

OSHA/Airlines Ergonomic Alliance for Baggage Handling

HSE

Tuesday, November 16, 2004

14:30 p.m.



U.S. AIRWAYS



Continental



Alliance Program Goals

OSHA and the participating organizations must define, implement, and meet a set of short- and long-term goals that fall into three categories:

- Training and education
- Outreach and communication
- Promoting the national dialogue on workplace safety and health

<p><u>General Industry</u></p> <ul style="list-style-type: none"> ▪Industrial Truck Association ▪Society of the Plastics Industry ▪American Apparel and Footwear Association ▪American Foundry Society ▪Coordinating Committee for Automotive Repair ▪National Wooden Pallet & Container Association ▪Independent Lubricant Manufacturers Association ▪Graphic Arts Coalition 	<p><u>Construction</u></p> <ul style="list-style-type: none"> ▪Construction Management Association of America ▪National Association of Home Builders ▪Construction Institute of the American Society of Civil Engineers ▪National Electrical Contractors Association ▪Sealant Waterproofing Restoration Institute ▪Washington Group Int'l 	<p><u>Professional Societies</u></p> <ul style="list-style-type: none"> •Association of Occupational Health Professionals •Board of Certified Safety Professionals •National Hearing Conservation Association •Society for Chemical Hazard Communication •American Industrial Hygienists Association •American Society of Safety Engineers
<p><u>Maritime</u></p> <ul style="list-style-type: none"> •Shipbuilders Council of America •US Coast Guard Marine Safety Office •American Shipbuilding Association •National Shipbuilding Research Program 	<p><u>Academia</u></p> <ul style="list-style-type: none"> ▪Ctr. For Business and Public Policy, McDonough School of Business, Georgetown University ▪Mt. Sinai School of Medicine 	<p><u>Government Agencies</u></p> <ul style="list-style-type: none"> ▪US EPA (The Reactives Alliance) ▪NIOSH (The Roadway Work Zone Safety & Health Coalition; National Wooden Pallet & Container Association) ▪Internal Revenue Service ▪State Consultation Projects
<p><u>Faith-based and Community Organizations</u></p> <ul style="list-style-type: none"> ▪Community Action for Social Affairs ▪NY State Alliance Boys and Girls Clubs ▪Center for Job Readiness 	<p><u>Labor Unions</u></p> <ul style="list-style-type: none"> ▪The Roadway Work Zone Safety and Health Coalition (International Union of Operating Engineers, Laborers' International Union of North America) ▪International Brotherhood of Electrical Workers 	<p><u>And many others...</u></p> <ul style="list-style-type: none"> ▪National Federation of Independent Business ▪IWLA, the Association for Logistics Outsourcing ▪Airline Alliance

Airline Industry Alliance Members

- Air Canada
- Airtran Airways
- Alaska Airlines
- American Airlines
- American Trans Air
- America West Airlines
- Continental Airlines
- Delta Air Lines
- Jetblue Airways
- Midwest Express Airlines
- Southwest Airlines
- United Airlines
- US Airways
- NSC International Air Transport Section



Airlines Alliance Major Milestones

- November 12, 2002 - Alliance Signed
- December 18, 2002 - Kick-off Meeting
- June 4, 2003 - VPP Presentation
- September 10, 2003 - NSC Presentation
- October 2003 - Group Performance Appraisal
- March 23, 2004 - Implementation Team Meeting
- April 21, 2004 - Alliance Renewal Signed
- July 29, 2004 - Implementation Team Meeting
- September 14, 2004 - NSC Presentation
- December 6, 2004 – 2005 Renewal Kick-Off

Goals of the Alliance Renewal

- Continue the development of an industry training manual
- Develop an industry Awareness/Education Program for passengers
- Define the process for interested parties to participate with and obtain information about the Alliance
- Periodically review and update OSHA's Baggage Handling eTool and the Airline Industry Safety & Health Topics page
- Address ergonomic issues related to airport design
- Educate interested parties on and solicit ideas for addressing ergonomic issues associated with handling checked baggage

Airlines Alliance Ongoing Vision

- Reaffirm membership
- Communicate with and educate interested parties
- Continually re-evaluate and prioritize
- Identify additional safety and health issues to address in the airlines industry
- Expand awareness of the Alliance world-wide
- Continuous improvement

Planned Approach

- To ensure individual airline support and continued participation, the Alliance parameters were set:
 - Specific goals
 - One-year timeline for completion of work products
 - Two-year timeline for renewal agreement

Airline Participation

- All signatories on the Alliance sent representation to the meetings;
- Meetings were conducted efficiently and at convenient times/locations;
- Open sharing of best practices between airlines to familiarize OSHA with existing efforts;
- Participants were open-minded to recommendations;
- Resulted in immediate changes to and development of resources

OSHA Participation

- OSHA representatives dedicated many hours to Alliance implementation;
- OSHA representatives were considerate of inherent industry challenges;
- OSHA actively participated at all meetings including hosting airline members at SLC Technical Training Center and planning and presenting at the VPP Seminar;
- Recommendations for changes were realistic (economically/technologically feasible) and received well by airline representatives

2004 Initiatives

1. Training and Education

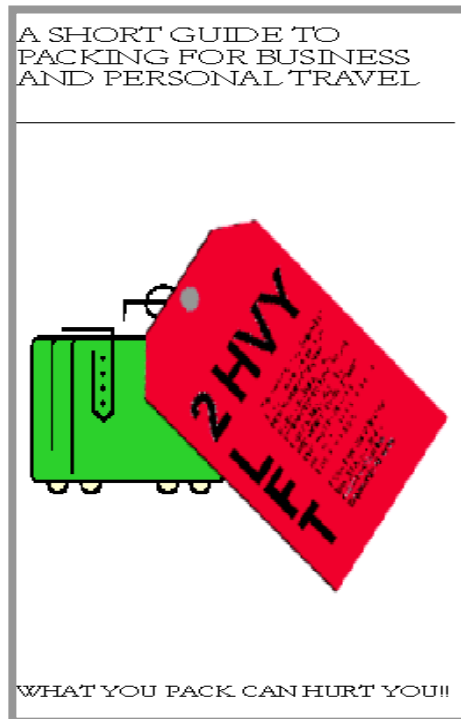
- Baggage Handling Training Manual
- Future development of function specific training
 - Skycap
 - Ticket Counter (2004 Objective)
 - Gate Check-in
 - Baggage Make-up (T-point)
 - Planeside Loading and Unloading (complete)
 - Aircraft Cargo Compartments
 - Baggage Claim



2004 Initiatives

2. Outreach and Communication

- Formalized Interested Parties List
 - http://www.osha.gov/dcsp/alliances/nsc_airline/interested_parties.html
- Passenger Awareness Brochure



**The back injury you prevent
may be yours!**

Think:

- ✓ Your back
- ✓ Taxi/shuttle drivers
- ✓ Skycaps
- ✓ Bell hops
- ✓ Airline ticket
counter/ramp employees

2004 Initiatives

2. Outreach and Communication — Annual eTool Revisions



2004 Initiatives

3. National Dialogue

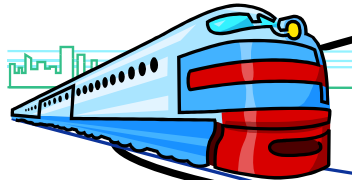
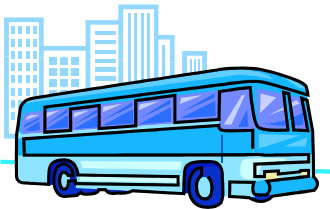
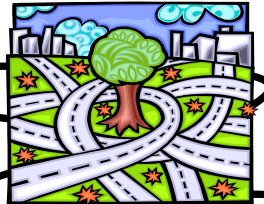
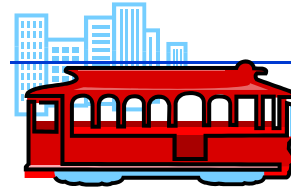
- AAE Presentation
 - Internal: communication interface
 - External: Airport Authority-Airline P&F-Regulators

- NSC Presentation
 - Solicit Interested Parties
 - Passenger Awareness



Where do we go from here....

“Travel Ribbon” starts at HOME and



And ends at HOME

Benefits for Airlines

- Better understanding of the different processes within each company
- Better understanding of OSHA's approach
- Documented solutions to support and validate projects within each company
- Sharing of ergonomics best practices among airlines
- Sharing Resources

Benefits to Delta

- eTool Updates
 - Terminal Design Projects
 - BOS
 - PBI
- Baggage Handling Training Manual
 - Internal Training Content
 - Corporate Training Program Content
 - ACS
- Interested Parties List
 - Networking