



# Cabin Crew Witness Statement

(For IACO Annex 13 NTSB Investigation)

BA2276/8<sup>th</sup> September 2015

LAS-LGW

Name DENISE HUNTER Staff No. [REDACTED]

Position/Grade CABIN MANAGER DOJ 12 FEB 1985

Working position on BA2276 1 Seat Position for Take-off Door 1 left rearward facing

Roster for the last 7 days.....

## IMPORTANT INFORMATION

The NTSB have asked for each cabin crew member to complete an individual witness statement based on their recollection of events. You should not complete this statement in coordination with any other crew member.

Please describe the following in full detail, giving as much explanation as possible.

Please make sure your statement is legible and use more paper if you require it.

Make a copy of your individual statement and retain it for your own future reference.

You must place the original into an envelope and give to the BA representative who will pass on the statement to the NTSB.

**Description of the event, your decision making and actions taken by yourself**

We took our take off positions promptly. At take off roll but not at full speed I heard a loud 'thud' coming from 'somewhere down the back, the aircraft appeared to swerve to my right/aircraft left. I glanced at my colleague and then looked down the cabin where there were no signs of anything unusual in the cabin. I unfastened my harness to look out of the window at door 1 left for signs of anything out of the norm. I did not see anything to

Cont....

alarm me. Next, the first officer (heavy crew member) came out of the flight <sup>deck</sup> speed and walked towards door 2 left - shouting "remain in your seats", as passengers were by now standing in the aisles blocking his path way. I went to my interphone and made an assertive PA "ladies + gentlemen remain seated". The first officer made his way back to the flight deck; in the meantime "I heard 'theres a fire on the right' - I have no idea who said this. I indicated to NO9, watch the door, whilst I made my way to the flight deck. However, in that time we were given the command 'evacuate, evacuate'. I returned to door 4 left, checked for signs of fire, checked my door mode, glanced at NO9 for confirmation it was safe to open and we both said "OK". I opened the door and remember thinking "that was easy to open". Approx 5 passengers went down the slide when the NO9 said 'Denise fire on the floor', I then saw there were flames coming from the tarmac floor, aft of the slide. I immediately redirected passengers to door 4 right, at this point I noticed smoke in the cabin - NO9 was also directing passengers to door 4 right. I grabbed a lady and pushed her towards the door. Once the cabin <sup>was</sup> clear NO9 said my side is clear at the same time NO5 also said 'we've clear', I then received the NO2's 'we've clear'. I told NO5 'go' and then ordered the NO2 + 9 to 'get out'. I then looked down the cabin and jumped down the slide - the foam/liquid made it so slippery that I landed on my bottom. I could not stand up so the NO2 and passenger helped me up to walk away from aircraft. The crew then went into 'crowd

control

both NO9 + myself shouting  
unfasten your seatbelt come this way

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

concise, assertive commands from both flight deck and cabin crew.

**Use of any emergency equipment**

Emergency slides -

**Operation and function of emergency exits and slide/rafts**

Door 1 left easy to open and deployment of slide without incident

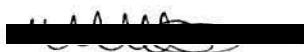
**Passenger behaviour (Initially and following the command to evacuate)**

A mix of panic + calm - generally listening and carrying out cabin crew commands.

**Any other relevant information**

AS per report.

Signed.....



Date.....

9/9/15



2



**Cabin Crew Witness Statement**  
**(For IACO Annex 13 NTSB Investigation)**

**BA2276/8<sup>th</sup> September 2015**

**LAS-LGW**

Name KAREN DOUGLAS Staff No. [REDACTED]

Position/Grade MAIN CREW DOJ 11 APRIL 2012

Working position on BA2276 2 Seat Position for Take-off 2L rear facing

Roster for the last 7 days PART TIME WEEK OFF

**IMPORTANT INFORMATION**

The NTSB have asked for each cabin crew member to complete an individual witness statement based on their recollection of events. You should not complete this statement in coordination with any other crew member.

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Please make sure your statement is legible and use more paper if you require it.

Make a copy of your individual statement and retain it for your own future reference.

You must place the original into an envelope and give to the BA representative who will pass on the statement to the NTSB.

Description of the event, your decision making and actions taken by yourself

We were going very fast down the runway when I heard a very loud bang from the left hand side of the a/c. The plane shuddered and we came to an abrupt stop. Pax were asking what happened, I shouted 'its under control & nothing to worry about'. I thought it was a burst tyre. (It sounded and felt how I thought a burst tyre would feel) The Captain PA'd 'Await further instructions' At this point I could see smoke billowing from left hand

Cont....

... engine. I was up (I can't remember at what point I got up) Pax were shouting 'we need to get off' The Capt PA'd 'please remain in your seats' At this point I saw flames coming out of the engine. I told Pax to remain calm, and picked up the phone to call the Flight deck. I was just pushing the buttons when I saw the F.O at the front of the cabin, and shouted 'I can see fire coming from left hand engine'. He ran to the window and shouted 'we need to evacuate! At this point Pax by my door were shouting at me to open the door. I then heard PA 'evacuate x3'. I <sup>made the decision</sup> ~~redirected Pax by~~ not to open the door and shouted to Pax 'evacuate through the front right door' - or something like that. Pax were trying to get their wheelies up the cabin. I was shouting 'Run to the front' as smoke was coming through my door and the flames were more visible. After the last Pax disembarked, I checked the cabin & toilet and shouted 'my cabin is clear' to my colleagues. I made the decision not to take my tabard as the smoke through the door seemed thicker. I then evacuated through 1 Right. The slide was much slipper than I anticipated. My skirt was soaking when I got to the bottom. The cabin manager flipped off the slide and landed on her bottom hurting her back.

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

1st PA from flight deck "Await further instructions"

2nd PA from flight deck "Please remain seated"

3rd PA evacuate x3.

- I was continually communicating with crew member at 2R
- I shouted to F.O 'Fire in engine etc'
- I told colleagues my cabin was clear

**Use of any emergency equipment**

None.

**Operation and function of emergency exits and slide/rafts**

I did not open door, but redirected passengers.

**Passenger behaviour (Initially and following the command to evacuate)**

Initially pax were panicked and questioning what ~~was~~ had happened.

They then were shouting at me to open door.

After evacuation command, some were running, some were just strolling, some were on their phones, some were trying to get their wheelies up the cabin.

**Any other relevant information**

slide was very wet and slippery.  
we were on the tarmac for an hour and it was very hot!

(Just an observation, not a criticism.)

Signed.....



Date.....

9/9/15



NO. 3



Cabin Crew Witness Statement  
(For IACO Annex 13 NTSB Investigation)

BA2276/8<sup>th</sup> September 2015

LAS-LGW

Name... JADE POWERS ..... Staff No. [REDACTED]

Position/Grade... ~~FLIGHT~~ MAIN CREW ..... DOJ... 23<sup>rd</sup> JAN 2015

Working position on BA2276... NO. 3 ..... Seat Position for Take-off... DOOR 3 LEFT REAR FACING

Roster for the last 7 days.....

IMPORTANT INFORMATION

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Please describe the following in full detail, giving as much explanation as possible.

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|  |
|--|
| <p>Description of the event, your decision making and actions taken by yourself</p> <p>SECURED THE CABIN AND WAS STRAPPED INTO MY SEAT AND RECEIVED THE DOUBLE DINGS FOR TAKE OFF. WE BEGAN TAXIING AT SPEED WHEN WE HEARD A BANG/POPPING SOUND, ABOUT 7-10 SECONDS AFTER THE CHIMES. THE AIRCRAFT LEANT TO THE LEFT AND IT WENT BUMPY AS IF ON UNEVEN TERRAIN - I THOUGHT THAT MAYBE A TIRE HAD BURST. THE AIRCRAFT THEN STARTED BRAKING SHARPLY. I WATCHED AS PASSENGERS IMMEDIATELY STOOD UP. I SHOUTED AT THEM TO "REMAIN SEATED"! I LEANED FORWARD TO LOOK OUT OF THE WINDOW AND COULDN'T SEE ANY HAZARDS. CAPTAIN MADE A PA "PASSENGERS AND CREW REMAIN SEATED AND WAIT FOR FURTHER INSTRUCTIONS"! I CONTINUED TO SHOUT AT PASSENGERS TO "REMAIN SEATED"! I UNDOONE MY SEAT BELT TO SHOUT BEHIND ME. I THEN CHECKED OUTSIDE THE WINDOW AGAIN AND SAW ORANG FLAMES AND THICK BLACK SMOKE.</p> |
|--|

Cont....

I HEARD DAVID AT ~~DOOR~~ QSD SHOUT "I CAN SEE FIRE AND FLAMES AS I WAS LOOKING OUTSIDE. I THEN WENT TO PUSH THE EVAC BUTTON, BUT THE CAPTAIN SAID "EVACUATE" AND THE ALARM WAS SOUNDED. I SILENCED THE ALARM AND BEGAN THE EMERGENCY EVACUATION PROCEDURE. AFTER CHECKING FOR HAZARDS AGAIN, I MADE THE DECISION TO NOT OPEN THE DOOR AND TO REDIRECT PASSENGERS. I SHOUTED AT THEM TO "UNFASTEN SEATBELTS AND COME THIS WAY". I USED STRONG COMMANDS AND HAND MOVEMENTS TO DIRECT THEM TO DOOR 3R AND DOORS 4. ONCE ALL WERE OFF, I LET CREW KNOW THAT I WAS CHECKING TOILETS AND FORWARD CABIN. I USED THE TORCH. WHEN I GOT TO DOORS 4, I LET CREW KNOW ALL WAS CLEAR. I WENT TO GET MY TABBARD, BUT THERE WAS SMOKE IN THE CABIN. CHRIS (NO. 4) THEN TOLD ME TO EVACUATE.

ONCE ON THE TARMAC, I SHOUTED FOR PEOPLE TO "MOVE AWAY AND STAY TOGETHER". I WAS THEN ORDERED TO GET PASSENGERS INTO LINES TO DO A HEADCOUNT. WE MAINTAINED CROWD CONTROL AND ATTENDED TO ANY MEDICALS. I DEALT WITH EMERGENCY SERVICES WHO WERE ARRIVING ON THE SCENE.

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

- CAPTAIN MADE PA "STAY IN YOUR SEAT AND AWAIT FURTHER INSTRUCTION"  
<sup>A</sup> <sup>PASSANGERS B CREW</sup>
- CAPTAIN MADE PA "EVACUATE, EVACUTE"
- DAVID (NO. 10) TOLD ME HE "COULD SEE ORANGE FLAMES AND BLACK SMOKE FROM LEFT HAND SIDE OF AIRCRAFT"
- I SHOUTED TO DAVID (NO. 10) "CHECKING FORWARD CABIN AND TOILETS" ONCE THAT WAS DONE, I SAID "ALL CLEAR"
- I INFORMED CHRIS (NO. 4) THAT "ALL WAS CLEAR".
- CHRIS TOLD ME TO "EVACUATE".
- DAVID TOLD ME ON THE TARMAC TO "GET PASSENGERS INTO LINES TO DO A HEAD COUNT"
- I LET CHRIS KNOW THAT I HAD COUNTED "17 PASSENGERS" IN MY LINE.

**Use of any emergency equipment**

I USED THE TORCH FROM MY CREW SEAT TO CHECK THE CABIN AND TOILET.  
I USED THE SLIDE TO EVACUATE FROM DOOR 4 LEFT.

**Operation and function of emergency exits and slide/rafts**

I WAS UNABLE TO OPEN MY DOOR AS WHEN I BEGAN THE EVACUATION PROCEDURE, THERE WERE HAZARDS OUTSIDE (ORANGE FLAMES AND BLACK SMOKE) I MADE THE DECISION TO KEEP THE DOOR SHUT AND REDIRECT PASSENGERS.



**Passenger behaviour (Initially and following the command to evacuate)**

PASSENGERS WERE CLEARLY SCARED AND PANICKED ONCE THE AIRCRAFT HAD COME TO A STOP, BUT PRIOR TO THAT ALL WAS CALM. IN SEAT 26A WAS A NERVOUS FLYER, BUT WAS REASSURED BY ME PRIOR TO TAKE OFF.

PASSENGERS BEGAN STANDING UP AND RUNNING TO THE DOORS. A FEW, WHEN TOLD, TOOK THEIR SEATS AGAIN. WHEN WE BEGAN THE EMERGENCY EVACUATION, PASSENGERS PANICKED AND SOME RAN, EVEN WHEN I TOLD THEM NOT TO. TWO MEN BEGAN CLIMBING OVER SEATS TO JUMP INTO THE QUEUE. ALL IN ALL PASSENGERS MOVED QUICKLY AND EFFICIENTLY.

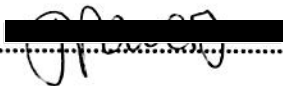
ONCE ON THE TARMAC, I HAD TO TELL PEOPLE TO STOP FILMING, TAKING PHOTOS, TO MOVE AWAY & STAY TOGETHER AND TO STOP SMOKING!!

**Any other relevant information**

I MADE SURE I FOUND THE COU AT 26A TO CHECK HE WAS OKAY, ONCE OFF THE AIRCRAFT.

I WOULD LIKE TO THANK EVERYONE FOR ALL THEIR HELP & SUPPORT ON THE GROUND.

Signed.....



Date.....

9th SEPTEMBER 2015

(4)



Cabin Crew Witness Statement

(For IACO Annex 13 NTSB Investigation)

BA2276/8<sup>th</sup> September 2015

LAS-LGW

Name... CHRISTOPHER Tom Staff No... [REDACTED]

Position/Grade... PURSER DOJ... 03/04/06

Working position on BA2276... N°4 Seat Position for Take-off... DAL FWD facing

Roster for the last 7 days... 3 DAY B91 + 3 days off.

IMPORTANT INFORMATION

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Description of the event, your decision making and actions taken by yourself  
Rolling Down Runway for TAKEOFF, APPROX 7 SECONDS WE HEARD A Loud Bang/Popping sound & the AIRCRAFT LISTED to the LHS. I FELT A Bumping, as if a tyre HAD Blown. Debris started flying Past my window AT DAL. THE AIRCRAFT BRAKED SHARPLY & CAME to A COMPLETE STOP on the Runway.



Cont....

At this point Pax's jumped out of their SEATS. I Shouted for them to sit down. SOME DIDN'T LISTEN, So I got out of seat WALKED 4-5 Rows into CABIN & AGAIN ORDERED them to sit down + they did. Captain then MADE PA "will CUSTOMERS & crew Remain Seated + AWAIT FURTHER INSTRUCTION". At this time I SAW Smoke on the outside of the AIRCRAFT.

At this point CAPT MADE ANOTHER PA "Evacuate x2" - At this point I commenced my Evacuation. I checked outside conditions & made + opened my Door, Pulled manual inflation handle & Evacuated Passengers. Once Pax's were off I Evacuated myself + my crew through D4L with our Emergency Equipt. We then commenced crowd control - Moved customers Away from ALC - Liaised with Emergency Services & STARTED triage procedures.

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

CAPT made PA'S X2

& crew communication was fantastic, we all communicated well. which resulted in a full + successful evacuation

**Use of any emergency equipment**

WE USED MEGAPHONES & TABARDS.  
& THE SLIDES.

**Operation and function of emergency exits and slide/rafts**

D4L - my slide & door operated perfectly. I pulled my manual inflation handle & evacuated my customers & crew. I evacuated the majority through D4L.  
I was the last crew member to leave via D4L.

Passenger behaviour (Initially and following the command to evacuate)

once we commenced the evacuation, the customers were compliant + did exactly what we told them. we told them not to film + steps moving

- initially when people were up out of their seats - it took a while for them to sit back down.

Any other relevant information

THE help from the Emergency Services was fantastic. They were on the scene promptly.

however it took quite a long time for the Buses to arrive to take pax's to terminal Building & it was 100 degrees on the tarmac.

we were very grateful for all the help we received.

Signed.....

[Redacted Signature]

Date.....

9/9/15

5



Cabin Crew Witness Statement  
(For IACO Annex 13 NTSB Investigation)

BA2276/8<sup>th</sup> September 2015

LAS-LGW

Name... AMY OSBORNE ..... Staff No. [REDACTED]

Position/Grade... 5 - MAIN CREW ..... DOJ... 12/03/15

Working position on BA2276... 5 ..... Seat Position for Take-off... DOOR 1 RIGHT.

Roster for the last 7 days... 1 DBV ON SUNDAY, HOME STANDBY

IMPORTANT INFORMATION 7-2.30 ON SAT. SICK DAY OFF FRIDAY. SICK BEFORE THAT FOR 2 DAYS

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Description of the event, your decision making and actions taken by yourself  
we were sat in our crew seats, strapped in ready for take-off. we were at high speed going down the runway for take off when i heard a very loud bang and felt the plane jolt/swerve. The brakes then went on and we made a very quick stop. There was a PA from the flight deck to remain calm and stay seated. I stayed in my seat but as I looked down the cabin I saw passengers in the back cabin standing up, running around and shouting to let them off. At this point I considered they could see something that I couldn't. I saw Kevin run out of the flight deck heading down to door 2 left. At this point I saw thick black smoke outside of my window.



Cont....

I then heard Kevin shout "Evacuate, Evacuate!" The evacuation alarm then went on. I was out of my seat by now and began to shout "unfasten your seat belt and come this way." I only said this once as passengers were already there. During this I checked outside my window for hazards but all I could see was thick black smoke. I could hear Marie at Door 2 Right redirecting passengers to my door. I heard a PA which I thought said "hazard on the left" but passengers were shouting so loud I wanted to be sure so I called across to Denise at Door 1 LEFT and confirmed with her "IS HAZARD ON THE LEFT?" and Denise said "Yes". This series of events happened over seconds. I checked again out of my window for hazards - There was smoke but no flames. I checked door was in automatic and opened. Passengers were screaming to get out. As I went to pull the manual inflation handle I was pushed by a lady behind me so quickly grabbed my assist handle and blocked door. The slide was inflating at this time. I was shouting "wait wait slide inflating." As soon as the slide had inflated I began evacuating passengers. Once everyone was off I ran ~~to~~ into the cabin to check there was none left. I met Marie half way down and we confirmed with each other "CABIN CLEAR". At this point smoke was filling the cabin. I shouted across to make sure Denise was OK and said "everyone is off" and she said "go". I left the aircraft and started directed people away and getting them to stop filming.



Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)

CAPTAIN MADE 2 PA'S

CREW COMMUNICATION WAS  
REALLY GOOD AND RESULTED IN  
A SUCCESSFUL EVACUATION.

Use of any emergency equipment

THE DOOR + SLIDE AT  
1 RIGHT.

Operation and function of emergency exits and slide/rafts

SUCCESSFUL INFLATION AND  
USE OF DOOR 1 RIGHT.

Passenger behaviour (Initially and following the command to evacuate)

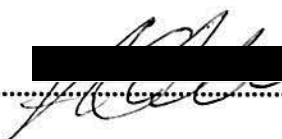
PASSENGERS INITIALLY SHOOTING OVER ME. I HAD TO USE VERY LOUD ASSERTIVE COMMANDS TO STOP PUSHING.

Any other relevant information

~~AS~~ THERE WAS A LOT OF SMOKE AND ASH FALLING ON PEOPLE AS THEY WENT DOWN SLIDE.

EMERGENCY SERVICES WERE SO QUICK ON SCENE.

Signed.....

  
[Redacted]

Date.....

09/09/15.

6



Cabin Crew Witness Statement

(For IACO Annex 13 NTSB Investigation)

BA2276/8<sup>th</sup> September 2015

LAS-LGW

Name MARIA TIFFNEY Staff No. [REDACTED]

Position/Grade MAIN CREW DOJ 09-11-98

Working position on BA2276 NO. 6 Seat Position for Take-off FORWARD FACING DOOR 2 RIGHT

Roster for the last 7 days 3 DAY BARBADOS 2 DAYS OFF THEN LAS VEGAS 07.09.15

IMPORTANT INFORMATION

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Description of the event, your decision making and actions taken by yourself
GOING DOWN RUNWAY HEARD A LOUD BANG AIRCRAFT CAME TO A COMPLETE STOP. CAPTAIN ANNOUNCED "CABIN CREW REMAIN SEATED AWAIT FURTHER INSTRUCTIONS". PASSENGERS WERE GETTING UP OUT OF THERE SEATS, I LOOKED OUT MY DOOR 2 RIGHT AND WAS HAZARD SMOKE COULDN'T SEE ANYTHING OUT OF IT. EVACUATION WAS ORDERED I COULDN'T OPEN DOOR 2 RIGHT AS HAZARD SMOKE. DIRECTED PASSENGERS TO DOOR 1 RIGHT WHICH WAS OPENED SUCCESSFULLY SHOUTED COMMANDS TO PASSENGERS TO MAKE THERE WAY TO DOOR 1 RIGHT. "EXIT BLOCKED USE FORWARD RIGHT SIDE DOOR!" AFTER PASSENGERS GOT OFF CHECKED MY AREA ALL PASSENGERS SUCCESSFULLY EVACUATED. I LEFT THROUGH DOOR 1 RIGHT. INSTRUCTED PASSENGERS TO "STAY UPWIND AWAY FROM AIRCRAFT." PROCEDURES FOLLOWED TO BRITISH AIRWAYS STANDARDS.

**Cont....**

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

I LOOKED OUT MY DOOR 2 RIGHT AND SEEN THE HAZARD SMOKE TOLD MY COLLEAGUE AT DOOR 2 LEFT AND SHE COMMUNICATED TO ME HER DOOR WAS HAZARD SMOKE TOO. FIRST OFFICER CAME OUT AND TRYED TO GET PASSENGERS TO SIT BACK DOWN ME AND COLLEAGUE AT DOOR 1 LEFT ALERTED HIM ABOUT THE SMOKE AND HAZARDS AT BOTH DOORS.

**Use of any emergency equipment**

EMERGENCY SLIDE USED

**Operation and function of emergency exits and slide/rafts**

I DIDN'T OPERATE MY SLIDE AT DOOR 2 RIGHT AS IT WAS HAZARD SMOKE.



**Passenger behaviour (Initially and following the command to evacuate)**

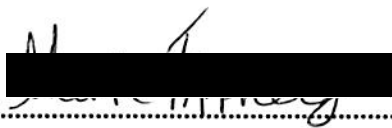
PASSENGERS HAD ALREADY GOT OUT THERE SEATS AND WERE MAKING THERE WAY TO THE FRONT OF AIRCRAFT BEFORE EVACUATION COMMAND AS THE HAD SEEN THE ENGINE FIRE.

A FEW PASSENGERS WERE HESITATING AND I SHOUTED FOR THEM TO HURRY AND MOVE FORWARD TO THE EXIT. PASSENGERS ALSO WERE HESITATING IN FORWARD CLUB CABIN AND AT ONE POINT WERE FALLING ~~OUT OF~~ ALMOST OVER ONE ANOTHER AGAIN I SHOUTED FOR THEM TO HURRY AND EVACUATE.

**Any other relevant information**

THANK YOU FOR ALL THE HELP WE RECEIVED FROM GROUND STAFF AND ESPECIALLY THE EMERGENCY SERVICES.

Signed.....



Date.....

09.09.15

(7)



Cabin Crew Witness Statement

(For IACO Annex 13 NTSB Investigation)

BA2276/8<sup>th</sup> September 2015

LAS-LGW

Name SUELY McLOUGHLIN Staff No. [REDACTED]

Position/Grade MAIN CREW DOJ 17 Feb 97

Working position on BA2276 N.7 Seat Position for Take-off 3R

|                            |                     |                     |                 |                 |                 |                 |                 |
|----------------------------|---------------------|---------------------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Roster for the last 7 days | 3 <sup>rd</sup> AUG | 1 <sup>st</sup> SEP | 2 <sup>nd</sup> | 3 <sup>rd</sup> | 4 <sup>th</sup> | 6 <sup>th</sup> | 7 <sup>th</sup> |
|                            | OFF #RS grounded    | off                 | Airp. Stby      | AGP             | VCE             | off             | off             |

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**Description of the event, your decision making and actions taken by yourself**

I WAS ON MY CREW SEAT WHEN THE AIRCRAFT WAS TAXING ON THE RUNWAY. AS SOON AS THE AIRCRAFT WENT ON FULL SPEED I HEARD A BIG "BANG" AND I ALSO COULD SMELL BURNING RUBBER. I THOUGHT IT COULD HAVE BEEN A BURST TYRE. THERE WERE SOME FUME FROM OUTSIDE WINDOW WHICH I THOUGHT MY THE HEAT AS IT WAS 100F THE TEMPERATURE OR ALSO FROM THE TYRE. ONCE WE/I HEARD THE BANG THE AIRCRAFT STOPPED. I STAYED ON MY SEAT AND WAITED FOR INSTRUCTIONS. I COULDN'T SEE WHAT WAS HAPPENING OUTSIDE DOOR AT THE OPPOSITE SIDE

Cont....

but SOME PASSENGERS STARTED TO GET OUT of their seats. We then heard a PA coming from the flight DECK from one of the pilots instructing passengers to remain seated. I TOLD PASSENGERS TO STAY SEATED the next immediately PA from the flight crew was "EVACUATE, EVACUATE".

BEFORE I OPENED my door as I was checking outside my window for fire and hazards A PASSENGER who was seated by the exit row 26H JK SHOUTED AT ME "OPEN OPEN". This was when I was checking outside my window it looked safe to open but the door was a bit hard so he helped me to open it. Once the slide came out it didn't deploy properly and it was unsafe to use that slide. I then looked to see which door was being used and I could see door 4L being available. I stayed at my door GARDING my door AND REDIRECTING PASSENGERS. ONCE CABIN WAS CLEAR I checked toilet and EVACUATED AT DOOR 4L. I WAS the penultimate CREW to leave the world traveller cabin. I told our Senior Purser "Chris Tom" that I WAS leaving and if he is okay. He told me to "go. go. go." He left soon after me and brought with him the Megaphone. Once on the tarmac I instructed the passengers to move away from the aircraft and photos please.

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

Great communication resulting in successful Evacuation.

Again on the tarmac great communication and assertive instructions.

**Use of any emergency equipment**

Tabard.

**Operation and function of emergency exits and slide/rafts**

Slide failed to inflate. Door 3R

Passenger behaviour (Initially and following the command to evacuate)

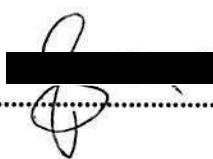
Passengers did ~~what~~ what was told and were ~~calm~~.  
CALM.

Any other relevant information

The crew did an amazing job. I AM SO PROUD OF THEM.  
EMERGENCY STAFF absolutely amazing!

Thank you everyone!

Signed.....



Date.....

9 Sep 2015



8



Cabin Crew Witness Statement

(For IACO Annex 13 NTSB Investigation)

BA2276/8<sup>th</sup> September 2015

LAS-LGW

Name LYNETTE ROBINSON Staff No. [REDACTED]

Position/Grade CABIN CREW NUMBER 8 - MAIN CREW DOJ 17 JULY 2006

Working position on BA2276 NUMBER 8 Seat Position for Take-off FWD FACING DLR

Roster for the last 7 days: 01/09 OFF, 02/09 0800-1555 FAO, 03/09 APT 584 05 35 NAP-1320, 04/09 0725-1635 FCO, 05/09 OFF, 06/09 OFF, 07/09 09.40 LAS.

IMPORTANT INFORMATION

The NTSB have asked for each cabin crew member to complete an individual witness statement based on their recollection of events. You should not complete this statement in coordination with any other crew member.

Please describe the following in full detail, giving as much explanation as possible.

Please make sure your statement is legible and use more paper if you require it.

Make a copy of your individual statement and retain it for your own future reference.

You must place the original into an envelope and give to the BA representative who will pass on the statement to the NTSB.

Description of the event, your decision making and actions taken by yourself: Whilst travelling at speed down the runway, I heard a bang approximately 7-10 seconds into it, the aircraft listed slightly to the left. The aircraft continued down but felt bumpy in its movement. Aircraft started to brake and then came to a complete stop. I saw some debris going past the windows on D4L and D4R. Passengers started to stand up, so rear crew started shouting to remain seated. Initial thoughts were a tyre blowing maybe. Captain made announcement for passengers + crew to remain seated & await further instructions. I saw a small amount of smoke

Cont.... On the right hand side of a/c which dispersed quite quickly. A few seconds later the Captain made the announcement "This is the Captain, Evacuate, Evacuate". On his command, and after he initialised the evac alarm, I proceeded into my door drill immediately, by shouting commands for passengers to 'unfasten their seatbelts & come this way'. I checked outside the door for hazards, it was safe for me to open the door, and the slide inflated at DLR. However it had inflated, but it was pointing upwards, was almost twisted in its stature, almost being whipped about by the wind, and was a high distance off the ground. Maybe almost in line with the bottom / underside of aircraft. It was totally unusable in that condition, & at that moment I made the decision to guard the exit & re-direct passengers to D4L as the slide could have caused serious injury to those who had attempted to use it. I checked the cabin + toilets in my area were clear, I got the megaphone from its stowage & the hi-vis tabard from my jumpseat and exited the aircraft at D4L as there was black smoke filtering down by Doors 3.

After exiting the aircraft, we were shouting commands and using the megaphone to gain crowd control.

We assisted injured passengers who had minor cuts as a result of slide injuries. We directed passengers to form 4 lines so we could perform a head count. We continued monitoring customer welfare, crowd control and the use of recording devices.

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

Captain made PA to remain Seated + await further instruction, followed by the PA to evacuate.

I advised purser I was leaving the aircraft as my area was clear.

Good communication between crew on the tarmac regarding using wind hood cart + crowd control.

**Use of any emergency equipment**

Megaphone.

Hi-VIS tabards,

Emergency Slides

**Operation and function of emergency exits and slide/rafts**

Slide deployed + inflated.

However slide unusable due to the wind blowing it, and it didn't settle onto the ground. It was almost twisted and listing to the right and was pointing up, almost level with the bottom/underside of the aircraft.

**Passenger behaviour (Initially and following the command to evacuate)**

Initially:- After initial 'bang' and awaiting further instruction PA - quite a lot of passengers got up and moved around the aircraft.

Evacuation:- Obvious panic ensued and some pushing of passengers between each other, quick evacuation, instructions followed well, most moved away quickly.

On tarmac :- Good co-operation & assistance. They listened to our requests & commands, and did as they were asked to.

Very grateful & thankful to crew.

**Any other relevant information**

Excellent assistance by the fire & rescue services,

As cabin crew we were stood out on the airfield for a long period of time in extreme temperatures.

Buses were well organised for customers.

Good organisation in the terminal & bottles of water distributed by cabin crew to passengers who had been moved back & seated at the departure gate.

Signed



Date

9 SEPTEMBER 2015



9

OPERATING NO. 4



**Cabin Crew Witness Statement**

**(For IACO Annex 13 NTSB Investigation)**

**BA2276/8<sup>th</sup> September 2015**

**LAS-LGW**

Name... AISLING LAKER ..... Staff No. [REDACTED]

Position/Grade... main crew ..... DOJ... 04/12/1997 .....

Working position on BA2276... NO 9 ..... Seat Position for Take-off... D1L (FORWARD FACING)

Roster for the last 7 days... 2<sup>ND</sup> ANU - GND ANU | 3<sup>RD</sup> ANU - LGW | 4<sup>TH</sup> OFF | 5<sup>TH</sup> OFF | 6<sup>TH</sup> LGW VEN LGW | 7<sup>TH</sup> LGW - LAS

**IMPORTANT INFORMATION**

The NTSB have asked for each cabin crew member to complete an individual witness statement based on their recollection of events. You should not complete this statement in coordination with any other crew member.

Please describe the following in full detail, giving as much explanation as possible.

Please make sure your statement is legible and use more paper if you require it.

Make a copy of your individual statement and retain it for your own future reference.

You must place the original into an envelope and give to the BA representative who will pass on the statement to the NTSB.

Description of the event, your decision making and actions taken by yourself

Whilst going down the runway I heard a loud pop. The aircraft came to a sudden stop. I thought it was a tyre that had burst. The flight crew said to remain seated. Within seconds passengers were standing up and making their

Cont....

way to the doors. We shouted at  
pax to sit down. Our first officer Kevin  
came out of the flight deck to see the  
damage / incident and he also said to  
pax its usually safer to remain onboard.  
HOWEVER once he saw the damage,  
smoke, flames at door 2L he went back  
to the flight deck and an evacuation  
alarm was sounded. I shouted "unfasten  
your seat belts and come this way", most  
people were already up and pushing  
and shouting to open the doors.  
5 pax went down the slide @ 1L but  
then we noticed the tarmac was on fire,  
so we redirected pax to DIR. They all  
got off successfully, I checked my cabin  
area meeting Karen NO. 2 @ 2L and we  
confirmed no more pax in our area.  
We evacuated immediately.

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

Captain : at first: remain seated over PA. Then evacuate over PA. Two PA's from the cockpit, Cabin Crew communicated very well by shouting due to the noise onboard. Successful disembarkation done by all.

**Use of any emergency equipment**

my position was NO 9 DIL I was in charge of crowd control. Was unable to get aboard on evacuating due to excessive smoke.

**Operation and function of emergency exits and slide/rafts**

Slide @ DIL came out quickly and worked well but we ended up guarding the door and redirecting pax due to fire on the tarmac getting very close to the slide!

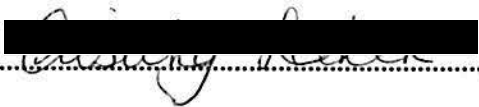
**Passenger behaviour (Initially and following the command to evacuate)**

At first most if not all pax were up from their seats shouting and desperate to get off. Once off apart from telling people to stop filming they were all very grateful.

**Any other relevant information**

The emergency services were very good however as crew we were left until last (not a problem) but it was extremely hot. 100°F on the tarmac.

Signed.....



Date.....

9th Sept '15.



10



Cabin Crew Witness Statement

(For IACO Annex 13 NTSB Investigation)

BA2276/8<sup>th</sup> September 2015

LAS-LGW

Name DAVID LEEMING Staff No. [REDACTED]

Position/Grade MAIN CREW DOJ 21.01.08

Working position on BA2276 NO 10 Seat Position for Take-off 10 JUMP SEAT

Roster for the last 7 days 4 DAY LAS - 3 DAYS OFF - 2 EXCESS LEAVE DAYS - THEN LAST TRIP.

IMPORTANT INFORMATION

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Please describe the following in full detail, giving as much explanation as possible.

Please make sure your statement is legible and use more paper if you require it.

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You must place the original into an envelope and give to the BA representative who will pass on the statement to the NTSB.

Description of the event, your decision making and actions taken by yourself

ON TAKE OFF ROLL AT SPEED HEARD LOUD BANG, AIRCRAFT BRAKED HARD, SWERVED TO LEFT, CAME TO COMPLETE STANDSTILL. MY FIRST REACTION WAS A TYRE BLOW OUT - SHOUTED TO PAX "STAY IN YOUR SEATS" - THERE WAS LOUD HISsing NOISES TO AIRCRAFT LEFT, AND I OBSERVED THROUGH PORTHOLES LEFT WHAT APPEARED TO BE EITHER DUST, OR CLOUDS OF HAZY SMOKE. PAX THEN STARTED JUMPING UP - AGAIN WE WERE

Cont....

SHOUTING "REMAIN SEATED" -

CPT MADE PA REMAIN SEATED -

ON HEARING THIS I OBSERVED THE SMOKE ON LEFT SIDE OF AIRCRAFT BECOMING VERY BLACK - DENSE - AND I SAW VIVID ORANGE GLOW OF FLAMES FORWARD OF WING AND STARTING TO COME OVER THE WING -

AT THAT POINT I GOT OUT OF MY SEAT TO GET TO INTERPHONE, D 3 L. IMM THE CAPTAIN ISSUED COMMAND "THIS IS AN EMERGENCY - EVACUATE EVACUATE"

(AND TO CONFIRM I WAS SEEING FLAME + SMOKE)

I SHOUTED TO MY COLLEAGUE NO 3 @ 3 LEFT CAN SEE HAZARDS -

WE WERE BOTH AT DOOR 3 LEFT, MY COLLEAGUE WAS CHECKING OUTSIDE FOR HAZARDS - I CONFIRMED HAZARDS (FIRE / DENSE SMOKE) RENDERING 3 LEFT A HAZARDOUS EXIT SO WE WERE SHOUTING COME THIS WAY (FROM MID CABIN - AND SENDING PAX TO DOORS 4 LEFT, GUARDING DOOR 3 LEFT.

A LADY STUMBLED - I LIFTED HER UP AND SHOUTED "GO THAT WAY" INDICATING 4 LEFT - "KEEP MOVING"

AT THIS POINT DOOR 3 RIGHT WAS UNUSABLE AS SMOKE WAS COMING UNDER THE AIRCRAFT AND UP BY 3 R. NO 7 WAS GUARDING DOOR 3 R AND SHOUTING "GO THAT WAY" INDICATING ALTERNATIVE EXIT AT D4.

SMOKE WAS BECOMING MUCH THICKER AND LOOKING FORWARD LEFT I COULD SEE WHAT SEEMED LIKE FLAME IN CLUB CABIN LEFT APPROX ROW 10. WE SWEEP MID CABIN - CHECKED TOILETS @ DOOR 3 LEFT + RIGHT - SWEEP AFT CABIN - I SHOUTED TO MY COLLEAGUE NO 3 'CABIN CLEAR - GO - GO - GO'.

WE RAN TOWARDS DOOR 4 LEFT. SMOKE WAS FOLLOWING - WE REACHED D 4 LEFT - PSR ASKED ARE WE ALL HERE? - THEN WE EVACUATED VIA 4 LEFT - I BOUNCED OFF SLIDE ONTO CONCRETE - THEN JUMPED UP AND RAN SHOUTING TO PAX 'GO THAT WAY' (AWAY FROM SMOKE ETC -

**Description of communication (or attempted communication) between crewmembers (both cockpit/cabin crew and cabin crew/cabin crew)**

EXCELLENT COMMANDS FROM CAPTAIN - CLEAR (CONCISE) -

Crew member no 3 and myself no 10 communicated situation clearly - we liaised over HAZARDS (CONFIRMING OUTSIDE HAZARD @ 3 Left. Dense Smoke - Flickering FLAMES coming up from TRAILING FLAP + ENGINE - DOOR was unusable could NOT see out of D3L FOR Dense Smoke - I shouted to no 3 "Guard door. SHE REACTED IMM - SHOUTING "GO THAT WAY" TO ALTERNATIVE EXIT.

**Use of any emergency equipment**

I COULD NOT GET TO my EQ at back of Jump Seat 10 AS MOST PAX WERE EVALUATING at our side, MANY PUSHING - CLIMBING over seats - I considered it dangerous to try to get back from 3L to my Cabin Seat no 10 - AFTER CABIN SWEEP AND TOILET check Smoke was thickening - so our next actions were to Evaluate the aircraft ourselves IMM. I TRIED TO GET THE TORCH FROM A STORAGE - but Smoke was thickening behind us so had to jump down slide IMM.

**Operation and function of emergency exits and slide/rafts (AFT CABIN)**

Doors 4 Left and right were deployed.

Door 3 right was deployed.

Doors 3 Left was rendered unusable by dense Smoke + FLAME APPARENT FORWARD AND AFT OF WINGS. AND what seemed like black bits of METAL flying around -



**Passenger behaviour (Initially and following the command to evacuate)**

PAX were jumping out of seats -  
were instructed "remain seated" -

PAX responded - then EVAC command  
was issued -

Lots of PAX were following our  
clear + concise instructions -

"Come THIS way" - "Go THAT way" (For  
redirectioned PAX)

**Any other relevant information**

once we had evacuated the aircraft  
and reached a safe distance PAX were in  
a widespread group - I comm liaised with  
PSR Chris Tom, and suggested we formed  
four lines - covered by each available Cabin  
Crew member, and count heads for the  
Fire Crew / rescue Crews -

we did so and forming the  
PAX into four lines seemed to calm them  
and make the counting organised and we  
then added the four totals together and  
got a precise total - our purser took  
Command EXACTLY -

Signed.....Date.....