

Captain's Statement

UAL 1 SFO-SIN

March 26, 2025

Dept. SFO 0659Z/2359L

Position: Pilot Monitoring

I was the Captain of UA1 on March 26, 2025, from KSFO to WSSS (SIN) and was the pilot monitoring. The First Officer and I had just returned from break. Before we took our seats, the IRO Captain briefed me about the flight's status. They had been deviating around small scattered radar returns and were about ten miles left of course, with a smooth ride the entire time we were on break. Once the crew change was complete, we cleared the weather and received a clearance from Manila Control to proceed directly to BN VOR and then on course. Approximately 5 minutes later, I turned the seatbelt sign off, as the ride was smooth. We were on a moonless night at FL400 in a thin cirrus cloud layer. We had been in the seats for about ten minutes since returning from break. The radar displayed no returns at any range in front of us. Approximately 50nm from BN VOR, we suddenly encountered a severe jolt lasting about 3-4 seconds, followed immediately by a smooth ride. During the encounter, the Autopilot stayed on. It was difficult to read the instruments, but after it smoothed out, there was no gain or loss in altitude or large speed deviations. Leading up to the turbulence, there were no ACARS messages or weather alerts from our dispatcher, nor any onboard radar, Skypath or the WSI app indications of any activity for this area.

A call was made to the cabin to check on passengers and crew. One passenger and four Flight Attendants were reported to have fallen with possible injuries. I decided to call the IROs to the flight deck to assist while we worked through this incident. I had the IRO Captain take my seat as the pilot monitoring and asked him to review the diversion guide in the event one was necessary.

I spoke to a flight attendant and was informed they could reach MedLink directly on their link device. I connected to Dispatch on Satcom and had them contact MedLink. I don't believe we had any professional medically qualified passengers onboard. MedLink recommended the appropriate medical response and a continuation to the destination as we were about 2:20 from SIN. The injured FA also agreed she was able to continue to SIN. To verify the status of the injured FA and passengers, I went back to the cabin. The sole passenger, an 11-year-old, was back in his seat. Three of the four Flight Attendants were up and about, and one Flight Attendant had a very swollen right ankle and could not put weight on it. At the time of the turbulence, I was informed that at least four of the five injured were standing in the back of the aircraft.

I returned to the flight deck and assumed the left control seat as pilot monitoring. I concurred with Medlinks' assessment, and a decision was made to continue to SIN. Once we were in SIN control, a medical emergency was declared. We made a normal landing and taxi to the gate, where paramedics met us. The passengers all deplaned normally, and the medical personnel attended to the injured Flight Attendant. It was recommended that she be transported to the hospital for further evaluation.

First Officer's Statement
UAL 1 SFO-SIN
March 26, 2025
Dept: SFO 0659z / 2359PDT

I was the First Officer of UA1 on 26 March 2025, from SFO to SIN, and was the pilot flying during the turbulence encounter. The incident occurred at approximately 2035z. We were roughly 50 nautical miles northeast of Butuan VOR (BN) at FL400. Before the encounter, the Captain and I were on our scheduled break, and it was noted that it was a good ride during that time. We flew in smooth air, in a stratus layer with no forward visibility at night. The Captain and I (the flying crew) had come off break at 2015z and were given a changeover briefing by the IROs. In addition to the standard briefing, they explained that there had been "a little weather," and they had obtained a clearance to deviate either side of the centerline course, up to 30 nautical miles.

When I returned to the flightdeck control seat, I noted there was no weather ahead of us on the radar screen and no indication of any activity on WSI (iPad app). The IROs left the flight deck to return to the rest area for their scheduled break. After ten minutes, we declared to ATC that we were back on course as there was no return on the radar, nor was there any weather indicated on WSI. Shortly after, we encountered a strong jolt of turbulence. It was brief, no more than five seconds in duration, if that, but a series of hard, short "bumps" forcing me against my seatbelt and making it hard to read the instruments in front of me. Immediately following this, it was smooth, and we had forward visibility and could see the lights of the approaching Philippine towns below.

As the flying pilot, I concentrated on flying the aircraft and handling the radios while the Captain followed all protocols for assessing and assisting the cabin. The Captain asked me to access the Diversion Planning Guide and have it ready if we needed to divert. The IRO Captain reentered the flightdeck and occupied the left seat while the Captain coordinated communications with the cabin, dispatch, and Medlink. Diversion to RPLL (Manila) was considered, but due to further evaluation of the situation and Medlink's advice, Singapore was considered the best option.

With a little over two hours left in the flight and the situation under control, we were on track to SIN with an injured passenger and a few Flight Attendants, one apparently with a serious foot injury. We were told the FA couldn't put any weight on her foot and would remain seated for the remainder of the flight, during which medical personnel would meet us at the gate.

From there, we made a standard arrival, approach, landing and taxi to the gate in SIN. The passengers all exited the plane normally, while at some point, the medical crew treated the Flight Attendant with the injured foot.

IRO Captain's Statement

UAL 1

March 26, 2025

Dept SFO 0659Z/2359L

Position: IRO Captain

I was the relief Captain for UA1 SFO-SIN on March 26, 2025. Crew scheduling notified me earlier (around noon local time) that the flight would be departing late due to a late aircraft arriving in SFO and that our new report time was 2200 local. We ended up departing the gate at 2359 local time and had normal briefings, preflight, taxi, and takeoff for our flight to Singapore.

Over 12 hours into the scheduled 15-hour and 42-minute flight, while I was in the pilot bunk during my scheduled rest break, the aircraft experienced some significant turbulence. This turbulence lasted less than six seconds. Shortly thereafter, the PIC captain called me and expressed that there may be some injuries from that turbulence, and I offered to come up to the cockpit and provide any assistance I could. Upon arriving in the cockpit a few minutes later, we decided that I would take the Captain's seat to allow the PIC Captain to give his full attention to communicating with the flight attendants, dispatch, MedLink, and all other appropriate parties on the best course of action for our flight.

The flying copilot continued as pilot flying, and I took over as pilot monitoring. We continued normal ORCA flight operations while reviewing the diversion guide and looking into possible diversion airports if the situation warranted. Manilla was discussed as the most likely diversion spot since it was relatively close, and both the airport and medical facilities would be adequate and appropriate.

After some time, the PIC captain, with assistance from MedLink and dispatch, determined that a diversion was unnecessary and that we would continue to Singapore. Initially, it appeared that we would be assigned a remote parking spot, and we requested, through dispatch, that we park at an actual gate for easier assistance from medical personnel upon our arrival.

Approximately one hour before landing in Singapore, the PIC captain returned to the Captain's seat, and I sat in the right rear observer's seat in the cockpit for the remainder of the flight.

Upon check-in with Singapore ATC, the flying pilots alerted ATC that we were declaring a medical emergency due to turbulence-related injuries. We flew the arrival procedure and received vectors from ATC to the ICE ILS DME runway 2C. After landing, the tower controller instructed us to exit the runway on taxiway T4, which allowed for a very short taxi to our assigned gate.

Upon arrival at the gate, we conducted normal arrival and shutdown procedures while medical personnel boarded the aircraft to assist the injured. After all passengers and flight attendants disembarked, we exited the aircraft and proceeded to customs and immigration and our transportation to the layover hotel.

First Officer/IRO Statement
UAL 1 SFO-SIN on a 787-9
March 26, 2025
Dept: SFO at 2359L
Position: IRO FO

I was the IRO First Officer on UAL 1 on March 26, 2025, from SFO to SIN, and I was on my second rest break when the turbulence incident occurred. We (the IRO crew) were in the control seats from south of the Aleutian Islands to the border of Oakland Oceanic FIR and Manila FIR at 13 North, 130 East. The initial flight plan did have remarks about turbulence on departure, turbulence at 160E, and scattered/broken convective activity at 130E, 12:10 minutes into the flight. Our central portion of the flight was uneventful, with the flying crew scheduled to come off break in the vicinity of 130E.

Approaching 130E, we requested minor deviations from Oakland Oceanic for scattered radar returns. We were still deviating but had cleared most of the known weather when we changed crew positions. Other than the weather we were actively deviating around, I didn't see any other radar activity ahead of us. No noteworthy turbulence accompanied these deviations. I returned to the Overheard Flight Crew Rest bunk for my second break shortly thereafter.

10-15 minutes into my second break, and without preceding turbulence, a brief encounter with significant turbulence occurred, lasting a short duration (I'd estimate less than six seconds). Not long after, I heard the IRO Captain's bunk get a call, and he started to get out of his bunk. I inquired if everything was alright and was informed that flight attendants had received injuries and a diversion to Manila was possible. I exited rest to assist if needed.

Initially, I was in the forward galley and was told by the Purser most of the injuries were in the rear galley, including four flight attendants and one passenger. I was advised that two or three medical professionals were assisting. Shortly after I reentered the flight deck, a coordinated decision between the crew, dispatch, and Medlink was made to continue to SIN. There was about two hours left in flight at this point. SIN initially assigned us a hardstand/airstair gate, but we coordinated with dispatch and was able to get a standard gate to help facilitate the EMS process. An emergency was declared to facilitate expedited handling once we got closer to SIN airport along with a request of runway preference, and EMS services. The approach and landing to SIN were standard, with no noted issues. Our taxi to the gate was short (less than 10 minutes). Once we arrived there, medical staff assisted the injured Flight Attendant as the passengers deplaned the aircraft. Maintenance logs were entered for emergency medical kits and a Severe Turbulence Encounter.

UA1 - Flight Attendant Statements

I was in the mid galley, getting ready to prepare for pre arrival service when suddenly there was clear air turbulence that shook the airplane violently. I was thrown up in the air and landed on my rear/back. I was able to crawl on the floor and get up to get into a jumpseat to stay safe. Upon check in, I was informed that there were FA injuries in the aft cabin. I ran to the aft galley and immediately saw 2 FAs on the ground unable to get up. One FA's ankle was appearing to be broken immediately. I paged for a licensed medical professional, informed the cockpit and went to wake up FAs on crew rest for additional assistance. Upon landing in Singapore, I along with three other FAs were examined at Raffles Clinic.

FA #3 Economy beverage aisle

While I was taking my break, I was awoken by severe turbulence. When it was safe, my crew alerted me that Flight attendants had been injured. I assisted as needed by comforting passengers, cleaning up trash, and ensuring galleries were secured until paramedics met the flight after landing.

On United flight 1 March 26 2025 I was flight attendant 10 assigned to jumpseat 2 right forward facing. Approximately 2 hours and 45 minutes from landing in Singapore we experienced unexpected violent clear air turbulence. At the time of the incident I was covering the forward galley and a zone passengers. It was maybe about 20 minutes prior that the seatbelt sign was on with some light bumps but it was short lived and I believe the sign was no longer on as it was quite smooth. I was standing right next to the 11 jumpseat when I felt the plane suddenly jolt. I was able to grab the harness and hold on as we were experiencing violent motion while pulling myself in to a secured position. As I was strapping in I was able to see flight attendant 8 was trying to get to his jumpseat. I was only able to see his upper body in a fall hitting the ground and bouncing up and hitting again. I also heard the sound of breaking glass. It was over as quickly as it started. I received a call from the flight deck letting me know that they did not see anything on the radar and it should be over now. He asked me to go check the cabin and report back. Before I could check I had a call from flight attendant 7 telling me they needed help and medical with 2 flight attendants on the ground. Flight attendant 8 came up next to me and I told him and asked him to page for medical professionals and to go wake up the crew that were on break. I walked the cabin stopping at every few rows asking if anybody needs help or if anybody is injured nobody was in the lavs or said anything about injuries. We had a couple medical volunteers walk past me with fa8 when I was just past door 3 during the walkthrough when I saw a man carrying a crying little boy up the opposite direction. When I passed through the galley I saw fa 5 and six on the ground and flight attendant sixes ankle and foot were noticeably in the wrong position and fa 7 talking to the medics. I knew they were getting help so I continued checking on the cabin trying to get to the boy that I saw. When I found their family the father told me that he thought he was just scared and to keep the medics with our flight attendants that were in the back. I tried to use my medair app and was unable to use the radio function due to poor connection. I used the PA system to try to find another medical professional to assist the child. I also called the flight deck to report my findings. It was around this point that the flight attendants on break were in the cabin and assisting where needed. When I returned the the 11 year old I saw him with a nurse and another crew member. I can not remember who. I

went and got them ice. When I went to check on the aft galley it was quite crowded with medical help and flight attendants so I stayed with the 11 year old and his family. At this point flight attendant 1 wanted us to do service for the business class cabin so we took care of that. We had a flight attendant nonrev that took over door 3 left for landing and I took 4 left. Flight attendant 9 took over 4 right. All doors were covered for landing.

To whom it may concern,

I was recently flying Purser FA01 on flight one to Singapore on 26 April. We were approximately 11 hours in the flight when turbulence struck. I was on my break in the bunk at the time this happened. It lifted me up and hit my head on the side wall as it seemed I was too close. Approximately 5 to 10 minutes later a flight attendant came and woke us up as they mentioned flight attendants are hurt. When I came downstairs from the bunk, I looked in the aft galley and two flight attendants were laying on the floor. They were being attended to by medical personnel.

I went to the forward part of the aircraft to get briefed on what happened. This was the only thing that I observed during this turbulence.

While on crew rest break the plane hit two severance jolts that raised FA2 off my bunk and FA08 woke us up from our break to say there was an emergency and we might divert. After coming down from the bunk FA02 saw FA06 & FA05 on the galley floor with carts overturned and medical people tending to them.

Walking up the aisle FA10 was tending to passenger A an 11 yr old boy (34f) sitting in 34j who hurt his back in the turbulence. FA02 got him a bag of ice to put behind his back and a large silver tray to keep his back upright. passenger A's parents were sitting with passenger A and monitored passenger A for the remaining part of the flight. We checked on passenger A and FA05 talked to the family.

I was FA04 (4R jumpseat) working UA1 on March 26, 2025. Two other flight attendants were on duty with me at Aft Y cabin for that period. I do not recall if the seat belt sign was or was not illuminated at that time. It was relatively calm and the 3 of us were working in the aft galley. The carts were out in the galley as we were taking out the entrees, loading the ovens with meals for the arrival service. A young little boy entered the galley asking for sandwich snacks. Suddenly, unexpectedly, clear air turbulence struck. The plane 'dropped' and all 4 of us (the young boy and 3 flight attendants) were lifted off our feet. It all happened so fast, I remember 'flying up' and then dropped down hard, hitting the side of one of the carts and then thrown backwards, hitting hard flat onto the galley floor. My head / back slammed backwards onto the floor and so did the little boy right beside me. His screams of fright and agony when he landed hard on his back on galley floor still haunting me. Knocked off our feet, I could hear my co-worker in pain lying on the other side of me, she knew she had sustained broken bones. I must have been lying on that galley floor, shocked yet unable to get up immediately to summon help as my feet were caught under one of the carts. Shouted to passengers to get assistance from any crew member upfront (unaware that upfront f/a working in Polaris galley was injured) or from other passengers.

Passengers who were medical personnel did attend to the little boy and my coworker who had suffered broken bones.

Upon landing in Singapore, all 4 flight attendants and the boy were taken to Raffles Medical. My coworker with the broken bones had surgery that evening. Doctor who examined/ treated me noted that I had bruise on my left side and a bump (slight swelling) on my back of head. I was discharged on 31March. Deadheaded back to SFO the next day. Was sent to urgent care on 02April and later to ER, Novant Forsyth Hospital.

I was working the back galley position on a 787P on March 26. It was Flight 1 from SFO to SIN. We were about 14 hours into the flight with about 2 1/2 to 3 hours left to go. My assigned jumpseat was at 4L. I am not sure how to label positions for this NTSB report, because the company calls every working position we have in the back of the plane FA01. All three flight attendants injured in this incident were working FA01 positions. For the purposes of this report and to make things easier to understand, I will go by the flight attendant numbers on the aircraft staffing sheet. I was FA #7. The other two were #9 and #6.

The three of us were in the back galley working when the incident happened. We had 2 carts out. We were in the process of taking unused meals from the previous meal service out of the ovens, throwing them away, and taking fresh meals out of the carts and loading them into the ovens for the upcoming pre-arrival breakfast service. A boy (about 8 years old) came into the back galley, stood close to the middle jumpseat and asked for a snack.

If you stand in the back galley and face the front of the aircraft, the cart I was working with was parallel to the plane (facing front to back of the galley/plane) on the left side of the galley and I was between the cart and galley wall on left side - Pretty close to my jumpseat at 4L. I was working the front one end of the cart and #9 was working the other end of the cart - closer to the back of the galley. #9 gathered a few things for the boy to eat and was crossing the galley to hand it to him. #6 was working out of a cart that was up against the back right corner of the galley. The cart was going right to left, with the long part of the cart up against the back wall or row of carts and ovens.

The seatbelt sign was off. There was no reason for it to be on. There was no prior turbulence. The turbulence came as a quick rumble under the plane. I could not tell how far forward it started because it was only for just a second. Within a second, I was lifted into the air, suspended 2-3 feet in the air for about 2-3 seconds, and then slammed, straight down onto the galley floor, landing on the top part of my left foot, knee, hand and hip. I do not think I hit the ceiling. I am not sure if the plane got picked up to force the floor to hit me in the air, or if - somehow - I got pushed down to the floor... or both. It all happened very, very fast and I did not have time to process it all. The turbulence left as fast as it came. It was all over in a few seconds. Out of the corner of my eye, I could see #9 coming through the air. As #9 was crossing the galley to give the boy his snack, they got spun through the air, upside down (face up), landed on the boy, and on her back. The cart I was working out of came off the ground and came down on #9's feet. I was not facing #6, so I did not see #6 go into the air, but later could see they had also landed on and hurt their back, and I could see that they had a serious ankle injury. #6 was wearing hose and did not appear to be bleeding. But through the hose, it

appeared to me that their foot was no longer attached to their leg bone. #6's knee was facing the ceiling and her foot was laying to the side. It was attached by skin and not bleeding, but not attached like a foot normally would be. Both carts went up and came down, landing upright. One landed on #9's feet. The other may have landed on #6. Neither cart hit the ceiling nor fell over - They landed straight up. No other galley equipment came out or fell. It was all secured.

Everything was happening so fast. The boy was screaming very loudly and the other two flight attendants were moaning in pain. I quickly did a self assessment. I concluded that I was not bleeding, nothing was broken and I could move all my parts. Anything that was wrong with me would have to wait because everyone else in this galley seemed to be in a worse condition than myself. I went to the boy first. I got him to calm down a bit and asked what hurt. He said his back hurt. He was rolling around moving his head and arms while screaming, so that told me he did not have a spine or neck injury. I checked him for bleeding or broken bones and saw nothing. I asked him to move his extremities, one at a time and he did. I asked him if it was his skin or something inside his skin that hurt. He said he smacked his back on the floor and the skin on his back hurt. When he first came to the galley, he said his dad told him to come to us and ask for a snack. After assessing him, I sent him back to his dad. I told him if the skin on his back hurts, he needed to ask his dad to help because I have to take care of people who are hurt more. The boy agreed and left. I assessed that he was more scared than hurt. #9 was lying on their back, moaning that their back and head hurt. I started asking them to move their extremities, one at a time, when I noticed the ankle on #6. That quickly became the priority and I called for a doctor over the PA.

An MD came to the back galley. I also called the other flight attendants through the intercom - not over the airplane PA - to come help. I also called the cockpit, telling them what happened, the seriousness of the medical situation and suggested they get MedAire on the phone. I tried to get MEDAIRE on the link phone myself, and I could not reach them. The airplane internet rarely works over the Pacific, and MEDAIRE works via internet. MedAire was not an option on this flight. I was running around trying to get as much medical equipment to the doctor as I could, calling again for more medical professionals to come to the back galley. Nurses started to come back to join us and help #9, while the doctor and I attended to #6. The doctor kept asking me for a leg splint... of any kind. We needed to splint the leg, I had no splint to give him, and I kept running around, rounding up and handing him things from the plane that seemed like would be a decent substitute for a splint. After many tries, we finally settled on me breaking a plastic food tray in half and using that. He splinted her leg with it, wrapping the plastic trays, pillows and an ice bag around her ankle - securing/ tying it all together with blankets. With all the FAs' and medical professionals' help, we got both FAs into a jumpseat, got their legs propped up and then monitored them for shock. Once the dust settled and the adrenaline came down a bit, that is when I realized I was hurt as well. My ankle and my knee started to swell up and I was quickly starting to feel the effects of bad whiplash. There was more than 2 hours of flying left before landing in Singapore. We were told we were not going to divert due to knowing the medical care in Singapore would be good and we were not sure what quality of medical care we would get if we declared an emergency and had to land somewhere else. I can't remember who it was that told us that.

There was another FA (FA04?) who was working the middle galley at the time the turbulence

hit. I am not sure their exact position - but they were knocked off their feet and fell down onto their back.

After landing in Singapore, 3 flight attendants (myself - #7 -, #9 and the middle galley person) were taken by wheelchair to the Raffles airport clinic. #6 - with the broken ankle - was taken straight to the Raffles Hospital. After examination at the clinic, the middle galley flight attendant was treated and released. #9 and I were taken by ambulance to the Raffles hospital for further examination and treatment. After several hours and many x-rays, MRIs and other treatments, we were released later in the evening. #6 went into surgery that evening to repair the ankle.