

CHIRP FEEDBACK

Issue No: 24

Summer 2007

EDITORIAL

WHO ARE WE? - (2)

THE CHIRP CABIN CREW ADVISORY BOARD

As I mentioned in the last issue of CABIN CREW FEEDBACK, following an introduction to the staff here at **CHIRP** it is now the turn of the **CHIRP** Cabin Crew Advisory Board. The Board is comprised of an independent Chairman, a Vice-chair along with nominees from a number of UK operators covering the longhaul, shorthaul, regional, low cost and charter sectors, as well as nominees from the two principal unions, the Cabin Safety Office at the CAA and three independent flight crew members.

Our Chairman is **Captain Tim Sindall** who was a senior member of the Flight Operations Department at the CAA before his retirement.

Ms Sue Knight, Independent and Vice-chair. With 30 years experience in the aviation industry, Sue has worked for two UK airlines as cabin crew, SEP instructor, safety auditor and in management. She also spent five years as a Cabin Safety Officer for the CAA.

Captain Colin Adair is an independent flight crew member who is also a member of the CRM team at First Choice Airways.

Ms Caroline Button is Cabin Crew Manager for Titan Airways, she is also responsible for cabin service issues.

Ms Amanda Clark, Cabin Crew Manager, Eastern Airways.

Mrs Hazel Corcoran, Senior Cabin Safety Officer, MyTravel Airways. Hazel has 20 years experience in aviation and joined MyTravel as cabin crew in 1991, she is a human factors trainer and still flies.

Ms Jane Dawson, Safety Training Manager, bmi.

Mrs Janice Fisher is Manager of the Cabin Safety Office, Civil Aviation Authority. Prior to joining the CAA 9 years ago, she spent 22 years as both cabin crew and an SEP instructor.

Miss Mary Gooding is Cabin Safety Manager at Virgin Atlantic, she has 30 years experience in the Industry where she has been cabin crew and a safety instructor.

Miss Sue Graysmark, Cabin Safety Inspector, Civil Aviation Authority.

Mrs Jane Hamilton/Mr Andy Price, Inflight Service Safety & Quality, British Airways - Jane and Andy share the role. Jane has 20 years experience within the aviation industry as a crewmember, SEP Trainer and currently as a Safety & Security Adviser.

Ms Jane Heslop, CRM Instructor, Monarch. Jane has been with Monarch for 14 years and still flies as operating crew, whilst also working in the office at LGW dealing with day to day operational duties and crew welfare.

Mr Steve Jones, Safety, Recruitment and Training Manager, flybe.

Captain Lance Jordan, independent flight crew member and Flight Operations Policy and Standards Manager easyJet. This role is responsible for Flight/Cabin Operational Policy and Standards, encompassing responsibility for Flight/Cabin safety strategy.

Mr Dave Kelly, Regional Officer, Unite/Amicus Section. Dave has been in the industry since 1973 and flew with British Airways as crew for 16 years.

Ms Val Robertson, Cabin Safety Manager, Thomsonfly. Val has over 30 years experience in cabin safety and holds a current certificate for 737, 757 and 767 aircraft.

Captain Karim Sachedina, independent flight crew member and also member of the Monarch CRM team.

Ms Bev Stratfull, Cabin Safety Manager, easyJet. Bev has been in the airline industry since 1973 and she has been cabin crew and within Cabin Services/Training environments. Bev also shares the role with **Mr Chris Hewitt**. Chris is Cabin Safety Co-ordinator and Cabin Crew Trainer, he currently trains SEP, CRM and Aviation Security.

Mr Iain Tanner/Ian Newman, SCCM's for British Airways and they share the role as the Unite/Amicus Section representatives.

Mrs Debbie Warren-Price, SCCM for British Airways. Debbie joined British Airways in 1985 and became a union rep for BASSA in 2003, she specialises in Health & Safety and represents Unite/T&G Section.

Kirsty Arnold

WHAT'S IN THIS ISSUE?

	Page
Contact CHIRP	Bottom of This Page
Editorial - Who Are The Cabin Crew Advisory Board?.....	1
U/S Toilets? Yes, It's Safe to Depart.....	2
Signing-off Training Certificates.....	2
Accepting Food From Pax.....	3
Communication.....	3
Report Times.....	3
Report Form.....	Outside Back Cover

A Cabin Crew Safety Newsletter

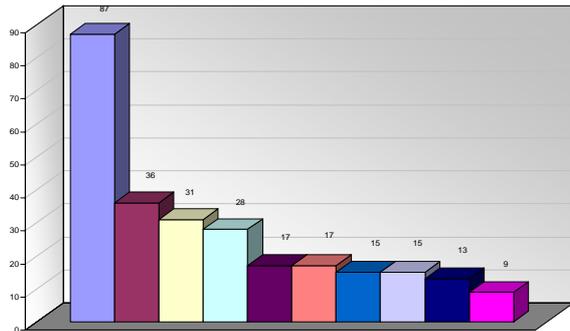
from **CHIRP** the Confidential Human Factors Incident Reporting Programme

Number of Reports Received: 01.04.07-30.06.07: 32

Topics Have Included:

- Faulty PRA System
- Incomplete Boarding Cards
- Rostering/Length of Duty
- Security Searches
- Provision of Crew Food

**Most Frequent Cabin Crew Issues Received
12 Months Ending May 2007**



- Duty**
(Length, Rosters/Rostering, Rest, Discretion, Crewing)
- Company Policies**
(Operational, Absence, Disciplinary)
- Procedures**
(Application by Other Parties, Adequacy, Understanding)
- Communications - Internal**
(Crew, Managers)
- Regulation/Law**
(Knowledge of, Compliance with)
- Others/Undefined**
(Other)
- Ground Handling**
(Loading/Boarding, Servicing, De-icing)
- Pressures**
(From Management/Supervision, Commercial, Time)
- Security**
(Ground, In-Flight)
- Environment**
(Visibility, Wind, Temperature, Lighting)

REPORTS

U/S TOILETS? YES, IT'S SAFE TO DEPART

Report Text: The aircraft was one hour late in from its previous service, a long day with max use of toilets. On boarding I was informed by the In Charge that one of the rear toilets was u/s due to there being no lock on the door. It was a deferred defect as engineering were waiting for a part.

During pax boarding it became apparent that two other rear toilets were not flushing properly and had not been dumped correctly as they were full to the brim with human waste, toilet paper and tissue. I informed the In Charge who immediately told the Captain. We only had three serviceable toilets out of six. We weren't full outbound but had a full load expected inbound. Towards the end of boarding the In Charge informed me that we were going anyway!

I was under the impression that we should not leave Base with more than one u/s toilet on the aircraft. This

not only poses problems in-flight with massive queues building up at both ends of the aircraft, resulting in a possible security and safety problem, but it is also a health and safety infringement.

CHIRP Comment: Reports of this nature are not uncommon. However, there is no airworthiness requirement for toilets to be installed on aircraft. A number of operators have procedures in place, or a limitation in the MEL, which prevents an aircraft departing (mainly from base) with u/s toilets; however, the reason for this is for passenger comfort/customer satisfaction.

This report was raised, in confidence, with the operator's Quality Department who could find no record of this incident. If you do experience such an event it is imperative that you report the matter to the In Charge who will record the defect in accordance with company procedures. To mention it to the engineer does not help operators keep track of their defects. In this instance the operator did confirm that they were aware of problems on this aircraft type. The operator wrote to all overseas handlers about the servicing issues and visited the UK based agencies to emphasise the required servicing procedure.

SIGNING-OFF TRAINING CERTIFICATES

Report Text: I'm employed as an SEP Trainer. Recently our crew completed their Fire & Smoke Practical training with a Third Party Trainer (who has an excellent reputation). The crew were rostered to attend their training at the [third party] Training Centre, however, no SEP Trainer from my company was rostered to attend/supervise the training to ensure it was being completed to our SOP's. We have now received a request from our manager to sign off the crew training certificates relating to this. I am concerned that as I have not witnessed the training how am I to know that the trainee is competent in Fire & Smoke Practicals? Should anything go wrong onboard an aircraft involving Fire Fighting and the CAA investigates and focuses on the training, my signature will be on the Certificate confirming that the individual was competent.

On questioning this, the response I received was, "It's only a signature"!! I always understood that you should never sign for anything on Training Certificates unless you have trained or witnessed the material being completed yourself, as it is a legal document. Please could you advise if I am right in refusing to sign these Certificates and could any action be taken against me by my company?

CHIRP Comment: Operators may use third-party training organisations to carry out certain elements of training. In order to do so the operator will specify the organisation in the Operations Manual and provide a syllabus with associated procedural material. There is no requirement for an instructor to be in attendance, although many operators do provide an instructor to monitor the training for standardisation and compliance.

Training records should ideally be signed by the instructor carrying out the training but there is no definitive requirement for this.

ACCEPTING FOOD FROM PAX

Report Text: During a recent flight a passenger offered a large jar of peanuts - unsealed - to a cabin crew member as they "didn't want them anymore". I arrived in the galley at the same time and saw the crew member eating the nuts and offering them around to their colleagues. I confiscated the nuts immediately, yet some of the crew were angry at my actions and pointed out there was nothing about not eating food stuff given by pax in our cabin crew manual - although it is common sense it is obvious to me that some crew members do not comprehend the health, safety and security implications (the entire crew could very easily be rendered helpless!!)

CHIRP Comment: The Cabin Crew Advisory Board concluded that whilst the Health & Safety implications were somewhat small, it was probably advisable to either politely decline food from a pax or accept the food and dispose of it in the galley.

COMMUNICATION

Report Text: Approximately 2 hours before landing I noticed a whining noise I'd not previously heard before (though this was my first time operating on this aircraft for a while) so I telephoned the In Charge to let them know. I was put on to the Captain who was standing in the forward galley, he said that it was probably a seal from one of the hold doors, he also said our nearest diversion was our original destination therefore there was nothing he could do.

Approximately 2 minutes later while we all noticed a pungent acrid burning plastic smell, alarmed we immediately called the flight deck while searching for the source of the increasingly pungent smell. The Captain told me we was too busy to talk to me and hung up. The In Charge appeared, and by this time a colleague had found smoke emitting from the brewers. All circuit breakers were pulled and the In Charge pulled the brewers from the galley leaving them there. By the time the In Charge had returned to the forward galley there was still smoke and fumes emitting from both brewers so I called the In Charge once again expressing my concern. I also notified the flight deck (Captain told me that now it had been disconnected from the power source that was impossible.) Finally the In Charge came back up and agreed to put the brewers in an empty cart and told me to stop panicking the crew (who were all acting in an extremely professional manner with BCFs to hand).

We continually monitored the area, the crew and myself were experiencing discomfort in our throats and eyes and I was aware that heat was still emanating from the brewers. I called the In Charge and asked again that a pax qualified as an engineer could at least take a look; they reluctantly agreed.

The pax discovered both brewers were still acting as capacitors and that energy was still stored within, he disconnected several electrodes and the smell seemed to lessen a little.

The whole event was treated like a major inconvenience and I am shocked that I was not taken seriously in the whole matter. With all the training we are given it is not

acceptable that matters like this, no matter how insignificant they may seem at first, are not treated with the utmost integrity.

CHIRP Comment: CHIRP recommended that the reporter raise this matter with their operator to permit an internal investigation, which they did. What was deemed a real safety concern to the reporter and nothing major to the Captain could have been dealt with by a detailed explanation from the Captain; this could have allayed the concerns of the reporter. The In Charge could also have assisted the cabin crew by taking their concerns more seriously.

Whilst on this occasion the engineer/pax found the heat source and assisted in the removal of the unit it is wise to treat passenger assistance with caution. Passengers are unlikely to be familiar with aircraft equipment resulting in their good intentions causing more damage. If something smells/sounds unusual, report it to your In Charge.

REPORT TIMES

Report Text: I am increasingly concerned about our airline's continued abuse of the rules surrounding report times.

As I understand it from previous CHIRP articles a cabin crew member's report time should be long enough to allow the crewmember to complete all company required duties prior to a flight.

Our airline uses the report time as the start of briefing time forcing crew to have all their duties completed prior to the report time, this has just been emphasised recently when managers sat in on briefings and made the In charge commence the pre-flight briefing at the rostered report time.

Our training school is currently giving guidelines to new crew stating they must come in at least 20 minutes prior to the report time and telling them that all their duties must be completed before.

Our airline operates both short haul and long haul but the report time is the same for both despite the crew having to carry out additional duties for long haul e.g checking in bags, double the amount of paperwork and forms which are not normally required on short haul routes.

The company has in the past been very vocal in stating that it expects briefings to commence at report time but has backed off making statements like this following a few CHIRP articles showing that they were not allowed to do this, they have never however retracted any of this previous training and it remains an unwritten rule within the airline.

CHIRP Comment: An operator should provide sufficient time for crew to carry out their normal duties, however, there are times i.e. long term absence, job-share, part-timers etc, when it would be advisable to arrive early to catch-up with notices etc. This is not mandatory but demonstrates professional responsibility.

This report was forwarded to the CAA for their information and further action, if necessary.



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"/> DISEMBARKING <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"/>	NO <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