

Here's a **summary of the Cabin Safety Assessment Briefing**:

## Presenter

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## Purpose

Introduce **Cabin Operations Assessment Team (COAT)** – Jetstar's formalized process for **business-unit level investigations** to improve safety, compliance, and crew well-being.

## Key Points

### 1. What is COAT?

- A structured **desktop investigation process** for cabin-related operational events.
- Embedded in Jetstar's **Safety Management System (SMS)** and Cabin Operations Manual.
- Ensures **regulatory compliance**, continuous improvement, and accountability.
- Complements larger investigations by focusing on **granular, frontline issues**.

### 2. Objectives

- Respond quickly to operational occurrences.
- Contain events and implement corrective actions.
- Address **crew welfare and psychosocial impacts**.
- Drive **policy updates, training improvements, and communication**.

### 3. How It Works

- **Triggers:** Safety reports, duty phone calls, observations, or requests from any stakeholder.
- **Membership:** Minimum 3 attendees (mini-COAT); includes cabin safety team plus stakeholders (airports, flight ops, engineering, safety, commercial).
- **Process:**
  - Daily review of reports (500+ weekly).
  - Filter events → Hold COAT → Gather info → Enter into SMS → Assign actions.

- Actions may include training refreshers, SOP updates, engineering fixes, or welfare support.
- **Frequency:** ~3 COATs per week.

#### 4. Key Features

- **Just Culture:** Focus on learning, not blame.
- **Traceability:** All actions logged in SMS; outcomes reported to monthly safety committees.
- **Cross-functional collaboration:** Flight ops, engineering, training, commercial teams involved.
- **Communication:** Crew managers gather detailed info; follow-up reports linked in SMS.

#### 5. Common Themes

- SOP compliance lapses.
- Boarding errors.
- Medical events.
- PED (Portable Electronic Device) hazards (e.g., overheating power banks).
- Catering equipment issues (e.g., ovens overheating).

#### 6. Examples

- **Smoking Kindle:** Crew isolated device in Atlas box with water; COAT identified leakage risk → Updated comms and monitoring guidance.
- **Overheated Oven:** Triggered engineering investigation; risk assessments; process review.
- Other cases: disruptive passengers, turbulence injuries, welfare concerns.

#### 7. Benefits

- Captures **issues below formal investigation threshold**.
- Improves **crew confidence and safety culture**.
- Enables **rapid corrective action** and **systemic fixes**.
- Supports **regulatory compliance** and **continuous improvement**.

## Key Takeaways

- COAT is a **formalized, proactive safety governance tool**.
- Strengthens SMS by **normalizing reporting and accountability**.
- Focuses on **crew well-being and operational resilience**.
- Demonstrates **industry best practice** for cabin safety management.

## INTRODUCING COAT

### CABIN OPERATIONS ASSESSMENT TEAM



#### WHAT IS COAT?

Desktop investigation of cabin-related operational events



#### OBJECTIVES

Corrective actions, crew welfare, policy updates & training



#### HOW IT WORKS

Events reviewed; team convened; actions assigned in SMS



#### KEY FEATURES

Just culture, traceability  
cross-functional collaboration



#### COMMON THEMES

SOP compliance, boarding errors, medical events, PED hazards



#### COMMON THEMES