



EASA Safety Information Bulletin

SIB No.: 2009-33

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Subject: **Amendment of Cabin Crew Procedures for the Deployment of Oxygen Masks in the Cabin**

Ref. Publication: Air Accident Investigation & Aviation Safety Board (AAIASB) Greece
Aircraft Accident Report 11/2006 Helios Airways Flight HCY522
dated 04 October 2006.

Description: Aircraft Accident Report 11/2006 issued by AAIASB on a Boeing 737-31S accident highlighted that the aeroplane failed to pressurize the cabin, and that the flight crew did not react properly to the cabin altitude warning horn, which resulted in incapacitation of the flight crew due to hypoxia (lack of oxygen in body) and consequent loss of aeroplane control.
Safety Action 2006-41 of the Report recommends to amend cabin crew procedures, so that, when the oxygen masks deploy in the cabin due to loss of cabin pressure or insufficient cabin pressure and if the aircraft does not suspend climb, or level-off or start a descent, the Cabin Chief (or the cabin crew member situated closest to the flight deck) be required to immediately notify the flight crew of the oxygen masks deployment and to confirm that the flight crew have donned their oxygen masks.

Recommendation: EASA recommends that Operating Manuals are reviewed and amended, where necessary, to address the following:
If the oxygen masks deploy in the cabin or there is any other sign of loss of or insufficient cabin pressure, in addition to the standard procedure (e.g. ensure their oxygen supply, secure themselves, etc.) the cabin crew should, as soon as practicable, inform, by the appropriate means, the flight crew of the situation and confirm that flight crew members wear their oxygen masks.
The above procedure should be reflected in the relevant check-list in accordance with EU-OPS 1.210:

OPS 1.210

Establishment of procedures

(a) An operator shall establish procedures and instructions, for each aeroplane type, containing ground staff and crew members' duties for all types of operation on the ground and in flight.

(b) An operator shall establish a check-list system to be used by crew members for all phases of operation of the aeroplane under normal, abnormal and emergency conditions as applicable, to ensure that the operating procedures in the Operations Manual are followed.

(c) An operator shall not require a crew member to perform any activities during critical phases of the flight other than those required for the safe operation of the aeroplane (see OPS 1.192).

Applicability:

All pressurized aircraft used for commercial air transport.

Contact:

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