

THE ASAP PROCESS

- 1) The ASAP Manager **logs the de-identified report** into the ASAP database and the report is assigned an event number.
- 2) The ASAP Manager sends a **confirmation e-mail** to the Flight Attendant through the reporting system acknowledging receipt of the ASAP report. If there is additional information needed, another email will be sent or a phone call may be made to request it.
- 3) The reported **event is placed on the agenda for the next ERC meeting**. ERC meetings are held bi-monthly or as required based on the number of reports submitted or the time critical nature of a report.
- 4) The **ERC will convene and review** all ASAP reports for the preceding time period.
- 5) The **ERC will reach a unanimous consensus** on the outcome of each report and will **recommend corrective action** to address the Safety concern brought to light by the report. Possible outcomes for report submitters include FAA compliance action, no action, or additional training.



FREQUENTLY ASKED QUESTIONS

Are Flight Attendants required to submit ASAP reports?

No - participation in the program is 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 (resolution) action?

An ERC representative will contact the Flight Attendant involved to discuss the ERC's recommendation. Any corrective action must be completed to the satisfaction of the ERC. Coaching and/or procedural review is NOT included in the Flight Attendant's personal file. Failure to comply with any corrective action recommended 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 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)
 - Not properly stowing carry-on baggage
 - 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 and within specific time limits
- Any possible non-compliance with 14 CFR disclosed in the report must be inadvertent and not appear to involve intentional disregard for safety.
- Reports involving the following are not accepted into ASAP:
 - Criminal activity
 - Substance abuse
 - Controlled substances
 - Alcohol
 - Intentional falsification

REPORTING TIMELINES

Reports must be submitted **within 24 hours of occurrence** unless permission to extend timeline is given.

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**"
 - **Username:** Employee number
 - **Default password:** 2-digit birth month followed by 2-digit birth day
 - 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 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:

"While in IRT, the training department did an audit on my manual and told me I was missing the latest revision and 2 bulletins. I had gotten these before I left but decided I would not put them into my manual until I got back. Will an 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 specific commonalities 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.

