Discussion Topic

Inadvertent Slide Deployments using a Just Safety Culture
<table>
<thead>
<tr>
<th>British Airways</th>
<th>United</th>
<th>Southwest</th>
</tr>
</thead>
<tbody>
<tr>
<td>14,000 cabin crew</td>
<td>27,000 cabin crew</td>
<td>20,000 cabin crew</td>
</tr>
<tr>
<td>Entrant – 60 years</td>
<td>Entrant – 60 years</td>
<td>Entrant – 53 years</td>
</tr>
<tr>
<td>5,000 since 2022</td>
<td>7,100 since 2021</td>
<td>6,700 since 2022</td>
</tr>
<tr>
<td>Long &amp; Short haul</td>
<td>Worldwide</td>
<td>Domestic and near-international</td>
</tr>
<tr>
<td>290 aircraft</td>
<td>950 aircraft</td>
<td>819 aircraft</td>
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</tbody>
</table>
Door Procedure - Opened from inside by cabin crew

<table>
<thead>
<tr>
<th></th>
<th>Pre-2018</th>
<th>2018</th>
<th>2023</th>
</tr>
</thead>
<tbody>
<tr>
<td>Procedure</td>
<td>Procedure to count to slow down</td>
<td>Operator/Checker procedure in place</td>
<td>All new cabin crew within 6 months of DOJ</td>
</tr>
<tr>
<td></td>
<td>6 ISDs per year (avg)</td>
<td>6 ISDs since implementation</td>
<td>3 ISDs</td>
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(avg)
British Airways to Introduce Mysterious Japanese Shisa Kanko Ritual to Stop Costly Emergency Slide Blunders

British Airways is to introduce the seemingly mysterious Japanese ritual of Shisa Kanko onboard its flights in a bid to prevent cabin crew from accidentally activating the emergency slides following a spate of costly incidents through 2018.

In January, a new hire member of cabin crew on one of their first-ever flights accidentally activated an emergency slide at a British Airways Boeing 777 pushed back from the gate.
SHISA KANKO

CAN A SIMPLE TECHNIQUE REDUCE SKILL-BASED HUMAN ERROR?
SHISA KANKO

- Shisa Kanko means ‘Pointing and Calling’
- In North America it is known as ‘Pointing and Acknowledging’
- The action can help move unconscious skill-based activities to conscious execution, significantly improving accuracy in application
- The technique facilitates the cognitive control processes of the supervisory attentional system and can be highly effective at mitigating errors within the busy, operational environment
- The human controls each step of the action sequence, slowing behaviours down and increasing accuracy reducing the chance of an unintended consequence
SHISA KANKO: BENEFITS

- A study by the Railway Technical Research Institute in Japan demonstrated that the technique of pointing and calling reduced error by 85%.

- Workers who completed a simple task without pointing and calling made 2.38 errors per 100 actions, while workers who practiced pointing and calling made only 0.38 errors per 100 actions.

- The technique has benefits in both task execution and developing neural connections and memories associated with learning new tasks.
• Disengage from non-safety related tasks
• Face the door
• Step towards the door
• Stop
• Stand still with both arms down by the side of the body, looking at the door mode selector

• Raise both hands and indicate the door mode selector, without touching the door
• Prepare door for departure in accordance with the type-specific procedures as detailed in the FAM or CCOM

• Step back from the door
• Whilst still facing the door, stand still with both arms down by the side of the body, looking at the door mode selector
• Report door status in accordance with type-specific procedures as detailed in the FAM or CCOM

SHISA KANKO : PROCEDURE
TOP FOCUS AREAS

- New Hire Deployments
- Aircraft Enhancements
- Post-Event Remediation
- Near Miss Data
JAY LEE – SR. MGR POLICY, PROCEDURES, HEALTH & WELLNESS

TOP FOCUS AREAS

New Hire Deployments  Aircraft Enhancements  Post-Event Remediation  Near Miss Data

Number of new hire ISD in 2023

5

Targeted lesson on graduation day featuring testimonial ISD video

TOP FOCUS AREAS

• Large number of Boeing 737 deployments

• Worked with US/Canadian 737 operators to engage Boeing on possible improvements to the evacuation system

• United door enhancements to mitigate deployments
TOP FOCUS AREAS

- New Hire Deployments
- Aircraft Enhancements
- Post-Event Remediation
- Near Miss Data

PLACARD DETAIL

*** ATTENTION ***

When disarming the door, ensure the girt bar is firmly seated in place and the girt collars are installed on either side of the slide cover brackets.
- Built an enhanced remediation course for flight attendants involved in deployments
- Two classroom days plus a check ride
- Ensuring just safety culture is maintained while focusing on the seriousness of inadvertent slide deployments
**TOP FOCUS AREAS**

- Collection of near miss data through safety reporting allows us to identify areas of opportunity
- Catering slamming doors causing girt bar to fall
- Flight attendants leaving doors armed found by next crew
Two full slide deployments within a six-week period

03-31-2023

05-14-2023
Flight Attendant will meet with an Inflight Learning Instructor and cover the following:

1. Identify what went wrong, contributing factors, and how the event could be prevented in the future
2. Review door arming/disarming procedures in the FA Manual and ensure full understanding
3. Provide hands on practice with both arming/disarming the door
4. Review door modules from Initial and Recurrent Training (both CBT and classroom)
5. After review is completed, a detailed summary will be provided back to the Inflight Safety & Regulatory Team representative and/or the ASAP ERC