

CC5886

Posted on 04.04.2023 by Jennifer Curran

Category: [Cabin Crew](#)

Report Title SOPs not being adhered to

Initial Report

Since returning from furlough I've witnessed crew not completing pre departure security checks properly. Much of this I believe is due to the SCCM wanting an on-time departure & crew are rushing due to passengers boarding. On occasions passengers have commenced boarding before checks are passed to the SCCM.

For example, on a recent flight, on arrival at the aircraft a crew member proceeded to put their cabin bags into a wardrobe which was full of blankets etc. This particular wardrobe was my check, in my area of responsibility. The cabin crew member was very unhappy that I asked them to remove their bags until I'd checked through & behind the contents of the wardrobe and didn't seem to understand the importance of me checking the wardrobe pre departure.

On some flights toilet checks have not been actively completed on a regular basis. It's difficult to 'prompt' newer crew to do these checks as they take offence as if they're being told what to do.

I don't recall being as worried about safety as I am currently and I feel things are getting worse. It doesn't help that cabin crew are exhausted at the moment due to terrible rostering.

Sadly, I don't feel I comfortable reporting my feelings to the company.

Comment

The regulations state (a) The crew member shall be responsible for the proper execution of his/her duties that are:

- (1) related to the safety of the aircraft and its occupants; and
- (2) specified in the instructions and procedures in the operations manual.

If you are aware that an SOP has not been adhered to, you should feel confident to address this with your colleagues. The more sectors a crew member completes, the more familiar they become with their roles and responsibilities onboard the aircraft, this isn't just applicable to inexperienced crew, but also to crew that may be on a new aircraft type – we were all new once and must remember to support new crew. It is important that you notify the SCCM if you believe that any checks have not been completed as per your operations manual. Everyone is responsible for

ensuring a safe flight, and by not raising concerns before departure you are risking an unsafe situation.

The reporter mentions that they don't feel comfortable reporting their concerns to their operator, CHIRP is here as a means by which individuals are able to raise safety-related issues of concern without being identified to their peer group, management, or the Regulatory Authority. The fundamental principle underpinning CHIRP is that all reports are treated in absolute confidence in order that reporters' identities are protected.

CHIRP does not replace organisations' Safety Management System (SMS) reporting schemes, when these are available and, if they feel able, reporters should always consider using these first before coming to CHIRP because this should result in a faster and more integrated response from the organisation. Most operators also have their own internal confidential report programmes.



