

REPORT BY REPORT WE CAN MAKE AVIATION A SAFER PLACE.

Posted on 27.03.2024 by Jennifer Curran



Category: [Cabin Crew](#)

EditionCCFB 82

Editorial

What do you do when something goes wrong onboard that relates to safety?

We all know what should happen; the event (or close call) should be reported internally as soon as you can do so. Sadly, all too often people feel that once the matter has been 'sorted' there's no need to report and so it goes unreported. In the end, this means that important lessons are then not learned by your fellow crew and SOPs can't be changed (if required) by your company.

Submitting a safety-related report about incidents can be scary, and there are plenty of rational reasons to be worried about doing it. As ex-cabin crew, pilots, engineers, and ground handlers ourselves, we know all about those fears at CHIRP, the Confidential Human-Factors Incident Reporting Programme. Those fears are known as the 'four Rs': revealing your identity, reprisals from managers, ridicule for speaking out, and rejection if your reports are ignored or suppressed. That's why, over 40 years ago, CHIRP was founded and there are many other confidential reporting schemes worldwide (and outside of aviation) based on CHIRP. We are the UK's only confidential, independent and impartial aviation safety reporting programme and across thousands of reports

(some of which have shaped company or regulatory policy) we have never revealed a source.

Protecting you and your safety

As anyone with experience of working in aviation will know, a lot has changed in those 40 years. New ways of working onboard and commercial demands – as well as new technologies – have changed the industry, mainly for the better. One thing that has not changed is the need to continuously improve safety. At CHIRP Aviation we work hard to ensure that cabin crew, pilots, air traffic controllers, ground handlers and engineers can report safety-related incidents and near-misses easily and without risk to them or their job. Reports from other aviation communities, including General Aviation (light aircraft, gliders, skydiving, etc.) and Drone/UAS (pilots and operators) are also welcomed by CHIRP Aviation.

By sharing information with us, we may identify safety issues in the aviation industry so that others can learn from them and prevent such events in the future. Knowledge is power and the more reports received the more lessons can be shared. If we see safety trends being repeated across the Industry, we are able to share these with operators and regulators. We want to empower cabin crew; by allowing us to amplify your voice. By submitting a report you are helping to raise safety standards across the wider aviation industry for everyone.

The 'how' and 'why'

While CHIRP is a safeguard for crew worried about the risk of speaking out, reporting to CHIRP does not replace official company reporting channels, it is often a requirement within an Operations Manual to report safety events within their Safety Management System (SMS). The most immediate way of making a difference to the safety of crew and passengers is for your company to be made aware of not only actual incidents but also near misses. However, if you feel unable to report internally, submitting a report to CHIRP ensures that those learnings are anonymised.

Reporting to CHIRP is simple, you can submit a report online or via our app in minutes. Anything that could be used to identify a reporter is removed by us and we liaise with the reporter (you!) every step of the process. Managers and colleagues will never know who has made a report.

The CHIRP cabin crew programme receives hundreds of reports a year, not all of them need actioning, however, the data from those reports helps the industry monitor trends and highlight areas that may be of concern. Our tri-annual newsletter features some of your reports, these reports allow our readers to learn from your experience and help to prevent the same incidents from recurring again. Some of these reports are also shared via our social media platforms, help us share our safety message by following us on [Facebook](#), [X](#), and [LinkedIn](#)

Improving industry-wide safety together

Recent reports have highlighted a range of concerns including commercial pressures and fatigue. Sometimes the reports lead to changes in company policy and, where needed, to intervention by

the regulator.

Each report plays its part in raising awareness of important safety issues, wider trends and provides lessons for crew and aviation leaders alike to learn from. To make sure your colleagues have the opportunity to learn from your safety experiences, and to make the aviation industry a safer place to work, trust CHIRP. Report by report we can make aviation a safer place.

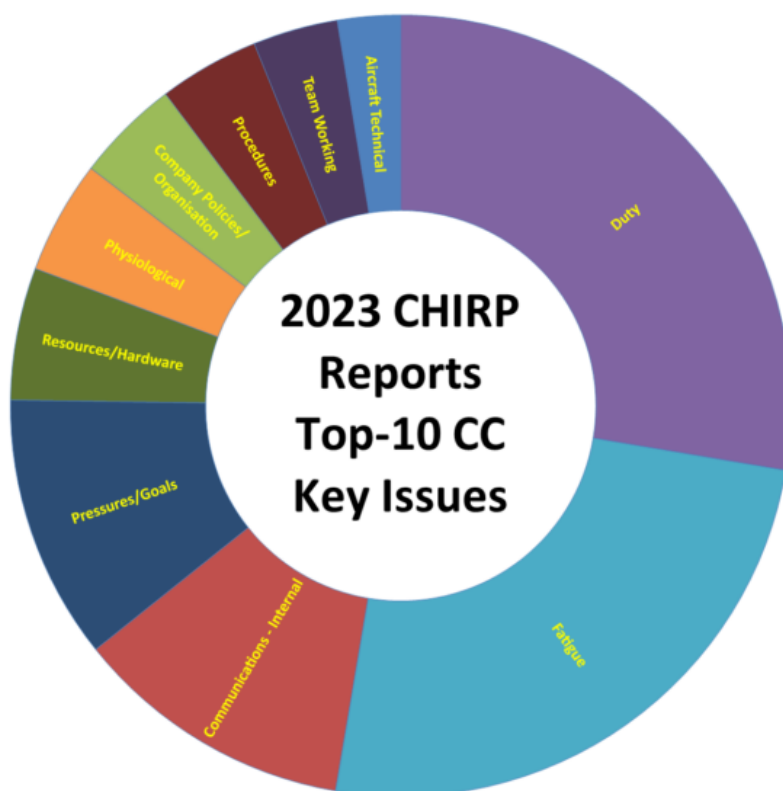
Stay safe,

Jennifer Curran

Reports Update

Cabin crew, primarily from UK operators, have submitted confidential safety-related reports on a variety of topics to CHIRP. The top-2 key issues for 2023 were related to duty periods and fatigue.

The 3rd highest key issue related to internal communications which includes reports related to communications with management, scheduling teams, crew to crew and safety notices. The Top-10 Key issues are shown in the accompanying graphic:



Recognition

CHIRP would like to express its gratitude to Lisa Huttleston, who due to starting a new role away from cabin safety has stood down from her position as Chair of the CHIRP Cabin Crew Advisory Board (CCAB). We are immensely grateful for Lisa's contribution throughout the years, both as a CCAB member and, from June 2019, as the Chair of the CCAB.

CHIRP FEEDBACK Survey

We value your opinion about our FEEDBACK newsletters and associated engagement methods, please spend a few minutes responding to [10 short questions about CHIRP Aviation FEEDBACK](#).



BHDV

The CHIRP Aviation Programme also provides a facility for confidential reporting of Bullying, Harassment, Discrimination and Victimisation (BHDV) where there is an identifiable safety-related concern. CHIRP has no specific expertise or resources to investigate BHDV reports. CHIRP's role is to aggregate data to build a picture of the prevalence of BHDV in the aviation sector. See our BHDV page on the CHIRP website for further information. [CHIRP's role in reporting Bullying, Harassment, Discrimination and Victimisation \(BHDV\)](#)

