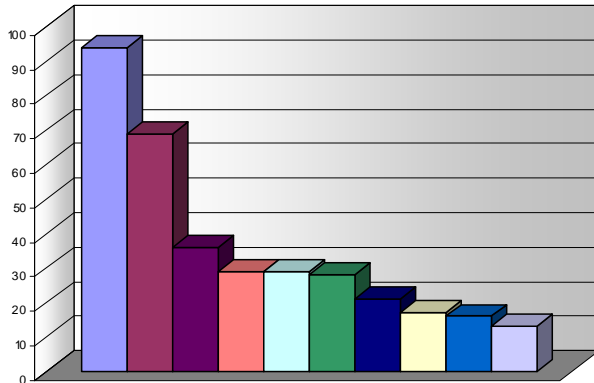


# CHIRP FEEDBACK

Issue No: 36

Summer 2010

## Most Frequent Cabin Crew Issues Received 12 Months Ending May 2010



- **Duty**  
(Rosters/Rostering - 39, Length - 25, Rest - 14, Discretion - 10, Crewing - 4, Disruption - 2)
- **Works Council Referral**  
(Terms & Conditions/Industrial Relations - 68, Relevance/Design - 1)
- **Communications - Internal**  
(Team/Shift/Watch - 26, Managers - 10)
- **Company Policies**  
(Operational - 13, Safety Reporting/Culture - 13, Disciplinary/Grievance - 2, Responsibilities/Accountabilities Unclear - 1)
- **Team Working**  
(Insufficient Team Work/Building - 20, Working in Conflict 7, Lack of Leadership/Assertiveness - 1, Unrealistic Expectation - 1)
- **Procedures**  
(Application/Use of - by Other Party - 22, Knowledge of - 4, Understanding/Interpretation/Complicated - 1, Inadequate - 1)
- **Pressures**  
(Commercial - 10, Time - 8, From Management/Supervision - 3)
- **Training**  
(Inadequate Staff Training - 13, Inadequate Specification/Requirements - 3, Relevance/Design - 1)
- **Security**  
(Ground - 11, In Flight - 5)
- **Regulation/Law**  
(Knowledge of - 10, Compliance with - 3)

### COMMENTS RE: CCFB 35

**Report Text:** I refer to your last issue [CCFB35] and as an experienced crew member disagree with some of your feedback comments in relation to 'Unmanned Doors Due to the Performance of CPR' - you quote that 'saving a life is a priority' - as much as I would like to agree with you - saving 350 plus lives is a priority and all crew should be secure in their jump seats on landing - should an emergency evacuation be required - unfortunately that one person requiring CPR could result in a loss of ??? lives due to crew not being at their designated doors and therefore resulting in 'how many un-open doors and wasted evacuation routes'.

Sorry don't want to annoy you - usually love reading CHIRP but I hope that you appreciate negative feedback as well as positive.

**CHIRP Comment:** Our thanks go to the reporter for taking the time to provide feedback on the report *Unmanned Doors Due to Performance of Passenger CPR* published in the last issue of CCFB (No 35). We appreciate receiving comments on matters such as these, especially when they highlight other points that cabin crew might wish to take into account.

The reporter makes a valid point: the decision to continue providing CPR during landing where one life could be at risk should be balanced against the possibility of a full emergency evacuation being required on that particular landing whilst the cabin crew member is not at their station ready to initiate the door opening. On balance, this risk is probably minimal, and even if an evacuation were to be required, it remains possible that the cabin crew member would still be able to move swiftly to the assigned door and commence the opening procedure. The utilisation of ABPs or positioning crew may help to support this option.

One further point which should also be considered is the cabin crew complement of that particular aircraft. If there are more cabin crew than required and some with no door responsibility it may be acceptable to continue/carry out CPR. If, however, the aircraft is a single cabin crew operation the risks would need to be assessed and would be the decision of the SCCM/crew member on the day, in consultation with the Captain.

### SCCM RESPONSIBILITIES

**Report Text:** My company devolves responsibility to the SCCM to locate and inform cabin crew of a delay when downroute, usually in a hotel (rather than crewing as they would if we were at home). This can involve disruption to the SCCMs rest as it can take up to 45 minutes, depending on the number of crew and where we are etc. Often downroute the SCCM has to leave their room, go to a number of different locations - restaurant, pool etc - to find crew as they are often not in their room. Each time you call/locate a crewmember you have to explain the whole issue adding time to the disruption. After which it is difficult for the SCCM to return to sleep.

I don't see how this policy fits in with the definitions for 'duty' and 'rest period' as set out in the CAP371 document on the CAA web site if my hours do not start ticking from when I am asked to inform the crew of delays etc.

While there must be a common sense approach on my part is this practice, due to its possible length,

CABIN CREW FEEDBACK is also available on the **CHIRP** website - [www.chirp.co.uk](http://www.chirp.co.uk)

A Cabin Crew Safety Newsletter

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

effectively not putting the SCCM "on duty" as such (communicating) and therefore interfering with their rest and ability to go back to sleep in a delay? I find myself constantly traipsing around during my rest period searching for crew. This issue has been raised with my company by other SCCMs; they have declined to change the policy as they do not see it as a major issue.

Suggestions:

1. Crew must be in their rooms to take a delay at a pre determined time before the wake up call.
2. Crewing call all rooms as they would have to call all homes if crew were at home (avoiding allocating the SCCM a duty).

The SCCMs rest is just as important as the other crew.

**CHIRP Comment:** In follow-up with the reporter it would appear that this is not a written company procedure, however, the SCCM is entitled to a proper rest period and thus this procedure should be incorporated within the company instructions. The SCCMs rest is just as important as that of the other cabin crew members.

It is understood that some operators have a system in place where in the event of a delay the hotel is contacted and their staff will notify the relevant crew members. This avoids disrupting the SCCMs rest.

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### EXPIRED SEP

**Report Text:** I missed my SEP exam and am waiting to be rostered onto another course so I can remain current on the aircraft I am working on. My new roster was issued with no SEP on it, but when I check in for my duty the computer tells me that I need to do SEP. I am now being manually checked in, however, every time I question this I am told my SEP expires one month later than when I last did my exam ...

**CHIRP Comment:** The practice of manually overriding the system as described in this report has been referred to the CAA Cabin Safety Office for their information. Computer systems that permit cabin crew to check-in for their duty have safeguards in place for a reason.

**EU-OPS 1.1025 states:** "The period of validity of recurrent training and the associated checking required by OPS 1.1025 shall be 12 calendar months in addition to the remainder of the month of issue. If issued within the final three calendar months of validity of a previous check the period of validity shall extend from the date of issue until 12 calendar months from the expiry date of the previous check".

The flexibility provided in the regulations permits an operator sufficient time to roster all their cabin crew to attend their annual/recurrent SEP.

Part D of your own company's Operations Manual will detail the specific procedures for when cabin crew must complete their recurrent SEP.

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### INCORRECTLY FITTED EMERGENCY DOOR LIGHTING

**Report Text:** For a number of years, this particular (wide body) aircraft has been flying with incorrectly fitted emergency lighting at one door location. The emergency lighting mounted in the door is positioned so that when the door is fully open, the emergency lights should point

aft over the wing illuminating the slide which deploys over the rear of the wing. On this particular aircraft they have been mounted in the door the wrong way round so that when opened, the lights would point off the front of the wing, not the rear.

This matter has been reported several times over the past few years via Tech Log, flight crew have raised ASRs, along with internal reports from cabin crew. This aircraft's lights are pointing in the opposite direction to all the other aircraft of the same type that we operate.

The company have completely ignored this problem.

Please can you ask Engineering to look at the door? Is it this aircraft that is wrong or the entire rest of the fleet?!

**Incorrect Orientation:**



**CHIRP Comment:** This matter was raised with the operator's Engineering Department who advised that "we reviewed the door emergency lighting and confirmed the reporter's concern that the orientation was incorrect. A work request was raised to interchange the light assemblies and this was accomplished prior to the aircraft's return to service. We inspected a further three aircraft and the installations were all correct."

**Correct Orientation:**



CHIRP congratulates the reporter for pursuing and reporting their concerns; if something 'doesn't feel right', it often isn't. CHIRP also thanked the Engineering Department for acting on the CHIRP report and expeditiously rectifying the matter.

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## CLARIFICATION ON REST

**Report Text:** I would appreciate clarification on minimum rest at home base, according to CAP371 stating "Exceptionally, at home base, individual crew members may be asked to exercise their discretion to reduce rest by up to a maximum of one hour but only to a minimum of 12 hours for Flight Crew and 11 hours for Cabin Crew." To my understanding the company should not roster a duty with less than 12 hours rest at home base, however in case of delay this can be reduced to 11 hours.

In my specific case I have been rostered 11 hours and 20 minutes rest. Is this legal? If so, by the meaning of "the crew members may be asked to exercise discretion" means to me that the company has to verbally ask me to reduce my rest and consequently I have to agree. In my case I was forced to reduce my rest.

I would also like to have clarification for positioning flights prior to duty, duty time starts when you report for your positioning flight, however, does this count as a sector for Maximum Flight Duty Period, example: for a check in at 06.00 for a positioning sector and consequently operating 3 sectors afterwards would I have to be considering in Table A 4 sectors starting at 06.00 or 3 sectors starting at 06.00 to find out the maximum hours of duty allowed?

**CHIRP Comment:** For cabin crew the minimum rest period that will be provided (ie rostered) before undertaking a flying duty period shall be at least as long as the preceding duty period less 1 hour, or 11 hours, whichever is the greater. (CAP 371 Part B paragraph 24.2 (b).) However, as quoted in the reporter's first paragraph, exceptionally at home base, individual cabin crew members may be asked to use their discretion to reduce their rest by up to 1 hour but not below 11 hours. (CAP 371 Part B paragraph 17.2.2.) Thus, on the information provided by this reporter, rest of 11 hours and 20 minutes would seem to have been rostered within the rules.

In answer to the reporter's second question, positioning does not count as a sector for calculating FDP from Table A in CAP 371: thus the reporter should use 3 sectors in the example quoted. (CAP 371 Part B paragraph 11.1).

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## BCF REQUIREMENTS

**Report Text:** Our company has chartered a narrow body aircraft which is being operated by our company's cabin crew but the other company's (non-UK AOC) flight crew. This aircraft only has 2 BCFs in the cabin which is of concern.

Please can this be investigated? I do not want to be identified at all from this report. We work for a UK airline and want to be protected by UK CAA regulations not [the non-UK AOC] country's.

**CHIRP Comment:** EU-OPS 1.790 Sub-part K states "at least one of the required fire extinguishers in the passenger compartment of an aeroplane with a maximum approved passenger seating configuration of at least 31 and not more than 60 and at least two of the fire extinguishers located in the passenger compartment of an aeroplane with a

maximum approved passenger seating configuration of 61 or more must contain BCF as the extinguishing agent."

This means that an aircraft operating within the European Community with more than 61 seats, would be expected to have a minimum of two BCF extinguishers in the passenger compartment.

Whilst cabin crew may be used to operating with more than two BCF's onboard their own company aircraft this is actually 'over and above' the EU-OPS requirements. A number of UK operators have now revised the number of BCF extinguishers to be in-line with EU-OPS.

The reporter states that the aircraft in question is on a lease from a non-UK operator. However, following recent mergers within UK airlines, the use of company/group owned aircraft is now a more frequent occurrence and cabin crew might note that the aircraft on which they are operating is 'different'. This does not necessarily mean that the aircraft is operating 'illegally'. If you are in doubt about the scale of equipment carried, report any concerns to your company via the company internal reporting system.

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## SICKNESS REPORTING, NOT JUST A UK PROBLEM ...

**CHIRP Narrative:** This report was taken from the US ASRS (Aviation Safety Reporting Scheme) CALLBACK Publication (Issue 339, March 2009):

The safest advice is not to fly while suffering from any illness. Even a minor illness may seriously degrade performance of duties vital to safe flight, as well as produce distracting symptoms that may impair mental functioning. In a report to ASRS, a B757 Captain described his concern about a flight attendant flying with laryngitis.

■ *While checking in with gate agent, she...laughed saying that we would not be able to hear the purser because she had a terrible case of laryngitis. When I attempted to brief the flight attendants, it was painfully obvious that she had almost no voice at all! I asked her if she would be able to perform her duties and 'bark' her commands if an evacuation were necessary. She replied that she would do her best...She relayed to me that she really did not want to call in sick because of the sick leave policy. She stated that she did not really feel that bad, but she was also worried about her voice and ability to give commands during an evacuation if necessary....*

*I nor any of the rest of the crew appreciated being exposed to her virus! I also wonder what the health/safety authorities...would think about a flight attendant serving meals/drinks with a contagious condition? I was tempted to ask her to pull herself from the flight, but at such short notice, I knew that we would be greatly delayed, if not canceled. I advised her that if she wished to continue, that she must grab a megaphone immediately if the need for any emergency condition developed. She felt comfortable with this and even 'keyed up' the megaphone to see if she could be heard properly.*

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# CHIRP

## CABIN CREW REPORT FORM

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

Name: <input type="checkbox"/> Indicates Mandatory Fields	<ol style="list-style-type: none"> <li>1. Your personal details are required only to enable us to contact you for further details about any part of your report. Please do not submit anonymous reports.</li> <li>2. On closing, this Report Form will be returned to you. <b>NO RECORD OF YOUR NAME AND ADDRESS WILL BE KEPT</b></li> <li>3. <b>CHIRP</b> is a reporting programme for safety-related issues. We regret we are unable to accept reports that relate to industrial relations issues.</li> </ol>
Address: <input type="checkbox"/>	
Post Code <input type="checkbox"/> Tel: <input type="checkbox"/>	
e-mail: <input type="checkbox"/>	

<b>It is CHIRP policy to acknowledge a report on receipt and then to provide a comprehensive closing response, if required. If you do not require a closing response please tick the box:</b>	No. I do not require a response from <b>CHIRP</b> <input type="checkbox"/>
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**PLEASE COMPLETE RELEVANT INFORMATION ABOUT THE EVENT/SITUATION**

YOURSELF - CREW POSITION	THE FLIGHT/EVENT	CABIN ACTIVITY
SCCM <input type="checkbox"/> CABIN CREW <input type="checkbox"/> SUPERNUMERARY <input type="checkbox"/> OTHER:	DATE OF INCIDENT TIME LOCAL/GMT AIRCRAFT LOCATION	BOARDING <input type="checkbox"/> INFLIGHT SERVICE <input type="checkbox"/> DISEMBARKING <input type="checkbox"/> OTHER:
<b>EXPERIENCE/QUALIFICATION</b>	<b>THE AIRCRAFT</b>	<b>FLIGHT PHASE</b>
TOTAL YEARS   YEARS WITH CURRENT AIRLINE <b>CURRENT AIRCRAFT TYPES QUALIFIED ON:</b> 1.   2.   3.	TYPE/SERIES NUMBER OF CABIN CREW NUMBER OF PAX ON BOARD	PRE-DEPARTURE <input type="checkbox"/> TAXI <input type="checkbox"/> TAKE-OFF/CLIMB <input type="checkbox"/> DESCENT/LANDING <input type="checkbox"/> STAND/GATE ARRIVAL <input type="checkbox"/> OTHER:
<b>PASSENGER(S)/INJURY(IES)</b>	NUMBER OF EXITS	<b>TYPE OF OPERATION</b>
PASSENGER(S) INVOLVED? YES <input type="checkbox"/> NO <input type="checkbox"/> INJURY TO PASSENGER <input type="checkbox"/> INJURY TO CREW	<b>WEATHER (IF RELEVANT)</b>	SCHEDULED <input type="checkbox"/> CHARTER <input type="checkbox"/> CORPORATE <input type="checkbox"/> OTHER:
<b>THE COMPANY</b>	OTHER:	<b>My MAIN POINTS ARE:</b>
NAME OF COMPANY:	<b>REPORT TOPIC / MY REPORT RELATES TO:</b>	A:
		B:
		C:

**DESCRIPTION OF EVENT**

Your narrative will be reviewed by a member of the **CHIRP** staff who will remove all information such as dates/locations/names that might identify you. Bear in mind the following topics when preparing your narrative:

Chain of events • Communication • Decision Making • Equipment • Situational Awareness • Weather • Task Allocation • Teamwork • Training

**continue on a separate piece of paper, if necessary**

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 • 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](http://www.chirp.co.uk)