



Questions from the audience

The following questions were submitted by the audience through the App during the presentations. Answers have been provided by the presenters where possible.

1 General	How do we get the Best Practice Guide?
If you are an IATA member airline, please email cabin_safety@iata.org for a copy. Non member airlines, individuals and organizations can purchase from http://www.iata.org/publications/store/Pages/cabin-safety-guide.aspx	
2 Unruly Pax	Any opinion on Tasers being used by cabin crew?
In many states, the use of Tasers is not permitted by law. Where permitted, sufficient training must be provided to crew to ensure that they are only used as a last resort and in accordance with local laws.	
3 Unruly Pax	If a passenger gets injured during restraint, will the airline be accountable?
In all cases of passenger restraint, only the minimum amount of force should be used in order to achieve this. In the event of injury to the restrained passenger, airlines may have to demonstrate that their crew acted reasonably, with only a reasonable amount of force.	
4 Unruly Pax	Is there any penalty for a passenger causing a diversion due to unruly behavior?
There is no standard penalty. Any compensation claim submitted by the operator would be in accordance with laws of the state where a prosecution is made.	
5 General	Will we be able to obtain copies of slides?
Upon completion of the COSC feedback survey, a link will be provided.	
6 Investigations	Were the Flight Attendant commands effective during the F383 evacuation?
<ul style="list-style-type: none"> • TBC 	
7 Investigations	Can anyone share any data learned from passenger surveys sent after F383 regarding evacuation command comprehension?
<ul style="list-style-type: none"> • TBC 	
8 Brace Positions	Are aircraft seat manufacturers actively involved in the development process for the brace position in relation to certification aspects?
The seat restraint manufacturers are involved in ensuring that the seatbelt/restraint device is certified. IATA is currently engaging seat manufacturers and certification standards organization in an effort to ensure seat design considers among other safety concerns, the most effective brace position for the occupant.	
9 Brace Positions	Within the same airline, does the brace position for crew and passengers differ?
Yes, according to seat position, orientation and restraint system incorporated.	
10 Brace Positions	Is there a brace position for guide dogs?
No testing/research has been carried out for animal brace positions. Additionally training them to adopt a specific position at a specific time could be challenging.	





11 Brace Positions	What is the brace position for stretcher passengers?
Stretcher passengers are already fully restrained in a horizontal position. There is therefore no additional brace position for them.	
12 Brace Positions	Currently no research regarding the use of CRS in seats that are oblique. Because of this, in the USA, CRS are not permitted in these seats. Is this the same in the UK?
Similar in the UK. The only type of CRS which can be used in an oblique seat at no more than 49 degrees, is one that has been fully tested and demonstrated as compatible. Passengers own car type seats have only been tested in fwd and aft facing positions. There is/was a commercially available CRS which has been tested and can be used in oblique seats on certain aircraft within EASA states, but this is not sold to the public. http://www.aircraftcabinmanagement.com/feature/gama-aviation-infant-safety-seat	
13 Safety culture	Based upon the medical situation with the purser, what have you done to ensure your pursers now take feedback from other flight attendants rather than take the position of “I know what I am doing” even when it is clear they do not.
A debrief of the involved was conducted. A specific procedure was introduced to ensure that hierarchy is less relevant. De-identified incident was shared with the rest of the cabin crew to raise awareness.	
14 Safety culture	What was the company’s approach to addressing the power gradient of the CM and were there any other contributing factors to this gradient, i.e. age, culture, religion?
Power gradient stems from culture. In our part of the world power gradient can be prominent due to Indian culture and religion.	
15 Unruly Pax	Which languages are used for PAX announcements in Air Astana?
Answered during session	
16 Unruly Pax	Has any airline utilized body cameras for recording UPAX incidents?
None present at the COSC	
17 Procedures and errors	Is fear the best practice to avoid accidental slide deployment? Was there a risk assessment on the chance that crew members became hesitant or insecure fearing losing their contract and pension?
This is a very historic approach and was mentioned at the start of Donald Wecklein’s presentation to demonstrate how risk assessment processes and just culture have in most cases moved us away from such practices.	
18 Procedures and errors	Would you propose a specialist, like procedure engineer/designer or language professional to design correct procedures?
The presentation proposed that once procedures are created by an author, that several others read them before publication, to identify different or problematic interpretations. Misinterpretation may be attributed to a company’s internal culture, as much as language.	
19 Cabin LOSA	Are LOSA auditors paid any additional allowance in addition to flying allowances?
No, they are not paid extra. They are flying in addition to the crew. It means they are paid exactly the same as if they would be part of the crew. However, considering they are doing an extra task (regarding the other CC that do not do the same), we make sure that their	





professional record mentions it, as it will help them when they go through the Purser / Chief Purser selection process. It is our way to value and recognize their commitment.

**20
Cabin LOSA**

What are the qualification requirements for observers?

We require a minimum of 4 year-seniority, a safety interest (that we will measure during the interview), 3 years in a row without failing any safety test, and the approval of their manager regarding their professional record.

**21
Cabin LOSA**

Do you share survey results immediately with cabin crew after the flight? Also, can cabin crew reference the survey prior to the observation?

We do not give any recommendation to our observers concerning that specific matter. If the CC who have been observed ask questions, and if the observer feels they will be able to use the result as a tool for the next flight, it's ok to share. The observer will mention it on the return flight so that we will be able to see if the observations have been useful to them.

**22
Cabin LOSA**

Have there been any conflicts/complaints with introduction of LOSA?

The major issues were coming from our trade unions. Crew members generally do not have any complaint about it, unless during the observation flight they realize that they did something wrong. Then, they tend to argue with the observer. However, the observers are trained to deal with this type of situation and mostly, with some explanation and by showing the anonymous reference support, it ends quite quickly. It helps our CC to see that the support is anonymous.

**23
Cabin LOSA**

How do you ensure all observers are working to the same standards?

Our observers have an initial training, and they receive an annual recurrent training. We also communicate whenever needed with them. The observations are all listed, and it is a "yes" or "no" answer. We also have what we call "coherence" once a year. What we are looking for is coherence more than uniformity. During the "coherence" session, we do workshops based on the feedbacks our observers give us, concerning situations they have been facing. But all throughout the year, whenever an observer gives us a feedback about a difficult situation, after analysis, we give a feedback to our observers' team, so that they will have the tools to deal with it in case this happens again. Our observers are also strongly encouraged to write down what they saw if it can help us analyze the situation. Thus, we have a better view on what was going on. It has happened that we needed to talk to an observer in order to explain again the approach, or the way things should be presented. At that point, after 6 years, we didn't have to end the mission of any of our observers because of unprofessional behavior.

**24
Cabin LOSA**

Is your data matched with the cabin crew events reported to the risk management?

It gives us additional information that we would not have otherwise, because it is really unusual to have a CC writing a safety report about how human factor affected their performance. Most of our risk management information deals with inappropriate procedure, but it doesn't systematically link this info with human factor. In addition, these observations report some very good practices, which we are not aware because there is no safety report for this kind of situation. It helps us promote good practices that we may not have been thinking of prior to the observation. So it is a multiple tool.





<p>25 Cabin LOSA</p>	<p>How did you find that time pressure was the reason for 19% incorrect slide arm/disarm procedure?</p>
<p>Watching the cabin crew provided us the information. The observers always underlined that the time organization was incorrect, allowing cabin crew not enough time before landing to perform the final checks. As a result, cabin crews are doing final office checks (paper works, duty forms...) during taxiing, and are not focused on safety at that point. Therefore, when the time to disarm comes, the cabin crew is in a rush and doesn't fully complete the procedure. So it really through observation that we were able to identify the problem.</p>	
<p>26 Cabin LOSA</p>	<p>Is LOSA leading to an increase/decrease of safety reports, or did you notice a change?</p>
<p>We have two type of safety reports : the regular safety report, and the "REX". This last one allows our cabin crew to report safety matters on a human factor point of view. It is completely non-identifiable. During our observation period of time (October to May, because too many needs in cabin crew during the summer), we do observe an increase of the REX, then it goes slowly down, and it starts again with the new campaign.</p>	
<p>27 Cabin LOSA</p>	<p>How much time is available during briefing to address these safety items?</p>
<p>Our briefing time on long range haul flights is quite short : 7 to 8 minutes at the most. During this time, we give positions to cabin crew members, and security, safety and commercial information.</p>	
<p>28 Cabin LOSA</p>	<p>Does your preflight briefing include only safety? Or is there some other elements included? How long is the briefing supposed to be?</p>
<p>No, it does include security and commercial items as well. We have to go straight to the points we want to focus on. All safety items that are mentioned will be usefull for the very beginning of the flight. After, we have additional briefings during the flight, before and after crew rest, depending on the conditions of the flight (turbulences, delay, passenger specific situation...).</p>	
<p>29 Cabin LOSA</p>	<p>Is there any kind of punishment for CCM's who constantly disregard the company's standards?</p>
<p>We do have a specific procedure for those of our cabin crew members who are below the requested level of performance. First we try to understand the reason why they are disregarding procedure (lack of work to learn, negligence, unclear procedure...) in order to determine the best and most efficient way to get the person back on track. Then we exchange with the CC's manager and share our action plan. Over a period of time of 3 months, the CC has to meet our required performance level. Otherwise, we may either work further (if it is a question of time needed by the CC), or we may direct the CC towards another job within the company, or end the contract.</p> <p>The 3-month period is left to the appreciation of the safety manager as far as the means to help the CC are concerned. We however keep records of all these catch-up work, so that if a CC is again under the requested level, we have a record of it. It means that a CC cannot keep on being always under the requested level. If so, the conclusion is that the CC is not fit for the job, and we'll have to end the contract.</p> <p>In addition to that, if a CC intentionally disregard a procedure, we do have a wide range of sanctions, going from professional warning included in your professional records to ending of the working contract.</p>	





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