

[Dr. Robert Baron](#) is the President and Chief Consultant of [The Aviation Consulting Group](#). He performs extensive work in his core specializations of Human Factors (HF), Safety Management Systems (SMS), Crew Resource Management (CRM), and Line Operations Safety Audit (LOSA). He consults with, and provides training to, hundreds of aviation organizations on a worldwide basis.

Articles may not be copied, distributed, or used in any way without written permission. Contact Dr. Baron through his [company website](#) for additional information.

Emirates Does it Right!

The other day I had the pleasure of flying a roundtrip from Dubai to Malé, Maldives on Emirates Airlines. In my opinion, Emirates is one of the best airlines in the world from a customer service standpoint. But even more importantly I am REALLY impressed with how Emirates does safety! As a frequent traveler, and having flown on many airlines, I have seen the best and the worst in terms of observable cabin safety. Many U.S. airlines are sloppy, careless and complacent when it comes to enforcing cabin safety. Emirates is different, and it's plainly obvious. When the flight attendants conduct cabin walkthroughs before takeoff and before landing they actually do their jobs:

- They make sure your seat really is in the upright position and the tray table is stowed.
- They make sure that your window shade is open.
- They make sure that your seatbelt is actually on (and they'll make you move your blanket to prove it).
- They make sure that all bags that need to be stowed are actually stowed.

But perhaps most impressively, during flight, when the seatbelt sign becomes illuminated, the flight attendants actually walk through the cabin to make sure that passengers' seatbelts are fastened while they are seated! This is to preclude injuries from in-flight turbulence while seated (passengers don't understand that they can be severely injured in turbulence even if they are

seated). I know of no U.S. airline that checks to make sure seatbelts are actually fastened when the seatbelt sign is illuminated in flight!

Kudos to you, Emirates, for showing how cabin safety is done! U.S. airlines should take note!