SEATTLE-TACOMA INTERNATIONAL AIRPORT SEA

AVIATION OPERATIONS SMS NEWSLETTER

Q4 2021

Greetings

By David Crowner

It's that time of the year where many celebrations are upon us. I want to wish you Happy Holidays from SMS Team. It's been a great year and let's make 2022 even better.

Be Safe and Healthy 2022!

Fatigue Management

By Adam Varo

Fatigue has for many years been a topic of discussion in aviation, although from a regulatory perspective it is most often referred to the experience of pilots operating aircraft. While the consequences of pilot fatigue can be catastrophic, it is no less worth considering how fatigue may affect the rest of us working around the airfield, particularly those of us who operate vehicles and machinery. Particularly as operations have been increasing back to somewhat normal levels and while staffing is still lean for many organizations, it is especially important to ensure that organizations have strong fatigue management programs which actively seek to prevent common fatigue conditions that can easily lead to incidents that may result in serious and sometimes fatal consequences.

Is Fatigue really a problem?

The National Safety Council performed a study on the effects of fatigue on workers and found that safety performance decreases as employees become tired, that over half of night workers complain about sleep loss, that fatigue can reduce productivity, and that employees on rotating shifts can be particularly vulnerable to symptoms of fatigue because they have trouble adapting sleep patterns. Furthermore, and more troubling for those that routinely operate equipment or heavy machinery on the airfield and in the bagwell:

- You are three times more likely to be in a car crash if you are fatigued

- Losing even two hours of sleep is similar to the effect of having three beers
- Being awake for more than 20 hours is the equivalent of being legally drunk.

On our airfield here at SEA, we have had several incidents in past years that have been thought to have either been contributed to by fatigue or significantly impacted by fatigue. In one particular case, an employee was found to have fallen asleep while driving and the employee's vehicle ended up out in an active taxiway, fairly close to an active runway.

What can we do about Fatigue?

While there may be things that are outside of an organization's control regarding personal decisions an employee may make or other personal factors, such as working multiple jobs, not getting enough sleep, or other personal issues, a robust fatigue management program and just culture will help ensure that fatigue issues will come up far less frequently. Some common and effective fatigue management practices would include:

- Employees have regular scheduled days off that they must take
- Employees have adequate rest time in between shifts
- Employees are not working multiple double shifts in a short period of time
- Organizational culture allows and encourages employees to take time off if they are fatigued

In an organization without an active and effective fatigue management policy, it is not surprising to discover that employees may be working for multiple weeks in a row with no days off, routinely having less than eight hours in between shifts, working excessively long shifts or consecutive extended shifts. These patterns will inevitably result in poor safety outcomes, and these outcomes can very quickly turn serious. Furthermore, fatigue is often a preventable condition if properly managed, and the most frustrating incidents to handle as a safety professional are the ones in which the conditions which directly lead to the incident are easily preventable or at least easily identifiable. It is also important to routinely review the fatigue management in practice to see whether it is

effectively implemented and make adjustments or additions where gaps are found, particularly when such policy may be new to the organization.

Failure to manage fatigue at an organizational level is a recipe for disaster, and organizations have a responsibility to actively manage fatigue. There are of course always challenges in accomplishing this, particularly when staffing is strained or in extreme operational conditions such as an extended snowstorm, but a good fatigue management policy that is well implemented throughout the organization puts everyone in the best place to prevent fatigue related incidents.

For those who would like more information on the National Safety Council's fatigue research, you can find this information at https://www.nsc.org/workplace/safety-topics/fatigue/fatigue-home

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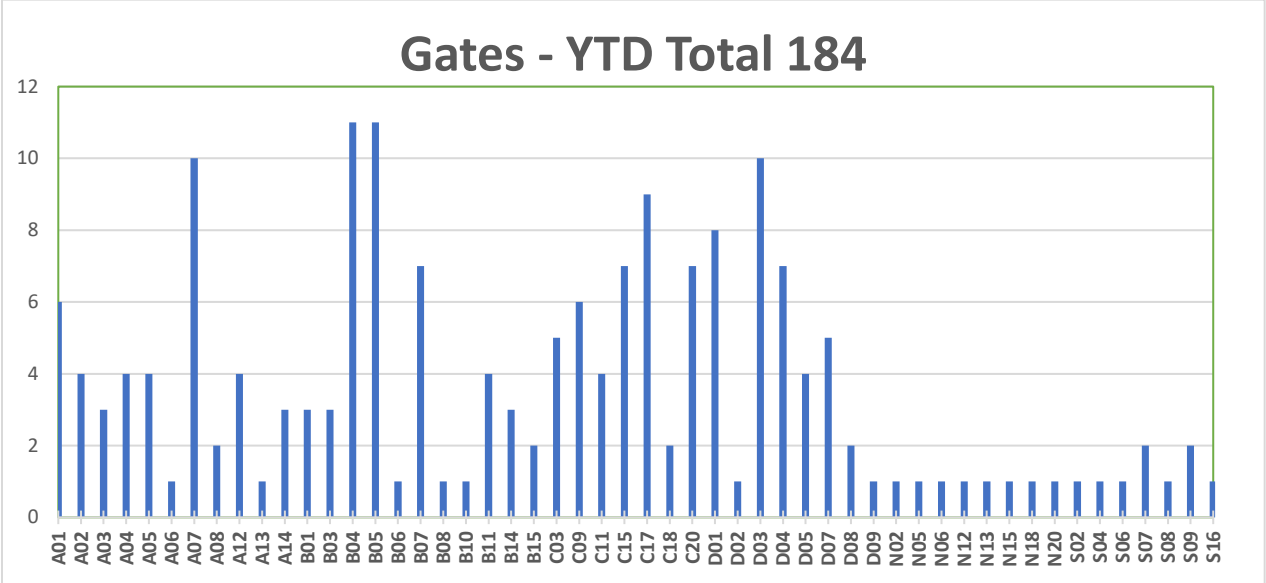
PLB Doors Left Open.

By Alicia Waterton

Year to date we had 184 reports of PLB doors being left open. During the summer we have seen an increase of doors left opened and unattended. Leaving the doors unsecured, presents a possibility of serious injury or fall. When there is no aircraft present at gate, the **PLB DOORS MUST BE CLOSED.** This responsibility belongs to all of us, especially the last person working on the bridge to close the door when they depart the area. Our goal is zero (0) doors left open.



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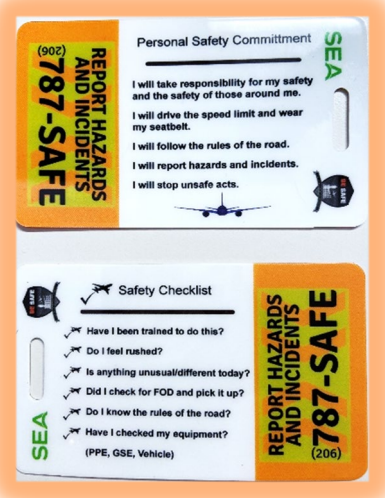
Safety Cards

By Alicia Waterton



We have updated Safety Cards. We would like to distribute them to our partners. This card can easily be attached to any lanyard. Let us know how many cards you would like and will coordinate the pick-up.

Email waterton.a@portseattle.org for more information.

Why is important to have a strong Pre-operation Inspection Program?

By Juan Martell

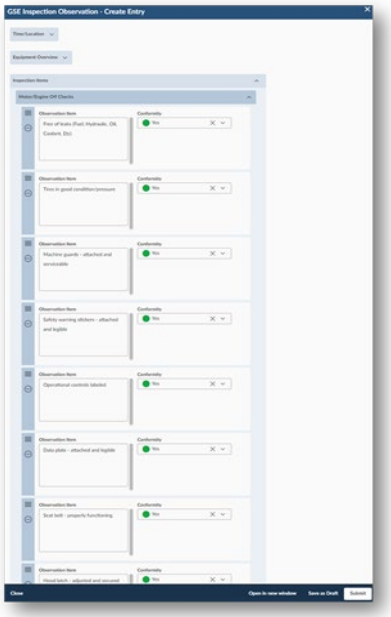
Research shows that companies with a Ground Service Equipment (GSE) pre operation inspection program have fewer injuries, incidents, and, in many cases, better communication between workers and management. Indeed, our company audits here at SEA show better overall condition of equipment and fewer incidents when a company has a strong documented pre-operation inspection program.

A vehicle in need of repair, defective or in any way unsafe should be removed from service. The problem should be recorded on a log and reported to a supervisor immediately. Documentation is a prevalent part of every organization's safety plans and operating procedures. While the amount of paperwork may seem like overkill, often it is essential in improving safety and following the law.

The documentation portion of the inspection process is crucial, as it forces accountability and can always be provided as proof to inspectors that requirements are being followed. Speaking from my own personal experience, an inspector will always ask you for inspection, and training documentation. So, I would suggest keeping all these items in a folder or software that is reviewed, updated regularly, and can be easily shown to a safety inspector if needed.

Equipment inspection software is a practical tool for any organization to streamline manual inspection workflows and accurately document equipment condition before and after operation. It gives organizations the capability to conduct equipment inspections, audits, and maintenance plans, without relying on mistake-prone manual processes.

Here is a list of equipment inspection features you might consider when looking to implement software in your process:



1. A cloud-secure system
2. A real-time dashboard
3. Inspections and equipment tracking
4. Digital equipment inspection forms and check out sheets
5. An equipment maintenance log
6. Quick internal company handoff and response
7. Video & photo capture of equipment condition
8. Task assignment capabilities

Attention to detail is essential to performance in any role where errors can be costly to the employing organization such as in aviation. In our industry, a lack of attention to detail could result in poorly maintained vehicles, which can create incidents leaving employees injured, aircraft damaged and the organization vulnerable to legal challenges. Ensuring that relevant staff show excellent attention to detail minimizes the risk of errors, and reduces the amount of checking, revising, and supervision that staff require. Therefore, is important for supervisors and managers to emphasize the importance of good pre-operation inspections. Finding non-conformities on equipment before operating it is essential to long term improvement in our incident rate here at SEA.

FOR IMMEDIATE NOTIFICATION, DISTRIBUTION & COMMUNICATION.
Please forward to ALL Airport Staff.

Any questions contact SMSSpecialist@portseattle.org or call 206.787.SAFE

Contact Us