UNITED
GSAP Ground Safety Action Program
News

GSAP Event Review Committee (ERC) team members

Wendy Brotski – Management AO
John Kirn – Management AO
William Salo – IAM District 141
Brian Leifker – IAM District 141
John Woodring – FAA
(TBD) – FAA
David Lilja – Program Mgr./Sr. Analyst
Rhonda Sissac – Sr. Analyst

ERC upcoming events

The ERC meets Thursdays from

8 a.m. – 4 p.m.

Ground Safety Action Program News is cooperatively published by United Airlines, IAM and the FAA. The Ground Safety Action Program (GSAP) is a joint partnership designed to improve the safety of United's operations by offering the IAM, management, and administrative employees the ability to report safety concerns and/or self-disclose inadvertent Code of Federal Regulation (CFR) and company policy violations.

Feedback welcome

wendy.brotski@united.com
john.kirn@united.com
david.lilja@united.com

File a GSAP at **ASAP.UAL.COM**
OR
Call GSAP Hotline **844-280-ASAP**

Welcome to the first issue of GSAP News

The goal of this quarterly newsletter is to share GSAP positives and encourage voluntary, non-punitive reporting so we can solve safety issues. GSAP News will show how your reports lead to action. We'll let you know about trends, address cross-divisional issues, and recognize stations' and groups' efforts to provide insights that help us proactively prevent hazards and make us all safer.

GSAP program win: PLB stow box placement

Recently, an important jetbridge issue was identified and fixed through GSAP. At a particular station's gate, a specific aircraft type required a non-standard approach. The stow box was initially marked in a location that made it more difficult to meet aircraft with the passenger loading bridge (PLB).

One of our co-workers noticed the issue and filed a GSAP report that described the safety concern. The Event Review Committee (ERC) made up of representatives from the FAA, the IAM and the company reviewed the report and passed it along to station leadership to address.

Here's an excerpt from the report:

> *I was meeting a 737-900 at gate XX and was assisted by two leads to meet aircraft due to safety concerns. I have never met a 737 at this gate ever. This gate is different from other gates in fact you have backup with no guide person to guide. The lines for meeting aircraft are not aligned properly for the 737. The lines need to be repainted & moved and there should be a guide person to assist in meeting aircrafts there. I had to keep stopping as I was driving the jetbridge for safety procedures. I didn't want to damage the equipment or jetbridge.*

> *The lines for meeting aircraft are not aligned properly for the 737. The lines need to be repainted & moved and there should be a guide person to assist in meeting aircrafts there.*

Ultimately, a new stow box location was proposed to the city and approved – which means that we will have a safer jetbridge operation at this gate.

This is one of many examples in how you can make an impact for everyone in the work area by using the GSAP program.

What is GSAP?

The Ground Safety Action Program (GSAP) helps identify and resolve safety concerns and hazards. GSAP is a partnership with the FAA (Federal Aviation Administration), United Airlines and IAM, District 141 (International Association of Machinists and Aerospace Workers). GSAP is part of our Safety Management System (SMS), a formal approach to managing safety risk throughout our organizational structures, policies and procedures. SMS helps United comply with the Federal Aviation Administration (FAA) rule, 14CFR Part 5

Live Safe 24/7

What should I include in my GSAP report?

The ERC uses reports to research safety concerns, make safety improvement recommendations, and write Hazard Identifications. For the program to get the most out of your report:

- Be specific, use facts and include as many details as possible – but exclude names.

- Be aware that your de-identified report may be routed to a division leader, not a specific employee involved in the situation.

- Try to stick to the facts. While we appreciate your passion for safety, an emotionally charged report makes it difficult to engage with leadership to find solutions to your safety concerns and may even take away from report credibility.

- Remember that if you have more than one safety concern, please write a separate report for each one.

GSAP Top Risk Events

Event	Value	
Ground / Ramp : Marshaling / Pushback : Approached Aircraft with Engine Running	0.4	
Ground / Ramp : Marshaling / Pushback : Equipment / Vehicle in Safety Zone	0.32	3B
Ground / Ramp : Belt Loader Operations : Handrail Usage	0.19	
Ground / Ramp : Marshaling / Pushback	7.09	
Dispatch / Documentation : Loadsheet / Load Planning	2.85	
Dispatch / Documentation : Communication Issue	2.17	
Ground / Ramp : Communications : Flight Deck Crew / Airport Ops	1.64	2C
Dispatch / Documentation : Communication Issue : Flight Deck / Dispatch	1.591	
Ground / Ramp : Tow Bar Connection Procedures	1.59	
Ground / Ramp : Marshaling / Pushback : AC parked Incorrectly	1.53	

Latest GSAP positives – positive changes resulting from GSAPs

Safety issue identified	Corrective action taken
GSAP has been seeing a large number of aircraft coming down the lead in lines without the correct marshaller being followed. This is a cross-divisional win between the ASAP groups.	The GSAP team interacted with Flight Ops leadership and they agreed to update the 10-7 page (the pages in the Jeppesen charts for each airport) to highlight the need to follow specific guidance during the dog-leg gate arrival process.
Anti-fatigue mats that employees were standing on were torn and uneven thereby causing a tripping hazard as well as resulting in an injury to an employee (knee).	New mats will be purchased and installed prior to fall schedule change 2016. Any areas that do not lay flat or create a hazard will be cut out and removed per station management.
SOR matrix and ramp lines did not match: It was reported that the gate matrix for an identified gate was fixed to match the way they are painted on the ramp. The station matrix for the gate shows that the lead in line is for 757s, 767s, 777s and 787s, when in fact adjacent gate is actually for these types of aircraft.	The painting crew who painted the United ramp incorrectly was identified and a work order for repainting was made. Repainting has been completed and the gate is now correctly marked.

GSAP it!

GSAP is a tool for you to report any potential safety concerns or hazards. We use this information to mitigate risks and enhance aviation safety. File your report via Flying Together > Departments > Airport Operations > File a GSAP.

The ERC would also like to encourage everyone to use the GSAP system to file reports whenever a safety concern exists – there does not need to be a deviation from a FAR or policy to file a GSAP report. The objective of the ASAP is to encourage air carrier and employees to voluntarily report safety information that may be critical to identifying potential precursors to accidents. GSAP is a proactive tool that lets the FAA, Union and the Company gather real time data on events and issues to provide a snapshot of what is happening on the frontline. This data is used to look at hazard identification and to begin risk control and mitigation.

Live Safe 24/7