

**ALASKA AIRLINES -
FALLEN SOLDIER PROGRAM
PROCESS**



I. MILITARY HUMAN REMAINS ARRIVAL PROCESS -

A. All applicable work groups will be notified that there are Military human remains (HR) that will be onboard the aircraft (Customer service agents, Maintenance and Engineering, Alaska Cargo, and Menzies).

1. Company email notification to all parties involved (All AMFA techs)
2. Hangar line maintenance personnel for applicable shift will be briefed on escort conduct
3. Alaska Air Cargo will notify POS Police on all Military HR arrivals
 - a. POS Police duty sergeant @ 206-787-5401

B. 15 minutes prior to gate arrival have a team huddle (very important).

1. Maintenance, Alaska Cargo, Customer Service Agent, and Menzies will attend team huddle
2. Discuss roles and responsibilities for each team member
3. Determine exact location of Military HR through Menzies load plan sheet

C. Cart pre-positioning

1. Staged by Alaska Cargo A45 parallel to J-line and fwd cargo pit with curtains closed
2. If Military HR is loaded in aft pit stage cart parallel to J-line and aft pit with curtains closed
3. Maintenance will stage trainer van 5038 to provide transportation to the hangar for escort(s)
 - a. Keys for van 5038 will be kept in Line Maintenance Managers office safe

D. Flight crew will be notified by their Base Chief Pilot via the fallen soldier Global Email that there is a Military HR on board

1. Flight crew will make announcement over PA asking all passengers to remain seated while the Military escort exits the aircraft
2. Maintenance Coordinator will call out over Maintenance frequency “flight on deck and to what gate”
3. Maintenance team member positioned in the jet way prior to arrival for escort duty

II. MILITARY HUMAN REMAINS REMOVAL PROCESS –

- A. Menzies team member positions belt loader to applicable pit door
 - 1. Maintenance team member will perform final height adjustment to ensure smooth transition from pit to belt loader
- B. Two Maintenance team members inside pit = common sense (i.e. HR exits feet first)
- C. Three Maintenance team members as spotters = common sense (i.e. ensures smooth transition from pit to belt loader)
 - 1. Two Spotters will prevent any drop of HR casket onto belt loader
 - 2. One spotter will operate the drive belt
- D. Five Maintenance team members work together to position HR into cart facing forward close and latch curtains
 - 1. Five Maintenance team members = Two inside & Three spotters
- E. Take Military HR to company hanger
 - 1. Alaska Cargo will transport Military HR via bobtail to company hangar
 - a. Military HR will be placed in sheet metal shop
 - b. Maintenance escort will follow bobtail in van 5038 with escort(s)
 - 2. Maintenance escort provides care for Military escort
 - a. Phone will be provided from field trip kit
 - b. Sheet Metal lead office will be offered to Military Escort for privacy and direct view of Military HR
 - c. Food will be provided
 - d. Maintenance escort point of contact will be the MOD ext 29041 or 206-793-0816

III. MILITARY HUMAN REMAINS LOADING PROCESS -

- A. Verify face-to-face that all applicable work groups are aware of outbound Military HR (pilots, flight attendants, customer service agent)
 - 1. This will be done by a Maintenance team member face-to-face
 - 2. Flight crew and flight attendants prefer face-to-face notifications versus dispatch release
 - 3. Maintenance Coordinator will contact Central Load Planning to determine exact location Military HR will be placed
 - 4. Customer Service will contact TSA requesting a **private** screening of the Military escort prior to boarding

- B. 35 minutes prior to scheduled departure time have a team huddle (very important)
 - 1. Maintenance and Menzies will attend team huddle
 - 2. Discuss roles and responsibilities for each team member
 - 3. Confirm exact location the Military HR will be placed through Menzies load plan sheet (Bump it against information provided by Maint Coordinator)
 - a. Make all possible efforts to load in forward pit

- C. Take Military HR to departure gate
 - 1. Alaska Cargo will transport Military HR via bobtail to gate
 - a. Pickup time will be D45 with a delivery time of D35
 - b. Maintenance escort will follow bobtail in van 5038 with escort(s)

- D. Reverse order of offload
 - 1. Maintenance team lead verifies with Menzies last bag has been loaded and aft/fwd pit door closed
 - 2. Maintenance team member will perform final height adjustment to ensure smooth transition from belt loader to pit
 - 3. Five maintenance team members work together to position Military HR onto belt loader head facing forward
 - a. Five maintenance team members= Two inside & Three spotters

4. Three Maintenance team members as spotters= common sense (i.e. ensures smooth transition from belt loader to pit) one operates drive belt
 5. Two Maintenance team members inside pit= common sense (ensures HR is head first facing nose of aircraft)
 6. Maintenance team member will hang up the nets, secure pit door and lower belt loader to full down position
- E. Maintenance escort will accompany Military escort to jet way or private area for final TSA screening