

HEALTH & SAFETY 4055

YOUR UNION HEALTH & SAFETY NEWSLETTER

MEMORANDUM

To: All Cabin Crew Members
From: Sacha Loyer – Union Health & Safety Chair
Date: 27-09-2017
Subject: AIRCRAFT CLEANLINESS

As you may be aware, some of our aircraft are not very clean and require more cleaning attention. It is everyone's responsibility to make sure our working environment is maintained in a safe and clean way to protect the Health & Safety of everyone at work.

The Health & Safety team have questioned the Company on their method of cleaning the aircraft and what was their expectation. We have shown pictures to the Company and they were very shocked and surprised to see some of them as they are contracting a third party to clean our aircraft. They are 3 types of cleaning for our aircraft. The first one, is the most common one when doing a turn around at home base or down station. The second one is when the aircraft is staying overnight, the groomers have the basis to do + extra for the overnight. The last one is a deep groom of the aircraft at every 500 hours of flying.

The Company has put in place a process to make sure grooming of aircrafts is respected and maintained by introducing last year the Cabin Appearance form that groomers must left on board and the CSM must sign it. The groomers have a cleaning process to follow and must do so respecting what the form is asking.

Now, as an employee, we should make sure that those guidelines are respected and it is starting from us. If you see any discrepancies with grooming when boarding the aircraft, you must notify the groomers immediately and make a note on the Cabin Appearance Form. The Company confirms that third party received incentive when they are cleaning the aircraft. Any discrepancies must be reported.

I have also seen employees, as an example, who spilled some liquids near the garbage bin and never clean the spillage which is totally unacceptable.

The Health & Safety team have put some guidelines that may occur on a daily basis to guide us to maintain the cleanliness of our working environment.

LAVATORY

Each Lavatory must be disinfected at each stop which include down station. They must use a product to clean and disinfect the toilet seat and the floor. Specially in Cuba, they are not using the cleaning product and the Company have shared with me their contract which specifies the use of cleaning products. If they don't have any cleaning products, you must challenge them and write it on the Cabin Appearance form. As well, I have seen groomers in Montreal cleaning the floor and then the seat cover which is totally unacceptable. I have asked the groomers to clean again the lavatory and report it.

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WASTE BIN

If you discover that the Galley waste bin, Gash Cart or the Lavatory waste bin has a stinky smell and deserve cleaning, report it. The Company have mentioned to us to report it on the Cabin Appearance form and to log in into the Cabin Log Book. The maintenance will look at it and notify immediately the groomers. We received a report from one of your colleagues showing with pictures that one of the galley waste bin containers was covered with white worms which is totally unacceptable.

GIRT BAR

The Girt Bar at the door location is often very dirty, especially the floor area. This is mostly due by spillage that was not clean at the time of occurrence. If you find that the girt bar area require attention for cleaning, please log it into the Cabin Log book maintenance will look at it upon return of the aircraft and will take immediate action.

GALLEY FLOOR AND COUNTER

The Galley floor must be clean and disinfected with products. If groomers don't have any cleaning products with them, challenge them immediately and report it on the Cabin Appearance Form. They must also clean the galley counter. Pay attention that they are not using the same clothes that they use to clean the floor. I have seen groomers using the same clothes in Moncton.

SEAT POCKET

Groomers must remove all debris from seat pocket re-arrange the magazine content in a good order. Please make sure they are doing it and it is a good way to ask to replace for airsickness bag is missing. The last you want is a passenger vomiting everywhere because they didn't have any airsickness in their seat pocket.

AIR VENT

Often, the Central Air Vent in the Passenger Cabin in the aisle is covered with dust. If you noticed anything that require immediate attention, log it into the Cabin Log Book, maintenance will look at it and will take immediate action to rectify the issue. Same thing with the Air Vent near each door at the bottom, they are often covered with black dust.

Those are the most common cleaning issues that we can face on our routine when going to work. If everyone is reporting any discrepancies and to clean after a spillage, we will see a real improvement of the cleanliness of our aircraft. We encourage everyone as well to submit IICR (Incident, Injury, Complaint Report) to the Company and Health & Safety Committee to report any issues.

The Health & Safety Committee is working hard to make sure the Company is respecting the cleaning process and they have open their book to us and shown procedures. Now, we are the eyes of the Company and we must report anything that may affect our Health & Safety. Our aircraft deserve a better cleaning as we deserve working in a cleaner environment.

In solidarity,



Sacha Loyer

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