

# NONCOMPLIANT: REPORTS FROM ALPA PILOTS ON UNSATISFACTORY COVID-19 SAFETY PRECAUTIONS



## AIRLINE 1

- Each contracted cleaner is using a different disinfectant, not sure of everything that is being used at the moment.
- Supplies are hard to come by. While the company is trying to stock every aircraft with cleaning materials, they get raided by employees.
- The company is slow to adapt, if something needs to be fixed in the process it could easily take 3 weeks-2 months.

## AIRLINE 2

- There are reports of Sani Coms still being used on aircraft.
- Report from 3/27/2020: Just tested positive for Covid19 yesterday. On day 8 of symptoms. Caught covid19 from captain I flew with on 27 March who texted me that he had tested positive too. Symptoms started 2 April.
- Report from 3/19/2020: Flight from LAX to XXX. Passenger one empty seat over coughing, sneezing and noticeably sweating. Felt onset of Coronavirus on March 22—EXTREME fatigue, occasional cough and slight fever. Checked with personal physician, ALPA Aeromedical physician and LEC Chairman who all recommended to self-quarantine for 14 days. Missed two trips—24 March and 1 April.
- Report from 3/8/2020: Symptoms started on flight to CDG after layover in XXX. I was seen by a Dr. in my hotel room and called in sick delayed return home. Mild fever, body and heads ache, bad cough.

**Key:** ● Inadequate Cleaning ● Symptoms / Possible Interaction with Sick Person ● Inadequate Supplies ● Missing / Unclear Communication from Company ● Questions / Comments

May 6, 2020



No C19 test available. I returned home when fever broke. When are C19 antibody tests available to see if I had it?

- Report from 4/10/2020: Will wetting a surface with common hydrogen peroxide adequately kill Covid19?
- Report from 4/19/2020: Symptoms on 19 April. Tested on 20 April. Test result positive on 22 April.
- Report from 4/17/2020: There was no Matrix3 wipes onboard the aircraft so we could disinfect the flight deck. Flight Ops published a video saying that all of our aircraft would have them. We did not. We did have two small packets of Purell alcohol wipes for each pilot and gloves for each pilot. That was it.
- Report from 4/18/2020: There were no Matrix 3 wipes onboard the jet. Only Purell wipes (two small packets per pilot) to clean the flight deck. There were gloves as well. According to Flight Ops, there should have been Matrix 3 wipes onboard.
- Report from 4/27/2020: Matrix 3 wipes, the only product to kill the COVID-19 virus was not boarded on the aircraft. Flight Ops weeks ago, in their video, said that every let will have the Matrix 3 wipes onboard. The response from the company is, "we are out of them, and the supplier is having a hard time keeping up". Also, why isn't the union forcing the government and airlines to require each and every passenger to wear a mask? It doesn't make sense to me. ALPA is not doing enough to protect our lives and our family. I see the Flight Attendants Union at American Airlines all over TV and the media complaining that the government needs to require all passengers to wear a mask, but I don't see ALPA doing anything about that. It's very sad. ALPA has a bark, but no bite.
- Report from 4/27/2020: Was picked up by the Hotel Airport van at the XXX airport marked "CREW ONLY". The van was completely full of crews, most crews did not have a mask on. We were shoulder to shoulder. If someone had COVID-19, we all will get it. It's very unsafe to come to work every week. I certainly don't feel safe coming to work.
- Report from 4/28/2020: I was on a hotel van this morning from the XXX Airport hotel and the van was so full with crew members that 3 pilot were standing in the aisle of the small van. There were 18 people onboard the van including the driver. The pilots that were sitting were shoulder to shoulder. Most of the pilots were not wearing a mask. If one crewmember had COVID-19, we all will get it on the 10 min. van ride to the airport. I see this over and over. It's not safe to come to work anymore.

### **AIRLINE 3**

- There is poor communication regarding the cleaning of aircraft. There was a potential case on a JFK to XXX flight but since the case was never confirmed positive we are unsure if the aircraft was ever cleaned.

### **AIRLINE 4**

- Airline 4 is unable to answer any questions regarding the cleaning process or materials provided to crews. We are unsure if there is communication problems with the company or if they are still working on a plan of action.
- Report from 4/17/2020: I was tested for Covid-19 on Friday, April 3rd and confirmed positive on Tuesday April 7th. Feel free to call me any time.
- Report from 3/19/2020: As requested by recent email, I am submitting this DART relating to SAFO 20009. I contacted the company scheduling department in the evening of March 19 by telephone that I was ill & headed to the ER and would not be available for work the next day. The ER diagnoses



me as having COVID-19 (later proven correct when a POSITIVE result occurred on my test kit from the ER). I called scheduling again in the early morning of March 20th and advised them that the hospital as well as the local Health Department had advised me the entire crew should be considered infected. Scheduling did not remove the rest of my crew from their flights and they continued the rest of the 4-day trip. The company did not advise anyone I had flown with of my diagnosis and their probable infection. I was forced to try and reach out through friends of friends and other non-standard sources to contact the multiple pilots and flightcrew members I had flown with to advise them of my confirmed positive infection. The company refused to remove these pilots from work, and most of them continued to be scheduled for work by the company. I believe one or two utilized their sick time and own expense to not go to work. I tried to have the company advise my crew members by asking for it over telephone and by email several times. This never occurred. Attached is one of my emails I sent to the company advising them the health department had contacted me asking those crew members to be quarantined or at least advised of their possible infection.

- Report from 4/23/2020: No sanitizing wipes of any kind were available prior to our flight today. I have been off and away from airports since 3/25 so I don't know if this is a recurring problem. The flight attendant implied they almost never can acquire the wipes. My first officer mentioned that she had not seen any coming from the company but had gotten some from her previous captain, who had brought his own from home. This is why we need the FAA to enforce having the necessary cleaning supplies and/or cleaning the cockpit between crews. Without enforcement we will be unlikely to get the supplies we desire.
- Report from 5/1/2020: Flew XXX into YYY and deadheaded out on the a/c as it returned to ZZZ. No specialized cleaning was done in the cabin nor was there any cleaning of the flight deck. Crew PPE has improved. Each segment is provided with four masks, rubber gloves, and four alcohol wipes.

## **AIRLINE 5**

- SaniComs are still being provided to pilots. SaniComs not on the approved list.
- The training center does not have a good process set up for instructors and there is a need for detailed cleaning guidance that matches the products being provided.
- Report from 4/20/2020: I flew the same airplane for two days. We arrived back from XXX around 1500L in YYY. After the passengers de-planed, two cleaners came on the plane wearing gloves only and had nothing else with them. They were on and about to get off the plane in less than 5 minutes. I asked the FA to ask if they were there to clean and she said yes. I asked the cleaners if they were going to disinfect the aircraft. They both looked at me with wide eyes and said they didn't do that and they thought someone else would. I asked the ramp agent if he knew who would come out to clean the plane. He said he wasn't sure and would follow up for us. I went back to the gate around 1830 to go to the plane. I was curious of the new procedures and wanted to make sure we had enough time to make sure the plane was properly cleaned for our passengers and other crew members. I asked the gate agent and they told me they didn't know if it was cleaned and I went downstairs to try and get on the plane early. I waited at the boarding door until 1920 for the gate agent to show up. I finally found someone to let me on the plane. After talking to Ops they told me the plane was cleaned at 1515, so it was the two cleaners who came out earlier with their gloves only and no cleaning material. I asked if they could verify if the plane had been cleaned and disinfected according to the new protocol, no one knew. The flight attendant found trash in the seat backs so we decided that it would be best to have the plane cleaned again to be safe. At one point Ops called us back while we were waiting and asked if the FA told the cleaners to leave because the plane was fine. We did not see any cleaners to tell them, they showed up around 1950. After talking with one of the supervisors, I was



informed that the two agents that came out to the plane did not know the cleaning protocol so the plane was NOT cleaned or disinfected. We were told that they are only supposed to wipe down the tray tables on turn cleans. They told us the other cleaning machines were too big to fit on the plane so they never bring them on the aircraft. The cleaners wiped down the aircraft and followed the information that was provided to us via the company in my messages. They left us a virus kit. We boarded the aircraft and left for ZZZ 12 minutes late.

## **AIRLINE 6**

- Cockpit cleaning is nonstandard and the contractor has been witnessed not cleaning the cockpit but reporting otherwise. There are multiple accounts of visibly dirty cockpits being reported as "cleaned."
- Adequate hand sanitizer is not available on aircraft despite no sink or soap onboard. When there is hand sanitizer, it is not an alcohol based solution.
- The government in China is using invasive procedures on crews when entering the country. They are being bussed to the passenger terminal to wait in crowds to be tested and on some bases they are being sprayed with unspecified chemical mixtures to ensure they are disinfected. Some of the chemicals used are eye irritants and the percentage of chemical used in these sprays is unknown. Crew members who are currently being isolated in hotels are being pressured to join the government's isolation camps. This directly contradicts the guidance provided by Airline 6 management and crews are left "on their own" while trying to navigate the process. Airline 6 security was not accessible during this process for some flight crews despite their commitment to oversee the health clearings.
- Report from 4/09/2020: Social distancing in the flight deck is not possible. Should it be mandated to wear cloth or mask protection to prevent the escape of particles from the mouth. Asymptomatic crew members may unknowingly spread the virus. I recently purchased the enclosed items to wear next time I work, a suggestion made to me by my two daughters who are medical professionals. Website buffusa.com, known as multifunctional headwear. This headwear can easily be slipped down to the neck in case the O2 mask needs to be immediately used.

## **AIRLINE 7**

- SaniHands are still being used to clean the cockpit and are not on EPA list N of approved items

## **AIRLINE 8**

- Flight Decks are being cleaned on RONS however there are complaints of visibly dirty cockpits after cleaning. There is no way to verify that this cleaning is happening or that it is effectively done.
- There are no 70% alcohol wipes available and the higher concentration wipes are being delivered in very small rounds.
- The Sani-Cide EX3 that is also being used directs that there is a 10 minute wait time prior to wiping the chemical off, however, Airline 8 task cards do not instruct to do this.
- Report from 3/25/2020: Flight attendant didn't call in sick out of fear of retaliation from the company. Ended up testing positive for COVID 19 days later.



## **AIRLINE 9**

- Crewmembers are reporting that management is not being clear when informing that they have come in contact with a positive person. Management is not instructing crew members of the 48 hour self-monitoring period nor are they informing these crew members in a timely manner (within 48 hours of possible contact) or the day/time when they might have been in contact with a positive case of COVID19.

## **AIRLINE 10**

- Report from 4/09/2020: Departing XXX the flight crew requested catering and specifically additional water bottles. 6 Crew on board (all with late shows following day)—Catering responded stating they are no longer supplying water in the larger bottles, only small bottles are to be handed out. Personally drinking about 3 liters of water each day, I feel we still need to have water bottles supplied to each aircraft. Public water in hotels is generally found in the hotel gyms (closed) and if there is public a public water fountain, would that really the best place for us to get water from? Let's do what we can to ensure catering continues to supply our aircraft as needed by both crew and passengers.

## **AIRLINE 11**

- Report from 4/08/2020: Airline has started a marketing campaign regarding their steps to make the airline safer re: covid19. They have a video on their website (see above) where they use fogging technology. I would like to know what the name of the chemicals are that we will be exposed to, including the MSDS if possible. I would like to know what the side effects of these chemicals are regarding prolonged exposure. The company also claims that the Airbus 320 series aircraft completely cleans the cabin air every 3 minutes and I was wondering if the union has any information or proof to verify those claims?

## **AIRLINE 12**

Report from 4/23/2020: RE 1st VP Fox's email:

- Airline 12 encourages the use of masks as described.
- Airline 12 is supplying all items listed. Additional supplies are thermometers available for each crew member and for FAs gowns and safety glasses.
- Airline 12 lavs are well equipped—in the aircraft which have a portable water system. More than half the fleet does not have running water. Those a/c are supplied with hand sanitizer in a pump bottle.
- Here's where they're falling down a bit. It his pretty well left up to the crews (both pilots & FAs) to clean as we see fit. They have said that there will be allowance made for any time required by an individual to clean. My opinion: with the amount of time the aircraft are sitting on the ground at major stations, most are sitting at least 7 hrs between flights, there's no acceptable reason that the cleaning crews can't be the ones doing this.
- As for regulator merely recommending these practices—well that's not enough either. As the Government has designated airlines as essential they also need to require certain behaviors be completed while off duty as well. Such as using protective items when doing necessary chores such as grocery shopping.



## **AIRLINE 13**

- Report from 4/08/2020: While passengers were boarding the aircraft, the flight attendant discovered that there were no gloves or hand soap in the lav supply kit bag. I called Ops for a complete kit but there was no response. Are gloves and soap required for passenger flight or is it just on availability?
- Report from 4/09/2020: Just wondering how to clean hotel pillows.

## **AIRLINE 14**

- Report from 4/09/2020: I'm a commuter, and the issue is about this recent change that crew members are not allowed to be assigned business/first class seats. My only concern is that this can put me around, and closer to most of the passengers in a given flight, and almost all the time on average. I was on a flight XXX-off, where all of the seats except one in business were open, yet we (me and a couple other crew members) weren't allow to take seats in the front due to this new change. I'm completely against it, I still don't understand the benefit for this change, and don't understand how putting us essential crew members at higher risk by being around and closer to more people is something that is implemented for our travel.
- Report from 4/17/2020: XXX base is not staffed to receive masks all day and at XXX we do not pass through the base during a trip as we start and end there. I started my last trip ZZZ show time on a Thursday and no one was there. We either need to staff early to receive masks, be able to pick up in a different base or be able to receive masks at the end of a trip for our next trip.
- Report from 5/3/2020: Suggest that the company issue one extra Max at the end of a trip so that aircrew will have one to travel through the airport and pick up their allotted masks for their next trip/ reserve period.

## **AIRLINE 15**

- Report from 4/10/2020: I've contacted my MEC Vice Chair on April 7th 2020, and Base Chief Pilot on April 8th regarding the quantity and distribution of Airline 15 Pilots and Flight Attendants who've tested positive for C19. I've not received an explanation from either of these first points of contact. Nor have I seen any corporate communications detailing the extent to which C19 is effecting both groups. At this point I feel as though the pilot group is deliberately being left in the dark. The first, most obvious question is WHY? Is there a disproportionately high number of employees affected by the virus which management wish to conceal? Some might dismiss me as paranoid but I'm not the only member of this labor group asking the same questions. Therefore, I tend to think it's a fairly reasonable question given the circumstances. I know for a fact that this information is being collected and monitored closely. I think we deserve to know the truth about the extent of the viruses effect on our unique work environment, and co-workers heath, so we can make informed decisions moving forward.

## **AIRLINE 16**

- Report from 4/09/2020: Hotel desk is refusing to move me or other crewmembers to a hotel location that isn't downtown in one of the hardest hit covid cities right now. I don't find it safe to have our crewmembers downtown



- Report from 4/03/2020: Was exposed to another crew member in Shanghai that tested positive. Have been relieved from flight status for 14 days. No follow up from company or any medical personnel.
- Report from 4/08/2020: What is the FAA stance on pilot crewmembers wearing a facemask (such as N95) while at a duty station? Airline 16 is now providing masks at some domiciles. Are the pilots authorized to fly in seat while wearing the mask? Thank you.
- Report from 4/09/2020: A recent company communication indicated that some of our bases (with others soon to follow) are conducting temperature screening for COVID 19 upon arrival at the airport. If we are pulled off a trip for having a high temperature what will happen. Will be required to quarantine in place and if so who pays for our accommodations for the 14 days? Are we paid for the time away? Sick listed? Please provide some clarifications.
- Report from 4/10/2020: What are practical guidelines for pilots returning home after flying to and staying at Covid epicenters such as XXX? In other words, what should we do to protect our families?
- Report from 4/14/2020: Being that we are regularly in a position to be exposed to COVID-19, and with Airline 16 system and crews large amount of China flying, is there any plan by the company to do antibody testing of aircraft crews as soon as these tests become available? It would seem to me that Airline 16 crews in particular, second only to medical personnel, have very likely already been exposed to/sickened by COVID-19. I and many others believe we have probably already had this. Will the union be pushing for this testing?
- Report from 4/14/2020: Worked flight AAA, XXX-YYY today. Upon boarding, my new routine consists of wiping down all cockpit touch areas with the company provided disinfectant wipes. There were none in the cockpit, I searched the locations provided by Airline 16, none could be found. I asked the FM if there was another location, he didn't seem to be interested in helping. I then called station operations and requested more wipes. There was a plastic bag of Purell hand wipes and some small alcohol wipes, both not suited to disinfect surfaces due to small size. I would have used them all. A follow up call to station operations for the Lysol wipes was met with what I would call disinterest. We were unable to secure additional company provided disinfectant wipes prior to departure. My CA and I used our personal supply, which are nearly impossible to replenish. No one seemed to think this was a problem.
- Report from 4/22/2020: Crew was not provided protection kit for cockpit flight AAA. Had to request it.
- Report from 4/24/2020: I was not a member of this crew but I wanted to make sure you are aware of this incident. Thanks.

## **AIRLINE 17**

- 4/30/2020: A pilot who had recently been in the simulators had tested positive for COVID 19. Pilot in question was asymptomatic and tested positive after leaving the sims. Company indicated they have notified the appropriate personnel and have instructed them to self monitor. They claim that full CDC cleaning protocols were followed between sim periods and there is no risk to additional crews. ALPA is seeking formal clarity and challenging if the situation was dealt with adequately.