Day 1 - Tuesday, 14th June

09h00 – 09h10  Welcome Address
Orientation and welcome to the COSC event, highlighting the key networking features and learning opportunities
- Jonathan Jasper, Senior Manager Cabin Safety, IATA

09h10 – 09h20  Welcome from our Host and Principal Sponsor
Welcome to Lisbon from our principal sponsor TAP Portugal

09h20 – 10h15  IATA Cabin Safety and other related activities
An insight into the activities of IATA Cabin Safety and Cabin Operations over the last two years, and issues being addressed as we move forward from the pandemic.
- Jonathan Jasper, Senior Manager Cabin Safety, IATA

10h15 – 10h45  NETWORKING BREAK

10h45 – 11h15  ICAO Cabin Safety
An update on the activities of the ICAO Cabin Safety Group including recent publications and ongoing workplan.
- Martin Maurino, Technical Officer, Global Aviation Safety, ICAO - TBC

11h15 – 11h45  IATA’s Advocacy for Accessibility
An insight into the challenges of improving and maintaining accessibility for all, within the heavily regulated arena of cabin operations.
- Linda Ristagno, Assistant Director External Affairs, IATA

11h45 – 12h30  Unruly Passenger campaign - EASA
In response to the noted increase of unruly passenger incidents throughout the pandemic, EASA, with the help of cabin crew, airlines and human factors specialists, embarked on a campaign to help airlines to educate passengers before they travel.
- John Franklin MBE, Head of Safety Promotion, EASA
- Kris Major, European Transport Workers Federation, UNITE the union.
- Meghan Doyle, Inflight Safety, Security, Regulatory and Compliance Mgr, Ryanair

12h30 – 14h00  NETWORKING LUNCH
Location
Day 1 - Tuesday, 14th June

14h00 – 15h00  Pátio Lisboa - Table discussions - Session 1
3 x 20-minute sessions
Quickfire discussions on Cabin Safety’s hottest topics

15h00 – 15h30  NETWORKING BREAK

15h30 – 17h00  Pátio Lisboa - Table discussions - Session 2
3 x 20-minute sessions
Quickfire discussions on Cabin Safety’s hottest topics
Followed by a debrief

17h00 – 18h30  NETWORKING WELCOME RECEPTION
Delegates can select 2 out of 3 workshops:

<table>
<thead>
<tr>
<th>Time</th>
<th>Turbulence</th>
<th>Cabin crew wellbeing</th>
<th>Safety Management</th>
</tr>
</thead>
<tbody>
<tr>
<td>09:00-12:30</td>
<td>Turbulence</td>
<td>Cabin crew wellbeing</td>
<td>Safety Management</td>
</tr>
<tr>
<td>12:30-14:00</td>
<td>Networking Lunch</td>
<td>Networking Lunch</td>
<td>Networking Lunch</td>
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<tr>
<td>14:00-17:00</td>
<td>Turbulence</td>
<td>Cabin crew wellbeing</td>
<td>Safety Management</td>
</tr>
</tbody>
</table>

**Turbulence**

Turbulence remains one of the biggest causes of injury in the cabin and is regularly featured on the radar of many Safety Professionals. This workshop looks at communication methods, procedures, and initiatives used by airlines to ensure that cabin crew are informed, prepared and able to play their part in preventing injury.

**Cabin Crew Well Being**

The challenges of operations while we transition from pandemic to endemic continue to affect cabin crew around the world to varying degrees. This workshop looks at what can be done to support cabin crew as we recover and grow, and what issues might need careful handling in order to ensure that safety is not affected.

**Safety Management**

The International Civil Aviation Organization has recently published DOC 10158, Manual on Safety Management in Cabin Operations, which is aimed at giving regulators the information they need to oversee airlines and their Safety Management processes. Join this workshop to talk with other airlines and see how they are implementing Safety Management effectively, aligning with best practices.
Day 3 - Thursday, 16th June

09h00 – 09h30  **Human Trafficking**
The fight against human trafficking continues. What new issues have arisen as a result of the pandemic and how do we need to adapt for the future as we emerge from the crisis.
- Emily Manduku, Flight Operations Inspector, Kenya Civil Aviation Authority

09h30 – 10h00  **Crew engagement**
Cabin crew wellbeing and mental health is one of the new issues identified during a turbulent two years in aviation. How can we demonstrate that we are listening to and responding to concerns raised by our cabin crew?
- Andrew Judge, Head of cabin services, X-Fly

10h00 – 10h30  **Cabin Crew Quick Reference Handbook (QRH)**
Cabin crew practical manuals are a condensed version of the operations manual, providing checklists and information to help cabin crew in their daily safety related tasks. As there is no standard recommendation on a required format, this presentation looks at some of the methods used to comply with this IATA Operational Safety Audit standard.
- Julia Arnds, Flight Safety Cabin Specialist, Lufthansa

10h30 – 11h00  NETWORKING BREAK

11h00 – 11h30  **Cabin Design**
Innovative cabin design is welcomed as it allows us to transform the passenger and crew experience. However, innovation must also be safe and accessible and comply with certification standards. What needs to be addressed in order to evolve cabin innovation?
- Edwin Fernandez, Manager Inflight Service, Cabin Safety, Analysis & Technology, Delta Air Lines.

11h30 – 12h00  **Disabled Lavatory design**
Airlines are taking the issue of accessibility seriously but there are a variety of differing and sometimes conflicting regulations to navigate. This presentation looks into some of these challenges and seeks to bring them up to date to help airlines and cabin crew to improve accessibility onboard.
- Antti Suopajärvi, Accessible Air Travel Specialist
Day 3 - Thursday, 16th June

12h00 – 12h30  **Line Operations Safety Audit introduction**  
It is rare to find an airline which has adapted LOSA program from flight operations into cabin operations. This presentation from GOL Linhas Aereas on their introduction of LOSA CAB program will give practical examples for implementation,  
- Renata Borges, Cabin Crew Strategic Management Cabin Standards Analyst, GOL  
- Danilo Mirabetti, Cabin Safety Analyst – GOL

12h30 – 14h00  **NETWORKING LUNCH**

14h00 – 14h30  **Supporting airlines and cabin crew through the crisis**  
MedAire partners with the commercial aviation industry to keep passengers and crew safe while travelling in the air or on duty. Hear from Medaire on their activities during the pandemic and how they aim to continue supporting crew health and wellbeing as we recover.  
*Richard Gomez, Vice President Product Development and Management, Medaire*

14h30 – 15h15  **Airlines 4 America (A4A) Panel discussion**  
Cabin Ops Collaborative Response to Covid-19 and how we are better prepared to handle the next Global Crisis or Pandemic and how to navigate the aviation industry post pandemic.  
*Led by Cari Smith Allen, Manager Cabin Safety Alaska Airlines & A4A Chair*

15h15 – 15h45  **NETWORKING BREAK**

15h45 – 16h30  **Cabin Operations Safety Task Force (COSTF) Panel discussion**  
This team of experts from around the world meet regularly to identify solutions and best practices to help the industry maintain safe operations and are the eyes and ears of IATA in the operational environment. This panel discussion is aimed to provide delegates the opportunity to engage and ask questions on what we can do to safely restore the business of freedom.  
*Led by Anabel Brough, Safety Manager Cabin, Emirates Airline & COSTF Chair*  
*Carlos Dias, Cabin Safety Officer TAP Portugal & COSTF Vice Chair*

16h30 – 16h45  **Close of COSC 2022**  
Summary and closing remarks from the COSC 2022  
*Jonathan Jasper, Senior Manager Cabin Safety, IATA*
Bem Vindo
Jonathan Jasper
Senior Manager Cabin Safety
IATA
Cabin Ops Safety Conference

The COSEC is the leading global event for safety professionals, covering every aspect of cabin operations and safety.

14-16 June 2022, at the Epic Sana Lisboa, Lisbon, Portugal.


Features:

- Risk assessment
- Cabin crew mental health
- SMS
- Human trafficking
- Unruly passengers

370+ Attendees
100+ Airlines
25+ Media & exhibitors
160+ Companies
Pre-departure questionnaire - Who are you?

Have you been to the IATA COSC before?

Are you, or have you ever been, a cabin crew member?

Are you currently employed by an airline?

Are you currently employed by an aviation authority/regulator?

Are you as happy as I am to be here with a face-to-face event?
<table>
<thead>
<tr>
<th>Nancy Rockbrune</th>
<th>Brent King</th>
<th>Linda Ristagno</th>
<th>Ligia Fonseca</th>
</tr>
</thead>
<tbody>
<tr>
<td><img src="image1.png" alt="Nancy Rockbrune" /></td>
<td><img src="image2.png" alt="Brent King" /></td>
<td><img src="image3.png" alt="Linda Ristagno" /></td>
<td><img src="image4.png" alt="Ligia Fonseca" /></td>
</tr>
</tbody>
</table>

Who are we?

#IATACabinsafety

Please do not photograph this presentation without permission
Covid-19

- Respect others comfort level
- Wash hands frequently
What’s on the agenda?

**Day 1**
- Global updates
  - IATA
  - ICAO
  - EASA
- Cabin Safety Exchange
- Welcome reception

**Day 2**
- Workshops
  - Safety Management
  - Turbulence
- Cabin Crew wellbeing and mental health
- Evening Event

**Day 3**
- Plenary
- Presentations
- Panel discussions
- Prizes
Competition law guidelines

Prohibited discussions (unless already made public)

• Individual airline rates, charges, or surcharges;
• Individual airline costs;
• An individual airline’s intentions regarding increasing, reducing, or reallocating aircraft capacity (including entering or exiting routes);
• An individual airline’s intentions regarding charging for certain products or services or changes to the existing charges for such products or services;
• Information on individual airline customers; and
• Any other sensitive commercial or proprietary information that the company would not disclose in the absence of an express or implied agreement to exchange such information for the purpose of reducing or restricting competition in the airline industry.
# Photograph competition

<table>
<thead>
<tr>
<th>Theme</th>
<th>Prize</th>
<th>How to enter</th>
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</thead>
<tbody>
<tr>
<td>Connecting Portugal to the world</td>
<td>Provided by TAP</td>
<td>Post it on Instagram (make sure your account is “public”)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>#IATACabinsafety and @iatacosc OR</td>
</tr>
<tr>
<td></td>
<td></td>
<td>E-mail to <a href="mailto:cabin_safety@iata.org">cabin_safety@iata.org</a> and we will post it on Instagram for you.</td>
</tr>
</tbody>
</table>
Other competitions and prizes

TAP’s Cabin Crew Challenge

TAP’s “I can’t hear you”
The event APP
Thank you for your support
Our host airline

TAP Air Portugal

A STAR ALLIANCE MEMBER

#IATACabinsafety

Please do not photograph this presentation without permission
Jonathan Jasper
Senior Manager Cabin Safety
IATA
Introduction
The past two years....
The past two years….

**EasyJet, American Airlines to slash workforce amid pandemic**

European budget carrier easyJet and American Airlines both plan to cut large parts of their workforces as the global aviation industry struggles to cope with a near total halt to travel amid the COVID-19 pandemic.

By Danica Kirka Associated Press
May 28, 2020, 9:34 AM

---

**Airline Virgin Australia to slash workforce**

August 5, 2020

Airline Virgin Australia says it plans to cut a third of its workforce, a last ditch effort to overhaul itself amid the global health crisis.

On Wednesday (August 5) the company said 3000 jobs would be axed, as the carrier offloads its wider-body planes like the Boeing 777.

---

**Cathay Pacific to slash workforce by nearly a quarter and close Cathay Dragon**

---

**Lufthansa-owned Brussels Airlines to slash workforce**

MAY 12, 2020 11:10 PM PVT

---

**Air France to slash 40% of workforce by 2022**

Read 2507 Times
By HRK News Bureau — July 2, 2020
## Risks of sudden workforce reductions

<table>
<thead>
<tr>
<th>What are the hazards?</th>
<th>What are the consequences?</th>
</tr>
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<tbody>
<tr>
<td>Disgruntled ex employees</td>
<td>Fear of reporting safety incidents</td>
</tr>
<tr>
<td>Low morale among remaining workforce</td>
<td>Culture shift from collaboration to “self preservation”</td>
</tr>
<tr>
<td>Reduced public confidence</td>
<td>Loss of experience and knowledge</td>
</tr>
<tr>
<td>Poor public image</td>
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</tbody>
</table>
And where are we now?
Skills gap
Challenges for cabin safety

Cabin crew experience
Recruitment volumes
Training and induction volumes
Cost of living increases vs salary
Attracting cabin crew to the role

Is there any increase in safety errors?
Aviation Workers Skills Gap Survey

IATA commissioned survey

Aimed at HR Managers, cabin crew Management teams etc.

Closing date extended for this Conference!
Unruly Passengers

An ongoing concern for many
Let’s go…!

Pre-flight preparation
- Covid requirements
- Vaccination certificate
- Passport
- Accuracy of information

At the Airport
- Line ups
- Delays
- Cancellations

Onboard
- Masks
Reporting rates

Total 4,069 Reports.

Reported Unruly Passengers in IDX (2020 Jan. – 2021 Dec.)

2020 Average: 0.383
2021 Average: 0.736

Number of Unruly Passengers Reports

Rate per 100,000 Passengers

Number of Reports: Blue
Rate per 100,000 Passengers: Yellow

IATA
Reporting rates

Unruly Passenger Category
2020 vs 2021
Normalized by the 100,000 Passengers

Verbally Abusive
0.030
0.006

Physically Abusive
0.056
0.021

Non-compliance
0.218
0.324

Life Threatening Behaviour
0.003
0.004

Action Taken
0.126
0.235

Intoxication
0.021
0.024

2021 | 2020
Observations from narratives

Covid-19 compliance

- Masks
- Seating
- Food and drink

Increasing number of physical events

Some evidence of “mental distress” events not attributed to intoxication
Actions

- Continue advocacy activities to support ratification of MP14
- Update and publish factsheet
- Update Best Practices Guide (Edition 8 - 2023) with de-escalation techniques and examples for airlines
- Participate with other stakeholders in public awareness campaigns
- Review reports of mental distress events to raise awareness of issue.

Safety Connect

Keeping you connected
Safety Connect

A “safe space” for airline safety teams:

- Discussions
- Resources
- Peer to peer networking
- Identify new risks
- Ongoing challenges
- Regulatory interpretation
The IATA Cabin Ops Safety Conference takes place in Lisbon, Portugal from 14th to 16th June. The agenda includes workshops on Turbulence Management, Safety Management in Cabin Ops and Cabin Crew mental health and wellbeing.

There is a significant reduction in the registration fee for IATA member airlines and you can view the agenda by selecting the COSC2022 tab at the top of this channel. We really hope you can join us and add your input and experiences to our discussions [IATA - Cabin Ops Safety Conference](https://www.iata.org).

4 replies from Carlos Mousaco Dias and Renata Garcia, Renata Garcia Borges

Grainne Healy (Guest) - Yesterday 11:12 AM

See you there, looking forward to meeting everyone

---

Timothy Hill (Guest) - Tuesday 11:09 AM

Hi everyone, I hope you're all well. Can anyone share a contact in American Airlines cabin crew safety training please? Many thanks, safe flying, Tim.

Jonathan Jasper - Tuesday 11:48 AM

I have asked someone for help, Timothy, I will let you know as soon as I hear back.

Timothy Hill (Guest) - 4:28 AM

Thanks Jonathan Jasper much appreciated!
Cabin Safety

Contact us

- Home
- Join conversation (TeamSite)
- Cabin Safety@iata.org
- Add a link to the IATA Safety Risk Management Framework

- COSTI members only

- Cabin Operations Safety Conference
- Cabin Operations Safety Risk Assessments
- Cabin Operations Safety Best Practices
- Regulations and Standards
- IATA Resources
Join now! (airlines only)
Accessibility

Are we making progress?
Cabin crew mental health

New focus and attention
Cabin crew mental health and wellbeing

Why should we be concerned?
Is this a safety issue?
What should we include in our assessments?
How can we prove our response is having a positive effect?
What are the best practices we should work towards?
Is this topic regulated?
Safety data

Incident Data Exchange (IDX)
## GADM Membership Overview

### Active Members per Program

<table>
<thead>
<tr>
<th>Program</th>
<th>Members</th>
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<tbody>
<tr>
<td>IDX</td>
<td>154</td>
</tr>
<tr>
<td>FDX</td>
<td>65</td>
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<tr>
<td>Total</td>
<td>219</td>
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</table>

### GADM Participant

<table>
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<tr>
<th>GADM Participant</th>
<th>Region</th>
<th>Country</th>
<th>GADM Programs</th>
<th>Member IATA</th>
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<td>Asia Pacific</td>
<td>Australia</td>
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<td>Westjet</td>
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<td>North Atlantic &amp; North America</td>
<td>Canada</td>
<td>IDX</td>
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YOUR Data drives OUR decisions

- Good quality data is vital
- Global representation
- All aspects of operations should be submitted
IOSA
IOSA CAB Standards

Revisions made for ISM 16

- CAB 3.2.10 Trolleys
- CAB 3.2.4A Door Procedures
- CAB 3.4.1 Passengers requiring special handling
- CAB 3.4.2 Unruly Passengers
- Some Fatigue related ISARPS under final review
Risk based IOSA Project
The Business Model

**Customer Expectations**
- **Challenge:** Affordable and value-add audits
  - User friendly access to current information
- **Solution:** Audit process tailored to airline
  - Improved user interfaces

**AO Accreditation Model**
- **Challenge:** Financial autonomy and sustainability
  - Auditor standardization and performance
  - Ability to innovate
- **Solution:** Phase out AOs and insource production of audits
  - Recruit and train IOSA Auditors on freelance basis

**Organization**
- **Challenge:** Production capacity
  - Digital Maturity
- **Solution:** Transform and scale up IOSA organization
  - Develop IT infrastructure
Transition Plan

Transition Plan supports timely scaling up and mitigation of risks

• 2022 trial audits will be performed to test audit methods and audit management process
• AOs will remain until end of 2024 to perform conventional IOSA audits
• 2025 onwards fully insourced model supporting over 200 IOSA audits per year
Risk-based Audit Scoping

Audit scope will be reduced to critical standards, freeing up valuable auditing time

Industry Standards prioritization

Tailored audit scope for each Operator

Frees up time to increase depth of auditing of high priority requirements

Allows for maturity assessment of critical systems and programs
### Risk-based Audit Scoping

Away from the one-size fits all approach

<table>
<thead>
<tr>
<th>Audit Scoping</th>
<th>IOSA</th>
<th>Risk-Based IOSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Worldwide runway excursion rate has been increasing.</td>
<td>• All ISARPs are audited regardless of their universal criticality.</td>
<td>• ISARPs prioritized in regular intervals. In this example, ISARPs related to runway excursions are identified as high priority and audited in-depth.</td>
</tr>
<tr>
<td>• Operator has been demonstrating conformity with a non-critical ISARP for several consecutive audits.</td>
<td>• All ISARPs are audited regardless of their criticality for the operator.</td>
<td>• Audit scope tailored to Operator’s operating profile and audit history.</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• ISARPs with low criticality may be audited at lower frequency to allow focus on high-criticality ISARPs.</td>
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</table>
**Maturity Assessment**

**Example**

<table>
<thead>
<tr>
<th>Maturity Assessment</th>
<th>IOSA</th>
<th>Risk-Based IOSA</th>
</tr>
</thead>
<tbody>
<tr>
<td>FLT 2.2.14</td>
<td>The Operator shall ensure flight crew members complete training and, when applicable, an evaluation in crew resource management (CRM), including Threat and Error Management, using facilitators that have been trained in human performance and human factors principles.</td>
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</table>

**Assessment Method (on each ISARP)**

<table>
<thead>
<tr>
<th>Conformity</th>
<th>Nonconformity</th>
</tr>
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<tbody>
<tr>
<td>✅</td>
<td>❌</td>
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</tbody>
</table>

**Assessment Method (on selected ISARPs and Programs)**

- Basic
- 2.7 Mature
- Established
- Leading
## Benefits of Risk-based IOSA

- Tailored and reduced Audit scope focusing efforts where needed the most
- Improved audit methods through maturity evaluation
- Improved management and standardization of Auditors
- Safety insights captured to deliver safety improvements and reduction of global accident rates
- New insights through improved audit report
- Long term sustainability of IOSA program through direct management of insourced products
Best Practices
What’s new in Edition 8 (2023)

De-escalation techniques and recommendations
Distribution

IATA member airlines

- Join IATA Safety Connect
- Request a copy using the online form
- One copy per airline representative
- Currently no limit on number of copies provided

Non-IATA members and other organizations or individuals

- Purchase from the IATA online store
- One copy per purchase
Thank you

Jonathan Jasper (JJ)
jasperj@iata.org
Cabin_safety@iata.org
www.iata.org
SAFETY MANAGEMENT IN CABIN OPERATIONS

Martin Maurino M.Eng
Technical Officer, Global Aviation Safety - ICAO
IATA COSC, 14-16 June 2022
Overview

- ICAO guidance on safety management in cabin ops
- Cabin Ops & SMS
- Reporting
- Safety performance management
- ICAO Cabin Safety on-going and future work
Safety Management in Cabin Ops

- ICAO standards on SMS for “service providers”
  - including international commercial air transport operators

- State safety programme (SSP) implementation

- New guidance aims at including cabin ops
  - in both SMS & SSP

- Addresses cabin ops aspects in all SSP/SMS components
  - Safety policy and objectives
  - Safety risk management
  - Safety assurance
  - Safety promotion
Cabin OPS & SMS

- Safety policy and objectives
  - including key cabin safety personnel and role in SRB and SAG
- Safety risk management
  - identifying hazards in cabin ops, SRAs and mitigations
- Safety assurance
  - including SPM in cabin ops and change management
- Safety promotion
  - training & education and safety communication to cabin crew
- Contracted activities
- Roles of senior management and front line personnel
- SMS for small operators
Reporting

• Safety reporting systems
  – mandatory & voluntary
• Reasons for writing a report
  – including to aid in decision-making and promote change
• Issues related to reporting
• Writing a meaningful report
• Positive safety culture and reporting
• Sample report templates
• Additional guidance
  – Memory aid for effective report writing
  – Sample cabin safety report
  – Fields suggested in electronic cabin safety reports
Writing Meaningful Reports

- **Factual**
  - avoids emotive language and assumptions, remains objective and unbiased
- **Clear & concise**
  - easy to read and interpret, using known terminology
- **Constructive**
  - offers solutions and serves useful purpose
- **Courteous**
  - respectful, considerate, business-like, professional
- **Complete, structured and ordered**
  - contains all relevant info
## Accuracy in Reporting: In-flight Fire

<table>
<thead>
<tr>
<th>Information</th>
<th>Vague</th>
<th>Specific</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Location</strong></td>
<td>Back of the cabin</td>
<td>Aft galley</td>
</tr>
<tr>
<td><strong>Intensity</strong></td>
<td>Not too bad</td>
<td>Orange flames of approximately 10cm observed</td>
</tr>
<tr>
<td><strong>Source</strong></td>
<td>Don’t know</td>
<td>Unknown, oven in aft galley suspected</td>
</tr>
<tr>
<td><strong>Action</strong></td>
<td>Everything we could do</td>
<td>The cabin crew number stationed at R-1 fought the fire</td>
</tr>
</tbody>
</table>
## Memory Aid for Effective Reporting

<table>
<thead>
<tr>
<th>POISE</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Polite</strong></td>
<td>Courteous</td>
</tr>
<tr>
<td><strong>Ordered</strong></td>
<td>Complete structured and ordered</td>
</tr>
<tr>
<td><strong>Improvement</strong></td>
<td>Constructive</td>
</tr>
<tr>
<td><strong>Short</strong></td>
<td>Clear and concise</td>
</tr>
<tr>
<td><strong>Event</strong></td>
<td>Facts</td>
</tr>
</tbody>
</table>

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Use professional style and language.</strong> Do not apportion blame.</td>
<td></td>
</tr>
<tr>
<td><strong>Tell the sequence of events in correct order.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Provide suggestions for preventing it from happening again.</strong></td>
<td></td>
</tr>
<tr>
<td><strong>Keep it simple. Provide sufficient information but avoid:</strong> opinions; emotions; and jargon.</td>
<td></td>
</tr>
<tr>
<td><strong>What happened?</strong> When? Where? Who was involved? What were the actions taken and the results thereof?</td>
<td></td>
</tr>
</tbody>
</table>
# Cabin Safety Report (CSR)

<table>
<thead>
<tr>
<th>Reporter name</th>
<th>[Name/employee number]</th>
</tr>
</thead>
<tbody>
<tr>
<td>Local date of departure</td>
<td>Flight number</td>
</tr>
<tr>
<td>/ /</td>
<td>/</td>
</tr>
</tbody>
</table>

**Title of report** — The subject of the issue/incident/accident/concern.

**Occurrence details** — Describe what happened.

**Actions taken** — What did you do?

**What was the result?** — Was the situation contained?

**Were the procedures, equipment and training effective?** — What could you suggest for improvement?

**Other relevant information** — Include details of other crew members involved, witnesses, potential causes or contributing factors, etc.
ICAO Sample Report Templates

• Unruly passengers and reporting of incidents
  – Aviation Security Manual (Doc 8973 — Restricted)

• Occurrence reporting forms for investigations

• Standardized smoke and fumes reporting form
  – Guidelines on Education, Training and Reporting Practices related to Fume Events (Cir 344)

• Trafficking in persons on board reporting form
  – Guidelines for Reporting Trafficking in Persons by Flight and Cabin Crew (Cir 357)
Safety Performance Management

• Monitoring and measuring safety performance
• Safety performance indicators (SPI) related to cabin ops
  – Measuring processes versus outcomes
  – How to define SPIs
  – Selecting appropriate SPIs
  – Sample SSP SPIs related to cabin ops
  – Sample SMS SPIs related to cabin ops
• Safety performance targets (SPT)
• Link between SPIs, SPTs and safety objectives
• Comprehensive approach to safety performance management
• Sample SPI form
Selecting Appropriate SPIs

• **Why measure this safety issue?**
  – This should be justified by data analysis and safety risk assessment

• **Can safety issue be measured and monitored?**
• **Does operator have capability in terms of tools, personnel and funds to monitor SPI?**
  – operator flying aging aircraft may not be able to obtain same level of info regarding parameters from FDM than one with newer generations
  – e.g. if seatbelt sign was illuminated during turbulence or arming status of doors in event of ISD

• **By what means can data be captured?**
  – e.g. voluntary cabin crew reporting, line checks or audits of cabin crew training programme
Sample SPIs in Cabin Ops

• **Outcome related SPIs**
  – inadvertent slide deployments
  – turbulence-related injuries
  – smoke or fire on-board
  – cabin crew incapacitation / unable to perform safety duties
  – events involving lithium batteries (fire / smoke / overheat)
  – medical emergencies on board
  – equipment failures

• **Activity/process-related SPIs**
  – quantity of audits performed in a given timeframe
  – number of operator personnel trained in a given timeframe on a particular subject
  – rate of voluntary occurrence reports
Links between SPIs, SPTs and Safety Objectives

<table>
<thead>
<tr>
<th>Safety performance indicator</th>
<th>Safety performance target</th>
<th>Safety objective</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Outcome-related</strong></td>
<td>[Number] turbulence-related injuries per [number] hours flown.</td>
<td>Reduce turbulence-related injuries.</td>
</tr>
<tr>
<td></td>
<td>• Less than [number] turbulence-related injuries per [number] hours flown in [year 1].</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Less than [number] turbulence-related injuries per [number] hours flown in [year 2].</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• Less than [number] turbulence-related injuries per [number] hours flown in [year 3].</td>
<td></td>
</tr>
<tr>
<td><strong>Activity-related</strong></td>
<td>[Number] cabin crew line checks completed [month].</td>
<td>Increase cabin crew adherence with operator procedures.</td>
</tr>
<tr>
<td></td>
<td>• [Minimum number] of cabin crew line checks completed in [month 1].</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• [Minimum number] of cabin crew line checks completed in [month 2].</td>
<td></td>
</tr>
<tr>
<td></td>
<td>• [Minimum number] of cabin crew line checks completed in [month 3].</td>
<td></td>
</tr>
</tbody>
</table>
## Links between SPIs, SEIs and SPTs

<table>
<thead>
<tr>
<th>Safety performance indicator</th>
<th>[number] of inadvertent slide deployments per [number] operations.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Safety enhancement initiatives</strong></td>
<td>• Acquisition of new emergency exit trainer device.</td>
</tr>
<tr>
<td></td>
<td>• New recurrent training module for cabin crew members over the next year on door operation.</td>
</tr>
<tr>
<td><strong>Safety performance target</strong></td>
<td>• Maintain no more than 8 inadvertent slide deployments per 10,000 operations by 2022.</td>
</tr>
<tr>
<td></td>
<td>• Maintain no more than 6 inadvertent slide deployments per 10,000 operations by 2023.</td>
</tr>
<tr>
<td></td>
<td>• Maintain no more than 4 inadvertent slide deployments per 10,000 operations by 2024.</td>
</tr>
<tr>
<td><strong>Safety objective</strong></td>
<td>Reduce ground and in-flight damage events at the operator.</td>
</tr>
</tbody>
</table>
# PART A: INDICATOR IDENTIFICATION

1. **INDICATOR**  
Enter a name for the indicator.

2. **DESCRIPTION**  
Enter a brief description for the indicator.

3. **SAFETY OBJECTIVE**  
List the safety objective(s) the indicator supports.

# PART B: INDICATOR SPECIFICATIONS

4. **AREA OF OPERATIONS**  
For example, cabin operations.

5. **PROJECT OR PROGRAMME**  
If applicable, identify the specific project or programme to which the indicator is related (e.g. training).

6. **INDICATOR TYPE**  
The indicator is:  
☐ activity-related  
☐ outcome-related  
☐ predictive or leading  
☐ reactive or lagging

7. **RATIONALE**  
Explain how the indicator is related to the safety objective above and what its measurement supports.

8. **LIMITATIONS**  
Describe the scope of the variable or entity that the indicator measures.

9. **DEFINITION OF TECHNICAL OR SPECIFIC TERMS**  
If applicable, provide a definition of technical or specific terms.

10. **CALCULATION METHOD/FORMULA**

---

# PART C: DATA

In the table below, provide information about the data supporting the measurement of the indicator.

<table>
<thead>
<tr>
<th>11. DATA SET(S)</th>
<th>12. AVAILABILITY</th>
<th>13. DISAGGREGATION LEVEL</th>
<th>14. PROVIDER</th>
<th>15. CUSTODIAN</th>
</tr>
</thead>
</table>
On-going & Future Work

- Manual on Effective Safety Oversight in Cabin Operations
  - including training approvals, en-route inspections, review of SRAs

- Critical incident response programme (CIRP) for cabin crew
  - including design, implementation, peer support, and training

- Innovation in Cabin Crew Training
  - use of VR and other technology to enhance training

- Lithium battery fire procedures
  - EFB fires in flight deck and fire containment bags

- Managing cabin dynamics (unruly pax in post-pandemic context)
For more information, visit: www.icao.int/cabinsafety

Email: mmaurino@icao.int

THANK YOU!
Aviation: Gatekeepers Against Human Trafficking

Presentation by: Emily Manduku
Flight Operations Inspector-Cabin Safety - KCAA
• Background
• Personal Encounter
• Why talk about Human trafficking?
Due to the clandestine nature of this heinous crime, accurate statistics are difficult to come by, in fact, the United Nations refers to it as “the hidden figure crime”.

As aviation is increasingly becoming affordable, the speed and efficiency makes the industry attractive to those who want to exploit and deny vulnerable people their freedom.

In 2019, over 4.7 billion passengers flew safely on over 20,000 city-pairs.

According to the United States (US) State Department, human trafficking is the world’s second largest and fastest growing criminal activity after drug trafficking.

A study done by the United Nations Office on Drugs (UNODC) revealed that around two-thirds of trafficked persons had passed across at least one international border.
The internet is awash with websites and apps that monitor slave produced goods, for instance, www.slaveryfootprint.org. This one especially, has a survey that seeks to know your spending behaviour on what you do, eat, wear, where you go and it will tell you how many slaves ultimately support you.
Common Causes of Human Trafficking

01 Poverty and Instability
02 Devaluation of women’s and children’s rights
03 Cheap Labour
04 Big Profits
05 The complexity of detecting crimes
Covid-19 Crisis

As a result of the COVID-19 health crisis, the world is today facing an impending economic crisis that will increase unemployment globally, widening social and economic inequalities, and impacting the landscape of trafficking worldwide.
COVID-19 protocols make identification of trafficked individuals and survivors more challenging.

Wearing masks and other personal protective equipment may make it harder for front-line professionals to connect with trafficked victims and build the trust that enables them to open up and share what they are experiencing.
The lifting of the COVID-19 protocols that hinder identification of human trafficking victims should be implemented as we continue the restart of air operations.

While the issue of human trafficking is well known, some airlines are still cautious about getting cabin crew to report suspicions for fear of being accused of bias, discrimination and generalization, especially where authorities don’t appear to act on their suspicions.

Detection at the transport phase is crucial in order to save many victims. Through cooperation with airlines, airport law enforcement authorities can better identify and refer victims of trafficking. Estimates suggest that, internationally, only about 04% survivors of human trafficking cases are identified, meaning that the vast majority of cases of human trafficking go undetected.

When provided in a timely manner, passenger data could also be a key tool for risk assessment and early identification of both traffickers and victims while flagging the ‘red-routes’.
Aviation Industry Solutions

It is everyone’s responsibility to add their voice and step-up the tempo to curb this nefarious business.

ICAO /IATA Training in collaboration with the UNOCHR developed a great free-of-charge eLearning tool, for use by States and operators.

**Objectives of this Training**

1. Understand the issue of trafficking in persons, including the elements of trafficking, why it happens and what is being done to combat it.

2. Identify potential cases of trafficking in persons.

3. Respond to suspected trafficking in persons, including producing a report of the occurrence and at the end, obtain a certificate of completion of the eLearning session.
The Call For Action

How can your organization or an individual play a part in solving this global problem?

01
Learn the signs (through training)

02
Implement a framework for reporting suspicious activity

03
Create Awareness

Our business is more worthwhile, more meaningful when we make an impact to those that we serve.
“The world will not be destroyed by those who do evil, but by those watch them without doing anything”

-Albert Einstein (1879-1955)
Q & A

Thank You
Asante Sana
Crew Engagement

A wellbeing strategy for tackling constant change

Andrew Judge / Head of Cabin Services
Lisbon / June 2022
Andrew Judge
Head of Cabin Services at Xfly
Xfly Bases
A new world of work

2020 changed us
Employee Engagement

Give a remote workforce a voice
Intelligent listening

Give a unique and powerful voice to each employee
# Workday Peakon - Employee Voice

<table>
<thead>
<tr>
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<td>8.0</td>
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<td>9.2</td>
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<td>8.2</td>
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<td>8.7</td>
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<td>8.4</td>
<td>6.0</td>
<td>6.2</td>
<td>6.1</td>
</tr>
</tbody>
</table>
The overall business goals and strategies set by senior leadership are taking Xfly in the right direction.

Score: 10  17 February

Yes, I believe so. My own professional background in sales within global commercial aviation, helps me to understand all steps that are going on in the company and it helps me to give positive feedback to other colleagues helping at the same time, to destroy negative rumors about our company.

Ellisabeth Oil

Giving positive feedback to colleagues is so important and sometimes a bit overlooked! Thank you so much for bringing this with you from your other experiences!

Reply sent 3 months ago

I have the opportunity to do challenging things at work.

Score: 18  17 February

Yes, I think so. When we have on board 88 passengers travelling on SAS network, we deal with many kind of passengers. Many of them are CEOs of very important brands, and many have executive positions. To have them on board and frequently is really challenging and if you love what you do, then you have the opportunity to do challenging things at work. In my personal case I have had the opportunity to motivate some business people to apply for the SAS corporate program. Many of them did not know about it. To explain benefits in a professional way and in a very short time, is really challenging. And I feel happy doing so.
Closing the Feedback Loop

**Actioning**
- Collective bottoms-up actioning
- Cascading actioning

**Priorities**
- Setting priorities based on actionable insights

**Comments**
- Actionable comments

**Conversations**
- Employee initiated conversations
- Conversation starters
- Action prompts
What I need to feel engaged ...

- Recognition
- Communication
- Meaning & purpose
- Relationships
Higher level focus

Constant change is the new norm - **adapt to evolving business needs**

Deliver remarkable employee experiences - **attract, understand and retain people**
Takeaways

• Overcommunicate
• Top-down support
• Segmentation of data
• Recognition
• Regular feedback improves Safety Culture
X is our superpower
Practical Manuals and Quick Reference Handbooks for Cabin Crew
<table>
<thead>
<tr>
<th>DOCUMENTS</th>
<th>OTHERS</th>
</tr>
</thead>
<tbody>
<tr>
<td>PASSPORT</td>
<td>KEYS DOOR/CAR</td>
</tr>
<tr>
<td>VISA</td>
<td>CREDIT CARDS/CURRENCY</td>
</tr>
<tr>
<td>CREW ID</td>
<td>SUN GLASSES</td>
</tr>
<tr>
<td>CABIN CREW ATTESTATION</td>
<td>BAG</td>
</tr>
<tr>
<td>COVID VACCINATION</td>
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<td></td>
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<tr>
<td>ELECTRONICS</td>
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<tr>
<td>CABIN MOBILE DEVICE</td>
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<tr>
<td>SMARTPHONE</td>
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<td>CHARGERS</td>
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<td>ADAPTER</td>
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<td>HYGIENE</td>
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<td>TOOTHBRUSH</td>
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<td>TOOTHPASTE</td>
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<td>DENTAL FLOSS</td>
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<td>SHAMPOO</td>
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<td>BRUSH</td>
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<td>SUNSCREEN</td>
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<td>DISINFECTANT</td>
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<td>CLOTHES</td>
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<td>BATHING SUIT</td>
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<td>PYJAMAS</td>
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<td>SHIRT</td>
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<td>SHOES</td>
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<td>SOCKS</td>
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### BEFORE START

<table>
<thead>
<tr>
<th>Item</th>
<th>Status</th>
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<tbody>
<tr>
<td>GEAR PINS, COVERS</td>
<td>REMOVED</td>
</tr>
<tr>
<td>SIGNS</td>
<td>ON/AUTO</td>
</tr>
<tr>
<td>ADIRS</td>
<td>NAV</td>
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<tr>
<td>FUEL QUANTITY</td>
<td>__ KG</td>
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<tr>
<td>ALTIMETERS</td>
<td>BOTH</td>
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<td>WINDOWS/DOORS</td>
<td>CLOSED</td>
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<tr>
<td>BEACON</td>
<td>ON</td>
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<tr>
<td>PARK BRK</td>
<td>AS RQRD</td>
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<tr>
<td>ANTI-ICE</td>
<td>AS RQRD</td>
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### AFTER TAKEOFF

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<tr>
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<td>FLAPS</td>
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<td>PACKS</td>
<td>ON</td>
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<tr>
<td>BARO REF</td>
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### APPROACH

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<td>CHECKED</td>
</tr>
<tr>
<td>SEAT BELTS</td>
<td>ON</td>
</tr>
<tr>
<td>BARO REF</td>
<td>SET</td>
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<tr>
<td>MDA/DH</td>
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### AFTER START

<table>
<thead>
<tr>
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<td>ANTI-ICE</td>
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### BEFORE TAKEOFF

<table>
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</thead>
<tbody>
<tr>
<td>FLIGHT CONTROLS</td>
<td>CHECKED</td>
</tr>
<tr>
<td>FLAPS</td>
<td>BOTH</td>
</tr>
</tbody>
</table>
Observed line cabin operations (focus: OM published in designated common language).

Other Actions (Specify)

**CAB.1.6.7**

If the Operator publishes a practical manual for use by the cabin crew in the performance of cabin operations duties, the Operator shall ensure one or more copies of the up-to-date practical manual are on board the aircraft for passenger flights and located in a manner that provides for immediate access by each cabin crew member. *(GM)*

**Auditor Actions**

- **Identified/Assessed** onboard availability/access of practical manual to cabin crew members.
- **Interviewed** cabin operations manager/designated management representative(s).
- **Examined** practical manual used by cabin crew members.
- **Observed** line cabin operations (if applicable) (focus: one or more copies of up-to-date practical manual on board; cabin crew has immediate access to practical manual).
- **Other Actions (Specify)**

**Guidance**

Refer to the IRM for the definition of Practical Manual.

A practical manual (or QRH, QRM) is a condensed version of the OM designed for use by personnel in conducting frontline operations. It contains selected reference information, policies, procedures, illustrations, memory aids, checklists and/or other material necessary from the OM to ensure standardization in performing normal duties and addressing non-normal, abnormal and/or emergency situations.

A practical manual is typically required to be in the possession of each individual cabin crew member in electronic or printed format, or available at each cabin crew station or other location that ensures immediate access by each cabin crew member.
## AFTER BOARDING

<table>
<thead>
<tr>
<th>Task</th>
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</thead>
<tbody>
<tr>
<td>Infant life vests / extension belts</td>
<td>Distribute</td>
<td>CA</td>
</tr>
<tr>
<td>SCPs/safety assistant seating</td>
<td>Verify</td>
<td>All</td>
</tr>
<tr>
<td>Overwing emergency exit occupancy</td>
<td>Verify</td>
<td>CA 4R</td>
</tr>
<tr>
<td>Overwing emergency exit row Pax safety briefing</td>
<td>Perform</td>
<td>CA 4R</td>
</tr>
<tr>
<td>Overwing briefing to SCCM</td>
<td>Report</td>
<td>CA 4R</td>
</tr>
<tr>
<td>Cabin preparation</td>
<td>Complete</td>
<td>CA</td>
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<tr>
<td>Door closing procedure</td>
<td>Perform</td>
<td>All</td>
</tr>
<tr>
<td>Door arming procedure</td>
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## TAXI-OUT

<table>
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<tr>
<td>Announcement &quot;Chiusura porte&quot;</td>
<td>Perform</td>
<td>CA</td>
</tr>
<tr>
<td>Pre-takeoff passenger safety briefing</td>
<td>Perform</td>
<td>All</td>
</tr>
</tbody>
</table>
Everyone should have one

Join the benchmark?
Ideas?
Questions?

julia.arnds.cf@dlh.de
Galley Evolution
Cabin Crew Injuries
What is Wrong with these Pictures?

- Boeing 767-300ER Aft Galley Turbulence Event.
Major Injury Drivers

24.6% Ergonomics
- Carry-on bags re-arrangement
- Closing bins
- Carts and Carriers – Pull/Push

14.4% Turbulence
- Un-anticipated
- Insufficient number of CAS

13.9% Struck By/Against
- Situational Awareness
- Reaching under counter – Head strike
- Cart strike
- Sanitizer Stations
• On aircraft injury categories appear according to highest overall rates since 2018.
• On the Job Injury (OJI) rates dropped substantially in 2020 due to fewer Cabin Crews flying fewer Block Hours (BH).
• Some categories remain lower in 2022 versus their pre-pandemic rates: Ergonomic, Turbulence, On Aircraft Slips/Trips/Falls and Aircraft Movement.
• Struck By Against, Pax Action and Pivot have grown since the pandemic's onset—unruly passengers and lack of familiarity with surroundings and equipment may be the causes.
• Rates according to the total number of Cabin Attendant Seat (CAS) installed in the aft section of an aircraft since 1 March 2021.
• The more CAS in the aft, the lower the OJI Rate.
• Rate reduced by roughly 50% by adding a single CAS in the aft section of an aircraft.
Product Offerings
Cabin Attendant Seat (CAS)

- 4 to 6 CAS recommended in aft galleys aligned to the number of Cabin Crew working the main cabin of the aircraft.
• Recommend making cart restraints a requirement flow down to aircraft manufacturers and suppliers of cabin furnishings and equipment, including galley manufacturers.
Minor Changes to Prevent Injuries

• Padded head protection.
• Red latches on carts and carriers.
• Spring loaded golden latches on cart bays facing an aisle.
• Provides Cabin Crew with an engineered and tested solution to secure and stabilize themselves; particularly, during turbulence conditions; more so when a CAS is not available to sit on.
Crew Rest Facilities

• Installation of retractable footsteps and grab handles to facilitate ingress and egress into upper bunks in crew rest facilities onboard the aircraft.
Finding the Right Solutions

SCIENCE

MATHEMATICS

TECHNOLOGY

ENGINEERING
Certification, Regulations, Standards and Policies

International Civil Aviation Organization (ICAO) Standards and Recommended Practices (SARP)s

Federal Aviation Administration (FAA)
European Aviation Safety Agency
Transport Canada Civil Aviation
Other Country Specific Regulatory Agencies

Operational Safety Audit (IOSA)

Standards
Regulations
Policies

Industry
Operator/Airline
• Slide out jumpseat installed on the forward partition of the aft lavs on the B767-300ER aircrafts shown.
• Certified for Taxi, Takeoff and Landing (TTL).
Lift Assist Unit (LAU) and Bin Lift Assist (BLA)

- Bin Lift Assist (BLA) solutions with electro-mechanical Lift Assist Unit (LAU) typically rely on a Gas spring or dynamic damper on the opposite side of the bin to reduce the force required to close the bin.
- A load sensor will measure the baggage load in the bin when the bin is in open position. When a predetermined load threshold has been reached, the actuator will be released by an actuated latch mechanism.
- The actuator provides a force that will assist in closing the bin.
- The Lift Assist Unit (LAU) reduces the closing force of the bin by storing energy in a spring during the opening process of the loaded bin. It measures the load status of the bin and activates the support if needed.
Service Cart Kick Stand

- Provides stability to prevent service cart from tipping over.
- Concept study conducted by Georgia Institute of Technology (GA Tech) and sponsored by Delta.
Atlas Box Slide with Riser

- Allows Flight Attendants to bring a second or third depth Atlas carrier to the front and then lift down
- Atlas carriers glide along a low friction track and then lower for ergonomic removal
- Available on new HAECO Cabin Solutions monuments
- Possible to retrofit depending on customer requirements

Folding Step

- Stow-away galley attendant step allows access to hard-to-reach areas with a simple retrofittable device.
- Engineered with safety catches and non-slip surfaces minimize hazards
- Can also be installed with complementary hand hold
- Designed with lightweight, high strength materials to reduce space requirements and maintain functionality

Note: System Description and Technical Information provided by HAECO Cabin Solutions, LLC.
Policies and Procedures
Mitigates turbulence related injuries due to insufficient number of Cabin Attendant Seat (CAS) in the aft galley of an aircraft.

First deployed on the Boeing 767-300ER and available on A321CEO, A330-200 and A350.

Cabin Crew On Board Manual (OBM)

Turbulence Safety Seats: Seats which have been “Z” blocked for FA use in event of unexpected moderate or greater turbulence while working in aft galley area. These seats will remain open if the flight is not completely full and will be the last seats ACS will assign on the aircraft.

They are not available to non-revs and FAs should not move customers and/or CAS riders into these seats. Carry-on baggage may not be stowed at/on the safety seats.
**New Turbulence Commands**

**New shorter pilot commands** will provide quicker, clearer and more concise direction for flight attendants and be delivered before the lengthy customer Public Announcement (PA).

- **Unexpected moderate turbulence pilot PA:** "*Flight attendants, take your jumpseats, for your safety.*"

- **Unexpected severe turbulence pilot PA:** "*Flight attendants, be seated immediately, for your safety.*"

- **Expected turbulence:** Now pilots will place an interphone call to brief the Purser/Flight leader and crew and then do the customer service PA.

- Additionally, pilots will use a **new command once turbulence has cleared** "*Flight attendants, check in*" will be the standard signal (given by PA) following any moderate or greater turbulence event to flight attendants that it is safe to get up, check for any injuries (crew and customer) as well as cabin conditions, then report that information to the Purser/FL who will report to the Captain. It is critical that anytime a crew member is injured due to turbulence, that the Captain be informed so he/she can send down the PINJ code to alert the OCC.
• In a comprehensive effort to reduce flight attendant injuries, the In-Flight Service (IFS) Health, Safety, Security and Wellness (HSSW) Team has taken a data driven approach to injury reduction.
• One area of improvement was found in Cabin Crew turbulence related injuries that occur during the descent (initial and final) phase of flight.
• This complete phase accounts for 40% of turbulence related injuries.
• Furthermore, 22% of turbulence related injuries occur only on the final descent phase of flight.
• The initiative outline is a cross divisional collaboration to safeguard Cabin Crew and ensure they accomplish all necessary safety functions and be seated at their CAS sooner with no impact to current service standards.
• After conducting 3 separate tests, IFS HSSW, Flight Operations (FOPS) and the Employee Involvement Group (EIG) have agreed to review and discuss the implementation of procedures.
• IFS predicts a new safety initiative could result in a 20%-30% reduction in turbulence related injuries.

Objective
• Create a new descent procedure that allows flight attendants to be seated sooner
• Work cross divisionally to lower flight attendant injuries due to turbulence
• Create a communication strategy that includes all relevant parties and educates flight attendants on new procedures
• Monitor/measurement of success using data
“When packing, please remember that flight attendants are unable to proactively assist customers placing carry-on baggage into overhead bins, with certain exceptions. In addition to keeping customers and crew members safe and healthy, this change also protects flight attendants by decreasing the likelihood of injury caused by repetitive lifting.”
Training, Visual Aids and Injury Prevention Initiatives
Service Carts

- Service carts, when not properly managed, have the potential for causing injury to cabin crew and customers.
- Injury data shows that the largest percentage of cart injuries were occurring on B-767 aircraft.
- Cart injuries can occur at any time on any aircraft if proper care is not taken.
- The safe operation of service carts requires adherence to procedures designed to ensure proper stability, weight and handling.
Airbus A350 Overhead Bins

- Airbus A350 overhead pivot bins training video is offered to all Cabin Crew to explain and demonstrate proper Ergonomics and Body Mechanics Techniques to be applied when closing the overhead bins to prevent injuries.
Near Field Communication (NFC) Posters

- To promote and raise awareness to reduce and prevent injuries, posters with Near Field Communication (NFC) tags are available at Cabin Crew bases systemwide.
- These posters provide ergonomics and body mechanics guidance and information. The NFC tags on the posters provide the mechanism to view and download videos to the SkyPro.
- Ergonomics and Body Mechanics techniques training to teach cabin crews ways to better move around the aircraft cabin while safely performing physical tasks and activities in the cabin crew’s unique work environment with minimal risk of injury.
**In-Flight Service (IFS) Life Savers**

### I’VE GOT YOUR BACK

**Help Each Other**
The hazard is the problem, not the person. Be respectful and kind when sharing your knowledge and work together.

**Safety Knows No Seniority**
Be open to receive safety advice regardless of seniority.

**Have the courage to communicate safety advice regardless of seniority.**

**Silence is Acceptance**
Speak up and take action if you see something unsafe.

**Injury Does Not Discriminate**
Don’t fall into complacency. Let your colleagues know that ‘it won’t happen to me’ is exactly why it will.

#IGYB

### IFS LIFESAVERS

**FASTEN INTO JUMPSAT**
During Taxi, Takeoff and Landing (unless performing safety-related duties).

**ADHERE TO FLIGHT DECK DIRECTION AND PRACTICE SITUATIONAL AWARENESS**
During Turbulence.

**SECURE THE GALLEY**
Ensure galley latches are secure and cart brakes are engaged when not in use. (Also remember never to overload carts/make them top-heavy for service delivery.)

**HOLD ON**
Use rails, hand and footholds to avoid falls.

**NEVER EXIT ONTO SERVICE TRUCK PLATFORM**

#IGYB

### I’VE GOT YOUR BACK

**MISSION:**
To strengthen our safety culture where we are committed, empowered and engaged to keep ourselves and each other safe, so we return home from work in the same or better condition.

**WHAT IS #IGYB?**
- Our personal safety - Flight Attendant to Flight Attendant
- Caring for and preventing each other from getting hurt
- Challenging the hazards/risk, not the person

**WHAT #IGYB IS NOT:**
It’s not about writing each other up. By the time something is reported or a photo is taken to document the situation, the opportunity to prevent a potential hazard or injury has been lost.

If you can prevent an injury from happening - WHY WOULDN’T YOU? Remember...

**SILENCE IS ACCEPTANCE, SAFETY KNOWS NO SENIORITY, SAFETY IS SERVICE.**

brought to you by EIG • HSS

#IGYB
• Peer to Peer safety conversations to manage potential hazards and prevent injuries on board the aircraft.

As flight attendants, we tend to concentrate so much on customer service that we can lose focus on our own safety.

**WHY?**

**SOMETIMES IT’S JUST...**
- Faster or easier to do something a different way
- More comfortable or convenient

**SOMETIMES I...**
- Think that I won’t get hurt
- Need to save time
- Don’t really think about what to do or how to do it right

In our world, there is risk associated with nearly every activity. Delta Flight Attendants know how best to help each other and are Delta proud enough to care. This is who we are and what “I’ve Got Your Back” is all about.

#IGYB is a flight attendant-to-flight attendant safety movement that can get us there. It’s about helping each other and encouraging open conversations to manage hazards that can pop up on board.
WidgetWX

- WidgetWX is a weather application that provides supplementary weather information in addition to the primary weather information provided by Delta Meteorology in the form of Turbulence Plots (TPs).
- This app is currently a real-time tool available for prompt decision-making. Weather data in this app is updated using automated turbulence reports called Eddy Dissipation Rate (EDR) communicated by other aircraft in the area. This is a real time data feed allowing pilots to make an informed decision.
- Relies on Eddy Dissipation Rate (EDR) technology/systems communicated by other aircraft in the area equipped with EDR. EDR is an objective, aircraft-independent, universal measure of turbulence based on the rate at which energy dissipates in the atmosphere. As such, it is a measure of the turbulent state of the atmosphere.
- EDR is not a requirement; not all aircrafts have the EDR system installed.
- Auto-TP Uplink supplements the graphical display provided by FWV and FWV+.
- Pilots receive automated Turbulence Plot (TP) forecasts via ACARS from Delta Meteorology. Previously, these updates were manually sent by dispatchers. Automated updates ensure more timely and accurate information is being sent to pilots to review and act on.
- Cockpit automation system. It monitors aircraft flight path for potential flight trajectory improvements including conflict resolution for weather hazards.
Safety Reporting App

- Turbulence Survey.
Cooperation, Collaboration and Partnerships
Typical Product Development Lifecycle Phases

Planning
Requirements & Analysis
Concept
Preliminary Design
Detailed Design
Prototype
Test & Measure
Launch

Requirements Analysis
Concept
Preliminary Design
Detailed Design
Prototype
Test & Measure
Launch

Planning
Requirements & Analysis
Concept
Preliminary Design
Detailed Design
Prototype
Test & Measure
Launch

Cabin Innovations – Injury Reduction and Prevention

38
Finding Solutions Together

Cabin Innovations – Injury Reduction and Prevention

Cabin Safety
Aircraft Manufacturers
Suppliers
Crews
Designers and Engineers

Brainstorming Together
Engaging and Sharing Ideas
Building Solutions Together
Our Common Safety DNA

- **Airline Cabin Crew**
- **Designers and Engineers**
- **Suppliers of Cabin Furnishings and Equipment**
- **Aircraft Manufacturer**
The Right Balance

- Finding the right balance between cabin configurations/layouts including the design, selection and installation of cabin furnishings and equipment.

Hazard Elimination & Injury Prevention

Customer Experience

Safety
Collaborations and Partnerships

Cabin Crew

Designers & Engineers

Suppliers

Aircraft Manufacturers

Collaboration & Partnership
Where Do We Go from Here?
Accessible travelling
An onboard wheelchair
An accessible lavatory
On a narrow-body aircraft
A Story
The research question

How can the airlines and aviation industry improve the accessibility for a PRM to use the narrow-body aircraft lavatory from the customer point of view?
Demographic indicators show that by 2050 one-fifth of world’s population will have disability or mobility issues
Regulative issues

• DOT 14 CFR part 382
  • Notice of Proposed Rulemaking "Accessible Lavatories on Single-Aisle Aircraft”

• European Union (EC) No 1107/2006
  • Remains to be seen
Disabled Lavatory Designs

Airbus Space-Flex – already in use
Collins Aerospace Company – Pax Plus
Acumen Lavatory – Expandable lavatory space
The Survey

118 respondents from Finland only
336 respondents via a global survey by Mr. Joshua Wintersgill (Ablemove UK)

Survey summary is available on my LinkedIn profile

Interviews with aircraft manufacturer and accessibility experts and bloggers
Narrow-body traffic survey facts

67.8% of PRMs would travel 1-7 times more per year, if aircraft was equipped with accessible lavatory and an onboard wheelchair.

56.8% of PRMs did not find information about accessible lavatory or the existence of an onboard wheelchair before their flight.

72% of PRMs think that they would choose a particular aircraft manufacturer’s plane if the onboard wheelchair was available as per standard.
Recommendations

Fix the regulation → Inclusive Design → Correct marketing

Information easily available → Onboard wheelchair → Accessible lavatory → Happy PRM travellers
Training

Disabled airline traveler experience exposes lack of uniform training standards

Need for global harmonization of training standards and disability legislation
IATA

IATA has Global Accessibility Symposiums (IGAS) in 2019 and 2020. These events have offered the public relevant information about the status quo in global accessibility issues

- IATA Passenger Accessibility Operations manual (IPAOM) Guidance for airlines to serve travelers with disabilities - 2021
- Transport of Battery-Powered Wheelchair and Mobility Aid Guidance - 2022
- New Mobility Aids Action Group - 2021
- AIR Hackathon - Reduced Mobility - 2020
Conclusion and special thanks

The lessons learned are priceless
Opportunities to connect and network with highly passionate and skilled people

A special thanks to:
Sanna Kalmari, Atso Ahonen, and Joshua Wintersgill
References

Airbus. Space-Flex. URL: https://services.airbus.com/en/in-flight-experience/cabinupgrades/optimisation/space-flex.html


US Department of Transportation, PART 382—NONDISCRIMINATION ON THE BASIS OF DISABILITY IN AIR TRAVEL 2020b. https://www.ecfr.gov/cgi-bin/texidx?SID=ae47679a5dc0b0cdd685abc7e3437dbb&mc=true&node=pt14.4.382&rgn=div5


Curb Free with Cory Lee URL: https://www.facebook.com/search/top?q=curb%20free%20with%20cory%20lee

Palmuasema https://www.palmuasema.fi/

Joshua Wintersgill https://ablemove.co.uk/

All Wheels Up https://www.allwheelsup.org/
Welcome!

LOSA CABIN

Line Operations Safety Audit

Danilo Mirabetti – Cabin Safety Analyst
Renata Garcia – Cabin Standards Specialist

06/16/2022
GOL | Crew Members

766 Pursers
2220 Flight Attendants

2986 cabin crew members
21 Boeing 737-700
89 Boeing 737-800
34 Boeing 737-Max 8
Since 2001 flight crews have been using the program to improve safety.

Threats and errors are identified and managed before they lead to incidents and accidents.

The methodology used came from the evolution of the Crew Resources Management (CRM).

The adaptation from Flight into other operational areas is highly recommended, like cabin operations.
• 2017: first mention
• 2021: contracted as Safety Objective
• Low cost
  • training
  • observations
  • meals
Areas involved

Implementation time

<table>
<thead>
<tr>
<th>Areas involved</th>
<th>Implementation time</th>
</tr>
</thead>
<tbody>
<tr>
<td>LOSA CAB</td>
<td>GOL</td>
</tr>
</tbody>
</table>

**Cost**

- $
Comunicação de Operações
27 de abril de 2021

Tripulação de Cabine,

Conforme divulgado na Semana de Segurança no Workplace, a implementação da meta-projeto LOSA CAB é um dos Objetivos de Segurança de Operações para o ano de 2021.

O LOSA CAB será realizado nos mesmos moldes do LOSA FLT, com caráter voluntário, sigiloso e não punitivo, visando aprimorar e/ou criar procedimentos que atuem como barreiras de segurança na cabine de passageiros e nas rotinas dos tripulantes de cabine.

As inscrições para a função de Tripulante de Cabine Observador LOSA CAB estão abertas até 06/05/2021.

O link para o Formulário de Inscrição foi enviado aos e-mails corporativos dos Chefes de Cabine e Comissários no Comunicado “LOSA CAB / Inscrições para Processo Seletivo”, em 27/04/21, com maiores informações sobre o projeto e pré-requisitos para a função.

Bons voos!

#objetivosdesegurancaoperacoes #segurancaoperacional
What do cabin crews do to safely fly from A to B?

- Operational Complexity → Threat Management
- Errors in Procedures → Error Management
- Operational Deviations → Undesired State Management

LOSA CAB | Threat and Error Management - T.E.M. Methodology
Threats: external events and / or situations that cabin crew must manage to maintain adequate safety margins

Errors: procedures badly executed or forgotten by the cabin crew, as well as situations badly managed, which might lead to an undesired state

Undesired states: vulnerable states of the operation, as a result from a mismanaged threat or error made, which clearly compromised safety
Benefits of T.E.M.

• Framework to identify operational strengths / weaknesses and provide prevention strategies

• It takes a photograph from the airline safety maturity in the present time

• Data standardization tool to develop prevention strategies based on analytical findings
- Crew have the right to decline a LOSA observation
- Typical denial rate is very low: 1 / 100 flights
- Our experience was: 0
- No identifying information
- Collected data for safety purposes only
- Observed crew identity kept anonymous
- No disciplinary action
- Selection process

- Training

- Regular flights only

- No line checks or training / instructions flights

- Presentation of the results to the stakeholders
Profile:

- Analytical
- Attentive
- Detail
- Safe
- Calm
- Updated
• Minimum time in the role
• No remarks in the file
• Not being part of another cabin crew administrative program
• Not being an instructor or checker
Number of subscribers: 84

- Group activities / Tests / Case studies
- Personal interview
- Approval of finalists
- Publication of the approved
LOSA CAB | Observers

LOSA CAB
Observação em Voo
Conheça os selecionados para participar do programa. Parabéns!
• CRM Evolution
• T.E.M. methodology
• Crew approach
• Filling out forms
• Familiarization with the data system
• Transcribing form data into the system
LOSACAB | Challenges During Observations

- Narrow-body aircrafts only
- Covid-19 Pandemic

- Adapt the forms from pilots into the cabin environment
- Define threats, errors and undesired states for LOSA CAB
T.E.M. concepts included

Demographic data

Observers own perceptions on contributing factors

Examples of:
  • Threats
  • Errors
  • Undesired states
LOSA CAB | Observations
• Observations focused on:

✓ Briefings
✓ Documentation
✓ Emergency Equipment Checks
✓ Management Situations in the Passengers Cabin
✓ Cabin Checks
✓ General Safety Procedures
✓ Situational Awareness
✓ Compliance with normatives
✓ CRM

Sample

Identified Events (578)

<table>
<thead>
<tr>
<th>Frequency</th>
<th>Average per flight</th>
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</thead>
<tbody>
<tr>
<td>Threat</td>
<td>Error</td>
</tr>
<tr>
<td>281</td>
<td>230</td>
</tr>
<tr>
<td>1,23</td>
<td>1</td>
</tr>
</tbody>
</table>

229 observed flights
**Results - Phases of the Flight**

**Threats**
- Preflight / Taxi-out: 68%
- Cruise: 14%
- Descent / Landing: 9%
- Taxi: 6%
- Takeoff / Climb: 3%

**Errors**
- Preflight / Taxi-out: 68%
- Cruise: 13%
- Descent / Landing: 7%
- Taxi: 6%
- Takeoff / Climb: 6%

**Undesired States**
- Preflight / Taxi-out: 70%
- Taxi: 14%
✓ Reduced situational awareness level in operations with aircrafts on the ground focused on Pre-Flight and Taxi-Out phases.

✓ Regarding fatigue, it revealed acceptable rates from the point of view of operational safety, not requiring mitigation from the departments involved.
Final Report | Directors and managers | Results and certificates to observers
✓ Presentation of LOSA CAB results to cabin crew
✓ Campaigns on Workplace
✓ Use of publications to reinforce procedures
✓ Emphasis on some topics during training
✓ Agendas in operational meetings with cabin crew
✓ Review the effectiveness of some procedures
Establishes a baseline for future comparisons

Elevates CRM

Credibility in Aviation Community
Value for money  Communication  And the most important...
Besides work, a friendship!
Danilo Mirabetti – dmkuyumdjian@voegol.com.br
Renata Garcia – rgborges@voegol.com.br
SUPPORTING AIRLINES & CABIN CREW THROUGH THE CRISIS

RICHARD GOMEZ
VICE PRESIDENT OF GLOBAL PRODUCT DEVELOPMENT AND DESIGN
MEDIAIRE, INTERNATIONAL SOS
35 YEARS OF PROVIDING Intelligence, advice & assistance to

PRIVATE AVIATION
4500+ AIRCRAFT

COMMERCIAL AVIATION
180+ AIRLINES

LUXURY YACHTS
1100+ YACHTS

75%
OF FORTUNE'S TOP 100 COMPANIES' CORPORATE AIRCRAFT

67%
OF WORLD'S TOP COMMERCIAL AIRLINES

50%
OF WORLD'S SUPERYACHTS
GLOBAL CAPABILITIES
EXPERT CARE, EVERYWHERE.

27 Assistance Centres
5 Regional Security Centres
5,200 Medical Professionals
200 Security Professionals & 2000 Security Providers
91,800 Accredited Providers

Mumbai to Miami, Dubai to Dakar, London to Lagos. Wherever you fly, MedAire is there.
BE SURE TO WASH YOUR HANDS AND ALL WILL BE WELL.
ADAPT, PIVOT AND FIGURE IT OUT

• Who – Crew
• What – How to safely fly
• When – Now and beyond today..
Airlines around the world
WE ARE ALL JUST PEOPLE
IT’S ALL ABOUT YOU!
COVID IMPACT

IN 2021 MEDIAIRE ASSISTED WITH

3,000+

COVID RELATED CASES

22.3%

OF COMMERCIAL AIRLINES CREW SUPPORT CASES WERE FOR INFECTIOUS COMMUNICABLE DISEASES

IN 2020

11 MEDICAL DIVERSIONS WERE RELATED TO INFECTIOUS COMMUNICABLE DISEASES
After arriving in Hong Kong, a Pilot called concerned about a sick colleague he flew with 3 days prior. He started to feel very sore, had a 101° F (38.3° C) temperature during the flight, with congestion and headache; but no sore throat or cough.

Call MedAire for Advice & Assistance
CASE STUDY

FLIGHT DECK COVID EXPOSURE

MedAire arranged a doctor appointment via the Teleconsultation App from the Pilot’s hotel room. MedAire also dispatched a courier from the Hong Kong Assistance Centre to deliver the test and transport the sample to the lab for analysis; expediting the process with results available the next day.

The Pilot’s condition deteriorated overnight, so MedAire requested a physical evaluation by a house call doctor.

Fortunately, the COVID result was negative, and the Pilot began to feel better. He returned home after he completed a 10-day isolation given his symptoms were consistent with COVID, history of close contact and risk of false negative test. He was able to do this from his hotel room rather than a government run facility; where he would have gone had he tested positive.
MENTAL HEALTH AND WELLBEING
A total of 125 cases were categorized as Mental Health (1.5%) 

Period of Jan 1, 2021, to May 23, 2021
Duty Status Mental Health Cases

- Mental: 96.8% On-duty, 3.2% Off-duty
- Other: 90.8% On-duty, 8.9% Off-duty
MENTAL HEALTH & EMOTIONAL SUPPORT

- Mental Health
  - Emotional Trauma Management Train the Trainer Course
  - 24/7 Immediate Emotional Support Triage & Counselling
  - Recommendation on Crewmembers Fitness for Duty/Operate
CREW HEALTH

► Travel Health
  • Prevention
  • PPEs
  • Training
WHILE ON THE ROAD

INFLIGHT AND OVERNIGHT
TOAST TO A HEALTHY FUTURE
LOOKING AHEAD

- IATA “Global Health” working group
- Advisory services focused on aviation health
- Using technology
- Using science / data driven
- Communications – Internal and External
- Partners with a focus on crew health …
AVIATION APP

DASHBOARD & COUNTRY GUIDES
FULL-ACCESS TO AVIATION SECURITY LIBRARY
REAL-TIME ALERTS W/PUSH NOTIFICATIONS

INFLIGHT
MEDICAL KIT INTEGRATION

- Use the app to scan and register onboard medical kits. MedLink doctors will know your exact kit configuration without needing to ask.

IN-FLIGHT ASSESSMENT TOOL

- Scenario-based tool assists with patient assessment and streamlines communication with MedLink resulting in expedited patient care.
PERSONAL SECURITY SAFE

• Bond’s on-demand preventative personal security platform enables access to immediate support from highly trained Personal Security Agents.

• For those situations when a crewmember just wants an added layer of security, the advance technology built into the MedAire/Bond App provides security monitoring features that crewmembers can turn-on or turn-off at any time.

• The crewmember is in control of what level of security they want but always has a level of security when carrying the MedAire Aviation App integrated with the Bond personal security features.

IN 99% OF SITUATIONS WHERE CREW FEEL UNCOMFORTABLE OR UNSAFE – IT IS TOO EARLY TO DIAL EMERGENCY SERVICES, SINCE IT IS NOT YET AN EMERGENCY.
The portal’s map-based interface provides 360 degrees of analysis by integrating the following features:

► **AIRSPACE ASSESSMENT** visualise risk by flight information regions and flight restrictions or warnings that have been published by major civil aviation governing bodies through a simple click.

► **ALERT & THREAT VISUALISATION** real-time threats and aviation alerts are displayed on a map.

► **FLIGHT ROUTE VISUALISATION BETA** upload a flight plan or manually enter a flight route for visualisation against several risk factors.

► **FLEET TRACKER** enter the aircraft registration numbers and track your assets directly within the portal using a feed made available by FlightAware.

► **AIRPORT RISK RATING** formerly Go/No Go reports is displayed as an easy-to-understand rating on a colour-coded scale.

► **INTEGRATED MEDICAL RISK RATINGS and ALERTS** Provides the most current medical information for the region to include medical facilities.
SHARED VISION
TO MAKE YOUR WORKPLACES – AND THE WORLD
A SAFER PLACE
QUESTIONS

FOR MORE INFORMATION:

• VISIT WWW.MEDAIRE.COM/
• CONTACT MEDAIRE AT INFO@MEDAIRE.COM
A4A Cabin Ops Collaborative Response to Covid-19

How we are better prepared to handle the next Global Crisis and navigating the aviation industry post pandemic.

IATA Cabin Ops Safety Conference
Lisbon, Portugal
ABOUT US

Airlines for America (A4A) advocates on behalf of its members to shape crucial policies and measures that promote safety, security and a healthy U.S. airline industry. We work collaboratively with airlines, labor, Congress, the Administration and other groups to improve aviation for the traveling and shipping public.

Annually, commercial aviation helps drive nearly $1.7 trillion in U.S. economic activity and more than 10 million U.S. jobs. A4A vigorously advocates on behalf of the American airline industry as a model of safety, customer service and environmental responsibility and as the indispensable network that drives our nation's economy and global competitiveness.

Cari Smith Allen – A4A Chair – Alaska Airlines | Jay Lee – A4A Co-Chair – United Airlines
A4A Members

- Alaska Airlines
- American Airlines
- Atlas Air
- Delta
- FedEx Express
- Hawaiian Airlines
- JetBlue
- Southwest
- United
- UPS
- Air Canada
The mission of the Cabin Operations Committee is to develop, promote, implement and enhance comprehensive passenger and cabin initiatives and training programs that assure safe, efficient cabin operations. Its vision is an accident-free, cost-effective cabin environment for passengers and employees. The Cabin Ops Committee reports to the A4A Safety Council.
The A4A Cabin Operations Committee banded together at the start of the pandemic and became the experts our carriers looked to for guidance in key areas we'd like to share with you today:

- **Onboard Mitigations**
- **Cultural-Specific Needs**
- **Safe Onboard Service**
- **Training/Reg. Exemptions**
Onboard Mitigations

Topics
- Masks/Gloves
- Mask Cards
- Partnerships
- Exemptions
- Sourcing PPE
- Temp Checks
- Wellness Checks

Johnathan Cunningham – Delta Air Lines | Stacey Franz – American Airlines
Cultural-Specific Needs

Topics

- Differences in P&P
- Differences in Carriers
- International Restrictions

Joevanni Camacho – Alaska Airlines
A4A Safe Onboard Service

Topics
- Science based decisions
- Crew/Customer Interactions
- Jumpseat Social distancing
- FA Mental Health
- Return to Normal Service

DeWayne Cook – JetBlue Airways | Elise May – Southwest Airlines
Training/Regulatory Exemptions

Topics

- Pivoting to changes
- Influence
- Pre-training verifications
- Rebounding

Janice Hatton-Santiago – United Airlines | Sarah Vandermark – Southwest Airlines
Timeline

2020

Masks
Gloves

Jumpseat
Social Distancing

Science based
decisions

International
Restrictions

Exemptions

Crew/Customer
Interactions

Wellness
Checks

2022
Timeline

2020
- Masks
- Gloves
- Social Distancing
- Exemptions
- Crew/Customer Interactions
- Wellness Checks

2022
- Science based decisions
- International Restrictions
- Jumpseat
COSTF member responsibilities

- Review and update IOSA CAB ISARPs annually.
- Produce content for and support the COSC event.
- Stimulate and support discussions in IATA Safety Connect.
- Review Accidents and identify potential recommendations to improve Safety.
- Identify emerging risks and conduct Cabin Safety Risk Assessments.
- Provide input to and support IATA’s Cabin Safety activities.
- Anabel Brough, Safety Manager (Cabin), Emirates Airline (COSTF Chair)
- Carlos Dias, Cabin Safety Officer, TAP Portugal (COSTF Vice Chair)
- Gennaro (Rino) Anastasio, Cabin Safety Officer, ITA
- Warren Elias, Senior Manager Cabin Safety and SEP Training, Qatar Airways
- Matthew Whipp, Manager Cabin Safety, British Airways
- Edwin Fernandez, Manager Inflight Service, Cabin Safety, Analysis & Technology, Delta Air Lines
- Renata Garcia Borges, Quality Cabin & Service Standards Specialist, Gol Linhas Aereas
- Julia Arnds, Flight Safety Cabin Specialist, Lufthansa
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Thank you for your support

• Speakers
• Table Hosts
• Facilitators
• A4A
• Cabin Ops Safety Task Force
• And above all....

YOU!
The freedom to explore

The freedom to learn
The freedom to work

The freedom to connect