



# Uncontained Engine Failure A380-800 QF32 SIN-SYD 4<sup>th</sup> November 2010

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# A380 Statistical Data



## Key figures

Overall length	72.72 meters
Wingspan	79.75 meters
Range	15.400 kilometers

## Dimensions

Cabin length	
Main deck	49.90 meters
Upper deck	44.93 meters
Fuselage width	7.14 meters
Max Cabin width	
Main deck	6.54 meters
Upper deck	5.80 meters
Engines	
4 Roll Royce	Trent 900x4
Thrust range	311kN

## Capacity

Passengers	
Typical seating (3-class)	525
Maximum seating	853

## Freight

Capacity underfloor	38 LD3 Containers
pallet number max	13

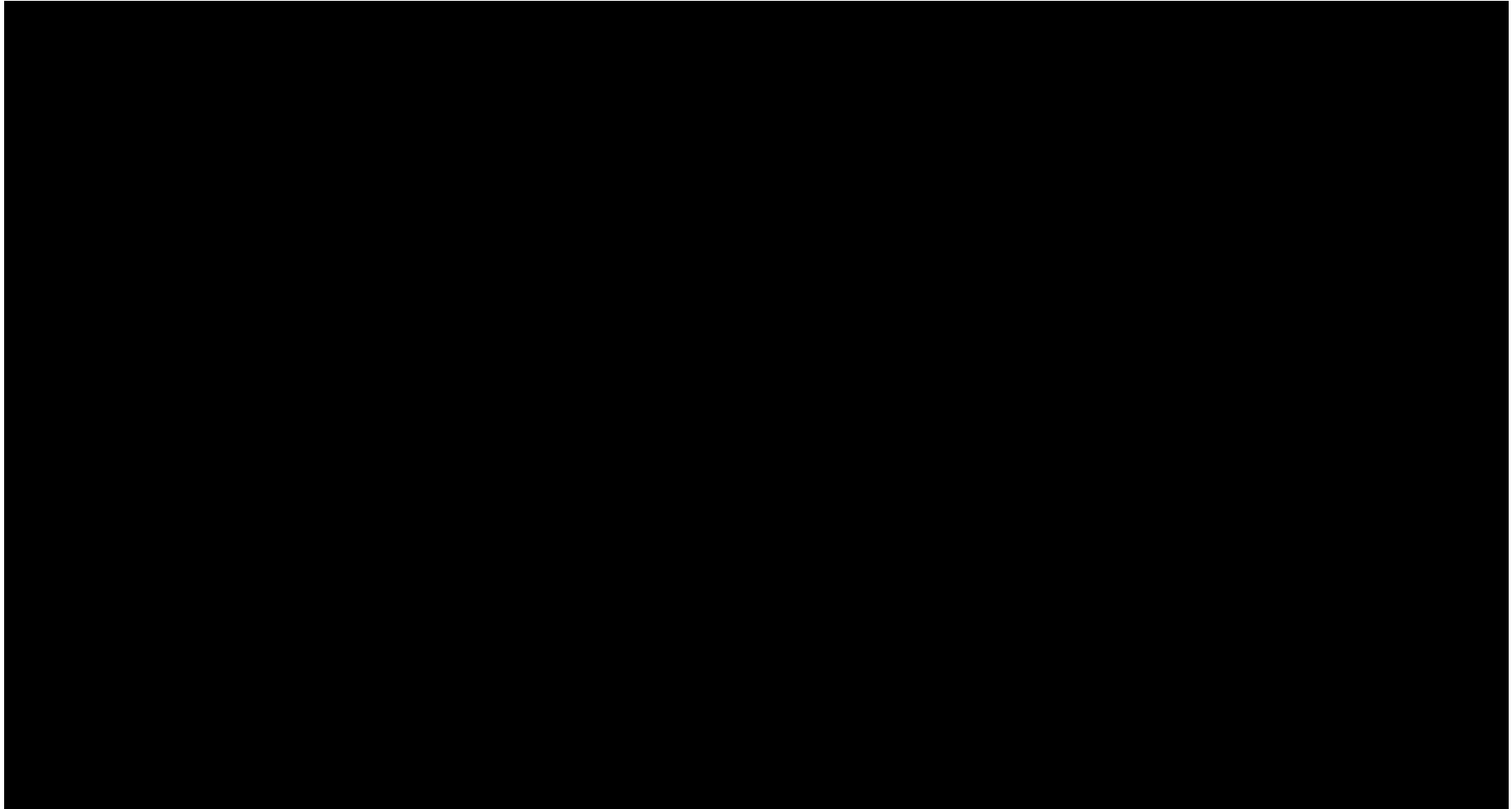
## Performance

Max take-off weight	560 metric tonnes
Max landing weight	386 metric tonnes
Max fuel capacity	320 metric tonnes

## Cabin Interior (Qantas)

Passenger seats	450
Crew Jump seats	24
Galleys	20
Toilets	16+1 (flight deck)

# Qantas Flight Attendant Video



# QF32 Flight Details



- Qantas A380-800 VH-OQA
- Second leg of LHR-SIN-SYD flight
- 5 Flight Crew (Due to training duties)
- 24 Cabin Crew (2 crew supernumerary)
- 450 passengers



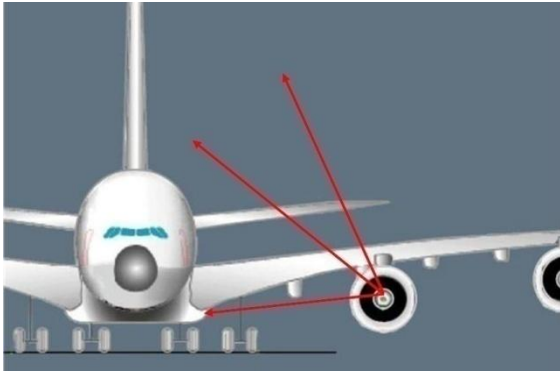
## First signs



- Two loud explosive sounds about 5 min after Take Off
- Aircraft shuddering
- Engine cowling partially blown off
- Engine No.2 damaged,
- Structural damage on left wing
- Loss of Fuel and Hydraulic Fluid



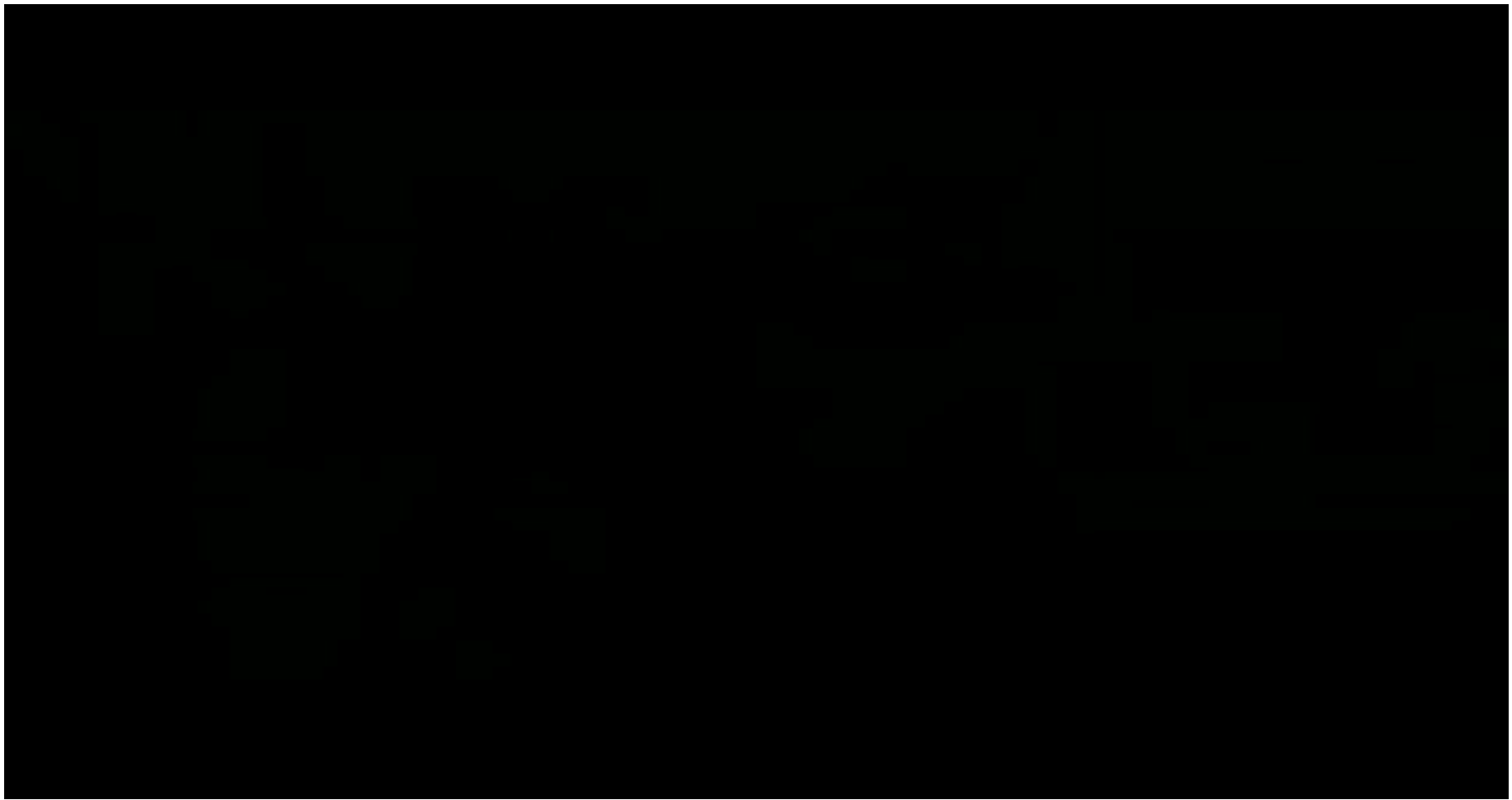
# Damage to the Aircraft



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# Alze-jera News and Capt. David Evans In-flight P.A. - Video



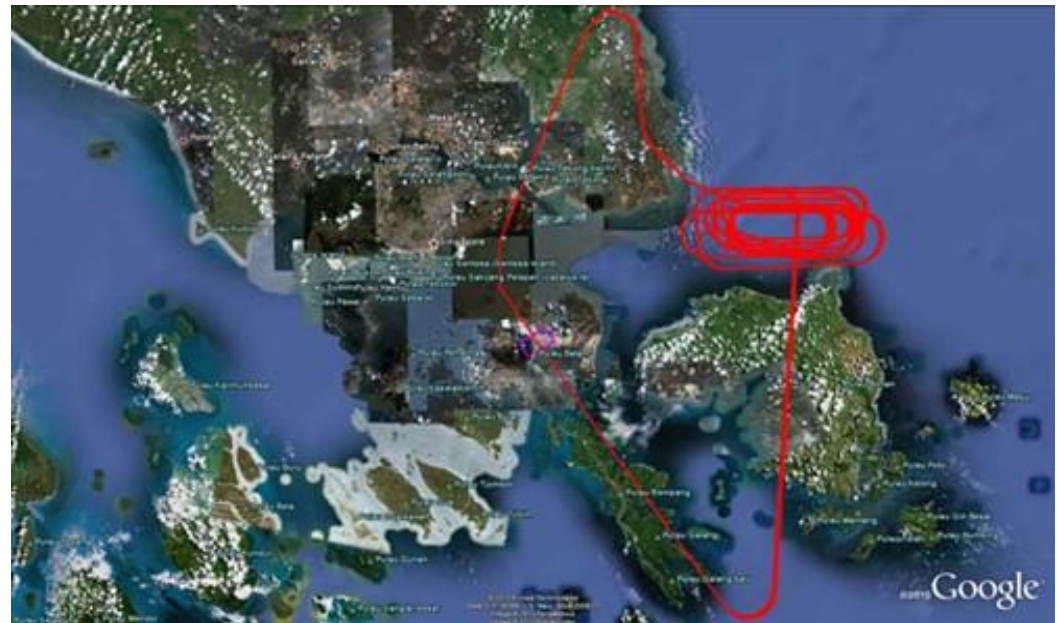




## First thoughts

- EP! What is the next step to follow?
- Need for change of priorities into Safety operating mode
- Managing an event with no procedure to follow

### Aircrew Emergency Procedures Manual



# First actions



- Relaying information to the flight deck
- SO sent to assess the situation
- Passengers getting up
- CSM's first PA to passengers
  - Explaining the Cabin Crew role
  - Asking for cooperation and compliance

## Cabin Crew Operations Manuals



## Managing the Cabin Crew



- Walking around the aircraft assessing the situation in the cabin
- Discussion with Cabin Service Supervisor (CSS)
  - Primary Crew to remain at doors
  - Assist Crew in the cabin
- Role of the CSS in an emergency situation
- Division of tasks between CSM and CSS



# Managing the Passengers



- Passenger reaction
- Language issues
- Keeping passengers informed
- Importance of cabin presence



# Preparing the Crew



- Briefing
  - Small groups in the galleys
  - Content
- Cabin Crew response to briefing



# Safe Landing



- 150m from the end of the runway in SIN (4000m)
- 'Alert PA' from Captain
- Fuel leaking from the left wing, no fire fighters in sight
- Attempted to contact the Flight Crew but no response
- Eventually Captain rang with info
- PA to passengers re: PEDs



# Commencing Disembarkation



- FFROs advised crew to disembark passengers via M2R
- *Who opens the door?*



# Precautionary Disembarkation



- FFROs took control of Precautionary Disembarkation
- Passengers called up in groups of 20
- Cabin Crew managing passenger movements
- Repeated PAs re: Cabin Baggage – High compliance
- Pax directed down stairs and on to bus to Terminal
- PA to Cabin Crew to check lavatories and cabin
- Crew transported to Terminal then assisted SIN Ground Staff





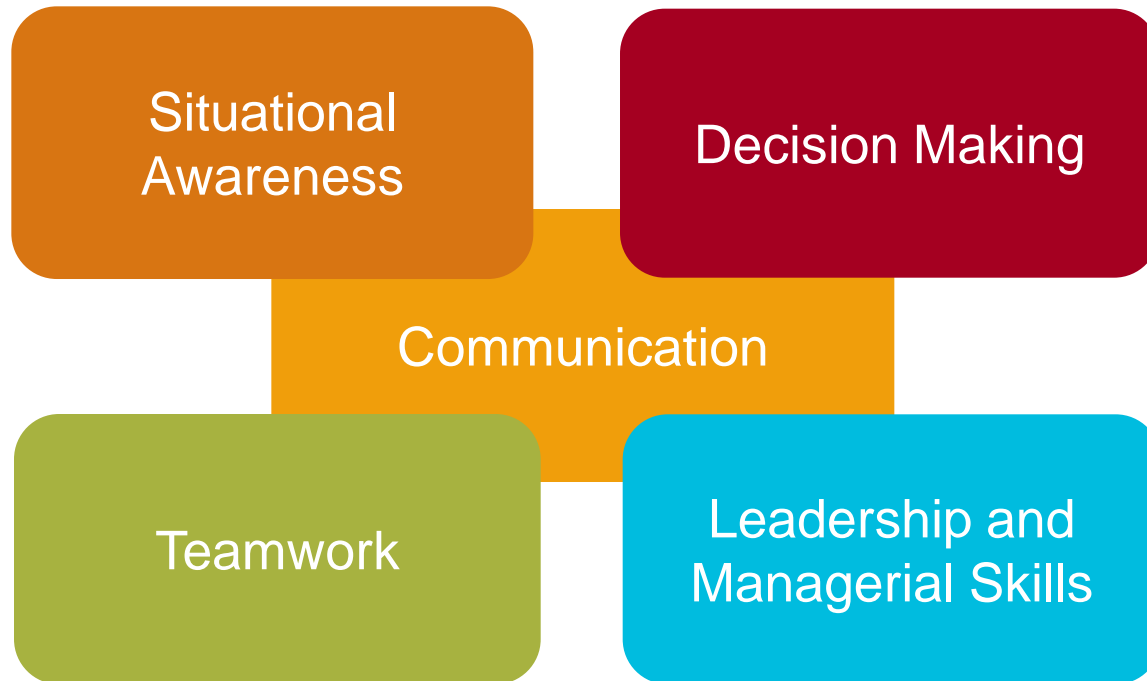
# Factors contributing to crew dealing with the situation effectively



- Training instilled in crew
- Knowledge of their work environment
- Experience – Mix of ages and experience amongst the crew



# Non Technical Skills used by the crew



# Re-Introduction into Service Airbus A380-800 VH-OQA



# Qantas 32 Technical and Cabin Crew



**Pilots and Cabin Crew of Qantas Flight 32  
at the Annual Safety Excel Award Ceremony  
in Sydney**



Any Questions?