



COSC 2019

Bazaar table notes

The Cabin Safety Turkish Bazaar consisted of 28 tables, each seating around 10 persons. Sessions lasted for 20 minutes, with a 2 minute rotation between tables.

Discussions were fast paced and the key discussion points identified by the table hosts are outlined in the following table.

Where guidance or information from IATA is already available to address the concerns raised, this has been added to the notes in RED text.





Table topic	Key concerns raised	How can IATA help?	Suggested best practices
Trafficking in persons	<ul style="list-style-type: none"> Ownership – Does the topic belong to Security? Cabin Safety??? Not only crew, but for public awareness Not a state legislation, done under individual airline - no CAA requirement Protocol in reporting - cabin crew to PIC to ground. What happens after that....there may be station that is not aware of the process 	<ul style="list-style-type: none"> Assist to participate in creating public awareness IATA to provide module/guidelines and training duration (hours) IATA to provide training for Instructor Sample of questions for cabin crew during training (on board) Guideline on the subsequent action on ground by ground personnel/authority IATA to do a campaign and recommendation to Authority - State will then give instruction to airline (top to bottom) Training for authority 	<ul style="list-style-type: none"> App for crew to report any suspicion – fast A refresher training for Instructor by the authority Suggestion - for authority to do a general check (on passport) for trafficker not to suspect cabin crew reported (for crew safety) Training is for all ground handling not only cabin crew. To also include pilots.
Cabin crew fatigue risk management	<ul style="list-style-type: none"> More scientific research about cabin crew fatigue Model of workload measurement More control by authority (introduction of regulation framework US & Canada and some Asian countries) Active role played by compliance monitoring in order to audit all activities and department that affect cabin crew fatigue Method of finding and distinction between subjective objective and external factors that influence fatigue state of cabin crew Inflight rest facilities improvement 	<ul style="list-style-type: none"> Training suggestion and inputs about cabin crew fatigue management (difference between tiredness and fatigue and personal and company responsibilities) Data collection repository for OFR Provide samples of fatigue report forms Provide a procedure for fatigue investigation Provide a method of promotion of fatigue safety culture <p>Refer to Best Practices Guide 4.2 & 4.3</p>	<ul style="list-style-type: none"> Apps to track fatigue (mobile device) Promotional videos for health (food sleep rest between roster period) Fatigue event investigation conducted by experts investigator (third parties)
Innovation in cabin design	<ul style="list-style-type: none"> Door design and operation must be easier and more intuitive 	<p>The general feedback was to focus on crew needs in future cabin design and innovation. All stakeholders (manufacturers, airline/crew,</p>	

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	<ul style="list-style-type: none"> • OHSC locking function in case of emergency and TTL phases • Assistance for visually impaired people and PRM • More modern and safer galley design • Solutions for an improved cabin monitoring and check • Mobile and simple cabin communication instead of local FAP and interphone • CAS should provide means for better securing head/shoulders • More/better stowage for cabin crew bags and PEDs 	IATA, regulators, etc.) should align on these subjects in order to commonly reach best solutions.	
Theft onboard	<ul style="list-style-type: none"> • Lack of awareness. • The issue seems to be isolated to particular regions. • People keen to learn how to train the cabin crew to deal with the issue. 	N/A	<p>N/A</p> <p>Refer to Best Practices Guide section 17.7</p>
IOSA Audit	<ul style="list-style-type: none"> • Lack of consistency in auditing from IOSA Auditors and knowledge when audited by FLT auditor • Wording of the ISARPs too difficult to understand • ISARP interpretation for internal auditors • Lack of examples on how to show implementation of the ISARP • Auditing effectiveness of implementation • Document Control Systems.... combine Documents and Records • Training Chapter is too long and repetitive 	<ul style="list-style-type: none"> • Improving wording in ISARPs • Defining and giving examples of what Cabin Systems are. MNT people filling in the Equipment Tables ask for better definition. Better define serviceability. • Include examples of How to Show implementation • Review and expand definitions in IRM - Initial / Recurrent / Requalification / Conversion training • Define Documents and Data 	<ul style="list-style-type: none"> • Have specific training for CAB internal auditors on ISARP interpretation • SMS for Cabin Operations - what to show the Auditor? • Guidance on Auditing Effectiveness of Implementation. Note: Two participants had seen the video issued by IATA on the subject but they found it too theoretical... want more hands-on examples to be better prepared. • Merge ISARP on Control of Documents/data and records under one ISARP.... Document Control Systems. • Review Chapter 2 on Training to combine ISARPs
Persons with reduced mobility	<ul style="list-style-type: none"> • Cabin not accessible by pax own wheelchair • Too many different kinds of wheelchair with different acceptance requirements. 	<ul style="list-style-type: none"> • Wheelchair manufacturer should be familiar with the standards to carry wheelchair in an aircraft. 	

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	<ul style="list-style-type: none"> Insufficient/inadequate IATA wheelchair codes for specific disability. 	<ul style="list-style-type: none"> They should consider having wheelchair that are certified for carriage on aircraft e.g. weight, size, battery type, labelling for easy handling by ground staff to assist in acceptance process. QR code on wheelchair with all relevant information for staff to handle the wheelchair. Harmonize ground acceptance process for seamless travel esp. interline travel. 	
Unruly passengers	<p>The biggest concern for the most of airlines is the lack of cooperation from other participants of unruly passenger management, including authority (police) and operators departments (GRO, FLGHT OPS). UPAX is industry problem, not just CC departments. Airport bars and restaurants are not accountable for serving extensive amount of alcohol to passengers, neither have they provided any information to passengers to drink responsibly. The issue requires proactivity, as for now, it is dealt mainly reactively.</p>	<p>It was suggested that IATA should help to get all the entities involved (airports, airport police to have accountability and additional UP familiarisation training) For operator to have policy and procedures for staff that may deal with UP to prioritize flight safety over service/on- time performance. Legal issues to share blacklists between airlines should be addressed internationally.</p>	<p>It was suggested that Intensive in- depth de-escalating/refuse/negotiation training apparently helps to reduce the number of misconduct on board, as well as UP hazard identification training. Implemented company policy relieving staff (GRO and CC) from responsibility for delays when offloading UP has reduced the number and risk value of UP onboard.</p>
Inflight security issues	<p>It was mentioned that some airlines uses a 'secondary barrier' which is a metal curtain to block the area between the cabin and galley when in need of entering the cockpit. The cabin attendants lock it when it is needed to be entered to the cockpit. Thus, they ensure the security of the galley area when the cockpit door needs to be opened.</p>	<p>IATA can observe the flight security appliances of airlines whether it is ensured the flight security measures or not by cabin crews.</p>	
Risk assessment	<ul style="list-style-type: none"> Cabin crew are often not involved in risk assessment and their points of view are not taken in account Pilots monopolize the RA and safety people are not trained and have no clue how to conduct a RA 	<ul style="list-style-type: none"> A detailed guideline on the website (how to do? When to do it? Do I need a RA for that subject?) A method for starters A light RA model for small subject and a full RA for larger issues 	<ul style="list-style-type: none"> Manual signature for the RA accountable manager No COMEX decision without the RA done (at least a Comex Chart with ticking boxes before decision)

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	<ul style="list-style-type: none"> • Mostly reactive RA (from incident reports but barely from coming changes), few proactive • Bowtie model is too complex • Software to monitor incidents are too complex to use and not designed for non-engineer people • Difficulties to identify when a RA is needed and who to contact 	<ul style="list-style-type: none"> • A deadline or Time frame guideline to help the safety department to get the information before it's too late • A company resource management training mandatory through IOSA • => online help : I have a question, someone can answer and help • A more professional training for RA experts 	<ul style="list-style-type: none"> • A top - down training to make sure that RA is carried by the executive to the bottom line • 2 RA identified and trained personnel in each department to be contacted in case a RA is needed • Scheduling time to run the RA (suggestion from AFA Alaska Airlines) • RA connected to the regulation authority
Fire and smoke	<ul style="list-style-type: none"> • One airline uses a special metal container designed for lithium battery fires to put in. • Halotrons will be completed by 2025 with the new aircrafts coming to the company. • They had the case of IFE screen fire extinguished by halon. • Also they emphasized having the mobile phones swollen during the flight. 	<ul style="list-style-type: none"> • The procedure for fire\smoke was revised since they have had 1 lithium battery fire in the cabin so far. • The procedure was described in more details; the cabin crew used halon and protective gloves to extinguish the fire, • Until 2021 they have a plan to replace those extinguishers to replace with halotron. • The company has 3 different types of PBE in their aircrafts and they still use water based extinguisher 	
Cabin crew emotional resilience	<ul style="list-style-type: none"> • Some carriers use psychometric assessments for pre-employment selection. • There is mixed response as to the efficacy of psychometric tests as predictor of future behavior. • Some carriers mentioned a perception of generational impact of young inexperienced crew and inability to handle stressful situations, especially those that may be deemed as routine by more experienced crew. • No carrier reported using scientifically designed stressors in training nor 	<ul style="list-style-type: none"> • Research related to training personnel for preparing for potentially stressful situations and techniques for bouncing back to normal mental model. (Resilience). • Development of a self-assessment for fitness to fly for cabin crew. • Identification of best practices for training "startle effect", similar to what is developing for pilots but specific to cabin crew. 	<ul style="list-style-type: none"> • Pre-employment and routine psychometric assessment. • Leveraging labour groups to do peer coaching following event where a cabin crew member did not respond well to stressful situation. • Menopause awareness training. • Mental health awareness training. • Startle awareness training. • Development of mental modelling for cabin crew.

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Emerging Risks and hazard log	<p>assessment of specific behavioural markers.</p> <ul style="list-style-type: none"> Noise cancellation headphones could be a problem for critical phases of the flight. The companies are working on the procedures about the products of usage during the flight: <ul style="list-style-type: none"> Seat extenders, Virtual reality glasses, Child Restraint Devices, Smart bags and Power banks. About these products because there is no strict rules. New aircraft type or variant of entrance to the fleet, the manufacturers should take more responsibility. For example a new variant of aircraft has 3 pointed seatbelts. 	<p>IATA can put strict rules about checked in luggage weight minimum.</p> <p>Also about virtual reality glasses or extending devices. Because the companies do not have enough data about these kind of products yet.</p> <p>For VR headset risk assessment, please see Best Practices Guide 7.3.13.1</p>	<p>The rules can be more specific about operating new aircraft types and variants. Maybe another document aircraft type based best practices could be published with support of manufacturers.</p>
SMS & Safety promotion	<ul style="list-style-type: none"> It is difficult to have one specific way for approaching crew when it comes to safety promotion. Culture, and especially age are factors that need to be considered when promoting safety. reading bulletins and writing reports, is not always effective. Visual promotion is more effective, and writing reports in nowadays can be done from management and crew just can report verbally how to check crew understanding how to work more in open safety culture 	<ul style="list-style-type: none"> Due to different situations there is no specific instructions when it comes to acceptable or unacceptable behavior. Participants asked if IATA can try to create a punishment system. Participants asked if IATA can provide more promotional materials, like videos and photos. Airlines cannot always use their crew for these. Can IATA come with a system to measure the understanding of crew related with safety culture and procedures. 	<ul style="list-style-type: none"> safety magazine every 3 months. using case study about an incident that has happened recently, in the beginning of each recurrent training. cabin news letter (monthly) new generation is more attracted to games, social media (workplace can be used in this situation), videos with humor, photos. These can be provided in crew lounges, briefing rooms, on board tablets safety week, open day for all crew and operation staff to join and discuss about safety. accepting verbal reports
Cabin crew capabilities and experiences and capabilities	<ul style="list-style-type: none"> Encourage incident based training through CRM Share new experiences through safety briefings before implementing into policies and procedures 	<ul style="list-style-type: none"> Include cabin crew experiences on CRM training Cabin crew recruitment should not have an age limit. 	<ul style="list-style-type: none"> Prevention and awareness through communication Incident based training

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	<ul style="list-style-type: none"> Cabin crew experiences could have an impact on policies and procedures and airlines need to look into creating awareness How do we manage physical demands of cabin crew capabilities when introducing a new aircraft type without discrimination Interview cabin crew after their experiences on board to learn why it happened as we learn from other's experiences 	<ul style="list-style-type: none"> More airlines are hiring experienced matured people with life and work experience Carry on luggage in an evacuation needs more guidance for cabin crew on how to deal with passengers that come to the door with carry on luggage in an evacuation Prevention and awareness should be emphasised 	
Turbulence Aware	Turbulence is one if not the most important safety concern. They want to have more information in debrief with accurate forecast so that time management is done more efficiently.	Suggested that we advocate with airlines, that cabin crew have the same information as the cockpit, so that they can also make decisions about service, mostly for close to landing where the communication with pilots is very limited or even null.	Suggested that we work on trends so that also predictive measures can be put in place as it has been done in other areas of the industry.
Onboard medical events	<p>1, MEDA/MEDIF process for pax fit 2 fly. The form is not being used properly. Should IATA work on educating paxs on MEDA?</p> <p>2, Medical volunteers - some carriers ask for credentials & some don't. Should IATA create a standard for verification of medical credentials?</p> <p>3, Medical & disability cases are starting to be blurred. Can IATA help educate the distinct difs between medical/disabilities for pax care?</p> <p>4, Crew mental health support needed post medical events. Can IATA create a standard?</p>	<ul style="list-style-type: none"> Review MEDA process and help with educating airlines and paxs on its proper use. Review best practices for qualifying inflight medical volunteers. Make recommendations. Review best practices on crew mental health programs and make recommendations on best practices. Create distinct PRM best practices that delineate medical and disability issues. Make recommendations. 	<ul style="list-style-type: none"> Brazil - uses a card to prequalify MEDA cases for one year. It's called a Freemac (spelling?) card. One airline uses a Dr training program to help educate Drs on aviation medicine and provides a card that distinguishes them - don't have to ask for their credentials. One airline has peer support programs for mental health support. Another airline takes crews offline immediately following critical incident but creates other work comp concerns.
Social media fails	<ul style="list-style-type: none"> No enforcement of policies for pax. Need IATA to help create guidelines that can be enforced. More awareness from IATA to give airlines advice and treat as non-Compliance. 	<ul style="list-style-type: none"> Guidelines to pax filming/photographing and enforcement for non-compliance. Give airlines advice to treat as non-Compliance. 	

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	<ul style="list-style-type: none"> • Add information to ticket purchase that lets pax know they cannot film/photograph crews without permission. • Should be penalties for filming during emergency. • All carriers need social media policy for their employees and train on their policy each year at Recurrent Training. Employee posts can affect carriers brand. 		
Lithium batteries and PEDs	<ul style="list-style-type: none"> • Key concerns are how many lithium batteries each person brings onboard and how do the crews manage it. • Wheelchair batteries, how do you manage them in the belly of the aircraft. • How do crews handle gate check luggage in regards to checking for batteries. 	Clarity on size batteries allowed to be carried on.	Have only ground staff touch luggage and ask questions for batteries
LOSA	<p>How to get buy in from management to approve and crew when implementing. Union influence/confidentiality Who should conduct the audits and training Who should own/manage LOSA program - safety dept or ops dept Systems to collate and report outcomes</p>	Promote the benefits of LOSA or a LOSA like program. As it isn't mandated it makes it harder to justify	More information needed. Examples of checklists etc
Emergency use of protective breathing equipment	<ul style="list-style-type: none"> • Replicating real life events into training for training purposes. • When to don on a PBE when you can only smell and not see smoke. • How to train on multiple devices or having the need to train on multiple devices. • Simplicity and standardization of donning procedures. • When to don and take off a PBE when there is a single flight attendant. 	Many airlines did not report incidents when an airline used a PBE. Those that did, did not share the information with the manufacturer. Encouraging airlines to track, report, and share information with manufactures will make the whole industry safe.	Best recommended practices of training with smoke hoods is not currently defined. Many airlines asked questions how other airline did it. Having IATA write guidelines would help the whole industries. Outlining things like frequency, type of training etc.

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	<ul style="list-style-type: none"> • Visibility concerns of fighting the fire while moving about the cabin. • Communication concerns while using a PBE. 		
Safety performance indicators	<p>Overall concerns raised were as mentioned below:</p> <ol style="list-style-type: none"> 1. Collection of data via reports 2. Defining SPI's - recognition of concerns, basic guidelines for identifying/ forming them/ nomenclature 3. How to set up targets 4. Continuous monitoring of effectiveness of spi's 5. Unclear taxonomy's 6. New SPI's every year - which ones to carry forward or not? 7. Positive performing SPI to be carried forward to next year or not. 8. Benchmarking with industry is tuff 9. SPI's for training 	<ol style="list-style-type: none"> 1. To define the taxonomy 2. Simplify the setting of SPI in context of 9859 3. Simple Step wise guide to form SPI's 4. Publish some common SPI's - examples 	<ol style="list-style-type: none"> 1. Methods to increase the reporting in different organisations 2. Simplify the concept of SPI 3. Focused taxonomy's for cabin safety 4. Software based data collection benefits
Cabin crew complement	<p>Workload, cabin design & locations, incapacitation, costs drivers, complement during crew rest on long haul, dual door responsibility. Impact of increased unruly passengers and medicals on crew complement.</p>	<p>Guidelines: limitations on wide body dual door responsibility; Workload management towards minimum cabin crew; Cabin crew complement on flight training; Determine number of in-charge on long haul to support crew rest. Cabin crew complement per compartment; Bring together all parties involved in setting crew complement: manufacturers, regulators and operators to provide consistency in the guidelines.</p>	<p>Promote decision making in-flight to manage incapacitation and crew rest period. Inter branch communication in spec design.</p>
Brace positions	<ul style="list-style-type: none"> • The differences and changes in bracing positions for cabin crew. There are very different implementations and which one 		

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	<p>is the safest? Holding the seat or crossing the arms?</p> <ul style="list-style-type: none"> • Mother with a lap-held infant and how should she act if she had another child travelling with her? Should they be informed by the cabin crew? • Not every passenger can perform the illustrated brace positions (disabled - very tall..etc) seat pitch also has an effect on it 		
Complacency in SOPs	<p>Time is key to crew becoming complacent as they keep cutting corners due to pressure. Felt that peer pressure also gets in the way of doing the job properly. Generations have different levels and the thought is different reasons of being complacent. Older - always done it this way and have become I unconsciously incompetent. Younger millennials want to know 'why why why' and if they don't it is thought this is why they become complacent.</p>	<p>Direction on better quality comms and procedures to make it clearer. Manuals written with end user in mind. Give reasons behind changes and make comms more interactive So perhaps guidance on this? .</p>	<p>Videos, referring to actual incidents which generated a procedure, line checks help but as not mandatory difficult to get through management sometimes. Also briefings and SCCM play a large part so ensure their time is protected prior to flight.</p>
Service versus Safety	<ul style="list-style-type: none"> • turbulence policy: different ways of communication between crew and to pax, depending on crew and area on bigger aircraft • service stop before landing: different policies, pax complaints, communication important • service before T/O while delay: different policies of allowance, trash collection, pax comfort versus safety of crew • Cooperation between safety, service, marketing, inflight departments: risk assessments tools • ops pressure on ground: hand luggage • short-haul flight time 	<ul style="list-style-type: none"> • best practice guidance on the key concerns • Tools Risk assessment on how companies and different departments can work together • FAQ: impact of service relaunch on safety (examples on concerns) • Marketing campaign on hand luggage (1) what does it do to safety? 2) how should Cabin crew assist) • worldwide procedures on seat belt sign policy 	<ul style="list-style-type: none"> • Communication to pax when stopping service helps (why? safety issue mentioning) • recruitment process not only on service also on safety professionals (how can safety be check? Psychological Profiling, stressfulness...) • Risk assessments should be owned not by safety department • education of departments is helping to move from reactive to proactive safety policy

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Cabin Safety Action Group	<p>Main key concerns that raised in my table were;</p> <ul style="list-style-type: none"> *Classification of the reports / and the difficulties about tracking systems *Difficulties of getting the data, hiding the reports from companies / Cultural Differences *Unsolved problems in CSAG'S about "emotional animals, unruly passengers, procedures of collecting the blankets before landing, heavy or too many hand baggage at the cabin." *More detailed guidelines and methodology needed in specific cases, 	<ul style="list-style-type: none"> *Follow ups of the deficiencies could be more strict, mostly the concern about their never ending due dates of the actions that taken by the departments. *Some of them asked for more Audits from IATA except their internal audit. *A Detailed guidance with supporting the standardisation which shows methodology item by item. *More meetings to share ideas with networking. 	<p>Except the suggestions that i have shared on earlier question, not any best practice suggestion has been made.</p>
Crew Leadership & Management	<p>Generation gap, lack of experience, cultural gaps, millennials know their rights, but NOT their responsibilities, lack of training (ineffective training), lack of standards. Dealing with multi-cultural crews in a leadership role.</p>	<p>Develop cabin crew leadership manual which should include tips on maintaining onboard safety leadership. Guidance upon sound communication and leadership skills, outline minimum duties,</p>	<ul style="list-style-type: none"> • Purser can send EFB message to cabin crew's supervisor regarding issues/non-compliance. • Specific Purser check list related to safety/service. Purser IOE training program. • Yearly Purser Refresher, topics are developed from passenger feedback and purser performance data. • Cabin leader must clearly assign responsibilities. • Establish a set of minimum standards for pursers/leadership. • Consider past experience and total flight hours (not years) when selecting Purser.