

1995: A320 Paris

■ General context

- Commercial flight
- 125 pax
- Boarding completed

■ Situational context

- Cabin is filled with thick smoke (coming from APU)
- Captain:
 - ➔ Is alerted by ground personnel and by CA1
 - ➔ Stop APU
 - ➔ Ask the CA1 in the cockpit to evacuate the cabin
 - ✗ but does not mention which doors to use)
 - ➔ Use the PA to order the evacuation
 - ✗ but the PA is not working properly

1995: A320 Paris (con'd)

■ Evacuation

● CP

- ✗ Is in the jetway dealing with luggage issue
- ✗ She noticed the smoke and flames from outside the APU
- ✗ She hear the evacuation order given by the Captain while going to the cabin
- ✗ Use the PA to order PAX to leave through L1
but PA stopped working
- ✗ Goes to the cabin to help the evacuation assisted by CA2

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■ Evacuation (end)

● CA4

- × Is at the aft of the aircraft
- × Did hear CP message but is not sure to have understood fully
- × Without receiving any clear instruction and facing the aggressive attitude of pax
- × Arm and open L2
- × Some passengers do not want to use the slide

● 25 people used L2

● 100 people used L1

● At the end of the evacuation cabin is clear of smoke.

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■ Analysis

- Evacuation took 2 mn
- Captain and CP thought pax will leave only through L1
- CA did not used an emergency language to guide pax to L1
- CA stated they faced difficulties with pax taking their cabin bags
- Some passengers stopped in the jetway to discuss **jamming** the evacuation.