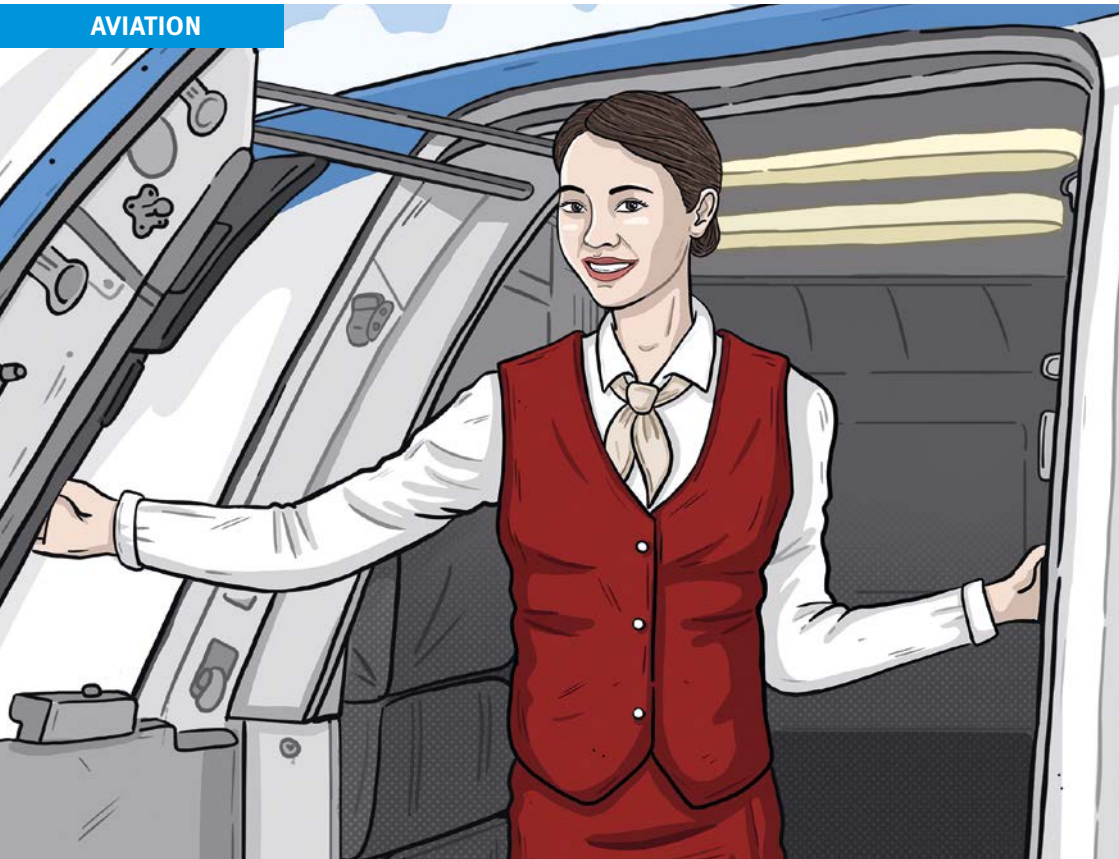


AVIATION



**Safe and Sound
from Take-Off to Landing**

Imprint

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This translation of the brochure – which was originally published in German – is for information purposes only. In case of discrepancies or differences in interpretation, the German version shall prevail. It is intended for the cabin crews of our insured airlines and therefore the legal information relates primarily to German legislation. Any transfer of the content herein to other countries requires thorough examinations of applicability.

Contents

1	Welcome on Board	4
2	On the Way to the Airport.....	7
3	Taking Care of Your Back	11
4	On the Apron.....	14
5	Doors and Stairs	16
6	No Time to Lose! – Before the Passengers Board	19
7	In the Galley and at the Trolley	22
8	Maintaining a Smile – Even When You Are Frustrated	27
9	Bad Air and Smells	31
10	Major Jitters.....	35
11	On Layover.....	38
12	Dreaming of a Good Night’s Sleep	43
13	Noise	49
14	Eating Well, Staying Healthy	53
15	Strong, Agile, and in Shape	58
16	Preventing Infection.....	64
17	BG Verkehr.....	69
18	Additional Information	71



1 Welcome on Board

Foreword for fast readers

We summarise the most important points for you in the small blue boxes at the end of each chapter. If you find an interesting point or tip while skimming through the entire text, it is best to mark the passage so that you can find it again quickly. So, are you ready to get started? Go ahead and begin turning through the pages!

Foreword for everyone who wants to avoid accidents and illnesses

Have you been able to avoid injuries by following rules that others simply ignore? We are convinced that the best way to prevent accidents is to take safety instructions seriously and follow them. We have produced this brochure with the goal of informing all flight attendants about potential dangers and ways to prevent them. We have compiled the brochure with the help of safety experts and occupational physicians.

You are probably already familiar with many of the tips that can be found here, but there are sure to also be new pieces of information for you that can help you prevent injuries and illnesses even better in the future.

The legislature has drawn up many rules and regulations to protect you both on board and on the apron. But you can also do a lot yourself to significantly reduce the risk of physical and mental illness. That is why we have additionally compiled tips from nutritional science and sports science for you. You can also benefit from the experiences of your colleagues on topics such as sleep, the fear of flying, and dealing with stressful situations. We recommend that you read the chapters one after the other so that you don't miss anything important. We hope that this brochure will help you to continue flying incident-free, and we wish you an interesting read.

Foreword for everyone who trusts their luck to stay healthy

Are you quite sure that you will stay healthy, safe, and sound until your last (working) day? Has everything gone well for you in life so far? Then you have either done everything right or simply been lucky. In any case, your positive attitude is a good prerequisite for a healthy and happy life, but you surely know that already.

You may think that some safety regulations are excessive. Of course, it's also possible to overdo it with planning and good intentions. But this also applies to taking a relaxed approach to your own safety and health, which can turn into reckless 'laissez-faire' or overconfidence. But how can you achieve the right balance? You have to decide that for yourself.

For this brochure, we have compiled important tips from safety experts, occupational physicians, and your fellow cockpit crew members. Perhaps one or two of the tips will make you rethink your own concept of self-care. And if you find a tip useful, even if it doesn't affect you personally, why not pass it on to others?

Simply start with the chapter that piques your interest the most, and if you feel like it, you can browse through the rest. We hope you enjoy reading the brochure and wish you a healthy and happy life both at home and at work.

A few more words for pursers/senior flight attendants/CdCs

As the person in charge on board, you play a particularly important role in accident prevention:

- Many other flight attendants – especially younger ones – see you as a role model and model their behaviour after your own. The more you pay attention to your health and safety, the greater the chances that other flight attendants will do the same.
- It is largely up to you to organise the in-flight service processes in such a way that everything runs smoothly and orderly. This allows you to reduce chaos and stress and to make life less hectic at work.
- You can encourage your colleagues to quickly eliminate sources of danger or to report them to the maintenance staff.
- During the briefing and the flight, you can pass on tips on how to work safely and healthily. You can find suggestions on how to do this in the brochure.

- You have a major influence on the mood on board. Please bear in mind that psychological stress and conflicts can also lead to carelessness. However, in a relaxed atmosphere, significantly fewer accidents occur.





2 On the Way to the Airport

Around one-seventh of all work-related accidents among flight attendants occur on the way to work. Whilst your employer has only very limited influence on such accidents, your own influence is crucial. Fatigue plays a decisive role in many road accidents. On long motorway journeys and in monotonous environments, concentration levels drop, and the risk of falling asleep increases.

Tips for safe driving in road traffic

- Before travelling to the airport, you should check the traffic and weather forecast and allow enough time so that you can take breaks if you are travelling long distances.
- If you are going on a longer trip, you may need more time to say goodbye to your family. Are there things that always seem to take longer than you had planned? If so, simply plan more time.



- If you are very exhausted after your shift, take a nap before you set off! If you feel tired during the journey, take a break as soon as possible!
- It is mandatory to carry a high-visibility waistcoat in the car – it is best to keep it within easy reach so that you can be seen as soon as you get out of the car in case worst comes to worst.
- Please note that the weather can change during your flight. Please plan ahead and make sure you have anti-freeze and wiper fluid as well as good winter tyres!
- Loose sandals as well as shoes with high heels can restrict your ability to react quickly. Flat and comfortable shoes that enclose the foot securely are better.
- While driving, you are only allowed to make phone calls with handsfree equipment. Nevertheless, even with such equipment, phone calls while driving take up some of your attention, especially if the call is heated or emotionally stressful. Therefore, try to keep phone calls as short as possible or take a break from driving while on the phone.

Writing and reading text messages on electronic devices is generally prohibited when driving – and rightly so, because more and more accidents are occurring, for example, due to the use of smartphones at the wheel. The same applies to entering information into a navigation device.

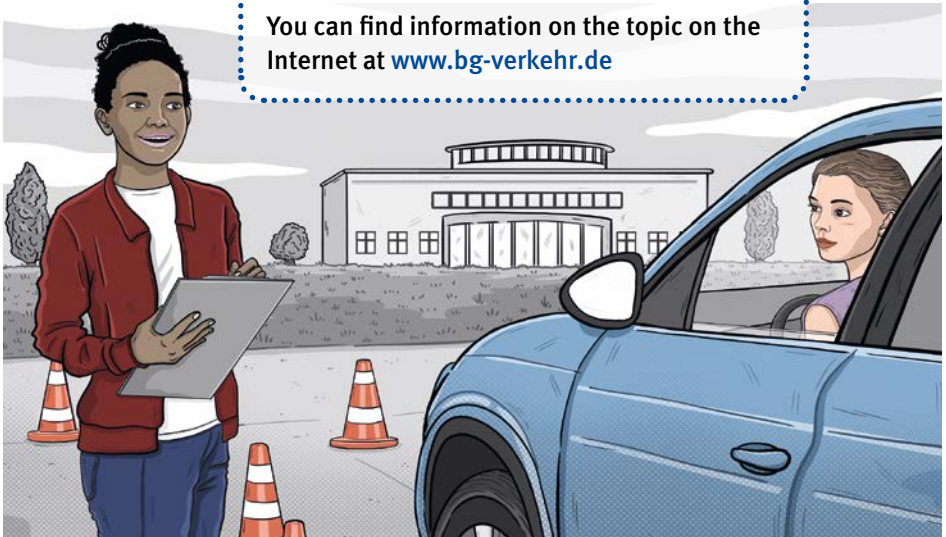
Arriving safely at the car park does not mean arriving safely at work. That's because accidents also occur when getting into or out of your car, such as bumping into the door frame, pinching your fingers, or spraining your ankle. Incidentally, this is also

a typical source of danger on buses and trains. You should therefore pay close attention to these possibilities.

Many work and commuting accidents occur when walking due to tripping, slipping, or falling, and they sometimes result in serious injuries. Walking and climbing stairs are activities that are so familiar to us that we often don't give them a second's thought. Some of us even overlook slippery areas, kerbs, and other obstacles because we are distracted by our smartphones.

By the way: Have you ever taken part in driver safety training? It's fun and instructive.

You can find information on the topic on the Internet at www.bg-verkehr.de





❖❖❖ **If you have a lot of luggage to carry, you should be careful with every step you take. With luggage in each hand, you can easily lose your balance on stairs – not to mention the fact that you won't be able to hold on.**

Therefore: If available, take the lift – even if it takes a little longer.

Speaking of stairs:

A staircase without a handrail would seem dangerous to us. Some people might even refuse to use the stairs. Surprisingly, however, the handrail is rarely used at all.

Which of these tips will you follow to ensure you arrive safely at your workplace before you take off?

The key takeaways:

Many accidents are caused by tiredness or stress and time pressure. Therefore, always allow sufficient time and take signs of tiredness very seriously. Have a high-visibility waistcoat and comfortable shoes ready in your car! Keep your hands off electronic devices while driving. It is safer to use a lift if you have a lot of luggage. If you do take the stairs, hold on to the handrail if possible.



3 Taking Care of Your Back

A healthy and strong back is worth its weight in gold. However, many people only realise this, for example, if they suffer from tension, have nerve or muscle pain in their back, or have a slipped disc. Back pain is one of the most common reasons for being unable to work and has a huge impact on our quality of life.

As a flight attendant, you are constantly on the move and never have to sit around for hours on end.

That's really good for your back!
You can be happy about that.

On the other hand, your job requires you to lift and carry objects, including boxes in the galleys and your own luggage. Lifting your suitcase, for example, to stow it in the overhead locker or place it on the conveyor belt at the security checkpoint, can put a lot of strain on your back.

Lighter is better

In the 1930s, stewardesses and their luggage together were not supposed to weigh more than 57 kilos. Fortunately, those days are long gone, but it's still good for your back to keep your luggage as light as possible. You certainly need a lot of things to feel at home in hotel rooms when travelling, but take a critical look at what you really use and simply leave the rest at home. Sometimes, flight kits can accumulate a surprising number of unnecessary items from previous years.



When lifting:

- Stand as close as possible to the item, hip-width apart, and in front of it.
- Be sure to consciously keep your back straight and look straight ahead.
- Make conscious use of your leg muscles, which are much stronger than your back muscles.

- Avoid jerky movements or twisting your spine.
- Please note: Load your luggage into the crew bus first, and then get in afterwards.



Assistance for passengers with reduced mobility (PRMs)

As you probably know, you may need to assist passengers with reduced mobility (PRMs) on the way to the on-board lavatory. The critical moment here is transferring the guest from their seat to the on-board wheelchair.

To avoid injuries caused by jerky movements, take your time and and tighten your abdominal muscles when lifting the person. If possible, ask colleagues, other passengers, or a person accompanying the PRM to help you lift the person.

To keep the complex system of muscles, tendons, nerves, and ligaments in your back strong and flexible, physicians and physical therapists recommend that you

- do daily stretching exercises for the muscles and fasciae around your spine,
- work on building up the muscles in your stomach, back, and legs,
- put equal weight on both sides of your body, and
- wear appropriate, warm clothing.

Many health insurance companies now cover a large portion of the costs of recognised prevention courses or even offer such courses themselves. Many courses are also available online. If you regularly take part in these courses and do the exercises, your back will thank you for it.

Please keep passageways clear

Of course, as a flight attendant, you don't need to be told how important it is to have clear access to emergency exits and obstacle-free passageways. However, please remember that this applies not only on board, but also on the ground. Always place your own luggage out of the way of doors, stairs, and passageways.

The key takeaways:

Lifting and carrying can strain your back, in particular, as well as other parts of the musculoskeletal system. You can prevent injuries by doing regular exercises to strengthen and stretch the muscles around your back. You should avoid jerky movements and twisting your spine when lifting heavy objects. And what could you leave at home to make it easier for you when carrying your luggage?



4 On the Apron

In the crew bus

Traffic accidents can also occur on the apron. At the permitted speed of up to 50 km/h, enormous acceleration forces occur during sudden braking that a person cannot absorb on their own, especially in the event of a rear-end collision. If you are not wearing a seat belt, you could be thrown a long way and be seriously injured on impact. Therefore, please use seat belts if available. If there is standing

room only, make sure you adopt a firm stance and hold on tightly.

Footpaths

There is a lot of activity around the aircraft during preparation for departure, including refueling trucks, catering trucks, and luggage containers. Drivers are often under tight deadlines and have to manoeuvre in very confined spaces. People can easily be overlooked, especially in the dark, fog,

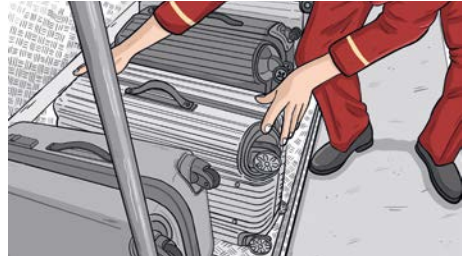
or heavy rain. Consequently, for some years now, everyone on the apron has been required to wear appropriate high-visibility clothing, or at least a high-visibility waistcoat. Only passengers are exempt from this requirement.

On the apron, injuries are frequently caused by bumping into sharp-edged parts of the aircraft, by dripping hydraulic fluid, or by tripping over cables, hoses, and brake blocks. To protect you from these types of accidents, the traffic routes on the apron are also marked for pedestrians. If you do not know where they are, ask your manager about them!

Do not take any short-cuts, and never walk under the aircraft fuselage!

On the apron, cabin crew are only permitted to walk directly from the crew bus to the aircraft or to the luggage compartment and back.

Noise pollution from running engines or from a GPU or an APU can be extremely high on the apron and can cause permanent hearing damage. Please take care of your ears by consistently using ear protection, such as earplugs or other suitable personal protective equipment (PPE) – at the latest from the moment you leave the crew bus!



The key takeaways:

Use seat belts in the crew bus if available. Hold on tightly. Make sure that your luggage cannot slip. Always keep to the marked routes on the apron and note that the drivers of catering lift vehicles and other vehicles only have limited visibility. Put on your high-visibility waistcoat on the crew bus at the latest and protect your ears with earplugs.



5 Doors and Stairs

A critical point when boarding or disembarking is the gap between the door and the stairs. Despite established procedures, people repeatedly fall out of the aircraft or off of the stairs and suffer serious injuries or even die. As a flight attendant, you are at risk yourself, but you are also responsible for the safe boarding and disembarking of the passengers.

Every airline has operating instructions with exact procedures for handling stairs and doors as well as signals

and rules for docking and undocking stairs and opening doors. Please do not hesitate to ask about them!

Cooperating with the driver of the aircraft stairs

A frequent cause of accidents is a lack of coordination or a misunderstanding with the ground staff. For instance, it is possible that the driver of the mobile stairs has positioned the stairs at the aircraft but has to reposition them. Such dangerous incidents are often reported

and can only be avoided if the crew consistently observes the stipulated signals of communication. In other words, stairs are never cleared for use unless the operator has given the thumbs-up!

Positioning the aircraft stairs

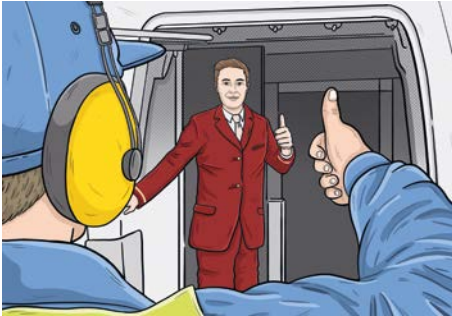
The height difference between the aircraft door and the passenger stairs should never be more than one step. This corresponds approximately to the width of a magazine. On wide-bodied aircraft, the height difference at the rear door may become greater once the passengers have disembarked. In this case, the stairs may have to be repositioned.

Standing on the aircraft stairs

If the aircraft is parked for a longer period of time, a staircase may be removed without prior consultation. If you are on the stairs to get some fresh air and sunshine, never lean on the aircraft fuselage! This support could be gone faster than you can imagine, and you would not have the time to find something else to hold on to. Many accidents at work occur on stairs, such as during normal ascents or descents, because the flight attendants are looking at their smartphones instead of at the steps or because the stairs are icy and slippery. Our tip: Concentrate on your steps, and hold on to the handrail.



Please also bear in mind the noise that aircraft can make when taxiing or taking off, and protect your sensitive sensory organs with suitable ear protection!



The key takeaways:

Communication – even in non-verbal forms – between the flight attendant and the stairway staff must always be clear. It is particularly important to adhere to the designated procedures and signals. The difference in height between the aircraft and the stairs should never exceed one step. Special care must be taken when unsecured doors need to be opened or closed. Concentrate on your steps when going up or down the passenger stairs, and hold on to the handrail.

Rules for safely opening and closing aircraft doors:

- Do not open doors until you have received the specified signal for release directly from the ground crew.
- When opening and closing aircraft doors, the following applies: Use one hand to hold on to the aircraft securely, and one hand to hold on to the door.
- If the aircraft door has to be opened without a staircase or hub truck in place, the door strap must be attached, and a cabin crew member must be in position to secure the door.
- The stairs may only be removed after the aircraft door has been closed. If necessary, please make this clear to the ground crew.
- Ground crew are solely responsible for handling the stairs, and aircraft crew are solely responsible for opening the doors safely.
- Always adhere to the procedures specified by your airline when opening and closing aircraft doors.
- In the event of deviations from the planned procedure, always inform all parties involved.



6 No Time to Lose! – Before the Passengers Board

You know the drill: As soon as you arrive on board or immediately after the last guest has disembarked, things become stressful, and it gets cramped in the cabin. The cleaning team drags trash bags and vacuum cleaners through the aisles, and trolleys and containers have to be lifted and manoeuvred in the galleys in the tightest of spaces. At the same time, the load has to be

checked, and a security search may have to be carried out. As time is short, everyone is primarily focussed on their own areas of responsibility. These are the ‘ideal’ conditions for carelessness, which unfortunately leads to accidents and injuries time and time again. Anything that helps to relax people in these stressful situations therefore also helps to prevent accidents.

How you can contribute to accident prevention:

- It is best to carry out any necessary work in the cabin before or after cleaning.
- Support one another with security checks and searches.
- If possible, postpone in-flight service preparation until after take-off.
- When things become stressful, be sure to take deep, relaxing breaths.
- You will frequently hear the question ‘When can we board?’ Try to answer in a relaxed manner, and give a time.

Seat pockets



To protect your back, you should sit in the centre seat (in rows of three) or in the aisle seat (in rows of two) to empty and replenish the contents of the seat pockets. Please look

carefully before you reach in to avoid injuring yourself on sharp objects or reaching into an air sickness bag.

Hub trucks

Catering vehicles and other lift trucks are no-go areas for flight attendants! There is a risk of slipping and falling!

Disinfecting and disinsecting

Some countries require aircraft to be treated with insecticides before landing. As a rule, empty spray bottles must be handed in at the destination as proof of having been used. Only products that have been approved by the World Health Organisation (WHO) and that are classified as safe when used regularly are permitted to be used.

However:

- Avoid getting insecticides in your eyes.
- Do not spray insecticides in confined spaces, such as lavatories.
- Never direct the spray towards anyone.



The airlines determine spraying procedures in consultation with company doctors and occupational health and safety specialists. They also provide information on possible hazards and the necessary protective measures. When in doubt, ask!

What do you see when you enter the aircraft? Where is the emergency equipment? Make a note of what you can't recall or imagine, and look for the relevant information in the respective documents or manuals. Sharing information with colleagues can also help you prepare.

Dusting off your old flight routine

If you haven't flown for a long time, it can be quite exciting to work on board again for the first time. Excitement shows that it is important to you to be professional and to not make any serious mistakes or forget important things. That's a good thing. However, too much tension can restrict your attention and ability to concentrate. It is therefore important to find the right balance between tension and relaxation. It can be helpful to accept your excitement as a positive sign and to prepare yourself well for your assignment, for example, by reading through this brochure again. Then, imagine the act of stepping on board: How do you open the door?

The key takeaways:

On the ground, things are often stressful in the aircraft cabin. Anything you can do to help relax also helps to prevent accidents. Catering and cleaning crew as well as flight attendants should – if possible – not work in the same place at the same time. Never enter lift trucks! Please follow the operating instructions for disinfecting and disinsecting.



7 In the Galley and at the Trolley

Who knows better than you how cramped and sometimes chaotic it can get in the galley? It is therefore not surprising that many accidents happen during everyday routine work both in the galley and in the cabin.

Here are a few examples:

'When I opened the meal trolley, a piece of food slipped out. When I was cleaning up the leftovers, a ceramic splinter pierced my finger. I was unable to work for 21 days as a result.'

'While opening a box of cola bottles, I dropped a full 1.5-litre bottle from a height of 1.2 m onto my small toe. The bruise caused me to be on sick leave for 15 days.'

'The wheels of the trolley got jammed, so I had to push it back and forth several times to get it unstuck. I jammed my thumb and twisted my left hand in the process.'

‘After the in-flight service, I went to the galley with a can in each hand and slipped on the wet floor. I bruised my tailbone and elbow in the process.’

‘The trolley got caught in a blanket lying on the floor and tipped forwards. I tried to hold on to it and got bruises and haematomas all over my upper body and legs.’

‘On an overnight flight, I tripped over a newspaper lying in the aisle. I bruised my lower leg and sprained my thumb. I also had a haematoma and stiffness in my knee.’

‘After I had put a guest’s drink down, I hit my head on the ceiling when I went to stand up and suffered a concussion.’

‘When I was about to serve the food, I dropped an aluminium bowl full of hot food on my foot. It resulted in a second-degree burn.’

‘The oven insert was jammed, so I tried to apply pressure, but I broke my index finger.’

What you can do to prevent accidents and injuries:

- Use heat-protective gloves when handling hot items and dry ice.
- Always close and lock all boxes and trolleys.
- Never put flammable items in an oven.
- Dispose of hot liquids from the coffee makers before landing and before take-off.
- Wipe up any spilt liquids immediately.
- Pick up blankets, newspapers, and other objects lying on the cabin floor.
- Use pocket torches (flashlights) when checking the cabin and lavatories if the cabin is dark.
- Familiarise yourself with the on-board equipment and gear, especially if you have not flown for a long time.
- If a door is jammed or other problems arise, pause briefly and concentrate fully on the matter at hand.

Pushing and Pulling Trolleys

Manoeuvring trolleys requires strength, skill, and sometimes patience. When the wheels lock or you risk tripping over bumps in the carpet, it can make your hair stand on end.

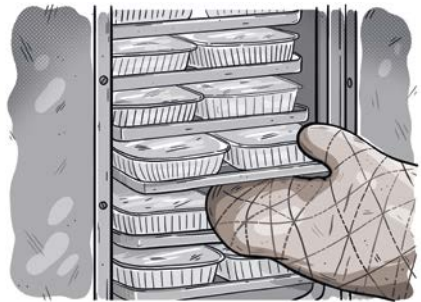
Together with other institutes, BG Verkehr conducted a study on the strain involved in pulling and pushing trolleys. The result was that there is a risk of overstraining your muscles if the equipment is handled incorrectly or the angle of inclination of the aircraft is too great. This can result in tension in the shoulder/arm area as well as in the lower spine, which can become chronic in the worst cases.

In addition, injuries also occur from time to time due to trolleys tipping over – mostly with half-size trolleys in which the inserts in the upper part are heavier than those at the bottom.

The experts have formulated the following recommendations:

- If possible, move heavy trolleys in pairs.
- Only begin the in-flight service when the pitch angle is less than 5°. This requires good coordination with the cockpit.
- It is less strenuous to push the trolley than to pull it.
- Galley shoes should have a maximum heel height of 4 cm, sit firmly on the foot, offer good support, and ideally have a non-slip sole. Shoes with high heels do not provide enough stability.
- Make sure the load is evenly distributed in the trolley.

Tray service



Due to the introduction of a new business class service, BG Verkehr also conducted a study on the stress caused by tray service. The results may surprise you: There was no evidence that strains have a negative effect on the muscles or body, especially if the following is taken into account:

- If possible, carry heavy trays with both hands.
- Don't twist your upper body.

- Bend your knees when pulling out and stowing trays.
- Keep your back as straight as possible.

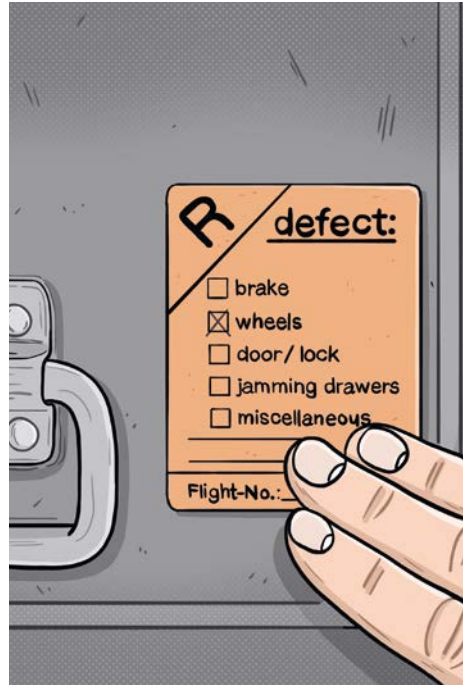
Lifting and handling boxes

Pulling out and moving boxes involves many risks of injury. You should therefore make sure that there is enough space behind you and that there are no colleagues or passengers in your immediate vicinity before pulling out a box. If a box is heavy, make sure that your back remains as straight as possible and your upper body is not twisted when lifting it and setting it down. Your feet should point in the same direction as your upper body. Lift and lower the box as close to your body as possible. This will protect your back from injury.

Report defects

Report all defects immediately to your employer and the safety officers, especially defects that could lead to accidents, such as:

- warped oven inserts,
- jammed doors and hinged compartments,



- faulty locks and hatches,
- sharp edges,
- trolleys that are defective or difficult to steer, and
- hazardous parts of the aircraft floor that present a risk of tripping.

Also report all procedures and operating instructions that appear dangerous to you.

Many improvements to accident prevention are based on suggestions and information from flight attendants. This is your chance to make your workplace safer – both for yourself and for your colleagues.

You should report every incident at work and every injury to your employer immediately – even if the injuries appear to be minor – because you never know what could happen.

After a work or commuting accident, you should consult an accident insurance doctor if

- the injury leads to incapacity to work beyond the day of the accident,
- the medical treatment is expected to take longer than one week,
- remedies and/or medical aids are prescribed, or
- a relapse occurs due to an accident.

The key takeaways:

Many injuries – such as cuts, burns, bruises, and falls – are caused by everyday routine tasks. You can reduce your risk by consistently using heat-protective gloves and being careful when handling hot liquids. Trolleys should be pushed

rather than pulled, preferably in pairs, and only when the angle of incline is less than 5°. Your shoes should provide good grip and be non-slip. Report all injury-prone defects in the cabin and on service equipment to your manager.



8 Maintaining a Smile – Even When You Are Frustrated

A little smile isn't that difficult. While it's true that smiling a little isn't hard, smiling constantly for many hours can be exhausting, especially when your body needs to sleep.

Believe it or not, a little smile here and there is something passengers can and actually should expect from you. However, for flight attendants, this means smiling at several hundred

passengers, which requires a high degree of control and regulation of your own feelings: You should show friendliness, even if it doesn't match how you really feel. Some flight attendants are good at appearing friendly to the outside world without being emotionally involved. However, if you make yourself emotionally uninvolved in the long term, you can lose contact with other people and ultimately also with yourself.

Snappy, ironic, and cynical remarks can sometimes help to overcome hurt feelings and can help you let off steam in the short term. Over the years, however, this can develop into an emotional attitude of contempt. Looking down on other people – and therefore also on yourself – is not good in the long term.

In addition to the enormous reduction to your quality of life, such negative thoughts are also accompanied by a decline in attentiveness. As a result, accidents can occur more frequently.

Mood-boosting pills, drugs, and alcohol may promise quick relief and relaxation; however, in the long term, they are harmful to your health and significantly increase your risk of having an accident. These apparent short-term solutions can even lead to unfitnes to fly and to addiction.

There are no magic formulas or universal solutions for dealing with these types of stresses. But for this brochure, we asked your colleagues who have managed to maintain a good mood and good health in the cabin for a long time about their strategies.

'I learnt breathing techniques in yoga that I can consciously use in stressful situations on the plane. Sometimes, I go to the lavatory for a few minutes to do them.'

'On every flight, I choose one or two friendly passengers with whom I socialise a little more. This has already led to some great conversations, which have been a lot of fun.'

'When passengers complain, the first thing I ask myself is whether they are referring to me personally. If not, I try to put myself in their shoes and understand their anger. If I show understanding, most of them quickly calm down and say, "It's not your fault".'



'I used to expect all passengers to always be polite to me. If someone didn't say "thank you", I felt it was disrespectful and got very annoyed. Sure, I still want passengers to be polite to me, but I no longer expect it. Since then, I'm much less annoyed, I enjoy my work more again, and I'm happy when I do have nice passengers.'

'When I started flying, the world seemed so exciting, and my friends at home seemed rather uninteresting. But I soon realised how important they were to me and sought out contact with them again – even if I was tired sometimes.'

'If someone really insults me personally – which fortunately almost never happens – then I tell them that I feel personally hurt. Most people only then realise what they've done and apologise.'

These tips can help you get over small lows and can also help you to keep enjoying your work. However, if you feel physically or mentally exhausted, lack motivation over a longer period of time, develop anxiety, or blow up unreasonably quickly over the smallest things, you should seek out professional help.

In addition to passengers who are simply unfriendly or dissatisfied, there are of course also so-called ‘unruly passengers’, who can (fortunately very rarely) pose a risk to the safety of the flight. Such incidents can also be very stressful for crew members afterwards. This depends on the extent to which the crew member was involved in the incident, on the crew member’s own state of mind and mental health, and on the experiences the crew member has already had with ‘unruly passengers’.

Therefore, the entire crew should always be debriefed after such an incident. There is also the option of contacting the CISM (Critical Incident Stress Management) team or other experts. In this way, long-term psychological consequences can be prevented or at least mitigated.

The key takeaways:

The emotional stress that flight attendants are exposed to can lead to psychosomatic symptoms and/or to mental illness. Some ways of balancing out the stress include practising yoga and other relaxation and breathing exercises, maintaining private relationships, going for walks and hikes, exercising, doing something nice for yourself and others, using opportunities to get away from it all, and focussing on positive experiences. If physical and mental exhaustion persists for a longer period of time, it is advisable to seek professional help.



9 Bad Air and Smells

If unusual smells occur during a flight, this can trigger unpleasant feelings among flight personnel and passengers ranging from uncertainty to fear. After all, you can't just open the window or get off the plane.

The causes of smells can be very different. Some can be quickly identified, such as dirty ovens, food, or passenger medication. Others come from outside the aircraft, such as smells from an industrial area or from a forest fire that the plane is flying over. Other

smells can also come from de-icing agents, hydraulic fluids, paraffin, and engine oils. Such oils are suspected to cause health problems if they enter the cabin air through a leak.

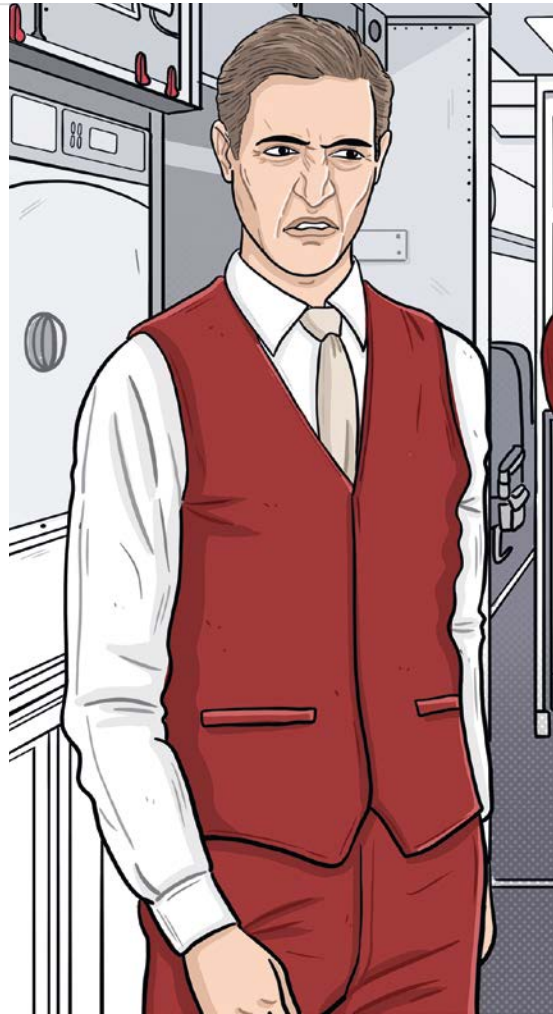
In addition to the uncomfortable feelings that strong unpleasant smells can trigger, these smells can also make you feel bad. However, the so-called 'annoyance effect' – an example of which is nausea caused by the smell of rancid fats – is not the same as intoxication.

Behaviour during a ‘fume-and-smell event’ (FUSE)

If an atypical smell occurs, it is the cabin crew’s job to first locate the source and communicate everything to the cockpit as precisely as possible. It is also very important to communicate with one another because smells are perceived and evaluated differently by everyone. Each crew member should therefore describe their own perception. This is not about ‘right’ or ‘wrong’, but about recording different impressions, which are then passed on to the technicians, for example. These and other details are also important for the documentation and statistical analysis of a ‘fume-and-smell event’ (FUSE).

Studies

For several years, BG Verkehr has been investigating whether and how health complaints are related to reported smells, for example, in a bio-monitoring study from 2017 to 2019 in which 350 crew members took part voluntarily. The study looked both for potentially harmful toxic substances in the bodies of those affected and for causes of health impairments.



There are many other scientific studies that have assessed air quality in aircraft and the possible related health effects. Despite extensive international research, however, it

has not yet been possible to detect potentially harmful substances in hazardous concentrations in aircraft cabins. This is precisely why it is particularly important to document all FUSEs in as much detail as possible.

The symptoms that have become known are highly diverse and cannot be attributed to the analysed substances, even if certain substances are mentioned in the discourse.

Reporting

BG Verkehr and the airlines have agreed that every case in which health complaints arise after a FUSE must be reported as an occupational accident. This procedure serves to record the cases statistically.

Please inform yourself about the airline's current reporting procedure. You can use the following questions to describe an incident:

- What exactly happened?
- When was the smell noticed?
- Where did it occur?

- How can the smell be described?
- How long was the smell perceptible?
- What other observations have you made in connection with the FUSE?

The captain is required to report any clearly identified FUSE to flight operations.

Procedure for health complaints

Any crew member who feels unwell after a FUSE should consult an accident insurance doctor as soon as possible after landing. When examining those affected, the 'standard medical procedure after fume events' can be used, which is recommended as the basis for a medical diagnosis.

If you have any health complaints, you can find information on the standard procedure as well as a list of all accident insurance doctors at www.bg-verkehr.de (web code: 20559225).

As a rule, only acute health complaints caused by a FUSE are recognised as occupational accidents because no causal connection between smells and longer-lasting health complaints has yet been demonstrated, even in extensive investigations. Therefore, according to current knowledge, a FUSE cannot be found to be the cause of an occupational illness.

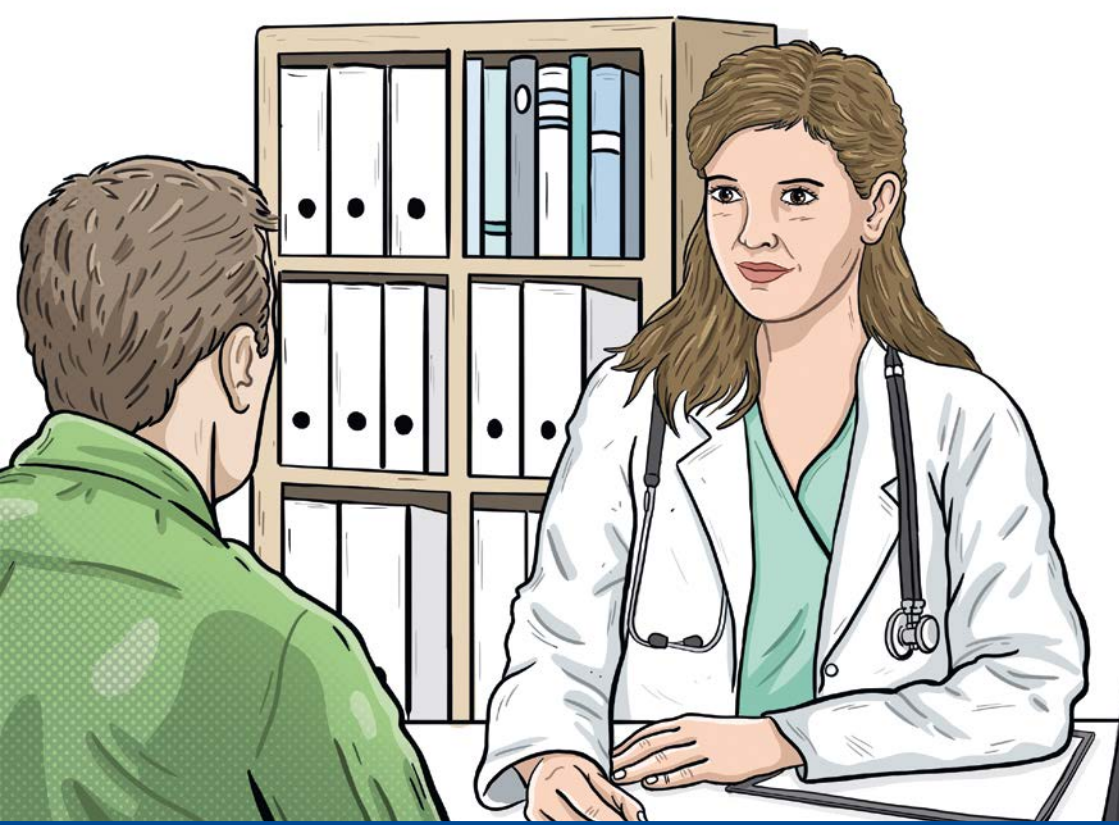
In the case of long-term health complaints, it is therefore necessary to clarify which complaints are actually attributable to a FUSE and what treatment is required as a result. If a connection with a FUSE cannot be demonstrated for more extensive complaints, health insurance will cover the necessary treatment costs.

...❖ **Further information on this topic can be found at www.bg-verkehr.de** (web code: 20559225)



The key takeaways:

Unusual smells in the cabin can have complex causes. It is therefore important to find out where they come from and what causes they may have. Some smells may be caused by substances that are said to have harmful effects on health. However, despite many investigations, these effects have not yet been demonstrated. It is therefore all the more important that crew members document and record every 'fume-and-smell event' (FUSE). If crew members feel unwell after such an incident, they should ideally be examined by an accident insurance doctor immediately after landing.



10 Major Jitters

The fear of flying is a sensitive and therefore often-taboo subject for flight attendants. Many of those affected worry that they will not be taken seriously or even be fired. They grit their teeth and agonise from one flight to the next. Like any form of anxiety, the fear of flying severely restricts your perception of reality. As a result, accidents can occur. In addition, if no treatment is sought, the fear of flying naturally causes flight attendants to become unable to fly. It is therefore

advisable to not ignore this fear if it arises within you. Instead, you should take action as early as possible because anxiety disorders can be treated well with behavioural therapy.

The fear of flying can be triggered by severe turbulence, technical problems, or incidents involving passengers. However, reports of crashes and terrorist attacks as well as deaths in the private sphere or long-lasting, stressful conflicts can also trigger a fear of flying.

The following reports come from three flight attendants who have endured painful experiences related to the fear of flying. However, all three are now flying again thanks to receiving therapy for their fear.

'After my parental leave, I no longer felt comfortable flying. My hands got clammy on take-off, my legs started to shake, and my heart was beating faster and faster. But I tried not to let it show. Then, there was a fire warning on board. I was so upset that the purser asked me if I was OK. I pretended that everything was fine. But the bouts of anxiety became more intense and more frequent, and sometimes, I even had to call in sick. When I had a panic attack during a flight about two years later, I had to admit to myself that I had a fear of flying, and I sought therapy.'

'We had to attempt take-off twice due to strong crosswinds. I was sitting in the 3-seater on the A321 with a lady next to me who was clinging on to me so tightly that my arm hurt. I couldn't get her fearful face out of my head. It ended up being too much for me to bear. I had to call in sick, and when I got home, I

started having crying fits that wouldn't stop. I contacted the CISM (Critical Incident Stress Management) team that night and my manager the next day. They were all very understanding and got me counselling and therapy.'

'I seemed to just attract bad luck: a hydraulic system failure, an extremely hard landing with whiplash, and a cancelled take-off. The straw that broke the camel's back was a flight to Washington: There were such heavy thunderstorms over the airport that the pilots had to abort the landing. A father with two children begged me to do something. The feeling of not being able to do anything for him was the worst thing for me. In the first week afterwards, I had panic attacks just looking at my uniform. But I wanted to keep flying and grasped at every straw: CISM, social counselling, and therapy.'

Difficult incidents sometimes affect the entire crew, but other times, only the employees who were most involved are affected. That's why it's crucial to know what you yourself perceive as extremely stressful or anxiety-inducing. Use yourself as a yardstick rather than the other crew members!



In addition, BG Verkehr trauma counsellors are available as contact people for trauma sufferers to talk to about their stressful experiences. The specially trained BG Verkehr employees can provide you with information on various treatment options and can refer you to suitable therapy centres.

❖ **Further information on trauma counsellors can be found at www.bg-verkehr.de (web code: 16238205).**

We hope that your major jitters go away soon and that you feel safe and in good hands both on the ground and in the air.

Psychologists and trauma experts advise seeking help as soon as possible after extreme experiences in order to prevent post-traumatic stress disorder. You should seek outpatient or even inpatient treatment at the latest if you experience sleeping disorders, flashbacks, or difficulty concentrating.

Many airlines have so-called CISM (Critical Incident Stress Management) teams as a first point of contact that offer peer-level assistance. The appropriately trained helpers can be contacted around the clock via a hotline.

The key takeaways:

The fear of flying also exists among flight attendants. It can arise as a result of a stressful incident or develop slowly and gradually into a problem. Experts advise consulting contact people and assistance as soon as possible after an anxiety-inducing incident, for example, trauma counsellors from BG Verkehr. Behavioural therapy and psychiatric clinics can also help with the persistent fear of flying.



11 On Layover

Insurance coverage abroad

BG Verkehr insurance coverage only applies abroad if the accident is clearly connected to work-related activities. For crew members, this legal provision means that they are insured by BG Verkehr on the way from the aircraft to their hotel rooms and back. The journey to a nearby restaurant is also insured. However, if you go on an excursion during a layover, for example, and injure yourself while getting on the bus, BG Verkehr is not liable for any claims. This also applies to accidents

during athletic activities, for example, at the gym or a swimming pool. As a rule, public health insurance companies cover the treatment costs in such cases.

If you practise high-risk forms of physical activity, you should find out whether you need private accident insurance.

Risk of accidents abroad

Unfamiliar footpaths, foreign customs, unknown (traffic) rules, and different safety standards increase the risk of

accidents abroad, especially in road traffic. Tiredness, driving on the other side of the road, and distractions due to the many unfamiliar sights and sounds also increase this risk.

Our recommendations:

- Only rent cars from reliable companies that guarantee the usual standard of safety and that offer fair insurance coverage in the event of damage.
- Always wear your seat belt, even if it is not legally required or customary in the country you are in.
- Before setting off, find out about the local traffic regulations and familiarise yourself with regional customs.
- If you are exhausted, suffering from jet lag, or find the climate difficult, it is better to take public transport or a taxi.
- If you are travelling on foot, depending on the country and time of day, it may be a good idea to take a pocket torch (flashlight) with you because building sites, potholes, and other obstacles may not be as well marked as they are in our part of the world.

At the hotel

If a fire breaks out, literally every second counts when it comes to getting to safety. Therefore:

- As soon as you arrive at the hotel, check where the nearest emergency exit is and know how to get there.
- Make a note of the locations of the nearest fire extinguishers.
- Make sure that your luggage in the room does not create a tripping hazard along the escape route.
- A pocket torch (flashlight) can be useful for orientation in the dark – provided it is within easy reach on your bedside table.
- Pack everything you want to take with you in an emergency or in the event of a fire alarm, such as your passport, keys, medication, wallet, smartphone, and tablet.
- Have your clothes and shoes ready.

Some crew members who have experienced a real fire alarm in a hotel have carried a fire protection mask with them ever since. It's a good idea because as you know from fire-fighting exercises, this type of mask offers protection against toxic smoke and corrosive fumes.

If you notice any accident-prone structural defects or blocked emergency exits in your hotel, please inform your airline immediately. This will enable you to remedy the situation or choose another hotel.

Other countries – other diseases

In tropical regions, there are pathogens that do not exist in our region of the world. Therefore, the body has no defences against them, and the risk of infection is high.

As a result, please get vaccinated before travelling to these regions. Your employer and the aviation physicians will provide you with competent information about the risks of infection and the protective and prophylactic measures to be taken.

In addition, flight attendants should have basic vaccinations. These include hepatitis A, diphtheria, tetanus, polio, measles, and COVID-19. An influenza vaccination is also recommended during the winter months.

Malaria is the most frequent recognised occupational illness among flight attendants. Therefore, some countries require malaria prophylaxis to be offered by your employer. When taking the medication, you should follow the recommendations of your occupational physician.

You can protect yourself from insect bites, which can transmit malaria, by using insect sprays among other repellents. Rub all uncovered areas of the body carefully. Insect sprays contain either DEET or icaridin as the active ingredient. Products containing DEET protect you for up to eight hours. However, this active ingredient can irritate the mucous membranes and eyes and is very harmful to the environment. Consumer protection organisations therefore recommend insect sprays with icaridin, which are effective for up to five hours.

Here's how you can prevent insect bites without chemicals:

- Using a fan helps to ensure that mosquitoes perceive human scent less intensely.
- Take a shower before going to bed. It removes the sweat that attracts mosquitoes.
- Wear light-coloured, long-sleeved clothing made of thick fabrics.



- Place your worn socks near the bed. The smell draws the mosquitoes towards them and away from you.

Diving and then flying

Anyone who has taken part in scuba diving training knows that you have to have a gap of at least 24 hours between surfacing and flying. Otherwise, there is a very high risk of suffering from so-called diver's sickness, with symptoms ranging from dizziness and impaired vision to problems with hearing and

speech as well as to heart problems and unconsciousness. The reason for this is the increased level of nitrogen in the blood after diving combined with the reduced cabin pressure.

To avoid diver's sickness, please note the following:

- Only dive if you can be absolutely sure that you will not be scheduled for a return flight at short notice. Make sure that you always have a time cushion of at least 24 hours!

- Stick to the maximum diving depth of 30 metres, which is specified for recreational divers. If you are diving the day before your flight in compliance with the 24-hour rule, it is better to stay closer to the surface.
- Avoid dives with decompression.



The key takeaways:

BG Verkehr accident insurance coverage only applies abroad if the accident is clearly connected to work-related activities. To avoid road traffic accidents, you should familiarise yourself with the local regulations and customs, and if you are exhausted, it is better to let others drive you. In order to be able to get to safety quickly in the event of a fire or fire alarm, familiarise yourself

with the escape routes, emergency exits, and fire extinguishers. Pack everything you want to take with you in an emergency. When traveling to tropical regions, make sure you are adequately vaccinated, and protect yourself against insect bites with or without chemicals. If you are a diver, remember the 24-hour rule and avoid particularly strenuous dives the day before departure.



12 Dreaming of a Good Night's Sleep

'Did you get a good night's sleep?' This feels like the most frequently asked question when crews meet for a briefing for an overnight flight or for an early pick-up at the hotel. The question may sound banal, but it's not, and that's because the consequences of a lack of sleep can be severe and can range from the reduced ability to make decisions to diminished memory and concentration problems and therefore also to an increased risk of accidents. Nobody wants any of this, especially not the European Aviation Safety Agency (EASA),

which is why they require airlines to implement fatigue risk management.

Fatigue Risk Management

What exactly is fatigue? In the aviation industry, fatigue is defined as overwhelming tiredness/exhaustion that leads to severely reduced mental and/or physical performance. In other words, when you are 'tired as a dog', your eyes are constantly closing, and you have the feeling that you are always forgetting everything.

There can be many reasons for this, including getting too little sleep, being awake for long periods of time, or having a heavy physical or mental workload.

Fatigue risk management includes determining specific times for working, rest, and breaks as well as the obligation of crew members to inform the flight crew if they are unable to take a flight due to fatigue.

You can find out where to report such a case and which reports need to be written in your airline's fatigue risk management documentation. These reports are important because they are the only way for colleagues to recognise frequent causes of fatigue and to then work on countermeasures.

Become your own personal sleep expert

In the end, you are responsible for your own sleep. There's no doubt about it: As a flight attendant, it's not always easy. Jet lag, long working days, constantly changing working hours, and hotel rooms that don't always offer optimal sleeping conditions are all part of everyday working life. That's why a lot of the advice on how to get a good night's sleep is useless

for flight attendants, such as the advice to maintain a regular lifestyle.

Therefore, we have compiled tips and advice from experts with the aim of helping you become your own personal sleep expert. To do this, it is a good idea to try out different things to find out what helps you personally. You can influence your sleep in two ways: through your behaviour, and through your thoughts.

Let's start with behaviour – with what is not good for most people before going to bed:

- eating heavy, fatty, or acidic foods,
- drinking alcohol, coffee, tea, or other caffeinated drinks,
- getting strenuous exercise,
- listening to loud, energetic music,
- watching thrillers or other disturbing films, and
- reading negative news.

Here's what could help you fall asleep and stay asleep:



- Bring your own pillow, sleeping mask, earplugs, thick socks, and hot water bottle.
- Listen to sleep podcasts with calm music, the sound of the sea, or hypnotic lyrics.
- Place a notepad next to your bed so that you can jot down distracting thoughts.
- Before going to sleep, write down what you are grateful for or what the highlights of the day were.
- Get enough exercise during the day.
- Use relaxation methods, such as autogenic training and progressive muscle relaxation.

Here is where you can make a note of what else helps you or doesn't help you and what you would like to do differently in the future.

Negative thoughts are often what keep us awake. This may be due to the hormone melatonin, which the body releases in the dark. Although this helps us to fall asleep, it unfortunately

also leads to night-time worrying. Sometimes, it is also assumptions about what constitutes good and restful sleep that prevent us from falling asleep in the first place.



Harmful thoughts

You need at least eight hours of sleep every night.

You have to sleep for eight hours at a time.

Sleeping well means sleeping deeply.

If I don't fall asleep straight away, I'm going to feel horrible tomorrow.

I'm going crazy, I just can't sleep.

If I don't get enough sleep, the whole day will be terrible tomorrow.



Relaxing thoughts

I don't need eight hours of sleep every day. Sometimes, four hours is enough.

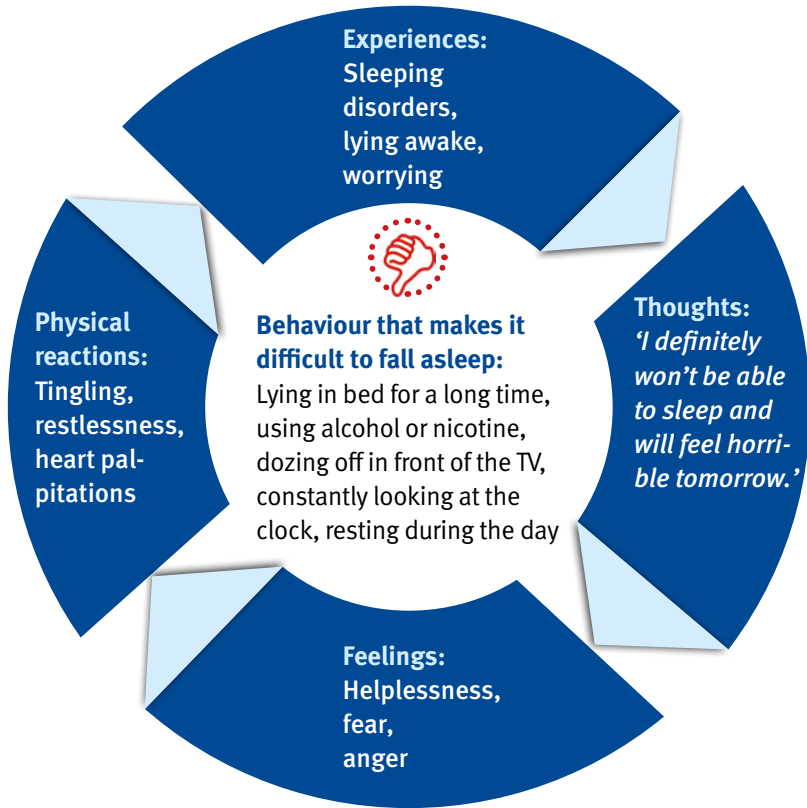
Sleep can also be spread out throughout the day. The so-called 'block-sleep model' is culturally learnt.

Sleep is not a steady state, but a constant change between light and deeper sleep. Waking up from time to time is normal.

It's also refreshing to lie in bed and relax your muscles

I'll fall asleep when my body is ready.

One night with little sleep is no big deal.



Sleeping disorders

Difficulties sleeping can of course also turn into sleeping disorders. If you have trouble sleeping three or more times a week for more than a month and you experience severe impairments during the day, you should seek medical help –

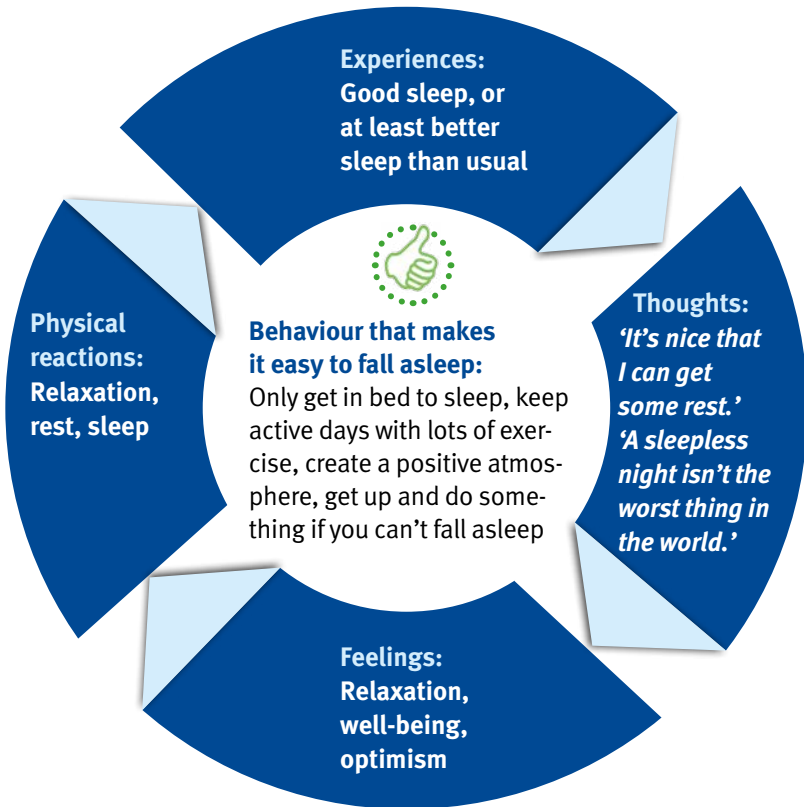
preferably from a sleep specialist or in an outpatient sleep clinic. However, if you are prescribed a sleeping pill after three minutes of consulting with an expert, this is a sign of very superficial and dubious treatment. Sleeping disorders, constant tiredness, and the associated lack of motivation can have

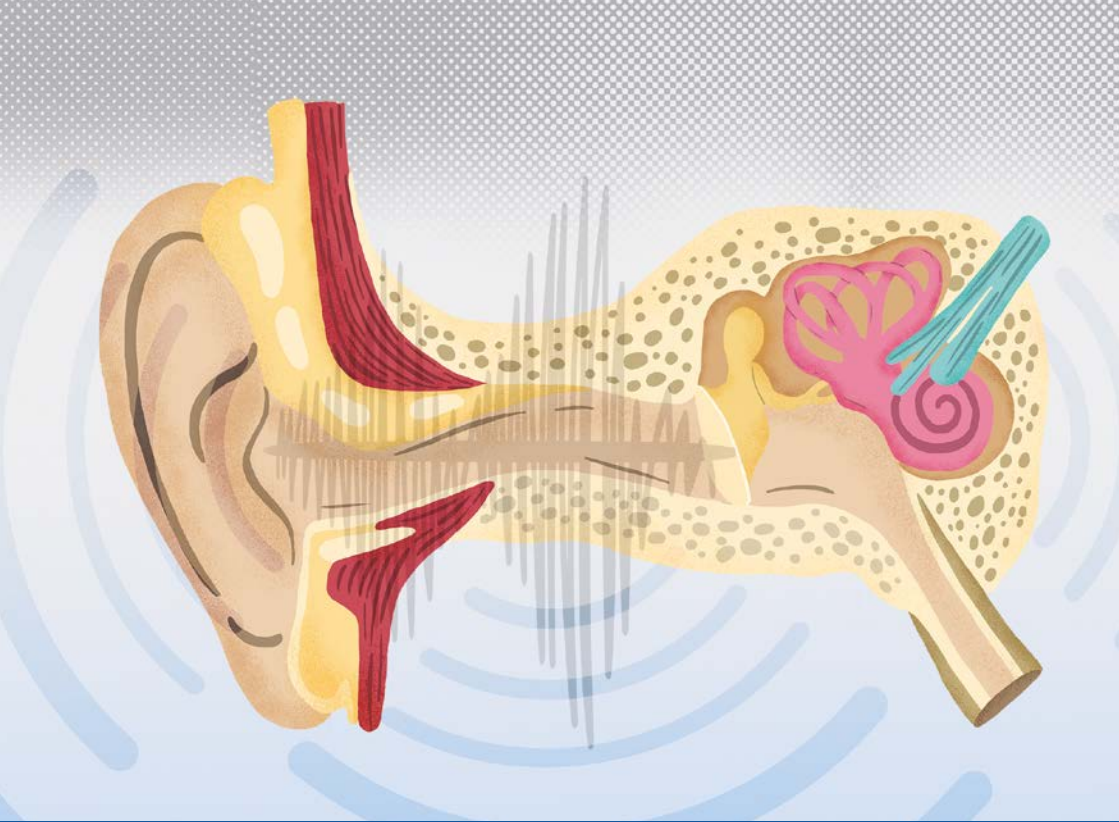
many different physical or psychosomatic causes. Therefore, they should be thoroughly investigated and diagnosed.

Under no circumstances should you experiment with sleeping pills on your own. If your physical and mental health are important to you, sleeping pills are definitely not the answer.

You can also find lots of good advice on the Internet!

We wish you much success with your own sleep research as well as many restful nights and wonderful dreams.





13 Noise

The human ear is a small wonder. It can perceive very quiet sounds, such as the buzzing of a mosquito. The information received is passed on to the brain and decoded. Unfortunately, however, we do not receive any reliable signals from the brain to indicate when the ear is at risk of damage from noise. Unlike the eye, the ear does not close automatically when the noise level becomes too high.

In addition, the ear can get used to background noise. You may also know people who live near railway tracks

and claim that they simply no longer hear the trains. In experiments, flight attendants in a training room were provided with tape recordings of airports at the original volume. Most of the flight attendants were very surprised by the volume. Unfortunately, the damaging effect of noise persists even when people become accustomed to it and no longer consciously perceive the noise. The sound waves destroy the fine sensory hairs of the auditory cells in the inner ear without being noticed and lead to irreparable damage.

A person only realises it when it's too late. At that point, no hearing aids will help. Incidentally, the ear does not differentiate between unpleasant noise and noise that people are willingly and voluntarily exposed to, such as the beats from loud speakers or the music from the little bud in your ear. A night in a club with loud music is roughly equivalent to a 40-hour week of noisy work without ear protection. How often do you want to do that to your ears?

Noise not only damages the ear, but can also lead to headaches, increased blood pressure, sleeping disorders, and nervousness. Moreover, the field of bio-acoustics has also proven that noise has a negative impact on the cardiovascular and immune systems.

To ensure that you can still hear mosquitoes before they bite, you should protect your ears from noise – both at work and in your private life.

High noise levels on the apron

The noise caused by engines and ground equipment on the apron can exceed the limit of 85 dB(A). Above this level, long-term damage to the ear is possible. You must therefore wear ear protection on the apron, even if you are only exposed to the noise for a few minutes. It is best to put earplugs

in your ears as protection on the crew bus or before entering the apron.

If you are on an aircraft, close the doors if possible and leave the noise outside!

Noise protection for the whole working day

In order to be able to assess how much noise your ears are exposed to during working hours, all the noises you hear in a day have to be evaluated. Experts have determined 'average shift values' for flight attendants, which can exceed 80 dB(A).

Employers must therefore provide suitable ear protection for the entire working day and must inform their employees about noise exposure and its consequences. In addition, occupational physicians must be available for counselling, advice, and questions related to noise hazards and exposure.

Feel free to take advantage of this offer if you would like to find out more!



Ear protection

Developing ear protection that flight attendants can wear during the entire flight is an extremely difficult endeavour: On the one hand, the protection has to filter out disturbing and damaging noise, while on the other hand, it also has to ensure that flight attendants can communicate with travellers as well as with one another as a team and that they can hear acoustic signals and unusual noises. In addition, the ear protection must be visually acceptable.

Based on these requirements, low-attenuation skin-coloured earplugs were developed that allow speech frequencies to pass through.

Surveys have shown that many flight attendants do not use ear protection during flights, partly because they find the feeling of pressure in their ears to be uncomfortable. However, we strongly recommend that you protect your ears from noise with suitable ear protection, at least during the ascent and descent phases of the flight.

Cockpit noise level of different types of aircraft



In order to actually protect your ears from noise, earplugs must be used correctly. It is therefore worth studying the package inserts carefully because they contain important instructions on how to use the earplugs. For flight attendants who cannot cope with earplugs, so-called earmoulds can be a good alternative. Earmoulds are individually fitted and are also available in low-attenuation versions. Your company doctor will be happy to advise you about them. If you have individual questions or problems, you can also contact the responsible occupational safety specialists.

The key takeaways:

The ear is a sensitive organ that must be protected from noise. On the apron, the noise peaks at over 85 dB(A), which is why ear protection must always be worn there. Values measured throughout the day exceed the lower exposure limit of 80 dB(A). Employers are therefore required to inform employees about the dangers of the exposure and to provide ear protection. Only if you use this protection consistently and correctly will you protect your ears from damage in the long term.



14 Eating Well, Staying Healthy

As the saying goes, ‘An apple a day keeps the doctor away’. While it’s not quite that simple, more and more studies are showing that diet does indeed have a major influence on our health. This is one reason why we dedicate an entire chapter to the topic of nutrition. Another reason is that in a comprehensive study, occupational physicians demonstrated that shift work increases the risk of developing diabetes, metabolic disorders, and chronic gastrointestinal inflammation. This is

partly due to the irregular working and sleeping hours, but also to the fact that shift work often leads to an unhealthy diet. In the middle of the night, it’s easier to reach for a sweet snack than a fresh salad. Understandable, right? That’s why it’s not always easy to eat healthily when you’re flying.

Our gut needs fibre

Fibre stimulates digestion and keeps you feeling full for longer. It is also ideal ‘food’ for the beneficial bacteria in the intestinal flora. That’s why every meal should contain a large portion of fibre. This fibre can be found in fresh fruit and vegetables as well as in whole-grain products, oatmeal, legumes, seeds, nuts, and so on.

On the other hand, industrially processed foods rich in fat, white flour, and sugar are extremely harmful to intestinal health. They promote the growth of harmful bacteria that can trigger inflammation.

Sugar

Why do we keep reaching for chocolate, ice cream, and cake even though we know that sugar is unhealthy? It’s partly for biological reasons, and that’s because sweetness signals to the body that food is on its way to the stomach, which creates a calming feeling of well-being. In prehistoric times, this wasn’t a problem because there were hardly any foods with sugar. Nowadays, though, sugar is found in many foods that you wouldn’t even suspect. That’s why it’s always worth taking a look at the ingredients. For example, many sauces contain a lot of sugar.

Unfortunately, everyone who thought that fructose was less harmful than plain sugar is in for a disappointment. Fructose – which advertising campaigns downplay by calling it ‘fruit sugar’ – is significantly sweeter than other types of sugar and cannot be used by the body as an energy source. That’s why fructose causes obesity, diabetes, and cardiovascular disease more quickly than any other type of sugar.

Although supposedly natural sweeteners such as agave syrup, coconut blossom sugar, and honey have a slightly lower impact on blood sugar levels, they are still not beneficial to our health.

Fat

It’s recommended that no more than 30 per cent of your daily energy intake come from fat. That would amount to about 58 grams of fat per 1,800 calories.

But this amount is reached more quickly than many people think. For example, 3 tablespoons of oil, 1 tablespoon of margarine, 2 slices of cheese, and 1 egg already meet the fat requirement per person per day. And a bar of dark chocolate has about 53 grams of fat!

However, it is not only the quantity of fat that is crucial for a healthy diet, but also the quality of the fat.



Trans fatty acids (e.g. those found in sweet baked goods, French fries, and deep-fried snacks) increase the risk of cardiovascular disease.

Saturated fatty acids (e.g. those found in butter, sausage, cheese, and high-fat confectionery) can have an unfavourable effect on blood fat levels in many people.

Monounsaturated fatty acids (e.g. those found in olive and rapeseed oil) have a favourable effect on cholesterol levels.

Polyunsaturated fatty acids (e.g. those found in walnuts, linseed, and oily

salt-water fish) are essential for the body. They can reduce the risk of cardiovascular disease.

Vitamins and minerals

It is important to eat a varied diet so that the body receives a wide variety of vitamins and minerals. The German Society for Nutrition recommends 400 grams of vegetables and 250 grams of fruit per day, 1 to 2 portions of fish per week, and no more than 600 grams of meat per week.

However, these values are only reference values. The actual values that

apply to you depend on your age, sex, nutritional status, and state of health.

Vitamins are only intended to supplement the diet, and they cannot compensate for a vitamin-deficient diet. The promising advertising claims about dietary supplements are highly controversial.

Fluids

Adults need around 2.5 litres of fluids per day, 1.5 to 2 litres of which should be consumed in the form of drinks. The rest comes from your daily diet. In hot weather and when you work up a sweat during exercise, you should drink more. As a guideline, you should drink one litre more per hour of exercise – preferably water or unsweetened herbal or fruit teas.

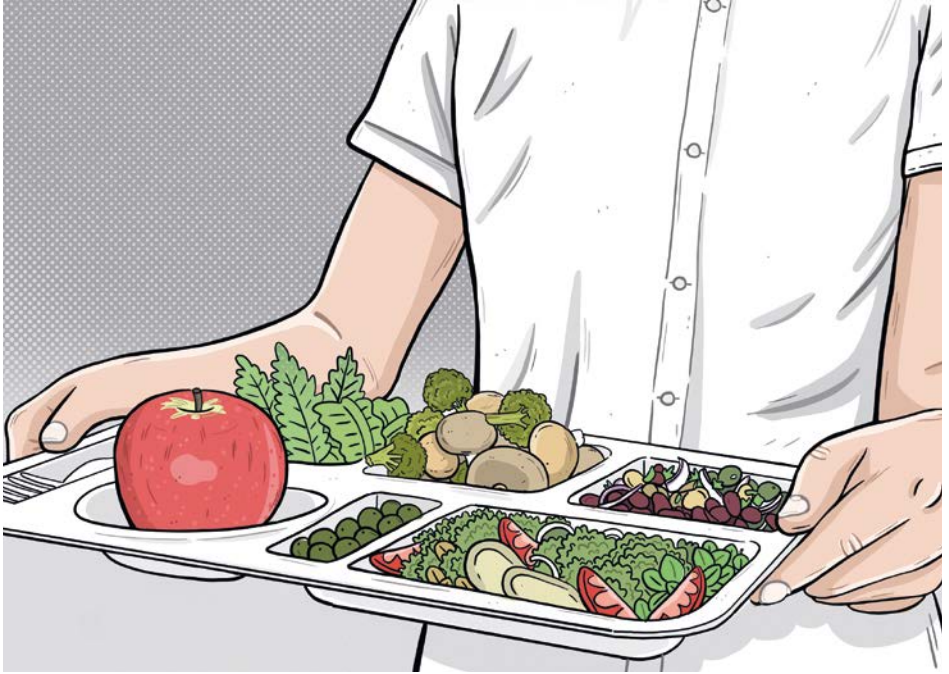
It's better to avoid soft drinks and fruit juices: They contain no nutrients or fibre and a lot of sugar or fructose-glucose syrup, and sometimes also colourings and other additives.

Alcohol is toxic to the cells in our bodies. This statement may sound harsh, but unfortunately, it's true. You can even feel the strong effects of alcohol on the body after just a few sips: Your body becomes more relaxed, your mood becomes more upbeat, and

your inhibitions disappear. It feels good at first, so you enjoy another glass – and then another. This can ultimately lead to nausea, memory lapses, and coordination difficulties. To cut right to the chase: The less alcohol you drink, the lower your risk of cardiovascular disease, stroke, liver damage, dementia, and cancer becomes.

The key takeaways:

Make sure that you consume a large amount of fibre with every meal. Fibre is found in fruit and vegetables as well as in legumes, wholegrains, nuts, and seeds. Avoid industrially processed foods and unsaturated fatty acids as much as possible. Sugar in all its forms is unhealthy and should be consumed sparingly. As a rule, 1.5 to 2 litres of water as well as herbal and fruit teas are sufficient to cover your body's fluid requirements. It is better for your body if you avoid sweetened drinks and alcohol.



Tips for healthy eating on the go:

- Try to eat vegetables and fruit as often as possible in restaurants and cafeterias.
- If possible, opt for whole-grain products instead of baked goods made from white flour.
- Dried fruit and mixed nuts – which are even more flavourful when roasted – are ideal for moments when you need quick energy on board.
- Mix your own muesli (granola) from rolled oats, nuts, linseed, and dried fruit, and take it with you. On the go, you can mix in fresh fruit and (natural) yoghurt or milk.
- If possible, eat two to three meals a day and avoid snacks in between.



15 Strong, Agile, and in Shape

The human body is designed to move a lot. As a flight attendant, you have the advantage of not having to sit all day at work. But that's not enough for a strong and agile body. People who regularly engage in recreational exercise have been shown to significantly reduce the following health risks:

- back pain and slipped disks,
- osteoporosis (bone fragility),

- cardiovascular diseases, such as high blood pressure,
- diabetes, and
- sleeping disorders and depression.

In addition, studies during the coronavirus pandemic have shown that people who get little exercise have a more severe course of the disease. Moreover, most of the diseases

mentioned above can also be treated with medication – although often with severe side effects that can even lead to the inability to fly. For example, stomach haemorrhages often occur when pain-killers with an anti-inflammatory effect are taken over a longer period of time.

There are therefore many good reasons to get exercise. But if only it weren't so easy to always find 'good' excuses not to! Which of the following ideas can you use to motivate yourself to go to the gym, to hit the slopes, or to head out into the forest for a hike?

When you're older, would you still like to be able to dance the night away, attract admiring glances with your athletic figure, feel mentally and physically agile and in shape, and have a strong back?

Some people are able to be motivated by thinking about the consequences of an unathletic lifestyle, such as having flabby arms, experiencing pain when walking, being overweight, suffering from immobility, and so forth.

It's best to choose forms of exercise that you enjoy and that fit in well with your life.

Here, you can make a list of the things that help motivate you to get exercise and stay physically fit.

After all, it's almost impossible for flight attendants to keep a fixed weekly schedule. Fortunately, there are also dance, yoga, and other gyms that now offer flexible memberships. In addition, many gyms have significantly expanded their online offerings so that you can take part in classes in almost any hotel room. You can also find lots of videos on the Internet, for example, from fitness trainers, health insurance companies, pain specialists, and yoga instructors. And how about going on an adventurous canoe trip on your next holiday, exploring a beautiful landscape by bike, or hiking through the mountains – instead of lying on the beach in the sun without getting much exercise?

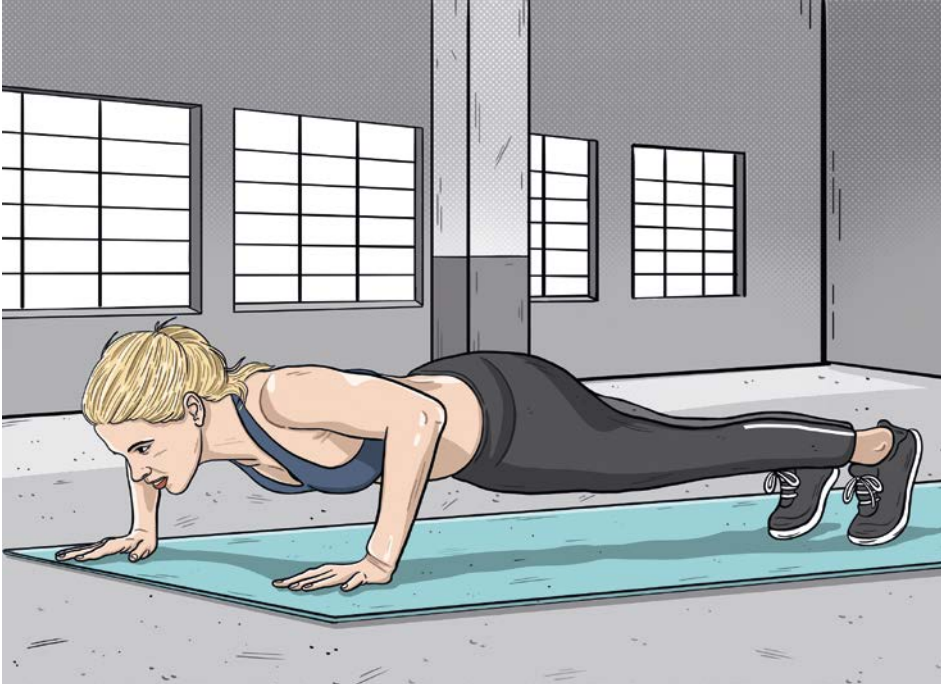
In order to stay or get in shape, you should combine strength, endurance, and flexibility training. Ideally, you should exercise two to three times per week and make sure you get a variety of different types of exercise. If you always get the same type of exercise, your body will become accustomed to it and won't build up new muscles.

Strength

When it comes to strength training, many people think of body-builders who look unhealthy with their massive muscles. Maybe that's why strength training didn't have a good reputation until a few years ago. However, your joints can actually benefit from muscle support, for example, in your knees. If the muscles there are weak, every step you take has a direct negative effect on your joints and bones, which can lead to signs of wear and tear. The same applies to the many small and large muscles in the back, which – if exercised regularly – protect the spine from injury. In addition to relieving the strain on your skeleton, strength training also strengthens your bones and thus protects against osteoporosis.

You should put together your personal training programme in such a way that the muscles of your legs, back, abdomen, shoulders, and arms are strengthened. Very effective strength training can be done on gym equipment, but there are also many exercises that can be done using your own body weight or even just two bottles of water.

Strength training should be done at least twice a week. In between, your muscles always need a day to recover. Incidentally, sore muscles are not a sign that your muscles are growing, but



that you have overloaded them. The sensation is caused by micro-injuries to the muscle fibres and by over-acidification of the muscles. You can avoid this problem by gradually increasing your training programme over time and slowly picking back up again after you have taken a longer break.

Endurance

So, you're not the type to run marathons? No problem. All you need to do for your personal fitness is to work up a light sweat once or twice a week with 30 to 60 minutes of physical activity.

You can vary between jogging, walking, cycling, swimming, rowing, skating, ball games, dancing, and much more.

Walking is particularly suitable for people who are untrained or overweight because it puts less strain on the joints. Before you start exercising, it is best to talk to a doctor about your personal exercise limits, especially if you have high blood pressure.

If you decide to go jogging, as a beginner, you should only run at a speed that allows you to have a conversation without any problems.

And if you enjoy running, treat yourself to a good pair of shoes. They don't have to be the most expensive, but they do have to be the right ones. Many sports shops offer a running analysis to help you find the right shoes.

The positive effects of endurance training on your body are numerous:

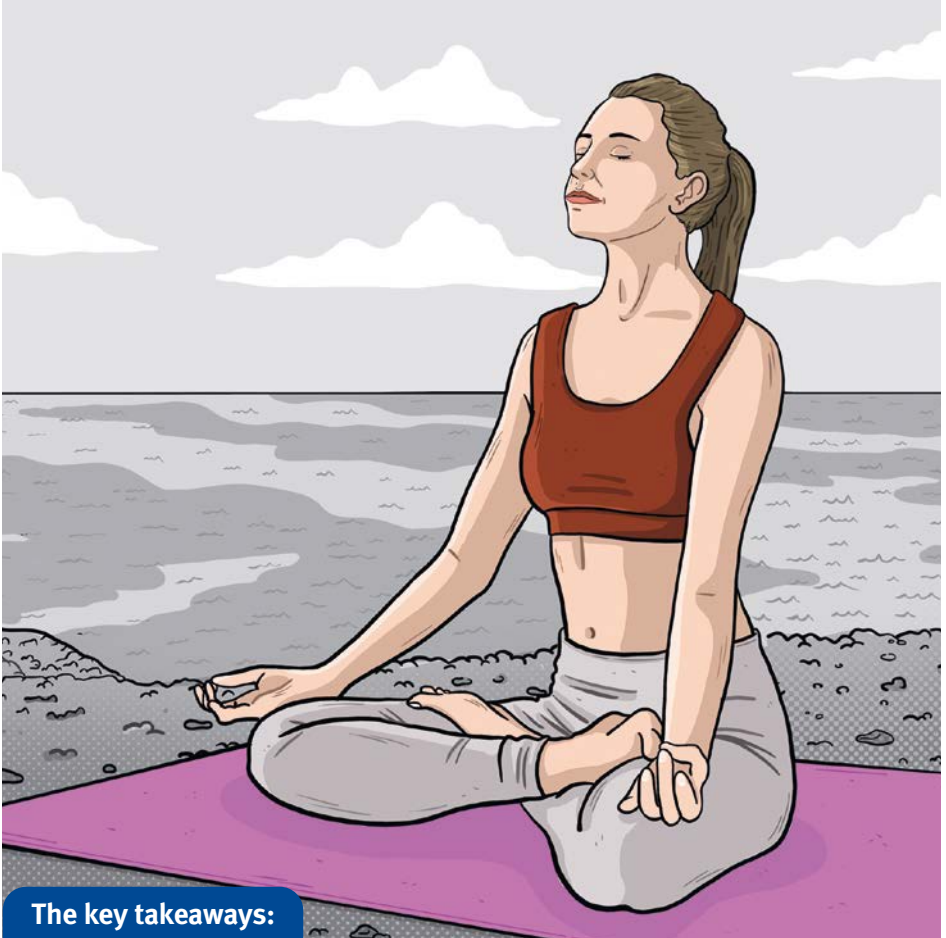
They range from better blood circulation and lower blood pressure to increased protection against infections. And you can also benefit mentally from endurance training: Exercise promotes the release of 'happiness hormones'. You even increase your ability to concentrate and your resilience.



Flexibility

Many people incorporate stretching exercises into their warm-up routine or into their relaxation phase after exercising. And that's a good thing because stretching exercises loosen up the muscles. Many people's muscles shorten over the years, and the mobility of their spine decreases. But the good news is that you can counteract this very problem effectively with regular stretching exercises – even at an advanced age.

Most pain in the back, shoulders, and legs is caused by tension as well as by shortened muscles and fasciae. The tension can even affect the head and cause pain there. Some people are quick to reach for painkillers, which can help in acute cases. However, in the long term, these painkillers don't eliminate the cause of the pain. Therefore, it's better to stretch regularly and do relaxation exercises.

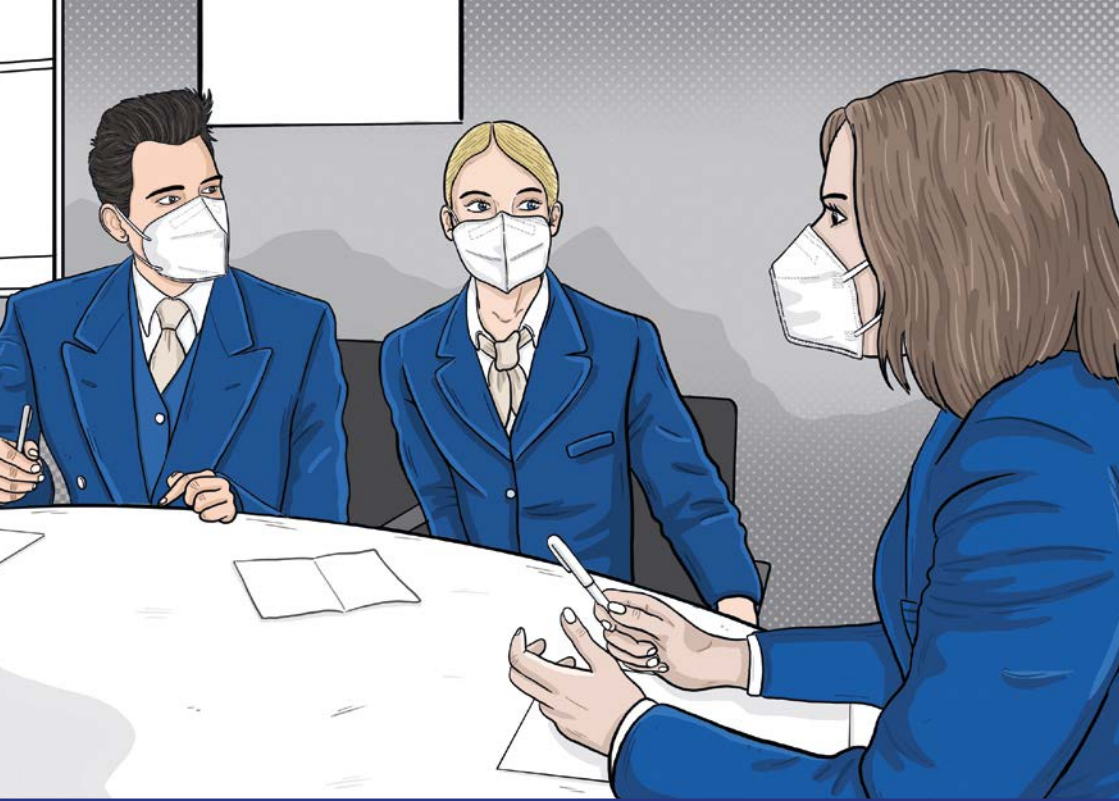


The key takeaways:

People who exercise regularly can reduce many health risks and improve their quality of life in the process. If you've been a couch potato up to now, it's worth taking a look at the list above to find out what could motivate you to exercise more. It's best for your health if you

exercise two to three times per week and train both your strength and endurance. Also think about exercises for flexibility and make sure that you don't overexert yourself, especially at the beginning.

Have fun!



16 Preventing Infection

Droplet infections

In droplet infections, pathogens from the throat are released into the air through tiny droplets of saliva when you sneeze, cough, or speak. They are then inhaled by other people. The smaller the droplets, the longer they can float in the air and spread over long distances. Viruses such as influenza, the coronavirus, and the measles as well as bacteria such as scarlet fever can be transmitted via droplet infections. You can protect yourself and others from droplet infections by keeping your distance

from other people and by avoiding crowds. Face masks and respiratory masks offer additional protection.

Wearing protective masks only makes sense if you observe the following rules:

- Wash your hands before putting on the mask, and don't touch the inside of the mask.
- Don't touch the mask while wearing it.
- The mask needs to fit snugly around the edges.

- When removing the mask, grasp the side strings or elastic bands without touching the front. Always wash your hands thoroughly after removing the mask.

...✂ **Store worn and unworn masks separately, for example, in resealable plastic bags.**

...✂ **FFP masks are only permitted to be worn if you are instructed to do so by your airline.**

	Medical face mask	FFP mask
Names	Surgical mask, operation mask	FFP2 mask, FFP3 mask, breathing mask
Protection	Third-party protection: Protects others from droplet particles, but only slightly from aerosols (very small droplets).	Protects the wearer and others from droplets and aerosols. Has exhalation valve (FFP3) for self-protection only. Also protects against fine dust and smoke.
Usage and wearing time	Disposable product. Multiple use is possible with short wearing times. Replace if wet or after a total wearing time of 4 hours.	Disposable product. Use for a maximum of 8 hours and 5 times. Dry for 1 week in between. FFP2 masks should only be worn when absolutely necessary. If possible, take them off every now and then.

Smear infection

In the case of a smear infection, pathogens are passed on via touch, via direct person-to-person contact, or via objects.

For example, if a flu patient sneezes into their hand and then shakes hands with another person, the virus can travel from hand to hand. Pathogens can also stick to objects such as door handles or tablets. Most pathogens are transmitted via the hands. However, they only enter the body from the hands if the mucous membranes of the mouth, nose, or eyes are touched. Diarrhoeal diseases

and herpes viruses, for example, can also be passed on in this way.

One protective effect of mouth–nose covers that should not be underestimated is that the mucous membranes on the face are not touched with contaminated hands.

To avoid smear infections, you should sneeze or cough into the crook of your arm (i.e. the inside of your elbow). This keeps your hands free of pathogens.

You can easily protect yourself and others by washing your hands regularly and thoroughly with soap. After

Always wash your hands after... going to the lavatory, blowing your nose, having contact with sick people, cleaning up, and collecting trash.



Hold your hands under running water



Lather the back of your hands and between your fingers



Gently rub in the soap for 20–30 sec



Rinse your hands under running water



Dry your hands thoroughly

Always wash your hands before... meals, preparing food, serving food, and touching mucous membranes.

about 20 to 30 seconds, the vast majority of germs will be gone. Just hum the song ‘Happy Birthday’ twice, and 20 seconds will have passed.

If it’s not possible to wash your hands, use sanitiser or disinfectant wipes. However, too much disinfectant makes the skin cracked and therefore more permeable to germs. The ingredients in the disinfectant can also trigger eczema and allergies and can damage the respiratory tract.

Please also note that the hands must be rubbed for approx. 30 seconds and must be kept moist with the disinfectant. Otherwise, the germs will not be killed.

Disposable gloves make you feel protected from germs. However, pathogens can also stick to gloves and penetrate the body when they touch the mucous membranes. When removing gloves, it is essential to ensure that the outside does not come into contact with the skin; otherwise, germs can spread there. Protective gloves can also cause skin irritation, which can then become an entry point for germs.

Food-borne infections

Viruses and bacteria such as salmonella can also adhere to food. You often cannot see this in the affected food because you can neither taste nor smell germs. There are also bacteria that produce toxins in contaminated food. These toxins can lead to diarrhoea. Constant refrigeration slows down or even stops the multiplication of most bacteria. You should therefore ensure that perishable foods such as meat, fish, and dairy products on board remain cold – for the benefit of your guests and your own health.

Water-borne infections

Pathogens can enter the body through drinking water or be transmitted when bathing in contaminated water. There is also a risk of infection from pathogens in fine spray mist, for example, from water slides or showers.

This route of infection hardly plays a role on board, but it does in layovers. In countries with poor sanitary conditions, you should use bottled water, for example, to brush your teeth, and you should take care not to inhale the mist when showering.

Whether the transmitted pathogens actually make you ill depends on the number of the germs you take in on the one hand and on your defences against them on the other hand. You can strengthen your defences through healthy diet and exercise, among other things. You can find out more about this topic in Chapters 14–15.

You can also protect yourself against many viral diseases with vaccinations.

Many of us tend to view strangers as a threat to our health. Unfortunately, however, family members, friends, and colleagues can also be contagious. That's why you should maintain social distancing as a crew member whenever possible and observe hygiene rules, for example, during briefings, on the crew bus, and when eating. Try not to view social distancing as a sign of dislike or mistrust, but rather as a sign of appreciation and respect.



The key takeaways:

Keep as much distance as possible from other people during periods of illness. Ensure the correct use of appropriate face masks. The most effective way to avoid smear infections is to wash your hands regularly and to avoid touching the mucous membranes of your nose and mouth. You should also take steps to strengthen your immune defences.

17 BG Verkehr

Berufsgenossenschaft Verkehrswirtschaft Post-Logistik Telekommunikation (German Social Accident Insurance Institution for Commercial Transport, Postal Logistics and Telecommunication)

When the institutions for statutory accident insurance and prevention were founded in Germany, mankind could only dream of flying. It was the time of Otto Lilienthal's first attempts at gliding flight with fabric-covered wooden wings and the time of the first factories. Working conditions back then were sometimes life-threatening: Steam boilers exploded, hot liquids leaked, and cutting machines were not secured. If workers were injured, they had no financial security whatsoever and frequently lost their livelihood with their job.

These conditions prompted Otto von Bismarck to establish accident insurance and prevention associations in 1884 with the Accident Insurance Act. Since then, German employers have been required to take out accident insurance for all employees with the respective institutions for statutory accident insurance and prevention or with accident insurance and prevention associations and to pay the correspond-

ing contributions. In return, employers are spared claims for accidents at work and occupational illnesses because these claims are addressed directly to the accident insurance and prevention associations. All committees and the executive board are made up of half employer representatives and half employee representatives.

The tasks of the institutions for statutory accident insurance and prevention:

1. Preventing accidents at work and on the way to and from work as well as occupational diseases and work-related illness.

This is fulfilled by

- advising companies on safety and providing them with information,
- training managers, safety officers, and occupational safety specialists,
- issuing accident prevention regulations,
- monitoring the implementation of the required occupational health and safety measures,

- initiating research into occupational safety, accident prevention, and occupational illnesses, and
- ensuring the transfer of knowledge between science and practice.

2. Insurance benefits in the event of work-related accidents and illnesses.

Accidents at work

If an insured employee is injured at work, on the way to work, or on the way home from work, BG Verkehr pays for medical treatment using all appropriate means. It also supports the employee financially with injury benefits if the statutory continued payment of wages ends and there is a corresponding entitlement. If the insured person remains permanently unable to work and further medical treatment is unsuccessful, they receive an income-related pension.

If you do have an accident at work – which we naturally hope you don't – please be sure to contact an accident insurance doctor in order to ensure the best possible quality of treatment. Furthermore, please report the accident to BG Verkehr as soon as possible. You can obtain forms from your employer.

All accidents at work must be reported to the institution for statutory accident insurance and prevention if they

- lead to incapacity to work for more than three days,
- are likely to require medical treatment for more than one week, or
- result in the prescription of remedies or aids.

Please also notify the institution for statutory accident insurance and prevention if you fall ill again as a result of an accident.

Occupational illness

BG Verkehr additionally provides financial support for occupational illnesses. However, the procedures that must be used to clearly establish whether the cause of the illness lies in the occupational environment are very complex and lengthy. For those affected, it is often unpleasant and perhaps not always clear why medical experts investigate the history of the illness and other professional or private activities in detail. We kindly ask for your understanding.

18 Additional Information

Up-to-date information from BG Verkehr on aviation can be found at:

General information

www.bg-verkehr.de



Aviation sector

www.bg-verkehr.de
web code: 19149015



Trauma guidance

www.bg-verkehr.de
web code: 16238205



Fume-and-smell events

www.bg-verkehr.de
web code: 20559225



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