CC6325

Posted on 11.12.2023 by Jennifer Curran

Category: Cabin Crew

Report Title Arming of doors against SOP

Initial Report

The SCCM told all ground staff to leave the aircraft. At this time, the Flight crew made a PA. The intro PA from the flight deck which is normally done during boarding.

During the flight deck PA I received an interphone call to my door. I answered as SOP "Name at door". I could tell it was the SCCM by their distinctive accent, they didn't say their name and what door they were calling from, as per the SOP. They said "Can you arm your door now please" and hung up.

I was thrown off guard as it wasn't the standard PA to instruct us to arm doors for departure. I also didn't know if I was just arming my door or mine and the door opposite me, as that door was uncovered at the time (SOP is to walk across and arm the door if the crew member isn't at their door yet and then verbally inform them their door is armed). I began second guessing myself if it was just my door they wanted arming in case of controlled disembarkation or another situation that I wasn't aware of.

I decided to arm both doors and call the back to check if they had received the same call from the SCCM. Which we said was very strange way to do it. It was confusing as it went against procedures and was not SOP.

The senior also made another incorrect PA regarding doors on the inbound sector.

On the flight we had crew on their familiarisation flight who didn't know what this announcement meant. This led to confusion on what the announcement meant. And one CC thought it meant we were standing by to an emergency (the PA Cabin Crew Standby)

Comment

Standard Operating Procedures (SOPs) are designed to ensure consistency during a process such as the arming of aircraft doors, having a SOP in place allows every crew member to be aware of the procedure and of what should happen next. If for safety reasons, after considering the risk and safety impact, you have deviated from SOPs you should communicate this to your crew and the commander. Deviations from standard operating procedures, especially concerning errors or near-

misses, should be report using the operator's reporting scheme. This is essential to enable implementation of measures to prevent re-occurrence and escalation of severity.

Due to the use of the PA by the flight crew, the SCCM crew member was unable to make the standard PA as per the operators door arming SOP. Without the SCCM deviating from the door arming SOP and making an interphone call rather than a PA, the aircraft may have been taxiing for several minutes with unarmed doors, which is also against the SOP.

There may be reasons why the commands were incorrect on the day that can be explained, or it might be that the SCCM needs some additional support, the operator is best placed to offer this support if it is required which is why with any safety concerns it is particularly important to report your concerns internally. Trends are one aspect of reports that are monitored and CHIRP is aware of one operator who recently revised a SOP as a result of safety reporting by crew.

CHIRP are unable to investigate reports without a reporters permission, often when a reporter hasn't reported their concerns internally they don't want CHIRP to contact their operator either so CHIRP are in a position where they can't investigate and/or resolve a reported safety concern.