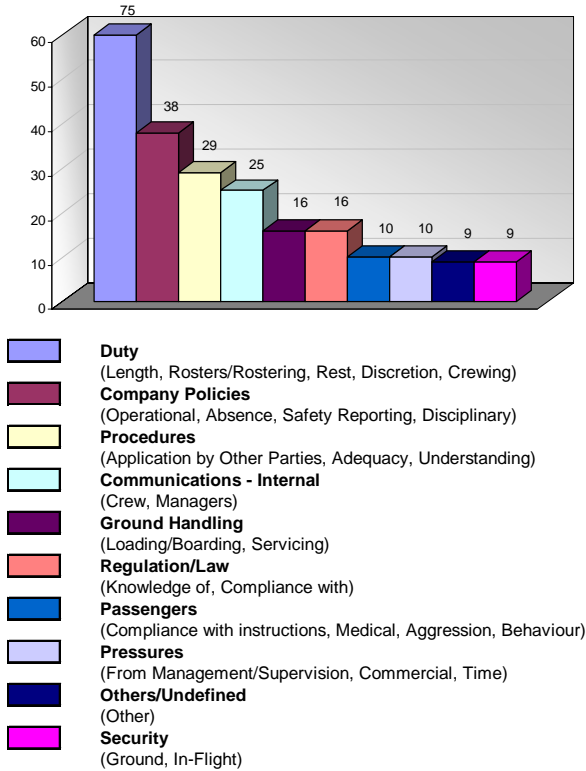


# CHIRP FEEDBACK

Issue No: 21

Autumn 2006

## Most Frequent Cabin Crew Issues Received 12 Months Ending August 2006



What are Unforeseen Circumstances? ..... 3  
Report Form ..... Outside Back Cover

## REPORTS

### OXYGEN (O<sub>2</sub>) FLOW INDICATION AND PROCEDURES

**Report Text:** During a flight from UK to USA with a full load, a pax suffered an asthma attack. This was dealt with promptly by the Senior and a crew member. Ventolin and O<sub>2</sub> were given and the pax recovered. When I went on my break the two crew members on duty seemed to take no interest in the pax although the individual was still on O<sub>2</sub>. On my return from break the In Charge came into the galley to ask if the O<sub>2</sub> had been turned off, he/she had been told it had but the flight crew confirmed it was still on.

The crew who had been on duty whilst I was on break had seen the green flow indicator on the O<sub>2</sub> tube and both thought this meant the O<sub>2</sub> was off! Thankfully they did not unplug the mask!

**CHIRP Comment:** The therapeutic O<sub>2</sub> given to the passenger in this report was supplied from a ring-main system, for which there were specific operating procedures to avoid the inadvertent deployment of all of the passenger O<sub>2</sub> masks.

The report was forwarded to the company concerned to permit them to consider whether a reminder to cabin crew might be appropriate.

### DELAYED REPORT TIMES

**Report Text:** Crew members have been receiving roster changes following a flight duty, which delay their check-in times for flights the following day. The individual crew members have been going out of hours for the subsequent flights by around 20-25 minutes, so have been told to check-in 20-25 minutes later than the rest of the crew for their subsequent duty. This means, for example, instead of checking-in 1hour 30 minutes before departure they are given a rostered change to check-in 1hour and 10 minutes before departure. In effect individual crew members are having their report times delayed in order to achieve minimum rest between flights, whilst the rest of the crew are checking-in at their

Number of Reports Received: 01.07.06 - 30.09.06: 52  
Topics Have Included:  
High Galley Noise Levels  
Crew Report Times/Long Duties  
CRM Issues  
Ops Manuals  
Security Issues  
U/S Toilets

### WHAT'S IN THIS ISSUE?

	Page
Contacting <b>CHIRP</b> .....	Bottom of This Page
O <sub>2</sub> Flow Indication and Procedures.....	1
Delayed Report Times .....	1
Crew Report Times.....	2
Rest Facilities Downroute.....	2
Floor Proximity Warning Lights.....	2
Don't Diagnose, Report It .....	3

CABIN CREW FEEDBACK is also available on the **CHIRP** website - [www.chirp.co.uk](http://www.chirp.co.uk)

A Cabin Crew Safety Newsletter

from **CHIRP** the Confidential Human Factors Incident Reporting Programme

original report time and the flight is departing at its planned departure time.

I have been told by our crewing department this is being carried out to achieve on-time-performance. This seems to go against our Operations Manual which states no crew member can be given a delayed report time in order to achieve minimum rest.

I feel that I have to ask this question as I have had a number of different responses from everyone I have asked.

**CHIRP Comment: CAP 371 - Avoidance of Fatigue in Aircrews - does not offer specific guidance in relation to delaying cabin crew members' report times in order to achieve minimum rest.**

**The requirements for the conduct of the cabin crew pre-flight briefings will be contained in the company Operations Manual; these requirements must be complied with.**

**The reported practice has been referred to the CAA to permit the matter to be reviewed.**

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### CREW REPORT TIMES

**Report Text:** All cabin crew have to check-in on the computers, read company and individual messages on the computer, check safety notices, check company memos and complete paperwork (sign-in sheet, baggage manifest, passport info sheet). All this has to be completed prior to the briefing/the report time for their duty. Also does this affect the cabin crews hours (duty length, discretion, minimum rest etc?)

**CHIRP Comment: It is not unreasonable for crew to arrive early, out of choice, to avoid traffic delays and use this time to catch-up on notices and check messages. However, if as in this case, management have advised the cabin crew community verbally that they are expected to arrive routinely some time in advance of the promulgated report time and crew members are not reporting out of choice then the additional time should be included as Duty. This report has been forwarded to the CAA for their information.**

**The report time should be adequate for crew to conduct all the duties that are required of them prior to the flight.**

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### REST FACILITIES DOWNROUTE

**Report Text:** Reported for duty at 17:10 local at AAA(UK) to operate a flight to BBB(Med). We have to rest for 5½ hours downroute; no accommodation is provided and we can either rest on the aircraft or in a small office with only a small table and chairs.

Landed in BBB at 21:40 (UK time) and scheduled to operate the return sector at 03:20 (UK time) landing back into the UK at 07:30 (UK time) off duty at 08:00 local. There are no facilities in the ground handling office which has been provided for us, it is a tiny room with no facilities; there is no water, no kettle.

To get to a canteen where we have to buy drinks is impossible as we can never find a ground agent to swipe us through the doors and back again. None of the crew get any proper rest. Either that or we just stay on the aircraft.

I am aware accommodation is not legally required for less than 6 hours rest, however this is a night flight, surely there is some rule about having to have certain facilities to make this acceptable. This is a 14 and a half hour rostered split duty with 5½ hour turnaround. Of course it is impossible to sleep in the office as it's so uncomfortable and due to the noise of the handling agents being around and aircraft noise. It's also very hard to sleep on the aircraft from noise from other aircraft etc. Crew are very tired on the return sector.

This is a regular flight and a lot of crew are starting to feel unwell because of this very long duty.

**CHIRP Comment: When a rest period is 6 hours or less a quiet and comfortable place, not open to the public, is sufficient (if the rest period is more than 6 consecutive hours, suitable accommodation must be provided).**

**When rest is taken in the aircraft or on the ground then minimum standards of noise, temperature, light and ventilation are to be provided. In this case the reporter confirmed that although lights and air conditioning were provided, the accommodation failed to meet the CAP 371 standards due to ambient noise levels. The only viable alternative would appear to be that the crew remain onboard their aircraft.**

**This report has been forwarded to the operator concerned for their information.**

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### FLOOR PROXIMITY WARNING LIGHTS

**Report Text:** Whilst on stand with pax boarding we discovered the last light in the floor proximity emergency light to be missing a bulb and cover. It's not a crew SEP check but we reported it to the Captain as we knew it's a no-go item. His reply was tell him in flight otherwise he would have to ground the plane until fixed.

Knowing this was a no-go item I told him and the co-pilot all responsibility was on their shoulders if anything went wrong. The Captain did not leave the cockpit to look at the problem, nor did he test the emergency lights to check they worked. He wanted nothing to do with it.

I asked my crew if they were happy to go which they were very hesitant about but we went.

Arriving in AAA the ground engineer asked if we had left [Base] with this fault, the Captain stood over us and we replied "No". We felt guilty and pressurised by the Captain's actions.

**CHIRP Comment: The lack of communication in this report was disappointing. The fact that the cabin crew felt that they were assisting the flight crew by**

notifying them of their concerns but were 'brushed off' makes this a poor example of CRM.

Responsibility for operating in accordance with the Minimum Equipment List (MEL) is that of the aircraft commander. Cabin crew may have a limited knowledge of an item of equipment, which on one aircraft type is 'no-go' but on a different type would be acceptable in accordance with the MEL, provided specific conditions are met. Nevertheless, they should still be encouraged to pass any safety-related concerns to the flight crew, who should provide an appropriate response.

The MEL for the aircraft type in this report states that "up to 50% of the floor markers may be inoperative provided there is a distance of no more than 40" between operative markers. However, the aisle floor markers nearest to each exit must be operative". Thus, it would appear that the cabin crew were correct in their concerns.

The operator concerned is to include a statement in their Operations Manual to clarify the purpose and use of the MEL.

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### DON'T DIAGNOSE, REPORT IT

**Report Text:** After an aborted landing due to fog we diverted to an alternate airfield. After the fog cleared we departed the alternate airfield for our original destination. During the short flight two crewmembers heard a loud high pitched screeching sound. This was immediately reported to In Charge, the crew were told it was only door seals. All the carts in their stowages started rattling and the rear galley was vibrating. Again this was reported to the In Charge who came down to rear galley, he/she said this noise and vibration were normal in #00 series. They then went back to the fwd galley. Both crew members were still concerned that this was not a normal sound/vibration.

Approx 3 mins to land and the In Charge rang to inform they had "mentioned" to flight crew our report. He informed them that the landing gear had been lowered during flight to burn extra fuel before landing. Although it was a relief to know there was a satisfactory explanation for this situation, I was not comfortable with the In Charge's reaction to our concerns and felt the crew had been dismissed without further considerations. One of the crew was a new entrant and never flown before.

**CHIRP Comment:** It would have been helpful if the flight crew had informed the cabin crew of their intention to lower the landing gear during the cruise. The In Charge should also have taken their colleagues' concerns more seriously. Unless it is a critical time in the flight, any abnormal sound(s) should be notified to the flight crew.

A good example of reporting an abnormal sound happened recently where a noise around a door was reported to the flight crew and, on that occasion, the subsequent investigation revealed a problem with

the structure of the aircraft door surround resulting in the aircraft being grounded.

Don't assume that you know what you are hearing; the safe option is to report any unusual noise.

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### WHAT ARE UNFORESEEN CIRCUMSTANCES?

**Report Text:** I was asked to operate a flight with less than the minimum legal cabin crew complement of three. The passenger figure was less than 97 therefore, since Crewing couldn't find a third crew member, the cabin crew were asked to undergo this flight with the crew complement of only two.

Company procedures state that "In UNFORESEEN circumstances the minimum legal cabin crew complement can be reduced in accordance with the following table.....B###: Two Cabin Crew, pax limit 97."

Now, my understanding is that to operate in such a way there must be a valid reason, which must be indeed justified by "unforeseen circumstances" (for example, if one cabin crew member falls ill during the outbound sector of a return trip and both aircraft and crew are requested to go back to base, or in event of a Tech situation etc). However, I never thought that bad cabin crew planning was an "unforeseen circumstance", besides this happened ex- base and alternative measures could have probably been implemented. Our manual isn't clear in explaining this, leaving a lot to the interpretation of single individuals. Please, would it be possible to clarify this special procedure for us?

There are widespread fears that this incident could happen again, anytime, making our job even more demanding and causing frictions and threats to CRM for creating a situation of disagreement with some Flight Crew for what is thought to be "legal". Thank you very much for your precious help and continuous support.

**CHIRP Comment:** This report was forwarded to the operator concerned. It would appear that the aircraft had been incorrectly despatched with less than the minimum cabin crew requirement due to a misinterpretation of the wording in the Operations Manual. The Operations Manual has now been amended to make the interpretation clearer and to avoid any further confusion.

Provided that a procedure is contained in the Operations Manual, an aircraft can depart with less than the required crew but only as a 'get you home' measure; passenger numbers will be lower than for normal operations.

Crew complements often differ from company to company, depending on the level of service that the company wishes to provide their passengers. The 'legal' minimum (for safety requirements) is often less than crew perceive to be necessary.



# CABIN CREW REPORT FORM

**CHIRP** is totally independent of the Civil Aviation Authority and any Airline

NAME:				1. YOUR PERSONAL DETAILS ARE REQUIRED ONLY TO ENABLE US TO CONTACT YOU FOR FURTHER DETAILS ABOUT ANY PART OF YOUR REPORT. 2. YOU WILL ALWAYS BE SENT AN ACKNOWLEDGEMENT FOLLOWING RECEIPT OF YOUR REPORT 3. THIS <b>WHOLE</b> REPORT FORM WILL BE RETURNED TO YOU WHEN YOUR REPORT IS CLOSED.  <b>No RECORD Of Your Name And Address Will Be Kept</b>
ADDRESS:				
POST CODE:	TEL:			

PLEASE COMPLETE RELEVANT INFORMATION ABOUT THE INCIDENT/SITUATION

YOURSELF - CREW POSITION			THE FLIGHT/EVENT									
CABIN CREW IN-CHARGE	<input type="checkbox"/>	SENIOR CABIN CREW	<input type="checkbox"/>	DATE OF INCIDENT		CABIN LIGHTING:						
CABIN CREW	<input type="checkbox"/>	SUPERNUMERARY	<input type="checkbox"/>	TIME	LOCAL/GMT	BRIGHT <input type="checkbox"/> MEDIUM <input type="checkbox"/> DARK <input type="checkbox"/>						
OTHER:				AIRCRAFT LOCATION		DAY <input type="checkbox"/> NIGHT <input type="checkbox"/>						
EXPERIENCE/QUALIFICATION			THE AIRCRAFT			CABIN ACTIVITY						
TOTAL YEARS	YEARS WITH CURRENT AIRLINE		TYPE/SERIES			BOARDING <input type="checkbox"/> BEVERAGE SERVICE <input type="checkbox"/>						
AIRCRAFT TYPES QUALIFIED ON:			NUMBER OF CABIN CREW			TROLLEY SERVICE <input type="checkbox"/> MEAL SERVICE <input type="checkbox"/>						
1.	2.	3.	NUMBER OF PAX ON BOARD			TRAY SERVICE <input type="checkbox"/> DISEMBARKING <input type="checkbox"/>						
4.	5.	6.	NUMBER OF EXITS			FILM <input type="checkbox"/> OTHER: <input type="checkbox"/>						
TYPE OF OPERATION			WEATHER (IF RELEVANT)			FLIGHT PHASE						
SCHEDULED	<input type="checkbox"/>	CHARTER	<input type="checkbox"/>	CLEAR	<input type="checkbox"/>	CLOUDY	<input type="checkbox"/>	PRE-DEPARTURE	<input type="checkbox"/>	TAXI	<input type="checkbox"/>	
CORPORATE	<input type="checkbox"/>	OTHER:	<input type="checkbox"/>	RAIN	<input type="checkbox"/>	FOG	<input type="checkbox"/>	TAKE-OFF	<input type="checkbox"/>	CLIMB	<input type="checkbox"/>	
PASSENGER(S)/INJURY(IES)			ICE			<input type="checkbox"/>	SNOW	<input type="checkbox"/>	CRUISE	<input type="checkbox"/>	DESCENT	<input type="checkbox"/>
PASSENGER(S) INVOLVED?	YES	<input type="checkbox"/>	NO	<input type="checkbox"/>	TURBULENCE	<input type="checkbox"/>	THUNDERSTORM	<input type="checkbox"/>	APPROACH	<input type="checkbox"/>	LANDING	<input type="checkbox"/>
INJURY TO PASSENGER	<input type="checkbox"/>	INJURY TO CREW	<input type="checkbox"/>	OTHER:				STAND/GATE ARRIVAL	<input type="checkbox"/>	OTHER:		
THE COMPANY			MY MAIN POINTS ARE:									
NAME OF COMPANY:			A:									
REPORT TOPIC			B:									
MY REPORT RELATES TO:			C:									

**ACCOUNT OF INCIDENT/SITUATION -** (PLEASE ATTACH ADDITIONAL SHEETS IF NECESSARY)

## The UK Confidential Human Factors Incident Reporting Programme



PLEASE PLACE THE COMPLETED REPORT FORM, WITH ADDITIONAL PAGES IF REQUIRED, IN A SEALED ENVELOPE (no stamp required) AND SEND TO:

**CHIRP** • FREEPOST (G13439) • Building Y20E • Room G15 • Cody Technology Park • Ively Road • Farnborough • Hampshire • GU14 0BR • UK

Confidential Tel (24 hrs): +44 (0) 1252 395013 or **Freefone** (UK only) 0800 214645 and Confidential Fax: +44 (0) 1252 394290

Report forms are also available on the **CHIRP** website: [www.chirp.co.uk](http://www.chirp.co.uk)