



Operations Memorandum

To: CVG Airlines, Tenants and Concessionaires

From: Brian Cobb, VP - Customer Services

Subject: Identification and Action for Observed Unsafe Conditions

Date: January 22, 2014

Unsafe conditions or situations may be noticed by personnel who may not be sure of what to do or what authority they had to take action to mitigate the situation.

The following are guidelines for our Airport community personnel's role and recommended actions when potentially unsafe conditions and situations are observed. [KCAB personnel have already received similar guidance.]

Potential unsafe conditions can exist anywhere in the airport. A list of such situations includes, but is not limited to:

- Carpet tears or other trip hazards
- Wet floors
- Icy sidewalks
- Unprotected work areas having the potential to result in injury to others
- Personnel operating in an unsafe fashion, with the potential to injure staff, passengers or others
- Existing work zones or safety barriers that still may present a danger to personnel and passengers

NOTE: The preferred method for reporting non-emergencies / work-order related requests should be done via email. See page 2 for further guidance.

To report injuries and urgent unsafe conditions, employees should:

1. **To report an injured individual**, call the Airport Communication Center (ACC) at 911 or x3123. ***When using 911, advise the dispatcher of your location at CVG Airport.*** [The 911 dispatching system may route calls to alternate dispatch centers located within the region.]
2. **To report an unsafe condition** (include description of situation, location, and employee name) to the ACC at x7777. For non-emergency related items, please see pg2 for Email option.
3. Remain at the scene with any injured individual(s), and attempt to mitigate or safeguard the area from further events until an Airport representative arrives on scene.

4. Confirm with the responding parties that you are now turning over responsibility for the situation to them.

Email Option for Notifying CVG Airport Communications Center (x7777)

[An electronic template was shared with those receiving this Ops Memorandum via email.]

Carpet Repair / Trip Hazard - Message (HTML)

File Message Insert Options Format Text Review Adobe PDF

To... 7777@cvgairport.com

Cc...

Subject: Carpet Repair / Trip Hazard

Send

Type of Maintenance Requested Please circle the type of maintenance requested from the following list:

Airfield	Mechanical
Electrical	Plumbing
Elevator	Roof Leaks
Escalator	Walking Surfaces
Gates	Wet Floor
HVAC	N/A
Other-	

Address What is the actual address of where the issue is located? Concourse A, near Gate A4

Location Are there any additional instructions for location?

Door/Escalator/Elevator Number If applicable.

Maintenance/Service Requested What is the issue, in as much detail as possible. Carpet torn and raised causing possible trip hazard.

Summary Placeholder for any additional notes or comments regarding the issue. Placed wet floor sign as temporary barricade measure.