



# Dear Cabin Crew

February 2021

The release of our "Dear Cabin Crew" newsletter in September 2020 was a new initiative from IATA, aimed at sharing details of our activities to cabin crew around the world and reinforcing that we are all working together during the ongoing COVID-19 pandemic.

We had hoped that we were seeing some light as flights had started to resume and passengers started returning, but recent changes to the virus have resulted in further drastic closures of borders as governments react to the uncertainty this brings. This second edition of our newsletter is aimed at giving you an update of our activities and emerging challenges relevant to cabin crew.

## Why are we sending you this newsletter?

This is the second newsletter we've created specifically for you, our invaluable Cabin Crew partners around the world. Our goal is to bring you a message of encouragement, support and information that is relevant to YOU in the midst of the COVID-19 crisis.

We want you to know we are thinking about you, care about you and appreciate the multiple professional and personal challenges you are facing every single day. All the while, with the safety of passengers and crew at the forefront.

Thank you, on behalf of all of us.

**Jonathan (JJ) Jasper**

*Manager of Cabin Safety, IATA*

## Mask compliance

IATA supports the message that face coverings or masks are required to be worn on board aircraft by passengers and crew. This applies to all, even if they are vaccinated or have previously been exposed to the virus and may have immunity.

Of course, some passengers may be exempt from wearing face coverings, most notably young children, or those with sensory disabilities or acute breathing disorders who may not be able to comply. You should check with your own airline as to the passengers who may be exempted in order to be able to manage situations sympathetically.

It is important for cabin crew to remain vigilant and challenge passengers who do not comply with this requirement. The rates of compliance vary around the world and we have received reports that this is more problematic on flights to, from and within North America and Europe. Our members report that existing cabin crew procedures relating to unruly passengers are enough in helping to ensure compliance.

## IATA Travel Pass

The [IATA Travel Pass](#) app, a platform that allows travelers to securely share verified testing or vaccine information, will be a key tool in giving governments the confidence to safely resume travel:

The IATA Travel Pass will offer passengers:

- Latest country-by-country travel information and restrictions
- A list of certified laboratories and medical centers for testing and vaccinations
- A secure channel for labs to send testing or vaccine information, which passengers can then securely share with border agencies and airlines

The app will be fully encrypted, with travelers always being in control of their own data. It can also store all passport information, effectively creating a 'digital passport' that will have the capability to be used at border crossings in lieu of a physical passport for contactless travel.

The Travel Pass is currently being tested with several member airlines (February 2021). You can [find out more here](#).

## Keeping passengers informed

For travelers it can be daunting to understand how they should behave and adapt to the travel experience while the pandemic continues.

IATA has included general advice for travelers within the [You and IATA](#) section on the IATA website including:

- Travel restrictions
- Transmission risks
- Cabin air
- Mask usage
- Travel experience
- Personal precautions

You can direct passengers to your own company website and/or the IATA website for advice on how we are keeping them safe.

## Helping cabin crew who have lost their jobs

In the last months of 2020, we conducted a survey among members of the cabin crew community who had lost their jobs due to airline downsizing.

We received around 800 responses of which;

- 46% had been in the role for 20+ years
- 37% had been in the role for 10+ years
- 78% wanted help to identify their transferable skills to other roles.

To help overcome some of the challenges of finding alternative employment and preparing for interviews, we worked with former cabin crew to create a short e-learning course to:

- Identify the skills they used in the cabin crew role and how these can be transferred to other jobs
- Identify their strengths, weaknesses and learning styles
- Prepare job application, cover letter, resume and/or Curriculum Vitae (CV)
- Optimize job application documents so that they would not be overlooked by automated screening systems
- Hear from others who have successfully transitioned to other roles, and the skills they have taken with them as cabin crew
- Provide discounted access to other IATA training courses which might provide additional skills in aviation when hoping to return

We have called the e-learning training course "[Cabin Crew - Leveraging professional skills](#)" and full details can be found on our IATA training website.

## Social media

Social media can be a great way of keeping up to date with public sentiment, the latest information and others' experiences as well as sharing your own. However, it's also important to maintain perspective.

If your public profile shows that you work for an airline, consider whether a reactive post/comment you make might imply that you are making a point on behalf of your employer. Your own airline may have provided you with guidance on the use of social media and you should consider the implications of publicly visible postings. You can change your security settings if needed to protect much of your personal information from public view.

Social media can be a powerful tool in maintaining contact at a time when personal meetings are not possible and can also be used to seek support or encouragement from others when needed. Try to maintain a balanced use of social media platforms for your overall wellbeing.

If you're interested in seeing IATA's news and activities, be sure to follow us and share posts which encourage a resumption of travel when safe.

Use the links below to find us:



## #WeAreAviation

## IATA and You

We know that you do not work for IATA. You *comply* with your national safety regulations and with the policies and procedures of your airline, which are often based on the recommendations and best practices advised by IATA.

If your airline is an IATA member, it will undergo an IATA Operational Safety Audit (IOSA) every two years to ensure that the standards are included within written procedures and demonstrated in practice onboard the aircraft. You may even have operated a flight where an auditor has asked you to demonstrate your compliance with a standard or recommended practice.

Here are some things that you can do to help aviation successfully rebuild and fly out of this crisis:

- **Follow your airline's procedures effectively, proficiently and consistently**, particularly in relation to COVID-19 precautions and adaptations onboard.
- Maintain a **positive attitude** and a **supportive working environment** for your colleagues.
- **Don't let complacency or "COVID fatigue" take hold.**
- Don't hesitate **to report any safety concern, incident or occurrence to your airline.**
- Continue to **encourage passengers to wear face coverings**, and to replace them as soon as they have finished eating or drinking.

## Questions, feedback and suggestions

If you have any questions about new rules, recommendations and guidance for airline cabin crew operating during the pandemic, your first point of contact is **your own airline**, as they are responsible for setting the company policy to which you are required to comply.

**Remember to fully use your own company reporting system to report safety or security concerns, incidents or suggestions.**

If you would like to give us feedback regarding this newsletter, please contact [cabin\\_safety@iata.org](mailto:cabin_safety@iata.org)