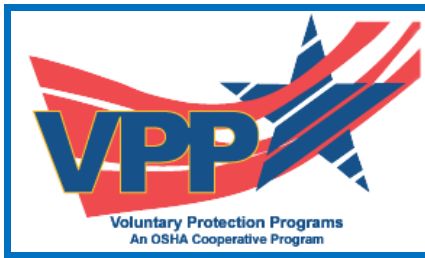


Announcement by President Sam Cirri

Brothers and Sisters, I am pleased to announce Dale Lantz as the VPP Coordinator (Voluntary Protection Plan) for TWU, Local 514. Dale has nine years experience as the Safety Chairman of this local as well as being a member of multiple safety committees such as Accident Prevention Council, National Safety Council, Oklahoma Safety Council and the World Safety Conference. He originally brought the OSHA VPP program to TWU, Local 514 in February 2007 after attending the Region VI VPP Conference in San Antonio and the 2006 VPPPA (Voluntary Protection Programs Participants' Association) National Conference. Please join me in supporting Dale Lantz as the VPP coordinator and members of the Base Safety Committee serving to make sure that each of us return home from work safely and healthy to our families.



The VPP recognize employers and workers in private industry and federal agencies who have implemented effective safety and health management systems and maintain injury and illness rates below national Bureau of Labor Statistics averages for their respective industries. In VPP, management, labor, and OSHA work cooperatively and proactively to prevent fatalities, injuries, and illnesses through a system focused on hazard prevention and control, worksite analysis, training and management commitment and worker involvement. To participate, employers must

submit an application to OSHA and undergo a rigorous onsite evaluation by a team of safety and health professionals. Union support is required for applicants represented by a bargaining unit. VPP participants are re-evaluated every three to five years to remain in the program. VPP participants are exempt from OSHA programmed inspections while they maintain their VPP status. <http://www.osha.gov/dcsp/vpp/>

The Bottom Line!

When all is said and done regarding safety, the bottom line is that the membership goes home in the same condition as they came to work. We have seen many initiatives at the Tulsa Base, VPP is one of them. For VPP to have value to this local, it is crucial that the company dedicate the resources to protect workers. This comes in the form of having a clearly defined safety issue such as an exposure to heavy metals and chemicals, risk of fall, electrocution, etc., and correcting the clearly defined safety issues in a timely manner. That means stop the risk or exposure by process, engineering or training immediately!

Roger Allen Bogner Tool Box Raffle

submitted by Bear Messick

Congratulations to the toolbox winner, Jim Seagrove. We raised over \$2,750 for the Bogner family. Thanks to all those who participated in the raffle.

Big Splash Day

July 23, 2011

Free admission with TWU membership card. Meal tickets are available for \$5.50 each, which includes your choice of a Hamburger Basket, Chicken Basket, Hot Dog Basket, Pizza Meal or two 4 oz. cups of Dippin' Dots Ice Cream. Also, there will be refillable, unlimited all-day drink cups for \$2.50 each.

The M&E Just Policy

Submitted by Brad Brugger, ASAP Coordinator

Beginning on June 15, the Just Policy for Maintenance Errors and Violations became effective. The Just Policy applies only to “maintenance-related errors or violations”. It does not apply to violations of AA Rules of Conduct, attendance policy, etc. The M&E Just Policy for Maintenance Errors and Violations is designed to direct the Local Manager/Supervisor in the necessary steps to take when they become aware of a maintenance-related error or violation. The specific steps called out in the Just Policy ensure that all subsequent fact-gathering is conducted in a way that is conducive to learning as much as possible about the error or violation in order to put the best fixes in place to prevent re-occurrence. The Just Policy reinforces the M&E commitment to enhancing the safety culture within our organization by ensuring the organization focus on the opportunities to learn from our mistakes, constantly improve our system design and to manage our employees in a fair, consistent and just manner.

The Just Policy requires a strong sense of “shared accountability” at all levels of the M&E organization. This means that M&E is responsible for designing the most reliable system (e.g. processes, procedures, resources, facilities, incentives) necessary to produce the desired outcomes (e.g. quality, safety, compliance) and for managing the choices made by their employees in a fair and just manner. The employee is responsible for making good quality choices and encouraged to self-report safety concerns, near-misses or errors/violations once they are identified. This delicate balance of shared accountability will only reach its fullest potential if the entire organization is operating under the principles of a just culture. The key principles of a just culture are

the foundation of the Just Policy for Maintenance Errors and Violations. A just culture balances the shared accountability and puts the same focus on the organizations responsibilities for system design and managing employee behaviors as it does on the choices made by the employees. A just culture recognizes that human errors, or human fallibility, is inevitable and it is the organization's responsibility to support the employee and to focus on the system design to reduce the likelihood of human error in the process. It also recognizes that it is human nature to drift away from full compliance; this is referred to as “at-risk” behavior. At-risk behavior is defined as a behavioral choice that increases risk, where either the risk is not recognized or is mistakenly believed to be justified. At-risk behaviors typically encompass a group of people who have become confident with a short-cut or develop a “standard practice” in order to get the job done. We all behave at-risk at some time or another. A simple example of at-risk behavior is driving 70mph in a 65mph zone, with the flow of traffic. The drivers are often well aware of the speed limit and the rules of the road, but have become confident in the past successes of deviating from the rule with no bad outcomes – typically with positive reinforcements such as arriving at their destination on time. The at-risk behavior is best managed by coaching employees in a positive, supportive manner to recognize the risks associated with the behavioral choices and also improving the system to remove incentives that drive the at-risk behavior.

The Just Policy for Maintenance Errors and Violations incorporates the principles of a just culture into how M&E manages maintenance-related errors, violations and incidents, as

well as the employees involved. A just culture, defined by the firm Outcome Engineering, LLC, is a “values supportive system of shared accountability where the organization is accountable for the systems that are designed and for responding to the behaviors of their employees in a fair and just manner. Employees, in turn, are accountable for the quality of their choices and for reporting both their errors and system vulnerabilities.” A just culture will place less focus on errors, events or outcomes and more focus on risk, system design and managing quality behavioral choices. Intended Purpose of the Just Policy Recognizing the benefits that applying the just culture philosophy has brought to ASAP, M&E has incorporated the same principles and tools into the management of maintenance errors and violations throughout M&E. The Just Policy for Maintenance Errors and Violations states M&E’s commitment to the core just culture principles:

- Recognition that not every system is perfect, to err is human, to drift from what we know to be safe or compliant is human and that risk is everywhere.
- Most interested in learning as much as possible after an error or event in order to understand risk at the individual and the organizational level.
- Willing to investigate, learn from our mistakes and share what we have learned.
- Determined to balance accountability with justice.

For more information on Just Policy refer to <http://me.aa.com/justpolicy> and GPM Event Review Board Policy Section 11-05 and Accident Investigation Section 13-12.