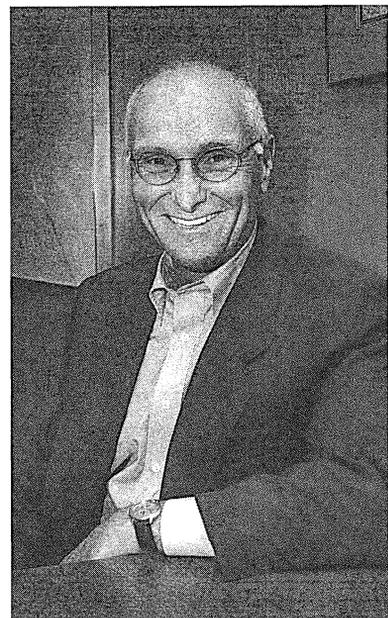


The Safe Approach

Alaska Airlines



Vice President, Maintenance & Engineering—the New Guy!



After a few weeks on the job, I would like to thank everyone for the warm welcome I have received. It is significant to me in this early period that I have the privilege of sharing some thoughts on what I view as the cornerstone of my responsibility - safety.

As I look at our Mission Statement I notice the word “best” is used in three separate instances. This truly helps me define my focus on safety and I am reminded of the special trust our customers have in each of us. Most of our customers will never meet us, they won’t know our names or see our faces. Yet, each day 50,000 of these people cross the thresholds of our aircraft and trust that we are doing our BEST to ensure their safety.

For the M & E division, that special thrust translates into having the BEST safe, clean reliable aircraft- at the gate- on time. Our passengers count on us to take them safely to their business meetings, family reunions and long anticipated vacations.

For M & E employees, safety is in our soul. It is the pride, craftsmanship and technical skill that is applied to every job-everyday! Whether it is a flight control adjustment, avionics check, or structural repair, safety is a constant awareness and a sensitivity of how each job relates to the safety of flight. Along with this personal pride, skill and craftsmanship, we have job card systems, maintenance manuals and safety processes which help us assure

that our work will be accomplished right the first time.

Additionally, we constantly check one another! We have partnerships with the AMFA safety organization, the FAA and with Boeing, which are continuously looking for ways to improve safety. I believe that the key to maintaining the safest operation for our customers is to always have the mindset that there is opportunity for improvement. To that end, I am committed to keeping a continual strong focus on safety. I am interested in partnering with our employees and in suggestions that you may have to make our operation safer. I’m proud to be part of the Alaska team and I look forward to working together with you to make our company the BEST for safety.

A handwritten signature in black ink that reads "Fred". The letters are stylized and cursive.

Fred Mohr

Vice President, Maintenance & Engineering

Alaska Airlines Safety Division
 Box 68900 SEAWO
 Seattle, WA 98168-0900

Safety Hotline 1-877-610-4039
 Safety Fax 206-392-9832
 safety@alaskaair.com

DAVE PREWITT
Vice President, Safety
 206-392-9840

SUE WARNER-BEAN
Director, Emergency Response
 206-439-4500

PEGGY WILLINGHAM
Director, Environmental Affairs
 206-392-9854

GERARDO HUETO
Director, Fleet Safety
 206-394-9834

CHRIS NUTTER
Director, Flight Safety
 206-433-6870

HOLLY GEIGER ZIMMERMAN
Director, Occupational Safety
 206-392-9842

BOB WRIGHT
Director, Internal Evaluation
 206-392-9850

RICK NAULT
Magazine Editor & Safety Training
 206-392-9847

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The Safe Approach



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RECURRING ITEMS OF INTEREST

HAZWOPER Crossword

FORMS

Awards Nomination Form	0-53 Form
Cabin Safety Report	Safety Hazard report

PHOTO CREDITS

Cover photo by Kevin Calhoun

ON THE COVER

MD-80 taxiing in Seattle.

Alaska Airlines Corporate Security

Compiled by the Corporate Security Department

Did you know that there are two Security Departments within the airline?

Corporate Security reporting to Legal and **Aviation Security Compliance** reporting to Ground Operations. At times it can be confusing on whom to contact for what concerns. We hope this article will assist in explaining the job description of Corporate Security.

Corporate Security's primary function is to protect the Company's Assets. To do this, we work with all departments, vendors and employees. Some examples of what we do are:

- ✦ Physical Security of buildings
- ✦ Card Access System shared oversight with Employee Travel Services
- ✦ Law Enforcement Liaison
- ✦ Investigation of baggage and cargo shortages
- ✦ Financial fraud – which may include cash, invoices, check, credit card, travel agencies and electronic or paper airline tickets

- ✦ External & Internal Investigations for various departments
- ✦ Assistance to employees for personal security, for home or work

Our primary goal is the prevention of incidents - investigating only as needed.

Our Department Staff is:

- ✦ Donald Pilker – Corporate Security Manager
- ✦ Heidi Scott – Corporate Security Coordinator
- ✦ Anthony Spaziano – Corporate Security Field Investigator
- ✦ Doug Denning – Corporate Security Physical Security

Employees are our company's most valuable assets. We work closely with many departments, assisting employees with any personal security concerns they may have, both at work and at home. Several years ago, we introduced a Personal Protection Syllabus. We have distributed over 1000 of these to employees through

personal requests or through one of the seminars that we offer. To request a copy – please email Heidi Scott@Alaskaair.com.

Corporate Security has also established a 24/7- **fraud hotline** – **866.886.4098** - to report vandalism, unauthorized removal of employee or company property, etc. This allows employees and vendors to call and report any non-emergency concerns that they may have. We understand that it may be difficult to come forward with information, which is why the hotline does not require you to leave your contact information if you choose.

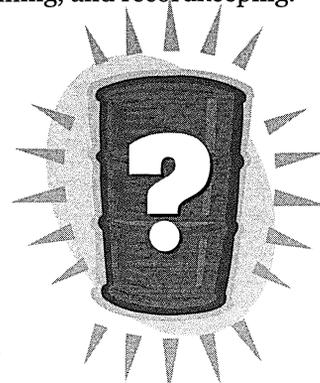
Only with assistance from employees, can we successfully do our job – working together to prevent loss. If you have any ideas on how we can fight fraud together, please do not hesitate to contact us at (206) 392-5254.

EPA FINES INCREASING

EPA is proposing to increase the maximum civil environmental penalty from \$27,500 to \$32,500 per violation per day. While most companies are not fined at the maximum level, the possibility for penalties is mind-boggling. Here are some examples of maximum penalties that could be incurred under the amended regulation:

- Two drums of unmarked hazardous waste
\$65,000
- One hazwaste container 5 days overdue for shipment
\$162,500
- Storm Water Pollution Prevention Plan out of date
\$32,500
- Failure to complete weekly inspection logs for past month
\$130,000

Avoid fines associated with noncompliance by keeping up with day-to-day environmental tasks such as labeling, inspections, training, and recordkeeping.



Boeing 737 Flight Operations — A New Safety Strategy

Drag Management for Stabilized Approaches

By Captain Chris Nutter

(Drag calculations are rough. Alaska and Boeing are working on a project in this area with specific data)

Our Boeing high lift devices are of two types. Trailing edge flaps operate to increase the circulation about the airfoil — meaning, they increase lift. Leading edge devices are really *separation delay devices*. They delay the stall and offset the effect of extended trailing edge flaps to contribute to premature airflow separation.

In keeping the upper wing flow attached to the wing surface, LEDs maintain lift-producing flow at slower speeds.

Both increase the coefficients of lift and drag, and dramatically reduce stall speed. Flap extension increases wing surface area, lowering wing loading. There is little deployment into the air stream and very little increase in parasite drag from the flap surfaces.

In the Boeing 737 models, flap deployments up to flaps 10 have an operationally negligible effect on increasing drag.

While drag data for flaps is quite meager, a rough first order estimate of the drag increase for a given trailing edge flap deployment can be made. Note the relative increase in drag produced at each flap setting. Each flap setting's contribution to a drag increase is shown independently — the values are not cumulative. For example, at flaps 10, the drag increase is 0.0115, and not the sum of the drag increases at each flap setting of 1, 5, and 10.

FLAPS	$\Delta C_{D_{FLAP}}$ PARASITE DRAG INCREASE
1	.0012
5	.0058
10	.0115
15	.0173 (Note 1)
25	.0288
30	.0345
40	.0460

Note 1 — Landing Gear Extended. A rough calculation of the amount of drag increase produced with the Landing Gear extended, is between the drag of flaps 10 and flaps 15. The important point — this equivalent drag increase is available anytime below maximum landing gear extension speed limitations — without flap extension.

B737-400 at Flaps 10

Pilot Technique

There are good reasons to extend flaps for arrival maneuvering — and they all have to do with lift.

It's certainly prudent to extend flaps to the flaps 1 or 5 position while on arrival — in combination with the LEDs, the stall speed reduction and increased maximum lift coefficient are desired and beneficial effects from deployment of these devices. They increase safety margins in the terminal environment, especially during maneuvering.

By design, trailing edge flaps are for producing lift. LEDs are for delaying flow separation and the resulting stall.

Therefore, it isn't in concert with this aircraft's design for pilots to use flaps as drag producing devices. This is why Boeing and our Training Department teach extending flaps approaching the maneuver speed — to generate more lift at the slower speeds.

Anatomy of an Unstable Approach

Flaps 1 – Flaps 5 – Then what?

In the anatomy of an unstable approach, the aircraft on arrival is generally flown at nominal speeds. The issue frequently isn't being too fast — rather, the unstable approach begins with some or all of the following characteristics:

- High on profile
- Fast on final path
- Insufficient deceleration or deceleration rate

Looking further at the deceleration parameter, the aircraft either begins deceleration at the wrong point in space (too close to the runway), at the wrong time (too late), and/or without enough deceleration rate. Managing aircraft energy is a space-time-rate challenge.

Even when deceleration is commenced at the proper place and time, without sufficient drag, the lower-than-expected deceleration rate will often result in the aircraft on an unstable approach.

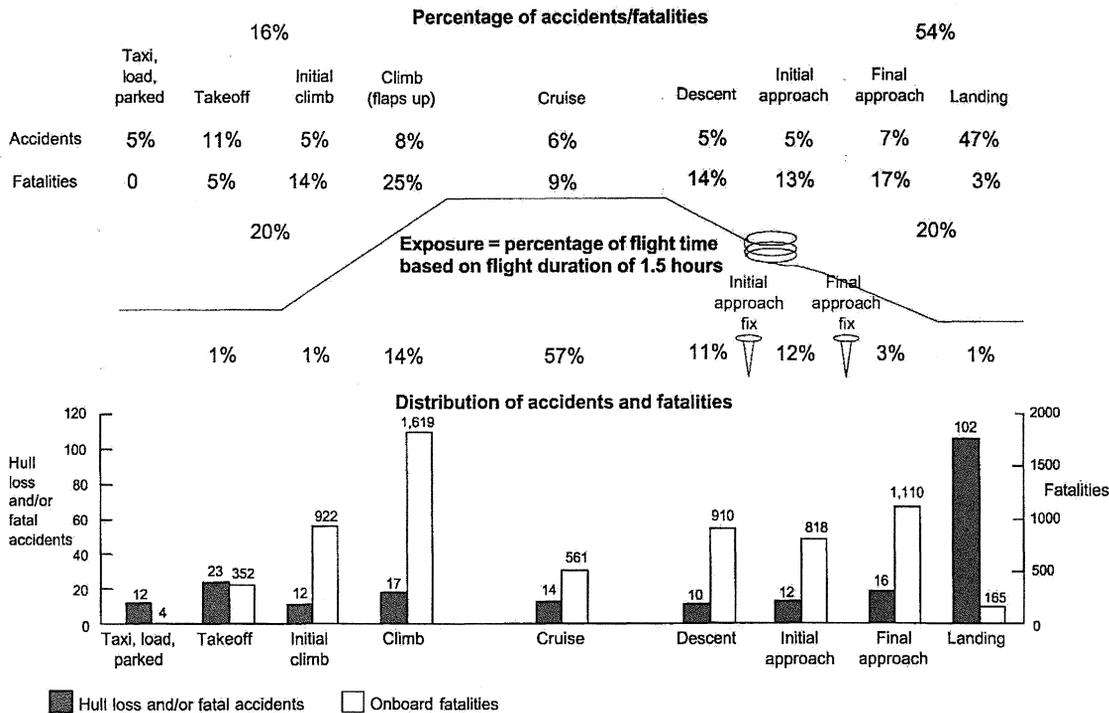
The root cause for this can be dependence on the flaps, usually flaps 10, to provide enough drag for the proper deceleration rate. Flaps 1 and 5 extension is always done during arrival. To use flaps 15, the landing gear must already be extended. Therefore, focusing on the flaps 10 configuration provides the most valuable understanding of drag management and the unstable approach.

Depending on flaps 10 for drag, due to aerodynamics, is a flawed strategy.

For extended terminal operations, flaps 10 can be appropriate. However, for decelerating to additional flap and approach

Accidents and Onboard Fatalities by Phase of Flight

Hull Loss and/or Fatal Accidents - Worldwide Commercial Jet Fleet - 1993 - 2002



speeds, and/or managing vertical navigation, the next device extended after flaps 5, should generally be the landing gear.

This is definitely true at speeds above the flaps 10 maximum limit, and when flying the New Generation (NG) due to its lower drag, cleaner aerodynamics. With the gear extended and flaps 5, the

drag total is roughly equivalent to flaps 15 — enough to have a noticeable decelerating effect — allowing further flap extensions simultaneously with vertical navigation to, or on, the proper final approach path.

Extending the landing gear a little earlier in the approach has other positive effects.

has on the brake energy equation. The heat dissipation, or cooling, of the brakes when landing gears is extended on approach is very effective. On the first flight of the day, we've got the best brakes we'll have all day for stopping — and especially managing an Rejected Takeoff (RTO). Aircraft certification only requires an RTO on cold brakes and tires, under "first flight" of the day conditions.

With each taxi out for takeoff, landing, and taxi into the gate, we add energy into the brakes. Energy is slowly dissipated at the gate, but added again on the next taxi out for takeoff. It's removed slowly during cruise flight, and more rapidly during approach with landing gear extended. The cumulative effect of multiple takeoffs and landings is that the brakes can retain significant levels of energy, throughout the day.

Extending the landing gear during the approach removes the heat energy which can be accumulated during a day of takeoffs and

Flap overspeeds can be completely eliminated. High descent rates should be significantly reduced, because the aircraft is more under control. With more control, the proper vertical path can be better maintained.

Brake Energy
Another benefit of this "flaps 5 and gear extended" strategy is the positive effect it



Continued from page 3

landings. This improves brake effectiveness if they are needed for a maximum braking event.

Two Approach Profiles

Two carriers have completed comparative analyses of a narrow body aircraft at the FAF at 6 miles on final, with one aircraft at 200 KIAS, and the other aircraft at 170 KIAS. The analyses both reach the same conclusions — showing the time and fuel savings of the faster aircraft to be approximately 6 seconds, and one gallon of Jet-A.

To achieve these savings, the faster 200 KIAS aircraft can encounter flap overspeed issues, high descent rates, flies an unstable approach and may have high brake energy input on landing. This is a high-risk profile.

The 170 KIAS aircraft flies a constant path, with a stable approach and normal landing. This is a low-risk profile — and a much safer operation.

The value of a stable approach far exceeds the cost — and unlike the rough drag calculations above, this is an entirely accurate statement of fact.

For example, the annual savings in inspection costs and aircraft out of service time by eliminating flap overspeeds alone for 2003, would eclipse the miniscule fuel cost of more stable approaches flown on every arrival for all our fleets for the entire year. A single flap overspeed in a 737-900 can easily exceed \$35,000.

Eliminating flap overspeeds also reduces wear and tear on flap mechanisms, flap tracks, surface delaminations, etc. The recent Boeing Classic AD on flap spindle failures is a dramatic example of the effects of wear and tear. These failures can create a real in-flight emergency.

The Results — A New Approach Strategy

All of this data, combined with studies, analysis, and statistics, results in an important conclusion. There is no support for high energy, high risk, unstable approaches.

The perceived time savings, in reality, do not exist. The fuel savings, compared to other associated costs-of-doing-business with this technique and to the increased risk of an accident, are of no significance.

The technique is admittedly a good challenge for pilots, but it might not be the best way to operate our aircraft full of passengers.

Flight Safety Foundation statistics show that 30% of fatal airline accidents involve an unstable approach. Industry data shows that approximately 8-12% of approaches are unstable. Our FOQA data shows that Alaska Airlines operates within the range of industry observed data.

Boeing data shows that 54% of accidents and 20% of fatalities occur in the final approach and landing flight phases — which comprise approximately 4% of the flight time. Our number one FOQA event, for each of the 737-400, 737-700 and 737-900 models is an unstable approach, with a high descent rate below 500 feet AGL.

The data supports, instead, flying a more controlled arrival, a stabilized approach, and avoiding exceeding aircraft limitations.

Clearly, improving our performance in the arrival and approach environment is a 2004 goal. Slowing up a little earlier, using the gear a little more, and improving arrival and approach planning and briefing, would produce tremendous gains in our level of safety.

And, these improvements would actually lower our operating costs.

Line Oriented Safety Audit (LOSA)
FEEDBACK — CQ — MPI

Our LOSA produced some very good data — and ALPA's Safety Sense publication this month will detail those results, as well as the LOSA Targets For Enhancement. This publication will be excellent reading.

Recurrent training (CQ) for 2004 has been in design and development since January 2003, using a new concept in training design. Alaska's Multi-Program Integration (MPI) initiative is a fusing of all data programs to identify specific areas where we should, *based on the data*, focus our training resources. This results in data-driven training, designed to achieve specific objectives, and to improve safety.

Through MPI, data from FOQA, ASAP, and Reporting Programs (O-53, SHR, etc.) as well as the LOSA Targets For Enhancement are already programmed into 2004 CQ.

Pilots will see targeted training in their CQ briefings, debriefings and simulator training. There will be opportunities in CQ for crews and Instructors/Check Airmen to review ASAP, FOQA, and LOSA data — all with the objective to increase awareness of the issues and improve safety at Alaska Airlines.

Our only mission is to fly from point A to point B, safely. We try to be on time as well, but on-time performance is largely a function of the business and operational support system, and not a crew operations issue. We can only taxi at safe speeds, we can only fly so fast, and ATC controls when we land. If we operate our aircraft safely, efficiently, and fly a stabilized approach and landing, we can be proud of a job well done.

The Alaska Airlines Safety Division, led by VP Dave Prewitt, is always on duty, to provide assistance to every employee, throughout the Company. This includes every Alaska crewmember. From all of us in Flight Safety, have a productive and safe 2004.

TANGO: WHY THIS, WHY NOW AND WHAT ABOUT SAFETY?

Information compiled by Chris Turner

The question is – can we turn airplanes reliably in this amount of time? This is where our team comes in. With detailed input from front-line employees, we carefully re-arranged the ground time “launch sequence” for a typical flight. The turn process was analyzed and refined to ensure everything could be done in the time allotted. Some tasks have been moved to different times or places, others have been modified or eliminated and a few may be moved until after departure.

Skeptics may remember a similar push to dramatically increase aircraft utilization in 1996 when the airline cut ground times on all flights to 30 minutes. It was abandoned a few months later when on-time performance began to sag. Having learned from that experience, the TANGO (Turn Aircraft ‘N Go) task force is taking a more flexible approach this time around.

For example,

- 30-minute turns will apply only to certain flights, and then only to those operated with B737-400, B737-700 and MD-80 aircraft.
- It is also restricting the number of affected airports. Only a few smaller stations in Alaska will see 30-minute across-the-board turn times.
- In Anchorage, just three flights will be scheduled for 30 minute turns. Seattle, where additional catering, crew changes and other work is done, will see average ground times reduced to 35 minutes from 43 minutes, but no 30 minute turns.

What has the TANGO task force found? What changes can we expect to see?

1. We have found best practices here at Alaska Airlines. The team tested these perceived best practices in various locations to validate them. Now we are putting things in place to adopt them and implement them system-wide.
2. Areas to improve efficiencies by changing the sequence of events.
3. Some workgroups are at a disadvantage during a quick turn (or any turn) due to a lack of real-time information. We also found opportunities to share information with workgroups earlier to enable them to prepare and plan for the aircraft turn.
4. We identified the need to focus on processes that affect multiple workgroups. These cross-workgroup processes had some of the most significant opportunities for simplification and reorganization.

Each workgroup will receive specific information for their area of responsibility in the coming weeks. We also have an effort underway to develop an Alaska Airlines turn simulation for all workgroups to experience. The simulation will demonstrate the integration of the workgroups and focus on the relationships between the different tasks.

What about Safety? Won't reduced turn times increase safety risks?

Safety must still be our number one priority. From the beginning, the commitment has been to minimize the tasks for each employee during the aircraft turn. Completing the same tasks in less time is NOT an appropriate solution.

In some instances, the process change may not have proven to

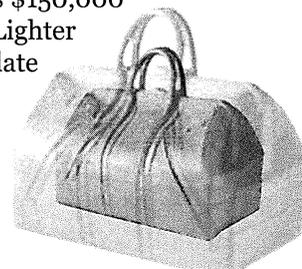
save time, but there was consensus that the change contributed to a safe operation. This alone made it worthy of implementation.

Each team leader is working with the respective workgroups and the Safety Department to ensure there are no compromises to a safe work environment. These efforts will be completed prior to implementation of any process changes.

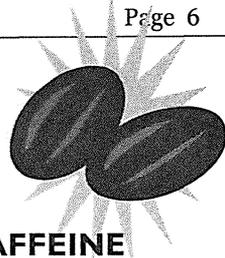
The Benefits of Weight Loss –Baggage weight that is!

Peggy McCluskey Willingham

What's good for the back can be good for the environment, too. The recent change in maximum weight for checked bags is expected to significantly reduce lifting-related injuries on the ramp, but there are additional benefits to the environment and to our bottom line. If passengers choose to pack lighter, less fuel will be burned. Even with Alaska's fuel-efficient engines, some emissions into the upper atmosphere are technologically unavoidable. The good news is that when less fuel is consumed, less nitrous oxide, carbon dioxide, carbon monoxide, unburned hydrocarbons, and smoke and are released into the upper atmosphere. All this translates to cost savings. For example, if every passenger packed one pound lighter, Alaska could save as much as \$150,000 per year. Lighter bags translate to better health, cleaner air, and lower costs.



The Drug of the Ages—Caffeine



McKinley Health Center, University of Illinois at Urbana-Champaign

Caffeine is one of the most comprehensively studied ingredients in the food supply. We know a lot about caffeine and it has been consumed safely for centuries. Caffeine exists in our diet from a variety of sources - primarily coffee, tea, chocolate, cola drinks, and both prescription and nonprescription drugs. While much is known about caffeine, many questions and misperceptions still exist; these facts and resources can help to set the story straight.

WHAT ARE THE EFFECTS OF CAFFEINE?

Caffeine is a mild stimulant to the central nervous system. It is not addictive, though it can be habit forming. When caffeine intake is stopped abruptly, some individuals can experience headache, fatigue or drowsiness. Age and body size can make a difference in effect. A child or a smaller person may feel caffeine's effects more strongly than an adult or a heavier, taller person. A cup of strongly brewed coffee or tea has more caffeine than a weakly brewed cup.

HOW MUCH CAFFEINE IS "SAFE?"

MODERATION is the key. Most experts agree that 300 mg. of caffeine (about the amount contained in 3 cups of coffee) is a moderate intake. People who have certain health problems need to check with their doctor as they consider their caffeine intake. At this time, there is **NO** evidence that caffeine intake is associated with heart disease, hypertension, osteoporosis or high cholesterol. Because research is ongoing, recommendations about caffeine in the presence of these conditions seems conflicting. Talk with your doctor for guidance about your consumption. Some people are

more sensitive to caffeine's effects than others and may feel effects at smaller doses. Pregnancy and aging may affect one's sensitivity to caffeine. There is no evidence that caffeine in beverage form is dehydrating. Its diuretic effects are usually compensated for by the beverage's fluid content. If you ingest caffeine from sports supplements (Clif Bar Ice series) or from prescription drugs or over-the-counter sources (No-Doz, etc.) be sure to drink adequate fluid to rehydrate yourself from caffeine's mild diuretic action.

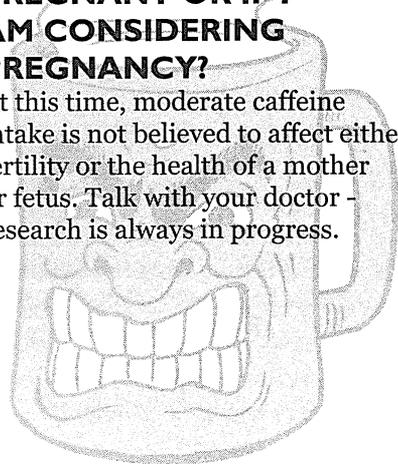
HOW CAN I ENERGIZE?

Instead of reaching for another Coke®, try these non-caffeinated strategies to maintain good energy levels:

- Get a good night's sleep. If you are tired during the day, take a short nap.
- Take a brisk, 10-minute walk.
- Eat regular, healthful meals. Use the food guide pyramid to build your meals. Fatty foods and alcohol can make you feel "draggy."
- Try not to skip or delay meals. Avoid eating very large meals - digesting a large meal can make you want a nap.

CAN I SAFELY HAVE CAFFEINE IF I AM PREGNANT OR IF I AM CONSIDERING PREGNANCY?

At this time, moderate caffeine intake is not believed to affect either fertility or the health of a mother or fetus. Talk with your doctor - research is always in progress.



I GET MY CAFFEINE FROM COFFEE AND NO-DOZ - AND I WOULD LIKE TO LOSE WEIGHT. IS IT SAFE TO TAKE AN HERBAL SUPPLEMENT TO HELP ME LOSE WEIGHT OR TO STAY AWAKE?

Herbal supplements for weight loss often contain high levels of caffeine and/or guarana or ephedra (ma huang) - other nervous system stimulants. Using weight loss supplements containing ephedra have been associated with illness and death. For additional ephedra information visit this hyperlink: <http://www.cfsan.fda.gov/~dms/ds-ephed.html>. Taking diet supplements containing these ingredients, and maintaining your usual caffeine intake can push you past the recommended moderate level of caffeine intake.

Remember the "moderate" caffeine limit is 300 mg/day - and realize that herbal stimulants can be very dangerous. If your caffeine comes from pills vs. drinks, be sure to keep your fluid intake high to address the moderate dehydrating effects of caffeine.

HOW CAN I QUIT OR REDUCE MY CAFFEINE CONSUMPTION?

Cut back gradually. Eliminate a cup or glassful a day rather than going "cold turkey."

- Keep a log to see how much caffeine you consume. Remember to count medications and supplements. Experiment with your intake to see how you feel both physically and psychologically
- Limit your intake to 200-300 mg of caffeine per day.
- Substitute herbal tea, hot or cider or decaf coffee for caffeinated drinks.

- Be active or be still - run, walk, bike ride, swim, do yoga or meditate.
- Eat regular meals
- Stop smoking - caffeine and cigarettes often go together.
- Ask others in your house or office to decrease their caffeine with you. There is strength in numbers.
- Remember that coffee does NOT help you to sober up after drinking alcohol.

Moderation is the key to caffeine intake. When your caffeine intake is not moderate, be prepared to experience jangly nerves and poor sleep patterns. Caffeine's effects vary according to the individual - some people feel very little effect and some people feel frazzled by the smell of a coffee bean.

The amount of caffeine in some common foods and beverages is as follows:

- Coffee, brewed - 40 to 180 mg. per cup
- Coffee, instant - 30 to 120 mg. per cup
- Coffee, decaffeinated - 3 to 5 mg. per cup
- Tea, brewed American - 20 to 90 mg. per cup
- Tea, brewed imported - 25 to 110 mg. per cup
- Tea, instant - 28 mg. per cup
- Cocoa - 4 mg. per cup
- Chocolate, milk - 3 to 6 mg. per ounce
- Chocolate - bittersweet - 25 mg. per ounce
- Cola and other soft drinks, containing caffeine - 36 to 90 mg. per 12 ounces
- Cola and other soft drinks, decaffeinated - 0 mg. per 12 ounces

SOURCES: National Soft Drink Association, US Food and Drug

Protect Your Hearing

By Michael Lockman

Noise is the most common hazard for American workers. The loudness, pitch, and length of time you are exposed to a noise all impacts whether or not your hearing may be damaged. Exposure to harmful noise can lead to both temporary and/or permanent hearing loss. Unfortunately, hearing loss caused by noise cannot be repaired or cured.

Airplane engines, machines, and tools are just a few of the sources of loud noise that we as airline employees may be exposed to on a daily basis. While these conditions make us susceptible to hearing damage, we can take steps to protect ourselves. Knowing when noise is loud enough to be harmful and how to prevent hearing loss are our best defenses.

There is an easy rule of thumb to identify noise that is too loud. Basically, if you have to shout to be heard or raise your voice to speak to a person less than three feet away, you should use hearing protection. The same goes for listening. If you can't understand someone who is speaking to you from less than three feet away, the noise you are exposed to may cause damage if you do not protect yourself. It may also be a good idea to take protective

measures if you are going to be exposed to a medium grade level of noise over a long period of time.

An easy way to protect your hearing is by using earplugs or earmuffs. Alaska Airlines provides one or both of these types of hearing protections to all employees that may be exposed to harmful noise at work. Earplugs and earmuffs can also be used in combination with each other for extra protection.

If you are exposed to loud noise on an ongoing basis, you may even want to extend the use of hearing protection to outside of work when appropriate. Additionally, developing healthy habits will help protect your hearing. Reducing the amount of noise you are exposed to overall is a good first step; during free time try to choose quiet activities. Also, avoid using more

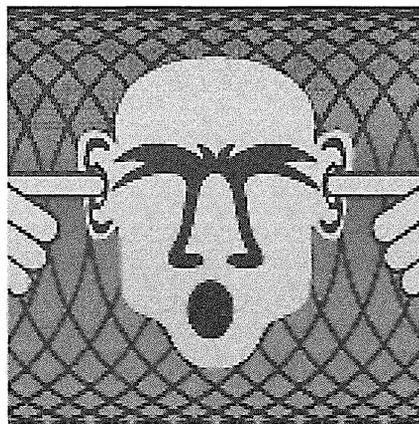
than one noisy machine at a time. Turning up the volume on your TV or radio to drown out the vacuum just creates more harmful noise.

While Alaska Airlines performs annual hearing tests on many employees who are regularly

exposed to high levels of noise at work, if you have a concern about your hearing you should consult with your family physician. He or she can help assess your risk for hearing damage and/or provide a referral for a hearing test.

Sources: www.familydoctor.org

Hearing Conservation Guidelines, WA State Department of L & I



STATION SPOTLIGHT

Inflight ... Shines on Seattle

This month's spotlight is a little different, rather than focusing on a station we are honoring our Seattle Flight Attendant Base. The Safety Department is shining the spotlight on the Seattle flight

for the most part the work they perform is unsupervised. You might ask "How do they have this drive for Safety then?". The first drive is instilled by training. Both their initial and yearly training.

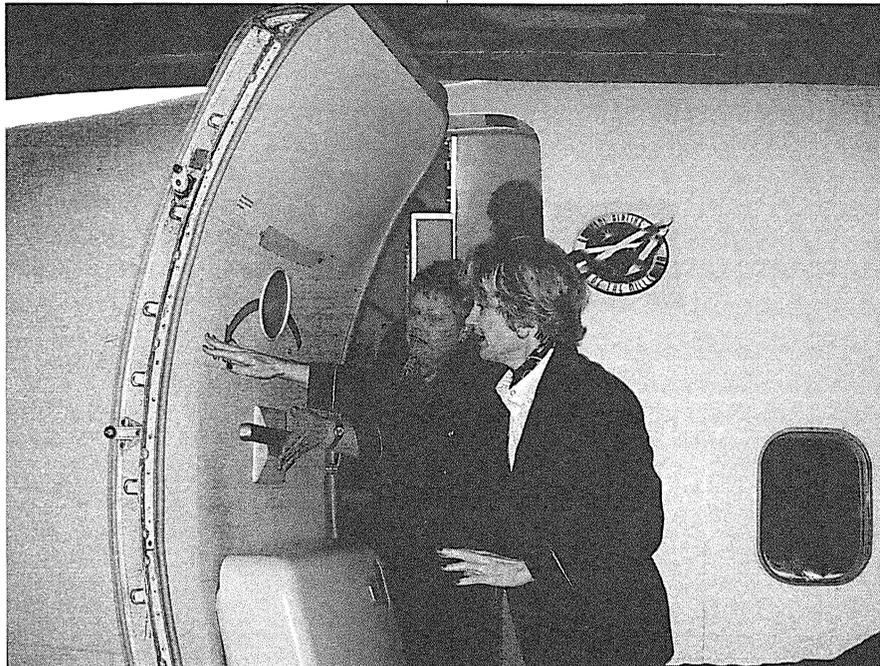
the Director of Flight Attendant Training and Regulatory Compliance, the Manager of Cabin Safety. They tackle the issues which flight attendants have brought up, this group also recommends policy changes if they have an impact on safety.

A large part of the 37 % reduction in the Seattle Base's OJI rate comes from ideas and recommendations generated by the committee.

The AFA Safety Committee is co-chaired by Ronda Ruderman and Sharon Macaulay. Both of these flight attendants are Seattle based and have many years experience with the Safety Committee.. In fact, Ronda has chaired or co-chaired the committee on and off for almost 15 years. When there is a safety issue, you can bet the both Ronda and Sharon are on top of the issue and helping to solve it. Ask any Seattle Based Flight Attendant who is known for their Safety Attitude and Ronda or Sharon's name will come up.

It's this team approach within the Seattle base which makes shining the spotlight on them an honor.

Each flight attendant realizes they are a part of a safety effort.



attendant base because this base has exemplified teamwork, safety and customer service.

The Seattle Flight Attendant base has over one thousand one hundred flight attendants. Seattle is the largest of the four flight attendant bases. The other bases are LAX, PDX and ANC.

You may think the job of a flight attendant is about smiles and serving beverages and meals, and that may be the most visible parts of the job, but if you were to ask any flight attendant "What is the most important part of your job?" They will say "safety". When they say "safety" they are talking about the safety of the customer, the safety of the crew, our aircraft and protecting themselves from injury.

Flight Attendants are for the most part self managed. They each have a supervisor to help them, but

The continuing drive comes from within their own group, the AFA Safety Committee and the dedication from their management .

The AFA Safety Committee is run by AFA Union volunteers. Members are representatives from each flight attendant base,



Fire Safety Is For Everyone

By Rick Nault

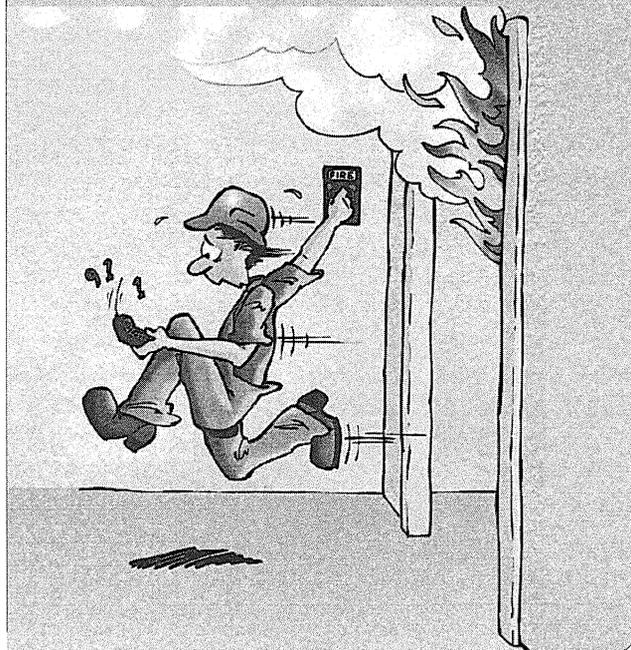
A serious fire at work, not only causes risk of injury and damage, many that work in that building may be out of work. If your building goes up in smoke and everyone gets out safely, will you still have a job the next day? It is very important that every building has an evacuation plan, but it is also in the best interest of everyone to have a fire prevention program.

Tips for preventing building fires:

- Practice good housekeeping. Do not let trash and waste material accumulate. Oily rags must be stored and disposed of in covered metal containers, according to company policy.
- Do not store materials or allow clutter to accumulate around exits and stairways. Fire exits should always remain free and accessible.
- A common cause of workplace fires is machinery or equipment that becomes overheated. Be sure to follow operating guidelines to prevent overloading. Follow manufacturer's instructions in using and maintaining equipment.
- Electrical malfunctions are also a major contributor to fires in the workplace. Electrical equipment should be checked regularly for signs of trouble such as damaged cords or worn insulation. Never overload circuits, and never force circuit breakers to remain in the "on" position. Only qualified and authorized personnel should carry out electrical repairs and maintenance, but everyone is responsible for being alert to the signs of electrical malfunction.
- It is important to understand the fire hazards of the materials with which you work. They may be combustible, flammable, explosive or reactive. Read the labels and know where to locate the Material Safety Data Sheet for further information. Carefully follow any instructions when you are using any materials which might pose hazards.
- Be sure to observe any smoking restrictions. Smoke only in designated areas. Smoking in unauthorized areas such as storage rooms has resulted in serious fires. Do not empty ashtrays until smoking materials are cold.
- Observe company security policies and be alert to any suspicious persons or activities. Many workplace fires are set by arsonists; do your part to prevent these incidents.

Know what to do in case of a fire. Make sure your safety training includes this information:

- What is your responsibility in case of fire – to report the fire, fight it or evacuate the building?
- Where is the fire alarm located?
- Where are the fire extinguishers located? Do you know how to use them, and on what kinds of fires?
- Do you know how to use other fire emergency equipment such as fire blankets, hoses and sprinklers?
- What safety procedures should you carry out in case of a fire? Are you responsible for shutting down equipment or operations before you leave?
- Do you know where you and your co-workers are supposed to meet for a head count after evacuating the plant?



(suggestions compiled from Safety Smart website)

Everyone has a responsibility for preventing fire. It is up to you to report any unsafe situation, and to correct it if you are qualified and authorized to do so.

WORKING WITHOUT DE-“LIGHT”

Reprint from *Safety Smart Magazine*, courtesy of Bongarde Holdings Inc.

Have you ever noticed how you have more get-up-and-go at certain times of the year than others?

For example, it can be quite easy to get up at 6 a.m. on a June morning and go for a walk, but really difficult to do so in darkness during a fall or winter morning.

Could this dragged-out feeling increase a worker's risk of suffering an injury on the job? Two university professors who specialize in researching the body's internal (circadian) clock think so.

Dr. David Glass, a professor of biological science at Kent State University in Ohio, says some people become extremely depressed and lethargic because of a lack of sunshine in the winter. This condition is called Seasonal Affective Disorder (SAD).

“Some people are really rocked by it. They feel really depressed and they don't want to get out of bed. Their productivity is way down,” says Glass.

He suspects others who might have a milder form of SAD could experience decreased alertness and productivity on the job during the fall and winter months.

Dr. Ralph Mistlberger, a professor of psychology at Simon Fraser University in Burnaby, British Columbia, also believes there might be some truth to people being less alert in the winter.

“Bright light has an alerting effect and one would certainly think if you are going to work in the dark there would be some effect.”

However, Mistlberger says he is not aware of any specific studies into seasonal alertness.

He suggests drinking an extra cup of coffee might help a worker compensate for having to rise in darkness, as might sitting in bright artificial light, which reduces the brain's production of melatonin, a hormone.

Melatonin levels increase in darkness, leading to a sleepy feeling. When daylight arrives, levels drop and the person begins to awaken.

Mistlberger says exposure to artificial light can help increase alertness when the sun isn't around to do it. Indeed, many people who suffer from SAD find relief by sitting near special light boxes.

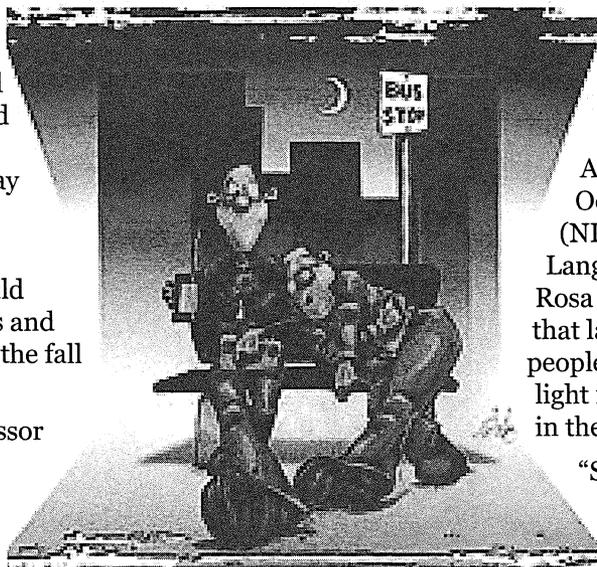
A National Institute for Occupational Safety and Health (NIOSH) publication called *Plain Language About Shiftwork*, by Roger Rosa and Michael Colligan, reports that laboratory research has found people exposed to a few hours of bright light in the morning felt alert earlier in the day than those who were not.

“Still, workers have to be careful about using bright light, so that they will be alert at the right time. For bright light to work, a worker also must stay in low

light or darkness during some times of day,” say Rosa and Colligan.

Too much bright light at the wrong time can throw your internal body clock off. If this happens, you won't be alert at the times you really need to be, they add.

“This condition is called Seasonal Affective Disorder (SAD).”



Frequently Asked Questions about Drug and Alcohol Testing

1. Is "random" testing really random?

Yes- A computer selection is made mathematically. Everyone on the list must be tested and no other names can be added to the list. The FAA inspects the lists and the tests that correspond. There is a separate list for drugs and alcohol. An employee may be tested up to 10 or more times per year.

2. Can eating poppy seeds cause a positive test result?

Not really-The lab screens for opiates. If the screening is positive, the result is sent to the MRO (Medical Review Officer) who determines the chemical breakdown of the type of opiate that is present. Poppy Seeds will not give you a positive test result for the type of testing required by the DOT.

3. When can I be tested at Alaska Airlines?

A test can be performed just prior to duty, during duty, or just after duty. Most ground personnel are tested during duty. Crew may be tested before or after a trip at any place on their line.

4. Are Urine Collections observed?

No- Unless there is reason to suspect tampering. There are a series of controls to ensure against tampering.

5. What happens if I take another person's prescription medication?

You may have a positive test result, or put your life at risk. It is considered a drug offense to take another person's medication and may be considered a felony. Recently, we had this happen at Alaska Airlines. The employee was

rushed to emergency and risked losing their life.

6. How close to my start time can I drink alcohol?

The FAA requires 8 hours for crewmembers and our company policy is 10 hours prior to check-in time. For ground employees, it is 4 hours prior. However, no amount of alcohol is allowed in your system while you are on duty or reporting for duty or on company premises.

7. Can I have an unsealed bottle of alcohol at work?

No- it must be sealed and not consumed at work or any company premises.

8. Can I be tested at my hotel on a layover on crew rest?

No- testing is usually done at the airport or at a work location. Recently, there was a rumor that "drug testing personnel will test at the layover hotels so be careful not to drink on a layover". This rumor is not true. Time limits must be adhered to, and no amount of alcohol can be in your system when you report to work.

9. What if I suspect another employee of using alcohol or drugs at work?

It is your responsibility to report them confidentially to a Supervisor. If you don't, you may place passengers and employees at risk and may be subject to discharge.

10. If I have a drug or alcohol problem and need assistance where do I turn for help?

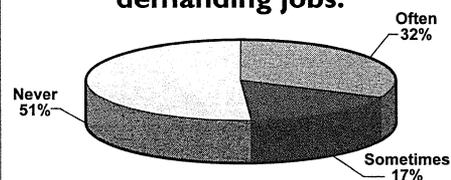
Call Lifeworks, or Employee Relations. They will be able to assist you in getting the treatment or assistance you may need.

Hey, Go Stretch Yourself

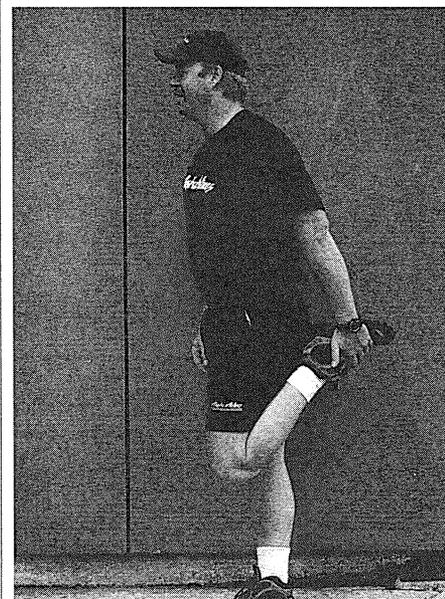
Rick Nault

Stretching is probably one of the most overlooked forms of exercise, yet it enhances virtually everything that we do physically. Good flexibility helps to prevent physical injury, even in normal daily activities, and makes it possible for us to perform at our peak level of capability. Stretching is not stressful. It is peaceful, relaxing, and noncompetitive. It can be invigorating at the same time that it reduces stress. For the most part, it requires no special equipment, no special facility, and no special training. In some ways, it is a perfect form of fitness activity.

Percentage of employers who encourage people to stretch before doing physically demanding jobs.



Source: "Safety Compliance Alert" (Survey of 383 safety directors)



AVIATION SAFETY:

ONE HUNDRED YEARS*An inside look at the history of aviation safety initiatives***Part IV - The Present**By Robert G. Wright
Director - Internal Evaluation

By the time this article hits the press, we will have already celebrated the one hundredth anniversary of powered, controlled flight. In our last three issues, we traced the development of aviation and the airline industry from the first wood and fabric aircraft to the introduction of the modern jet airliner. In this final installment, we'll examine present day safety initiatives, and take a look at some future goals as we move into the second century of flight.

The Record

The National Transportation Safety Board (NTSB) investigates transportation accidents. It also publishes transportation safety statistics. As part of its accident investigation function, NTSB gathers facts about the accident and seeks to determine the reasons for it. If appropriate, it can also make recommendations to regulatory bodies for safety improvements.



NTSB statistics show that the U.S. airlines' safety record has improved steadily through the years, most notably including the years since deregulation. In 1999, the U.S. scheduled airlines averaged .3 fatal accidents per one billion aircraft miles flown. This compares with two fatal accidents per one billion miles flown in 1978, the year that Congress enacted the legislation to

deregulate aviation rates and routes.

The airline safety record also compares very favorably with many other everyday activities. Since 1938, when the government began keeping records of aviation accidents, the very worst year for airline fatalities was 1974, with 460 deaths. By contrast, more than 40,000 people die each year in highway accidents. Sadly, in a typical three-month period, more people die on the nation's highways than have died in all airline accidents since the advent of commercial aviation.

The National Safety Council publishes an annual report on accidental deaths in the United States that also helps put the U.S. airline safety record into perspective. According to the council's 1999 report for 1998, 16,600 people died that year in accidental falls, 9,000 from poisoning, 4,100 from drowning, 3,700 from burns, 3,200 from suffocation brought on by ingestion or inhalation of food and other objects, and 900 from guns fired accidentally.

The Federal Aviation Administration (FAA)

The primary responsibility for airline safety regulation lies with the Federal Aviation Administration. Congress established the FAA as an agency of the Department of Transportation when it created the department in 1967. It is the successor to the Federal Aviation Agency, an independent agency



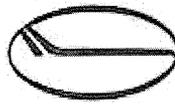
created by the Federal Aviation Act of 1958.

The FAA is also responsible for developing, maintaining and operating the nation's Air Traffic Control (ATC) system. Nearly three-fourths of the FAA's almost 50,000 employees are involved in some aspect of ATC. Their mission is to ensure the safe separation of aircraft during flight and to sequence aircraft for taxiing, takeoff and landing.

FAA's other major functions include reviewing the design, manufacture and maintenance of aircraft, setting minimum standards for crew training, establishing operational requirements for airlines and airports, and conducting safety-related research and development work. In short, it sets the minimum safety standards for the airlines and acts as the public's watchdog for safety.

Industry Safety Programs

Although the FAA is charged with the responsibility for setting and enforcing minimum safety standards, the ultimate and primary responsibility for safety rests with the airlines themselves. The Federal Aviation Act that established the FAA's predecessor agency stated that every license holder assumes "private sector responsibilities for maintaining the highest degree of safety." Of course, it also makes good business sense for the airlines to do everything they can to ensure safety. To airlines, safety is a top priority, and every year they work jointly through industry trade



Air Transport Association

America's leading airlines

groups (such as the Air Transport Association) on an agenda of safety-related programs.

Joint Efforts

Government and industry officials commonly work together to address recognized safety problems, usually through committees or task forces comprised of representatives of equipment manufacturers, airlines, pilots, mechanics, FAA and the National Aeronautics and Space Administration (NASA). Examples of recent efforts are:

Aging Aircraft

Following a highly unusual fuselage failure, a major effort was undertaken to re-examine and revise maintenance and modification procedures for older aircraft. Now, as aircraft age, many components are automatically replaced at specified intervals, well ahead of the time they would be expected to fail.

Collision Avoidance

Years of joint research between government and industry resulted in the development and deployment of the Traffic Alert and Collision Avoidance System (TCAS), which warns pilots when aircraft are getting too close and tells them what they should do to maintain adequate separation. TCAS is now in all commercial jets with 10 or more seats.

Windshear

As with TCAS, government and industry jointly developed warning devices for aircraft that alert pilots to windshear conditions so they can take appropriate action to avoid these dangerous downdrafts of air.

De-icing

Following an accident attributed to ice on the wings of the aircraft (a condition that disrupts airflow over the wings and makes it difficult for aircraft to fly), government and industry officials conceived and implemented new procedures for pilots to follow in icy conditions. After de-icing (a process in which a

sprayed on an aircraft exterior), pilots have a specific amount of time to take off, depending on weather conditions, and must be de-iced a second time if they exceed the allotted time.

Flammability

In a series of steps, airlines and government officials have upgraded aircraft interiors with more fire-resistant materials for seats, cabin sidewalls, overhead bins, and other cabin and cargo bay materials.

Human Factors

Recognizing that most accidents are caused by human error, industry and government alike have focused resources, in recent years, on studying human-factor issues. While ongoing, these efforts already have produced improvements in training and in the management of tasks in the cockpit. Human Factors is also being introduced to other works groups, such as Aircraft Maintenance Technicians.

The Future

What's in store for the second century of aviation safety? Congress recently enacted the FAA Reauthorization Bill (Vision 100 – Century of Aviation Reauthorization Act), which gives us some insight into the regulatory climate of the near future. Title V of the Act deals with aviation safety, with specific emphasis on:

- Unapproved (or counterfeit) aircraft parts
- Runway safety standards
- Improvement of training standards for Aircraft Maintenance Technicians

- Assessment of wake turbulence research and development programs
- FAA Inspector training
- Air Transportation Oversight System (ATOS) implementation for all carriers

Additionally, under Title VIII of the Act, FAA is directed to provide:

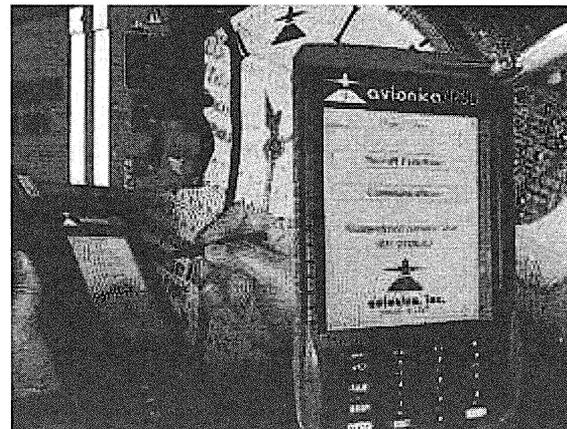
- Certification (licensing) of Flight Attendants
- Surveillance and analysis of aircraft cabin air quality

At Alaska Airlines, we'll continue to focus on innovative use of technology, along with the application of Human Factors concepts in a broad spectrum System Safety approach.

Programs like Flight Operational Quality Assurance (FOQA), Aviation Safety Action Programs (ASAP), Safety Hazard Reporting (SHR) and others will continue to mature and provide us with the information we need to make continual improvements to our operations.

Wilbur and Orville would be amazed at the progress we've made since that first flight one hundred years ago. Could they have imagined that from a few short flights on that first day, we would, within the span of a century, launch over eight million revenue departures per year? And this just by United States Air Carriers!

As we fly into the second century of aviation, we do so with pride in our past, faith in our future, and safety as our commitment.



SAFETY COMMITTEE SYMPOSIUM 2003 BIGGER AND BETTER

Where were you on December 4th and December 11th, 2003? If you were not at the Second Annual Safety Symposium, you missed out! Employees from Alaska Airlines, and even some from Pen Air and Era, gathered in Seattle and Anchorage to hear from Alaska's company officers and Safety Division staff. Most importantly, attendees had the opportunity to network with coworkers involved in safety efforts at their locations to help spread good ideas and solve problems.

Bill Ayer, Alaska's President and CEO, kicked off the Seattle Safety Symposium, which was held at the Radisson Hotel, just blocks from Sea-Tac Airport. Based on the evaluation forms submitted by attendees, Bill's talk was both informative and insightful into our company's and the industry's future while reiterating the need for Safety to remain our number one focus in all parts of the operation. Cost-savings through more efficient business practices is here to stay, but that should be in concert with, not at the expense of, the safety of our employees, customers, and physical assets.

The Anchorage Safety Symposium, held in the AS Regional Building, began with an inspirational message from **Ed White**, VP

Ground Operations, calling for action when any employee is injured on the job. Ed spoke of an injury he sustained when working in the belly of the aircraft early in his career. Although his lift was far in excess of what was safe, he remembers no investigation into why this was allowed to happen or how it might be prevented the next time an eager employee is injured doing their job. He encouraged Safety Committees to engage in the process of ensuring that injuries and accidents do not become another statistic. Accident investigation is primarily the responsibility of supervisors and managers, but as Safety Committees are tasked with reviewing incidents and accidents at their location, they can ensure that an appropriate fix is put in place to eliminate the risk of future injury. **Bruce Lalonde**, Director Northern Region, also welcomed attendees to Anchorage and encouraged all Alaska Airlines leaders to look for opportunities to put safety first when they get back to their stations, as we never know which minor oversight will combine with other factors to lead to a serious accident.

Chris Turner, Manager of Station & Facility Safety, and **Pam Muir**, Manager of Medical Programs & Health Services presented the

nuts and bolts of safety committee duties and how to use their monthly allotted time (usually one hour) to the fullest. Next was a networking lunch and presentation of Safety Committee Awards.



Chris Turner, manager of station and facility safety, right, presents Safety Committee of the Year for the Lower 48 awards to Seattle's **Waynette Howell**, customer service supervisor and committee chair (above left), and Portland's **Jerri Parrish**, customer service supervisor and committee chair (right).



Waynette Howell, SEA Station Supervisor and Safety Committee Chairperson, presented real-life solutions and ideas implemented in Seattle. She was assisted by **Van Bo**, a SEA CSA who is active in their safety committee efforts. The presentation focused on promoting the successes of the Safety Committee to non-members. The information was invigorating (of course, any idea that includes members of management in a dunk tank on a hot summer day is sure to be a winner). On behalf of her committee, she invites any safety committee member around the system to observe a SEA Safety Committee meeting in action to see how they make it work so well.



Anchorage Safety Symposium

RATING THE RESTAURANT

Continued from page 14

To keep the post-pasta naps away, symposium attendees were engaged in an Alaska Airlines safety knowledge competition. **Holly Zimmerman**, Director Occupational & Operational Safety, then shared some strategies for implementing safety solutions and ideas derived from their Safety Committee efforts. **Ron Suttell**, **Ken Hewitt**, and **Rex Hicks** promoted the on-line Facilities Work Request process to help safety committees get quick responses to their repair needs. **Chris Turner** shared his insights into the *proactive* (before the accident) and *reactive* (after the accident) duties shouldered by the Safety Committees, in order to maximize their effectiveness, even when accidents may not occur every day. Closing comments in Anchorage were provided by **Steve Carlisle**, Director Cargo Logistics & Regulatory Compliance who inspired attendees to go back to their work locations and strive to make a difference utilizing the resources and personnel available at the Second Annual Safety Symposium.

Thanks to all who attended and who provided valuable feedback so that we may improve the experience for you next year. See you next year at the Third Annual Safety Symposiums!

By Rick Hoaglund and Partnership for Food Safety website

Recently one of our flight attendants contracted a foodborne virus while on a layover. It is believed that she caught the nasty virus at a juice stand near the crew hotel. This incident made me think, "how do you know if the restaurant you are about to eat in is safe?" While there is no way to completely eliminate the risk of contracting a food-borne illness, the Alaska Department of Environmental Conservation Food Safety and Sanitation web site has this advice:

Local health departments can't be everywhere all the time. Restaurants will not be perfect all the time. So what can you do to protect yourself when dining out? Here are some simple tips that can help you judge the cleanliness and safety of the restaurants you visit.

How to judge a restaurant for safety

Hot foods should be hot! If the food on the buffet isn't hot enough to steam, you may want to pass it up. Hot foods should be at 140 degrees Fahrenheit on the buffet or when served to your table. Most foods require cooking to higher temperatures before they are put on the buffet.

Cold foods should be cold!

Foods that are required to be cold to prevent growth of microorganisms should be 40 degrees Fahrenheit or less. Foods left at room temperatures can often grow harmful bacteria in as little as 2 hours. If foods aren't the right temperature, don't eat them.

Take a look at your servers.

Are they clean looking? Most important, do their hands and fingernails look clean? Do they keep

their hands away from their face and hair? Foodborne illness can be passed person to person or from the bathroom by unwashed hands. Burns and cuts that may be infected are also a good source of harmful bacteria.

If you can, try to get a **glimpse of the person that is fixing your food**. You decide from there.

Plates, glasses, and utensils should be clean and spot free.

If they have dried-on food, finger prints or lipstick on glasses, then the dishwasher is likely on the blink. Ask for clean replacements or move on down the road.

Fresh foods such as fruits and vegetables should look and smell fresh. Wilted salads may be an indication that the product is old or has not been properly handled.

See any bugs? If you have to share your table with roaches, it's time to leave.

What is the general condition of the restaurant environment? Sure, you don't eat off the floor, but how the manager keeps the place up may be an indication of the amount of pride they take in preparing your food.

If You Have A Problem ... If you have a problem, tell the management. Usually they want to know. If they don't care, don't go back. Complaints to local health agencies can be made anonymously.

If you are in Alaska you can see the food inspection score of your favorite restaurant on the internet at <http://info.dec.state.ak.us/eh/sanitation/FoodScores.asp>. These scores are given by various state departments and represent the restaurants compliance with state, federal and local food related regulations.

ACCIDENT INVESTIGATION- PUTTING YOUR FINGER ON CAUSE

Doing incident investigations often may mean playing detective and going back to the work area to look for clues.

It's usually more telling if you take the injured person with you so the can explain exactly what happened. But sometimes, going back to the scene isn't such a good idea!

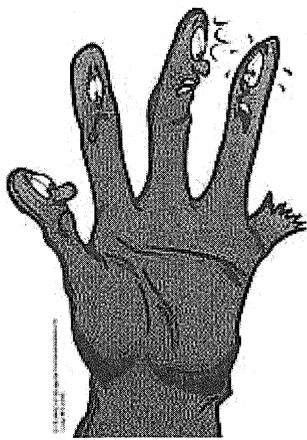
Real life example:

A man whose job was making kitchen countertops accidentally chopped off the end of his thumb in the cutter. The supervisor came over and asked, "What happened?"

The man inserted another finger into the cutter to show his boss. The machine chopped off the end of that finger, too.

Lesson for employee: Sometimes it is best to keep your hand to yourself.

Point for supervisor to ponder: Would this require a second I-21 to be completed?



HANDS -WASH FOR HEALTH

Reprinted from Natural Nutrition Website

Hand washing is the single most effective way to prevent the spread of infections.

I know, I know, it *does* seem silly to write an article about something we've been told to do since we were born. Nowadays, when we use bathrooms in businesses, we see signs reminding employees to wash their hands. Some even point out that handwashing is *not* optional. Why? Doesn't everyone always wash their hands after using the restroom? Do *you* always do it, even at home? Here is the hard fact: Not everyone washes their hands when they should all the time.

Lately, I've been impressed to wash my hands more. Not just when someone else is present, but also when there's no one else around. Not just after using the bathroom, but other times as well. For instance, it is a good idea to *always* wash your hands before touching food that either you or someone else is going to eat. If you're sick, out of regard for others, you want to disinfect your hands after sneezing or coughing into them, after blowing or picking your nose (hee hee), or touching your eyeball, or any other place on your body where there is contact with bodily fluids. Most people realize that viruses and bacteria can be transmitted from person to person through the air when someone sneezes or coughs, but we often forget that some disease-causing organisms live outside the body for some time on *fomites*, that is inanimate objects. **Doorknobs, telephone receivers, sink taps, remote controls and computer keyboards are common fomites.** So are toys, silverware, cups and glasses, sheets, and anything you touch or hold with hands that may be contaminated.

When you or someone else in your household or office is sick, everyone should **wash their hands more often**, throughout the day, and not just before touching food or eating. This is especially important if there are people present who tend to have weaker resistance to sickness, such as babies, young children, immuno-deficient persons (which can include people with very poor diets!), or the elderly. Even if you keep your distance from someone who is ill, if you touch fomites and then finger your own mouth, nose or eyes, you will be exposed to the organisms. After the illness has passed, it isn't a bad idea to wash nightclothes, change bedding, and clean and disinfect common fomites to reduce your chances of getting sick. Use a non-toxic, biodegradable solution if possible, and keep some effective lotion on hand to keep your hands moisturized in spite of the frequent washings. Tea tree oil has natural antibacterial properties and many cleaning and personal products feature it.

The best defense against sickness and disease is a tip-top immune system, so, eat right, exercise, and keep your hands clean!

HAZWOPER, HAZardous Waste OPerations and Emergency Response

* Bolded clues are theme or airline words

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www.CrosswordWeaver.com

Constructed by Chris Turner using Crossword Weaver™

ACROSS

- 1 RCRA and CERCLA are examples of Environmental Protection ____.
- 5 Rested
- 8 Baby's "ball"
- 12 Suffocate
- 14 Disks
- 15 Relating to the ear
- 16 A small leak or drip is also know as a de ____ -us quantity.
- 17 Aviation Quality Database
- 18 Doctrine
- 19 Emergency Response Guidebook
- 20 Parts per million
- 22 Popular president's initials
- 24 Grow older
- 25 Noodles
- 27 Reduce, ____, Recycle
- 29 Starling
- 31 Explosive igniter
- 32 ____ life a measure of radioactive decay.
- 35 ____ Water Pollution Prevention Plan (SWPPP)
- 37 Lubricate
- 41 Chemlist contains only those chemicals that are approved for ____ within Alaska Airlines.
- 42 Thai
- 43 Notice of Violation
- 44 Where aircraft are parked for loading
- 46 Cautious gambler
- 48 A measure of chemical exposure
- 49 Alliance
- 51 Risk-free
- 53 Rounded part
- 55 Report even ____ injuries resulting from spills
- 58 She
- 59 Heat unit
- 61 Rainy mo.
- 62 San Diego
- 64 First Class Email Server
- 66 Guy
- 68 Cut slices from
- 70 Service
- 71 Recycle storage container
- 72 Grabber
- 73 Allow to borrow
- 74 Poem
- 75 Protect our ____, Water and Air.

DOWN

- 1 Vertex
- 2 Twirp
- 3 Island nation
- 4 Winter sport

- 5 Trickery
- 6 Kodiak
- 7 Treatment, storage, and disposal facility
- 8 Burbank
- 9 Environmental Protection covers all ____
- 10 Employee ____ or ID
- 11 Lotion ingredient
- 13 ____ containers are not a hazardous waste.
- 15 The nation's landfills have ____ of improperly disposed chemicals
- 21 Drain oil ____ in the used oil drum
- 23 Hazardous waste storage container
- 26 Sacramento
- 28 Upper explosive limit
- 30 Garret
- 31 Fast food potatoes
- 32 Squeeze
- 33 Alaska Airlines
- 34 Don't ____ spills happen
- 36 Oakland
- 38 Card game

- 39 Boston
- 40 First woman
- 45 Move away
- 46 POS or ____ of Seattle.
- 47 ____ Service Agent
- 48 Denver
- 50 Containers of hazardous materials/waste must have a ____
- 52 The person who first witnesses a chemical spill is called the ____ responder.
- 53 ____ large spill clean up to HAZWOPER trained employees.
- 54 Target ____, toxicity characteristic
- 56 Japanese city
- 57 Crow-like bird
- 58 Get better
- 60 Convexity
- 61 Green Gables dweller
- 63 Smart person
- 65 Container top
- 67 First ____ and CPR
- 69 Movie 2001's talking computer

TRAVEL BUG CAN GET NASTY

Traffic and drowning accidents cause the most deaths of international travelers, but communicable diseases are also a serious threat to those who travel for business and leisure.

Staying healthy while traveling takes some preparation before you leave home. Consider these suggestions:

- As soon as you begin planning an international trip, find out what inoculations you might need against regional diseases. Some are given in a series over weeks, so start early.
- Have a physical exam and a dental checkup to discover any problems developing. A gall bladder attack or a toothache can be miserable anywhere, but especially so far from home.
- Talk to your doctor about the advisability of taking aspirin to prevent blood clots in the legs during air travel.
- Get a hepatitis A shot to prevent this common traveler's illness.
- Compile a record of your allergies, blood type, medications, recent illnesses, recent operations and chronic illnesses. Also carry the name and complete phone number of your doctor for emergency contact.
- Gather the over-the-counter remedies you might want to use while you are away. Insect repellent and sunscreen will be needed if you expect to spend time outdoors. An antiseptic for minor wounds, a pain reliever, sleep aids, a thermometer and diarrhea remedies are some items you should consider. Treatments for eye infection and motion

sickness might also be included. And don't forget plastic bandage strips to cover minor wounds.

- Pack your prescription medicine in a carry-on bag so you won't be separated from it if your luggage is lost or delayed. Pack enough of your prescription medicines to last several days longer than you plan to be away. Ask your doctor for prescriptions with generic names so they can be filled anywhere.
 - Carry bottled water.
- Take care of yourself on your journey. You can wear yourself down if you indulge in too much empty-calorie food, alcohol or coffee. Going without sleep and feeling rushed and stressed can also make you vulnerable to illness.



Minor illnesses can ruin a trip. Major illnesses can be fatal. Make sure you learn about the serious communicable diseases in the areas you will be visiting, and take steps to protect yourself. Malaria, typhoid, cholera, cryptosporidia, yellow fever, dengue fever, West Nile virus,

SARS (severe acute respiratory syndrome) are just a few of the serious illnesses of concern to international travelers. Before you go, check out www.cdc.gov/travel for the latest in outbreak and vaccination advisories.

And having prepared to avoid illness, plan to avoid injury as well. Stay alert to hazards wherever you are. Identify escape routes from rail cars and hotel rooms so you can find your way out in an emergency. Buckle up in motor vehicles, and locate the personal flotation devices and life rafts on boats. Sipping rum drinks in the sun may be fun, but be aware you are vulnerable to accidental injury and personal assault if you are intoxicated.

S T R E S S

THE TOP REASON FOR CALLING IN SICK AT WORK

Reprint from State of Alaska, DOT and Public Facilities

One of the top reasons employees call in a sick day is stress. And for absences that last longer than three weeks, stress is the Number Two reason.

What was once just a way to play golf mid-week, the so-called "mental health day" work excuse is rapidly becoming all too real. There is so much stress in the workplace that employees are rapidly reaching burnout, and in the process they're making themselves sick (USA Today).

The stress is caused by the threat of employment and layoffs, as well as leaner offices where fewer employees are expected to do "more with less." More workers are suffering more mental and physical problems caused by job stress. Stressed employees chalk up larger health care bills and have the potential to get violent at work.

Stress isn't all bad-unless it makes you sick. This appears to be happening more frequently than ever before. A survey conducted in May 2003 determined that nearly 35 percent of workers have seen an increase in anxiety and stress-related physical ailments in their offices in the past year, while 27 percent report a jump in emotional problems such as insomnia and depression.

Sickness caused by stress can be more than just a cold or a

headache. It was determined that employees who are physically active on their jobs actually have a far greater risk for heart disease than sedentary colleagues. Why? Job stress (University of California



Keck School of Medicine, James Dwyer). A research team concluded that *arteriosclerosis-the build up of fatty material along the inner lining of the artery walls*-progresses significantly faster in people who are physically active on their jobs and have greater job stress. Arteriosclerosis can cause a heart attack or stroke and is responsible for one of every two deaths in the United States (American Journal of Medicine).

Stress has become a worldwide health problem and must be taken seriously. It has been determined that one-third of the people said stress had a negative impact on their health. A Mental Health Association

of Ireland expert predicts that five of the top 10 medical problems worldwide will be stress-related by 2020.

Signs of Stress:

- Atypical behavior that is impulsive, aggressive or irritable without apparent cause
- Tearfulness
- An inability to concentrate
- Developing of unexplained illness
- Loss of interest in various aspects of work and home life
- Feeling weary, lethargic or apathetic

Stress Busters:

- Make a conscious choice NOT to become angry or upset
- Breathe slowly and deeply
- Speak more slowly so you can think more clearly and react more reasonably
- Work on a time management strategy
- Go outside
- Drink water and eat small nutritious snacks
- Sit up straight to ease sore muscles
- Give yourself a reward at the end of the of the day.
- Begin a moderate exercise routine such as swimming or jogging

A DOCTOR AT THE GATE CALLED MEDLINK

Rick Hoaglund, Manger of Cabin Safety and Health

How well do you know Medlink? Take the Quick Quiz to test your knowledge (True or False):

1. MedLink can be used at the gate to prescreen ill customers. T or F
2. MedLink should only be used for oxygen requests at the gate. T or F
3. MedLink is only used by Flight Attendants. T or F
4. There is nothing a CSA can do to prevent Medical Diversions. T or F
5. It is illegal to deny boarding to someone that is ill. T or F

What is MedLink?

MedLink is a team of medical doctors that Alaska Airlines uses to care for ill customers and crew. MedLink can be used at the gate or on the aircraft. The doctors are in a hospital in Phoenix but they are only a phone call away. MedLink provides a service that helps us with medical decisions dealing with our customers. Alaska Airlines subscribes to the service for two reasons; to offer the best medical care available for our customers and to better manage the number of medical diversions.

How do we benefit?

Tens of thousands of dollars are spent each year on diversions, which could have been prevented. The actual costs (fuel, handling fees,

rebooking, etc.) are far outweighed by hidden costs, like customer loyalty and inconvenience, which can be priceless for Alaska Airlines.

When do we have medical diversions?

A medical diversion occurs if the victim is in dire need of medical treatment and Medlink recommends the diversion. The time it takes to land may determine if the victim lives or dies. This is a situation we may be able to avoid by prescreening our customers before they board.

How can a CSA use MedLink?

MedLink is a tool the CSA can use prior to boarding if they believe a customer is ill. MedLink takes all the guesswork away. They will determine if the passenger is healthy enough to fly. As long they follow MedLink's advice, they also assume medical liability.

Does each call cost Alaska Airlines money?

The answer is no. Alaska Airlines pays for the service as a package, not per phone call. It has been proven, at other carriers, that when the number of gate prescreenings rises, the number of medical diversions fall. It is good for the customer and good for Alaska Airlines.

To prescreen customers for illness:

1. Keep alert. Keep a watchful eye out for ill customers in the boarding area.
2. Gather facts. If someone appears ill, the CSA should approach the customer to gather facts. This may seem like the hardest part of the prescreening process, but remember MedLink will make the ultimate decision. Prompts like "Are you feeling well?" many times is enough.
3. Call MedLink. MedLink will need the customer name, flight number, destination and a description of the illness.
4. Follow MedLink's Directions. The physicians who staff MedLink know what is best for the customer's health.

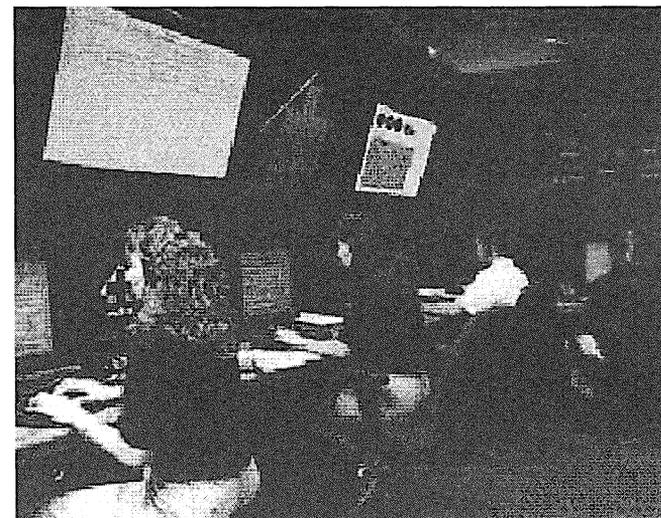
Question 5 - False
 Question 4 - False
 Question 3 - False
 Question 2 - False
 Question 1 - True
 Quiz Answers

Although the Medlink phone number is not for the general public, all CSAs should keep it handy.

MedLink Global Response Center located within Good Samaritan Regional Medical Center, Phoenix, Arizona

A	C	T	S	S	A	T	B	A	B	A		
C	H	O	K	E	C	D	S	A	U	R	A	L
M	I	N	I	M	A	Q	D	C	R	E	D	O
E	R	G	P	P	M	F	D	R	A	G	E	
P	A	S	T	A	R	E	U	S	E			
M	Y	N	A	F	U	S	E					
H	A	L	F	S	T	O	R	M	L	U	B	E
U	S	E	T	A	I	N	O	V				
G	A	T	E	P	I	K	E	R	D	O	S	E
B	L	O	C	S	A	F	E					
L	O	B	A	R	A	M	I	N	O	R		
H	E	R	B	T	U	A	P	R	S	A	N	
E	A	G	L	E	M	A	N	S	H	A	V	E
A	V	A	I	L	B	I	N	T	A	K	E	R
L	E	N	D	O	D	E	L	A	N	D		

Crossword Answers



Safety Hazard Report



Your Name: _____ Job Title: _____

Today's Date: _____ Date of Observation: _____

Station/Base: _____ Supervisor Name: _____

My safety concern is: _____

I observed this at: _____

Type of Equipment Involved: _____ AC or GSE #: _____

My proposed solution is: _____

SHR shall be handed to your supervisor or manager for response within 7 days of receipt.

Please see Safety & Environmental Manual for Detailed Instructions and Information.

**If you wish to report a hazard and remain anonymous, please forward SHR to SEASQ.*

ARCTIC: WS-9 (7/00) ASA#0-0410-3-1905

SHR Summary Report – Supervisor Use Only

Priority: Requires Immediate Action Moderate Hazard Long-term, Low Potential Hazard

I have responded to this safety concern and have taken the following action:

Determined Not a Safety Hazard

Item Resolved. Explain: _____

Requested Facilities/Maintenance Repair: _____

Referred to _____ for Action.

(Should be next level of Department Management or Local Safety Committee.)

Met/Spoke with employee on _____ More follow-up required: Yes No

Signed: _____ Date: _____ Ext: _____

Comments: _____

Once completed by supervisor, forward all SHR's to SEAWO. More information on the back

Safety Hazard Reporting Program Overview

The Safety Hazard Reporting (SHR) Program is a means for employees to report hazards and possible solutions and receive a personal response from their supervisor or the Safety Department. If the supervisor is unable to resolve the safety concern, the SHR will be referred to the next highest level of management for action. If the employee is unsatisfied with the response or the effectiveness of the solution, they may take their concern to the Safety Department for resolution.

Employees working in a particular job know the most about their work environment and the feasibility of proposed solutions. For this reason, employee participation in the SHR program is critical to its success. Participation by all employees is greatly appreciated. Employees are encouraged to submit their name and contact information for personal follow-up. However, anonymous forms or online reports will be accepted and investigated. Anonymous reports should be forwarded to both the supervisor and the Safety Department at SEASQ.

Any safety hazard that presents an immediate threat to life or health should be reported to your supervisor or Safety Department without delay. Actual emergencies should be reported to the appropriate emergency provider (i.e. 9- 911).

Safety Hazard Program Guidelines

Where to Obtain a Safety Hazard Report

The (SHR) forms can be obtained in three ways:

- 1) Via the web
- 2) Through Arctic: ASA# 0-0410-2-1905
- 3) From a supervisor or the Safety Department

Submission Requirements

Employees are encouraged to provide all requested information on the SHR for maximum efficiency. Especially important is the Proposed Solution. As stated above, anonymous forms will be accepted but do not permit personal follow-up from the supervisor or Safety Department.

Supervisory Response Time

The employee's supervisor or manager shall meet and/or speak with the employee to communicate their intended action within seven (7) days from the date of receipt.

Abatement Implementation

Hazard abatements shall be evaluated with respect to their effectiveness, feasibility and compliance with state and federal regulations. Interim solutions are encouraged and acceptable pending final resolution.

SHR Recordkeeping

Once the supervisor has met or spoken with the employee and completed the supervisor portion, the SHR shall be forwarded to SEASQ.



FLIGHT IRREGULARITY / HAZARD REPORT

DATE	PLANE NUMBER	FLIGHT NUMBER	TIME	BETWEEN POINTS OCCURRED

CAPTAIN	ARCTIC	DOMICILE

DFC 1-800-898-5038

FLIGHT CAPTAIN'S REPORT			
ABORTED TAKEOFF <small>(DFC Notification Required)</small>	CHECK	DFC/DISPATCH DIFFICULTIES	CHECK
WINDSHEAR <small>(DFC Notification Required)</small>		EXTREME TURBULANCE <small>(DFC /Maintenance Control Notification Required)</small>	
ENGINE FAILURE IN FLIGHT <small>(DFC Notification Required)</small> <small>(State reason if flight continued)</small>		TAXI ACCIDENT <small>(DFC Notification Required)</small>	
USE OF CAPTAIN'S EMERGENCY AUTHORITY <small>(DFC Notification Required)</small>		NEAR MIDAIR COLLISION <small>(DFC Notification Required)</small>	
PASSENGER EVAC <small>(DFC Notification Required)</small>		BIRD/LIGHTENING STRIKE <small>(Maintenance Control Notification Required)</small>	
INFLIGHT FIRE/SMOKE <small>(DFC /Maintenance Control Notification Required)</small>		IMPROPER STATION HANDLING	
OVERWEIGHT LANDING <small>(DFC Notification Required)</small>		SHIFTING/IMPROPER CARGO LOADING	
DEVIATION FROM ATC CLEARANCE		HIGH ACCIDENT POTENTIAL (HAP)	
AIR TRAFFIC CONTROL DIFFICULTIES		OTHER	

FIRST OFFICER	ARCTIC	DOMICILE

FLIGHT ATTENDANTS (if applicable)
FFA
FA
FA
FA

PASSENGER ILLNESS INJURY OTHER

PASSENGER NAME _____

SEAT ASSIGNMENT _____

CPR ADMINISTERED _____
Name of Person Performing CPR _____

DR. OR HEALTH PROFESSIONAL ASSISTING _____
Name _____

(DFC notification required if EMTs required to meet flight)

PASSENGER CONDUCT PROBLEMS

PASSENGER NAME _____

SEAT ASSIGNMENT _____

DEPLANED - STATE REASON _____

SECURITY CALLED _____

EXPLANATION OF DETAILS: (For Each Checked Above Give Complete Details. BE SPECIFIC! Outline Times, Places and Reasons for Action Taken).

NO. COPIES AND DISTRIBUTION: (Use ballpoint pen or typewriter)

ORIGINAL: CHIEF PILOT'S OFFICE — SEAOZ **2ND COPY:** — MAINTENANCE — SEAMZ

3RD COPY: LEGAL — SEAZL **4TH COPY:** — ORIGINATOR

(USE REVERSE SIDE FOR ADDITIONAL SPACE)

DOMICILE _____

SIGNATURE OF CAPTAIN OR DISPATCHER PREPARING REPORT _____



CABIN SAFETY REPORT (CSR)

This form must be submitted to the Safety Department within 24 hours of the event or as soon as possible.

Name		Arctic #	Base
------	--	----------	------

Date of Event	Request Direct Response Yes / No	Contact Information	
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Flight #	Aircraft #	Type (circle) 737-200 / 737-400 / 737-700 737-900 / MD80	From	To	Div To	Div Reason
----------	------------	---	------	----	--------	------------

Flight Phase (circle)

Parked Boarding Pushback Taxi-out Takeoff Climb Cruise

Descent Holding Approach Landing Taxi-in Towing Deplaning

Type of Event (check)

<input type="checkbox"/> Baggage / Luggage Incident	<input type="checkbox"/> Ground Handling Concern
<input type="checkbox"/> Bomb Threat / Hijacking*	<input type="checkbox"/> Hazardous Material Exposure
<input type="checkbox"/> Cabin Prepared for Evacuation	<input type="checkbox"/> Intoxicated Customer* (submit Alcohol Report Fax)
<input type="checkbox"/> Communications Failure	<input type="checkbox"/> MEDLINK Contacted*
<input type="checkbox"/> Contact Made with Infectious Disease or Bodily Fluid (submit Bodily Fluid Exposure report)	<input type="checkbox"/> Potential Hazard
<input type="checkbox"/> Customer Illness / Injury / Incapacitation / Death	<input type="checkbox"/> Safety Equipment Defective
<input type="checkbox"/> Decompression	<input type="checkbox"/> Safety Policies / Procedures / Manual Concerns
<input type="checkbox"/> Disruptive Customer*	<input type="checkbox"/> Security Breach
<input type="checkbox"/> Evacuation	<input type="checkbox"/> Slide Deployment
<input type="checkbox"/> Extreme / Severe Turbulence	<input type="checkbox"/> Smoke / Misting / Odor / Haze
<input type="checkbox"/> Fire	<input type="checkbox"/> Smoking Incident*
	<input type="checkbox"/> Universal Precaution Kit Used*
	<input type="checkbox"/> Other - Explain in Remarks

* Complete Customer and/or Witness information in the space provided below.

Location of Event	Weather Conditions	Equipment Involved
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Sequence #	Day 1 / 2 / 3 / 4	Leg #	Approximate Time of Event Dawn / Day / Dusk / Night / Time _____ AM / PM
------------	----------------------	-------	---

CUSTOMER M / F Illness / Injury / Death (circle) Name _____ Seat Assignment _____ CPR Administered Y / N Administered by _____ Health Professional Assistance Y / N Name of Assistant _____ Oxygen Administered Y / N EEMK used Y / N Defibrillator used Y / N	DISRUPTIVE CUSTOMER Name _____ Seat Assignment _____ Deplaned Y / N Security Called Y / N State Reason _____ _____ _____	WITNESS M / F Seat Assignment _____ Name _____ Address _____ _____ City _____ State _____ Zip _____ Phone() _____ - _____ email _____
--	--	---

Remarks

The Cabin Safety Report (CSR) does not replace or supersede any other required report for specific related operational events nor does it replace or supersede any reports mandated by Alaska Airlines or Federal Aviation Regulations (FARs).

Submit Via				
FAX	Phone	Comail	Mail Address	
Direct 1-206-394-7324	Direct 1-206-574-1965	SEAWO	Alaska Airlines	
Ext. 6324	Ext. 6965		Safety Department	
			Box 68900 - SEAWO	
			Seattle, WA 98168	



CABIN SAFETY REPORT (CSR)

This form must be submitted to the Safety Department within 24 hours of the event or as soon as possible.

Name	Arctic #	Base
Signature	Date of Event	

DISRUPTIVE CUSTOMER

Answer the following questions with Yes or No

- | | | |
|--------------------------|--------------------------|---|
| Yes | No | |
| <input type="checkbox"/> | <input type="checkbox"/> | "A" advised of the incident. |
| <input type="checkbox"/> | <input type="checkbox"/> | Captain advised of the incident. |
| <input type="checkbox"/> | <input type="checkbox"/> | Was customer refused boarding or deplaned prior to departure? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was assistance from ground personnel required to remove customer from aircraft? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was local law enforcement involved in incident? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was customer arrested? |
| <input type="checkbox"/> | <input type="checkbox"/> | Did customer interfere with your duties? If yes, complete section A below. |
| <input type="checkbox"/> | <input type="checkbox"/> | Did customer threaten or intimidate you? If yes, complete section A below. |
| <input type="checkbox"/> | <input type="checkbox"/> | Did customer create a disturbance toward other customers? If yes, complete section A below. |

A How did the customer interfere with your duties, threaten or intimidate you or cause a disturbance toward other customers? _____ _____ _____

With which of the following instructions, if any, did the customer refuse to comply?

- Stowage of Carry-on-items
- Placement of seatback to up and locked position for takeoff and landing
- Insisted upon drinking an alcoholic beverage other than that which was offered him/her by Alaska Airlines
- Would not be seated when the seatbelt light was on and announcement was made
- Would not fasten seatbelt when the seatbelt sign was on and announcement was made
- Other _____

SMOKING INCIDENT

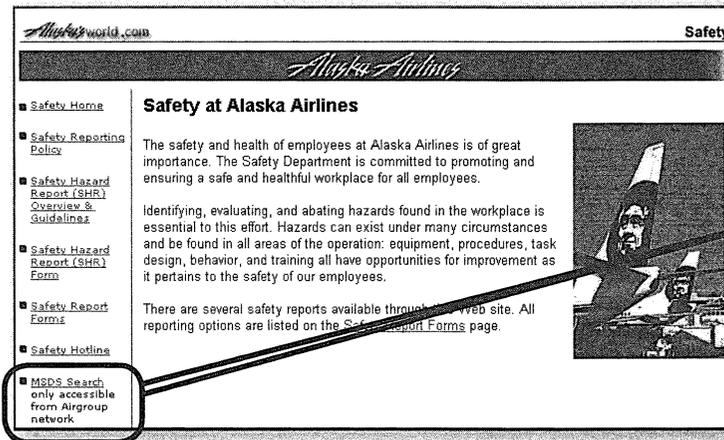
- | | | |
|--------------------------|--------------------------|--|
| Yes | No | |
| <input type="checkbox"/> | <input type="checkbox"/> | Smoking in lavatory? |
| <input type="checkbox"/> | <input type="checkbox"/> | Smoking at customer seat? |
| <input type="checkbox"/> | <input type="checkbox"/> | Smoking in aisle? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was aircraft on ground? |
| <input type="checkbox"/> | <input type="checkbox"/> | Were all smoking announcements made per Flight Attendant Manual? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was the smoke detector activated? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was the no-smoking sign on? |
| <input type="checkbox"/> | <input type="checkbox"/> | Was the customer observed smoking? Fill in question below. |

By whom was the customer observed smoking _____

Mandatory Occurrence Reporting Categories

- | | |
|--|--|
| 1. Any incident or accident involving BAGGAGE OR LUGGAGE . | 14. Customer ILLNESS, INCAPACITATION, INJURY, AND/OR DEATH occurs. |
| 2. CABIN EQUIPMENT is Defective or Inadequate (i.e. broken cart, inop interphone, etc.) | 15. Contact is made with suspected INFECTIOUS DISEASE OR BODILY FLUIDS . |
| 3. CABIN IS PREPARED for an evacuation. | 16. When an INTOXICATED CUSTOMER is confronted. |
| 4. COMMUNICATIONS FAILURE results in unsafe condition or situation. | 17. Any incident when MEDLINK IS CONTACTED . |
| 5. When DECOMPRESSION of the aircraft occurs. | 18. Other POTENTIAL HAZARD exists. |
| 6. The DEFIBRILLATOR or the ENHANCED EMERGENCY MEDICAL KIT is used. | 19. SAFETY EQUIPMENT is defective. |
| 7. An act of aggression occurs (i.e. DISRUPTIVE CUSTOMER, BOMB THREAT, HIJACKING, ETC.). | 20. SAFETY POLICIES OR PROCEDURES OR MANUALS are a concern. |
| 8. An EMERGENCY is declared. | 21. SECURITY BREACHED . |
| 9. The aircraft is EVACUATED . | 22. SLIDE INFLATED OR DEPLOYED . |
| 10. Encounter with EXTREME OR SEVERE TURBULENCE . | 23. SMOKING INCIDENT involving a crewmember / customer or lavatory smoke detector has been vandalized or activated. |
| 11. When FIRE, SMOKE, MISTING, ODOR, AND/OR HAZE is present. | 24. The UNIVERSAL PRECAUTION KIT is used. |
| 12. Safety standards are reduced or degraded due GROUND HANDLING CONCERN . | |
| 13. When a crewmember/customer is exposed to a suspected HAZARDOUS MATERIAL . | |

Get an MSDS using AlaskasWorld.com website:

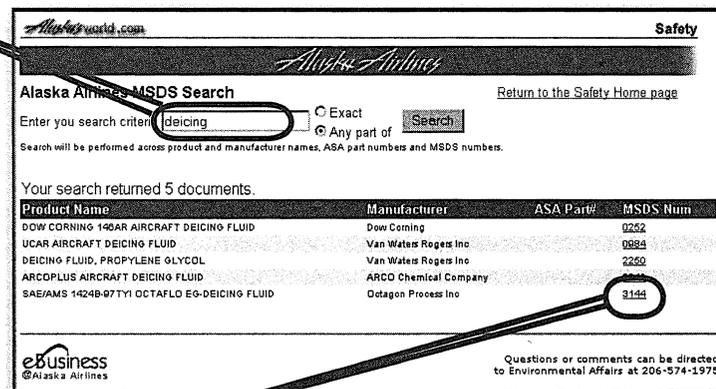


Step 1: Click on the “Safety Hotline” link on the bottom left side of *AlaskasWorld.com*.

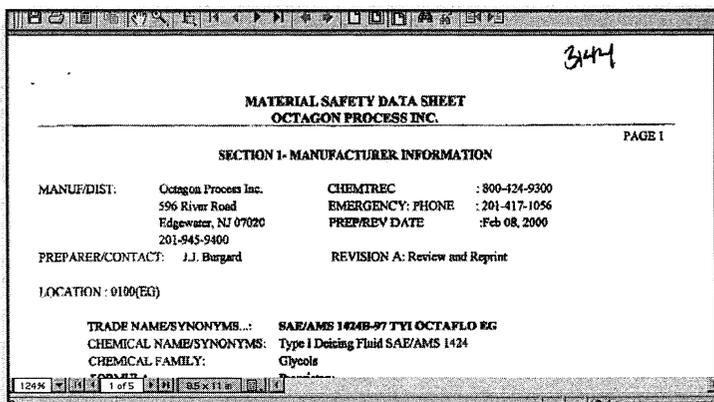
Step 2: Click on “MSDS Search”.

Step 3: Enter part of the word of the product that that you are looking for (example: “deicing”).

Then click the “Search” button and get a list of all products that contain the word “deicing.” Alternately you can search by MSDS number, ARCTIC part number, or manufacturer too).



Step 4: Click on the MSDS number of the product you want. (Example: Octagon deicing fluid MSDS#3144).



Voila! Your MSDS may be viewed or printed from your computer.

(Note: you must have Adobe Acrobat installed on your computer in order to print and view MSDSs using this system.)

Safety Division

Box 68900

Seattle, WA 98168-0900

safety@alaskaair.com

Safety Hotline 1-877-610-4039

