

# CC6250

Posted on 13.07.2023 by Jennifer Curran

**Category:** [Cabin Crew](#)

**Report Title** Passenger Bags

## Initial Report

Onboard SCCMs consistently tell me to stow bags that are heavy – I have told the SCCMs I am not lifting the bags and that they should be offloaded if the pax can't lift them. However, when a pax boards as a PRM the SCCMs typically tell me it's not a choice as the pax is disabled. I have sought legal advice regarding our manuals and the legislation followed, stowing bags should be done by the airport managing body/its contracted staff.

Recently I pushed a very heavy bag and I felt a shooting pain in my neck, I winced as I pushed the bag. During my break I cried, I hid as to not be seen by the other crew. I was in pain and so hurt and disappointed with my colleagues. I am still experiencing pain in my head and neck. I cannot report sick for due to being on a temporary contract, I have a mortgage and family to think about and cannot risk not being employed further.

## Comment

All cabin crew should receive manual handling training. Good practice prior to assisting lifting a bag is to test the load of the bag first; crew must not lift bags that are beyond their lifting capabilities and should ask for assistance if it is required. For PRMs the special assistance staff should be available to assist with putting the passengers' bags into the overhead lockers.

**CAP757 states:** *'As far as possible, cabin crew should provide minimal assistance with passenger carry-on baggage and encourage passengers to stow their own baggage. Where possible, cabin crew should avoid lifting carry-on baggage into overhead lockers but, if no other solution can be found, the crew member should assess the baggage and, if necessary, request assistance before lifting it'.*

Any bags that are beyond your lifting capabilities and/or your operator's weight restrictions should be off loaded and put into the aircraft hold. If you are offloading passenger bags, then please ensure that you ask the customer if they have everything they need for the flight prior to taking the bag; including consideration for dangerous good restrictions, and passport and medication are must haves.

The safety implications of operating as crew when unfit to do so are clear. Safety may be being compromised by crews feeling pressured to operate when they are unfit to do so, whether it is

perceived pressure from your operator or personal pressures. Although the reporter's injuries occurred after they had commenced their duty, an assessment still needs to be made as to whether you are fit to continue to operate because flying when you are unfit may lead to the exacerbation of your symptoms and/or injury.



