

# CHIRP CC FEEDBACK

Issue No: 51

2/2014

## WHO ARE WE? (2) – THE CHIRP CABIN CREW ADVISORY BOARD

Our previous Chair of the Cabin Crew Advisory Board (CCAB), Chris Hewitt, Cabin Safety Manager at easyJet, stood down from his post in December 2013 after chairing the Board since June 2010. We are very pleased to announce that another current member of the CCAB, Debbie Elliott, Training Manager for TAG Aviation, has accepted the position of Chair.

Debbie's career in aviation spans over 20 years with time spent working for Virgin Atlantic as Cabin Crew Onboard Manager and UK & Ireland Pilot and Cabin Crew recruitment assessor as well as a Base Manager for Thomson Airways. She joined TAG Aviation, a leading Private Aircraft Management company based at Farnborough Airport, in September 2009 to develop their Training Centre for TAG Aviation crew and other third party clients who require EASA-compliant training. Debbie, like several other members of the CCAB, is an active member of the Cabin Safety Liason Group, a UK and Ireland-based committee which meets three times a year to help establish best safety practice for policy, procedural and training matters.

The CHIRP CCAB is comprised of individuals who are nominated by invited organisations for their relevant expertise. Their purpose is to provide guidance to the CHIRP Chief Executive and Cabin Crew Programme Manager on Cabin Crew reports that have been received through the programme and provide advice and information to be used in the CHIRP comments that are printed in Cabin Crew FEEDBACK. Membership is reviewed every three years to maintain current expertise.

The current CCAB is comprised of experienced cabin crew representatives from a variety of operators including British Airways, Virgin Atlantic, Monarch Airlines, Thomson Airways, Thomas Cook Airlines, Flybe, easyJet, Titan Airways, Aurigny and Eastern Airways; the Board also includes representatives from the CAA, the trade union Unite and flight crew members from different operators.

Our newest member of the CCAB, who joined in January 2014, is Andrew Youngson, Cabin Safety Manager of Jet2.com. Details of the Cabin Crew Advisory Board can be found on the CHIRP website at [www.chirp.co.uk](http://www.chirp.co.uk)

## INFORMATION FOR CABIN CREW

CHIRP receives all kinds of reports from cabin crew around the UK. The most frequently reported topic involves rosters and duty times. On all occasions that a

report is submitted to CHIRP regarding this subject, the reporter has been encouraged to discuss their concerns with the company rostering department or the CAA. On a number of occasions, CHIRP has been able to help reporters through contact with the CAA regarding individual rosters and queries relating to regulations.

### What can you report?



Safety related incidents or events involving yourself, other people, your company or companies you work with.



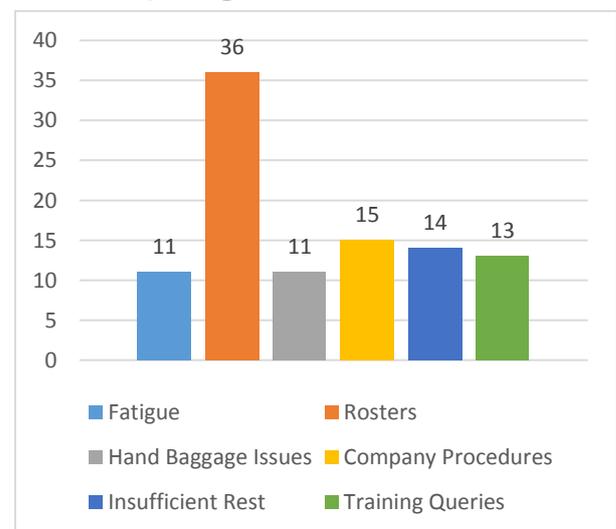
Incidents or events including errors, individual performance, regulatory issues and unsafe working practices.



Incidents or events with no safety content, conflicts of personalities and industrial relations issues including terms and conditions of contracts.

We encourage individuals to report when they want to protect their identity, when they want to share important 'lessons learned' and when they have spoken to the company but would like more advice on how to proceed.

### Reporting Themes 2013 – 2014



Other report topics included sickness and redundancy, CRM, passenger issues, cabin equipment deficiencies, cabin temperatures, security and aircraft performance issues.

[www.chirp.co.uk](http://www.chirp.co.uk)

FREEPOST (UK only) RSKS-KSCA-SSAT, CHIRP, 26 Hercules Way, Farnborough GU14 6UU

[reports@chirp.co.uk](mailto:reports@chirp.co.uk)

Freephone (UK only): 0800 214645 or +44 (0) 1252 378947

## 900 HOUR RULE CLARIFICATION

CHIRP elected to print a report in the last issue of Cabin Crew FEEDBACK (1/2014) regarding the 900 hour rule for cabin crew. It has been brought to our attention that the CHIRP comment needed clarification.

The CAA has provided the following comment:

*CAP 371 contains the requirements relating to flight and cabin crew duty hours. The annual limit for crew members (including cabin crew) is detailed in the Civil Aviation (Working Time) Regulations (CAWTR). This states that an employer shall ensure that no person acts as a crew member during the course of their working time, if during the period of 12 months expiring at the end of the month before the month in question the aggregate block flying time of that person exceeds 900hrs.*

*Additionally CAP371 defines the maximum duty hours for cabin crew which shall not exceed: 60 hours in any 7 consecutive days, but may be increased to 65 hours when a rostered duty covering a series of duty periods, once commenced, is subject to unforeseen delays. They must also not exceed 105 hours in any 14 consecutive days or 210 hours in any 28 consecutive days.*

*The CAWTR and CAP371 apply to all UK operators who therefore must comply with both, the more restrictive taking precedence.*

*The new EASA Fatigue Management Regulations (which replaces UK CAA, CAP371 - Avoidance of Fatigue in Aircrew) will come into effect in the UK in January 2015 with the full transition completed by all operators in January 2016. For more information regarding the changes, please refer to [www.caa.co.uk/FTL](http://www.caa.co.uk/FTL)*

## FLIGHT CREW CONTROLLED REST

**Report Text:** The SCCM was informed by the Captain that controlled rest was in place and communication to confirm cabin checks would be from the Flight Crew.

The SCCM was told not to call the flight crew during this period of controlled rest. Concern over aircraft safety is a real issue when 1 flight crew member is asleep in a bunk, 1 is on controlled rest whilst 1 remaining flight crew member is operating the aircraft.

Controlled rest is a grey area closely guarded by flight crew, more detailed clarification on what constitutes a legal period of controlled rest is needed to ensure a safe and secure working environment.

**CHIRP Comment:** Flight Crew Controlled Rest is the process where pilots can take short periods of sleep whilst temporarily being relieved of operational duties in accordance with company prescribed 'controlled rest' procedures. The use of Flight Crew Controlled Rest during periods of reduced cockpit workload has been proved to increase the levels of alertness during the critical stages of flight. It is therefore a means of enhancing safety. In-flight rest or napping periods should not be used as a routine rest period on flights, but as a means to deal with unexpected tiredness. Where the need for significant periods of in-flight rest is routine, an augmented crew should be rostered for the flight and in-flight rest conducted in bunks away from the flight deck.

When there are two operating flight crew, in-flight rest periods should be planned between both flight crew members and undertaken during the cruise portion of the flight. The Captain must ensure that the other flight crew member who remains awake is briefed properly and that the SCCM is advised of the rest period to be taken. Company procedures will state the timings of when the SCCM should call the flight crew.

More information on the guidelines for Flight Crew Controlled Rest can be found in both CAP371 and EASA Part – CAT AMC – GM1 CAT.OM.MPA.210

## POOR CABIN AIR QUALITY

**Report Text:** At top of descent cabin crew were alerted by call bell to a passenger who had fainted in the aisle. The temperature in the cabin was extremely hot and stuffy. The passenger was around 35 years old. Oxygen was administered on high and they regained consciousness quickly. Whilst the passenger was on the floor in the aisle, we asked for their medical history and were told this hadn't happened before except whilst giving blood, that they had eaten and were not a diabetic. They had a clammy and sweaty appearance but quickly started to respond normally to questions and stated they were feeling much better. The passenger was moved to a seat with more air and space to recover fully. The passenger seemed very fit and healthy apart from this faint.

Air flow was set to LOW by the flight deck, the aircraft was almost full although the official trigger point of 115 'passengers' was not reached. Air quality is always low when the aircraft is almost full and airflow set to low and the temperature is difficult to regulate. Surely the trigger points for low/normal/high airflow should be reconsidered. An almost full aircraft and low airflow must put a strain on everyone especially the cabin crew.

Lessons Learned: Once again the airflow was set to low when the aircraft was almost full, this is happening again and again.

**CHIRP Comment:** CHIRP frequently receives reports on this subject, with a very similar report printed in Issue 48 of Cabin Crew FEEDBACK.

If a crew member feels that the cabin air quality is insufficient for both the passengers and crew, they should discuss this with the flight crew at the first available opportunity; the level can then be adjusted accordingly.

Airbus have now created 'Green Operating Procedures' as part of an initiative towards fuel and cost savings. These include recommendations for low flow selection in flight. However it is up to the individual operator to build its own policy and implement the procedures which should be stated in the company Standard Operating Procedures.

## REOCCURRING HAND BAGGAGE ISSUES

**Report Text:** I was boarding the aircraft with the SCCM. Received a call from the crew at the back that they were running out of space to stow cabin baggage. We started to intercept larger bags stacking them in fwd. galley area sorting them between those ending their journey back at base and those belonging to passengers with connecting flights. Eight bags belonging to passengers ending their

journey at base were handed over to ground staff to place in the hold. The remaining 7 bags belonging to passengers with connecting flights were then placed in unsuitable stowages (an empty catering trolley and the flight deck).

These locations are not recognised as suitable cabin baggage stowage areas by our safety procedures. This type of practice is normal occurrence on short haul flights. I sometimes see myself trying to find space for passenger bags while the aircraft is pushing back.

Lessons Learned: Reducing the hand-baggage allowance and strict control at the gate would help...but that requires staff.

**CHIRP Comment:** CHIRP regularly receives reports regarding the size and quantity of hand baggage. These reports are not limited to a specific operator. Each airline has different procedures for the management of baggage and offload of excess bags. Excess hand baggage should be identified before boarding; however, many operators use electronic check-in facilities and bags may not be checked until the passengers arrive at the gate/aircraft door. Cabin crew who proactively monitor cabin baggage and make frequent PAs can help manage the situation.

Appropriate stowages for hand baggage are specified in the operations manual, which should be referred to if unsure. All passengers should be seated and bags should be appropriately stowed before pushback. Problems such as those described in this report should be reported via the company safety reporting system so that an investigation can identify the root cause. This may identify a lack of control or supervision at the boarding gate.

CAA Safety Notice SN-2011/05 contains recommendations for safe stowage of hand baggage and serves as a reminder to all operators to ensure that procedures for the management of hand baggage are sufficiently robust.

## FAILURE TO SHOW ID

**Report Text:** I was boarding the flight when a member of engineering staff approached the boarding door. As they did, I noticed that their ID was not visible, so I politely asked to check it as stated in the company manual. The engineer; I did not manage to get their full name, replied by saying they had been through security already and asked why I should need to check their ID again. I politely explained, it was our responsibility to see ID for anyone who wishes to board and who does not have a valid boarding pass. As I was saying this they were trying to force their way through the door onto the aircraft. At the same time they were talking over me, making fun of what I was saying and stating that as I was checking their ID, they wanted to check mine. They then waved their hands in my face saying "ID, ID!" I would like to confirm that at no point during our conversation was I rude or defensive towards them but after they waved their hands in my face I just said "I am just doing my job, there is no reason to be rude about it", they then walked past me and walked to the front of the aircraft to the flight deck. I explained the situation to the SCCM but didn't take the matter further.

On another occasion with the same engineer, with me at the boarding door, I again asked to see their ID, and again they just walked past me looking at my ID and failing to show theirs.

I have decided to take this further as it has happened on more than one occasion and also because when talking to other cabin crew within the company it came up they have experienced the same issue with the same member of staff.

I think this matter should be addressed promptly as it is a security hazard to our aircraft, flight/cabin crew and passengers. In my opinion there is a lack of training with this individual, or they simply do not approve of our procedures. When it comes to the security of the aircraft, and before something more dangerous arises, it should be addressed by the company and the engineering department.

Lessons Learned: Always check the IDs no matter who it is boarding or what they say.

**CHIRP Comment:** The reporter's lesson learned is correct and the staff member who refused to show their ID was wrong. There may be a good reason for their ID not being on display; the engineer may have tucked it away to prevent it from being caught when working on the aircraft, but it should have been presented immediately when requested. When this request was refused, the reporter was correct to alert the SCCM. Although on a subsequent occasion the reporter recognised the staff member, it was again correct to ask to see a valid ID in order to confirm that they were still entitled to enter the aircraft. All incidences of a staff member failing to show their ID when asked should also be reported via company reporting channels to enable investigations to take place.

## Contact Us

Stephanie Colbourne      Cabin Crew Programme  
Manager

--000--

FREEPOST RSKS-KSCA-SSAT  
CHIRP  
26 Hercules Way  
Farnborough GU14 6UU

Freephone (UK only):      0800 214645 or  
Telephone:                    +44 (0) 1252 378947  
Fax:                              +44 (0) 1252 378940 (secure)  
E-mail:                            [reports@chirp.co.uk](mailto:reports@chirp.co.uk)

## FEEDBACK via email...

If you would like to receive a copy of Cabin Crew FEEDBACK via email, please contact us at [mail@chirp.co.uk](mailto:mail@chirp.co.uk) advising us of your name, occupation and preferred email address.

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"/> <span style="float: right;">▲ Indicates Mandatory Fields</span>	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. <b>No RECORD OF YOUR NAME AND ADDRESS WILL BE KEPT</b> 3. CHIRP is a reporting programme for safety-related issues. We regret we are unable to accept reports that relate to industrial relations issues.
Address: <input style="width: 90%;" type="text"/>	
Post Code: <input style="width: 40%;" type="text"/> Tel: <input style="width: 40%;" type="text"/>	
e-mail: <input style="width: 90%;" type="text"/>	

It is CHIRP 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

**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	DISSEMBARKING <input type="checkbox"/> OTHER:
OTHER:	AIRCRAFT LOCATION	<b>FLIGHT PHASE</b>
<b>EXPERIENCE/QUALIFICATION</b>	<b>THE AIRCRAFT</b>	PRE-DEPARTURE <input type="checkbox"/> TAXI <input type="checkbox"/>
TOTAL YEARS   YEARS WITH CURRENT AIRLINE	TYPE/SERIES	TAKE-OFF/CLIMB <input type="checkbox"/> DESCENT/LANDING <input type="checkbox"/>
<b>CURRENT AIRCRAFT TYPES QUALIFIED ON:</b>	NUMBER OF CABIN CREW	STAND/GATE ARRIVAL <input type="checkbox"/> OTHER:
1.   2.   3.	NUMBER OF PAX ON BOARD	<b>TYPE OF OPERATION</b>
<b>PASSENGER(S)/INJURY(IES)</b>	NUMBER OF EXITS	SCHEDULED <input type="checkbox"/> CHARTER <input type="checkbox"/>
PASSENGER(S) INVOLVED? YES <input type="checkbox"/> NO <input type="checkbox"/>	<b>WEATHER (IF RELEVANT)</b>	CORPORATE <input type="checkbox"/> OTHER:
INJURY TO PASSENGER <input type="checkbox"/> INJURY TO CREW <input type="checkbox"/>	TURBULENCE <input type="checkbox"/> THUNDERSTORM <input type="checkbox"/>	<b>MY MAIN POINTS ARE:</b>
<b>THE COMPANY</b>	OTHER:	A:
NAME OF COMPANY:	<b>REPORT TOPIC / MY REPORT RELATES TO:</b>	B:
		C:

**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



PLEASE PLACE THE COMPLETED REPORT FORM, WITH ADDITIONAL PAGES IF REQUIRED, IN A SEALED ENVELOPE TO:

**FREEPOST (UK Only) RSKS-KSCA-SSAT • The CHIRP Charitable Trust • 26 Hercules Way • Farnborough • GU14 6UU • UK**  
 Confidential Tel: +44 (0) 1252 378947 or **Freefone (UK only) 0800 214645** and Confidential Fax: +44 (0) 1252 378940  
 Report forms are also available on the CHIRP website: [www.chirp.co.uk](http://www.chirp.co.uk)