

CHIRP FEEDBACK

Issue No: 23

Spring 2007

EDITORIAL

WHO ARE WE? - (1)

We have received several queries from recipients of CABIN CREW FEEDBACK as to who we are, what our backgrounds are and how we deal with reports. So, from time to time, we will include an item on one or more of these aspects.

There are two key elements to **CHIRP**, the staff who run the Programme on a daily basis and Advisory Boards who provide advice and assistance on complex issues.

This time I will introduce the staff:

The **CHIRP** team currently comprises five members of staff. Our offices are located on the airfield at Farnborough, Hampshire (site of the Farnborough International Air Show). I am Kirsty Arnold, the Cabin Crew Programme Manager. I have been with **CHIRP** for over 10 years and have been dealing with cabin crew reports since the Cabin Crew Programme commenced in July 2001. I have attended Initial SEP, CRM and Security courses so have a basic understanding of the role.

Our Chief Executive, Peter Tait, is a former test pilot and Flight Operations Director; he deals with flight crew and ATC reports. Peter also assists me with cabin crew issues, such as those involving flight crew, CRM and Flight Time Limitations. Mick Skinner is our Deputy Director (Engineering); Mick recently retired from a senior engineering post with a major UK operator and deals with all of our engineering reports. We have two other colleagues, Tom Freemantle, our IT guru, who manages our computer systems and designs our web pages, and finally Mike Powell, Director (Maritime) who is a ship's Captain and runs the **CHIRP** Maritime Programme.

Next issue: Who Are We? (2) - The Cabin Crew Advisory Board.

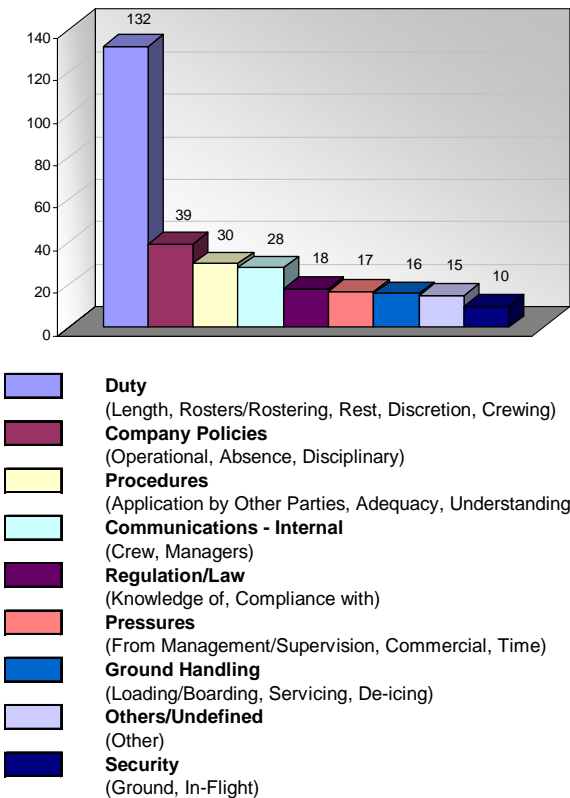
Kirsty Arnold

Number of Reports Received: 01.01.07-23.03.07: 32

Topics Have Included:

- Security Issues Downroute/Absent Security Guards
- Lack of Cabin Crew Knowledge of FTLs
- Company Sickness Policies
- Pilots Bringing Suitcases onto Flight Deck
- Rostering Issues

Most Frequent Cabin Crew Issues Received 12 Months Ending February 2007



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BACK ISSUES

Back issues of CABIN CREW FEEDBACK are available on our website: www.chirp.co.uk

CABIN CREW FEEDBACK is also available on the **CHIRP** website - www.chirp.co.uk

A Cabin Crew Safety Newsletter

from **CHIRP** the Confidential Human Factors Incident Reporting Programme

REPORTS

PRE-FLIGHT DUTIES NOT COMPLETED

Report Text: Delayed inbound to a major UK airport where one crewmember was joining. Arrived at aircraft, which had been fully boarded by a positioning crewmember and one operating crewmember (joiner). Minimum crew to board should have been three. We had not had a briefing, did not do our security checks or SEP checks (we had been told they had been carried out on our behalf) and did not know the Captain's name or who the joining crewmember was. As soon as we boarded we pushed back and had just to take nearest crew seat as no positions had been allocated.

CHIRP Comment: The crew would appear to have placed themselves under undue pressure to achieve an on time departure to the detriment of safety. It is of paramount importance that a crew member challenges any staff member if they are asked to perform a task which may be contrary to SOPs or safety and to explain their concerns at the time. The main function of cabin crew is the safety of the aircraft and passengers.

The In Charge may have assisted in this matter if he/she had been more assertive and not bowed to pressure from the ground staff/Captain.

It is also worth noting that with longer duty days some operators have procedures in place for 'despatch crews', who prepare the aircraft and check the SEP equipment to enable the operating crew to board and depart. Such procedures should be acceptable to the CAA and included in the Operations Manual.

RUSHED BOARDING

Report Text: Due to time constraints for an on time departure, ground staff in [Middle East] pushed us to board the pax only 2-3 mins after we had boarded.

Cabin security checks and toilet security checks had not been completed and pax were allowed to board at D1L and D2L anyway.

CHIRP Comment: As with the report above, the In Charge could reasonably have been more assertive and refused passenger boarding.

Both this and the previous report reflect cabin crew dissatisfaction with lapses of professional operations and expectations of high standards of safety and security. Sadly not everyone thinks this way and these omissions underline the need for cabin crew to ensure that SOPs are applied and maintained.

Although commercially important, on-time performance must not be allowed to be detrimental to safety and security.

CPR AND THE ANO

Report Text: I have a query regarding CPR and when cabin crew should cease performing it. Our company manual states that Cabin Crew shouldn't stop CPR unless:

- Medically qualified help arrives and advises and takes over or otherwise
- The casualty shows signs of life
- You become exhausted
- Only stop to re-check signs of circulation if the casualty makes a movement or takes spontaneous breath.

Would it be necessary for Cabin Crew to cease CPR to return to their crew seat and station for landing? If performing CPR in the aisle on the landing roll this would contravene the Air Navigation Order regarding being strapped in and secure for landing.

CHIRP Comment: We often receive 'what-if' queries and whilst hypothetical, it is often quite difficult to give a definitive answer as the circumstances can vary.

The CAA states that the ANO requires the commander to 'take all reasonable steps' to ensure passengers and crew are secured for take off and landing. However, if it was not reasonable to do so, because of carrying out CPR, then the CAA would not be critical of any crew member who did not return to their seat in this situation, they should just try to secure themselves and the passenger as best they can. Let's hope that the reporter and readers of CABIN CREW FEEDBACK never have to face this eventuality.

INCAPACITATION

Report Text: On the return sector, about an hour into the flight, I was leaving the flight deck after giving them their meals and was beckoned by a passenger in 4C. I was horrified to discover the passenger in 4D had their head lolled back, unconscious vomiting, inhaling his own vomit. I tried to contact my crew using the call button, but because they were at the rear of the aircraft, like the passenger in 4C, who had used their call button, the call did not register. Even when I called out there was no response. I pushed the passenger forward and started backslaps, frantically pushing the call button. Eventually a colleague joined me and the sick passenger came round after we managed to get them to cough from continuing backslaps.

In the meantime another colleague had realised something was wrong but was stuck in the cabin with two drinks trolleys (back-to-back) - she could not take her trolley back to the galley and leave the other trolley unattended in the cabin. The only way she managed to get the trolleys secured was to try and explain to a passenger how to release the brake, and she eventually made her way to the front, to be able to tell the Captain what had happened while I and my other colleague dealt with the passenger. Fortunately, the passenger responded to our treatment.

I hate to think what would have happened if I had been longer in the flight deck as the crew were totally unaware of what was happening.

CHIRP Comment: Whilst in an ideal world with more than the minimum required crew it might be relatively easy to monitor the pax/cabin continuously, this is not always going to be the case for all parts of the cabin. Regular monitoring of passengers is important; however, should an event as detailed above occur, use

all available resources to seek assistance such as asking a passenger to alert other crew members.

FIT FOR DUTY?

Report Text: I recently reported for duty which was a 1530 report to be informed of a 3 hour delay. My off duty was around 0300 local. At around 0400 local I called our crewing department to inform them that I was very tired and did not think that I would be getting sufficient rest for my next duty which was a 1510 local report. They informed me that there was nothing I could do until I'd had my rest. I then called our on-call duty manager and told them that I was again very tired but they again said that there was nothing that they could do as there was not sufficient cover for the next duty. I reported the next day for my 1510 local report and whilst speaking to the duty manager on an unrelated issue I raised the issue of my tiredness, I was again told there was nothing they could do. I did feel very tired throughout this next duty.

CHIRP Comment: The FDP quoted permitted a latest finish of 0445. The subsequent rest period of 12h 10m exceeded the required minimum rest period of 11hrs.

It is each crew member's responsibility to use the rest period properly to attempt to achieve adequate rest. However, after attempting to take rest, if you feel you are fatigued to the extent that the safety of the flight would be endangered, you should advise Crewing that you are "unfit to carry out your assigned duties and will not be reporting for duty". This should avoid any confusion or misunderstanding.

SMELL OF FUMES

Report Text: On the evening in question, we were running late from the Far East. The other cabin crew and myself became aware of a strong smell of what we concluded was like diesel, mainly at the area of D3 L&R. On calling the flight deck, I was abruptly told that, 'It's obviously the refuelling truck parked near a pack' before he hung up.

During taxi the smell became very powerful and passengers and crew were now worried. The In Charge called the flight deck and was informed that the fuel tanks were full and some might be getting into the bleed air. Still not happy, we insisted that one of the flight crew came to see for themselves [heavy crew]. The First Officer appeared to be concerned but stated that he thought it would clear after take-off and they would set the pack flow to high. He stated that the Captain wanted us to call at any time to advise them of anything worrying to us. In relation to performance issues, the packs were switched off for take off.

About a minute after we were airborne, the smell came back stronger than ever. The flight deck was bombarded with calls from throughout the aircraft all reporting the smell. We were again told it would clear and it eventually did.

I sincerely hope I have not wasted anyone's time by submitting this report but I feel the Captain's CRM was appalling.

CHIRP Comment: The reporter did not waste our time in submitting this report. Any strange smells, fumes, sounds could be critical so the reporter should be commended for persisting in attempting to alert the flight crew to their concern. Thankfully there was nothing untoward on this occasion; however, this might not always be the case.

TURBULENCE

Report Text: Surprisingly, after injuring my wrist (in turbulence) and being off work for a while, I was interested to find a new Company Notice had been introduced, putting the onus back with cabin crew to make the decision of ceasing cabin service if it is too dangerous to continue. I am obviously very aware of the danger of turbulence now.

Turbulence definitely is worse nowadays than it used to be, I cannot count the number of times we have been 'hit' by sudden turbulence - more likely, the times we haven't (the latter - few).

If it is not safe for passengers to be up in the cabin - why on earth is it safe for us to move heavy trolleys around that are 'unstable' at the best of times. These trolleys can injure passengers as well as crew. We have a job to do - of course!

Also, generally, asking the captain to put the seatbelt signs on has no effect. We are normally told that "we will be through it in a few minutes - so it's not worth putting them on" OR "we don't consider it to be that bad - we can hardly feel it up here".

Don't the flight crew know about the new notice? Surely, if the seatbelt sign is ON, we should not get these heavy trolleys out. Please clear these conflicting signals up.

There is always a totally different situation in the rear galley of an aircraft (particularly Airbus). Even to the point - a few steps forward into the cabin can be tremendously different to being in the rear galley, where you are probably trying to put trolleys and equipment away.

CHIRP Comment: The notice in question may have been issued as a result of the amendment to JAR-OPS 1.1000 (b) which states that during turbulence in the absence of instructions from the flight crew the In Charge is entitled to discontinue non safety-related duties and advise the flight crew of the level of turbulence being experienced and the need for the fasten seat belts to be switched-on.

Responsibility for the safety of cabin crew rests always with the Captain who should override any discretion permitted by company procedures for cabin service to continue whilst the fasten seat belt signs are illuminated if in his/her opinion turbulence being experienced or foreseen presents a hazard. In addition, company orders should now give additional authority to the In Charge to cease all safety-related activities if in his/her judgement the turbulence warrants this regardless as to whether or not the signs are illuminated.



CABIN CREW REPORT FORM

CHIRP is totally independent of the Civil Aviation Authority and any Airline

NAME: _____	1. YOUR PERSONAL DETAILS ARE REQUIRED ONLY TO ENABLE US TO CONTACT YOU FOR FURTHER DETAILS ABOUT ANY PART OF YOUR REPORT. 2. YOU WILL ALWAYS BE SENT AN ACKNOWLEDGEMENT FOLLOWING RECEIPT OF YOUR REPORT 3. THIS WHOLE REPORT FORM WILL BE RETURNED TO YOU WHEN YOUR REPORT IS CLOSED. No RECORD Of Your Name And Address Will Be Kept
ADDRESS: _____	
POST CODE: _____ TEL: _____	

PLEASE COMPLETE RELEVANT INFORMATION ABOUT THE INCIDENT/SITUATION

YOURSELF - CREW POSITION			THE FLIGHT/EVENT								
CABIN CREW IN-CHARGE	<input type="checkbox"/>	SENIOR CABIN CREW	<input type="checkbox"/>	DATE OF INCIDENT		CABIN LIGHTING:					
CABIN CREW	<input type="checkbox"/>	SUPERNUMERARY	<input type="checkbox"/>	TIME	LOCAL/GMT	BRIGHT <input type="checkbox"/> MEDIUM <input type="checkbox"/> DARK <input type="checkbox"/>					
OTHER:				AIRCRAFT LOCATION		DAY <input type="checkbox"/> NIGHT <input type="checkbox"/>					
EXPERIENCE/QUALIFICATION			THE AIRCRAFT			CABIN ACTIVITY					
TOTAL YEARS	YEARS WITH CURRENT AIRLINE		TYPE/SERIES			BOARDING	<input type="checkbox"/>	BEVERAGE SERVICE	<input type="checkbox"/>		
AIRCRAFT TYPES QUALIFIED ON:			NUMBER OF CABIN CREW			TROLLEY SERVICE	<input type="checkbox"/>	MEAL SERVICE	<input type="checkbox"/>		
1.	2.	3.	NUMBER OF PAX ON BOARD			TRAY SERVICE	<input type="checkbox"/>	DISSEMBARKING	<input type="checkbox"/>		
4.	5.	6.	NUMBER OF EXITS			FILM	<input type="checkbox"/>	OTHER:			
TYPE OF OPERATION			WEATHER (IF RELEVANT)			FLIGHT PHASE					
SCHEDULED	<input type="checkbox"/>	CHARTER	<input type="checkbox"/>	CLEAR	<input type="checkbox"/>	CLOUDY	<input type="checkbox"/>	PRE-DEPARTURE	<input type="checkbox"/>	TAXI	<input type="checkbox"/>
CORPORATE	<input type="checkbox"/>	OTHER:		RAIN	<input type="checkbox"/>	FOG	<input type="checkbox"/>	TAKE-OFF	<input type="checkbox"/>	CLIMB	<input type="checkbox"/>
PASSENGER(S)/INJURY(IES)				ICE	<input type="checkbox"/>	SNOW	<input type="checkbox"/>	CRUISE	<input type="checkbox"/>	DESCENT	<input type="checkbox"/>
PASSENGER(S) INVOLVED?	YES	<input type="checkbox"/>		TURBULENCE	<input type="checkbox"/>	THUNDERSTORM	<input type="checkbox"/>	APPROACH	<input type="checkbox"/>	LANDING	<input type="checkbox"/>
INJURY TO PASSENGER	<input type="checkbox"/>	INJURY TO CREW	<input type="checkbox"/>	OTHER:				STAND/GATE ARRIVAL	<input type="checkbox"/>	OTHER:	
THE COMPANY			MY MAIN POINTS ARE:								
NAME OF COMPANY:			A:								
REPORT TOPIC			B:								
MY REPORT RELATES TO:			C:								

ACCOUNT OF INCIDENT/SITUATION - (PLEASE ATTACH ADDITIONAL SHEETS IF NECESSARY)

The UK Confidential Human Factors Incident Reporting Programme



PLEASE PLACE THE COMPLETED REPORT FORM, WITH ADDITIONAL PAGES IF REQUIRED, IN A SEALED ENVELOPE (no stamp required) AND SEND TO:

CHIRP • FREEPOST (G13439) • Building Y20E • Room G15 • Cody Technology Park • Ively Road • Farnborough • Hampshire • GU14 0BR • UK

Confidential Tel (24 hrs): +44 (0) 1252 395013 or **Freefone** (UK only) 0800 214645 and Confidential Fax: +44 (0) 1252 394290

Report forms are also available on the **CHIRP** website: www.chirp.co.uk