

CHIRP CC FEEDBACK

Issue No: 40

2/2011

CARRIAGE OF BAGS ON THE FLIGHT DECK

Report Text: There had been an aircraft change but it was not reflected in the amount of cabin baggage being allowed to be brought onboard.

In the final stages of boarding, the SCCM became aware that 2 bags (1 wheelie + 1 suitcase) could not be stowed and they advised the dispatcher and Captain and requested for the items to be loaded into the hold. The Captain then requested that two crew bags be removed from the overhead locker and stow them in the flight deck along with theirs. A total of 4 wheelie bags were now stowed in the flight deck.

The excess passenger bags were then placed in the cabin lockers.

To add insult to injury, the ground staff then allocated a 5 min delay to "cabin crew requests!!"

CHIRP Comment: As regular readers of CCFB will be aware, we have received a number of reports detailing the difficulties experienced by cabin crew members with items of carry-on luggage that could not be fitted into an approved stowage. We have published similar reports in AIR TRANSPORT FEEDBACK to raise awareness amongst the flight crew community.

Following the publication of one such report in ATFB 97 (1/2011), we received the following query from an airline:

I read with interest Cabin Crew Report No 2. page 7 [ATFB 97] regarding the rather extreme case of 5/6 bags being carried on the flight deck and was interested in the final paragraph where it is stated that "Stowing excess baggage in unapproved stowages or on the flight deck is both illegal and, in the case of an emergency situation arising potentially unsafe".

Whilst accepting that this is potentially unsafe, I would appreciate it if you could point me to the requirement / reference that makes stowing bags on the flight deck illegal. I did look in EU-OPS 1 but couldn't find anything.

Our understanding is that items carried on the flight deck are covered by the EU-OPS references highlighted below:

The operator's responsibilities include the following:

EU-OPS 1.270 (b) states: An operator shall establish procedures to ensure that all baggage and cargo on board, which might cause injury or damage, or obstruct aisles and exits if displaced, is placed in stowages designed to prevent movement.

The aircraft commander's responsibilities include:

EU-OPS 1.290 (b) 10 states: The commander shall not commence a flight unless he/she is satisfied that ... the load

is properly distributed and safely secured. [Our underlining].

In addition to the above, the CAA also advised that the following statement is published in CAP 789, "Cabin baggage may only be stowed in approved stowages. Operators should provide clear and unequivocal advice to flight and cabin crew as to which stowages are approved." and is promulgated in most if not all UK AOC holders' Operations Manuals.

It is, of course, acceptable for baggage to be carried on the flight deck provided it is secured in a locker or wardrobe and does not obstruct access to the exits or emergency equipment, such as fire fighting equipment that can often be found behind seats occupied by the operating crew. Unsecured items on a flight deck have the potential, in the case of turbulence or sudden decelerations, to become projectiles and thereby cause injury to the crew or interfere with the full and free movement of flight controls. It is also worth considering, should a pilot incapacitation occur or fire and/or smoke be present on the flight deck, the carriage of unsecured items on the flight deck could seriously restrict movement into/out of the area.

The CAA have recently carried out a series of ramp inspections to look at this particular issue and, as a result, have issued Safety Notice SN-2011/05 'Passenger Hand Baggage' on 17 June 2011. A copy of the Safety Notice is available from the CAA website: www.caa.co.uk/docs/33/SafetyNotice201105.pdf.

However, the 'Compliance/Action to be taken' states:

3.1 Operators should review their procedures to ensure that they comply with the requirements of EU-OPS 1.270, Appendix 1 to EU-OPS 1.270, Appendix 1 to EU-OPS 1.305, IEM EU-OPS 1.305, EU-OPS 1.325 and Appendix 1 to EU-OPS 1.625.

- Procedures must be in place to ensure that only such hand baggage is taken into the aircraft that can be adequately and securely stowed;
- Procedures must be in place for flight and cabin crew to verify that if hand baggage is relocated to the hold, it does not contain dangerous goods that are only permitted in carryon baggage such as spare lithium batteries;
- Procedures must be in place to ensure that if any last minute change occurs after the completion of the mass and balance documentation, this must be brought to the attention of the commander and the documentation amended if appropriate;

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- Items of hand baggage must not be stowed in toilets or other non-approved stowages;
- Exits must be available for use should an emergency arise during refuelling/defuelling and must not be obstructed;
- Passengers must be secured in their seats with their seat belts fastened prior to taxiing;
- All escape paths and exits must be unobstructed prior to taxiing; and
- Items of hand baggage must not be carried, unrestrained, on the flight deck.

3.2 Operators should review their procedures to ensure that they comply with the requirements of EU-OPS 1.210(a) and EU-OPS 1.1040(f) which includes the following:

- Procedures and instructions should be in place for all ground handling staff, both UK and overseas, to ensure compliance with the operator's requirements; and
- Ground handling staff should have easy access to a copy of the Operations Manual relevant to their duties.

PASSENGERS STILL STANDING ON PUSHBACK

Report Text: With ever increasing pressure to depart on time or increasing reduced turnaround times it is becoming more common that our flight crew are pushing back from stand while pax are still stowing bags and standing in the cabin. Is it acceptable to taxi with pax still standing?

CHIRP Comment: No it is not acceptable for an aircraft to taxi with passengers still standing!

EU-OPS 1.320 (b) (1) states: Before take-off and landing, and during taxiing, and whenever deemed necessary in the interest of safety, the commander shall ensure that each passenger on board occupies a seat or berth with his/her safety belt, or harness where provided, properly secured.

EU-OPS 1.325 further states: Securing of Passenger Cabin and Galley(s)

(a) An operator shall establish procedures to ensure that before taxiing, take-off and landing all exits and escape paths are unobstructed.

(b) The commander shall ensure that before take-off and landing, and whenever deemed necessary in the interest of safety, all equipment and baggage is properly secured.

Depending on the procedures in place within your own company, if the SCCM is unable to prevent the aircraft doors from being closed by the ground staff, for whatever reason, it is essential that they inform the flight crew of the situation within the cabin as soon as they are able. If the aircraft door has been closed and the flight crew are unaware that passengers are still standing or the cabin is not secured, they might assume that it's OK to push-back. Effective communication (from both parties) is essential at all times.

TIME ALLOCATED FOR POST FLIGHT DUTIES

Report Text: Our off duty time after a flight is 15 minutes, but we have so much to do for our post flight

duties/after a flight especially on certain sectors that we sometimes don't get off the aircraft for an hour, but this is never taken into account for our rest and duty the next day.

We are told "well it doesn't happen every day, only every now and then". This is not acceptable. Our company depends too much on good will, and when you say "NO" you get called in by management and asked to explain yourself as to why. If we question anything to do with FTLs etc then management takes a dim view and your attitude comes into question.

CHIRP Comment: The time allocated for post-flight duties should be routinely achievable but may be longer on an occasional basis.

If the normal post-flight duties cannot be completed within the allocated time period, you should notify your Operations Department of your actual off-duty time; this will enable the operator to record individual crew member's duty hours accurately and also assess whether the time allocated for post-flight duties continues to be regularly achievable.

RED SEA RESORT FLIGHTS

Report Text: I'm concerned about my company shortening its AAA(UK)-BBB(Red Sea)-AAA flights by 20 mins so they no longer need Level 2 protection. These are exhausting duties for us as cabin crew and it amazes me that we are now being expected to do a flight as long as this as part of a larger group of flights.

These flights last year were regularly delayed because some are 2nd rotation flights. I worked into discretion last year on numerous occasions when operating these routes so I find it amazing the airline has reduced the planned flight time by 20 mins?

We didn't manage to get back last year on time let alone 20 mins early. The pilots were night stopping in BBB last year on these flights so little attention was paid to the cabin crew working past their normal hours but they were killer flights and not punctual. I recovered from them only because of the rest day protection, if I had needed to report for another flight, the following night I couldn't have done it.

CHIRP Comment: We have received a number of reports regarding rosters/schedules to Red Sea resorts and other nearby destinations. As we emphasise to reporters, if the schedule is in accordance with their company's Approved FTL Scheme and the sectors can be routinely completed within the maximum Flight Duty Period, then the duties are legal.

If the schedule requires the flight duty period to be extended by the use of a Level 1/2 variation, this must be agreed with the CAA Flight Operations Inspector designated to oversee the company's operations. As the reporter notes, to compensate for the longer flight duty period a Level 2 Variation requires a rostered day off after the duty and limits Level 2 duties to no more than 4 a month. As regards the reporter's comments about reducing the sector times, it is important to understand that this can be achieved legally in a number of ways, such as introducing a new aircraft type/variant on the route with a higher cruise speed or

simply by planning to fly the aircraft at a slightly higher speed.

This and other reporters have mentioned that flights to/from these destinations are often delayed and thus require the aircraft Captain to exercise discretion. Two points are relevant. The first is that whilst the Captain must 'take note of the circumstances of other members of the crew', there is no requirement for him/her to hold a face-to-face discussion to notify cabin crew that discretion will be used (although crew should be made aware that they are to enter discretion). The second point is that the Captain is required to submit a Discretion Report and in the event that the length of the period of discretion exceeds 2 hours, the Captain must provide a written report to the CAA within 14 days of the aircraft's return to base. The maximum period of discretion permitted is 3 hours, except in cases of emergency. In the case of a Level 2 duty the maximum period of discretion is 2 hours.

Discretion Reports are routinely monitored by CAA Flight Operations Inspectors. If a significant number of Discretion Reports involve a particular route/destination the CAA may require changes to the rostering and/or the schedule.

DUTY OR NOT DUTY? THAT IS THE QUESTION ...

Report Text: I recently attended an assessment day for promotion and was told I had to be in uniform and at the company building. This was on my 3rd day off which I accept I will not get back, however, to be told these 8 hours and 15 mins were not duty is in my opinion totally unacceptable. The reason given was I did this in my own time for a new position.

I had a very busy week ahead of me and was even taken off one duty, great, but they still have not put this day down as duty. Why? Others that were on assessment day and were within their duty period got it as duty hours, am I different because it was my day off? Surely we all work for the same company, doing the same job? So why do some get the duty added but others do not?

Obviously it was a rostering department concern or they would have not taken me off one duty to bring my hours down.

Any advice as to where I stand would be a great help.

CHIRP Comment: This report has been referred to the operator concerned for their information.

Any task that is carried out at the behest of the operator should be classified as 'duty'. On this occasion, it would appear that the rostering staff took the view that the reporter was prepared to attend the promotion interview voluntarily during a day off and not because they were required to do so. If this line of reasoning prevails, the time spent attending the interview was not 'duty'. It might not have been practical for others who attended the interview within their rostered duty period to have separated the time spent being interviewed from the other tasks they had been required to undertake.

PASSENGER OBSERVATIONS

Report Text: I was travelling as a passenger on this flight and the Captain made the announcement to the crew

that it was 10 minutes to landing. The cabin crew remained in their galleys and did not secure any of the cabin. I was surprised by this as a lot of the passengers still had their seats back and their bags out and I could see one gentleman still had his table out.

The passenger next to me commented on this and expressed concerns that the crew did not come round to check/secure the cabin, they also commented (not knowing I was cabin crew) that they would never use this airline again as they did not feel safe.

We continued to land and nothing was done to secure the cabins.

Lessons Learned: Always secure the cabin for landing, stay vigilant and alert. Passengers are very aware of their own safety, which is good.

CHIRP Comment: This report is a good reminder that passengers are also an extra set of eyes and ears in the cabin; it also highlights the importance of situational awareness amongst cabin crew. Whilst it is not known why the cabin crew did not secure the cabin (did they hear the Captain's PA?), you would have thought that they should have felt the aircraft descending and started preparing the cabin for landing.

Contact CHIRP

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FEEDBACK is published quarterly and is circulated to UK licensed pilots, air traffic control officers and maintenance engineers.

Registered in England No: 3253764

Registered Charity: 1058262

CHIRP

CABIN CREW REPORT FORM

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

Name: <input style="width: 90%;" type="text"/>	▲ Indicates Mandatory Fields	1. Your personal details are required only to enable us to contact you for further details about any part of your report. Please do not submit anonymous reports. 2. On closing, this Report Form will be returned to you. NO RECORD OF YOUR NAME AND ADDRESS WILL BE KEPT 3. CHIRP is a reporting programme for safety-related issues. We regret we are unable to accept reports that relate to industrial relations issues.
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It is <i>CHIRP</i> policy to acknowledge a report on receipt and then to provide a comprehensive closing response, if required. If you do not require a closing response please tick the box:	No. I do not require a response from CHIRP <input style="width: 30px; height: 20px;" type="checkbox"/>
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PLEASE COMPLETE RELEVANT INFORMATION ABOUT THE EVENT/SITUATION

YOURSELF - CREW POSITION	THE FLIGHT/EVENT	CABIN ACTIVITY
SCCM <input type="checkbox"/> CABIN CREW <input type="checkbox"/>	DATE OF INCIDENT	BOARDING <input type="checkbox"/> INFLIGHT SERVICE <input type="checkbox"/>
SUPERNUMERARY <input type="checkbox"/>	TIME LOCAL/GMT	DISEMBARKING <input type="checkbox"/> OTHER: <input type="checkbox"/>
OTHER:	AIRCRAFT LOCATION	FLIGHT PHASE
EXPERIENCE/QUALIFICATION	THE AIRCRAFT	PRE-DEPARTURE <input type="checkbox"/> TAXI <input type="checkbox"/>
TOTAL YEARS <input type="text"/> YEARS WITH CURRENT AIRLINE <input type="text"/>	TYPE/SERIES	TAKE-OFF/CLIMB <input type="checkbox"/> DESCENT/LANDING <input type="checkbox"/>
CURRENT AIRCRAFT TYPES QUALIFIED ON:	NUMBER OF CABIN CREW <input type="text"/>	STAND/GATE ARRIVAL <input type="checkbox"/> OTHER: <input type="checkbox"/>
1. <input type="text"/> 2. <input type="text"/> 3. <input type="text"/>	NUMBER OF PAX ON BOARD <input type="text"/>	TYPE OF OPERATION
PASSENGER(S)/INJURY(IES)	NUMBER OF EXITS <input type="text"/>	SCHEDULED <input type="checkbox"/> CHARTER <input type="checkbox"/>
PASSENGER(S) INVOLVED? YES <input type="checkbox"/> NO <input type="checkbox"/>	WEATHER (IF RELEVANT)	CORPORATE <input type="checkbox"/> OTHER: <input type="checkbox"/>
INJURY TO PASSENGER <input type="checkbox"/> INJURY TO CREW <input type="checkbox"/>	TURBULENCE <input type="checkbox"/> THUNDERSTORM <input type="checkbox"/>	MY MAIN POINTS ARE:
THE COMPANY	OTHER: <input type="text"/>	A: <input style="width: 90%;" type="text"/>
NAME OF COMPANY: <input style="width: 90%;" type="text"/>	REPORT TOPIC / MY REPORT RELATES TO:	B: <input style="width: 90%;" type="text"/>
		C: <input style="width: 90%;" type="text"/>

DESCRIPTION OF EVENT

Your narrative will be reviewed by a member of the **CHIRP** staff who will remove all information such as dates/locations/names that might identify you. Bear in mind the following topics when preparing your narrative:

- Chain of events • Communication • Decision Making • Equipment • Situational Awareness • Weather • Task Allocation • Teamwork • Training

continue on a separate piece of paper, if necessary