Moderator: All right. Are we ready to get started then?

Unidentified Male: Yeah. Yeah.

Moderator: Awesome. First of all just to get us started off, what are some of the goals that [company] has for employee health or workplace objectives for employee health?

Unidentified Male: I would say our top priority at [company] is obviously safety. We care about safety of our employees. I think safety is deployed in various areas. It is your physical ability to come to work and your mental ability to be here at work. We do have programs available for employees here at work. Also, our EAP is available 24/7 for our employees. I would say physical and mental as far as being able to come into work and fit for duty.

Moderator: Good. Thank you. Does anybody have anything to add to that?

Unidentified Male: I would just add not just your ability to come to work, but your overall well-being outside of the company in your personal life. [company] invests a lot into pre-screening accreditive health for any condition that may or may not affect you in your life.

Unidentified Male: Yeah, I will just add onto that. They also provide options for us to join a health club, stress lab, or yoga class and whatnot. They make it all available for us. We have the \_\_\_\_\_ [00:01:52] also mental and physical. They give us a lot of tools where we can stay active and be healthy.

Moderator: Okay. Thank you all for sharing. Going off of that, kind of more focused on kind of safety. I know safety was mentioned. It is safety in the workplace. Are there any trainings that you or employees get about how to be safe and healthy in the work environment?

Unidentified Male: Yeah. Our \_\_\_\_\_ [00:02:32] AQT does not only just give policies and procedures. I think it also goes to kind of signs when you are out working in the operation as far as heat strokes. It is just kind of giving you a fine line of what to look for, signs of not feeling good, who to reach out to, and the available resources that we have at our station.

Moderator: Great. Is that done? How often is that done? Is it just done like on onboarding? Is it kind of an annual?

Unidentified Male: It is company annual. It is our annual AQT that is required.

Moderator: I got you.

Unidentified Male: It also is at onboarding.

Unidentified Male: Yeah, it is onboarding. Then after onboarding, it is every year.

Unidentified Male: We could add into that the flip training.

Unidentified Male: Oh yeah.

Unidentified Male: It is throwing in ergonomic performance. It actually has aircraft bin mockups and equipment mockups that we train employees as far as lifting techniques, movement around equipment, and that sort of thing.

Moderator: Great.

Unidentified Male: That is also done every year.

Unidentified Male: Then we do daily [stretch time] with our teams.

Moderator: Great. Yeah, it sounds like there are a lot of trainings that happen often. I know some policies were mentioned that you kind of go over in those trainings. Can you give me an idea of what those kind of health policies are with [company]?

Unidentified Male: I think the biggest one we use is policy of reporting any type of injury to a leader. You do have, by the end of your shift no later than 24 hours to report. That is one of our policies. What else do we have?

Unidentified Male: It is just health info in general. For any sort of discomfort, we have athletic trainers on site that can assist in evaluating work-related and non-work-related injury or ailments.

Moderator: Are there any? I am sorry if I missed this. My audio cut out a little bit. Are there any policies that are kind of preventative health policies?

Unidentified Male: Yeah, our [stretch time]. We have a [stretch time] before the start of your shift. I would call that preventative. Again, I think we do offer – what is it, like our drop rack. If you do a few assignments or a few tasks on there, that is preventative too. We ask our employees, if you go in and get screening for cancer or something, you get a bonus or something onto your FSA account.

Moderator: Yeah. Great.

Unidentified Male: Again, which one? The lady that helps out, is she the health coach? Yeah.

Unidentified Male: Yeah, the health coach.

Unidentified Male: The health coach.

Unidentified Male: Yeah, we also have an on-site health coach available for our front-line employees.

Unidentified Male: We have also the mental one.

Unidentified Male: The EAP.

Unidentified Female: And the on-site counselor.

Unidentified Male: And the on-site counselors, yeah.

Unidentified Female: Yeah.

Unidentified Male: We also bring in flu shots every year. We try and bring as many things to the employees as possible so that they do not necessarily have to go out. During Covid, we brought Covid shots here. We have the flu shot panel both above and below.

Unidentified Male: I think during Covid we also brought the testing on-site. CVS came on board and we were doing a lot of preventative measures as far as if you did not feel good going to get tested free of charge. Then we have test kits available as well free of charge.

Unidentified Female: We still provide those.

Unidentified Male: Yeah. We still provide those right now.

Moderator: You are still providing the testing on-site.

Unidentified Male: Testing on-site, no.

Unidentified Female: It is a self-test with a virtual proctor.

Moderator: Okay great.

Unidentified Male: Yeah. Yeah.

Moderator: Any other thoughts on policies in the workplace? It seems like we covered a lot. All right. I know you mentioned I think talking about trainings and going over who people can talk to in the workplace. Who are those people that you talk to health about at work?

Unidentified Male: I think that really depends on your comfortability with people. We have an open-door policy. You can talk to anyone. Like I said, we do encourage the use of [health program] where they have some training in that area, but all of our doors are open.

Unidentified Male: Yeah. To that, we do have our [health program]. They are athletic trainers that are certified. Also, our counselors. We do have people on-site as well that have schedules that will come in and assist if needed. Like [redacted] said, it is just depending on how comfortable the employees are and who they want to talk to. If they come and talk to a leader, one of us, we will point them to the right direction. I think that is where it kind of kicks off from there.

Moderator: Great. How has the discussion? Has there been a discussion about workers’ health kind of during the pandemic? I know we kind of touched on that. You guys had testing and vaccinations. Can you give me a little bit more of an idea of how that discussion about workers’ health has maybe changed during the pandemic?

Unidentified Male: Me personally as a leader, I think from [company]’s part it was great. We had weekly. Yeah, every week was a town hall coming from med and discussing. We really did not know what this virus was. Also, bringing in a Chief Medical Officer on board, it was something that no other airline has done. No other company in our industry has done it. It was nice to have somebody that was willing to invest in employees in that sense, because we did not really know what this was about as the pandemic started kicking off really early. Again, the safe measures that we had by putting a piece of glass on the counters, social distancing in the break rooms for employees, but also for our flight attendants on board where we were not sitting anybody in the middle seat. All this information came out almost every week as the virus developed, and we started learning a little bit more about it.

Unidentified Male: I think during the pandemic, we also rolled out a whole new thing called [cleaning program]. We focused on not only the health and well-being of our customers, but as our employees too. We were electrostatically spraying break rooms, providing tons of resources to sterilize, wipe down, keep clean. We still provide that today.

Unidentified Female: Partnering with Lysol.

Unidentified Male: Yeah, partnering with Lysol.

Unidentified Male: That continues as we go through the pandemic still.

Unidentified Female: I think the thing that the pandemic brought was a big emphasis on mental health. We were in those \_\_\_\_\_ [00:10:30] group calls. For a while they were twice a week with \_\_\_. He just constantly said, check on your people. Ask people how they are doing. You know? We see people at work but ask about their work-home balance. They are just questions I do not think we focused on as much before, and just being aware of how things affect us as a whole. That was such a big driving point. I am really impressed with all the resources that came out of it.

Unidentified Male: With that, we also have that team that came here and talked not just about Covid health but all other health aspects. You got to sit down with whoever from the Doctor Team.

Unidentified Male: Oh Dr. [redacted’s] team.

Unidentified Male: Yeah. We talked about all things health. I think it just kind of brought more of a focus on health in general.

Moderator: Yeah, it sounds like Covid sparked conversations about other aspects of health happening at [company]. Awesome. Has that changed kind of in the last few months? I know mask mandates have dropped and stuff like that. Recently, has that shifted at [company]?

Unidentified Male: I think there is still a huge focus in that sense. Like we said before, mental health was not as big as it is now. I think it is now part of our culture. You can kind of see that imbedded in a lot of our leadership training and also in discussions with employees and a lot of things that do come out from corporate. There is always something to do with mental health and making sure that you look out after your employees. It is asking or probing the right questions. Not everybody likes to open up, even though we do have an open-door policy. Not a lot of people feel like their business should be kind of spilled out there. We do still. If you see somebody not performing like they used to perform, asking the right questions is very important.

Unidentified Female: I would even say that I think [company] has doubled down on all of the policies and changes we brought due to Covid. The [cleaning program] team and all of our well-being enhancements that they are offering next year. I think [company] has said we took what we learned during Covid to improve the lives of our employees, and we are going to push even further and keep doing more. None of the things they put in place, I would say other than obviously masks and plexiglass being down, but as far as cleanliness of the aircraft being a priority and all of the other things that we talked about. I think [company] is saying we are going to keep doing that because we realize the importance of it.

Unidentified Male: Even until now, if you test for Covid and you come back positive, we still treat you whatever for five days.

Unidentified Male: Even longer if you test positive.

Unidentified Male: It Is pay protected as well.

Unidentified Female: Pay.

Unidentified Male: Again even though it is really not out there as much anymore and you do not hear about it as much, there is still protection for the employees.

Moderator: That is great. Kind of shifting the conversation just a little bit, what are some things at work that might make you less safe?

Unidentified Female: Fatigue.

Unidentified Male: Yeah, fatigue and working long hours. Distractions. Bringing some of your home life into work. If you are somebody that works a lot, you spend a lot of time at work and less at home. That can definitely bring some challenges here.

Unidentified Male: Workload.

Unidentified Male: Workload, yeah.

Unidentified Female: Yeah.

Moderator: Are you or your employees exposed to respiratory diseases on a daily basis at work?

Unidentified Male: We could be because we are not wearing masks currently. If anyone decided to walk in with anything.

Unidentified Male: Yeah, I think there is a risk especially working at an airport. We do have a lot of traffic coming in from all over the world. I would say yes, people are exposed to it especially with the possibility more in the \_\_\_\_\_ [00:15:24].

Unidentified Male: \_\_\_\_\_ [00:15:27].

Unidentified Male: Yeah. I think it is more prone. We are more face-to-face with the general public at that point, whereas pretty much like he said left over on anything from the exterior of the aircraft, the interior of the aircraft, and baggage. You are exposed to anything that could, whether it be liquid or an inhalant. Right? Yeah. I believe you guys are more exposed to a cough.

Unidentified Female: \_\_\_\_\_ [00:16:01].

Unidentified Male: It is not if we use more of this. It is not as prevalent I do not think. We just do not get that.

Moderator: Then are you able to? I know this might depend on the team you are working on. Are you able to socially distance when you are at work?

Unidentified Male: I would say yeah to a certain extent. Yeah.

Unidentified Male: [company] has given availability to secondary break rooms, modulars outside in the open of course depending on inclement weather, facility changes as far as we are creating more of an environment to be away from each other even though our plexiglass stuff has come down? There are increased break room tables so that you can only fit a certain amount of people. That still is in place. I think moving forward with the new construction of the airport, we are increasing the amount of break rooms that we have.

Moderator: Great. I had a thought. Anyway, then what do you think might make you safer at work? I know we talked about what makes you less safe. It is kind of the opposite side of that.

Unidentified Male: [company] is very invested in [city] for a different way to handle bags at the ticket counter, whereas currently we are having to lift from the scale to a belt. They are investing in a continuous belt program called a jog belt. You put your bag on there. The scale is incorporated. You put the tag on, and then just batch the bag. We are supposed to see that investment come in next year with a rebuild at all of our counters. That is going to help us on the \_\_\_\_\_ [00:18:08] side where we do have a lot of our injuries and accidents around baggage that gets either lifted or tripped over.

Unidentified Female: Yeah.

Unidentified Male: I would say honestly to just be productive and take advantage of all the resources that [company] provides us.

Moderator: Are there any other thoughts about that?

Unidentified Male: I think as we see injuries or any type of work-related safety, we are very vigilant in making sure that we find a corrective action and mitigate that from happening again. In a corporate level, I think corporate is very involved in a sense where they would like to set policies in place to make sure things like that do not happen again. We are heavily invested in that working with our corporate counterparts, but also with our divisional counterparts as we see things and try to be proactive about it.

Moderator: Yeah. We talked about how those conversations kind of happen on a corporate level. Do they also happen on a one-on-one level? Hey, what you are doing is unsafe and that sort of thing.

Unidentified Male: Yes. Yes, we have that with our employees especially. The leaders in the room here, we set up our one-on-ones with each employee in our tree, but also we do have our safety culture workshops. There is actually a third part of the company that came on board. We are one of the beta stations that is actually rolling that out. More employees are prone to be able to speak up, or we are able to talk with them as well about workplace safety.

Unidentified Male: On that platform too you can recognize their cares and they are rewarded.

Unidentified Female: We all do safety audits, so we are constantly in the operation of observing behaviors. Those are great opportunities to really just stop and pay attention to whoever you are observing, whether it is boarding a flight, loading bags, or whatever. Call out kind of on the spot. It opens up the door for those conversations of hey, I saw you lifting a bag this way. You know, let us be reminded. I really am looking out for you and want to make sure that you are not going to get hurt while we are doing this. They are those types of conversations.

Unidentified Male: Then just emphasize those conversations are never punitive. They are always let us learn and grow from what we see. We do not want to hold anybody in a negative light for doing something or learning something.

Moderator: Kind of shifting back to thinking about Covid, as we are going into the fall and winter and flu season, how do you guys see? Do you guys see kind of your safety conversations and policies shifting as we might see flu cases and maybe a spike in Covid?

Unidentified Male: I think that conversation especially around the testing piece where we just do have kits available, it is just reminding the employees. If you feel ill, test. If you do come back positive, just make sure we know about it so we can do the pay protection. Just stay away from getting others infected possibly. I mean, I guess the conversation now as we go into that is there has been a little bit of a talk about it from the corporate level. I do not think because we are there just \_\_\_\_\_ [00:22:03].

Moderator: Yeah. I know you mentioned offering vaccines and stuff. Are you offering flu vaccines this year for employees?

Unidentified Male: Yes.

Unidentified Female: Last week.

Unidentified Male: Yes, last week we had them come out.

Unidentified Male: We had two events. We are planning one more.

Moderator: Okay. Nice. Okay, is there anything else? Is there anything maybe we did not touch on that you were hoping to talk about today?

Unidentified Male: I think we are good.

Moderator: Awesome. Those are all the questions that I have. [moderators], was there anything else?

Unidentified Female: No, I thought this was very helpful. It was very informative.

Unidentified Female: Yeah.

Unidentified Female: Thank you so much for your time.

Unidentified Male: You are welcome.

Unidentified Male: Yeah, thanks for your discussion today. I will be in contact with [redacted] and just as far as delivering gift cards. All the participants that joined us today, you will get a gift card. Yeah, if we can get that gift card signup sheet also, I can send that to you [redacted] if they did not forward that to you.

Unidentified Male: Yeah.

Unidentified Male: Other than that, I think thank you guys.

Unidentified Male: All right. Thank you.

Unidentified Male: You are welcome.

Unidentified Male: Thanks.

Moderator: Thank you all so much. Yeah, we got some really awesome information. Thank you for your time this Friday morning. We appreciate it.

Unidentified Male: Thank you. We appreciate it.

Unidentified Male: Take care.

Unidentified Male: See you.

Moderator: Okay, that was good.