

Passenger understanding of hand baggage retrieval during emergency evacuation

Hayley M. Burdett and Rebecca L. Grant

**Systems Engineering and Human Factors Department
Cranfield University, UK**

Passengers retrieving or attempting to retrieve hand baggage during an emergency evacuation has been witnessed in a number of accidents and is a potential risk to safety. Previous research has shown that passengers have a lack of comprehension about a number of safety related procedures, although there is limited research on passenger awareness of not retrieving hand baggage during an evacuation. This paper reports on an initial study into the issue, with the aim of gaining an insight into the general population's knowledge and understanding regarding the retrieval of hand baggage during an emergency evacuation. Structured interviews were conducted with 150 participants from the general population. Qualitative responses were provided to each question and these were analysed via template analysis. The results revealed a general lack of knowledge and understanding of the issues surrounding hand baggage retrieval. A significant number of participants were unaware of any rules regarding hand baggage retrieval during an evacuation and lacked a general awareness as to why the rules are in place. In line with the findings of other studies into safety information and other safety related procedures, this study has highlighted that further work on educating passengers about hand baggage retrieval needs to be undertaken to minimise unnecessary difficulties during an emergency evacuation.