



suspected broken leg. First Aid was administered and an ambulance was organised to meet the aircraft on arrival. Two other crew members, also positioned in the rear galley during the encounter, were slightly injured one receiving a sprained ankle and one a sprained neck.

The company issue Flight Crew Orders concerning flight in turbulence. These state that 'The captain is the best person to decide what level of service should be given to the passengers when approaching an area of known or predicted turbulence or during a turbulence encounter and he must instruct the cabin crew accordingly. His instructions must be clear and unambiguous especially where he requires the cabin crew to cease service and strap in to their seats. In this latter event use of the cabin address will ensure that a clear undiluted message reaches all cabin crew members in the shortest possible time'.