

Why We Submit Reports

Hawaiian Airlines relies on information submitted through the proper channels to make changes to policies and procedures that improve the experience for both employees and guests.

It is the responsibility of all employees to report issues so that the necessary changes may be made to our operation.

To best resolve or address any issues or incidents you have had onboard, reports should be submitted within 24 hours after the flight. It's recommended to use the WBAT app or the link from HAPeople so the report can be reviewed and processed in a timely manner.



How to Write a Narrative

WBAT reports are official documents that represent Hawaiian Airlines for formal investigations and legal proceedings. The information in the reports should only include facts of the event.

Attach relevant photos as they are often helpful.

Ensure to include the following information:

- **WHO** - First/Last names of all parties involved, seat #
- **WHAT** - What has transpired?
- **WHEN** - When did this occur? (preflight/after service/during the layover, etc.)
- **WHERE** - Where did it happen? Be specific.
- **WHY** - Any facts relative to why the event happened
- **HOW** - How the event transpired, actions taken, etc.
- Complete forms as thoroughly as possible
- Any witnesses/assistants and their information

IN-FLIGHT INCIDENT/ ISSUE REPORTING

Updated: 15 Jan 2021



SAFETY/MEDICAL



Use the following reports:

- WBAT
- In-Flight Incident Report
- In-Flight Disturbance Report
- MedLink Patch Checklist
- Medical Personnel Information

Issues include, not limited to:

- Passenger Illness/Medical Events
- Passenger Misconduct Events
- Safety/Security Events
- Fire/Smoke/Fumes/Odor Events
- Hazardous Conditions
- Cabin Events
- Tarmac Delays
- On-the-Job Injuries
 - Speak w/ an Absence Manager if submitting an OJI



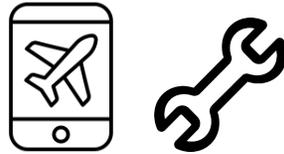
CATERING

Report discrepancies via online or paper Catering Report.

Issues include, not limited to:

- Supply shortage
- Quality issues

*Attach photos, if possible.



IFE/MAINTENANCE

Notify the FFA, who will notify the PIC so it can be placed in the logbook.

Issues include, not limited to:

- IFE seat malfunctions
- Streaming Wi-Fi connectivity
- Broken tray table
- Missing seat pushback button



CABIN CLEANLINESS

Submit a WBAT.

*Attach photos, if possible.

PAX COMMENTS



Offer CAO card and advise guest to submit comments online.



PASS TRAVEL

Submit reports via HA People.

Pass Travel > Feedback Form

SCHEDULING



Submit inquiries via IFS website.

Forms > Crew Scheduling



CREW ACCOMMODATIONS

Report issues through the CrewConneX App.

OTHER

Submit a WBAT for other issues:

- Service Deviations
- Soft Products (Pillows/Blankets, Amenity Kits, Hand Soap, SkyPads)
- Pau Hana Cart Discrepancies
- PAX Inconveniences