



Flight Operations Department, Aviation House, Gatwick Airport South, Gatwick West Sussex, RH6 0YR

**8/2001**

## **IN THIS ISSUE**

### **1 CONFIDENTIAL REPORTING FOR CABIN CREW**

- 1.1 The UK Confidential Human Factors Incident Reporting Programme (CHIRP) has been in operation since 1982, enabling people employed in the civil aviation industry to inform on safety-related incidents and events that need not necessarily be reported through the operator's accident prevention and flight safety programme. Full details of CHIRP are published in Aeronautical Information Circular 47/2001 (Pink 20) Issue Date 31 May 2001.
- 1.2 To date, the CHIRP programme has been open only to flight crew, air traffic control staff and maintenance engineers but now, following a recent decision of the CAA's Safety Regulation Group Policy Committee, funding has been provided to support a one-year trial extension to include UK cabin crew, commencing on 1 July 2001.
- 1.3 The CHIRP web site and some other means are being used to distribute this message to the UK cabin crew community, but as many individuals are not members of an association, it is necessary to explore additional channels by which the news can be spread. The purpose of this FODCOM item, therefore, is to ask that, if your company employs cabin crew, you would kindly arrange for the information it contains and the attached 'flyer' to be brought to the notice of the latter.
- 1.4 As can be seen from the 'flyer', CHIRP will not accept incident or event reports that have no safety content, and it will not involve itself in issues that involve conflicts of personalities, industrial relations or conditions of employment.
- 1.5 If the trial proves to be successful, it will capture information that - whilst not required to be reported under the mandatory occurrence reporting scheme - would otherwise go unnoticed but which could, as has been the case many times already in CHIRP's experience, result in safety benefits of value to the Industry as a whole. Your assistance in giving publicity to this initiative would be much appreciated.

**Captain D J Chapman**  
**Head Flight Operations Department**  
**20 June 2001**

***Recipients of new FODCOMs are asked to ensure that these are copied to their 'in house' or contracted maintenance organisation, to relevant outside contractors, and to all members of their staff who could have an interest in the information or who need to take appropriate action in response to this Communication.***

## EXTENSION OF THE UK CONFIDENTIAL HUMAN FACTORS INCIDENT REPORTING PROGRAMME TO CABIN CREW

### 1 Introduction

1.1 The United Kingdom Confidential Human Factors Reporting Programme (CHIRP) was introduced in 1982 to provide professional pilots with the opportunity to report their experiences on a strictly confidential basis, in a manner similar to that afforded by the Aviation Safety Reporting System in the USA. In 1986 the CHIRP Programme was extended to include civilian air traffic control staff, and more recently the Programme has been further extended to include maintenance engineers.

1.2 **The CHIRP Programme will now be extended to include UK cabin crew for a trial period of 12 months commencing on 1 July 2001.**

### 2 The CHIRP Programme

2.1 The principal aim of the Programme is to seek to identify Human Factors related causes of incidents that would not be reported through other systems, but which may, if analysed and compared with other similar experiences, lead to changes in procedures or design, or permit others to learn from the reporter's experience.

2.2 Human Factors is a term covering all of the human elements of people in man-machine systems. It is not confined to the traditional design and utility of equipment and workplaces, but also covers aspects of manpower, organisation, management, communication, skills, and training.

2.3 CHIRP supplements other reporting systems, including the CAA Mandatory Occurrence Reporting Scheme. The submission of a CHIRP report does not fulfil the statutory obligations under the Air Navigation Order for mandatory reporting. When a requirement to submit an MOR exists but the reporter wishes to use a confidential system, the confidential Mandatory Occurrence Reporting Scheme may be used, details of which are contained in CAP 382. However, if the MOR scheme or other reporting channels do not meet the specific need then a report to CHIRP should be considered.

2.4 CHIRP reports are handled on a strictly confidential basis, but it is possible that an incident reported to CHIRP may also be reported to the CAA by a third party. The CAA gives an assurance that its primary concern is to secure free and uninhibited reporting through CHIRP. It will not be CAA policy to institute proceedings in respect of unpremeditated or inadvertent breaches of the law that are the subject of a CHIRP report and which come to its attention from a third party report, except in cases involving dereliction of duty amounting to gross negligence.

2.5 On being received, reports are validated as far as possible and reviewed with the objective of making the information widely available whilst maintaining the confidentiality of the source. Anonymous reports are not acted upon, since they cannot be validated. Reports are collated, analysed and retained on a confidential database. Before any information is made available to third party agencies and other reporting safety schemes, reports are technically disidentified to ensure that the reporter cannot be traced. If an appropriate level of disidentification is not possible, report data will not be released. When appropriate, report information is discussed with relevant organisations with the firm aim of finding a resolution.

2.6 No personal details are retained from reports received. After ensuring that the report contains all relevant information, all personal details are returned to the reporter with an acknowledgement letter. Each report is allocated a unique reference identification. After return of personal details, CHIRP is unable subsequently to contact the reporter. The reporter may, if he/she wishes, contact the CHIRP office for additional information by using the report reference identification.

2.7 Selected reports and extracts are published on a quarterly basis in a newsletter titled FEEDBACK and this is distributed to the principal user groups. Some reports are disidentified further (eg. time and place,

# FLIGHT OPERATIONS DEPARTMENT COMMUNICATION - 8/2001

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company, reporter's gender) before being published in FEEDBACK, or making any data available to other agencies.

- 2.8 In the case where a report to CHIRP appears to identify a definitive hazard, immediate action will be taken to resolve the issue without breaking the confidentiality of reporters.
- 2.9 The extension of the CHIRP Programme will involve the formation of a CHIRP Cabin Crew Advisory Group. The purpose of the Cabin Crew Advisory Group is to provide a body of individuals with specific expertise in cabin crew responsibilities to provide counsel on the most appropriate way of resolving issues raised in reports and to advise the Trustees on the performance of this element of the Programme.

### 3 How to Submit a CHIRP Report

- 3.1 A one-page summary detailing the scope of the CHIRP Programme and a copy of the CHIRP Cabin Crew Report Form are attached. Alternatively, report forms are available on the CHIRP Website: these can be posted or e-mailed to CHIRP. Further information and documentation are available from:

The CHIRP Charitable Trust  
FREEPOST (G13439)  
Building Y20E Room G15  
DERA Farnborough  
Hampshire  
GU14 0BR

Tel: +44 (0)1252 395013  
Fax: +44 (0)1252 394290  
(Both of these numbers can be used for  
confidential communications)

Freefone: 0800 214 645 (UK only)  
e-mail: confidential@chirp.co.uk  
website: www.chirp.co.uk

**The success of the extension of the CHIRP Programme to cabin crew depends entirely on the quality of the reports submitted. All UK AOC Holders and their cabin crew are urged to support the trial period commencing 1 July 2001.**

# RETAIN FOR FUTURE USE, IF NEEDED

## CABIN CREW REPORT

NAME: _____	1. Your personal details are required only to enable us to contact you for further details about any part of your report. 2. You will receive an acknowledgement as soon as possible. 3. This section of the Report Form will be returned to you.  <b>NO RECORD OF YOUR NAME AND ADDRESS WILL BE KEPT</b>
ADDRESS: _____	
POST CODE: _____ TEL: _____	

PLEASE COMPLETE RELEVANT INFORMATION ABOUT THE EVENT/SITUATION

YOURSELF - CREW POSITION			THE FLIGHT/EVENT									
CABIN CREW IN-CHARGE	<input type="checkbox"/>	SENIOR CABIN CREW	<input type="checkbox"/>	DATE OF OCCURRENCE		CABIN LIGHTING:						
CABIN CREW	<input type="checkbox"/>	SUPERNUMERARY	<input type="checkbox"/>	TIME	LOCAL/GMT	BRIGHT <input type="checkbox"/> MEDIUM <input type="checkbox"/> DARK <input type="checkbox"/>						
OTHER:				AIRCRAFT LOCATION		DAY <input type="checkbox"/> NIGHT <input type="checkbox"/>						
EXPERIENCE/QUALIFICATION			THE AIRCRAFT		CABIN ACTIVITY							
TOTAL YEARS	YEARS WITH CURRENT AIRLINE		TYPE/SERIES		BOARDING	<input type="checkbox"/> BEVERAGE SERVICE <input type="checkbox"/>						
AIRCRAFT TYPES QUALIFIED ON:			NUMBER OF CABIN CREW		TROLLEY SERVICE	<input type="checkbox"/> MEAL SERVICE <input type="checkbox"/>						
1.	2.	3.	NUMBER OF PAX ON BOARD		TRAY SERVICE	<input type="checkbox"/> DISEMBARKING <input type="checkbox"/>						
4.	5.	6.	NUMBER OF EXITS		FILM	<input type="checkbox"/> OTHER: _____						
TYPE OF OPERATION			WEATHER (IF RELEVANT)		FLIGHT PHASE							
SCHEDULED	<input type="checkbox"/>	CHARTER	<input type="checkbox"/>	CLEAR	<input type="checkbox"/>	CLOUDY	<input type="checkbox"/>	PRE-DEPARTURE	<input type="checkbox"/>	TAXI	<input type="checkbox"/>	
CORPORATE	<input type="checkbox"/>	OTHER:		RAIN	<input type="checkbox"/>	FOG	<input type="checkbox"/>	TAKE-OFF	<input type="checkbox"/>	CLIMB	<input type="checkbox"/>	
PASSENGER(S)/INJURY(IES)				ICE	<input type="checkbox"/>	SNOW	<input type="checkbox"/>	CRUISE	<input type="checkbox"/>	DESCENT	<input type="checkbox"/>	
PASSENGER(S) INVOLVED?	Yes	<input type="checkbox"/>	No	<input type="checkbox"/>	TURBULENCE	<input type="checkbox"/>	THUNDERSTORM	<input type="checkbox"/>	APPROACH	<input type="checkbox"/>	LANDING	<input type="checkbox"/>
INJURY TO PASSENGER	<input type="checkbox"/>	INJURY TO CREW	<input type="checkbox"/>	OTHER:				STAND/GATE ARRIVAL	<input type="checkbox"/>	OTHER:		

ACCOUNT OF EVENT - (PLEASE CONTINUE ON OTHER SIDE OR ATTACH ADDITIONAL SHEETS IF NECESSARY)



PLEASE PLACE THE COMPLETED REPORT FORM, WITH ADDITIONAL PAGES IF REQUIRED, IN A SEALED ENVELOPE AND SEND TO:

**CHIRP • FREEPOST (G13439) • Building Y20E • Room G15 • DERA Farnborough • Hampshire • GU14 0BR • UK**

Confidential Tel (24 hrs): +44 (0) 1252 395013 or **Freefone** (UK only) 0800 214645 and Confidential Fax: +44 (0) 1252 394290

Report forms are also available on the CHIRP website: [www.chirp.co.uk](http://www.chirp.co.uk)