

## THE ASAP PROCESS

- 1) A **safety concern or regulatory non compliance event is noted** and an ASAP report is submitted.
- 2) The **ASAP report is received** by the Safety Department, the hazard/concern is **investigated and a deidentified event created**.  
*\*If further information is required, Safety may contact you for additional details\**
- 3) Deidentified events are **reviewed bi-monthly by the ASAP committee (ERC)**.
- 4) The **ERC will reach a consensus** on the outcome of each report.  
**The ERC recommends corrective action/s** to address the safety concern/s brought to light by the report.  
*Possible outcomes for ASAP report submitters include:*
  - No action
  - Coaching to the submitter
  - Remedial training
  - Observed line flying*The ERC may also make recommendations to the company to fix systemic hazards or non compliance.*
- 5) Once **assigned correctives action/s are complete**, the ASAP report is accepted and closed.



## FREQUENTLY ASKED QUESTIONS

### Are Flight Attendants required to submit ASAP reports?

No - participation in the program is always voluntary. However, it is in the Flight Attendant's best interest to submit a report and receive the protections afforded by ASAP.

### Does the ASAP report take the place of a Flight Incident Report (FIR)?

It depends. In some cases, both reports may be applicable, such as in the case of a medical event involving a portable oxygen bottle that was empty. An ASAP report should be submitted to address failure to pre-flight the oxygen bottle and an FIR should be submitted to report the medical details.

### What if the ERC recommends coaching or procedural review as a corrective action?

An ERC representative will contact the Flight Attendant involved to discuss the ERC's assigned corrective action. **Any corrective action must be completed** to the satisfaction of the ERC. **ERC assigned Corrective Actions are NOT included in the Flight Attendant's personal file.** Failure to comply with any assigned corrective action will result in the report being excluded from the program.

### Under what circumstances can a ASAP report be excluded and subject the FA to action by the FAA or the company?

Reports of events that appear to involve the "Big 5": criminal activity, substance abuse, controlled substances, alcohol, or intentional falsification are excluded from the program. Reports involving those events will be referred to an appropriate FAA office or the company for further handling.



Safety Hotline 1-866-924-7546



## AVIATION SAFETY ACTION PROGRAM (ASAP)

### For Flight Attendants



## HOW ASAP WORKS

- ASAP applies to *ALL* Endeavor Air Flight Attendants while on duty.
- Examples of events involving apparent non-compliance with 14 CFR may include:
  - Non-compliant Flight Attendant Manual (FAM), missing or broken SkyPro device.
  - Not completing exit seat briefing
  - Non-safety related duties performed during taxi
  - Not seated in jumpseat for takeoff/landing
  - Minimum crew not onboard during boarding/deplaning
- For any apparent non-compliance, FAs must **individually submit** separate reports in order for all employees to be protected.

### REPORT ACCEPTANCE CRITERIA

- Report must be submitted online via the safety reporting website and in a timely fashion.
- Any possible non-compliance with 14 CFR disclosed in the report must be inadvertent and not involve:
  - Intentional violation of 14 CFR
  - Reckless disregard for safety or a safety standard
- Reports involving “the Big Five” are not accepted into ASAP:
  - Criminal activity
  - Substance abuse
  - Controlled substances
  - Alcohol
  - Intentional falsification

## HOW TO FILE AN ASAP REPORT

On the “Safety/Security tab” of the Endeavor Air employee website:

- Click on the big red “**Safety Hotline**” link at the top of the page
- Click on “**ASAP Report**” in the forms list
- Login to the WBAT reporting system
  - Click “**LOGIN**”
  - \*Login instructions are provided on the WBAT website\*
  - Select “**Add a New ASAP Report**”
  - Provide **factual details** of your event

### EXAMPLES OF ASAP

#### Scenario 1 – Accepted:

**“Our flight was extremely busy and passenger boarding commenced at the very last minute. There was much carry-on baggage that needed to be stowed as well. The boarding door was closed quickly to help achieve on-time departure. Later in the flight, I realized that I had not briefed passengers in the exit rows.”**

*Would submitting an ASAP report be to my benefit?”*

Yes. As long as there was not an intentional violation or disregard for safety, ASAP affords a FA the opportunity to report a safety violation that could have been caused by a systematic problem - and without implicating the FA specifically.

#### Scenario 2 – Excluded:

**“We arrived late at the gate and I left to aircraft prior to the passengers deplaning in order to make my tight deadhead home. I know the minimum crew requirements, but I really wanted to get home that night”**

*Will my ASAP be accepted?*

In this case, an ASAP report would be excluded as the FA intentionally and willfully did not follow procedures and policies.



## WHAT IS THE AVIATION SAFETY ACTION PROGRAM (ASAP)?

The ASAP allows Flight Attendants to report safety concerns, or their own inadvertent violations of Company policy or FAA regulations through a non-disciplinary, non-punitive system.

It is a *voluntary and confidential* self-disclosure program that allows the AFA, the Company, and the FAA to identify safety hazards surrounding reported events and to develop mitigation strategies for the identified systemic issues.

The ASAP is neither a “get out of jail free” program nor an avenue to “write someone up”. The primary focus of the ASAP is to address concerns that reach beyond individuals.

Individual reports are filed for events and these reports comprise the data that are used to identify the systemic issues so mitigation strategies can be developed to reduce risk at Endeavor Air. The ASAP's contribution to the overall safety of Endeavor Air and the airline industry cannot be understated.