



Aviation Safety

ASAP Hotline: **1-844-280-2727 (ASAP)**



ISAP
**Inflight Safety
Action Program**



UNITED 

Welcome to the Inflight Safety Action Program (ISAP)

United Airlines, the Association of Flight Attendants (AFA) and the Federal Aviation Administration (FAA) are pleased to announce the Inflight Safety Action Program (ISAP), a Safety partnership between the three organizations. This is a new program for subsidiary Continental and Continental Micronesia Flight Attendants and a continuation of the program currently in place at subsidiary United. By submitting an ISAP report, Flight Attendants will be able to identify and report safety issues for resolution.

This Safety Action Program encourages air carrier employees to voluntarily report *a safety concern, or self-disclose an inadvertent violation of FARs or company safety policy*. The reports will help identify potential precursors to accidents. Addressing prospective safety concerns is essential to further reducing accidents and incidents. Under such a program, safety issues are resolved through corrective action rather than discipline with the exception of events involving criminal activity, alcohol or drug use, controlled substances, intentional disregard for safety, or intentional falsification.

The ISAP Event Review Committee (ERC) consists of representatives from United, AFA and the FAA. The ERC will meet regularly to review, investigate, and analyze all de-identified ISAP reports submitted by Flight Attendants. The committee will determine which reports will be accepted into the program based on the ISAP acceptance criteria.

From the information contained within the reports, the ERC will identify actual or potential Safety concerns and formulate recommendations for corrective action. The ERC will also provide feedback through the ISAP manager to the individual who submitted the report. In addition to meeting regularly, the ERC will conduct quarterly reviews of the ISAP data and determine whether corrective actions have been effective in preventing or reducing the recurrence of similar safety-related events.

What is ISAP?

ISAP is an acronym for the Inflight Safety Action Program. This program is a **joint safety partnership** between United, AFA, and the FAA. It is designed to improve the Safety of United's operations by offering Flight Attendants the chance to voluntarily report **a safety concern, self-disclose an inadvertent violation of FARs or company policy** and for the company to correct safety issues, and possibly eliminate deviations from FAR violations.

Flight attendants observe work place hazards from their unique perspective as frontline employees. ISAP gives you the ability to be the eyes and ears of our company, the AFA and the FAA to help identify and proactively address potential safety risks. Your reports can help identify potential safety risks that might otherwise go undetected. This is essential to a goal we all share – the prevention of accidents and incidents and creating the safest possible operating environment for us and our customers.

Did you know?

Historically, the most common barrier to safety reporting of errors, inadvertent deviation from FARs, and safety concerns is fear of disciplinary action by the FAA and/or the Company. With this program, **neither the written report nor the content of the written ISAP report will be used to initiate or support any company disciplinary action or as evidence for any purpose in FAA enforcement action.**

We will not share information gained from an ISAP report with the FAA or the company to initiate or support any investigation.

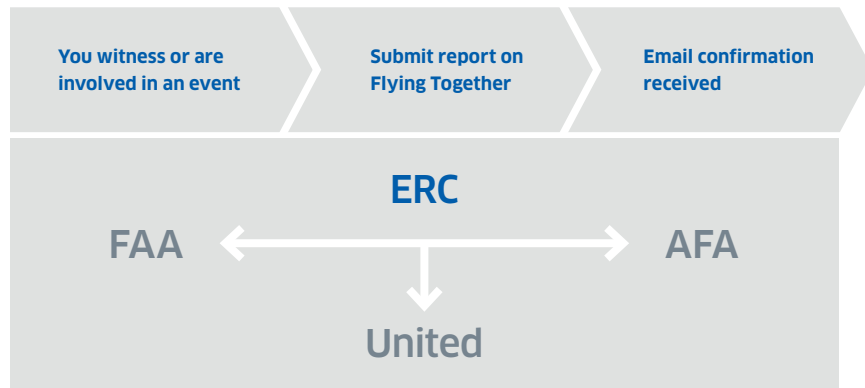
Except for events involving:

- Criminal activity
- Alcohol or drug use
- Controlled substances
- Intentional disregard for safety
- Intentional falsification

There may be instances where the company or the FAA has knowledge of the reported event through other sources **outside** of the ISAP program. (e.g. passenger report, Airport Operations report)

In those instances the Company retains the right to conduct a parallel investigation and take follow up action as they deem appropriate. However, as mentioned, in no case will the **content of an ISAP report** be shared, except as specifically noted.

How does it work?



While acting in the capacity of a Flight attendant for United you make an inadvertent error, identify a safety threat, or witness a safety concern.

- The flight attendant utilizes the online reporting system to file an ISAP report
- The system sends an auto-generated confirmation to the flight attendant via the email indicated in his/her report acknowledging receipt of the submitted report
- The ISAP manager may contact them if additional information is needed
- The report will then be reviewed at the next Event Review Committee (ERC) meeting

It is important to note that this program can be used to report a potential safety risk. Flight attendants don't need to wait for an error or non-compliance to occur.

Example: Melting ice/water in the galley

Report review process

Reports are compiled by the ISAP Manager and then reviewed by an ISAP Event Review Committee (ERC). The ERC consists of safety representatives from United, AFA, and the FAA. Prior to review, the names are removed from the report so that the focus is on the safety issue being reported rather than the individuals involved. The ERC reviews, investigates, and analyzes all ISAP reports submitted by Flight Attendants. If a report is accepted, the ERC will use the information it contains to identify actual or potential safety concerns and develop recommendations for corrective action. If the potential safety issue involves other divisions (e.g. Airport Operations, Flight Operations) information from the report is also provided to their management for analysis and corrective action.

The information provided to other divisions does not include the identity of the person who submitted the report or individuals involved, only details of the safety risk identified.

At times, the ERC **or their designee** may reach out to the flight attendant to discuss their report, or facilitate a safety conversation. At other times, the ERC may decide that the submitter would benefit from clarification/coaching, from a division's subject matter expert. All corrective action assigned by the ERC will be non-punitive.

The ERC members (United, AFA and FAA) must all agree on any corrective action to be taken. If individual corrective action is recommended by the ERC for a flight attendant (e.g. training), the action must be completed by the flight attendant to the satisfaction of the ERC or the ISAP report will be excluded from the program. Once the corrective action is completed, the matter will be closed by a letter of notification to the flight attendant. Details of all conversations, coaching and corrective actions will remain confidential and **protected by the program**.

The ERC conducts quarterly reviews of all of the ISAP reports submitted to determine whether the recommended corrective actions have been effective in preventing or reducing events of a similar nature.

ISAP Report acceptance guidelines

The event must be inadvertent and not appear to involve intentional disregard for safety, criminal activity, alcohol or drug use, controlled substances, or intentional falsification.

The report must be submitted online and within the following timelines:

- Within 24 hours (domestic) or 48 hours (international) after the completion of an ID/pairing, or 24 hours after becoming aware of a possible violation
- If unable to submit an electronic report within the above time frame call the hotline
- **Hotline: 1-844-280-2727(ASAP)**
- Reports filed by phone within the prescribed time limit must be followed up by a formal report submission using the online system within three calendar days

Sole source reports

If a report qualifies for acceptance into the program and contains information that would not otherwise be known to the FAA, it is considered “sole source.”

(Similarly, for the purpose of any additional action taken by the company outside the ISAP, an airline considers a report to be sole source when all evidence of the event known to the airline is discovered by or otherwise predicated on the ISAP disclosure. The company does not use any information obtained through ISAP, with the exception of those events excluded from ASAP due to the appearance of possible criminal activity, substance abuse, controlled substances, alcohol, or intentional falsification.)

Resource: AC120-668

An accepted sole source ISAP report of an apparent violation is addressed with an ERC response. There will be no company disciplinary action or administrative action by the FAA for a sole source report.

Non-sole source reports

Information available to the FAA outside of the submitted ISAP report is considered non-sole source.

Depending on the results of an ERC review of a non-sole source report, the flight attendant who submits an ISAP report that indicates a violation of FARS may receive one of the following notifications.

(This is referred to as administrative action by the FAA)

- Informal Action
- Letter of No Action (“Thank you for participating, no action required.”)
- Letter of Correction (Some type of action recommended by the ERC, i.e. training must be completed by the Employee to close out the matter.)
- Warning Notice (You inadvertently violated a FAR. Due to your voluntary participation in ISAP, no punitive action will be taken against you, the matter is closed.)

Even if a report is a non-sole source and the FAA has been notified of the event independently of the employee’s ISAP report, the information submitted in an ISAP report or gathered by the ERC may not be used in any FAA legal enforcement or company discipline.

The exceptions to this rule are reports involving:

- Criminal activity
- Substance abuse
- Controlled substances
- Intentional disregard to safety
- Intentional falsification

Reports involving any of the above are not accepted into ISAP and will be forwarded to the FAA ERC member for appropriate handling.

Glossary of ISAP terms

The following is a list of key terms used throughout this document and the Memorandum of Understanding (MOU).

Inflight Safety Action Program (ISAP): A voluntary safety reporting program intended to improve safety through flight attendant self-reporting, cooperative follow up and appropriate corrective actions to help reduce the opportunity for safety to be compromised.

Memorandum of Understanding (MOU): The written and signed agreement by United, AFA and the FAA that outlines the details of the program. The MOU is located on Flying Together: *Departments > Inflight Services > Safety & Security > ISAP resources*. It is also located on your AFA website.

Event Review Committee (ERC): The ERC is comprised of a member and an alternate from United, AFA and the FAA.

Consensus of the Event Review Committee: Under ISAP, consensus of the ERC means the voluntary agreement of all representatives of the ERC. It does not require that all members believe that a particular decision or recommendation is the most desirable solution, but that the result falls within each member's range of acceptable solutions for that event in the best interest of safety as stated in the MOU.

ISAP Manager/Analyst: A non-voting member of the ERC from Aviation Safety responsible for program administration. The ISAP Manager will serve as the focal point for information about and inquiries concerning the status of ISAP reports and for the coordination and tracking of ERC recommendations.

Sole Source Report: For the purposes of FAA action, the FAA considers a report to be sole source when all evidence of the event is discovered through the ISAP report. The ERC shall consider a report to be sole source when all evidence available to the FAA is based on the ISAP report(s) submitted to the program regarding an event. It is possible to have more than one sole source report from the same event (e.g. all members of a crew submit ISAP reports about the same event). An accepted sole source report of an apparent violation is addressed with an ERC response (no FAA action).

Non-Sole Source Report: Information available to the FAA outside of the submitted ISAP report.

Frequently asked questions

Q: Does a flight attendant have to submit an ISAP report?

A: No. It is a voluntary program.

Q: Why should I file an ISAP report?

A: ISAP provides a vehicle for reporting errors, inadvertent FAR violations, and safety concerns that may reveal system weaknesses and hazards that might not otherwise come to light. The events reported through ISAP can be unique glimpses of emerging issues and hazards in our working environment.

Q: What are the personal benefits for participating in the ISAP program?

A: The program offers an opportunity to report safety issues/concerns or violations that could be caused by systemic problems without implicating an individual employee. The program allows a flight attendant to report an incident that may otherwise go unreported.

Q: What are the benefits to the Company and the FAA?

A: The program provides an outlet for flight attendants to communicate valuable safety information that may not be available through other safety reporting programs. In doing so, we're creating an environment that encourages open, honest, and detailed communication. We hope the integrity and confidentiality of the program will encourage flight attendants to report safety concerns before any violation, incidents, or accidents occur.

Q: What criteria must be met for an ISAP report to be included in the program?

A: The event must occur while acting in the capacity of a flight attendant (ex. deadheading, while on layover or attending training), and cannot include any of the following:

- Criminal activity
- Substance abuse
- Controlled substances
- Intentional disregard for safety
- Intentional falsification

Refer to "ISAP report acceptance guidelines" for additional information

Q: What types of reports should be submitted into the ISAP program?

A: Inadvertent violations of FARs, violations of company safety policy, safety concerns, and potential safety risks.

Examples include but are not limited to:

- Failure to complete an exit row briefing
- Door closure procedures/violations
- Minimum crew violations
- CRM issues
- FAOM non-compliant/concerns
- Not properly stowing carry-on baggage
- Not seated in jumpseat for take-off or landing
- Clarification over FAR or safety policies

Q: How does a flight attendant file an ISAP report?

A: An ISAP report must be filed online: *Flying Together > Departments > Inflight Services > Safety & Security > To file a new ISAP report*. The flight attendant will fill out the applicable fields and submit the report. Once the report has been submitted, the flight attendants will receive an auto-generated confirmation email with a link to the report.

Q: What happens after an ISAP report has been filed?

A: The ISAP manager de-identifies the report. The report along with any supporting data is presented at the ERC meeting. The reports are reviewed, investigated, and analyzed by the ERC. The ERC will identify actual or potential Safety concerns and formulate recommendations for corrective action. De-identified information regarding the event may be forwarded to the affected divisions for follow up and/or resolution where appropriate.

Q: How will I know if my report has been accepted into the program?

A: Once the report has been reviewed and accepted by the ERC, the ISAP manager will communicate the ERC decision electronically to the email provided in the report. Any Employee who submitted a report may also contact the ISAP manager to inquire about the status of his/her report.

Q: What happens if the ERC recommends additional coaching or a procedural review as a corrective action?

A: Any recommended corrective action must be completed in a manner satisfactory to the ERC. Failure to comply with the corrective action will result in the report being excluded from ISAP. Corrective action is not designed to be punitive and notations will not be included in the company personnel file. Focus will be on the safety aspects of the event, not on the individual.

Effective report writing tips

What constitutes a good report?

- Well-written, complete and leaves no unanswered questions
- Easily understood and contains no ambiguities
- Provides factual and concise information (be specific but not overly detailed)
- Avoids emotional or judgmental words when describing the situation or incident

What: Describe what occurred with clear, concise and factual details.

When: Select the flight number; date of occurrence; phase of flight; or during what period of time at the airport.

Where: Describe where the incident occurred (i.e., gate room boarding, jetbridge, class of service, seat number, or area of the airplane).

Why (and/or how): Include any background information or facts leading up to the incident that will help the ERC understand how the incident was initiated.