

Members of the CHIRP Cabin Crew Advisory Board

LISA HUTTLESTONE (Chair)

Cabin Safety Manager, easyJet



Lisa has been in the aviation industry since 1994, working for several different ad-hoc charter and scheduled airlines, flying as cabin crew on both turbo prop and jet aircraft. She has been with easyJet since 2004 where she was initially a Cabin Crew Trainer conducting training for cabin crew and pilots in First Aid, SEP, CRM, Security and Dangerous Goods. After an enjoyable 5 years in training, Lisa moved onto the Cabin Safety Department. Her current role is the Cabin Safety Manager based at easyJet's Head Office in Luton. Lisa is a cabin safety subject matter expert, responsible for safety and compliance in the cabin relating to safety equipment, and cabin crew procedures. Lisa conducts safety investigations, including for cabin mandatory occurrence reports and is responsible for cabin safety management oversight across the easyJet network to ensure a safe operation. The role of Cabin Safety Manager also includes writing and reviewing safety procedures and she has experience writing Ops Manuals in accordance with regulatory requirements. Lisa is also a member of the Cabin Safety Liaison Group (CSLG), a group made up of UK and Irish AOC Heads of Crew Safety/Training, working together for best practice related to cabin safety and training.

KIRSTY ARNOLD

Principal – Operational Safety, Virgin Atlantic



Joined Virgin Atlantic in 2016 and is currently Principal – Operational Safety; I am cabin safety lead for new aircraft entering service and retrofits – most recently the A350 and A330-900 projects. Leads investigations into significant safety incidents/accidents within cabin crew and flight operations.. Prior to joining Virgin Atlantic I joined CHIRP in 1996 and was part of its development into the current status following expansion from Flight Crew to include Cabin Crew, Engineers, ATCOs, General Aviation, etc., and eventually Maritime. Responsible for the CHIRP Cabin Crew programme from its inception until 2012. Was also the Secretariat for ICASS (International Confidential Aviation Security Systems) Group whilst at CHIRP. Previously an In-flight Customer Experience Safety and Quality Partner at British Airways and flew as cabin crew on B747 and B777 aircraft. I am a member of the Royal Aeronautical Flight Operations Group and the Cabin Safety Specialist Group. I am also a member of IOSH (Institution of Occupational Health and Safety).

AMANDA CLARK

Cabin Safety Specialist, Eastern Airways

CAPTAIN DAVID COX

Head of Training, Titan Airways



David is a current A320 Captain, Type Rating Examiner (TRE) and Head of Training at Titan Airways. He began his flying career in the Royal Air Force in 1983. David served for 16 years flying primarily the C130 Hercules, he also completed a tour as a Qualified Flying Instructor teaching at basic flying training for ab-initio RAF pilots. This led to some time as a RAF Central Flying School staff instructor where he taught qualified military pilots from around the world to become flying instructors. David's final tour was as an instructor pilot and examiner back on the C130 Hercules. He left the RAF in 1999 and joined Air2000 flying the A320. As well as flying the line, David joined the Training Department as a Technical Training Pilot, CRM Instructor and latterly a Type Rating Instructor. In 2009 he joined BACityflyer and flew the Embraer190 based at London City Airport moving into pilot management first as Pilot Manager and latterly as Head of Training. David moved to his present position at Titan Airways in 2017 and back to the A320.

David lives in Hampshire with his wife Karen (a teacher) and their two children. David's son is in his final year at university and his daughter is in her A level year at sixth form college. In his precious spare time, he enjoys sailing and his family obsession is skiing from which they are suffering a virus enforced two-year sabbatical!

MEGHAN DOYLE

Inflight Safety, Security, Regulatory and Compliance Manager, Ryanair



Meghan started her aviation career in 2009 with Ryanair. Starting as a junior cabin crew and working her way up to Senior Cabin Crew, Meghan successfully progressed to Safety and Emergency Procedures Instructor in 2014. She then moved into the Inflight Safety Office as a Safety Administrator in 2017 and is currently the Inflight Safety and Security Manager. As part of this role, Meghan is responsible for safety reporting for cabin crew, completing inflight safety investigations, trend analysis and participates in safety risk assessments. She also ensures that safety policies and just culture is promoted within the Inflight department. Meghan still holds an attestation and operates onboard regularly.

RICHARD EYNON

Cabin Safety Partner, British Airways



After graduating with a BSc Biomedical Science degree from the University of Wales, Cardiff, Richard followed his ambition to become cabin crew and joined Emirates Airline in 2006. At Emirates, Richard was based in Dubai for nearly five years. The ambition was to fly for a maximum of three years, but the industry addiction led to Richard staying longer and joining British Airways. Some fifteen years later, doesn't time fly? Richard has experience of operating on the B777, B787, B747, A330, A340, A380 and A320 types. During his time at British Airways, Richard was an SCCM, cabin crew trainer, recruiter and completed two secondments with one leading to a permanent role in the Cabin Safety Team. Richard has been in the Cabin Safety team since 2016 and completed a NEBOSH General Certificate in Occupational Health and Safety and the CAA Cabin Inspector Theory course. In the British Airways Cabin Safety team, Richard still holds an attestation and is licensed on the B777, B787 and A320 types and works with a team of Operational Safety Evaluators looking after the compliance oversight of SCCM line evaluations and cabin SOPs. In addition to compliance oversight, Richard also has experience investigating (actual and potential) incidents, completes risk assessments and is a member of the Cabin Safety Liaison Group (CSLG) – a group of Cabin Safety professionals from all UK operators.

SHAUN FITZPATRICK

Cabin Crew Manager, Titan Airways



Having worked as a specialist Tour Operator and retail travel consultant Shaun began his flying career in 1993, as a cabin crew member for Airtours International based at LGW, operating a mix of short and long-haul flying on various aircraft types such as the MD83, A320, B767 and B757.

Airtours provided Shaun with an excellent grounding prior to moving on to his current airline, Titan Airways, based at Stansted. Shaun joined Titan Airways in March 1997 as a direct entry SCCM. At this time the airline was small-scale and the fleet consisted of Shorts 360, ATR 42 and Bae 146. As you can imagine this was a huge change for Shaun, having worked on larger jet aircraft with multiple crew. However, Titan provided a diverse and varied type of flying often at short notice; this equipped me with many skills, my ability to think on my feet, show flexibility, demonstrate adaptability and to expect the unexpected!!!

During his time at Titan, Shaun has been fortunate to hold various positions such as Cabin Crew Trainer, Cabin Crew Safety Training Manager, Deputy Cabin Crew Manager and his current post holder position, Head of Cabin Crew.

Along with the changes in his various positions, came growth, not only in crew numbers, but with the diversity of the fleet. However, Titan remains very much a “family” airline where all employees are known and valued.

During Shaun's flying career he has weathered many “ups and downs”; 9/11, the financial crisis, the ash cloud and more recently the COVID pandemic, which has had a devastating effect on our industry. Despite these challenges Shaun is extremely grateful to remain part of this exciting and rewarding industry.

In addition to my role at Titan Airways, I have been a member of the Cabin Safety Liaison Group (CSLG) since January 1998.

CAPTAIN CHRIS HANSON

Independent



Chris has been flying professionally since 1985 and has worked in a management role in British Airways since 2004. In the Royal Air Force, he flew, and trained pilots, on the Hawk and Tornado F3. In British Airways he has gained type ratings on the Boeing 737, 757, 767, 777 and 787, he also has instructor ratings and examiner authorisation on the B737, 777 and 787.

Chris's main focus has always been the training of pilots; as a Flight Training Manager he was responsible for the management of training on the B777/787 and B737 fleets. His management experience covered the fields of Quality, Technical and Training at both Heathrow and Gatwick and he has worked inter-departmentally within British Airways, across the airline industry as a whole, and with national and international regulatory bodies, including speaking at international training conferences.

Chris now works as a Training Standards Captain on the B777/787 fleet in British Airways, which he enjoys immensely.

DALE HYDE-DOUGLAS

Cabin Safety Manager



Dale has been working in the aviation industry since 2003, most of which has been spent at Jet2. Dale has worked as Cabin Crew, progressing through to being Senior Cabin Crew and Cabin Safety Trainer, he also spent time at British Airways as Customer Service Manager and has operated on a variety of long and short haul Boeing and Airbus Aircraft.

Dale is currently the Cabin Safety Manager at Jet2, working within the Safety & Compliance team at head office in Leeds. In this current role, Dale manages safety reporting to monitor trends to be able to create a risk picture for the business, which ultimately helps ensure a safer operation and environment for the crew and passengers. Dale ensures safety investigations are also conducted in accordance with the companies "Just Culture" and advises the business as subject matter expert where required.

KRIS MAJOR

Unite (Cabin Crew – British Airways)

Kris has been flying as cabin crew for nearly 20 years and a workplace rep for almost 16 years. He started at bmi and progressed to Cabin Service Manager and was also a Cabin Safety Trainer.

Kris is currently a Cabin Service Director at British Airways. He has a seat on the Cabin Crew Advisory Group and European Transport Federation, where his main function is to consider and offer opinion on issues affecting European commercial aviation. Recently, he has trained over 500 delegates on EASA Flight Time Limitations scheme and compiled 3 technical books and several courses, both National and International.

He values CHIRP as a vital tool in maintaining safe flying operations and considers his place on the Cabin Crew Advisory Board as one of the highlights of his career.

WENDY NAIR

Cabin Safety Trainer, AirTanker

RICHARD OXBROUGH

Head of Cabin Services and Training, Eastern Airways



Worked within the aviation industry since 2002, working for Ryanair, Excel Airways, Aer Lingus, Strategic Airlines and now Eastern Airways since 2012. During my career held the roles of Cabin Crew, Purser, Line Trainer, Classroom Trainer and now find myself in the position of Head of Cabin Services & Training. I still maintain my recency on 3 aircraft types ERJ/ATR/EJET and fly the line when I'm able to.

HELENA ROMAN ECHEVARRIA
Manager of Inflight Safety & Safety Training, Lauda Europe



Helena started as Cabin Crew Member in Ryanair DAC in 2009 and became Senior Cabin Crew Member in 2014. In 2016 she became a Safety and Emergency Procedures Instructor, becoming a Safety and Emergency Procedures Examiner within the Company in 2018. At the end of 2019 Helena joined Laudamotion GmbH as Inflight Safety Officer and transferred to Vienna. In November 2020 she became Manager of Inflight Safety & Safety Training in Lauda Europe Ltd.

As Manager of Inflight Safety & Safety Training Helena participated on the set up of the Inflight Safety Office and the Inflight Training Department in Lauda Europe. Helena is responsible of the Safety Cabin Crew Reporting System, completing inflight safety investigations, trend analysis and participates in safety risk assessments. Helena ensures that safety policies and just culture is promoted within the Inflight Department. She's also responsible for Cabin Crew Safety and Emergency Procedures Training and the Safety and Emergency Procedures Manual

ADAM ROWLAND
Training Manager – Safety



Adam started his aviation career in 1995 as 'summer only' cabin crew with Airtours International on its 757s flying out of Glasgow. Along with his experience as cabin crew on larger jets he also operated as single crew on turboprops with British Airways franchise CityFlyer Express at Gatwick on the ATR42 and 72, progressing to Line Trainer there. Became Safety Training Manager at Astraeus during its start-up and growth from 2001 to 2006, flying regularly alongside his management responsibilities. Joined Zoom Airlines in the same management role through its start-up and regulatory approvals to fly 767 aircraft, and operated as Cabin Manager.

Adam then joined the UK CAA as a Cabin Safety Inspector in 2009. After intensive training and rigorous CAA sign-off processes became a cabin safety inspector, undertaking inspections and audits on a wide range of UK operators, including the introduction of the 787 and A380 to UK AOC holders. Represented the CAA on the cabin crew CHIRP programme, attended EASA rulemaking task groups and provided regulatory oversight of cabin operations of UK airlines flying Hajj contracts. In 2015, joined easyJet as Training Manager – Safety, Security & First Aid, and has been responsible for developments in the airline's training methodology and delivery. Adam has extensive knowledge of EASA CS25 and an understanding of Part M and Part 145 through aircraft delivery and into service checks, gained from both an operator's and a regulator's perspective.

CLAIRE SIMPSON
UNITE Regional Manager

NICOLA WALKER

Cabin Standards Manager, Jet2.com



Started flying career in MAN for Alrtours International in 1996-2003, qualified on various aircraft types including A320/321 7A330, B757/B767 and worked on the Air New Zealand damp less aircraft B747-200 for a year. Wanted to be based near to my home town of Leeds , joined Jet2 on the first Cabin Crew course and have been there ever since.

I was promoted to Performance Trainer specializing in SEP/ Security& Dangerous Goods / Disruptive Passenger Training/ First Aid / Manual Handling, a role I loved and enjoyed for over ten year.

In 2016 I needed a challenge and was promoted to Cabin Standards Manager, which was a new role for the Cabin Services Department. During my time to date , I have developed key relationships with many departments including engineering, IFR and Cabin Safety. I play an integral part in implanting changes to our procedures and processes, which is driven from Audit data and Safety reports.

I Mange a Team of Auditors, that takes a look at Cabin Services Operating Procedures, Training Facilities and Ground School Training, ensuring as a department, we are fully complaint with all our processes and procedures, aware of risk factors and maintain a safe working environment on board our aircraft.

AIR COMMODORE DAI WHITTINGHAM FRAES

Chief Executive, UK Flight Safety Committee



Dai Whittingham joined the RAF as a pilot in 1974. He flew Phantoms in the Air Defence fighter role and served as a flying instructor on the Jet Provost. He has commanded an E-3D AWACS squadron and the main operating base of RAF Waddington.

A graduate of the Royal College of Defence Studies, he deployed in 2004 as the Air Component Commander for all UK flying operations in Iraq and Afghanistan, prior to taking up a MOD operational management appointment. MOD duties included policy for air safety, UK and European airspace, ATM aircraft equipment and UAVs; he also chaired the Military Aviation Regulatory Group. He has held responsibility for operational management and oversight of all RAF airborne surveillance platforms and the RAF Search and Rescue Force. His last formal military appointment was as Deputy Commander, NATO Airborne Early Warning and Control Force.

Dai joined the UKFSC as Chief Executive in February 2012, where he works with a wide range of industry partners to improve commercial aviation safety.

Currently Chairman of the national Laser Working Group and the Honourable Company of Air Pilots Technical Committee, he is also a member of the RaeS Flight Operations Group and several industry forums in the UK and Europe.

EVA WILKINSON

Safety Performance Manager, CAA



Eva graduated from law school in Hungary where she developed her passion for aviation through the International and Aviation Law faculties. She was a trainee solicitor expanding her knowledge in civil and military law. She worked for one of the UK major airlines in various roles in the field of Training, Flight Time Limitations, Fatigue and Safety Management.

As a qualified translator and interpreter for over 10 years, she also helped the Government - funded projects supporting individuals to gain better access to health services, counselling, legal advice, education and employment opportunities.

She joined the CAA in 2018. Alongside her inspecting role, she acted as the safety focal point for Flight Operations, coordinating safety performance and risk management activities through Industry engagement and within the Authority itself. She moved to the Safety Performance Manager role in 2021 defining departmental safety strategy and approaches with the overall aim of improving safety standards within the UK and through harmonized international activities.