

CC6348

Posted on 27.03.2024 by Jennifer Curran

Category: [Cabin Crew](#)

Report Title Pushing for an on-time departure, compromising safety

Initial Report

A massive push for on time departure. Feel like there is a blame culture for why crew don't start boarding on time, with it being recorded on our files when it is out of our control. The timings are in a perfect world of everything running smoothly, I feel as a SCCM I'm rushing my checks to hound other people for theirs to pass on to the ground staff who wants us (from the company) to board 10 mins early.

I find myself shadowing crew members, mainly new crew or new to type of their checks as I'll know I'll get an email asking why the cabin was released 2 minutes late. It's not good CRM to be going to my crew asking if they need help with their checks- it's confusing to know what had been checked etc, they are their checks and AORs for a reason. We have to count everything, that takes time and new are just that NEW, they still don't have a rhythm or routine. I feel awful having to keep asking as they rightfully take their time doing their checks. We all get to the aircraft at different times so I have no idea what checks have been done and by who, it there seems to be little or no time to get this done. As a SCCM, the last month or so has been the most stressful I've ever experienced flying, when in reality cabin crew are rarely the reason for flights not getting away on time. I feel the company are prioritising seconds and minutes over their crew being able to do their checks thoroughly and properly.

Comment

Please do not allow yourself to be pressurised into not completing your safety checks properly. 'Pressure' is one of the most frequently reported key-issue safety concerns to CHIRP. Be it commercial pressure, time pressure and/or peer pressure whether the pressure is real or perceived, the results are frequently the same, in this reporters case it may have caused anxiety, a fear of something being missed and poor CRM. Passengers should not be boarding the aircraft until all the appropriate checks have been completed and the SCCM should have the confidence to say 'no' if the crew are not ready to board. The safety and security of the aircraft must come first.

If the passengers are late boarding the aircraft, or any other reason that may cause a delay

(checks/baggage/PRM/catering etc) then it is important to document exactly why. Operators often need to contact crew for clarification on why a flight has been delayed and this is normally a standard communication that allows delays to be monitored and potentially improved by the management.



