RTU*, a hospital grade disinfectant that is effective on COVID-19. Step 2 is the application of *mPACTmPALE*, an anti-microbial agent that kills bacteria/viruses that may come in contact with those treated surfaces, again for up to 45 days. After the spraying is complete and the agents used have dried, the aircraft is returned to service. Also know that the chemicals used in this process have been both certified and approved for use on our aircraft by the EPA and FAA.

RON Deep Cleaning - A multi-step cleaning process performed every night, using *Sani cide EX3*, a hospital-grade disinfectant that is effective on COVID-19, is designed to address high-touch areas such as interior windows and shades, every seatbelt buckle, passenger service units (including the touch buttons that control reading lights and vents that direct personal air), as well as seat surfaces, tray tables, armrests, etc.

¹ Implemented

² Implemented

³ May 21, 2020 Implementation

“Turn Clean” – Surface cleaning and tidying process performed by Provisioning and/or Ramp Agents with follow-up tidying by Flight Attendants. As of this writing here is what we know of the Turn Clean process:

- All Provisioning and Ramp Agents who volunteer for Turn Clean duty will be provided distance learning/training on the process, as well as, adequate Personal Protective Equipment (PPE).
- Gloves and masks are required when performing cleaning duties and we have asked the Company provide extra PPE upon request.
- Cleaning of the Lavatories using disposable towels and *Sani Cide EX3* spray will be provided by Provisioning Agents in Provisioning Stations and by Ramp Agents in non-provisioning stations and will commence during the deplaning process and will include the following steps:
 - Spraying and wiping toilet covers, seat and shroud with disinfectant
 - Spraying and wiping sink, counter and mirror with disinfectant
 - Emptying Trash Receptacle
 - Spraying Air Freshener
 - Provide sanitizing wipes and sanitizing spray to Flight Attendants upon request for use in Crew areas (Galleys, Jumpseat areas, etc.)
- Passenger seating area cleaning (seating areas that were occupied) using disposable towels and *Sani Cide EX3* will be provided by Ramp Agents at all stations and will commence after the last passenger has deplaned and will include the following steps:
 - Spraying and wiping tray tables, tray table latches, arm rests, seatbelt buckle, passenger service unit (PSU) and Over Head Bin (OHB) Latch Handle with disinfectant
 - Hokey areas that have crumbs and small debris
- Tidying will be performed by Flight Attendants who will follow behind the Ramp Agent Cleaning Team and follow current procedures:
 - Pick-up large debris
 - Cross Seatbelts
- According to Management, the Turn Clean process takes approximately 10 minutes on a -700 aircraft and approximately 14 minutes on a -800/Max 8 aircraft given the current seating capacity restrictions.
- Note: Thru-passengers will not be required to deplane during the Turn Clean process. Ground Ops Cleaning Crew will clean around any thru-passengers and will clean the thru-passengers seating area if requested by the passenger.

Both, TWU Local 555 and 556 Health and Safety Teams hope you'll find this information useful keeping in mind that Management has not been particularly judicious in involving us in the development of these procedures. That said, we want to encourage both of our Memberships to be patient with each other as these procedures are fully implemented and know that it is only through our solidarity as Union brothers and sisters that we will get through these crazy, trying times.

In Unity and Solidarity,
TWU Local 555 and 556 Health and Safety