

What is CSAP?

The Cabin Confidential Safety Action Program (CSAP) is designed for Flight Attendants to report and the Company to identify and correct specific safety issues at Envoy Airlines. The program provides a voluntary, cooperative, and non-punitive environment for the open self-reporting of cabin safety concerns. Through your reporting, valuable information is learned that may not otherwise be obtainable.

Objective

The objective of the Cabin CSAP Program is to promote safety and we do this by evaluating your cabin safety reports. Hearing from you and learning what Flight Attendants experience out on the line is the best tool for improving safety.

Cabin CSAP promotes safety through the following essential steps:

- Identifying hazards (most critical)
- Analyzing risks
- Accomplishing corrective solutions
- Validating and verifying effectiveness
- Educating and increasing employee awareness
- Measuring overall system performance
- Ensuring a continuing system of accountability

Flight Attendants are first and foremost safety professionals, and we encounter situations daily that test the effectiveness of the policies and procedures we are taught. Through Flight Attendant experiences and concerns, improvements can be made to make our jobs, ourselves, and our airline safer.

AFA encourages Flight Attendants to submit all safety concerns to the CSAP Program. The more data that is gathered, the more systemic issues can be identified and fixed.

Our jobs have changed so much and will continue to challenge us – so please report the safety concerns you observe and be an essential part of our safety culture. You can access the CSAP program from the Inflight web page and if you have any questions or difficulties submitting your report, please contact me!