

Orient Thai Airlines – United Nations Charter Flight

August 14, 2007 – August 16, 2007

Aug 14, 2007 6:56 pm Thailand time: Briefing and Boarding

We see the crew briefing in Thailand.

The crew is divided into 2 teams, A and B. Team B are **dead heads**, that is they are onboard the aircraft as passengers until commencing their sector duties. In this case, Team A will be on duty from Bangkok to Dhaka, Bangladesh to take on passengers until Djibouti (exceeding International Standards for maximum duty time of 12 hours). Team B duty will be on duty from Djibouti on to Ivory Coast on to Ghana for refueling and then back to Djibouti (also exceeding International Standards for maximum duty time of 12 hours).

According to International Standards, Team B should have taken a commercial flight to Djibouti with the Captain two days earlier in order to be rested and prepared for their flight. By flying the **dead heads** on the outbound aircraft, Orient Thai Airlines has avoided provided accommodations for the Team B crew members.

Additionally, the flight does not have an Orient Thai Airlines representative to handle administration of the charter. Team B has been given \$20,000 in cash to pay for catering, refueling, airport servicing and other miscellaneous expenses.

We see the crew boarding the aircraft in Bangkok.

Aug 15, 2007 9:24 am Thailand time: Arriving in Djibouti (Parts 1 & 2)

After over 14 hours on duty, we see Team A preparing for landing in Djibouti.

Meanwhile, Team B - after being on the aircraft the entire 14+ hours - is dressing and preparing to take over for the next sector to Ivory Coast and back to Djibouti.

Upon arrival in Djibouti, Team A deplanes the aircraft for a rest break of approximately 12 hours while team B works the Ivory Coast to Djibouti leg.

On the ground in Djibouti, Team A has left for the hotel. Team B continues receives catering and prepares for the flight to Ivory Coast and back.

A crew member describes how the crew are made to take responsibility of money on charter flights and how on one occasion the money went

missing and the crew members were required to repay the money to Orient Thai Airlines.

Aug 15, 2007 7:11 pm Thailand time: Arriving in Ivory Coast

We see the flight has arrived in Ivory Coast.

At this point, Team B has been on board the aircraft for over 24 hours. Another 250 passengers, **UN peacekeeping soldiers**, are boarded for the sector back to Djibouti with a flight to Ghana for refueling.

Aug 16, 2007 5:44 am Thailand time: Arriving in Ghana

We see Team B and the passengers have arrived in Ghana. The flight is delayed another 5 hours because Orient Thai Airlines has neglected to organize the fuel delivery.

The flight crew has no idea what to do. Due to the early hour in Thailand the Orient Thai Airways office is not open. There is no one for them to contact.

The purser finally uses her own cell phone to call the in-flight manager, Mr. Supoj in Bangkok. Mr. Supoj tells the purser to call back during office hours and then turns off his phone to prevent further contact.

The ground staff in Ghana phone Mr. David Singer, the agent for Orient Thai Airways relationship with the United Nations.

Mr. Singer instructs the cabin crew to go to a hotel for rest. Therefore the UN peacekeeping soldiers will be forced to disembark the aircraft and wait at the terminal.

We then see/hear:

- A flight attendant stating she has not had any sleep for more than 24 hours.
- The passengers arguing with cabin crew.
- A flight attendant stating that the owner of the airline has never seen how the charter passengers are treated.
- A flight attendant explaining that the passengers have refused to disembark from the aircraft.
- A senior flight attendant attempting to negotiate with the passengers.
- Catering explains to the senior flight attendant that food has been delivered as per arrangements. The catering truck has

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already left. A flight attendant can be heard saying the food may spoil.

The video shows an obviously exhausted and confused cabin crew. More than 48 hours after boarding the aircraft, Team B disembarks in Ghana.

We see a flight attendant commenting on the flight crew's exhaustion.

Additional Items of Note:

1. The crew received no additional payment for the delay.
2. At no point did the Captain or First Officer provide any assistance to the crew. They remained locked in their cockpit.