

CC6461

Posted on 27.03.2024 by Jennifer Curran

Category: [Cabin Crew](#)

Report Title Crew Using Personal Phone Devices at Critical Stages of Flight

Initial Report

I felt compelled to report to yourselves my observations of the growing trend of crew members distracted by the use of personal devices during critical phases of flight (taxi, take-off and landing). They have a complete lack of safety awareness. Whilst I am happy to challenge my colleagues around this behaviour, I have found I have been dismissed due same rank on board. I have also on occasions witnessed this behaviour from the most senior crew member which makes reporting all the more challenging. I have reported my concerns to the company in the past however, this continues. I often feel if an emergency were to occur unexpectedly, I would be the minority of crew ready to react. This is a commonly observed culture.

Comment

Using any sort of PEDs whilst engaged in other tasks can cause distraction. Taxi, take-off and landing are classed as critical phases of flight and cabin crew should not be using personal devices during this time. There can be all sorts of circumstances that make it difficult to wait and whilst it may be tempting check your socials or send a quick message during the critical phases of flight, cabin crew members must be focused on the tasks ahead and be ready to act should an emergency situation arise. If an operational task requires it, cabin crew can use an electronic device as per their company Operations Manual which will specify the situations when this is permissible.



