

Statement of Capt. Robert Joslyn reference to UAL Flight 128 on November 6, 2015.

This was a 4 day, 2 leg pairing. On day one of the pairing, IAH-GIG, I provided a thorough preflight briefing to all flight attendants with strong emphasis on avoiding injuries in two specific areas, potential evacuation and turbulence. I primarily focused on turbulence encounters and the need for the flight attendants to follow my instructions and guidance when confronted with turbulence situations as well as to sit down if they felt uncomfortable any time. Also, I promised to keep them advised prior to anticipated or known turbulence situations as the flight evolved.

On day 3, GIG-IAH, I briefed the lead flight attendant to keep the service carts out of the aisles and to hold off on cabin service due to weather in the area on departure, and I would advise when it would be safe to resume cabin service. During the enroute sequence (I was the pilot flying); we encountered some light to moderate turbulence, which lasted approximately an hour causing me to ask the cabin crew to cease their service and be seated. I routinely checked the forecast weather conditions for IAH. About 1-1/2 hours from landing, the ATIS for IAH reported the weather had deteriorated significantly, and I elected to brief and execute an ILS CAT III Autoland. Prior to descent, I asked the IRO to make a PA advising the passengers to fasten their seatbelts for duration of flight when the seat belt came back on. As we began our descent to IAH, we were asked to keep the speed up as fast as practical as were number one at the time. We complied with that request and began to observe some unanticipated returns on the radar which appeared to be rain showers as we passed through approximately FL320. At that point, we began to encounter very light turbulence and I turned the seat belt sign on. The IRO immediately asked if he should advise the flight attendants to clean up and sit down for duration of flight as we might experience some turbulence. I agreed that this was prudent, and he made a communication to the FAs via interphone.

As we continued to descend we were given clearance to deviate left or right as necessary, and it became apparent that we would be experiencing light turbulence. So I began to gradually slow the airplane. Few deviations were necessary but about 30 miles from landing the approach controller advised us of a cell to our right. The cell tops were above our 12,000 foot altitude, well off to our right, and were painting yellow on our radar but only light turbulence was encountered. It was the only thing depicted on the radar, although we visually observed a rain cloud below us with tops of about 10,000 feet, which we passed over by about 2,000 feet before descending further. To our left were clouds, layered and wispy, with no distinct form and appeared not to be cumulous and did not depict on the radar. When past the clouds to our left, I turned the airplane approximately 5-7 degrees to the left, direct DENTO intersection. There were no radar returns in our path, except some on short final and over the airport some 20-25 miles ahead. Very shortly afterwards, approximately 11,000 feet, we entered a wispy layer of clouds, and suddenly began to experience moderate turbulence, for about 5-10 seconds, followed by sharp rapid intense downdraft, immediately followed by similar updraft. The entire event lasted about one second,

followed by a few seconds of moderate turbulence, followed by light turbulence. Only then did a very thin red lined radar return appear on the display. The IRO immediately called back to check on the cabin and learned of one flight attendant injury in the aft galley. The IRO contacted United Houston Operations to have medical personnel meet the airplane upon arrival. We successfully completed an uneventful autoland and taxied to the gate. Passengers were kept seated until medical personnel could attend to the injured flight attendant.

Additionally, upon landing I was advised that the flight attendant had spoken to the IRO during descent, approximately 32,000 feet, about the potential for a turbulence encounter, had made an "ALL F/A" announcement on the PA to expect possible moderate turbulence, to prepare the cabin for landing, and be seated at that time.

Statement of First Officer Chad Hinkle reference to UAL Flight 128 on November 6, 2015.

As the flight was Houston Intercontinental Airport (IAH) from the East at FL400, our clearance was direct to the LEV VOR to join the LINKK1 arrival. The Captain (CA), who was the flying pilot, had returned from the third crew rest break about an hour prior to the top of descent. I was the monitoring pilot in the right seat, and the international relief officer (IRO) monitoring from the jumpseat. The IAH arrival ATIS was reporting low ceilings and one-half mile visibility, with light rain and drizzle. An additional comment in the ATIS reported 4 miles surface visibility. The winds were reported light from the north. The CA briefed the planned ILS runway 27 CATIII approach. At some point prior to descent, Houston Center cleared us direct to DENTO intersection, where we could expect to join the ILS 27. This is common for IAH arrivals at this hour of the morning. The CA had programmed the FMC descent speed to be our cruise mach with a transition to 280 knots, per the arrival procedure. Once cleared direct DENTO, the arrival procedure became a non-issue, however, the CA elected to leave 280 knots in the FMC as the crossover speed from mach versus a faster speed for possible bumps in the descent, even though at this point we had no reason to believe turbulence of any consequence would be encountered. I recall the seatbelt sign being turned on at this point. Not long after departing FL400, and beginning the descent, ATC advised us of precipitation returns he was seeing on his radar between our position and IAH. At this point, we decided we wanted the flight attendants to be seated earlier than normal, and the IRO called back on the interphone and requested them to wrap up their duties and be seated for the remainder of the flight. This notification to the flight attendants occurred as we were passing through approximately FL330-FL320. At this point we were beginning to show some radar returns in front of us and below our altitude. We were in visual conditions and did not observe any lightning. As the descent continued, we were painting weather just to the right of our track and visually we could see a dark, built-up area of cloud(s) just to the left of track that was not presenting a radar return, but still appeared to be of concern. We requested clearance to deviate around the cloud(s), and ATC approved us for any deviations left or right of course, and to proceed direct DENTO intersection when able. We decided on a right deviation to avoid both areas was the best plan. Around the same time, ATC asked us to increase our speed to help them with the arrival spacing, which I believe was "320 or greater." As we had yet to encounter any turbulence, and felt we had a good avoidance plan going, we complied with the speed increase request. As we went past the weather that had been giving us a radar return, we started a turn back to the left to go direct DENTO intersection again, which from what I could observed, both visually and on radar, did not appear to pose any problems. As we leveled off at 12,000 feet, and at some point soon thereafter I became very surprised to look down and see radar returns directly in front of us. The weather radar was in the "AUTO" mode, showing "WX + T" on the screen, and the tilt was selected to approximately 2-degrees nose-down. The returns on the display did not appear overly threatening and had the look of precipitation, but not organized thunderstorm activity. At that point, the CA began a speed

reduction, when we began to experience turbulence. From what I could observe, this area had a wispy, layered look to it. Soon the turbulence increased to a moderate level, and lasted probably no more than 20 seconds, ending with a split-second negative g jolt. The aircraft remained wings-level, and the autopilot remained engaged. Almost immediately after the hard jolt, the ride became mostly smooth, and would remain that way for the remainder of the flight. The IRO called back to the flight attendants to check on the status in the cabin, and was informed that a flight attendant sustained an injury. The IRO contacted company operations via radio to coordinate for paramedics to meet the flight at the arrival gate. The remainder of the arrival, approach, and landing was uneventful.

Statement of International Relief Officer Chris Leonowicz reference to UAL Flight 128 on November 6, 2015.

While on arrival to KIAH, about 90 miles before top of descent, the Captain (CA), who was the flying pilot, requested me to provide the passengers with a PA, which I included saying " we will begin our descent for Houston shortly and now would be a good time to make any last minute trips to the lav. Once we begin the descent the Captain will be turning on the seat belt sign and we ask that you return to your seat and fasten your seatbelt for the remainder of the flight. Houston is currently 70 degrees with a half mile visibility, rain, and low overcast skies. Our gate of arrival is E7 and thank you for flying with us; we look forward to seeing you on another United flight."

Once we began our descent, and passing through approximately FL350, the CA turned on the seatbelt sign, though the ride had been mostly smooth. I recall looking at the MFD and seeing a couple of green and yellow cells closer to IAH. We were direct DENTO intersection by this time descending through FL 320, to 12,000 feet. I asked the CA if he wanted me to have the flight attendants to finish up their work and sit down for the remainder of the flight, which he agreed was a good idea. I called back to the 1L door area and spoke to a flight attendant, informing him that the flight may encounter some bumps going into Houston and now would be a good time to wrap up their work and to be seated. I also asked the flight attendant to inform all of the other flight attendants of the turbulence and request to be seated.

As the flight progressed, ATC advised us that they were painting moderate to heavy precipitation 50 miles ahead and to let them know if we needed any deviations. As we got closer to that area we observed a cell on radar that was green with yellow in the middle. Looking outside it appeared we would fly over the top of it, and we could see lights on the ground on the other side of it. There were some other build ups or higher clouds directly in front of us and the CA and FO agreed that turning right toward the clear area over the top of cell was the best option. The ride continued to be mostly smooth as we neared 12,000 feet, and the tops of the cell looked to be around 10,000 - 11,000 feet. Over the top of that cell we were still in mostly smooth air, however, we started to encounter more continuous light pockets of turbulence for a few seconds or so. Once we got to the clear area in which we saw the lights on the ground, level at 12,000 feet, the CA began turning back to the left. We were not displaying much on the radar in that direction, possibly some green. At this point we entered IMC conditions and began displaying some yellow on the radar and encountering some continuous light chop followed by a few seconds of light and moderate, and then one severe bump which was less than a second. It was enough to feel a little negative Gs into the lap belt (light in the seat) and then solid positive Gs into the seat. Almost immediately after the turbulence encounter, it was mostly smooth air, with occasional light turbulence.

After the severe bump I called the 2R door to verify that everyone was ok, and was informed that a flight attendant was injured, possibly dislocated or broke her leg, and they were asking if a doctor was on board to assist medically. The flight attendants also requested that I call operations in IAH and have paramedics to meet the plane. I advised the CA that a flight attendant was injured and would need medical attention. I radioed to IAH operations and informed them of the situation. An uneventful approach and landing was then accomplished.