

Docket No. SA-538

Exhibit No. 14-E

NATIONAL TRANSPORTATION SAFETY BOARD

Washington, D.C.

UPS FOM Excerpt – Fatigue Risk Management Plan

(4 pages)

Attachment 4

to the Human Performance Group Chairman's Factual Report

DCA13MA133

UPS FOM Excerpt – Fatigue Risk Management Plan



05.04.01 FATIGUE RISK MANAGEMENT PLAN (FRMP)

05.04.01.01 FRMP OVERVIEW

Fatigue risk management is a continuous improvement process that identifies, assesses and mitigates the risk of fatigue by guiding organizational and/or policy change and fatigue risk management promotion through training and communication.

A comprehensive UPS FRMP collects and analyzes fatigue data to proactively manage fatigue threats and ensures unacceptable risks are mitigated. Fatigue training is incorporated into annual training for all crewmembers, crew schedulers/crew resource personnel, dispatchers and operational decision-makers. The UPS FRMP has been approved by the FAA. The FRMP scheduling limits are representative of the UPS/IPA Collective Bargaining Agreement.

The global, 24 hour nature of operations including backside-of-the-clock flying, flights crossing multiple time zones and the range associated with modern aircraft can create challenges for air carriers and crews in managing rest. Therefore, it is imperative that UPS Flight Operations personnel proactively manage alertness and mitigate fatigue.

05.04.01.02 THE SAFETY CULTURE AND FRMP

The principle tenets of the safety culture and how they are incorporated in the FRMP are outlined below:

Commitment to Proactive Strategy - UPS is committed to proactively managing the FRMP to reduce and mitigate the risk associated with fatigue to our crewmembers and our organization. When fatigue threats are identified, UPS will work to mitigate the associated risk.

Non-Punitive - UPS manages crewmember reports in an open and accepting manner. A crewmember's self assessment and self-removal from duty will be honored immediately, without coercion. In addition, crewmember suggestions and event reports are necessary to provide meaningful data for analysis.

Recognition of Errors - UPS recognizes that fatigue can cause errors and the causes of fatigue may be both systemic and individual. Our processes identify those causes in an effort to reduce fatigue occurrences and also to build barriers in the form of procedures, communications and training, to mitigate the effects of fatigue in operations.

Information Sharing - UPS communicates process changes, training changes and fatigue risks openly among all of the stakeholders in our safety system. In addition, we seek opportunities to share fatigue mitigation strategies within our industry.

Upper Management Participation - UPS Airline management is committed to providing the resources to facilitate the collection, analysis and mitigation of fatigue risks in our operation on an organizational and individual level.

05.04.01.03 POLICY - JOINT RESPONSIBILITY

UPS Flight Operations acknowledges the presence of fatigue threats in our operation and the risk it presents to flight safety. UPS is committed to managing fatigue threats and preventing and mitigating fatigue risks in order to ensure a safe operation. Fatigue prevention and mitigating its effects, are joint responsibilities of UPS and UPS crewmembers.

COMPANY RESPONSIBILITY

UPS schedules are built in accordance with all applicable 14 CFRs and the UPS/IPA Collective Bargaining Agreement. Data will be collected from actual operations and analyzed to identify fatigue trends or threats associated with schedules, pairings, or trips. Changes are then made to mitigate identified risks.

Crew Scheduling will promptly remove any crewmember from duty when that crewmember reports or it is deemed they are not able to perform assigned duties due to fatigue.



CREWMEMBER RESPONSIBILITY

Crewmembers are responsible to report for duty well rested. Plan layovers in a way to ensure you are rested for subsequent duty periods and as best as possible, fully and appropriately utilize opportunities to obtain and manage sleep. Crewmembers, whether living in domicile or commuting, must ensure they have adequate rest prior to reporting for duty. There is always a potential for unforeseen delays or circumstances such as tail swaps, mechanical difficulties, weather, reschedules, revisions, etc.

05.04.01.04 COMMUNICATIONS AND REPORTING SYSTEMS

Fatigue events or fatigue-related issues are communicated via the event reporting system and ASAP. Crewmember reporting is essential and it is imperative that the maximum information available be collected to ensure effective analysis.

Fatigue Event Report - A Fatigue Event Report is not only available for actual fatigue events, but for communicating anytime safety risks associated with fatigue are recognized in the operation. The report should be filled out completely. The more information provided by the submitter, the more effective the data collection and analysis will be.

The Fatigue Event Report provides the crewmember's perspective into the possible root cause of the fatigue threats. Other data streams are utilized in providing the overall picture of the fatigue event, including CMS and review of operational issues. Fatigue event reports are de-identified before they are forwarded to the Fatigue Safety Action Group (Fatigue SAG) for analysis, risk assessment and mitigation, as needed.

NOTE: The Fatigue Event Report is mandatory for each crewmember that notifies Crew Scheduling that they are unable to safely perform their assigned duties due to fatigue. To help ensure the most accurate information and data is compiled, please submit the event report within 24 hours of the fatigue event. The 24 hour target is to help you recall the most accurate information available leading up to the fatigue event. It is recommended that you maintain a personal log of your rest.

ASAP Report - Should a pilot deviation, incident, or accident occur, in addition to other required reporting requirements, an ASAP report is recommended. The ASAP report includes fatigue data collection components.

05.04.01.05 DATA COLLECTION AND ANALYSIS

The Fatigue Safety Action Group (SAG) coordinates the fatigue risk management processes in accordance with UPS's Fatigue Risk Management Plan. They review and act upon reports of potential fatigue threats in the form of event reports, requests from the ASAP ERC, Fatigue Working Group (FWG), Schedule Advisory Board (SAB), or any other data source or events that may be attributed wholly or in part to fatigue. A considerable amount of the information the Fatigue SAG receives about potential fatigue events is obtained through Fatigue Event Reports. These reports have limited distribution as a means to protect the privacy of the person submitting the report and are de-identified before being reviewed by the Fatigue SAG.

The review process includes conducting a root cause analysis, evaluating for fatigue threats and associated risk and determining whether or not the risk requires mitigation. Mitigation may require process changes or enhancements, scheduling practice revisions and additional communication or training. In addition, as with any other flight risk, FRMP-identified risks are reported to Flight Operations management.