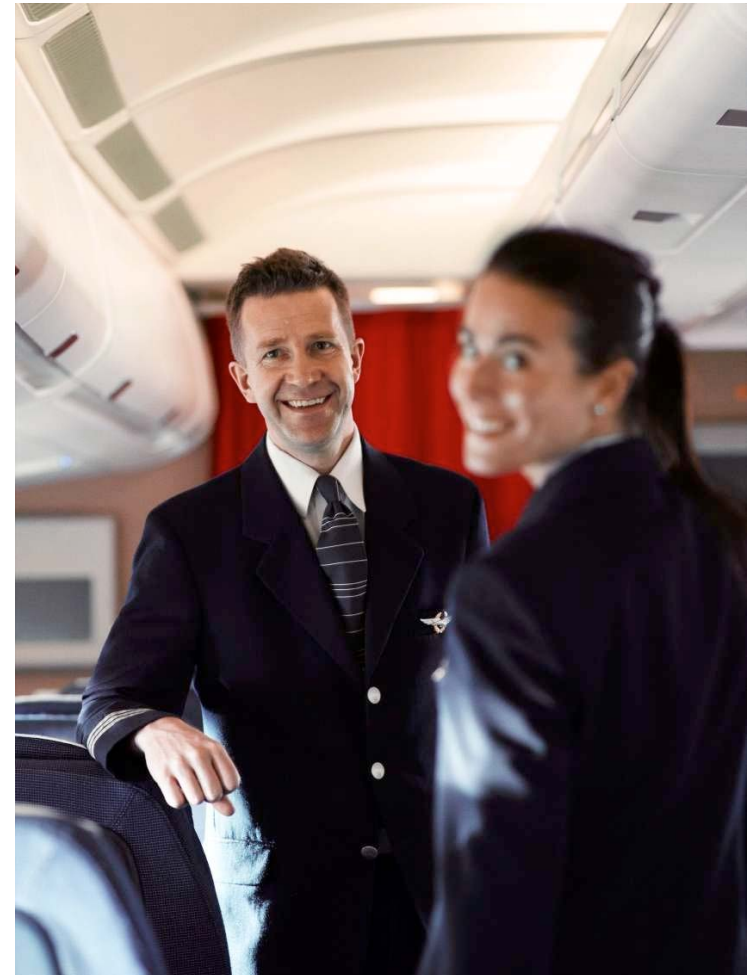


Anne Lea Wittrup-Thomsen

Cabin Safety Coordinator

Scandinavian Airlines Norway



Background

- Cabin Safety Coordinator
- Cabin Investigator
- Air Purser

Trondheim Accident Feb 08

- Scheduled flight OSL-TRD
- Good weather conditions
- Fasten Seatbelt sign on at 12000FT
- At 7000FT a sudden and violent turbulence was encountered
- Before and after the incident the turbulence was considered light

Trondheim accident Feb 08

- Both aft cc members injured
- One cc incapacitated – laying on galley floor
- The other cc, also injured called out for help
- Air Purser was in fwd toilet when turbulence occurred
- Medical assistance requested upon landing and both cc taken to hospital

Investigation

- Investigation initiated acc to Company Procedure
- Pilot/Cabin Investigator + management
- Open dialog
- Lesson learned; communication
- Recommendations

Recommendations

- Fasten Seat Belt Sign on at 15000FT
- Information regarding Turbulence Awareness
- Uniform guidelines
- Information stand
- Leaflet – handout to crew members

Turbulence Awareness/ Correct Sitting position

- Briefing
 - TEM (Threat and Error Management)
- Fasten Seat Belt Sign
 - Respect/Awareness
- CRM
 - Communication/Co-operation between Crew