

Captain Statement

UAL 152 LAX-HKG

December 2, 2024

Departed: LAX 0720Z/23:20L

Position: Pilot Monitoring

I was the Captain on UA152 on December 2, 2024, from LAX to HKG. I was the Pilot Monitoring. Both the copilot and I had returned from our break and were in our seats one hour prior to landing in HKG. There was good weather forecasted for the HKG area, and I had briefed the flight attendants accordingly.

The seatbelt sign was on above FL200, and the IRO Captain made the "Prepare the Cabin for landing" call at 18,000 feet. The descent was smooth. At 10,000' feet, I chimed the flight attendants. The copilot had the autopilot on, utilizing Vertical Speed and LNAV modes. Both of us had the weather radar on, but nothing was painting any activity. There was a thin deck of clouds that we transitioned through with one cloud ahead. It didn't seem like anything unusual until we entered the top portion of it. At that time, we received quite a jolt. It lasted approximately a second, maybe two seconds maximum. Then it immediately smoothed out. We didn't think anything unusual. The rest of the approach, landing and taxi-in were uneventful. We didn't receive any communication from the cabin crew that anything was wrong or anyone was hurt from the short encounter with turbulence.

After we completed our parking checklists and were in the first-class cabin waiting to deplane, I was informed by the Purser that one of the Flight Attendants working in the aft galley area had been injured during the brief encounter with turbulence.

I informed the IRO Captain, and we made our way back to the aft galley. We found the Flight Attendant standing in the galley being tended to by her colleagues. She was conscious but had a bump on her head and her left thumb area was swollen. We were informed that the Flight Attendants were just completing their final checks, and the Flight Attendant that was injured was transitioning through the galley to get to her jump seat when the jolt hit. The injured Flight Attendants said since she was in the middle of the galley, she had nothing to hold onto unlike her co-workers. I was told she fell to the floor on her right side and hit her head, not impacting any of the galley carts or counters, only the floor.

Since it smoothed out almost immediately, the injured Flight Attendant's coworkers assessed her condition, and determined that her injuries didn't warrant breaking the sterile cockpit environment, however, they did prevent her from performing any further duties and relocated another flight attendant to her jump seat.

The FA was able to walk off the airplane and went to the hotel with us. On the crew bus, I contacted Flight Operations Duty Manager (FODM) and the Lead Flight Attendant contacted his Duty Manager.

Once at the hotel, I helped the FA secure the medical attention that she needed.

First Officer Statement
UAL 152 LAX-HKG
December 2, 2024
Departed: 0720Z/23:20L
Position: FO

I was the First Officer in the control seat during UA152 LAX to HKG on 02 Dec. 2024. I was the Pilot Flying and seated in the right seat during the event in question. All phases of flight leading up to the last part of our descent were normal with no issues. Passing FL250 the CA turned on the seat belt sign. Shortly after, as we passed FL180 the IRO CA made the "Flight Attendants prepare the cabin for landing" announcement. Just prior to 10,000 feet the CA chimed the cabin crew per SOP for our final descent. Sometime after descending through 10,000 feet there was a scattered cloud layer. My weather radar's gain was plus 2 while the Captain's was at 0. Nothing was indicating any convective activity on either of our screens. This was also confirmed on WSI, which was displaying no weather or signs of turbulence.

Upon entering the cloud layer, we experienced light chop for about 5 seconds, during that chop there was one instance of moderate chop that lasted no longer than 2 seconds. I didn't think much of it, nor did anyone in the cockpit even make mention of the severity of that 2 second bump. The remainder of the flight was smooth, in VMC. It wasn't until after we landed and were deplaning at the gate, when it was brought to our attention that a flight attendant in the aft galley was injured during the turbulence episode. The CA and IRO CA both went back to the aft galley to talk with the injured flight attendant while the IRO FO and I finished getting our bags out of the flightdeck and left the plane. We did eventually go back onto the plane to check on the status knowing we were all going to ride the bus together.

The injured flight attendant walked off the plane on her own power and the injury was brought to the attention to airport ops as we exited the aircraft. On the ride to the hotel, the flight attendant indicated that she fell hitting her head and also had a hand injury.

Captain IRO Statement
UAL 152 LAX-HKG
December 2, 2024
Departed: LAX 0720Z/2320L
Position: IRO

I was the IRO Captain on UA152 on December 2, 2024, from LAX to HKG. I was in the center IRO position directly behind the throttle quadrant. Both the first officer IRO and I had changed over from the flying positions and conducted our changeover briefs with the flying pilots who would be conducting the descent and landing into Hong Kong (HKG). The flying pilots were in their seats more than one hour prior to landing in HKG. There was good weather forecasted for the HKG area, and the descent checklist and approach briefings had been conducted in accordance with United Airlines Standard Operating Procedures (SOP).

I made an announcement to the cabin crew and passengers about 15 mins before we started our descent into HKG to prepare them for the descent, remind them about the seat belt signs coming on in a few minutes and to prepare all personnel onboard for the good weather conditions that were present in HKG. As we started our descent, I noted that the Captain put the seatbelt sign on above FL250. The Captain had asked me to make the "Prepare the Cabin for landing" call at 18,000', which I did. The descent was smooth and gradual. At 10,000', the Captain chimed the flight attendants. The first officer was the pilot flying (PF), and he had the autopilot on. Both pilots had the weather radar on (in 2X strength to look for any hard to radar identify weather), but nothing was painting on radar. There was one small cloud ahead in our descent path below 10,000' as we followed approach control guidance. The cloud appeared to be of no significance, and we skimmed through the top of it for about two to five seconds, and as we did, we received a moderate turbulence level bump. The rest of the approach and landing was uneventful and conducted in accordance with ATC instructions and United Airlines SOP.

After we parked the airplane and were exiting the cockpit the Captain asked me to join her in the aft galley, as she had been informed by the Lead Flight Attendant that one of the flight attendants working the aft galley area had apparently fallen during the turbulence that we had experienced in the descent.

Reaching the aft cabin, we found the flight attendant in question with a bump on her head. She was being assisted by other flight attendants who had helped her place ice on her head in the small swollen area, as well as her thumb, which apparently, she hurt during the fall.

The flight attendant was able to depart the aircraft herself, and the crew assisted her with her bags to the bus and hotel, despite her insistence that she perform those functions herself. The Captain contacted both United Airlines Dispatch and the Flight Ops Duty Manager immediately during the bus ride to the hotel to advise them of the situation. In addition, the Captain also helped to secure medical assistance for the injured flight attendant.

IRO First Officer Statement
UAL 152 LAX- HKG
December 2, 2024
Departed LAX 0720Z/23:20L
Position: IRO

I was the First Officer IRO on UAL 152 LAX to HKG on December 2, 2024. I was positioned on the aft aircraft right jump seat. All four pilots were on the flight deck as we started our descent into HKG. All preflight, taxi out, takeoff, climb and cruise phases were all normal. As we descended through approximately between FL 250 and FL 200 the Captain turned the seatbelt sign on. Descending through FL 200 and FL180, the IRO Captain made the announcement, "Flight Attendants please prepare the cabin for landing." The weather on the descent was mostly clear skies and the ride was smooth. Approximately 10,000 feet, the Captain chimed the flight attendants. The flying FO had the autopilot on and had decreased his descent rate to slow to 250 knots at 10,000 feet and also what looked like to top a little cloud that was in front of us. Both pilots had their weather radar on with no weather being painted. I had just looked at WSI with no weather activity displayed for the descent. My arrival plate was currently opened to monitor the STAR. As we skimmed the top of a cloud, we did get a moderate bump that lasted no longer than 1-2 seconds. Then it was completely smooth for the rest of the arrival, just as it was leading up to it. We landed and parked at the gate without incident. There was no indication from the Flight Attendants there was anything wrong during the entire arrival, approach, landing, or taxi to the gate.

After we parked the aircraft and all checklists were complete, I packed up my bags and walked off the plane. As I waiting at the top of the jetway, I noticed the rest of the flight crew was taking longer than usual even though all the passengers were off the aircraft. I went back down to the aircraft, and that is when I was informed a Flight Attendant was injured on the arrival when we hit the moderate bump. I asked if she was okay, that's when I was told she fell in the aft galley and hit her head and her hand. HKG station operations got her a wheelchair. She said she was okay but seemed a little disoriented when she walked off the aircraft and sat down. I did notice her wrist was red. The Flight Attendant did ride to the hotel on the bus with us. I was told later she went to seek medical attention on the overnight.