

Safety Net

VOLUME 2 | ISSUE 10 | WINTER 2015



STL SAFETY MANAGEMENT SYSTEM (SMS) INTERNAL QUARTERLY NEWSLETTER

Welcome to the 10th Issue of *Safety Net*, the internal communication vehicle for STL SMS. The goal of this quarterly newsletter is to share information, promote safety discussion and open up the lines of communication airport-wide.

Communication, defined as the imparting or exchanging of information or news, is the foundation of the fourth pillar of an effective SMS - **Safety Promotion**. In fact, nothing is more central to an organization's effectiveness than its ability to transmit accurate, relevant and understandable information among its employees and partners. The biggest challenge for airport employees organization-wide is balancing operational priorities and safety priorities. Consistent and effective communication allows everyone involved to understand how that balance can be upset and what needs to be done to set it right.

Communication, or lack thereof, is also considered one of the twelve common causes of mistakes in the aviation workplace, also known as "The Dirty Dozen". All twelve common causes can be found on Page 5.

While *Safety Net* may have a new design, the objective remains the same: support and grow a "just culture" that encourages transparency and up, down, and across communication. When we share information about safety and risks with one another, the entire airport community benefits.

STL SMS: WORKING FOR YOU

The Airport received 11 reports during the fourth quarter of 2015. The following are just a few of the concerns and the corresponding notable improvements. A full breakdown of the fourth quarter can be found on Page 3.

Notable Improvements (Q4):

Concern: Fire Hose and Extinguisher Boxes not labeled, T1 Bag Room.

Corrective Action: Replaced door handles on three fire hose boxes, installed “Fire Extinguisher” signs on six fire hose boxes, installed “Fire Hose” sign on one fire hose box and removed one “Fire Extinguisher” sign in area without a fire extinguisher.

Concern: Drivers backing up into oncoming traffic, T1, Departing Flights Drive.

Corrective Action: Installed new, large, reflective “Pull Forward” signs. (More information can be found on Page 4.)

Concern: Electrical box covers missing, T1 Bag Room.

Corrective Action: Installed covers on three electrical boxes and one communication wire box.

Concern: C24 Compactor Room door open; attracting pests and rodents, C Concourse, Concourse Level.

Corrective Action: Removed all trash, cleaned the inside of the Compactor room, installed a new door closer on the trash chute door, and installed lights in the alcove adjacent to the C24 Compactor Room.

REPORT POTENTIAL SAFETY CONCERNS

SMS Hazard Reporting System



<https://sms.flystl.com>

SMS Hazard Reporting Hotline



314-426-8117

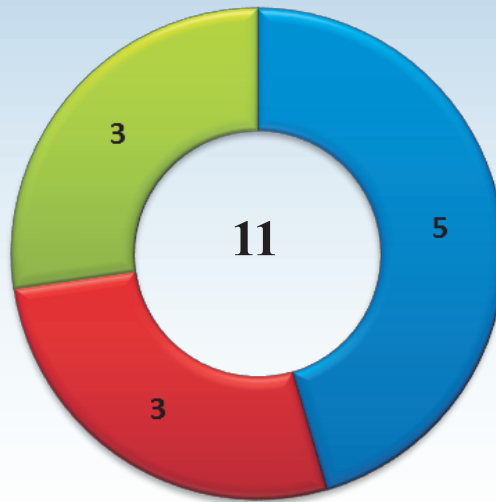


EDITOR

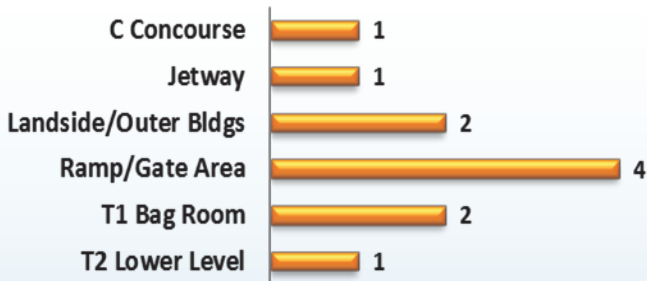
Liz Smart, AAE
STL SMS Coordinator
ecsmart@flystl.com

Total Reports Received

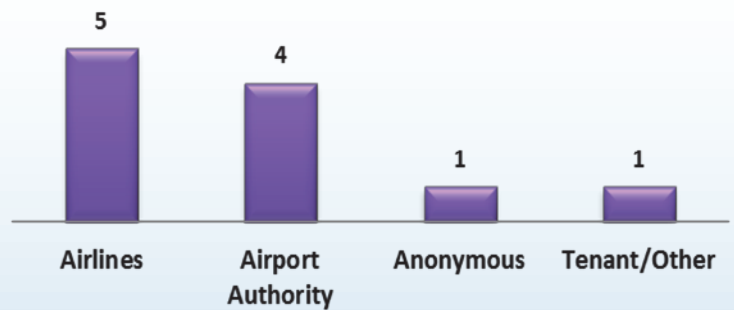
■ October ■ November ■ December



Reports by Location



Reports by Entity



Reports by Outcome



Reports by Hazard Type



THE ANNUAL T1 BAG ROOM WARM-UP



The strip curtains are up! Yes, those seasonally-installed, temperature-controlling plastic curtains have been re-installed at all of the entrances/exits to the Terminal 1 Baggage Make-Up Area. These strip curtains were installed to improve your work environment, keep the Baggage Make-Up Area warm and keep those water pipes and fire lines flowing. In fact, with the installation of these curtains, the Airport has been able to increase the temperature in this space by approximately 10 degrees-a great improvement during the cold winter months. At all times, but especially now that the strip curtains are in place, **slow down** and **look for other vehicles and pedestrians** when entering and exiting the Terminal 1 Baggage Make-Up Area.

DON'T BACK UP!

Doing work or dropping off loved ones at the Upper Level (Departing Flights Drive) of Terminal 1 or Terminal 2? Remember to always Pull Forward to exit the parking spot after completing your job or saying your goodbyes - *do not* back up into on-coming traffic.

New, larger, reflective “Pull Forward” signs have been installed, approximately vehicle driver height, on every other column, on Departing Flights Drive, Terminal 1.



HIGH VISABILITY



HEADLIGHTS

Turn on your vehicle’s headlights when driving on the Ramp or Airfield.



SAFETY VESTS

Wear your reflective high-visibility safety vest when working on the Ramp or Airfield.



NO SMOKING

Smoking is **absolutely prohibited** inside Airport Buildings.

The Dirty Dozen:

12 Common Causes of Mistakes in the Aviation Workplace

<p>#1 Lack of Communication</p> <p>Failure to transmit, receive, or provide enough information to complete a task.</p> <p>DO THIS INSTEAD.</p> <p>Never assume anything.</p> <p>Say the most important things in the beginning, and repeat them at the end.</p> 	<p>#2 Distraction</p> <p>Anything that draws your attention away from the task at hand. Distractions are the primary cause of forgetting things.</p> <p>DO THIS INSTEAD.</p> <p>STOP! Concentrate on one task at a time.</p> <p>Pay attention in congested areas.</p> 	<p>#3 Lack of Resources</p> <p>Not having enough people, equipment, time, parts etc., to complete a task.</p> <p>DO THIS INSTEAD.</p> <p>Plan ahead.</p> <p>Have a plan for pooling or loaning needed tools and parts.</p> 
<p>#4 Complacency</p> <p>Overconfidence from repeated experience performing a task.</p> <p>DO THIS INSTEAD.</p> <p>Don't only see what you expect to see.</p> <p>Learn from the mistakes of others.</p> <p>CONFIDENCE LEVEL</p> <ul style="list-style-type: none"> INVINCIBLE STRONG STEADY BULLDOZING FAIR <p>Remember: It could happen to YOU.</p> 	<p>#5 Stress</p> <p>A physical, chemical, or emotional factor that causes physical or mental tension.</p> <p>DO THIS INSTEAD.</p> <p>Take a rational approach to problem solving.</p> <p>Discuss the problem with someone who can help.</p> 	<p>#6 Lack of Teamwork</p> <p>Failure to work together to complete a shared goal.</p> <p>DO THIS INSTEAD.</p> <p>Communicate!</p> <p>Discuss together how a task should be done.</p> 
<p>#7 Pressure</p> <p>Real or perceived forces demanding high-level job performance.</p> <p>DO THIS INSTEAD.</p> <p>Always take the time to do the task safely.</p> <p>Be assertive, know when to say "no."</p> <p>Communicate concerns.</p> 	<p>#8 Lack of Awareness</p> <p>Failure to recognize a situation, understand what it is, and predict the possible results.</p> <p>DO THIS INSTEAD.</p> <p>See the whole picture - look out for what might happen.</p> <p>Fully understand the procedures needed to complete a task.</p> 	<p>#9 Lack of Knowledge</p> <p>Shortage of the training, information, and/or ability to successfully perform.</p> <p>DO THIS INSTEAD.</p> <p>When you don't know, or aren't sure - ASK.</p> <p>Participate in training when offered.</p> 
<p>#10 Fatigue</p> <p>Physical or mental exhaustion threatening work performance.</p> <p>DO THIS INSTEAD.</p> <p>Recognize signs of fatigue.</p> <p>Have others check your work.</p> <p>Get enough sleep and exercise regularly.</p> 	<p>#11 Lack of Assertiveness</p> <p>Failure to speak up or document concerns about instructions, orders, or the actions of others.</p> <p>DO THIS INSTEAD.</p> <p>Request assistance when needed.</p> <p>Resolve one issue before addressing another.</p> 	<p>#12 Norms</p> <p>Expected, yet unwritten, rules of behavior and conduct.</p> <p>DO THIS INSTEAD.</p> <p>Existing norms don't make procedures right.</p> <p>Refuse to participate in unsafe practices.</p> 