

Royal Aeronautical Society Human Factors Group

DisPAX 2: Assault and Hijacking Workshop 2002



British Airways Flight Training, Cranebank
10 April 2002

A Closed Workshop Organized by the Human Factors Group of
The Royal Aeronautical Society

Venue: BA Flight Training (Cranebank)

Registration: By invitation only. The workshop is primarily for flight crew, cabin staff, CRM/TRM Trainers/Developers and Human Factors specialists (Applied Psychology, Cognitive Ergonomics etc.). If you fall into one of these groups but have not received a registration form and wish to attend, or for any further information, contact [The Registrar](#), c/o RAeS Human Factors Conferences, 29 Balcombe Road, Horley, Surrey RH6 7JR. Registrations received from unknown sources will not be accepted.

Note: Registrations are non-transferable except by prior agreement with the registrar.

Cost: £58 including luncheon and breaks.

Objective: The aim is to review risks, procedures, policies and security solutions as they affect CRM and broader Human Factors issues on the Flight Deck and Cabin, to discuss specific issues and form a reportable consensus, and to share tools, techniques and ideas to improve training and procedures.

Programme:

| Time | Speaker | Topic |
|-------|--|--|
| 09:00 | Wg Cdr Pieter Hemsley (Chairman, RAeS HF Committee) | Welcome |
| 09:05 | Allan Berridge, BA SEP | Introduction to BA Flight Training |
| 09:20 | Capt. Mike Vivian, Deputy Head Flight Ops. CAA | Aerospace after September 11 (TBC) |
| 09:50 | Rebecca D. Chute, Chief Scientist, Cabin Factors | Cabin/Cockpit Communication: Post September 11 |
| 10:45 | Capt. I. Hibberd, BALPA | A History of Hijacking - the Aircrew's Perspective |
| 11:25 | Jens Rolfsen, Braathens HF | Post-incident Support for Air Crew – an Operator's Experience |
| 11:55 | | Q&A |
| 12:05 | | Lunch |
| 13:00 | Dr. Malcolm Cook & C. Adams, University of Abertay, Dundee | Dynamic Situation Assessment and Negotiation in Uncertain Passenger Situations: Training and Selection Issues for Dangerous Passenger Management |
| 13:30 | Detective Superintendent A. Leppard (Surrey Police HQ) | Key Points in Hostage Negotiation |
| 14:00 | Delegates and facilitators | Workshop Sessions |
| 15:15 | Delegates and facilitators | Workshop Sessions |
| 15:45 | Reporters | Report Back |
| 16:15 | Wg Cdr Pieter Hemsley | Summary and Close |

Workshops: Workshop topics will be posted nearer the date. Tentative sessions currently include:

- Are the security benefits of a locked cockpit policy outweighed by the safety risks?
- New Skills and Training for the Closed Cockpit Environment
- Integrated Situation Assessment for Ground Staff and Cabin Crew
- Collaborative Decision Making for Cabin Crew and Flight Crew
- Is hijacking a disruptive passenger event or a catastrophic failure of security? Implications for procedures training
- Training in basics of Hostage Negotiation.
- What attention, if any, is paid to post-incident support for staff involved in assault and hijacking?

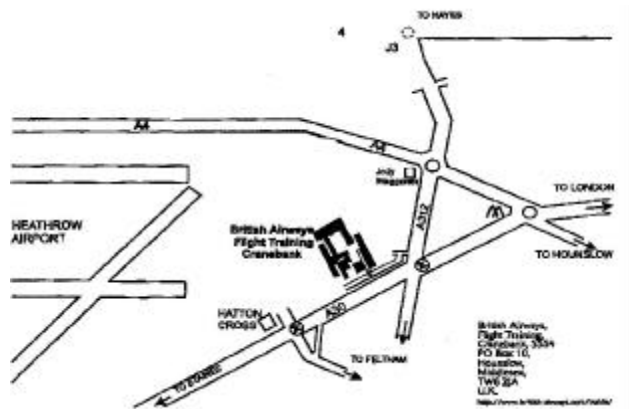
If you have a topic you would like considered for inclusion please contact the Registrar as above.

Further information: Please refer to the HFG web site for resource materials and current status information: www.raes-hfg.com, or contact the Registrar at ph: +44-(0)1293-783232, email registrar@raes-hfg.com

Joining Instructions

Parking & Transportation:

Cranebank's multi-storey car park is available to all delegates, free of charge. British Airways shuttle buses provide complimentary round trip transport to Cranebank. The BA 4 departs every 10 minutes from Hatton Cross tube station. The BA 5 departs every 20 minutes and its route includes Terminal One and the Holiday Inn Heathrow, M4, Junction 4. The buses are suitable for small groups of up to 10 delegates.



Security

Delegates must report to the main security gate, opposite the multi-storey car park, where they will be issued with an 'Escorted Visitor Pass'. Delegates will be asked to produce their conference registration confirmation code and another form of identification as means of identification.

Arrival

Delegates are welcome to start arriving from 08:15 hours. Tea and coffee will be served from 8:30 hours. Royal Aeronautical Society hosts will distribute conference packs and delegate name badges

Hotel Accommodation

British Airways Flight Training (BAFT) can provide four star accommodation at the Holiday Inn Heathrow, M4, Junction 4, including full English breakfast, at £100 per person, ex VAT. Offer includes the ability to substitute the breakfast for an evening main course in the Carvery Restaurant, and a BAFT discounted rate for Taxis booked through the concierge. For bookings, please contact Andy Clubb, Customer Services Manager, British Airways Flight Training Cranebank (S.554) PO Box 10 Heathrow Airport Hounslow Middlesex TW 21A. Phone: 0208 562 5734, e-mail: andy.s.clubb@britishairways.com

Forthcoming Conferences: October 23, 2002 - Fatigue and Flight Time Limitations at Royal Aeronautical Society, 4 Hamilton Place, London.

Registration Procedure

Please complete and return the form below with your cheque or money order for £58.00 (payable to **CRM Working Group**) to: *Conference Registration, RAeS Human Factors Group, The Coach House, Tilburstow Hill Road, Godstone Surrey RH9 8LY*

Fine print: Please remember to put an email address or fax number on the form if you want confirmation. Invoices are only available subject to an administration charge of £5.00. To receive an invoice add £5.00 to your GB£ cheque or money order and send with the registration to the address above **FAO Registrar**. Credit card payments are not supported. For information about BACS transfers please contact the Registrar. Receipts are always available at no cost at the door. The deadline for receipt of registrations and cancellations is April 3. Due to security requirements no late admission will be possible.

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Registration Form

Please clip, complete and return with cheque or money order as described above.

Name: _____ Company & Department: _____

Phone: _____ Fax: _____

Address: _____

Email: _____ Car Registration: _____

Professional background (tick whichever apply):

| | | | | | |
|-------------------------|--------------------------|---------------------|--------------------------|------------------|--------------------------|
| T/IRE | <input type="checkbox"/> | CRM Developer | <input type="checkbox"/> | Operational Mgmt | <input type="checkbox"/> |
| CRMI/CRMI(E) | <input type="checkbox"/> | ATCO | <input type="checkbox"/> | Regulator | <input type="checkbox"/> |
| Maintenance | <input type="checkbox"/> | Cabin staff | <input type="checkbox"/> | Human Factors | <input type="checkbox"/> |
| Security, Ground & Ramp | <input type="checkbox"/> | CRM/TRM Facilitator | <input type="checkbox"/> | Flight Deck crew | <input type="checkbox"/> |