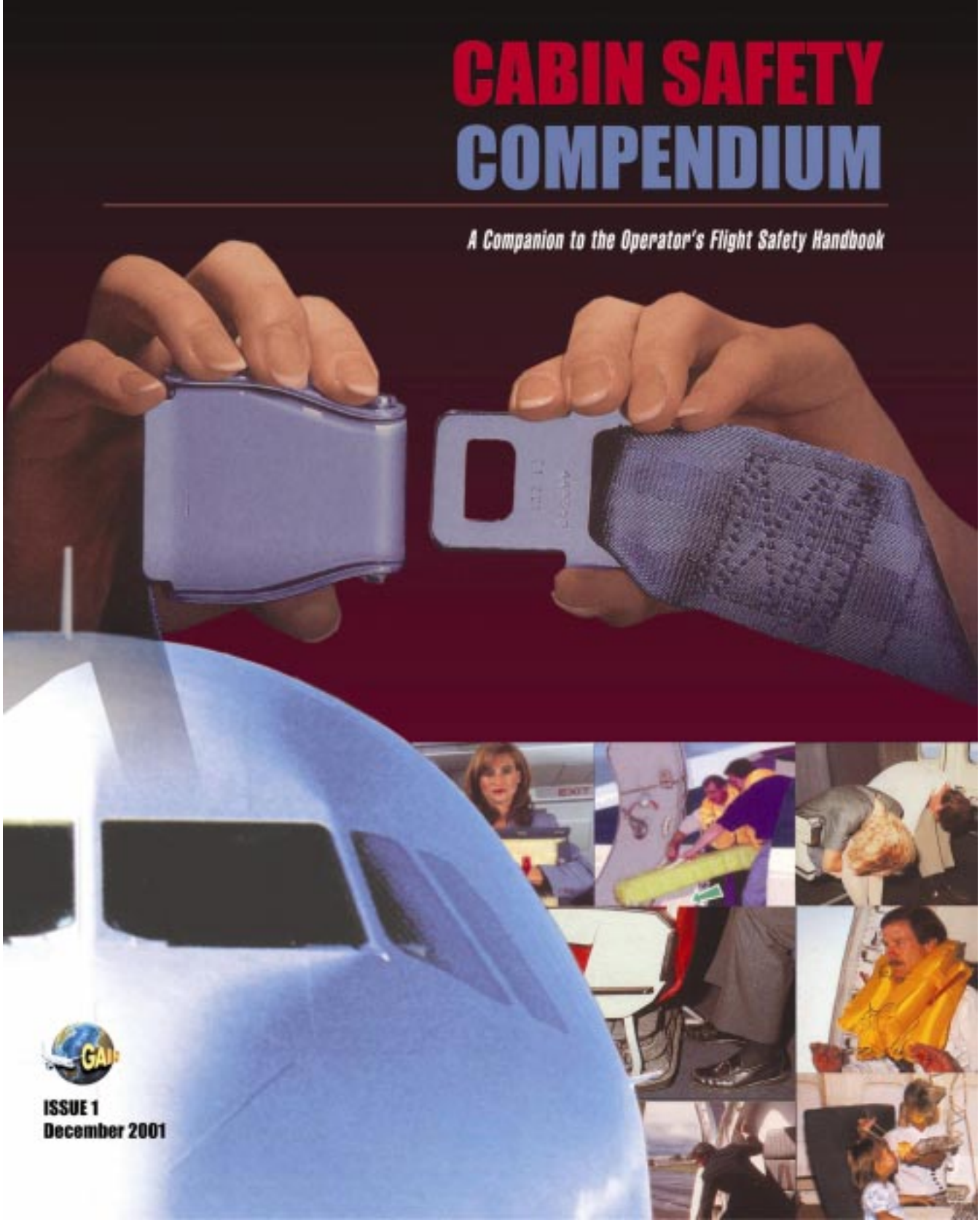
CABIN SAFETY COMPENDIUM

A Companion to the Operator's Flight Safety Handbook



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Cabin Safety Compendium

Issue 1

A Companion to the Operator's Flight Safety Handbook

Developed by the Cabin Safety Team
Operator Safety Practices Working Group
Global Aviation Information Network (GAIN) Program

December 2001

A TRIBUTE

The GAIN Working Group A Cabin Safety Team dedicates this body of work in memory of our comrades lost in the line of duty on September 11, 2001 aboard…

American Airlines Flight 11

American Airlines Flight 77

United Airlines Flight 93

United Airlines Flight 175

They will not be forgotten……..

TABLE OF CONTENTS

SECTION 3 – EMERGENCY PROCEDURES

FOREWORD

ACKNOWLEDGEMENT OF CONTRIBUTORS

The Co-Chairs of the Aviation Operator Safety Practices Working Group of the GAIN Programme would like to thank all of the individuals and organisations that made this Compendium possible. The quality of this work is directly related to the tireless contributions of many aviation safety professionals, all of whom gave of their time, their facilities, and most importantly their wisdom and passion for safety, even in the face of aviation adversity. This process of bringing together experienced, passionate individuals and organisations to develop their collective wisdom and provide the result to the aviation safety community is a sound model for safety improvement worldwide.

The development of the CSC was completed by the Cabin Safety Team Members listed below. After the final draft was completed, the very able Independent Review Team listed below was commissioned to do a detailed assessment of the Compendium and provide recommendations for improvement.

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ABBREVIATIONS

ABP	Able Bodied Person
AC	Alternating Current
AED	Automatic External Defibrillator
ATSB	Australian Transport Safety Bureau
CAIR	Confidential Aviation Incident Reporting (Australia)
CRS	Child Restraint System
CSR	Customer Service Representative
DGCA	Directorate General of Civil Aviation
ELT	Emergency Locator Transmitter
FAA	Federal Aviation Administration
FAR	Federal Aviation Regulations
Fwd	Forward
GAIN	Global Aviation Information Network
GPS	Global Positioning System
HF	High Frequency
ISASI	International Society of Air Safety Investigators
JAA	Joint Aviation Authority of Europe
JAR	Joint Aviation Requirements
NTSB	National Transportation Safety Board
OFSH	Operator's Flight Safety Handbook
PA	Public Address
PAX	Passenger(s)
PBE	Protective Breathing Equipment
PIC	Pilot-In-Command
TCAS	Traffic Collision Avoidance System
UNAM	Unaccompanied Minor, also called UNIMS, UM, Young Passengers (YP), Unaccompanied (UNAC)
VHF	Very High Frequency

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SECTION 1 - INTRODUCTION

1.1 BACKGROUND

This document is a companion to the *Operator's Flight Safety Handbook* (OFSH), which was also developed by the Aviation Operator Safety Practices Working Group of the Global Aviation Information Network (GAIN) Programme. The intent of this compendium is to provide guidance to an aviation operator for the establishment and monitoring of a cabin safety programme within the organisation.

1.1.1 Use Of This Document

This document was developed as a companion to the *Operator Flight Safety Handbook* (OFSH), which was released in June 2000 as a product of the Aviation Operator Safety Practices Working Group of the Global Aviation Information Network (GAIN) Program.

Like the OFSH, this ***Cabin Safety Compendium*** (CSC) is intended as a guide for operators to develop a cabin safety program. There is no regulatory or standard development intent within the document; in fact, the CSC often contains alternative practices in use by operators throughout the world. The intent is that in using the OFSH and this CSC, each operator can develop or improve a custom Cabin Safety Program, which is tailored to the specific requirements of the organisation.

In a similar manner, this document does not intend to capture and present all acceptable methods of performing any particular function; instead, it presents samples of current practice.

The purpose of this document is to provide guidance when developing procedures that have an impact on flight safety in the general handling of aircraft, passengers and cargo. Such procedures should be incorporated into the following Operator manuals as appropriate:

- Flight Operations Policy Manual
- Station Operations Manual
- Aircraft Loading Manual
- Cabin Crew Safety Procedures Manual
- Ramp Operations Manual
- Security Manual

In all cases, any procedures developed should be consistent with prevailing instructions set out in the following appropriate aircraft and/or equipment manufacturer documentation:

- Flight Crew Operating Manual
- Maintenance Manual
- Cabin Crew Operating Manual
- Weight and Balance Manual

In addition, procedures must also comply with any applicable State Health and Safety regulations. (The term “State”, as used herein, refers to any sovereign entity that regulates air commerce.)

1.2 SCOPE

The scope of cabin safety used in this compendium encompasses all cabin crew responsibilities from pre-flight to post-flight. It begins with the cabin crew pre-flight/pre-boarding checks, through boarding, in-flight, and post-flight checks after all passengers have deplaned. Specific scope includes the following:

- Focus on passenger carrying operations (including combination passenger/cargo operations, but excluding cargo only operations).
- Safety of passengers and cabin crew only - the flight deck crew is excluded (flight deck crew will be incorporated to the extent to which they interact with the cabin crew).
- Hazardous cargo carriage will be covered related to cabin baggage only, thereby excluding cargo area hazardous materials.
- Cabin safety is taken to mean "the breadth of functions covered by the cabin crew related to crew or passenger safety", not just safety activities inside the “cabin area”. For example, marshalling/escorting passengers on the ramp, as is the case with regional operators, and passenger loading with engines running would be covered. *Note: Specific procedures, policies, and regulations will vary among operators and States.*
- Security, as it relates to issues that directly affect passenger and cabin crew safety during pre-flight and post-flight activities. In essence, these consist of security issues inside the cabin (i.e., unruly passengers, weapons, etc.).
- Procedures include, but are not limited to, the following: passenger boarding; seat assignment; passenger safety briefing; service equipment storage/use; emergency medical equipment storage/use (oxygen, AED, first aid kit, etc.); handling of medical emergencies; non-medical emergency equipment storage/use (fire extinguishers, protective breathing equipment, etc.); in-flight emergency procedures (smoke, fire, etc.); cabin baggage storage/access; cabin crew announcements; turbulence penetration procedures (including procedures for achieving various levels of ‘secure cabin’ in preparation for turbulence/weather penetration); handling unruly passengers; emergency evacuation (general procedures only, no aircraft specific procedures for doors, window exits, plug/hatch type exits, evacuation slides, etc.); and routine deplaning.

1.3 GENERAL

One of the most important aspects of flight safety is that all crewmembers should be aware that it is vital to communicate, cooperate and work together as a team, in both routine and emergency situations.

The following chain of command should always be respected:

- Pilot-In-Command (PIC)
- First Officer or Cruise Captain (where applicable)
- Flight Engineer or Second Officer (where applicable)
- Lead Cabin Crewmember
- Cabin Crewmember

Cabin Crew positions are often referred to using different terms among Operators and States. In order to have consistent terminology throughout the document, the following position titles are used:

- Lead Cabin Crewmember – also called Flight Attendant 1, Purser, #1 Flight Attendant, L1 or Supervisor, Senior Cabin Crewmember, In Charge Flight Attendant, Cabin Service Director, Flight Service Director
- Cabin Crewmember – also called Flight Attendant, In-flight Service personnel, Stewardess, or Steward

The PIC is responsible for the safety of the passengers, crewmembers, cargo, and aircraft at the exact point at which the PIC assumes that responsibility in the aircraft and continues until released from flight duty. Any disagreements relating to this authority will be handled after the completion of the flight through the proper authority. In the event both the PIC and First Officer (and other flight deck crew) become incapacitated, the Lead Cabin Crewmember should take command and ensure the safety of the passengers.

The Cabin Crew is in charge of the passenger cabin area and should ensure compliance with all applicable State regulations (e.g., Canadian Aviation Regulations, Federal Aviation Regulations, Joint Aviation Requirements, etc.) concerning safety of flight and passenger activity in the cabin.

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SECTION 2 - ROUTINE PROCEDURES

2.1 PRE-FLIGHT & PRE-BOARDING PROCEDURES

2.1.1 Pre-flight Procedures

A pre-flight crew briefing should be mandatory for all flights including subsequent legs with the same crew. The briefing can be accomplished with all crewmembers present, or between the PIC and the Lead Cabin Crewmember, in which case the Lead Cabin Crewmember would then brief the remaining Cabin Crewmembers. This briefing should address the following topics:

- Number of cabin crew on board
- Passenger load factor
- Passenger boarding time
- Anticipated length of taxi
- In-flight weather
- Anticipated delays
- Unusual circumstances pertaining to the flight
- If flight route may require use of supplemental oxygen units during a decompression
- Presence of armed and escorted passengers including seat locations
- Number of passengers with disabilities and the nature of those disabilities that would affect the seating
- Number of "Unaccompanied Minors" (UNAMs) and other special needs passengers to be boarded
- Service overview
- Review aircraft specific safety procedures
- Flight specific security procedures

2.1.2 Pre-flight Checks

Pre-flight aircraft checks must be accomplished on each flight prior to passenger boarding. This includes checking for presence of emergency equipment, completing security checks and checking catering.

Prior to passengers boarding the aircraft **all** cabin crewmembers should:

- Introduce themselves to the flight deck crew (some Operators require the flight deck crew to initiate this process)
- Exchange introductions with other cabin crewmembers (unless
- Stow personal belongings
- Check to ensure that all necessary emergency equipment is available and appears to be in working order with unobstructed access. Perform a Cabin Security Check. Per regulations, cabin security checks should be performed **on every flight** [FAR 108.13 (d)/JAR-OPS 1.1250]
- Check operation of jump seat/harness

- Check cabin systems, interphones and video players
- Check overall cabin appearance/cleanliness
- Check seatback pocket/literature pockets for:
  - Presence of Passenger Safety Information Cards (spot/random check, as this function is normally performed by another department)
  - Free of extraneous items (items in plain view)
- Ensure that tray tables/seatbacks are upright and in locked position
- Open all overhead bins
- Check that lavatories are empty of passengers
- Check door exits for barrier straps caught in door or missing
- Ensure minimum crew per regulations is onboard prior to passenger boarding
- Perform any necessary security checks

2.1.3 Pre-Boarding Passengers - Use and Notification

Pre-boarding is a service that is usually offered on all flights to allow certain passengers to board the aircraft before general boarding begins. The Gate Agent should inform the Lead Cabin Crewmember that pre-boarding is beginning. Ensure that the minimum required cabin crew are onboard and uniformly distributed throughout cabin in accordance with regulations [FARs 121.391 & 121.393/JAR-OPS 1.990] and company policy.

During pre-boarding, all cabin crew should:

- Greet pre-board passengers
- Assist passengers with seat assignments
- Offer assistance with special needs passengers
- Individually brief passengers with special needs
- Ensure child restraints are properly located and configured; check with the parent/guardian to ensure that requirements have been met. (See paragraph 2.2.9 for more information)
- Check ID and brief jump seat riders as necessary
- Ensure seat assignments are in compliance with exit seat criteria; passengers requiring seat belt extensions should not be permitted to occupy an emergency exit row seat

Those allowed to pre-board may include:

- Passengers travelling with infants
  - **NOTE**: Some States have regulatory requirements for infant carriers.
    - In the US, FAR 121.311 addresses infant carriers: Only FAA approved child restraint systems may be used during movement on the surface, take-off and landing. Some Operators may allow passengers to use non-approved child restraint systems during other phases of flight. Some carriers provide “bassinets” that passengers may use for infants during the cruise portion of flight and have procedures in place to require that parents hold these infants whenever the Fasten Seat Belt sign is illuminated.
- Unaccompanied minors
- Passengers needing assistance

- Armed law enforcement officers and prisoners with escorts
- Passengers assigned exit row seating (some operators use this as pre-screening)
- Deportees

2.2 GENERAL BOARDING PROCEDURES

2.2.1 General Passenger Boarding (Excluding Ramp Escort Operations)

To ensure a smooth and efficient boarding process, the Gate Agent or a Cabin Crewmember will notify the other cabin crewmembers that general boarding will begin.

Boarding responsibilities for cabin crew include: checking validity of passenger boarding cards, assisting passengers with seat assignments, monitoring cabin baggage, electronic devices, ensuring exit seat criteria are met, monitoring child restraint devices as well as keeping a visual watch of the cabin at all times. Cabin crew should be evenly distributed throughout the cabin in order to monitor the boarding process.

If it is necessary for a cabin crewmember to leave the aircraft, the Lead Cabin Crewmember or flight deck crew should be notified.

2.2.2 Unaccompanied Minors (UNAMs)/Unaccompanied Young Passengers

Accepting children for travel without an accompanying adult assumes a very heavy responsibility. A UNAM who is accepted for passage is in Operator custody until surrendered to those responsible for the minor's welfare at his/her destination.

Operators may accept children between the ages of 5 and 11 (exact ages may vary according to State or Operator policy) who are travelling alone. Operator policies vary concerning connecting itineraries. Children 12 and older are considered young adults by most States. Similar unaccompanied minor procedures may be applied to young adults per Operator or State policies.

Operators should ensure all required documents have been filled out completely prior to boarding. Child's name, address, person's name and phone number escorting the child to the airport, person's name and phone number meeting the child, list of connecting flights, special instructions/needs all should be included, along with the child's ticket/boarding passes, passport, luggage tags, and any medical conditions.

Proper identification should be verified prior to the child being released from the Operator's responsibility. If the person meeting the flight is not available, the child should be turned over to Passenger Service or a pre-designated Operator employee.

2.2.3 Transportation of Passengers with Disabilities

In order to comply with certain State regulations and accommodate the needs of passengers with disabilities, the Operator should **NOT**:

- Discriminate against any individual with a disability
- Refuse transportation to any person with a disability whose appearance or involuntary behaviour may offend, annoy or inconvenience crewmembers or passengers.
- Refuse to provide transportation to individuals with disabilities by limiting the number of such persons who are permitted to travel on a given flight
- Require a disabled individual to occupy a certain seat (except that exit row seating requirements should be followed)
- Require a disabled individual to pre-board
- Require a disabled individual to sit on blankets

Upon request, Operators should provide information concerning the location of seats with movable armrests, wheel chair accessible lavatories and locations for stowing personal wheelchair, cane and/or other walking devices.

Canes can be stowed along the fuselage wall, in an overhead bin, a closet or under a seat (cannot impede passenger egress).

Braille Briefing Booklets may be offered when applicable. On board wheelchairs may be offered, when available.

Non-ambulatory passengers should be personally briefed by a cabin crewmember and include the following points:

- Route to the closest floor level door exit
- Location of all other floor level door exits
- Time to start moving to an exit in an evacuation
- Determination of the most appropriate way to provide assistance in order to prevent injury or pain

Passengers who cannot sit erect should be seated in a row of seats just forward of a bulkhead/monument. Seat backs may be reclined for all phases of flight.

Persons with ventilators/respirators may use their approved personal devices while on board, based on the Operator's pre-screening procedures.

Assistance should be offered to passengers when filling out landing cards.

Cabin crew should inquire about the passenger's itinerary, including connections and final destination. If the disabled passenger needs assistance after the flight, the crew shall radio ahead to ensure assistance is available

2.2.4 Multiple Occupancy of Seats

The maximum age of an infant where multiple occupancy of seats is permitted varies according to regulatory requirements of States, but typically is less than 2 years.

2.2.5 Seat Duplications

Cabin crew should handle seat duplications in the following manner:

- Verify boarding documents of both passengers
- If a discrepancy does exist, notify the Gate Agent with passenger's names and indicated seat number, then reseat the passengers accordingly
- Adhere to applicable regulatory guidelines. Minimum crew must remain on the aircraft. Therefore, in the event that leaving the aircraft is not possible, cabin crew should use an alternate method of communication to inform the agent of a seat duplication; i.e., have the flight deck crew request assistance from an agent.

2.2.6 Carriage of Stretcher Patients

While guidelines vary from State to State, the carriage of stretcher patients should be permitted within the following constraints:

- The stretcher should be an approved device and carriage should be limited to one per flight.
- The stretcher should be installed in accordance with the Loading Manual, which should show details of fitting positions, method of installation and the effects on aircraft weight and balance. The stretcher should be secured to the aircraft and the patient should be secured to the stretcher with an adequate restraint system.
- A certificate indicating the patient's ability to travel should be provided to the Operator by an approved medical agency. An able-bodied attendant should accompany the patient and be responsible for any necessary care during flight.

2.2.7 Cabin Baggage (Carry-On Luggage)

Though specific limitations vary among both State regulations and Operator policies for domestic and international flights, this paragraph presents typical conditions.

All cabin crewmembers should check and assist passengers in finding proper cabin baggage stowage during boarding in a manner that does not interfere with direct and easy access to and use of emergency equipment.

In order to address both baggage stowing and cabin baggage limitation requirements, the lists below provide examples of what is and is not typically considered "cabin baggage". Examples of cabin baggage include the following items:

- Clothing or garment bags
- Tote bags
- Suitcases (hard and soft)
- Laptop computers
- Briefcases
- Shopping bags
- Papoose-like baby carriers with hard, non-folding frames

- Portfolios
- Coolers/Styrofoam boxes
- Camcorders
- Trade tools (e.g., architectural blueprints in long tube)
- Child restraint devices/systems which either will not or cannot be used in-flight
- Food items in disposable containers

Items not counted as cabin baggage are:

- Purses of reasonable size
- Overcoat or jacket/wrap
- Umbrella
- Small camera/camera pack
- Small music player (CD, cassette, etc) with headset
- Reading material
- Assistance devices for persons with a disability
- Food items in disposable containers (some States consider food containers brought on board as carry on items and must be stowed during taxi)

2.2.8 Stowage of Cabin Baggage

All personal belongings should be restrained in approved stowage areas before the aircraft door is closed . Approved stowage areas include:

- Overhead bins: Each bin should be totally enclosed and have a door that latches closed. (Some States require secondary restraints, e.g., cargo nets). The weight limitation should be clearly placarded and the maximum permitted weight should not be exceeded.

- Underseat stowages: The space underneath the passenger seat may be utilised as stowage provided a restraint bar is fitted as part of the seat. The baggage should fit under the seat securely and should not impede exit from the seat row.

- Other stowages: All other stowage areas should be totally enclosed and placarded with the maximum allowable weight.

Cabin baggage should not be stowed:

- At any location where it would impede access to emergency equipment or emergency exits
- Against bulkheads
- In lavatory compartments

2.2.9 Child Restraint Systems (CRS)

The use of CRS varies among States. Typical policies are presented below.

Operators are encouraged to allow the use of empty seats to accommodate CRS. However, Operators are under no obligation to allow un-ticketed children to occupy empty passenger seats, regardless of whether the child is to be placed in a CRS.

Operator personnel, specifically cabin crewmembers, should be aware of the following items pertaining to CRS:

- The CRS should have a solid back and seat
- The CRS should have restraint straps installed to securely hold the child to the CRS
- The CRS should be labelled stating that it has been approved for aviation use
- The CRS should have instructions on the label which should be followed
- Some States require a child who has not reached their second birthday to use a supplementary loop belt or other restraint device for each infant.
- Belly Belts and Vest Type devices are not approved for use during take-off, landing, and movement on the surface in some States. Although some States have approved the use of "belly belts" and other devices that do not have solid backs and solid seats, they are not approved for take-off, landing or movement on the surface in other States.

US Motor Vehicle Standard FMVSS 213, defines "booster seats" as seats NOT having backs. Based on this definition, the use of such automotive booster seats is not authorized in some States. Some manufacturers market and label their approved aviation child restraint seats as "booster seats," even though these seats have backs. Thus, aviation "booster seats" with backs, and labelled "approved for aviation use," can be used for all phases of flight provided the label instructions are followed.

NOTE: Children who fit in an automotive booster seat usually can be properly restrained in an airline passenger seat without a CRS.

Child Restraint Systems should be installed in forward facing aircraft seats, and in accordance with instructions on the label. This includes placing the child restraint in either a forward or aft facing direction in the passenger seat. The CRS should not be installed in an emergency exit or in the row forward or aft of an emergency exit. A window seat is the preferred location; however, other locations may be acceptable, provided the CRS does not block the egress for any passenger to the aisle used to evacuate the aircraft. A responsible adult should occupy a seat next to the child.

2.2.10 Pets

Accompanied Pets/Carriage of Small Animals in Cabin:

Dogs, cats, rabbits, and small birds that will fit under the seat as cabin baggage should be accepted. Quantity and acceptance of pets in the cabin varies from Operator to Operator and State to State. However, all pets should remain in the approved containers during the entire flight. Passengers carrying pets should not be assigned seats in an emergency exit row or at a bulkhead row.

Operators should adhere to required paperwork, including medical documentation. Operators should be aware of the customs and agriculture restrictions of States to which they provide

service. Service Animals and Celebrity Animals are usually not subject to this policy. Passengers are limited to one pet/carrier per passenger:

- Dimensions should not exceed the under seat stowage area of the aircraft. Containers should be ventilated on at least two sides and should prevent any part of the animal from protruding outside of the container.
- Approved soft side carriers specifically designed as pet carriers are acceptable for in-cabin pets.
- Pets should remain underneath the seat in the container at all times.
- Pets exhibiting signs of illness or offensive odour should not be accepted.

Service Animals:

Service animals are defined as dog guides, hearing ear animals, or other animals specially trained to perform essential services. Service animals should be permitted to travel in the cabin on long duration flights.

A service animal should be considered acceptable if it is free of odour and parasites, well mannered and harnessed, and kept at the owner's feet for the duration of the flight.
The passenger and service animal may be seated at any seat in any row, except for bulkhead and designated exit rows. There is no limit on the number of service animals allowed in the cabin.

Celebrity Animals:

Celebrity animals are defined as cats/dogs that are seen on popular TV programs, commercials and/or movies. In some States, a celebrity animal may occupy a passenger seat provided the celebrity IS the animal, not the owner and the animal companion provides a seat cushion and seat belt adaptor per Operator requirements.

2.3 RAMP ESCORTING PROCEDURES

For some Operators, cabin crew and ground personnel are assigned as passenger escorts to accompany all passengers in transit between aircraft and terminal facilities. In some cases, the route is directly from the terminal to the aircraft; in others, ground transportation is used to move passengers from the terminal to the aircraft.

Escorts have two primary objectives:

- Maintaining the safety and comfort of the passengers
- Maintaining the security of the ramp, equipment and checked luggage

2.3.1 Guidelines for Escorts

- Prior to planned departure time (with the pre-flight complete), the cabin crew should proceed to the terminal boarding gate area.
- Cabin crewmembers should sign in with the Customer Service Representative (CSR) at the gate podium at boarding time. Cabin crew may document any discrepancies that may prevent an on-time boarding.
- At boarding time, approximately 20 minutes to departure, the CSR should announce boarding, assemble all passengers at the base of the gate stairs and complete a boarding announcement
- When signalled by CSR, escort the passengers to the aircraft observing all safety procedures.
- Whenever possible, walkways should be clearly marked. When this is not possible, a direct route should be used. Avoid walking through other aircraft parking spaces and walking too close behind parked aircraft.
- Operator personnel should be positioned where they can be seen and should always stay between the passengers and the aircraft, while paying close attention to small children.
- Escorts should constantly check to ensure passengers stay together and slow down if needed.
- Hand signals should be used to indicate the pathway to the passengers.
- At a point where there is a clear unrestricted area from the terminal door, the escort may allow passengers to proceed to the terminal.
- When working with another escort, cabin crew may direct the passengers to the other escort. However, to ensure the safety of passengers, escorts should be in direct and unobstructed eye contact with each other.
- Remain clear of aircraft engines and propellers. Be vigilant when anti-collision beacons are flashing, as this indicates an aircraft is moving, about to move, or engines are switched on.
- Never walk passengers within close proximity to an aircraft with its propellers turning.
- Upon arrival at the aircraft, one cabin crewmember should board the aircraft with the first passenger immediately behind and assume a position in the area facing the boarding door, then proceed to greet and assist the remaining boarding passengers. Station personnel should escort passengers boarding the flight after the initial boarding has begun.
- Direct all passengers to assemble at the base of the aircraft stairs. Ensure required minimum cabin crew are on board. When all passengers have deplaned, escort the group to the terminal entrance. At a point where there is a clear, unrestricted path to the terminal door or a hand-off person, the cabin crew may allow passengers to proceed.
- After the last deplaning passenger has entered the terminal building, the cabin crew should return to the aircraft to complete post-flight duties.

Figure 2.1: Example of Escorting Passengers on the Ramp

2.4 TAXI-OUT PROCEDURES

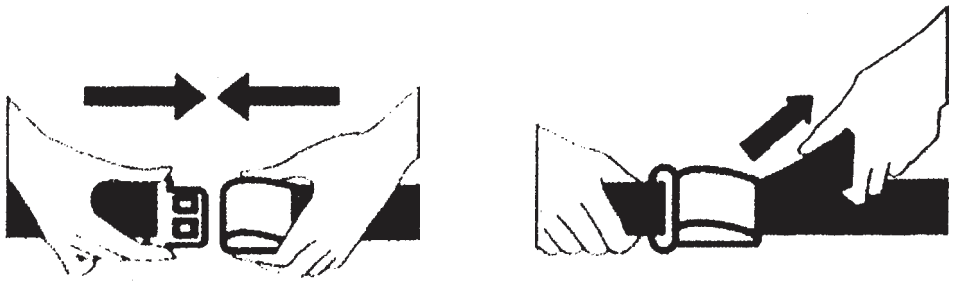
Following the closure of all doors and prior to first movement of the aircraft, the cabin crew should make an announcement on the Public Address (PA) system to ensure doors are prepared for departure (e.g., "Prepare doors for departure and cross check.")

2.4.1 Safety Demonstration (PA or Video)

The cabin crew should arm the doors, perform necessary cross checks, and notify the Lead Cabin Crewmember upon completion. A safety demonstration should be given to passengers prior to **each** takeoff. All cabin crew should instruct the passengers via video or actual demonstration on the following:

- Importance of following crewmember instructions
- Restrictions on the use of passenger owned electronic devices
- Smoking restrictions
- Fastening seat belts (See Figure 2.2)
- Putting seat backs in the upright position
- Stowing tray tables
- Opening window shades fully (some Operator's procedures)
- Location of emergency exits
- Showing the safety instruction seat pocket card
- Use of life vest (See Figure 2.3)
- Use of oxygen drop-out systems

Note: The items above are listed in the order in which they would occur in flight.



Passenger seat belts are provided on every seat. They consist of two parts to be secured tightly during take-off, landing and any time the passenger is seated. Seat belt extensions should also be available. Cabin crew should check them before every departure.

Figure 2.2: Example Seat Belt Usage Instructions

Life Jackets are used for floatation in a ditching situation. They can be found under each cabin seat. Passengers' life jackets are normally in yellow color and a different color for the crew. Life Jackets are made up of two buoyancy chambers that can be inflated by two CO_2 cartridges, one for each chamber. Alternatively, two mouthpieces -one for each chamber- may be used to inflate or deflate them. A water activated light and a whistle are incorporated for the purpose of attracting rescuers' attention.

To don an adult life jacket: Slip it over your head; Fasten the hooks; Pull it tight around the waist; Pull down sharply on gas release knobs to inflate; Blow into the red tubes to top up the air if needed; to loosen the belt, squeeze the buckles.

Life jackets for infants are exactly the same as life jackets for adults, except that they are single chamber jackets. Children up to the age of 4 years or those weighing up to 20 kgs may use these life jackets.

Figure 2.3: Example Life Vest Usage Instructions

Cabin crew should ensure that the following cabin safety precautions are taken:

- Cabin baggage should be stowed in approved locations
- Overhead bins should be closed
- Safety instructions should be carried out
- Galley and cabin curtains should be open and securely latched
- Galley electrical systems should be "Off"
- Trolleys and ovens should be secured and latched
- Loose objects and equipment should be stowed
- Passengers should have seat belts fastened and seat backs secured in the upright position
- Electronic devices should be turned off and stowed
- Infants should either be held on an adult lap or secured in an approved Child Restraint System/device
- Cabin lights should be adjusted for departure to match outside ambient light conditions to acclimate crew and passenger's eyes to outside conditions
- Exits should not be blocked
- Lavatories should be vacant with the doors closed

2.4.2 Other Taxi/Pre-Take-off Responsibilities

Cabin crew should be seated and secured in assigned seats as soon as pre-take-off safety responsibilities are met. During taxi, cabin crew should only leave assigned jump seats to perform duties related to safety of the aircraft and its occupants.

Before each take-off and landing, cabin crewmembers should complete a "silent review" of evacuation responsibilities. Suggested topics for the "silent review" should include, but not be limited to, the following:

- Brace for impact
- Judgment
- Crew coordination
- Evacuation
- Operation of assigned and alternate exits
- Location of able-bodied passengers
- Location of disabled passengers requiring assistance
- Evacuation commands

Passengers are to be seated upright during take-off and landing, unless unable due to medical conditions. [FAR 121.311 (e) /JAR-OPS 1.320]

Any person travelling with an infant should be instructed to secure the infant whenever the Fasten Seat Belt sign is "On". Operator policy and regulations may vary from State to State.

Occasionally, situations occur where the Gate Agent will return the jetbridge/mobile stairs and reopen the boarding door. The PIC should notify cabin crew prior to the Gate Agent repositioning the jetbridge/mobile stairs.

In this situation, the cabin crew should:

- Disarm the appropriate door as the jetbridge/mobile stairs approaches and cross check (in accordance with procedures in paragraph 2.8.2)
- Stay at doors until the aircraft is again ready for departure
- Repeat Taxi-Out Procedures
- If passengers board after the safety demonstration is started, the safety demonstration must be repeated in its entirety

2.5 INITIAL CLIMB/CRUISE RESPONSIBILITIES

2.5.1 General Responsibilities

Operator policy varies regarding when cabin crew can leave assigned seats once airborne, however, for most operators this means authorization from the PIC.

General cabin crew in-flight responsibilities include:

- Follow sterile cockpit procedures (only safety-related communications below 10,000 feet)
- Stow the restraint system upon leaving cabin crew seat
- Implement appropriate procedures for the handling of any aircraft emergency, medical emergency or abnormal situations
- Restrain each item of galley equipment and each serving cart with the proper restraint mechanism when not in use; implement safe lift and lower lobe galley procedures
- Ensure passenger compliance with crewmember instructions and lighted signs
- Initiate in-flight service when the cabin crew, in coordination with the PIC, has determined it is safe. (Consideration should be given to the aircraft deck angle, level of service and cabin equipment)
- Adjust cabin lighting as necessary
- At least one cabin crewmember should monitor the cabin at all times
- Lavatories should be checked periodically to verify they are free of fire hazards
- Cabin checks should be performed every 15-20 minutes to monitor the safety and well being of passengers
- Deliver appropriate PAs (e.g., after the Fasten Seat Belt sign is turned “Off/On” reminding passengers of seat belt policy)
- Check on overfilled trash containers and ensure flapper lids of trash containers are closed
- If used, bassinets/cots are to be placed in position only after take-off and re-stowed prior to landing
- Ensure that no person is allowed to enter the flight deck without the prior permission of the PIC
- Any time a cabin crewmember enters the flight deck, they must be aware that the flight deck crew is often on the radio or otherwise involved in their duties. Therefore, it is appropriate to enter quietly and wait to be addressed, unless entering for an emergency purpose.
- Ensure cabin crew jump seats and appropriate rest seats are occupied only by cabin crew.
- Ensure that only approved electronic device types are used on-board

- When moving carts/trolleys in the cabin, be alert for blankets, pillows, and passengers that may block the aisle
- Ensure that carts are not left unattended in the aisle or unsecured in the galley

2.5.2 Photography on Board

Many States prohibit photography of their airports and related facilities. Cabin crewmembers should ensure that passengers follow proper procedures.

2.5.3 Smoking on Board

Most States prohibit smoking onboard the aircraft.

When smoking is permitted onboard, it is important to ensure that the following bans and precautions are observed:

- Smoking is prohibited:
    - In lavatories
    - While walking and standing
    - In the vicinity of passengers receiving oxygen
    - In the no smoking zones
    - Whenever the 'No Smoking' sign is switched "On"
    - Whenever the aircraft is on the ground

- Additionally:
    - Be aware of passengers smoking, particularly during the night, who may fall asleep and drop lighted cigarettes
    - Ensure passengers do not use paper cups as ashtray or throw lighted cigarettes into waste bins or bags

2.6 INITIAL DESCENT PROCEDURES

An announcement is made on the PA by the flight deck or cabin crew requesting passengers to fasten seat belts. Cabin crew should report any cabin discrepancies to flight deck

2.7 FINAL DESCENT PROCEDURES

The flight deck crew should turn the "Fasten Seat Belt" sign on and make an announcement at approximately 10,000 feet. This signals the cabin crew that sterile cockpit procedures are in effect until the aircraft is parked at the gate. The cabin crew should make a PA pointing out that the "Fasten Seat Belt" sign has been illuminated, the descent has begun to the destination airport and to discontinue the use of electronic devices. The cabin crew should begin compliance checks.

Compliance check of the cabin should include:

- No smoking
- Seat belts fastened and passengers upright for landing
- Infants held properly or secured in approved Child Restraint Systems/devices
- Seatbacks in fully upright position
- Tray tables stowed and locked
- All cabin baggage, Child Restraint Systems and loose objects stowed and secured properly (magazines, newspapers, etc.)
- All stowage compartments secured
- No cabin baggage, cargo, or trash in unauthorized receptacles

Stowing and securing galley and service equipment:

- Secure galley doors, place curtains and dividers in open position, lifts in down position
- Turn off and stow any electronic devices
- Check to ensures lavatories are empty and doors are closed
- Complete Silent Review

2.8 TAXI-IN PROCEDURES (Surface Movement & Arrival Procedures)

2.8.1 Taxi Procedures

- Ensure all passengers remain seated with seat belts fastened, seatbacks and tray tables in full upright and locked position, all electronic devices remain off and baggage properly stowed until the aircraft comes to a complete stop at the gate and the PIC turns off the Fasten Seat Belt sign.
- Cabin crew should also remain seated during this time unless there is a safety-related occurrence in the cabin.

2.8.2 Arrival at Gate (After arrival duties and procedures)

- When the aircraft comes to a complete stop at the gate, the flight deck crew should turn off the Fasten Seat Belt sign. When the disembarking equipment begins to move toward the aircraft an announcement should be made to disarm and cross-check all the doors.
- Each entry door should be staffed by a cabin crewmember until disembarking equipment is in place.
- Entry doors should be opened per Operator's procedures by the responsible Operator personnel.
- Once the disembarking equipment has been properly positioned, ground staff should indicate their readiness to open the door by communicating a suitable signal (e.g., knocks on the door or baggage cart is in view) to the cabin crew.
- Upon appropriate signal for door opening, indicate to the ground personnel an appropriate signal (e.g., 'thumbs-up' signal through the door observation window) that the door may be opened. Some Operator policies allow the cabin crewmember to slightly open the door, then step back so the door can be opened.

- Ensure that the minimum required cabin crew remain onboard and are positioned throughout the cabin in accordance with appropriate regulations (FARs 121.391 & 121.393/JAR-OPS 1.990).
- Ensure that all cabin electrical equipment is turned off.
- Implement security procedures (see Section 4).
- Disembark after all passengers have left the aircraft or until relieved by another cabin crewmember.

2.9 TURBULENCE

2.9.1 General

Turbulence is the result of atmospheric or environmental effects. En-route turbulence accounts for a substantial number of cabin crewmembers injuries and can occur at anytime and at any altitude. Turbulence can be expected or it can be sudden and unexpected. Intensity can vary and is relative to location of the occupants in the aircraft (generally the aft of the aircraft will experience greater turbulence intensity than the front).

In the event of light chop/turbulence, the PIC should turn on the Fasten Seat Belt sign. The cabin crew should make the appropriate announcement and should ensure that all passengers are seated with their seat belts securely fastened.

In the event of moderate turbulence, cabin crewmembers should secure loose items and secure themselves in the jump seats. Communicate with the flight deck crew for the anticipated duration of the turbulence.

In the event of severe turbulence, cabin crewmembers should secure themselves immediately in the closest seat or whatever means is available. This could include sitting on the floor, when no other means is available.

The safety of the cabin crewmembers is paramount during turbulent conditions because if they are injured, passenger's needs cannot be met.

2.9.2 Pre-departure Crew Briefing

The PIC should include a weather/turbulence briefing with the standard pre-departure briefing, and cabin crew should pay particular attention for turbulence forecasts. The weather briefing should contain the following:

- Discussion of critical Exposure Periods (which could include take-off, cruise over known areas of turbulence and descent)
- Expected en-route weather
- Forecasted turbulence location (in terms of flying time and degree of reported turbulence)
- The timing of weather updates to the Lead Cabin Crewmember
- Communication of possible service modifications prior to expected turbulence encounters
- Establishment of the 'all clear' signal

2.9.3 Turbulence Procedures During Flight

While in flight, the flight deck crew should communicate with the cabin crewmembers if turbulence is expected or encountered. The cabin crewmember should immediately communicate this information to the other cabin crewmembers. Cabin crewmembers should prepare the cabin according to the level of turbulence anticipated.

Communication must flow two ways. Cabin crew should not wait for the flight deck crew to turn on the "Fasten Seat Belt" sign. If conditions dictate, the cabin crew should make PA's instructing passengers to return to their seats and fasten seat belts, then request the flight deck crew to turn on the "Fasten Seat Belt" sign.

> **NOTE**: If a reasonable amount of time has elapsed with no turbulence and the Fasten Seat Belt sign remains on, cabin crewmembers should initiate contact with the flight deck crew via interphone in order to determine if it is safe to resume duties.

2.9.4 Unanticipated Turbulence

When moderate or greater turbulence is encountered unexpectedly, cabin crew should:

- Immediately take the nearest seat or jump seat and fasten seat belt and shoulder harness
- Direct passengers via PA to fasten seat belts
- Do not take time to secure loose items/galley
- If a reasonable amount of time has elapsed with no turbulence and the Fasten Seat Belt sign remains on, the cabin crew may initiate contact with the flight deck crew to determine that it is safe to resume duties

2.9.5 Anticipated Turbulence

When notified by the flight deck crew that turbulence is anticipated, the Lead Cabin Crewmember should:

- Ask how much time is available prior to the encounter, anticipated intensity and duration of the turbulence, the 'all clear' signal and any other specific information/instructions
- Ensure all cabin crewmembers are given the same information
- Ensure steps to secure the cabin are accomplished in priority order; time available will determine what steps can be accomplished
- Coordinate with the flight deck crew regarding appropriate announcements advising the passengers of the situation, including fastening their seat belts

All cabin crewmembers should:

- Ensure all occupants are seated and seat belts fastened; infants/children should be secured in approved CRS or seat, conditions permitting
- Ensure all lavatories are vacated
- Secure all loose items in the cabin and galleys; all carts should be stowed and locked

- Take designated cabin crew jump seats and fasten seat belt and shoulder harness
- Remain seated until the 'all clear' signal from flight deck crew
- Check passengers and cabin upon 'all clear' signal

2.9.6 Turbulence Terminology

Cabin crew should use the terminology in the Turbulence Intensity Criteria Table in Appendix D when referring to turbulence intensity.

2.9.7 Crew Communication & Coordination

To ensure effective flight deck and cabin communication during turbulence, cabin crew should:

- Discuss turbulence procedures in pre-flight briefing
- The PIC should brief the cabin crewmembers prior to encountering turbulence
- When the Fasten Seat Belt sign is illuminated, or about to be illuminated, the flight deck and cabin crewmembers should communicate as soon as possible
- Make the appropriate PA when Fasten Seat Belt sign is illuminated
- Make periodic announcements if the Fasten Seat Belt sign remains illuminated for prolonged periods or passengers do not comply with the Fasten Seat Bbelt sign

> **NOTE**: If turbulence persists through descent and the "prepare for landing" announcement is made, the flight deck crew should also direct cabin crewmembers to remain seated. The cabin crew should immediately advise the flight deck crew if the cabin and galley are not secured for landing.
>
> When the Fasten Seat Belt sign is turned off, a crewmember should make a PA announcement for the passengers to keep their seat belts fastened while seated.

Turbulence injury prevention takes a combination of teamwork and personal responsibility. The most important responsibility for preventing turbulence injuries will continue to rest with each individual crewmember. Flight deck crew and cabin crewmembers should keep each other informed of conditions and take appropriate actions to avoid injuries.

2.10 FUELLING WITH PASSENGERS ON BOARD

2.10.1 Crew Procedures

Fuelling and de-fuelling may be carried out with passengers on board provided that the following crew procedures are observed [FAR 121.570/JAR-OPS 1.305]:

- The flight deck crew should ensure that:
  - The aircraft's main engines are shut down
  - The No Smoking signs are switched on
  - The Fasten Seat Belt signs are switched off

- The cabin crew should ensure that:
  - Passengers are informed (by suitable PA announcement) that fuelling operations are to take place
  - Passengers do not smoke
  - All items of personal electrical equipment are switched off
  - Passengers remain seated, with their seat belt released
  - All aisles and routes to exits remain clear from obstructions
  - The outside area beneath each exit remains clear
  - The refuelling supervisor is informed immediately if any fuel vapour is detected in the cabin

2.10.2 Doors & Exits

- One main exit door forward of the wing should remain open, with a jetbridge/mobile stair in position
- One main exit aft of the wing should remain closed with the mode selector set to "Armed" until completion of the fuelling operation
- All other doors should remain closed, with the mode selector set to "Manual"
- A cabin crewmember should be positioned at each main exit door

2.10.3 Non-ambulatory Passengers

- Notify fire services of seat assignments
- Designate an exit through which a stretcher can be removed, if necessary

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SECTION 3 - EMERGENCY PROCEDURES

3.1 GENERAL

3.1.1 Emergency Situations

The majority of all emergencies happen on take-off or landing with no prior warning. These emergencies are sudden and unexpected, leaving minimum time to react.

Whenever a take-off or landing manoeuvre exhibits a definite difference in forces, sounds, or attitudes from the normal, determine the necessity to prepare the passengers for a possible impact and if deemed appropriate shout passenger protective commands repeatedly (e.g., '*Bend down, stay down*').

In both the planned and unplanned emergency situations, the suggested sequence of actions to be taken and associated commands and announcements to be made by the cabin crew are provided in the "Planned Emergency Checklist" and "Unplanned Emergency Checklist" provided in Appendix D. The "Evacuation Command and Procedures - Special Circumstances" table can also be found in Appendix D.

3.1.2 Safety Manual Emergency Procedures Format Suggestions

- Checklist pages should be tabbed red to indicate importance and placed into the Inflight Handbook
- Pages should be card stock and colour-coded to correspond with type of anticipated emergency (e.g., water: blue, land: tan) and visible for reading during night
- Ditching card should be laminated for use in the water
- All information should be included in one fold-out page for easy reference
- This information should also be in an easily accessible and secure location (e.g., inside cockpit door)

3.1.3 Silent Review

Conduct a silent review as per paragraph 2.4.2.

3.2 EMERGENCY LANDING - PLANNED

3.2.1 General

The PIC will advise the Lead Cabin Crewmember of an emergency situation as soon as possible. The Lead Cabin Crewmember will obtain the necessary information to prepare the cabin crewmembers and cabin.

Cabin crewmembers should use the "Planned Emergency Checklist" in Appendix D in the order in that it is written when preparing for an emergency landing.

A planned emergency landing may be precautionary in nature and may not require an evacuation.

3.2.2 Brace Positions

There are two reasons for establishing brace positions:

- To reduce flailing of the body during an impact
- To reduce secondary impact

In planned emergencies, bracing should be under-taken when the command is announced from the flight deck (e.g., '*Brace, Brace'*). In unanticipated emergencies, it is possible that no command will be announced from the flight deck. Cabin crew should always be prepared to give passengers commands (e.g., '*Heads Down, Stay Down'*). All bracing positions should be maintained until the airplane has come to a final stop.

The following figure and table describe example standard brace positions:

Figure 3.1: Example Brace Positions

POSITIONS	DESCRIPTIONS
PASSENGER BRACING POSITION	Seat belt is low and tight. Lean forward with feet flat on floor (feet position may vary among States). Wrap arms under knees. Head rests on knees
ALTERNATE POSITION **i.e., PASSENGER SEATED IN FIRST ROW, PREGNANT**	Lean forward, feet flat on the floor (feet position may vary among States). Cross wrists on seatback in front. Press forehead against back of hands.
INFANTS	An infant travelling in an approved Child Restraint System/device should remain in the CRS/device.

	An infant travelling without an approved CRS, the accompanying adult should ensure: • Personal seat belt is low and tight. • Feet flat on the floor • Adult supports infant's head and back with one arm • Other arm under adult's knees. • Adult leans over infant cheek to cheek with adult. • Ensure infant head is protected with palm of hand.
CABIN CREW	FWD FACING JUMP SEAT: • Seat belt and shoulder harness securely fastened with buckle in centre of lap and as low as possible. • Feet slightly apart/flat on the floor for stability. • CHIN DOWN, HEAD DOWN • Hands may be placed under hips, palms up or arms may be folded and locked (not holding on to harness. AFT FACING JUMP SEAT: • Seat belt and shoulder harness securely fastened with buckle in centre of lap and as low as possible. • Feet slightly apart/flat on the floor for stability. • Head positioned solidly against headrest. Hands may be placed under hips, palms up or arms may be folded and locked (not holding onto harness)

Table 3.1 Example Brace Position Descriptions

3.3 EVACUATION OVERVIEW

3.3.1 General

Cabin crew should be prepared to evacuate the aircraft if an emergency situation develops. Cabin crew should also be alert to clues that may signal a emergency, such as sparks, fire, smoke, unusual noises, impact forces and abnormal aircraft attitude.

The majority of emergencies happen on take-off or landing with no prior warning. These emergencies are sudden and unexpected leaving minimum time to react.

There are two types of evacuations:

- Planned: Those for which sufficient time exists to brief the passengers and crew
- Unplanned: Those for which there is insufficient time to brief the passengers and crew

3.3.2 Emergency Guidelines

- Evacuation should not be initiated until the aircraft has come to a complete stop
- Ensure engines are not running before opening door directly forward or aft of an engine
- Be prepared for more than one impact
- Cabin crewmembers should begin evacuation immediately upon signal from the flight deck crew
- Cabin crew should make an independent decision to initiate an evacuation when there is severe structural damage, a life-threatening situation (fire, smoke, impact forces, ditching) or abnormal aircraft attitude exists and there is no response from the flight deck crew
- If there is an emergency and time permits, notify the flight deck crew prior to initiating an evacuation; if time does not permit, notify the flight deck crew simultaneously upon commencement of evacuation
- Cabin crew should follow any additional instructions the flight deck crew may give over the PA system
- If one cabin crewmember initiates an evacuation, all cabin crewmembers should follow evacuation procedures immediately
- When a crewmember's life is directly and imminently in danger, the cabin crewmember's personal safety should always take priority

3.3.3 Survival in the Desert

See Appendix C, paragraph C.1 for desert survival information.

3.4 SEA DITCHING & EVACUATION

3.4.1 General

It is essential that in order to survive and be rescued successfully, some basic factors must be taken into consideration. These factors are listed here below in order of priority:

- Protection: The most pressing action should be protection from the adverse effects of the environment (i.e., water, the chilling effect of wind on wet clothing, extremes of temperature, etc.)
- Location: Have all signalling equipment ready
- Water: Take as much water as possible and plan on rationing it
- Food: Check on rations available; if the quantity of the water supply is in question, decrease the food ration; the quantity of food and water must vary in direct proportion

For both the planned and unplanned ditching situations, the specific suggested sequence of actions to be taken, along with associated commands and announcements to be made by the cabin crew are provided in the "Planned Ditching Checklist" and "Unplanned Ditching Checklist" provided in Appendix D.

3.4.2 Preparation for an Evacuation on Water

In a prepared ditching, the cabin, passengers and cabin crew preparation involve the same procedures as with an emergency landing, except for the following:

- Passengers should be informed over PA about the ditching procedure
- Cabin crew should demonstrate the donning of life vests, brace positions, point out the exits, and finally, show the safety instruction cards
- Cabin crew should make sure that passengers have correctly donned life vests (including infant's life vests), and understand how to inflate them
- Passengers should be reminded to inflate life vests only after leaving the aircraft

The same basic rules apply for ditching as for crash landing. Water is not a soft surface and considerable damage to the fuselage should be expected.

3.4.3 Evacuation at Sea

The following are suggested items for the crew to consider when preparing to evacuate the aircraft following a sea ditching (Refer to Appendix D, paragraphs D.5 and D.6 for the Unplanned and Planned Ditching Checklists):

- Determine the water level outside the aircraft
- Determine the water level inside the aircraft
- If water level is close to the doorsill, slide/life rafts can be detached and moved to a useable exit
- Some exits may be unusable due to the aircraft's attitude in the water.
  - Emergency Equipment For Overwater Operation (FAR 121.339/JAR-OPS 1.830 & 1.825)
  - Emergency Flotation Means (FAR 121.340)
- Non-overwater equipped aircraft should include the following flotation equipment:
  - Crew life vests
  - Passenger seat cushions
  - Slides
- Partially overwater equipped aircraft should include the following floatation equipment:
  - Crew life vests
  - Passenger life vests
  - Passenger seat cushions
  - Slides
- Overwater equipped aircraft should include the following floatation equipment:
  - Crew life vests
  - Passenger life vests
    - Extra life vests
    - Child life vests
  - Passenger seat cushions
  - Slide/life raft combination

- Life raft
- Survival kit
- Emergency Locator Transmitter (ELT)

3.5 FIRE IN CABIN

3.5.1 Fire Prevention

While every effort is made by manufacturers, regulatory authorities and Operators to reduce the risk of fire on board by providing fire resistant material and enforcing rules designed to minimize fire hazards, fires still occur for various reasons.

Cabin crew should be alert to potential fire hazards that may exist within the passenger cabin, including the monitoring of the cabin at frequent intervals, especially on night flights, looking for smoke or fire. Cabin crew should also conduct frequent lavatory checks to ensure no smoke or fire is present.

Trash containers should be checked for partially open flapper doors due to overfull or jammed conditions. This is important so that the lavatory fire extinguisher will operate properly. Excess waste should be removed and placed in the galley trash container. Cologne bottles, spray cans and any other hazardous objects should be removed and placed in a galley trash container.

The best fire prevention involves continuous vigilance in the application of the procedures described, and a thorough program that describes the three elements of fire along with the need to keep these elements separated.

The three elements of fire are:

- Oxygen (present in the atmosphere, in certain emergency/medical equipment)
- Ignition source (electric, heat, matches)
- Flammable solid or substance (material, paper, rubber, fuel, gases, etc.)

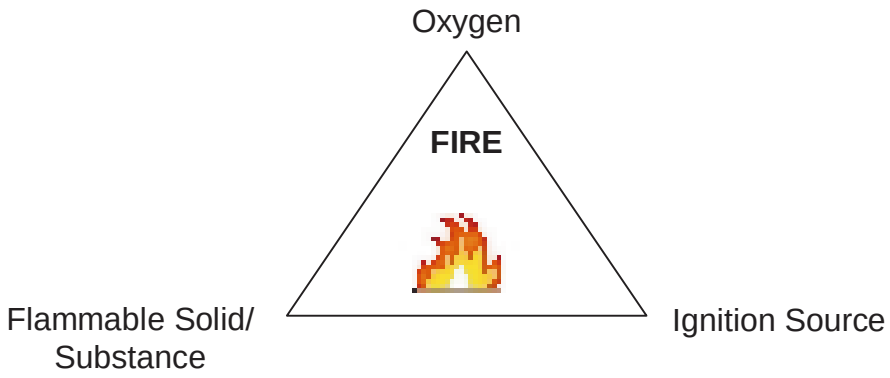

Figure 3.2: Fire Triangle

3.5.2 Classification of Fire

There are several types of fires that can occur on an aircraft. Cabin crew should be able to identify each type and determine the most effective extinguishing agent to use.

Fires are divided into four main groups with different characteristics:

- Class A Fire - Flammable Solids

Any object that might catch ignition and be set on fire requiring the cooling effect of water (e.g., material, wood, paper, cushions, etc.) It is safe to use any type of extinguishers against such fire whenever water is not available.

- Class B Fire - Liquid Fire

Liquid fire involves flammable substances that are usually lighter than water (e.g., oil, fuel, paint, kerosene). Water and water glycol fire extinguishers should not be used to fight such fire, as water will only help it spread and expand. Concentration should be on the exclusion of oxygen.

- Class C Fire - Electrical Fire

Fire involving electrical equipment is usually the result of a short circuit. It is essential to cut the electrical source of ignition and exclude the oxygen. Beware of using water against such fire to prevent electric shocks. If there is no other alternative, water glycol extinguishers could be used in short shots.

- Class D Fire – Metal Fire

Metal fire involves certain combustible metals (e.g., magnesium, titanium, potassium, sodium). These metals burn at high temperatures and give off sufficient oxygen to support combustion. They may react violently with water or other chemicals and must be handled with care.

3.5.3 General Cabin Smoke/Fire Fighting Procedures

Cabin crewmembers must alert the PIC of any smoke in the cabin immediately and provide status reports on a regular basis. When reporting any indications of a potential problem, crewmembers should clearly define the area of the smoke origin, as well as its density, colour, and odour.

Fire fighting principles aim at limiting the area of fire by eliminating any one of its three components: i.e., cutting the source of ignition, cooling the heat (by water glycol fire extinguishers, liquids) or by smothering the fire by isolating it from oxygen (halon extinguishers, blankets, pillows)

As soon as there is an indication of fire or smoke, the crew should act immediately:

- One cabin crewmember should remain on the interphone to keep flight deck crew informed of status

- Another cabin crewmember should obtain an appropriate fire extinguisher and locate the source of smoke to determine what is burning
- Crewmembers should remove all items from the smouldering/smoking area
- Turn off electric source, where applicable
- Another cabin crewmember should bring all additional fire fighting equipment to the area
- Use Protective Breathing Equipment (PBE), if necessary, due to smoke intensity, flames blowback or fumes
- Attack the source of the smoke or fire by directing the extinguisher nozzle towards the base of the fire, then work forward then upward; the nozzle should sweep the area slowly from side to side
- A passenger requiring oxygen due to smoke inhalation must be re-seated away from the area to receive supplemental oxygen
- Advise passengers to stay seated unless it is necessary to move some passengers away from smoke, fumes or flames
- Instruct passengers to breathe through clothing or wet paper towels, if necessary
- Keep the PIC informed as to the number of fire extinguishers used
- Upon complete flame elimination, for non-electric or liquid fire use water extinguisher or other cooling liquid to quench any smouldering members and prevent re-ignition
- All burned material should be thoroughly soaked with water and may need to be broken apart to ensure the fire is fully extinguished
- Attempt to keep passenger's heads at arm rest level (vapours sink, smoke rises)
- Inspect the adjacent area

3.5.4 Procedure for Evacuating Smoke from Aircraft

During fires, casualties resulting from smoke inhalation exceed those resulting directly from the fire. Whenever a fire produces excessive smoke and fumes inside the passenger cabin, the following actions should be taken:

- Cabin crewmembers should immediately advise the PIC of the situation
- The PIC should assess the situation and, if required, initiate the smoke evacuation procedure according to the aircraft type
- Cabin crewmembers ensure that PBEs are utilized as appropriate
- Continuously observe passengers for signs of incipient panic and take additional action if required
- Relocate passengers from area of severe smoke and fumes whenever possible and provide them with wet towels or materials to breath through
- Administer oxygen via portable oxygen bottle to any passenger experiencing respiratory difficulties due to smoke and fumes; ensure such passengers are moved away from the fire area prior to oxygen administration
- Attempt to keep passengers' heads at arm rest level (vapours sink, smoke rises)

3.5.5 Lavatory Fire Procedure

Immediately advise the PIC, other cabin crewmembers and trip lavatory circuit breakers (if possible). Get back-up. Simultaneously, feel the door with the back of hand to determine fire intensity:

If the door is cool:

- Open door and locate source of fire
- Discharge fire extinguisher
- Douse with water to prevent re-ignition

If the door is hot: (fire is severe and at a critical stage)

- Put on PBE
- Ensure additional extinguishers available with back-up
- Crouch down to minimize fire and smoke threat
- Open door slightly, enough to insert fire extinguisher nozzle, using door as protection
- Discharge one fire extinguisher inside and close door
- Open door and locate source of fire
- Discharge second fire extinguisher, if required
- Saturate with water to prevent re-ignition

The same procedure applies to wardrobes with doors and overhead bins.

3.5.6 Galley Fire Procedure

- Immediately advise PIC and other cabin crewmembers
- Trip galley circuit breakers as necessary
- Extinguish fire using appropriate fire extinguisher
- When fire is inside an oven, crack oven door, discharge fire extinguisher, wait one minute, reopen oven door to ensure fire is extinguished, then keep oven door closed

3.5.7 Seat Fire Procedure

- Advise PIC and other cabin crewmembers
- Use the water glycol fire extinguisher or any other available liquid to extinguish the fire
- A blanket or pillow may be used the smother the fire
- After extinguishing the fire, use the crash axe on the seat to get to the source of fire by whatever means are available

3.6 DECOMPRESSION

3.6.1 General

The pressurization system of the aircraft is used to create a more dense atmosphere within the cabin so that crew and passengers are kept comfortable and continue to breath normally. Decompression occurs whenever cabin altitude exceeds the preset altitude in an uncontrolled way. It could be slow, at which time remedial action such as descent to a lower level is taken, with little chance of causing damage to the cabin or its occupants. Cabin crew may be aware of a slow decompression if the oxygen masks drop down. In this event it is essential for cabin crewmembers to grab an oxygen mask and put it on regardless of how normal cabin conditions may appear. However, due to various technical, structural or sabotage reasons, a rapid decompression might occur and will require an emergency descent by the flight deck crew and immediate action by the cabin crew.

3.6.2 Rapid Decompression Objective Signs

There is always a remote possibility of a rapid loss of cabin pressure in any pressurized aircraft. The signs of rapid decompression are:

- A rush of air
- Loud bang
- Rapid drop in temperature
- Cabin filled with dust, debris, loose objects
- Noise level will increase considerably
- Moisture will condense in the form of fine mist

3.6.3 Rapid Decompression Subjective Signs

The effects of rapid decompression could be serious to crew and passengers in a few seconds. The physiological effects on a person are due to a lack of oxygen and the expansion of gases trapped in the body cavities following the fall in pressure. They are usually accompanied by the following signs, which might be of short duration but are still dangerous:

- There is a sudden expansion of the chest and air is blown out though the nose and mouth causing difficulties in breathing
- Cold sensation
- Sinuses and ears may feel full momentarily
- Speaking will be more difficult
- Abdominal distension sufficient to cause discomfort or pain

3.6.4 At Decompression

- Flight deck crew should accomplish the emergency procedures for decompression /emergency descent

- Cabin crew should put on the nearest available oxygen mask, sit down, and fasten seat belt or hold on

3.6.5 Immediately Following Decompression

- Flight deck crew should advise the cabin crew that emergency descent is over
- The PIC should call the Lead Cabin Crewmember to the flight deck to get a preliminary briefing on the situation in the cabin
- Cabin crew should transfer from drop mask to portable oxygen bottles, if required
- Cabin crew should assist passengers as required (administer oxygen, first-aid, blankets, etc.)
- Ensure the 'No Smoking' sign is respected.
- Keep door areas clear
- Report any injury or damage to the Lead Cabin Crewmember who will report it to the PIC

The following procedures should be committed to memory:

- Cabin crewmembers should make an announcement after notice from the flight deck crew - wait for notification before attempting to reach a microphone
- Do not remove oxygen mask; put mouthpiece to side of mask and speak loudly

  Four points should be covered:

  - Fasten seat belt
  - Use of supplemental oxygen mask
  - Stay on oxygen until further advised
  - No smoking

An example of the decompression PA would be:

"Ladies and Gentlemen, fasten your seat belts, pull down on the mask in front of and the oxygen flow will start automatically. Place the mask over your nose and mouth and breathe normally. Take the elastic band and place it over your head. Pull the elastic tab on either side of the mask to tighten the band. Put your mask on then assist those around you with their masks. Use mask until further advised. Absolutely No Smoking!"

> **NOTE**: PA's are only to be made if a cabin crewmember can safely reach the handset at the time of the decompression. If the cabin crewmembers are in the cabin at the time of the decompression the commands should be shouted to the passengers without removing oxygen masks.

3.6.6 Post-Decompression Procedures

Cabin crew should not attempt to repack oxygen masks. Only authorized personnel should repack oxygen masks. However, to remove any depleted oxygen masks from obstructing passengers during the remainder of a flight, the cabin crew should place the mask and tubing in

overhead bins and close the door. **Do not pull pins from any units that have not already been activated**.

3.7 UNRULY PASSENGERS/PASSENGER RAGE /PASSENGER MISCONDUCT

3.7.1 General

An unruly passenger is one whose behaviour poses a threat to the safety of the flight and/or its passengers, crew, or properties. (Note: This behaviour is distinguished from attempted hijacking, skyjacking, or bomb threats)

Passenger misconduct involves behaviour that poses a threat to the safety of the flight, its passengers, crew, or property. Passenger misconduct can range from rude and boorish behaviour to physical assault. Operators should have a zero tolerance for physical assaults against its crewmembers or agents. Refer to the "Misconduct and Category and Action Table" in Appendix D.

During the flight, inform the PIC whenever a potential unruly passenger is on board. Flight deck crew should avoid dealing directly with such passengers as they are needed to fly the airplane. If all efforts to contain such an unruly passenger fail and a threat to safety is identified, immediately advise the PIC who shall evaluate the situation and decide on the course of action.

If the PIC has reasonable grounds to believe that a person has committed or is about to commit an offence or act which may jeopardize the safety of the airplane, the PIC might impose upon the person reasonable measures, including restraint, to protect the safety of the airplane, its passengers, crew, and cargo.

There are several levels/categories of passenger misconduct, as follows:

- The most benign are those where a crewmember requests compliance with instructions and the passenger complies with the request; no further action is required by the crewmember, nor does this warrant a report to the flight deck, the carrier or the regulatory authority
- The second level are those where a crewmember requests the passenger to comply, but the passenger continues disturbance which interferes with cabin safety, such as continuation of verbal abuse or continuing refusal to comply with applicable regulations
- The most severe cases of passenger misconduct are those where a crewmember's duties are disrupted by the continuing passenger interference, a passenger or crewmember is injured or subjected to a credible threat of injury, an unscheduled landing is made, and/or restraints are necessary

3.7.2 Unruly Passenger Handling Procedures

Procedures for handling the misconduct vary with the severity of the event. An action/procedure table form of these procedures is contained in Appendix D, Section D.8.

For the second level described above:

- Cabin crewmember and PIC should coordinate efforts to defuse the situation and the cabin crewmember completes a report of the disturbance
- PIC and the cabin crewmember should coordinate issuance of the report to the passenger and other appropriate actions; the PIC signs the report, which indicates concurrence with providing the report to the passenger and distributing it upon landing
- After landing, the cabin crewmember should provide the completed report to local station personnel; depending on the carrier operations procedures and local regulations, the PIC may also be required to submit a separated report of the incident

For the most severe incidents, the procedures above should be followed by:

- Notification by the PIC to the operator dispatch of the name and general description of the passenger, seat number and the nature of the misconduct, and request law enforcement officials meet the flight
- Upon landing, the PIC files a complaint with the local law enforcement agency
- The operator dispatch obtains the name and general description of the passenger, seat number and nature of complaint, informs the landing station, and requests local management notify the appropriate law enforcement officials
- Operator dispatch files necessary paperwork
- The landing station where passenger exits the aircraft or is removed should request an appropriate law enforcement official meet the flight
- The landing station should complete all appropriate paperwork

3.7.3 Misconduct Not Involving Safety of the Flight or Passengers

If the flight is on the ground, the passenger service representative or the PIC should decide whether or not removal is necessary for the reasonable safety or comfort of other passengers. In making such a decision, it should be remembered that the Operator has the duty as a common carrier to serve the public without discrimination.

The passenger should be told politely, but firmly, by the cabin crew that the observed conduct is not permitted aboard this flight. If the misconduct persists, the PIC should use discretion as to the action necessary to ensure the other passengers a safe and comfortable flight. (Except when required to ensure safety, physical restraint and unscheduled landings should not be necessary, but removal at a planned en-route stop may be considered.)

3.8 HIJACKING

In draft form on September 11, 2001, this section contained a composite of the procedures then in use by several Operators. In the aftermath of the September 11 events, the team felt very strongly that releasing the CSC with those procedures still intact would be both a disservice to the Cabin Safety community in general, to the flying public at large, and certainly to the memories of those lost on that day.

Since one of the chartering guidelines of the GAIN Aviation Operator Safety Practices Working Group is to collect and disseminate *existing* procedures only, the group must wait until those currently developing new procedures for handling hijacking/skyjacking have completed their work before they can appear in this product.

3.9 CREW INCAPACITATION

3.9.1 Flight Deck Crew Incapacitation

In case of incapacitation of a flight deck crewmember, the remaining member(s) shall, as soon as practicable, call a cabin crewmember to help remove the incapacitated crewmember from the seat. It should be noted that it takes two persons to remove an incapacitated flight deck crewmember without undue risk of interference with operational controls or switches.

Procedure:

- The appropriate emergency signal should be given to the cabin crew
- The nearest cabin crewmember to flight deck should proceed to the flight deck
- Check if there is a doctor on board
- The first cabin crewmember to enter the flight deck should tighten and manually lock the shoulder harness on the incapacitated flight deck crewmember
  - Cabin crewmember will pull the seat completely aft (for seat operation check aircraft type)
- Recline the seat back fully
- Remove incapacitated flight deck crewmember from the seat and out of the flight deck
- Administer first aid as required
- Discretely check if a company qualified pilot is available on board to replace the unconscious one and continue the flight
- If no company qualified pilot available, and/or immediate medical attention is required, the conscious flight deck crewmember may declare emergency and land at nearest suitable airport

3.9.2 Cabin Crew Incapacitation

In the event of a cabin crewmember being unable to perform his/her duties:

- One cabin crewmember should notify the flight deck crew
- Other cabin crewmembers render first aid as necessary
- Incapacitated cabin crewmember should sit in cabin seat so as not to block anyone from moving to an exit in an evacuation
- If the incapacitation of the cabin crewmember results in the staffing of cabin crew below the regulatory minimum, brief an Able Bodied Person (ABP) on the door operation highlighting that the door should be opened only upon instructions from the crew, and move the passenger to a seat as close to the exit as is practicable
- Assign an assistant to help the incapacitated cabin crewmember in the event of an evacuation
- Complete appropriate paperwork

- Cabin crewmembers should, in general, cover each other's duties

3.10 DANGEROUS GOODS

3.10.1 General

Dangerous goods are substances or articles that, when shipped, are capable of posing a significant risk to the health and safety of the crew, the passengers, ground crew, the general public and/or to the safe operation of the aircraft.

3.10.2 HAZMAT Policy

It should be operator policy to avoid carriage of hazardous materials not qualified as exceptions under US 49 CFR 175.10 or other similar State guidance. Hazardous materials are prohibited in luggage or cabin baggage.

However, there are some exceptions if the items are for personal care, medical needs, some sports, and items used to support physically challenged passengers. A sample list of items which may be carried on board include:

- Personal care items containing HAZMAT (like flammable perfume, aerosols) totalling no more than 75 ounces/2.2 litres may be carried on board; contents of each container may not exceed 16 fluid ounces/0.5 litres
- Matches and lighters may only be carried on your person; however, "strike-anywhere" matches, lighters with flammable liquid reservoirs and lighter fluid are forbidden
- Dry ice (4.4 pounds/2 kilograms or less) for packing perishables may be carried on board an aircraft provided the package is vented to allow carbon dioxide gas build up to escape
- Alcohol of 140 proof or less and no more than 5 litres total volume
- Electric wheelchairs must be transported in accordance with operator requirements; the battery may need to be dismounted

Cabin crew must also be aware of the many common items used everyday in the home or workplace which may seem harmless, however, when transported by air, can be very dangerous. In flight, variations in temperature and pressure can cause items to leak, generate toxic fumes or start a fire.

Examples of unacceptable items include:

- Fireworks: signal flares, sparklers or other explosives
- Flammable liquids or solids: fuel, paints, etc.
- Household items: drain cleaners and solvents
- Pressure containers: spray cans, butane fuel, scuba tanks, propane tanks, carbon dioxide (CO2) cartridges, self-inflating rafts
- Unauthorized weapons: unauthorized firearms, ammunition, gunpowder, mace, tear gas or pepper spray

- Other hazardous materials: gasoline-powered tools, wet-cell batteries, camping equipment with fuel, radioactive materials (except limited quantities), poisons, and infectious substances

In many cases, items of HAZMAT are labelled. Of course, some hazardous items which passengers attempt to bring aboard are not labelled as HAZMAT and may or may not appear to be such at a glance. Cabin crew should report passengers carrying suspicious items to the PIC as soon as they are noticed.

3.10.3 Cabin Crew Procedures for Suspected HAZMAT

If the aircraft is at the Gate, a cabin crewmember should notify the PIC and Gate Agent to determine the appropriate action to take regarding the hazardous material.

If the aircraft is in flight, the cabin crewmember should notify the PIC and the other cabin crewmembers. The PIC should then coordinate a plan of action with Ground Operations and should keep the cabin crewmembers advised of actions to be taken.

3.11 IN-FLIGHT MEDICAL EMERGENCIES

3.11.1 In-Flight Medical Emergency Action Plan

During any medical situation, it is helpful to follow an organized action plan. The plan should consist of the following topics:

- Identification of roles and responsibilities for each crewmember/caregiver
- Blood borne pathogen/universal precautions
- Assessment of the victim
- Types of medical emergencies
- Use of on board medical professional
- Use of a ground-based physician
- Use of medical equipment
- Handling a death on board

3.11.2 Identification of Roles & Responsibilities

First crewmember:
- Assesses the passenger
- Stays and calls for help and medical equipment
- Provides first aid

Second crewmember:
- Obtains the necessary medical equipment
- Helps the first crewmember to provide first aid

Third crewmember:
- Communicates with the flight deck

- Requests on board medical volunteers
- Communicates with the ground-based physician, if possible
- Supports and communicates with any family or travelling companions

3.11.3 Blood Borne Pathogen/Universal Precautions

The management of any medical emergency should include prevention of blood borne diseases, protective equipment use and disposal of infectious materials. Risk of infection comes from the passenger's body fluids or from soiled dressings or other first aid items. Another hazard is wounds from sharp items such as needles.

Prevention
- Use of personal protection equipment
  - pocket mask
  - gloves
- Hand washing

Disposal of Infectious materials (after treating the passenger, dispose all soiled items, then immediately wash hands using soap, water, and friction)
- Sharps container
- Biohazard waste materials bag

Post exposure action plan
- Immediate access to medical consultation
- Follow-up care
- Report an exposure incident to supervisor

Assessment of the Victim
Assessing the victim includes a systematic approach to examining the victim and the situation. The assessment should include the following components:

- Scene safety
- Primary survey
  - Life-threatening injury assessment
    - Airway
    - Breathing
    - Circulation
    - Bleeding
- Secondary survey
  - Description of the incident
    - Past medical history
    - Current medications
    - Allergies
  - Head to toe assessment (visual signs of trauma, such as broken bones)
  - Vital signs

3.11.4 Medical Emergencies

The management of in-flight medical emergencies should focus on the most common medical conditions in-flight. The most common in-flight medical emergencies include:

- Vasal vagal (fainting)
- Cardiac conditions
  - Chest pain
  - Cardiac arrest
- Respiratory conditions
  - Asthma
  - Hyperventilation
  - Obstructed airway
- Neurological conditions
  - Stroke
  - Seizures
- Gastrointestinal
  - Nausea/vomiting
  - Abdominal pain
  - Diarrhea
  - Motion sickness
- Behavioural/Psychological disorders
  - Substance abuse
  - Panic attacks
- Other
  - Diabetes
  - Eye injuries
  - Nose bleed
  - Electrical injuries
  - Thermal injuries

3.11.5 Symptoms & Treatment

The general symptoms and basic treatment of the most common in-flight medical emergencies is as follows:

Fainting

- Symptoms
  - Light-headed or dizzy feeling
  - Pales, cold, clammy skin
  - Nausea
  - In some cases, trembling arms and legs
  - Brief loss of consciousness

- Treatment
    1. Feel skin to check if it is cold or clammy.
    2. Lay the victim flat. Raise legs above level of the heart. Support head with blankets and pillows.
    3. Loosen tight clothing.
    4. Consult with a ground-based physician if possible. Consider giving oxygen if the victim continues to feel faint.

Heart Attack

- Symptoms
    - Chest pain
    - Pain, numbness or tingling, spreading to neck, jaw, shoulder, or down one arm
    - Pale, or gray, cold, clammy skin
    - Nausea and vomiting
    - Difficulty breathing
    - History of angina or known risk factors

- Treatment:
    1. Reassure the passenger.
    2. Give oxygen on high flow setting.
    3. Prepare for cardiac arrest.
    4. Ask additional crew to retrieve medical equipment (AED).
    5. Consult with a ground-based physician if possible .

Asthma

- Symptoms:
    - Dry cough
    - Wheezing and or tightness in chest
    - Difficulty breathing
    - Blue lips, earlobes, and nail-beds

- Treatment:
    1. Assess the passenger's breathing.
    2. Reassure the passenger.
    3. Ask if he has medication, if so advise him to take it
    4. Help passenger sit forward, resting his arms on the tray table.
    5. Loosen tight clothing.
    6. Give oxygen on high setting.
    7. Consult with a ground-based physician if possible.

Seizure

- Symptoms:
    - Eyes rolling back
    - Loss of consciousness
    - Stiff arms and legs and arched back, followed by jerky, uncontrolled movements
    - Loss of bladder or bowel control is common

- Treatment:
  1. Reassure the passenger.
  2. Loosen tight clothing.
  3. Place pillows and blankets around passenger to prevent injury.
  4. Once the seizure is over, open the passenger's airway, check breathing.
  5. Give oxygen on high setting.
  6. Consult with a ground-based physician if possible .

Nausea & Vomiting

- Symptoms:
  - Feeling nauseous
  - Vomiting
  - Pale, sweaty, clammy skin

- Treatment:
  1. Provide passenger with air sick bag.
  2. Offer the passenger a cool, wet washcloth to wipe his face.
  3. Offer the passenger clear liquids or ice chips to prevent dehydration.
  4. Consult with a ground-based physician if possible.

3.11.6 Use of an Onboard Medical Professional

- Make an announcement requesting assistances from a medical professional
- Check credentials, if company policy
- Release medical equipment to medical volunteer
- Allow the on board volunteer to collaborate with the ground-based physician if applicable
- Obtain information for reporting (name, address, etc.)

3.11.7 Use of a Ground-based Physician

If a ground-based medical service is available, access as soon as possible. Important information to be relayed includes the following:

- Flight information
- Destination
- ETA
- On board medical resources
- Victim information
  - Age
  - Sex
  - Description of the medical incident
  - Allergies
  - Medical history
  - Chief complaint
  - Assessment
  - Vital signs

- First aid provided & response

3.11.8 Use of In-flight Resources

Managing an in-flight medical emergency includes all appropriate resources on board. These resources may include the following:

- Medical Emergency Kits (see Appendix E for kit contents)
  - First Aid Kit
  - Emergency Medical Kit (EMK)
  - Enhanced Emergency Medical Kit (EEMK)
- Automated External Defibrillator (AED)
- Suction Equipment
- Oxygen
  - Portable
  - In-flight medical oxygen
  - Oxygen masks, cannulas, tubing
    - Telemedicine devices

3.11.9 Death On Board

Death in-flight is traumatic for both passengers and crew. The following guidelines will assist airline personnel in the management of death on board:

- Make area around body as private as possible
- Cover the body with a blanket – if possible place waterproof material under the body in case of seepage of body fluids
- If any medical devices such as electro pads are attached to the deceased person, leave them in place (Note time life saving procedures were initiated and when they were stopped)
- Arrange for medical authorities to meet the aircraft

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SECTION 4 - SECURITY

This section contains a composite of the procedures in use by several United States Air Carriers prior to the events on September 11, 2001. While security procedures, in general, are presently under review by both regulators and operators in the aftermath of these events, the team felt that the core of these procedures would still be of value to operators, until future procedures are completed.

4.1 GENERAL SECURITY GUIDELINES

Security policies and procedures are developed by individual States and will vary accordingly. The following are general security guidelines:

- A regulatory security program should be approved and followed at all times; for example, in the US, the Operator's Air Carrier Standard Security Program (ACSSP) mandated by the FAA should provide general directives and special procedures to be carried out by all employees
- Cabin crewmembers should be required to wear valid employee ID cards on their outermost garment while on the operator's property, crew buses, ramp, in hangars, offices, and airport administration offices
- All cabin crewmembers should go through the normal security screening process when passing through security checkpoints
- Crewmembers travelling as Auxiliary Cabin Crew Members or Extra Cabin Crew Members should display proper identification to the gate agent, cabin crew and the PIC
- Cabin crewmembers should challenge any individual in a secure area who does not display proper identification
- Pre-flight/pre-boarding responsibilities should include a visual check for any items that may have been placed on board. Cabin crewmembers should be alert to unauthorized bags, containers, or other items in the cabin, overhead bins and stowage compartments, lavatories, and galleys. If found, cabin crewmembers should notify the flight deck crew. This check is also to be accomplished between flight segments prior to passenger boarding. Question the presence of all packages on the aircraft. Operator material in packages should always be manifested; if appropriate documentation for packages is missing, or cannot be produced by station personnel, contact the PIC
- Cabin crewmembers should be particularly conscious and vigilant when required to land at an alternate airport
- Cabin crewmembers should report all suspicious activity to the PIC
- Prior to the boarding process, Operator personnel should close and secure jetbridge doors when the aircraft is not attended; if the jetbridge door is accessed by a card reader, only one crewmember may gain access at a time, unless the door is capable of multiple entries on a single swipe of the identification card
- Cabin crewmembers personal baggage, when not stowed, should be kept in view of the crewmember at all times, especially when outside a secured area
- Cabin crew should monitor the cabin throughout the boarding process, and stay alert for unusual/suspicious activity or items
- Baggage tags are not to be left unattended in public view

4.2 BOMB THREATS

4.2.1 Types of Bomb Threats

- Specific: Threat is identified by flight number, departure time, or bomb location and includes positive identification to aircraft
- Non-specific: Threat is one in which the caller may identify the flight by destination or origin, flight number or time of departure or arrival

Determination of bomb threat type should be conducted by Dispatch and/or PIC or management.

> **NOTE**: While a majority of bomb threats are hoaxes, the threat should be treated as legitimate.

4.2.2 Bomb Threat Procedures

If a passenger makes a bomb threat:

- Notify the PIC
- Do not tell passengers about the threat
- Ask the PIC what to tell passengers if you are landing to have aircraft searched
- According to the PIC's direction, deplane the passengers rapidly and orderly using passenger stairs where available
- Move passengers away from aircraft

4.2.3 Bomb Suspected Procedures

Cabin crew should start a systematic search of the aircraft:

- If the PIC directs, advise passengers of the situation
- Crewmembers should be advised to conduct the search; all passengers should remain seated with all cabin baggage held in their laps
- All areas accessible during flight should be searched (cabin, lavatories, galleys, etc.)
- Look for "foreign" objects to the aircraft and not belonging to anyone onboard
- Check all equipment for tampering
- If a suspect item is found, the search process should continue until the entire aircraft is completely searched (there could be more than one device)

If a suspect device is located:

- The PIC should descend to altitude where plane can be de-pressurized
- Move passengers as far away from location of suspect item as possible
- Prepare least risk location (location is dependent upon aircraft type)
  - Collect and stack hard luggage to a height of mid-door
  - Gather blankets and soak in non-flammable liquid
  - Place 10 in/25 cm of wet blankets on the base of luggage

- Move the suspect item and place on top of blankets. (to move suspect item, slip emergency information card under it and lift with card; carry the item in the same attitude which found)
- Surround suspect item with more wet blankets (at least 10 in/25 cm on all sides)
- Fill the remaining area up to the ceiling and out to the aisle with soft material
- Secure pile with neckties, belts, pantyhose

- Move passengers as far away from relocated suspect item as possible
- After landing evacuate the aircraft through exit away from the suspect item

4.2.4 Bomb Handling Procedures

Don’ts

- Don’t cut any string or tape which is under tension
- Don’t open any closed containers which are suspect
- Don’t disconnect or cut any wires or electrical connections

Do’s

- Keep device exactly in place and attitude in which it is found if the aircraft is still on the ground
- Stabilize it in position and immobilize for descent/landing
- Reduce potential for fragmentation and fire by carefully placing wet blankets and pillows around the device
- Place an additional thin single sheet of plastic over the bomb

US carriers are recommended to follow the “Common Strategy” (ACSSP appendix XIII).

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SECTION 5 – SUPPORT ACTIVITIES

5.1 HAZARD REPORTING/TRACKING

Cabin staff must be able to report hazards and safety concerns as they become aware of them. Hazard reporting systems should be non-punitive, confidential, simple, direct, convenient, and have a follow up system as a part of the program. Reported hazards must be acknowledged and investigated. All hazard reporting should be routed through the Safety Department. The Cabin Safety Department should record all responses provided by the Operating Division for trending purposes. Hazard Reporting is also covered in detail in Section 3 of the *Operator's Flight Safety Handbook* (OFSH).

There are many such systems in use and each Operator should review the features of those available to decide which is best suited to their operation. As an example, the reporting form used by the Australian Transport Safety Bureau (ATSB) for their Confidential Aviation Incident Reporting (CAIR) system is provided in Appendix D.

Ensuring a confidential and non-punitive system encourages the reporting of hazards. The system should include a formal hazard tracking and risk resolution process. Hazards should be defined in a formal report. The report should be tracked until the hazard is eliminated or controlled to an acceptable risk. The controls should also be defined and should be verified as formally implemented. In addition to Operator employees, any hazard reporting system should also allow for the reporting of hazards associated with the activities of any contracting agency where there may be a safety impact (e.g., catering companies)

5.1.1 What hazards should staff report?

It is important that all personnel know what hazards they are required to report. The examples listed below are commonly reported items, however, personnel should also be encouraged to report any other event or situation with the potential to result in degradation of safety.

- Fire/Smoke Warnings
- Declared Emergencies
- Inadequate Safety Equipment
- Deficiencies in existing Operating Procedures or Manuals
- Dangerous Goods in Cabin
- Degraded Operating Standards
- Ground Damage
- Evacuation of Aircraft
- Wake Turbulence Event
- Significant Turbulence, Windshear or Other Severe Weather Encounters
- Crew or Passenger Serious Illness or Injury, or Crew Incapacitation
- Violent, Armed or Intoxicated Passengers
- Activation of Lavatory Smoke Detectors
- Sabotage or Vandalism

- Breach of Security Procedures
- Emergency Landing Incidents that have Cabin factors
- Any other safety related event deemed significant by the Cabin Crew
- Galley related issues

5.1.2 How will staff report hazards?

The Operator may choose to use existing reporting forms, such as the cabin crew report, for operations relating to or interfacing with the cabin crew. Most important, however, is to insure that the cabin safety reporting capability can interface with all other reporting and assessment systems in use by the Operator, thereby permitting cross correlation among systems.

The reporting system should maintain confidentiality between the person reporting the hazard and the Cabin Safety Officer. History has shown that without confidentiality, safety report frequency and completeness suffer. Therefore, it is important that the Operator establish specific reporting/feedback mechanisms that protect this confidentiality through measures such as de-identification.

The Cabin Safety Officer is responsible for coordinating the investigation of the report (which includes follow up), maintenance of the reporting system, and ensuring confidentiality of reports. Anyone submitting a safety report should receive acknowledgement when the report is received and feedback as to the result of the investigation.

5.1.3 Receipt of the Report

Procedure for processing a cabin safety report:

- Cabin Safety Department receives reports from the employee
- Reports should be entered into a cabin safety database
- Following de-identification by the Cabin Safety Department, the report should be forwarded to the Operating Division for action
- Cabin Safety Department will determine if a regulatory violation has occurred

5.1.4 Processing of the Report

A copy of the response should be forwarded to Cabin Safety and the employee. The report response should be added to the database. If no follow-up is necessary, the report is closed out. Reports should be reviewed with Operational Management on a regularly scheduled basis. Cabin Safety will determine if a regulatory violation has occurred. If so, process the per the operator's State regulatory requirements. The purpose of these reports is to enable an effective investigation and follow-up of occurrences and to provide a source of information for all departments. The objective of disseminating reported information is to enable safety weaknesses to be quickly identified.

5.1.5 Distribution of the Report Results

A copy of the response is entered into the database for tracking and trending. After investigation, the de-identified safety report and recommendations should be made available for the benefit of all staff.

5.1.6 Reporting Database

Paper records can be maintained in a simple filing system, but such a system will suffice only for the smallest of operations. Storage, recording, recall and retrieval are cumbersome tasks. Preferably, reports should therefore be stored in an electronic database. This method ensures that the Cabin Safety Officer can alert departments to incidents as they occur, and the status of any investigation together with required follow-up action to prevent recurrence can be monitored and audited on demand.

There are a number of specialised air safety electronic databases available (a list of vendors is provided in Appendix B of the OFSH). The functional properties and attributes of individual systems vary, and each should be considered before deciding on the most suitable system for the Operator's needs. Once information from the original report has been entered into an electronic database, recall and retrieval of any number of single or multiple events over any period of time is almost instantaneous. Occurrences can be recalled by aircraft type, registration, category of occurrence (i.e., operational, technical, environmental, etc.) by specific date or time span.

The database should be networked to key departments within Cabin Operations, Flight Operations and Engineering. It is the responsibility of individual department heads and their specialist staffs to access records regularly in order to identify the type and degree of action required to achieve the satisfactory closure of a particular occurrence. It is the Cabin Safety Officer's responsibility to ensure that calls for action on a particular event are acknowledged and addressed by the department concerned within a specified timescale. The database should not be used simply as an electronic filing cabinet.

5.1.7 Report Closure

Once the required action is judged to be complete and measures have been implemented to prevent recurrence, a final report should then be produced from consolidated database entries. The event can then be recommended for closure.

5.2 CABIN CREW TRAINING & QUALIFICATION

5.2.1 Suggested Training Requirements

Prior to assignment as a required crewmember, the Cabin Crewmember should have satisfactorily completed the required basic indoctrination, ground training, initial, transition, differences training, or recurrent classroom instruction and supervised in-flight experience described in the Company training manual. The training areas in this section are based on the United States model, and will vary from State to State.

A cabin crewmember should perform the assigned duties of a cabin crewmember under the supervision of a Lead Cabin Crewmember for a minimum number of hours to be determined by the Operator. [FAR 121.434/JAR-OPS 1.1012]

Initial ground training for cabin crewmembers should include a competence check to determine ability to perform assigned duties and responsibility. [FAR 121.421/JAR-OPS 1.1005 & 1.1025]

- A Cabin Crewmember who fails to pass initial, differences or recurrent training and/or a competency check should be given additional ground training followed by a separate examination and line check.

- A Cabin Crewmember who has been trained and qualified by the Operator, but has become unqualified to perform duties of a cabin crewmember due to not having received recurrent training within the appropriate eligibility period, may not be used as a cabin crewmember until re-qualification has been met in accordance with the following re-qualification chart:

TIME PAST MONTH DUE	GROUND TRAINING	QUALIFICATION
Up to and including 12 months	The period of Recurrent Ground Training NOT completed when due.	The appropriate modules not completed when due.
13 up to and including 24 month.	Complete Recurrent Training	The appropriate transition qualification modules
Greater than 24 months	SAME AS INITIAL EQUIPMENT TRAINING	

Table 5.1 Re-Qualification Chart

- Annual Recurrent Training (ART) is required yearly to maintain cabin crewmember qualifications. (ART may also be referred to as Emergency Procedures Training, Recurrent Training, or Annual Emergency Review). ART may be completed in the calendar month before, the calendar month after, or the month in which the training is required. It is the joint responsibility of the Operator and the Cabin Crewmember to ensure that the Cabin Crewmember maintains his/her qualifications and attend ART. Failure to attend ART in the month after training was initially conducted (the grace month) should result in the Cabin Crewmember becoming unqualified to perform his/her duties. The Cabin Crewmember should be removed from active duty and placed on an “On Hold” inactive status pending satisfactory completion of ART. Upon satisfactory completion of ART, the Cabin Crewmember may then be returned to active flight status.

Crewmembers should also have recurrent training. No certificate holder may use any person nor may any person serve as a required crewmember on an airplane unless, within the proceeding 12 calendar months, he/she has satisfactorily completed recurrent ground training and a competence check [FAR 121.433/JAR-OPS 1.1015c]

- Training records for all cabin crewmembers should be maintained by a single designated office within the Company.

Cabin crewmembers should maintain currency requirements per the regulatory authority and Operator policy. [FARs 121.421, 121.427, 121.422/JAR-OPS 1.1020]

To maintain qualification, cabin crewmembers should successfully complete the following: Operator Initial Cabin Crewmember Training; Annual Recurrent Training (ART) by passing both written and proficiency tests during scheduled month; Appropriate requalification training if required training has lapsed (his training must be done prior to returning to active service).

Note that cabin crewmembers should maintain training qualifications while on leave of absence unless physically unable to do so.

ELIGIBILITY	REQUIREMENT	PROGRAMMED HOURS
Missed previous year's program.*	Attend current year's program.**	12:00
TIME PAST MONTH DUE		
13 to 25 months	Requalification plus Recurrent	32:00
25 to 61 months	Reduced Initial Training	80:00
61 months and beyond	Initial New-Hire Training	121:00

* Original base training will remain unchanged.
** Including any part of FAA required Recurrent Training not accomplished when due.

Table 5.2 Training Requirements

The Operator reserves the right to extend hours listed above to ensure cabin crewmembers are trained to proficiency. Required training should be successfully completed prior to first outbound trip.

5.3 INTERNAL AUDITS

The internal audit program should include all major functional departments involved in the Operator's airworthiness and flight operations programs. The cabin safety department internal audit program can be conducted in two phases. Phase one reports on cabin safety operations. Phase two reports on cabin safety procedures, training, contents of the cabin crewmember manual and its revision distribution process. The intention of the program is to identify system

weaknesses, areas of non-compliance, or any policies or procedures that need to be revised or enhanced.

In-flight audit checklists should be aligned with existing regulatory requirements which relate to cabin crewmember duties and responsibilities. Internal audit findings are identified for the sole purpose of ensuring the Operator's safe operating practices and is not intended to be used as cause for disciplinary action.

APPENDIX A

CABIN SAFETY INVESTIGATION GUIDELINES

APPENDIX A TABLE OF CONTENTS

A.1 CABIN SAFETY INVESTIGATION GUIDELINES

This appendix is provided to help improve the quality and depth of investigation and reporting for occurrences, incidents, and accidents involving cabin operations. It is not intended for use by cabin operations personnel, but is included as a guide to cabin safety investigators or others in the flight safety organization.

This cabin safety investigation guideline was developed by the ISASI Cabin Safety Working Group. The purpose of the working group is to promote a high standard of safety through incident and accident investigation.

The guideline can provide Air Safety Investigators and other operational personnel with tools to investigate the survival aspects of incidents and accidents. Guidance is provided for documenting damage to the cabin interior and its equipment, and flight attendant and passenger interviews. The guideline is adaptable to any type of occurrence whether it is a turbulence incident, an evacuation with fire and smoke, or an event that involves water contact. The guideline is easily adaptable to those operations without cabin attendants.

The information collected can be used in conjunction with information gathered by other groups (medical, human factors, operations, etc.) to determine cause of injuries and to develop recommendations or strategies to minimize injury in future accidents or incidents. Information collected during cabin safety investigations can be used in the areas of education, research, safety promotion and accident and injury prevention. Comprehensive reports and the global exchange of cabin safety information can only enhance flight safety worldwide.

A.2 DOCUMENTATION & REPORTING

Document and report the following information:

A.2.1 General Information

- Name of operator and aircraft type/model
- Location, date, and time, of occurrence
- Weather conditions
- List of cabin crewmembers
- Passenger manifest with names and seat assignments of occupants (including lap-held infants)
- Cabin crewmember manual (used to determine emergency procedures, cabin layout, and emergency equipment location
- Cabin crewmember's training records (initial, transition, and recurrent)
- Safety briefing card
- Engineering drawing of interior that depicts seat layout, seat pitch, galleys, lavatories and emergency exit(s)

A.2.2 Damage To Cabin Interior

Document overall condition of cabin (e.g. intact, broken apart, fire damaged) and location of debris such as galley equipment, seats, luggage, and areas with indication of fire or smoke damage. Use photographs to supplement written report.

A.2.3 Cabin Attendant & Passenger Seats

- Manufacturer, model number, serial number, date of manufacture and, rated loads
- Evidence of impact
- Description of the integrity of tie-downs and rails
- Measurements and description of the deformation/separation of seats and tie-downs
- Note location of child restraint systems (CRS), seat loaded cargo, stretchers, and bassinets

A.2.4 Seat Belts & Shoulder Harnesses

- Note seat belt manufacturer, model number, serial number, date of manufacture and, rated loads.
- Note condition of seat belts and seat belt extensions (e.g. damaged, detached, intact, cut)

A.2.5 Stowage Compartments

- Describe damage to storage areas, such as overhead bins, closets, and compartments.
- Note condition of latching mechanisms for storage areas.

A.2.6 Cabin Baggage

Note location of cabin baggage found in cabin (e.g. overhead bins, underseat storage, closets, piled near exits)

A.2.7 Communication

- Conduct functional check of the PA system
- Conduct functional check of the interphone system
- Describe the positions of switches for emergency evacuation alarm systems (flight deck and cabin)
- Describe the positions of switches for the emergency lighting systems (flight deck and cabin)
- Describe the content of the pre-departure safety briefing and how the information is conveyed to passengers (PA system, recording, or video demonstration)
  - In what language(s) was the briefing conducted?
- Describe the operator's procedures for exit row briefing

A.2.8 Exits

- Describe the location of all exits (flight deck and cabin); were they open or closed?
- Describe the location of emergency exit hatches

- Describe the deployment of ropes, tapes or inertia reels
- Describe the damage to exit and surrounding fuselage
- Describe the position of arm/disarm lever or girt bar
- Describe the position of exit opening handle
- Describe the condition of power-assist device (record pressure, if appropriate)
- Describe the assist space available at exit
- Measure the height of the exit sills above the terrain if the aircraft has an unusual attitude.

A.2.9 Evacuation Slides and/or Slide/Rafts

- Record the position of the device (deployed, stowed, inflated, deflated, removed from aircraft)
- Record the name of manufacturer, date of manufacture, model number, serial number, Technical Standard Order (TSO) number, and date of last overhaul
- Describe any damage to the slide

A.2.10 Emergency Equipment

Using a cabin crew manual as a guide, document the location and condition of emergency equipment in the cabin:

- Flashlights
- Megaphones
- Fire extinguishers
- Protective breathing equipment (PBE)
- Crash axe/pry bar
- Portable oxygen bottles
- First aid kits
- Medical kits
- Defibrillator
- Emergency Locator Transmitters (ELT)
- Protective gloves
- Smoke barriers
- Smoke detectors
- Lavatory waste bin automatic extinguishers
- Emergency lights

A.2.11 Accidents Involving Water Contact

In addition to information above, document the condition and location of:

- Life rafts or slide/rafts
- Life vests
- ELT
- Water conditions at time of accident (wave height, swell height, and temperature)
- Survival kits

A.3 INTERVIEWS

Each person should be given an opportunity to describe (without interruption) what happened to him or her. Follow-up questions should be asked to determine additional information as required. An aircraft diagram (with seat rows, exits, galleys, and lavatories) is a useful tool to orient a person during an interview.

A.3.1 Cabin Crewmember

General Information:

- Name, business address, and phone number
- Gender, age, height, and weight
- Operational experience on the accident aircraft type in hours or years
- Work category-cabin crewmember, purser, lead crewmember, etc.
- Number of different aircraft types/models that cabin crewmember is qualified on
- Medical history and medication taken at the time of the event
- Current medical condition and medication taken at time of the interview
- Experience as a cabin crewmember (in years) with current carrier/previous carrier
- Flight and duty schedule 72 hrs prior to the event
- Food and beverages consumed during the 24-hrs period before the occurrence
- Sleep/wake cycle for the 7 day period before the occurrence
- Commute time to airport
- Were you injured? Describe your injuries. When and how were you injured?

Pre-flight / In-flight activities:

- Describe the pre-flight crew briefing. What was covered? Who was present? Who conducted the briefing?
- Describe any cabin system(s) that was unserviceable at the beginning of, or during, the flight?
- Describe observations of, or interaction with, maintenance, ground service personnel, and flight deck crew that may be pertinent to the investigation.
- Describe the location of passengers with special needs/children travelling alone.
- Describe the location of infant/child restraint system(s).
- Describe the location of passengers with disabilities.
- Describe the passenger safety briefing. Were passengers attentive to the briefing?
- Describe the amount and stowage of cabin baggage.
- Describe your pre-departure cabin activities.
- Was alcohol served before/during the flight? If yes, approximately how many drinks did you serve?
- When did you prepare your emergency exit(s) for departure?
- Where were you seated for take-off and landing?
- Describe the type of seat restraint system used at your jump seat.

Occurrence Information:

- Describe if and how you were informed of a problem. If briefed by the PIC, what information were you given? If briefed by another crewmember, what information were you given?
- Describe your location during occurrence.
- Describe if and how the passengers were informed of a problem? What was their reaction?
- Describe the pre-occurrence preparations (i.e. type of warning, cabin preparation).
- Describe the occurrence.
- Describe the impact.
- Describe the emergency commands you used, if any.
- Describe the passenger reaction to your commands.
- Describe the passengers' brace positions.
- Describe your brace position.
- Describe the security of cabin furnishings in your area.
- Describe any difficulties you may have had with your seat/seat belt/shoulder harness.
- Describe any safety or emergency equipment you used: Why and how did you use it? Was it effective?
- Describe your view of the cabin. If your view was obstructed, please explain.

Evacuation:

- How did you decide to evacuate?
  - PIC's order?
  - Personal judgment?
  - Evacuation alarm?
  - PA announcement?
  - Fire-fighter's order?
- Describe the evacuation.
- Which exit(s) did you open?
- What was your assigned exit(s)?
- If you did not open an exit, explain why.
- Did you have a direct view of your primary/secondary exits from your jump seat?
- Did you assess the conditions? How?
- Were there any difficulties assessing outside conditions? Opening the exit? Deploying or inflating the evacuation slide? If yes, please describe.
- Did the emergency lights operate? Which emergency lights did you observe?
- Describe the illumination inside/outside the aircraft.
- Describe passenger reactions during the evacuation (calm, panic, etc.).
- Did the passengers attempt to take cabin baggage during the evacuation?
- Did you have passenger assistance at your exit? How did passenger assist?
- Describe any problems with the passengers during the evacuation.
- Describe any difficulties with passengers with special needs or children travelling alone.
- Approximately how long did the evacuation take? What is the estimate based on? (Note: time estimates are unreliable if the estimate can not be verified by empirical data)

- Did you see other cabin crewmembers evacuate the aircraft? Which exits did they use?
- Did you take emergency equipment with you? Which equipment? How was it used?
- Describe the flight deck crew activities outside the aircraft.
- Describe the rescue/fire fighting activities.
- Were you injured? Describe your injuries and how they were sustained.
- Were you transported to a hospital or medical facility?
- Approximately how long did the rescue efforts take?
- Describe your clothing and its suitability for the evacuation.

Training:

- Describe your initial and annual emergency/safety training.
- Did your training include basic instructions in aerodynamics and aircraft performance?
- When was your last evacuation drill? Describe the drill. How often is the drill conducted?
- When was your last door drill? Describe the drill. How often is the drill conducted?
- Describe your fire fighting training.
- Describe your initial and annual ditching training.
- Do you participate in a wet ditching drill? Describe the drill .
- Describe your practical training with respect to the use of emergency/safety equipment.
- Did you participate in crew resource management training with pilots or other members of your company? Explain.
- Did your training prepare you for what happened?

Additional Comments:

- Based on your experience, can you suggest any improvements to procedures or equipment?
- Do you have any further information that you think may assist in the investigation of this occurrence?

A.3.1.1 If The Event Involved The Following Conditions, Document The Following Information:

Turbulence:

- Describe your company's crew communication procedures for turbulence.
- Describe the crew communication procedure used in this event.
- Were you warned before you experienced the turbulence? How?
- Was the seat belt sign on? If yes, for how long?
- Were passengers seated when the seat belt sign was on?
- Were you seated at your cabin crewmember assigned seat? If you were not seated, why not?
- Where were you when the turbulence occurred?
- What announcements were made regarding the turbulence? Were passengers instructed to remain seated? When were the announcements made?
- Were there problems with stowing equipment before or after the turbulence event?

- Were you injured? Describe your injuries. Were you able to assist others following the turbulence?
- Describe injuries that you observed in other crewmembers or passengers.

Smoke/Fire/Fumes:

- When did you become aware of smoke, fire, or fumes?
- Where did you first observe smoke or fire? Describe what you saw and/or smelled (colour, density, and odour).
- Where were you when you first became aware of fumes?
- Did the conditions increase, decrease or change during the occurrence?
- Did you have difficulty breathing? Did you use PBE or other protection?
- Did you have problems communicating with other crewmembers or passengers? If yes, describe the problems.
- Did you use fire-fighting equipment? Describe.

Ditching/Inadvertent Water Landing:

- Were there any problems deploying, inflating or boarding the slide/rafts or life rafts?
- Did you move a slide/raft or life raft from one location to another? Describe any difficulties.
- What type of personal flotation device did you use? From where did you obtain it?
- Did you have any problems obtaining it or using it?
- What personal flotation devices did passengers use?
- Did passengers have any problems obtaining or donning their life preservers? (adults/infants/children)
- Who commanded the lift raft or slide/raft that you boarded? Were there other crewmembers in that raft?
- Describe the rescue operation.
- Describe sea survival procedures that were used.
- Did you retrieve an ELT? If yes, from where? Was the ELT used?

A.3.2 Passenger Interview

Personal Data:

- Name, gender, age, height, and weight
- Address
- Phone number
- Occupation
- Seat number and location
- Aviation experience
- Any disability that could impair egress from the aircraft
- Languages spoken
- Were you injured? Describe your injuries. When and how were you injured?

Pre-Flight Preparations:

- Describe the weight, size and stowage of your cabin baggage.
- Describe the clothing and footwear that you were wearing when the accident occurred.
- Was there a pre-departure safety briefing? How was it provided (i.e. pilot, cabin crewmember, video or other means)? Did you understand the safety briefing?
- Did you read the safety card?
- Did you understand the information on the safety card?
- Did you note the locations of more than one exit near your seat?
- Were you seated adjacent to an emergency exit?
- Were you briefed prior to departure on the operation of the exit? If yes, by whom?
- Describe the observations of maintenance, ground service personnel (de-icing), or flight deck crew that might be pertinent to the investigation.

Occurrence Information:

- How and when did you first become aware of a problem? Where were you when you first became aware of a problem?
- How did the crew prepare you for the emergency? Were you given instructions over the PA system? By an individual crewmember? Shouted instructions?
- Did you hear any shouted commands? If yes, what did you hear? Did the information help you?
- Did you brace for impact? Describe your brace position.
- Were you travelling with infants/children? How were they restrained? Were there any problems?
- How tightly was your seat belt fastened? Did you have any problems releasing your seat belt? If yes, describe them.
- Did you remove your shoes? Why? If you did not remove them, did they stay on during the impact and evacuation?
- Describe the impact sequence. What happened to you during the impact sequence?
- Did anything happen to your seat during impact?
- Did you remain seated until the aircraft stopped?

Evacuation:

- Which exit did you use? Why?
- Did you encounter problems reaching your exit? If yes, describe.
- Did you attempt to take anything with you when you left the aircraft? If yes, what did you take?
- Did you assist anyone during the evacuation?
- Did anyone assist you?
- Did you open an exit? If so, which one? Did you experience difficulty operating or using the exit?
- Did you notice any lights on in the cabin? Where?

- Approximately how long did it take you to evacuate the aircraft? What is your estimate based on?
- What did you see when you got out of the aircraft?
- Did help arrive quickly? Describe the rescue efforts.
- Did a rescuer assist you? How?
- Did you sustain an injury? If yes, please describe your injury and, if known, its cause.

A.3.2.1 If The Event Involved The Following Conditions, Document The Following Information:

Turbulence:

- Where were you when the turbulence occurred?
- Was your seat belt fastened? If not, why not?
- Was the seat belt sign on?
- Did you hear any announcement regarding seat belts? If yes, describe what you heard.
- Who do you think made the announcement(s)? flight deck crew and/or cabin crewmember(s)?
- Were you injured? Describe your injuries. Were you given first aid by a cabin crewmember or passenger?
- If you were travelling with an infant/child, what happened to the infant/child? How were they restrained?

Smoke/Fire/Fumes:

- When did you become aware of smoke, fire, or fumes?
- Where did you first observe smoke or fire? Describe what you saw and smelled. (colour, density, odour)
- Where were you when you first became aware of fumes?
- Did the conditions increase, decrease or change during the occurrence?
- Did you have difficulty breathing? If yes, what action did you take to protect yourself?
- Did you observe fire-fighting procedures? Describe.

Ditching/Inadvertent Water Contact:

- What types of flotation devices were available?
- Did you obtain a life preserver?
  - Where was it stored?
  - Did you have a problem retrieving it?
  - Did you put it on?
  - When did you inflate it?
  - Did it work properly?
  - If you were travelling with an infant or child, was a life preserver provided for the child?
- Did you use the seat bottom cushion as a flotation device? Describe how the cushion was used and its effectiveness.
- Did you board a life raft or slide/raft?

- Were there any difficulties?
- Describe the type of raft you boarded.
- What equipment in the life raft (slide/raft) was used?
- How many people were in the life raft?
- Describe the water conditions.
- Describe any sea survival procedures that were used.
- Describe the weather conditions.
- Describe the rescue effort.

Additional Comments:

- Based on your experience, can you suggest any improvements to procedures or equipment?
- Do you have any further information that you think may assist in the investigation of this occurrence?

A.4 ADDITIONAL ATTACHMENTS

- Reports of follow-up component tests
- Photographs
- Written statements

APPENDIX B

REFERENCE INFORMATION

APPENDIX B TABLE OF CONTENTS

B.1 CABIN SAFETY WEB-SITES

B.1.1 Government Web-sites

International Civil Aviation Organization (ICAO)
http://www.icao.int

Joint Aviation Authorities (JAA) Europe
http://www.jaa.nl/

US Federal Aviation Administration (FAA)
http://www.faa.gov

Transport Canada
http://www.tc.gc.ca

US Department of Transportation
http://www.dot.gov

US Federal Aviation Regulations (Title 14 Code of Federal Regulation 14 CFR)
http://www.faa.gov/avr/afs/fars/far_idx.htm

US FAA Cabin Safety Homepage (Cabin Safety Subject Index)
http://www.faa.gov/avr/afs/cabin.htm

Transport Canada Cabin Safety Regulations
http://www.tc.gc.ca/aviation/commerce/cabsafe/topic_index/A_e.htm

US FAA Cabin Safety Research Technical Group
http://www.fire.tc.faa.gov/cabwg.html

US FAA Advisory Circulars
http://www.faa.gov/avr/afs/acs/ac-idx.htm

US FAA Aeromedical Reports/CAMI
http://www.cami.jccbi.gov

US FAA Bulletins (HBAT/HBAW)
http://www.faa.gov/avr/bulletin.htm

US FAA Aviation News
http://www/faa/gov/avr/news/newshome.htm

US FAA Flight Standards
http://www.faa.gov.avr.afshome.htm

US FAA Human Factors
http://www.hf.faa.gov

US FAA Office of Accident Investigation
http://www.faa.gov/avr/aai/iirforum.htm

US FAA Office of System Safety
http://www.asy.faa.gov

US FAA Flight Standardization Board (FSB) Reports
http://www.opsspecs.com

NASA
http://www.nasa.gov

NASA Aviation Reporting System (ASRS)
http://www-afo.arc.nasa.gov/ASRS/ASRS.html

NASA Dryden Flight Research Center
http://www.dfrc.nasa.gov

National Aviation Accident Databases :

Australia http://www.dot.gov.au/gov.ua/programs/basi/basihome/htm
Canada http://bst-tsb.gc.ca/air;ost.html
Netherlands http://www.minvenw.nl/ris/dli/incident.html
New Zealand http://www.caa.govt.nz/scripts/accident_list.idc
United Kingdom http://www.open.gov.uk/aaib/formal.htm
United States http://www.ntsb.gov/aviation/accident.htm

NASA Ames Research Center
http://www.arc.nasa.gov

US National Transportation Safety Board (NTSB)
http://www.ntsb.gov

US State Department-Counterterrorism
http://www.state.gov/www/global/terrorism

US State Department Travel Warnings and Consular Information Sheets
http://www.stolaf.edu/network/travel-advisories.html

United States Department of Justice - American With Disabilities Act
http:///www.usdoj.gov/crt/ada/adahom1.htm

B.1.2 Airline Industry Sites

Air Transport Association of America
http://www.air-transport.org

Aviation Safety Institute
http://www.asionline.org

Aviation Week and Space Technology
http://www.awhnet.com/safety/index.htm

Flight Safety Foundation
http://www.flightsafety.org

Landings
http://www.landings.com

Regional Airline Association
http://www.raa.org

B.1.3 Other Sites

Air Data Research
http://www.airsafety.com

AIR Aviation Internet Resource
http://www.air-online.com/AIRcontents.shtml

Airline Crash Research Site
http://www.d-n-a.net/users/dnetGOjg/research.htm

Airline History Archives
http://www.flash.net/-airline/aha/html

Airline Pilots Association
http://www.alpa.org

AirSafe.Com
http://www.airsafe.com

Allied Pilots Association
http:www.alliedpilots.com

Association of Flight Attendants
http://www.afanet.org

Association of Professional Flight Attendants
http://www.apfa.org

Aviation Safety Web Pages
http:/www.web.inter.ne.net/users.H.Ranter

Cabin Safety Update
http://www.twpltd.com

International Association of Machinists-Continental Flight Attendants Union
http://www.iamaw.org

International Brotherhood Teamsters Local 2000-NorthWest Airlines Flight Attendants
http://www.teamster.org

International Society of Air Safety Investigators (ISASI)
http://www.isasi.org

B.2 FAA FLIGHT STANDARDS CABIN SAFETY SUBJECT INDEX REFERENCE

B.2.1 Abbreviations

ACOB - Air Carrier Operations Bulletin
AC - Advisory Circular
AD - Airworthiness Directive
FAA-AM - FAA Office of Aviation Medicine Reports – AVAILABLE FROM CAMI
FAR - Federal Aviation Regulations - SEE GUIDE TO FAA PUBLICATIONS
FSAT (FSIB) - Flight Standards Information Bulletin
FSAW - Airworthiness Information Bulletins
HBAT - Operations Handbook Bulletin
HBAW - Airworthiness Handbook Bulletin
ORDER 8400.10 – Air Transportation Operations Inspector's Handbook
STC - Supplemental Type Certificate
TSO - Technical Standard Order

B.2.2 Alphabetical Subject Index

- A -

ADMISSION TO COCKPIT
FAR 121.542: sterile cockpit
FAR 121.547, 125.315: persons who may be admitted to flight deck
FAR 121.548, 125.317, 135.75: Aviation Safety Inspectors
FAR 121.550: Secret Service Agents
FAR 121.587: locking
FAR 135.100: sterile cockpit
FAR 135.113: passenger occupancy of pilot seat

AISLES
FAR 25.813: width
FAR 25.815: width
FAR 121.310(f), 125, Appendix A, 135.178: for aircraft with more than 19 passenger seats
FAR 121.310(f), 125, Appendix A, 135.178: emergency exit access
FAR 135.178(f): emergency exit access
ACOB 210: protruding passenger seat armrests

ALCOHOL
FAR 91.17: alcohol or drugs
FAR 108.21: carriage of passengers under control of law enforcement escorts
FAR 121.458: misuse of
FAR 121.459: testing for
FAR 121.575: alcoholic beverages
FAR 121, Appendix J: alcohol misuse prevention program
FAR 135.121: serving, drinking, and passenger boarding after use
FAR 135.253: misuse of alcohol {also note 135.1(d)}

FAR 135.255: testing for alcohol
ACOB 202: service of alcoholic beverages
ACOB 213: potential problems associated with food/beverage service

ARMING EMERGENCY SLIDE
FAR 121.570: means emergency escape prior to movement on surface
ACOB 219: door/slide arming

ASHTRAYS
FAR 23.853(c): need
FAR 25.853(f)(g): requirement
FAR 121.215(d), 125.113: requirement

AUTHORITY OF PILOT IN COMMAND
FAR 1.1: definition
FAR 91.3: responsibility
FAR 121.421: training requirement
FAR 121.533, 121.535, 121.537: authority of the pilot-in-command
FAR 135.77: responsibility for operational control
FAR 135.121(c): prohibition who may be intoxicated

- B -

BAGGAGE
(also see carry-on baggage)
ACOB 211: carry-on baggage
AC 120-27C: Aircraft Weight and Balance Control
AC 121-29B: Carry-on Baggage
HBAT 95-15: Adherence to AC 120-27C "Aircraft Weight and Balance Control"

BAGGAGE COMPARTMENT
FAR 25.787: stowage compartments
FAR 25.1557(a): placards on compartments
FAR 121.215, 121.285, 125.113: requirements for cabin interiors
FAR 121.285: requirements
FAR 121.221: fire precautions
FAR 135.87: carry-on baggage
ACOB 211: carry-on baggage
ACOB 915: restraint of all items of mass
ACOB 982: DHC-8 closet floor loading weight limits
TSO-C1c: cargo/baggage compartment smoke detection instruments

BARS
ACOB 215: standup bars

BEVERAGES
(also see alcohol)
FAR 121.575: alcoholic
FAR 91.535, 121.577, 125.333: food/beverage service equipment
FAR 135.121: alcoholic
ACOB 202: service of alcoholic beverages
ACOB 212: service of food/beverages during surface movement
ACOB 213: potential problems associated with food/beverage service
ACOB 217: fire prevention (plastic cups, glasses, etc.)

BEVERAGE CART
(also see carts and galley equipment)
FAR 121.576: retention of items of mass
FAR 91.535, 121.577, 135.122: food/beverage service equipment
ACOB 212: stowage of galley service items
ACOB 213: potential problems associated with food/beverage service (prohibition against leaving carts unattended)
ACOB 915(c): stowage of galley items when not in use

BLANKETS
FSAT 96-11: Flammability of Airline Blankets

BLOODBORNE PATHOGENS
AC 120-44A: Air Carrier First Aid Programs
FSAT 94-11: Crewmember Protection from Bloodborne Pathogens
FAA-AM-97-21: Bloodborne Pathogens in Aircraft Accident Investigation

BRACE FOR IMPACT POSITIONS
ACOB 218: brace for impact positions
ACOB 930: addition to checklist to prepare passengers

BRIEFING
(also see passenger information)
FAR 91.519: passenger briefing
FAR 121.333(f): use of oxygen
FAR 121.571, 125.327: requirement
FAR 121.573: extended over water operations
FAR 121.583: briefing – ferry flights
FAR 135.117: briefing of passenger before flight
ACOB 216: flight and cabin crewmember coordination/communication
ACOB 218: brace for impact positions
ACOB 225: passenger briefing chemical oxygen systems
ACOB 228: passenger seat belt discipline
AC 120-32: Air Transportation of Handicapped Persons (briefing of handicapped)
AC 121-24B: Passenger Safety Information Briefing and Briefing Cards
AC 121-29A: Carry-on Baggage (information provided to passengers)
AC 120-34: Air Transportation of Mental Patients

FSAT 97-08: briefing and flotation devices

- C -

CABIN EQUIPMENT
(also see emergency equipment, signs, seat belts)
ACOB 211: carry-on baggage (co-mingling with emergency equipment)
FSAW 96-04: Improved Flammability Standards for Materials Used in the Interiors of Airplane Cabins

CABIN MOCKUPS
HBAT 98-26: in relation to operating experience
FAA-AM-97-18: A Flexible Cabin Simulator

CANES
FAR 121.589: stowage
FAA-AM-80-12: used by blind passengers

CARDS
(also see passenger information)

CARGO
(also see carry-on baggage)
FAR 25.787: stowage compartments
FAR 25.855: cargo or baggage compartments
FAR 25.857: cargo compartment classification
FAR 25.1557: placards on
FAR 91.525: carriage of cargo
FAR 121.285, 125.183: cargo in passenger compartment
FAR 121.287, 125.185: cargo in cargo compartment
FAR 121.309(c): fire extinguisher
FAR 121.589: carry-on baggage
FAR 135.87: carriage of cargo/baggage
ACOB 211: carry-on baggage

CARRY-ON BAGGAGE
(also see cargo)
FAR 91.523: carry on baggage
FAR 91.525: carriage of cargo
FAR 121.285, 125.183: cargo in passenger compartment
FAR 121.589: carry-on baggage
FAR 135.87: carriage of cargo/carry-on baggage
AC 121-29B: Carry-on Baggage
ACOB 211: carry-on baggage
ACOB 915: restraint of all baggage
HBAT 98-28: Air Carrier Carry-on Baggage Programs

CARTS
(also see beverage cart, galley equipment)
FAR 121.576: retention of items of mass
FAR 91.535, 121.577, 135.122: food/beverage service equipment
ACOB 212: stowage of galley service items
ACOB 213: potential problems associated with food/beverage service
ACOB 915(c): stowage of galley items when not in use
HBAT 98-02: Galley Security

CERTIFICATION
FAR 119: Certification – Air Carriers and Commercial Operators
ORDER 8400.10, Vol. 2: Air Operator Certification
AC 25-21: Certification of Transport Airplane Structure
AC 25-22: Certification of Transport Airplane Mechanical Systems
AC 120-49: Certification of Air Carriers
FSAT 96-02: General Certification and Operations Requirements for Air Carriers Transitioning from Part 135 to Part 121
HBAT 96-01: Part 119: Certification of Air Carriers and Commercial Operators
HBAT 97-06: Use of the "Gate System" During the Initial Certification of Part 121 Air Carriers
HBAT 98-17: Required CSET Contact for Air Carrier Certification Activity

CHILD/INFANT RESTRAINT DEVICES
FAR 91.107: use of safety belts
FAR 121.311: use of seat/belts
FAR 125.211: use of safety belts
FAR 135.128: use of safety belts and child restraints
ACOB 218: brace for impact positions
ACOB 949: Use of Child/infant restraint systems
AC 91-62A: Use of Child Seats in Aircraft
FSAT 95-09: Child Restraint
FSAT 97-01: Children over 24 months of age
FSAT 99-03: Types of and Use of Child Restraint on Air Carriers
FAA-AM-78-12: Child Restraint Systems for Civil Aircraft
FAA-AM-94-19: Performance of Child Restraint Devices in Transport Airplane Pax Seats

CLOTHING
FSAT 97-01: Flight attendant attire

COCKPIT
FAR 121.313(g), 125.213: requirement for key
FSAT 97-01: location and training cockpit key
HBAT 98-05: legal interpretation concerning access to the flight deck

COMPARTMENTS
(also see cargo and carry-on baggage)
FAR 25.853, 121.312: compartment interiors
ACOB 211: carry-on baggage

CRASH AX
FAR 91.513: requirement (20 or more pax seats)
FAR 121.309(e), 125.207: requirement
FAR 135.177, 125.207: requirement and location (20 or more pax seats)

CRASH WORTHINESS
ACOB 223: F/A training on conditions of aircraft following accident
AC 25-17: Transport Airplanes Cabin Interiors Crashworthiness Handbook

CREW
FAR 1.1: definition of crewmember and flight crewmembers
FAR 121.397, 125.271: emergency/evacuation duties
FAR 121.417: training, coordination, responsibilities, duties
FAR 121.683: crewmember records
FAR 135.107: F/A crewmember requirement
FAR 135.123: emergency/evacuation duties
ACOB 204: distribution of flight attendants (change in assignment)
ACOB 205: duty assignment of required and non-required F/A
ACOB 206: use of supernumerary personnel in aircraft cabins
ACOB 207: pre-departure cabin equipment checks by F/A
ACOB 216: flight/cabin crewmember coordination and communication
ACOB 218: brace for impact positions
ACOB 223: F/A training on conditions of aircraft following accident
ACOB 226: time management and crew coordination
ACOB 928(b): F/A reporting hazardous conditions
ACOB 979: Crewmembers should report observations
AC 120-48: Communication & Coordination Between Flight Crewmembers & Flight Attendants

CREW BAGGAGE
FAR 121.576: stowage
ACOB 211: carry-on baggage
ACOB 915: restraint of crew baggage

CREW QUALIFICATIONS
(also see training, operating experience)
FAR 121.415(g): training ensures crewmember remains trained
FAR 121.432: general, competency
FAR 121.433: required
FAR 121.434(e): operating experience
FAR 121.569: equipment interchange
ACOB 205: duty assignment of required and non-required F/A
ACOB 220: flight attendant operating experience
HBAT 98-26: Flight Attendants Operating Experience

CREW RESOURCE MANAGEMENT
FAR 121.404: compliance
FAR 121.406: previous credit

FAR 121.421: training
AC 120-51D: Crew Resource Management Training

- D -

DANGEROUS ARTICLES
(see also hazardous materials)
FAR 121.401: training
FAR 121.433(a): training regarding handling

DECOMPRESSION
(also see hypoxia, oxygen masks)
FAR 121.417: training
FAA-AM-99-4: Concepts Providing Physiological Protection After Aircraft Cabin Decompression in the Altitude Range of 60,000 to 80,000 Feet Above Sea Level

DEMONSTRATIONS
FAR 25.801: ditching
FAR 25.803: evacuation
FAR 121.291, 125.189: demonstration evacuation and ditching procedures
FAR 121.391, 125.269: number of F/A's required
FAR 121.397, 125.271: evacuation duties
FAR 121, Appendix D, 125 Appendix B: evacuation/ditching demonstration procedures
ORDER 8400.10, Vol. 3, Chapter 10: Emergency Evacuation and Ditching Demonstrations
ACOB 221: procedures and training for emergency evacuations
ACOB 222: crewmember training emergency evacuation demonstrations
ACOB 913: demonstrations portability slide/raft assemblies
AC 25.803-1: Emergency Evacuation Demonstrations
AC 20-118A: Emergency Evacuation Demonstration (from small planes)
HBAT 98-20: Processing Evacuation Demonstration Reports

DEVIATIONS/WAIVERS
FAR 121.161: route
FAR 121.163: proving tests
FAR 121.339: extended overwater operations
FAR 121.557: waivers, general, emergencies

DISTRIBUTION OF FLIGHT ATTENDANTS
FAR 121.391(d), 125.269: distribution
ACOB 204: distribution of flight attendants
ACOB 206: use of supernumerary personnel in aircraft cabins

DITCHING
(also see overwater operations)
FAR 25.801: emergency provisions
FAR 25.807: emergency exits
FAR 25.1415: ditching equipment
FAR 25.1561: safety equipment

FAR 121.291: requirement for demonstration of ditching procedures
FAR 121.417: training
FAR 121, Appendix D: evacuation/ditching demonstration procedures
FAR 135.167: emergency equipment extended overwater operations
ACOB 226: time management and crew coordination
AC 120-47: Survival equipment for use in overwater operations

DOORS
FAR 25.783: doors
FAR 25.811: exit marking
FAR 25.813: emergency exit access
FAR 25.1557(d): placards
FAR 121.313, 125.213: miscellaneous equipment
FAR 121.587: cockpit
ACOB 208: routine opening/closing of doors on wide-bodied jets
ACOB 219: door/slide arming
ACOB 305: F-27 cargo door for emergency situations
AC 25.783-1: Fuselage Doors, Hatches and Exits

DRUGS
(also see narcotic drugs)
FAR 91.17: use
FAR 91.19: carriage of
FAR 121.15, 125.39: carriage of
FAR 121.429: training
FAR 121.455: use of prohibited drugs
FAR 121.457: testing for prohibited drugs
FAR 121, Appendix I: detailed information regarding testing of drugs
FAR 135.41: carriage of
FAR 135.249: Use of prohibited drugs
FAR 135.251: testing for prohibited drugs
AC 91.11-1: Guide to Drug Hazards in Aviation Medicine

DUTIES
FAR 121.391: flight attendant duties
FAR 121.397, 125.271, 135.123: emergency and evacuation duties
ACOB 203: number of F/A required when aircraft is parked at the gate
ACOB 205: duty assignment of required and non-required F/A
ACOB 206: use of supernumerary personnel in aircraft cabins
ACOB 207: pre departure cabin equipment checks by F/A
ACOB 211: carry-on baggage (securing before doors closed)
ACOB 219: door/slide arming
ACOB 226: time management and crew coordination
ACOB 227: F/A restraint and second choice exit

DUTY TIME
FAR 121.461(b): applicability
FAR 121.467: F/A duty period limitations and rest requirements
FAR 125.37: duty period limitations
FAR 135.261: applicability of duty time
FAR 135.273: F/A duty period limitations and rest requirements
HBAT 95-16: Adoption of Flight Crewmember Flight Time Limitation Rules to Establish Flight Attendant Duty and Flight Time Limitations and Rest Restrictions
HBAT 98-08: Part 135 Flight/Rest Time Limitations for Certain Part 121/135 Operations

- E -

ELECTRONIC DEVICES
FAR 91.21, 121.306, 125.204, 135.144: portable electronic devices
AC 91.21-1A: use of
FSAW 98-05: Medical Portable Electronic Devices (PED)

EMERGENCIES
ACOB 226: time management and crew coordination
ACOB 227: F/A restraint and second choice exit
ACOB 979: require crewmember to report potential dangers
FAA-AM-91-3: response carrier inflight medical emergencies.

EMERGENCY EQUIPMENT
(also look under specific equipment)
FAR 91.513: requirement
FAR 121.309: general
FAR 121.310, 125, Appendix A, 135.178: additional
FAR 121.339: extended overwater operations
FAR 121.340: flotation means
FAR 121.353: operation over uninhabited terrain area
FAR 135.167: emergency equipment extended overwater operations
ACOB 207: pre departure cabin equipment checks by F/A
ACOB 211: carry-on baggage (commingling with emergency equipment)
ACOB 229: F/A training on the use of cockpit emergency equipment
AC 91-44A: Operational and Maintenance Practices for ELTs and Receivers
AC 91-58A: Use of Pyrotechnic Visual Distress Signaling Devices in Aviation
HBAT 98-18: Air Carrier Manual Instructions Concerning Minimum Equipment List Conditions and Limitations

EMERGENCY EXIT
(also see evacuation)
FAR 25.1411: stowage provisions
FAR 91.607: when carrying passengers for hire
FAR 121.285: cargo in passenger compartment
FAR 121.310, 125, Appendix A, 135.178: means for evacuation/escape route, exit marking
FAR 121.313(h), 125.213: placards
FAR 121.391, 125.269: flight attendant seating

FAR 121.417: training
FAR 121.571: briefing
FAR 121.574(a)(7), 125.217, 135.91: medicinal oxygen must not block
ACOB 227: F/A restraint and second choice exit
ACOB 229: F/A training on cockpit emergency equipment
ACOB 508: DC-8-61 lifelines attached to exits
AC 20-60: accessibility to excess emergency exits
FAA-AM-89-14: Influence of Adjacent Seating Configurations on Egress Thru Type III Exit

EMERGENCY LIGHT OPERATION
FAR 121.310(d): interior

ENFORCEMENT
FAR Part 13
ORDER 8400.10, Vol. 1, Chapter 4, Section 2: Compliance and Enforcement
AC 00-58: Voluntary Disclosure Reporting Program
AC 120-59: Air Carrier Internal Evaluation Programs
HBAT 95-01A: Voluntary Self Disclosure (Amended)

EVACUATION
(also see demonstration, evacuation slides)
FAR 25.803: emergency evacuation
FAR 25.810: egress assist means and escape routes
FAR 121.291, 125.189: emergency evacuation procedures/demonstration
FAR 121.310(f), 125, Appendix A, 135.178: seat/berth obstruction
FAR 121.311(i): secure restraints avoid interference egress
FAR 121.391, 125.267: flight attendant duties
FAR 121.397, 125.271: duties, aircraft evacuation
FAR 121.417: crewmember training
FAR 121, Appendix D: evacuation/ditching demonstration procedures
FAR 135.178(a): means for evacuation
ORDER 8400.10, Vol. 3, Chapter 10: Emergency Evacuation and Ditching Demonstrations
ACOB 204: distribution of flight attendants
ACOB 205: duty assignment of required and non-required F/A
ACOB 209: upright position of seat backs for takeoff and landing
ACOB 210: protruding passenger seat armrests
ACOB 218: brace for impact positions
ACOB 221: procedures and training for emergency evacuations
ACOB 222: crewmember training emergency evacuation demonstrations
ACOB 226: time management and crew coordination
ACOB 229: F/A training on the use of cockpit emergency equipment
ACOB 404: emergency escape overwing exit on DC-9-l0
ACOB 911: procedures and training for evacuations
ACOB 930: preparation for brace for impact; emergency checklist
AC 25.803-1: Emergency Evacuation Demonstrations
FSAT 94-12: Protection and Survival in Cargo-only Aircraft
FSAT 97-07: initiation of evacuation commands

FSAT 97-07: F/A coordination during evacuations
FSAT 98-05: need for flight attendants to be aggressive in initiating aircraft evacuations
HBAT 96-03: unwarranted evacuations
HBAT 01-01A: NTSB Recommendations for Emergency Evacuations of Commercial Aircraft
FAA-AM-78-3: Passenger Flow Rates Between Compartments
FAA-AM-79-6: Injuries in Air Transport Emergency Evacuations
FAA-AM-89-5: Operation Workload: A Study of Pax Energy Expenditure During an Evacuation
FAA-AM-96-18: Aircraft Evacuations onto Escape Slides and Platforms I: Effects of Pax Motivation
FAA-AM-97-20: Use of Object-Oriented Programming to Simulate Human Behavior in Emergency Evacuation of an Aircraft's Passenger Cabin
FAA-AM-99-10: Aircraft Evacuations onto Escape Slides and Platforms II: Effects of Exit Size
FAA-AM-99-30: Frequency and Cost of Transport Airplane Precautionary Emergency Evacuations
FAA-AM-00-11: Evacuee Injuries and Demographics in Transport Airplane Precautionary Emergency Evacuations
FAA-AM-01-2: Access to Egress – A Meta-Analysis of the Factors that Control Emergency Evacuation Through the Transport Airplane Type-III Overwing Exit

EVACUATION SLIDES
FAR 121.309: marking of slides
FAR 121.310, 125 Appendix A, 135.178: requirement; use of and arming/disarming
FAR 121.417: training
FAR 121.563: mechanical reliability reporting
FAR 121.570: ready for emergency prior to movement on the surface
ACOB 219: door/slide arming
ACOB 221: procedures and training for emergency evacuations
ACOB 227: F/A restraint, evacuation, 2nd choice exit
FSAW 97-11: MD-80 and DC-9 Evacuation Slide Rigging Procedures
TSO-C69c: minimum performance

EXITS
(also see doors)
FAR 25.772: pilot compartment doors
FAR 25.783: doors
FAR 25.785(h): flight attendant seats
FAR 25.807: emergency exits
FAR 25.809: exit arrangement
FAR 91.607: when carrying passengers for hire
FAR 121.310(e): operating handles and access
ACOB 208: routine opening/closing of doors on wide-bodied jets
ACOB 219: door/slide arming
ACOB 221: procedures and training for emergency evacuations
ACOB 227: F/A restraint, evacuation, 2nd exit
ACOB 229: F/A training on the use of cockpit emergency equipment
AC 25.785-1A: F/A seat and torso restraint system installation

AC 25.807-1: Uniform Distribution of Exits
FAA-AM-92-27: Effects of Seating Configuration & Number of Type III Exits on Emergency Aircraft Evacuation
FAA-AM-95-22: Aircraft Evacuations Thru Type III Exits I: Effects of Seat Placement at Exit
FAA-AM-95-25: Aircraft Evacuations Thru Type III Exits II: Effects of Individual Subject Differences

EXIT MARKINGS
FAR 121.310, 125 Appendix A, 135.178: interior, exterior

EXIT SEATING
(also see handicap)
121.585, 135.129: exit seating
ORDER 8400.10, Vol. 3, Chapter 15, Section 3: Exit Seating Program Job Aid
FSAT 93-15: Operations Specifications (OpsSpecs) Revision, Approved Exit Seat Program
HBAT 01-02: Air Carrier Exit Seating Program Development

EXTENDED OVERWATER FLIGHT
(also see overwater operations)
FAR 1.1: definition
AC 120-47: survival equipment for use in overwater operations

- F -

FIRES
FAR 121.221, 125.119: precautions
FAR 121.417: training
ACOB 217: fire prevention
ACOB 223: F/A training on conditions of aircraft following accident
ACOB 230: training on protective breathing equipment - fire control
ACOB 966: cabin fluorescent light ballast fires
FSAT 96-11: Flammability of Airline Blankets
FSAT 00-07A: Resetting Tripped Circuit Breakers
FSAW 96-04: Improved Flamm. Standards for Materials Used in the Interiors of Airplane Cabins
TSO-C11e: fire detectors (thermal sensing and flame contact)
TSO-C79: fire detector (radiation sensing type)
TSO-C141: ballast lighting
FAA-AM-95-8: Aircraft Fires, Smoke, Toxicity, and Survival

FIRE EXTINGUISHER
FAR 25.851: number
FAR 91.513(c): requirement
FAR 121.221: requirement in compartments
FAR 121.309: requirements
FAR 121.417: training
FAR 135.155: passenger carrying aircraft
ACOB 230: training on protective breathing equipment-fire control

AC 20-42C: Hand Fire Extinguishers for Use in Aircraft
FSAW 97-12A: Hand-Held Fire Extinguishers
TSO-C19b: Portable water-solution type fire extinguishers

FIRST AID EQUIPMENT
FAR 91.513: requirement
FAR 121.309(d): general
FAR 121.327, 121.329, 121.331, 121.333: oxygen
FAR 121.417: training
FAR 121.574: oxygen, passenger medical use
FAR 121, Appendix A: list of equipment
FAR 125.219, 135.91: requirement, contents
FAR 135.91: oxygen for medical use by passengers
FAR 135.177: first aid kit 20 or more seats
ACOB 232: emergency medical kits
ACOB 905: approving items for use in first aid kits
AC 120-44A: Air Carrier First Aid Programs
FSAW 98-05: Medical Portable Electronic Devices (PED)

FLASHLIGHTS
FAR 121.310(l), 125 Appendix A, 135.178: stowage provisions; each flight attendant seat
FAR 121.549(b): flying equipment; each crewmember must have flashlight

FLIGHT ATTENDANTS
FAR 91.533, 135.107: requirements
FAR 121.333: oxygen requirements
FAR 121.391, 125.269: number, seating, during taxi
FAR 121.393: requirement at stops where passengers remain on board
FAR 121.417, 121.418, 121.427, 121.433: training
FAR 121.432: qualifications
FAR 121.434(e): operating experience
FAR 121.583: carriage F/A aircraft not in compliance pax req.
ACOB 203: number of flight attendants required when aircraft at gate
ACOB 204: distribution of flight attendants
ACOB 205: duty assignment of required and non-required F/A
ACOB 206: use of supernumerary personnel in aircraft cabins
ACOB 207: pre departure cabin equipment checks by F/A
ACOB 218: brace for impact positions
ACOB 220: flight attendant operating experience
ACOB 226: time management and crew coordination
ACOB 227: F/A restraint crash, evacuation, second exit
ACOB 229: F/A training on the use of cockpit emergency equipment
FSAT 97-01: F/A attire
FSAT 97-07: F/A communication and commands during evacuations
FSAT 01-03: Number of F/A Required at Stops Where Pax Remain Onboard, 14 CFR 121.391 and 121.393

FLIGHT DECK
(see cockpit)

FLIGHT DECK CREWMEMBER
FAR 1.1: definition also defines crewmember
(flight crewmember assigned to flight deck - crewmember assigned duties)

FLOORS/SURFACES
FAR 25.793: non-slip surfaces
FAR 25.853: compartment interiors

FLOTATION MEANS
(also see overwater equipment)
FAR 25.1415: ditching equipment
FAR 121.339: overwater equipment
FAR 121.340: means of emergency flotation
FAR 125.209: emergency equipment
FAR 135.167: emergency equipment: extended overwater operations
ACOB 224: training for crewmembers on flotation equipment
AC 20-56A: marking
FSAT 97-08: briefing on individual flotation devices
TSO-C72c: flotation cushions
TSO-C85a: Survivor Locator Lights
FAA-AM-78-1: Flotation and Survival Equipment Studies
FAA-AM-91-6: Donning Times & Flotation Characteristics of Infant Life Preservers
FAA-AM-95-20: Alternative Methods for Flotation Seat Cushion Use

FOOD
ACOB 213 potential problems associated with food/beverage service

- G -

GALLEY EQUIPMENT
(also see lower lobe)
FAR 25.789: retention of items of mass
FAR 25.853: compartment interiors
FAR 121.421: flight attendant training
FAR 121.576: retention of items of mass
FAR 91.535, 121.577, 135.122: equipment during takeoff/landing
ACOB 212: stowage of galley service items (prohibition against serving during movement on the surface
ACOB 213: potential problems associated with food/beverage service
ACOB 214: problems with lower lobe galleys
ACOB 217: fire prevention (use of galley circuit breakers)
ACOB 915: restrained when not in use/being moved
FSAT 00-07A: Resetting Tripped Circuit Breakers
HBAT 98-02: galley security

- H -

HANDICAPPED PASSENGERS
FAR 121.417: training on evacuation of
FAR 121.571, 121.573, 125.327: briefing passengers
FAR 121.585, 135.129 exit seating
FAR 121.586: transportation of, refusal
FAR 121.589: canes
DOT Rule 14 CFR 382
AC 120-32: Air Transportation of Handicapped Persons
AC 121-24B: briefing of handicapped
FAA-AM-77-11: Emergency Escape of Handicapped Air Travelers

HAZARDOUS MATERIALS
(also see dangerous articles, manuals)
FAR 175.10(a)(19): batteries and wheelchairs
ORDER 8400.10, Vol. 2, Chapter 3, Section 5: Hazardous Materials or Dangerous Goods
AC 121-21B: Information Guide for Training Programs & Manual Requirements in the Air Transportation of Hazardous Materials
AC 121-27: Guide for Air Carriers in Obtaining Information Dealing with the Transportation of Hazardous Materials by Air
FSAT 96-06: Civil Aviation Security - additional guidance on hazardous materials (HAZMAT)
FSAT 99-06: Special Emphasis Review of Hazardous Materials or Dangerous Goods Manuals and Training Programs

HIJACKING
FAR 121.417, 121.421: training
FAA-AM-78-35: Task Force on Deterrence of Air Piracy

HYPOXIA
(also see decompression)
FAR 121.417: training

- I -

INJURIES IN CABIN
FAA-AM-79-23: Cabin Safety Data Bank
FAA-AM-80-12: Cabin Safety Data Bank
FAA-AM-82-8: Flight Attendant Injuries

INTERCHANGE EQUIPMENT
FAR 121.569: equipment interchange

INTERFERENCE WITH CREWMEMBER
AVIATION ACT OF l958, 902(j): definition interference, applicability
FAR 91.11, 121.580, 125.328, 135.120: prohibition
AC 120-65: interference with crewmembers in performance of duties

INTERPHONE
FAR 121.318: public address system
FAR 121.319: use of
FAR 135.150: p.a. and interphone systems

- L -

LAVATORY
FAR 25.854: lavatory fire protection
FAR 121.215, 125.113: requirements for towel and waste receptacles
FAR 121.308: lavatory fire protection
FAR 121.317(h), 125.217, 135.127: prohibition against smoking
ACOB 211: carry-on baggage (prohibition other articles in lavatory)
ACOB 217: fire prevention

LIFELINES
FAR 25.1411(g): stowage provisions
FAR 121.417: training on
ACOB 508: DC-8-61 lifelines FAR 25.787: stowage compartments
ACOB 945: lifelines extended overwater operations

LIFE RAFT/LIFE VEST
(also see overwater operations)
FAR 25.1411: safety equipment
FAR 25.1415: ditching equipment
FAR 25.1561: safety equipment
FAR 121.339: emergency equipment requirements
FAR 121.340: location and other requirements
FAR 121.417: training
FAR 121.573, 125.327: briefing for extended overwater operations
FAR 121.583: when not carrying passengers
ACOB 224: training crewmembers on flotation equipment
TSO-C70a: Liferafts (reversible and non-reversible)
TSO-C13f: life preservers
TSO-C72c: Individual flotation devices

LIGHTING SYSTEMS
FAR 25.812: emergency lighting
FAR 121.310(c)(3), 125 Appendix A, 135.178: floor proximity lighting
FAR 121.310, 125 Appendix A, 135.178: interior, exterior
FAR 121.310(d): operation
AC 25.812-1A: Floor Proximity Escape Path Marking
AC 25.812-2: Floor Proximity Escape Path Marking Systems Incorporating Photoluminscent Elements
FAA-AM-98-2: Performance Demonstrations: Floor Proximity Escape Path Marking Systems

LIGHTS
FAR 121.310(h), 125 Appendix A, 135.178: flashlight stowage provisions
FAR 121.339: lights on life vests (overwater equipment)
FAR 121.549: flashlights
FSAT 92-23: illumination of pax signs movement on surface

LOAD LIMIT
FAR 25.787: placarded weight
FAR 121.285: cargo in passenger compartment
ACOB 211: carry-on baggage

LOAD MANIFEST
FAR 121.693(e), 125.383: load manifest
ACOB 992: accident notification and load accounting
AC 120-27C: Aircraft Weight and Balance Control
FSAT 98-04: Emphasis on Load Manifest

LOUNGE AREAS & LOWER LOBE
(also see bars & galley equipment)
FAR 25.785: padding, hand grips
FAR 25.803: emergency evacuation
FAR 25.811: emergency exit marking
FAR 25.812: emergency lighting
FAR 25.819: lower deck service compartments
FAR 25.831: ventilation
FAR 25.1439: protective breathing equipment
ACOB 214: problems with lower lobe galleys
ACOB 217: fire prevention

- M -

MANUALS
FAR 121.131: applicability
FAR 121.133, 125.71: preparation of
FAR 121.135, 125.73: contents of
FAR 121.137: distribution and availability of
FAR 121.139: on aircraft
FAR 121.369: requirements
FAR 135.21: requirements
FAR 135.23: contents
ORDER 8400.10, Vol. 3, Chapter 15, Section 6: Approval and Acceptance of Flight Attendant Manuals and Checklists
ACOB 229: F/A use of cockpit emergency equipment
FSAT 97-02: Inspector approval of F/A manuals

MARIJUANA
(also see drugs, narcotic drugs)
FAR 91.15, 121.15, 135.41: carriage of

MECHANICAL IRREGULARITIES
FAR 121.563: reporting
FAR 121.701: maintenance log; aircraft
FAR 121.703: mechanical reliability reports
FAR 135.65: reporting mechanical irregularities
ACOB 928: reporting potentially hazardous conditions
AC 120-30A: Reporting Requirements of Air Carriers

MEDICAL KITS
FAR 121.309(d): requirement
FAR 121, Appendix A: contents
FAR 121.417: training
ACOB 232: emergency medical kits
FAA-AM-91-2: Utilization of Emergency Kits by Air Carriers
FAA-AM-91-3: Response Capability During Civil Air Carrier Inflight Medical Emergencies
FAA-AM-97-2: Inflight Medical Care: An Update
FAA-AM-11-13: Evaluation of Inflight Medical Care Aboard Selected U.S. Air Carriers: 1996 to 1997

MEGAPHONES
FAR 25.1421: megaphones
FAR 91.513, 125.207: requirement
FAR 121.309(f): requirement and location
AC 121-6: Portable Battery Powered Megaphones
TSO-C137: Aircraft Portable Megaphones

MOVEMENT ON THE SURFACE
FAR 121.577: serving food/beverages during surface movement
ACOB 212: stowage of galley service items
ACOB 216: flight/cabin crewmember coordination and communication and safety during potentially hazardous condition of flight
ACOB 219: door/slide arming
ACOB 228: passenger seat belt discipline

-N-

NARCOTIC DRUGS
FAR 91.15, 121.15, 135.41: carriage of

NUMBER OF PASSENGER SEATS
Determined accordance with FAR 25.803 and 121.291
Listed in the OpsSpecs/TYPE DATA SHEETS

-O-

OFFICE OF AVIATION MEDICINE (OAM)

Reports prefixed by FAA-AM are Office of Aviation Medicine reports. Indexes of all OAM reports are available from CAMI library. Reports may be ordered through Kathy Wade, FAA-AAM-400A, Box 25082, Oklahoma City, OK 73125

OPERATING EXPERIENCE

FAR 121.434: Flight Attendant Operating Experience
HBAT 98-26: Flight Attendants Operating Experience

OPERATIONAL CONTROL

FAR 121.533, 121.535, 121.537, 135.77: responsibility
HBAT 98-12A: Training, Qualifications and Operational Control of Flight Attendants Who have Served or May be Serving at more than on Air Carrier (Amended)

OVERWATER OPERATIONS

(also see ditching, lifelines)
FAR 1.1: definition of extended overwater flight
FAR 91.509, 125.209: survival equipment for overwater operations
FAR 121.161: route limitations
FAR 121.339: emergency equipment
FAR 121.340: flotation means
FAR 121.573, 125.327(a)(6): extended overwater operations
FAR 121.583: passenger carrying requirements
FAR 135.167: emergency equipment extended overwater operations
AC 120-47: Survival Equipment for Use in Overwater Operations
FSAT 97-08: briefing on individual flotation devices
TSO-C13f: minimum standards for life preservers
TSO-C91a: Emergency Locator Transmitters (ELT) Equipment

OXYGEN

(also see decompression, oxygen masks)
FAR 25.1439: separate compartments (lower lobe)
FAR 25.1441: equipment and supply
FAR 25.1443: minimum mass floor
FAR 25.1445: equipment standards - distribution
FAR 25.1447: equipment standards - dispensing
FAR 25.1449: means of determining use of
FAR 25.1450: chemical oxygen generators
FAR 25.1453: protection from rupture
FAR 91.211: supplemental oxygen
FAR 121.327: supplemental oxygen
FAR 121.329: supplemental oxygen
FAR 121.331: supplemental oxygen
FAR 121.333: supplemental oxygen
FAR 121.417: training
FAR 121.574, 125.219, 135.91: medical use by passengers

FAR 135.89: pilot requirements
FAR 135.91: medical use by passengers
FAR 135.157: oxygen equipment requirements
ACOB 225: training crewmembers on chemically generated oxygen
HBAT 97-08: transportation of generators (chemical)
FAA-AM-98-27: Performance of a Portable Oxygen Breathing System at 25,000 Feet Altitude

OXYGEN MASKS
(also see protective breathing equipment)
FAR 25.1439: lower lobe
FAR 121.333: use of
AC 120-43: the influence of beards on oxygen mask efficiency
FSAT 95-27: use of oxygen mask by crew during decompression
HBAT 98-29: Smoke Goggles and Oxygen Masks (PBE)
TSO-C99: protective breathing equipment
TSO-C64a: Oxygen Mask Assembly Continuous Flow, Passenger
TSO-C116: Crewmember Protective Breathing Equipment
TSO-C103: Continuous Flow Oxygen Mask Assembly (for non-transport category aircraft)
FAA-AM-80-18: Evaluation of the Protective Efficiency of a New Oxygen Mask for Aircraft Passenger Use to 40,000 Feet

OZONE
FAR 121.578: amount oxygen permissible in cabin, testing requirements
AC 120-38: method of compliance with 121.578
FAA-AM-79-20: Effects of Ozone on Exercising & Sedentary Adult Men & Women Representative of the Flight Attendant Population

- P -

P.A. SYSTEM
(see public address system)

PASSENGER
FAR 108.9: screening of passengers and property
FAR 121.333: oxygen
FAR 121.417: training
FAR 121.571: before takeoff
FAR 121.573, 125.327(a)(6): extended overwater operations
FAR 121.585: exit seating
FAR 135.129: exit seating
ACOB 216: flight/cabin crewmember coordination/communication
ACOB 217: fire prevention
ACOB 218: brace for impact positions
ACOB 225: passenger briefing information chemical oxygen systems
ACOB 228: passenger seat belt discipline
ACOB 824: seat discipline sign illuminated long time
AC 121-24B: passenger briefing

PASSENGER INFORMATION/SIGNS
(also see signs)
FAR 91.517, 125.207: smoking and safety belt signs
FAR 25.791, 121.317, 125.217, 135.127: signs
FAR 121.571, 125.327, 135.117, 135.127: information cards
ACOB 228: passenger seat belt discipline
ACOB 404(a): DC-9-10 cards wing escape route
AC 121-24B: provides information regarding cards and briefing
FSAT 97-06: passenger information cards on Beechcraft 1900's and other similar airplanes

PILOTS
FAR 1.1: definition of pilot-in-command
FAR 121.533, 121.535, 121.537: responsibility and authority
FAR 121.545, 125.313, 135.115: manipulation of controls
FAR 121.557, 121.559, 125.319, 135.19: emergencies
FAR 121.563, 125.323, 135.65: reporting of mechanical irregularities
FAR 135.77: responsibility for operational control

PLACARDS
(also see signs)
FAR 25.787: stowage compartments
FAR 25.811: exit markings
FAR 25.1557: miscellaneous markings and placards
FAR 25.1561: marking safety equipment
FAR 121.215, 121.285, 121.309, 121.317, 121.589: requirements for placards on compartments
FAR 121.313, 125.213: miscellaneous equipment

PRISONER
(also see security)
FAR 108.21: armed law enforcement escorts

PROBLEM PASSENGER
FAR 108.21: prisoner
FAR 121.575: alcoholic beverages
ACOB 202: service of alcoholic beverages
AC 120-32: transportation of handicapped passengers
AC 120-34: transportation of mental patients
AC 108-2: carriage of weapons and escorted persons

PROTECTIVE BREATHING EQUIPMENT
(also see oxygen masks)
FAR 25.1439: lower lobe galley (Advisory CircularF under FAR Part 25)
FAR 121.337: protective breathing equipment
FAR 121.417: training
ACOB 230: training protective breathing and fire control
AC 120-43: the influence of beards on oxygen mask efficiency
TSO-C78: Crewmember demand oxygen masks

TSO-C89: Oxygen regulators, demand
TSO-C116: Crewmember Protective Breathing Equipment
FAA-AM-83-10: An Analysis of Potential PBE Devices Intended for Use by Aircraft Pax
FAA-AM-87-5: Evaluation of Providing Smoke/Fume PBE for Airline Passenger Use
FAA-AM-89-8: Performance Evaluation of the Puritan-Bennett Crewmember PBE
FAA-AM-89-10: Comparison of PBE Performance at Ground Level and 8,000 Feet
FAA-AM-89-12: Effects of Wearing Pax PBE on Evacuation Thru Type III and IV Exits in Clear Air and Smoke
FAA-AM-93-6: Comparison of Portable Crewmember PBE (CPBE) Designs

PROVING AND VALIDATION TESTS
FAR 121.163, 135.145: proving tests
ORDER 8400.10, Vol. 3, Chapter 9: Proving and Validation Tests
HBAT 98-34: Validation Flight Tests for Part 121 and 135 Operators

PUBLIC ADDRESS/P.A. SYSTEM
FAR 25.1307: miscellaneous equipment
FAR 25.1423: p.a. system
FAR 121.318: requires independent power source aircraft manufactured after specific date
FAR 121.319: interphone system
FAR 121.421: training
FAR 135.150: public address and interphone system

- R -

RADIATION
AC 120-52: Radiation Exposure of Air Carrier Crewmembers
AC 120-61: Crewmember Training on Inflight Radiation Exposure
FAA-AM-92-2: Radiation Exposure of Air Carrier Crewmembers II
FAA-AM-00-33: Galactic Cosmic Radiation Exposure of Pregnant Aircrew Members II

RECORDKEEPING
FAR 121, Subpart V
FAR 121.683, 125.401: recordkeeping
FAR 135.63: recordkeeping requirements
ORDER 8400.10, Vol. 3, Chapter 11: Operator Recordkeeping

REFUSING PASSENGER TRANSPORTATION
FAR 108.9: screening of passengers and property
FAR 121.575: alcoholic beverages
FAR 121.586: authority to refuse transportation
FAR 121.585: exit seating
21 CFR 1240.40: restrictions on travel of persons with communicable diseases

RESPONSIBILITY FOR OPERATIONAL CONTROL
FAR 121.533, 121.535, 121.537: pilot-in-command
FAR 121.537(c)(3): for known conditions affecting safety

REST
(also see duty time)

- S -

SAFETY EQUIPMENT
(see emergency equipment)
FAR 25.1411: general

SEAT BELT DISCIPLINE
(also see turbulence)
ACOB 228: seat belt discipline
ACOB 216: flight/cabin crewmember coordination/communication

SEATS/SAFETY BELTS
(also see number of passenger seats)
FAR 25.785: seats, berths, safety belts and harnesses
FAR 25.817: maximum number of seats abreast
FAR 91.107: use of
FAR 121.285: cargo in passenger compartment
FAR 121.311, 125.211, 135.127: use, requirement, upright for takeoff landing
FAR 121.317, 125.217, 135.127: passenger information
FAR 121.571: briefing passengers before takeoff
FAR 135.128: use of safety belts and child restraint
ACOB 209: upright position of seat backs for takeoff and landing
AC 25-562.1A: Dynamic Evaluation of Seat Restraint systems
AC 25.785-1A: F/A seat and torso restraint system installations
AC 21-25A: Approval of Modified Seats and Berths Initially Approved Under a TSO
AC 25.853-1: Flammability Requirements for Aircraft Seat Cushions
FSAT 95-25: Policy for Passengers and Flight Attendants Use of Seat Belts During Turbulence
FSAW 95-03: Seat Back Break-Over
TSO-C25a: aircraft seats and berths (Type I transport, 6g forward load)
TSO-C39b: Aircraft seats and berths
TSO-C22g: safety belts
TSO-C114: torso restraint systems
FAA-AM-95-30: Experimental Abdominal Pressure Measurement Device for Child ATDs

SECURITY
FAR Part 108
FAR 121.538, 135.125: aircraft security
AC 108-1: Air Carrier Security

SERVICE ITEMS
(also see galley equipment)
FAR 91.535, 121.577, 135.122: stowage of service items for takeoff/landing
ACOB 212: stowage of galley service items
ACOB 213: potential problems associated with food/beverage service
ACOB 915: restraint of serving carts when not in use

FSAT 93-20: Miscellaneous Operational Amendments, Air Carrier Cabin Safety Operations

SHOULDER HARNESS
(also see seats/safety belts)
FAR 91.521: use, requirement
FAR 121.311: use, requirement
ACOB 227: F/A restraint, evacuation, 2nd exit
TSO-C114: torso restraint systems

SIGNS
(see passenger information, placards)
FAR 91.517: smoking and safety belt signs
FAR 25.791, 121.317, 135.177: signs

SLIDE/RAFT
(also see evacuation, evacuation slides)
FAR 121.417: crewmember training
ACOB 913: demonstration portability; slide/raft assemblies
TSO-C69c: Emergency Evacuation Slides, Ramps, Ramp/Slides, and Slide/Rafts
FAA-AM-98-3: Inflatable Escape Slide Beam & Girt Strength Tests

SMOKING
DOT Rule 14 CFR 252: prohibition against smoking on certain flights
FAR 25.791: passenger information signs
FAR 121.285: obstruction of no smoking sign
FAR 121.317, 125.217, 135.127: passenger information
FAR 121.317(h), 125.217, 135.127: prohibition against smoking in lavatory
FAR 121.571, 125.327: briefing passengers before takeoff
FAA-AM-80-11: The Effects of Tobacco on Aviation Safety

SUPERNUMERARY PERSONNEL
ACOB 206: use of supernumerary personnel in aircraft cabins

SURVIVAL TRAINING/SURVIVING PASSENGERS
FAR 121.339, 121.353: survival kit
ACOB 959: crewmember survival training
ACOB 940: care of passengers following air carrier accidents
FAA-AM 70-16: Survival in Emergency Escape From Passenger Aircraft
FAA-AM-94-10: Effects of Cold Exposure on Wet Aircraft Passengers

- T -

TAILCONE
ACOB 907: guidelines DC-9 tailcone training device approval
HBAT 97-07: Amendment to guidelines for crewmember training on aircraft tailcones and approval of tailcone training devices.

TAXI

FAR 121.391(d): flight attendants seated during taxi
ACOB 205: duty assignment of required and non-required F/A
ACOB 206: use of supernumerary personnel in aircraft cabins
ACOB 212: stowage of galley service items
ACOB 219: door/slide arming

TRAINING

FAR 121.400, 135.321: applicability
FAR 121.401, 135.223: program, general
FAR 121.403, 135.327: curriculum
FAR 121.404: CRM compliance date
FAR 121.405, 135.325: program, revision
FAR 121.415, 135.329: requirements
FAR 121.417, 135.331: emergency
FAR 121.418: differences
FAR 121.421: flight attendant
FAR 121.427: recurrent
FAR 121.429: prohibited drugs
FAR 121.432: general crewmember qualifications
FAR 121.433(e): training required
FAR 121.434: operating experience
FAR 121.569: interchange of equipment
FAR 125.289: testing requirements
FAR 125.293, 135.301: crewmember tests and checks, grace provisions & accepted standards
FAR 135.331: crewmember emergency training
FAR 135.333: training requirements – hazmat
FAR 135.341: pilot and F/A crewmember training programs
FAR 135.343: crewmember initial/recurrent training requirements
FAR 135.349: F/A initial and transition ground training
FAR 135.351: recurrent training
FAR 135.353: prohibited drugs
ORDER 8400.10, Vol. 3, Chapter 14: Flight Attendant Training & Qualification Programs
ACOB 205: duty assignment required/non-required F/A (info meeting qualification requirements)
ACOB 206: use of supernumerary personnel in aircraft cabins
ACOB 207: pre departure cabin equipment checks by F/A
ACOB 216: flight and cabin crewmember coordination/communication
ACOB 217: fire prevention
ACOB 219: door/slide arming
ACOB 220: flight attendant operating experience
ACOB 221: procedures for training for emergency evacuations
ACOB 222: crewmember training emergency evacuation demonstrations
ACOB 223: F/A training on conditions of aircraft following accident
ACOB 224: training crewmembers on flotation equipment
ACOB 225: training of crewmembers on chemical oxygen systems
ACOB 226: time management and crew coordination

ACOB 227: F/A restraint, evacuation, second exit
ACOB 229: F/A training on the use of cockpit emergency equipment
ACOB 230: training on protective breathing and fire control
ACOB 231: crewmember cabin safety training
ACOB 907: DC-9 tailcone training device approval
ACOB 911: procedures and training for evacuation
ACOB 928: reporting equipment + threatening situations
ACOB 940: care of passengers following carrier accidents
ACOB 947: training; policy use of mockups
ACOB 959: crewmember survival training
ACOB 966: cabin fluorescent light ballast fires
AC 120-61: Crewmember Training on Inflight Radiation Exposure
AC 121-21B: Information Guide for Training Programs in Air Transportation of Hazmat
AC 120-44: Air Carrier First Aid Programs
FSAT 95-05: Emergency Evacuation and Ditching Drills
FSAT 97-02: FAA Inspector approval of F/A training programs
FSAT 97-07: use of survival factors report in F/A training
FSAT 98-05: need for flight attendants to be aggressive in initiating evacuations
HBAT 96-03: Unwarranted Evacuations
HBAT 97-07: Training F/A assigned to more than one exit
HBAT 93-03: Revised: Approving FAR 121 and 135 Training Programs
HBAT 94-10: Crewmember Indoctrination Training & Reduction of Programmed Hours During Labor Unrest
HBAT 94-16A: Training Records (Revised)
HBAT 98-09: Guidelines for Evaluating Home Study as a Substitute for Classroom Training
HBAT 98-12A: Training for F/A's serving in operations conducted as part of a lease agreement
HBAT 98-14: Evacuation Slide Drill
FAA-AM-98-19: Analysis of Ditching & Water Survival Trng. Prgm. of Major Airframe Manufacturers and Airlines

<u>TRAYS</u>
FAR 121.577: food/beverage service equipment
ACOB 212: prohibition against serving during surface movement
ACOB 213: potential problems associated with food/beverage service
HBAT 98-02: Galley Security

<u>TURBULENCE</u>
FAR 121.317, 125.217, 135.127: obeying seat belt sign
ACOB 213: potential problems associated with food/beverage service
ACOB 215: standup bars
ACOB 216: flight/cabin crewmember coordination/communication
ACOB 228: seat belt discipline
ACOB 824: actions relative to turbulence encounters
ACOB 915: restraint galley items during turbulence
FSAT 95-25: Policy for Passenger and F/A Use of Seat Belt During Turbulence

- V -

VENTILATION

FAR 25.831, 121.219, 125.117: standards for adequate ventilation
FAR 121.421: flight attendant training on ventilation controls

- W -

WEAPONS

(also see security)
FAR 108.11: carriage of weapons
FAR 108.21: persons/control of armed law enforcement
FAR 121.575: alcoholic beverages
FAR 135.119: prohibition against the carriage of weapons
AC 108-2: Security Rules – Carriage of Weapons and Escorted Persons

WIDE-BODIED AIRCRAFT

(wide-bodied aircraft specifically mentioned)
ACOB 208: opening/closing doors
ACOB 214: problems with lower lobe galleys
ACOB 217: fire prevention
ACOB 221: procedures and training for emergency evacuations
FSAT 94-17: Training on Operation of DC-10 Doors

B.3 TRANSPORT CANADA CABIN SAFETY SUBJECT INDEX REFERENCE

B.3.1 Abbreviations

Abbreviation	Description	Source
ACOB	Air Carrier Operations Bulletin	USA
AC	Advisory Circular	USA
AD	Airworthiness Directive	USA
CAR	Civil Aviation Regulation	Canada
CBAAC	Commercial and Business Aviation Advisory Circular (formerly ACAC -Air Carrier Advisory Circular)	Canada
CSIM	Cabin Safety Inspector Manual	Canada
FAA-AM	Federal Aviation Office of Aviation Medicine Report	USA
FAR	Federal Aviation Regulations	USA
FSAT (FSIB)	Flight Standards Information Bulletin	USA
FSAW	Airworthiness Information Bulletin	USA
HBAT	Operations Handbook Bulletin	USA
HBAW	Airworthiness Handbook Bulletin	USA
HD	Hot Desk Bulletin	Canada
NTIS	National Technical Information Service	USA
NTSB	National Transportation Safety Board	USA
PL	Policy Letter	Canada
ORDER 8400.10	Air Transportation Inspector's Handbook	USA
STC	Supplemental Type Certificate	USA
TP	Technical Publication	Canada
TSB	Transportation Safety Board of Canada	Canada
TSO	Technical Standard Order	USA

B.3.2 Alphabetical Subject Index

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
A		
ACCIDENT … *see* **REPORTING, TRAINING**		
AIRCRAFT ICING… *also* **DE-ICING, ICING**… *see* **SURFACE CONTAMINATION**		
AIRCRAFT OPERATING CERTIFICATE …*see* **CERTIFICATION**		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
AISLES … *see* **EXITS**		
ALCOHOL … *also* **DRUGS/NARCOTICS** • crew	CAR 602.03	FAR 91.17, 121.455, 121.457, 121.458, 121.459, 135.249, 135.251, 135.253, APPENDIX I TO 121 APPENDIX J TO 121
• general	CAR 602.04	FAR 91.19, 135.41, 121.15, 135.121, ACOB 202, 213, AC 1-47
• stand up bars, lounges		ACOB 214, 215, 217
ANNOUNCEMENTS … *see* **BRIEFINGS**		
ANNUAL *see* **TRAINING**		
AOC …*see* **CERTIFICATION**		
AOSH …*see* **AVIATION - OCCUPATIONAL SAFETY AND HEALTH**		
APRON … *also* **RAMP SAFETY**	CAR 705.40, 704.33, 703.38, 604.17	
ARMED INDIVIDUALS *… see* **SECURITY**		
ARMRESTS … *see* **SEATS**		
ASHTRAYS	CAR 705.76(e)	FAR 25.853, 121.215
AUTHORITY, DELEGATION OF … *see also* **PILOT IN COMMAND**		
AVIATION - OCCUPATIONAL SAFETY AND HEALTH… *also* **A-OSH**	**CANADA LABOUR CODE,** CBAAC 0140	FAR 121.432, 121.433
AXE	CAR 705.92	FAR 91.513, 121.309, 135.177
B		
BAGGAGE … *see* **COMPARTMENTS, CARRY-ON BAGGAGE,**	CAR 602.86, 705.42 AIRWORTHINESS MANUAL 551	FAR 91.523, 135.87, 121.589, ACOB 211

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
BASSINETS … *also* **SKYCOTS**	CBAAC 0145	
BEACON *… see* **EMERGENCY LOCATOR TRANSMITTER**		
BEARDS … *see* **OXYGEN**		
BEVERAGES *… see* **ALCOHOL**		
BILINGUAL BRIEFINGS …*see* **BRIEFINGS**		
BLANKETS *… see also* **FLAMMABILITY**	CBAAC 0126	
BLOOD		AC NO 120-44(A), FSAT 94-18
BOMB THREAT *… see* **SECURITY**		
BRACE POSITION		
• briefing	CAR 705.43	ACOB 218, 930
• positions	CBAAC 155	
BRIEFINGS		
• bilingual	OFFICIAL LANGUAGES ACT, CAR 705.43	
• crew	CAR 705.31, 602.87,	ACOB 216, AC 120-48
• emergency, passenger	CAR 705.43, 704.34, 703.39	
• flotation	CAR 705.43, 704.34, 703.39	FAR 121.573, FSAT 97-08,
• individual for special needs … also passengers with disabilities	CAR 604.18, 705.43, 704.34, 703.39, CBAAC 0114	FAR 121.571, 121.573, AC 120-34, 120-32, 121-24
• oxygen	CAR 705.43, 704.34, 703.39	FAR 121.333, ACOB 225
• standard safety	CAR 602.89, 705.43, 704.34, 703.39, 604.18, 705.16, CBAAC 0114	FAR 91.519, 121.571, 135.117, AC 121.24, ACOB 228
• turbulence	CAR 605.25, 605.27	ACOB 824
• window exit	CAR 705.43, 704.34, 703.39, 604.18	FAR 121.585, 135.129

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
BULKHEADS ... *see* **EQUIPMENT**		
C		
CABIN CREW ... *see* **FLIGHT ATTENDANT**		
CABIN EVACUATION TRAINER ... *also* **CABIN TRAINER, TRAINING EQUIP**	CAR 705.126	
CABIN SAFETY PROCEDURES... *see* **SAFETY PROCEDURES**		
CABIN SUPERVISION *... also* **CABIN GUARDIAN, MONITORING**	CAR 604.16, 704.33	
CABIN TRAINER *... see* **TRAINING EQUIPMENT**		
CARGO ... *see also* **FIRE PREVENTION/PROTECTION, PLACARDS**	CAR 602.86, CBAAC 0103, CBAAC 0172	FAR 91.525, 121.285, 121.221, 25.855, 25.857
CARRY-ON BAGGAGE • general	CAR 602.86, 602.89, 705.42,	FAR 91.523, 135.87, 121.576, 121.589, ACOB 211, 915, AC 120-27A, 121-29, 121-29A, FAA-AM-80-12
• control program	CAR 705.42	
• crew	CAR 705.42	FAR 121.576, ACOB 211, 915
CARTS ... *see* **GALLEY EQUIPMENT**		
CERTIFICATION • Initial	CAR 705.07, 705.08, 705.09 CBAAC 0115	FAR 121.291, 121.397, 25.801, ACOB 221, 222, 913, APPENDIX D TO 121, AC 20-118, 12-49, HBAT 95-14
• for aircraft operation	CAR 705.02	
• foreign		FAR 135.43

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
• suspension of	CAR 103.07	
CHECKLISTS	CAR 602.60, 705.24	
CHILD/INFANT RESTRAINT SYSTEMS *... see* **RESTRAINTS**		
COCKPIT *... see* **FLIGHT DECK**		
COMPANY OPERATIONS MANUAL ... *see* **OPERATIONS MANUAL, FLIGHT ATTENDANT**		
COMPARTMENTS ... *see* ***ALSO*** **FIRE PREVENTION/PROTECTION**	CAR 705.42, 705.67	FAR 25.853, 121.215, 121.285 121.221, 25.787, 25.1557 ACOB 915, 982, TSO-C1 - 7/10/87
COMPLIANCE WITH INSTRUCTIONS	CAR 602.05, 602.87	
CRASH AX	CAR 705.92	FAR 121.309
CREDENTIALS ...*see* **INSPECTOR**		
CREW COMPLEMENT... *see* **MINIMUM CREW**		
CREW MEMBER ...*see also* **BRIEFINGS, CARRY-ON BAGGAGE, OXYGEN, QUALIFICATIONS, TRAINING, COMPLIANCE**	CAR 705.09	
• definition	CAR 101.01(1)	FAR 1.1
CROSS REFERENCE ... *see* **OPERATIONS MANUAL**		
CURTAINS *... see* **EQUIPMENT**		
D		
DANGEROUS GOODS	TRANSPORTATION OF DANGEROUS GOODS ACT	HAZARDOUS MATERIALS TRANSPORTATION ACT
DECOMPRESSIONS *... see* **OXYGEN**		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
DEFINITIONS	CAR 101.1(1)	FAR 1.1
DELEGATION OF AUTHORITY ...*see* **AUTHORITY**		
DEMONSTRATIONS ... *see* **BRIEFINGS**		
DESIGNATED PROVISIONS	CAR 103.08	
DE-ICING ... *see* **SURFACE CONTAMINATION**		
DISABLED ... *also* **HANDICAPPED** ... *see* **BRIEFINGS, TRAINING, EXITS**		FAR 121.585, 135.129, 121.586, 121.589, DOT RULE 14 CFR 382, AC 120-32
DITCHING ... *see also* **OVER-WATER, FLOTATION**	CBAAC 160	NTIS "ANALYSIS OF DITCHING & WATER SURVIVAL TRAINING PROGRAMS OF MAJOR AIRFRAME"
DOORS ... *see* **EXITS**		
DRUGS ... *see* **ALCOHOL**		
DUTY TIME ... *see* **FLIGHT ATTENDANT**		
E		
ELECTRONIC DEVICES ... *see* **PORTABLE ELECTRONIC DEVICES**		
ELT ...*see* **EMERGENCY LOCATOR**		
EMERGENCY EQUIPMENT ... *see* **SPECIFIC EQUIPMENT**		
EMERGENCY LIGHTING ... *also* **ESCAPE PATH MARKING**	CAR 705.78	FAR 121.310, 25.812 FAA BULLETIN 8320.252 MB 25.8
EMERGENCY LOCATOR TRANSMITTER ...*also* **BEACON, ELT**	CAR 605.38, 605.39, 605.40 AIRWORTHINESS MANUAL 551.104	
EMERGENCY PROCEDURES		ACOB 226, 227 FAA-AAM-91-3,

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
EMERGENCY RESPONSE	CAR 705(2)	
ENFORCEMENT		
EQUIPMENT		
• stowage	CAR 602.86, 705.40, 705.42, CBAAC 0102	FAR 135.178
• inspection	CAR 703.82, 704.84, 705.96; 605.86 APPENDIX C(10)	FAR 125.243
• pre-flight check	CAR 602.60	ACOB 211, 207
• prohibition	CAR 602.58	
• requirements	CAR 602.60 - 602.63, 604.38, 605.06, 703.82, 704.84, 705.95	FAR 91.513,121.309, 121.310
• standards	CAR 602.59, 605.06, 703.82, 704.84	FAR 91.513
• unserviceable	CAR 605.09, 605.10	
EVACUATION		
• study	TSB SA 9501	NTSB / SS-00/01
• signals		
• slides		FAR 25.810, ACOB 219, 221, 227, AC 121-9 TSO-C69A, FSAT 97-07
• unwarranted		HBAT 96-03
EVIDENCE	CAR 103.09	
EXEMPTIONS … *also* **WAIVER**	AERONAUTICS ACT 5.9(20)	FAR 121.339
EXITS		
• general		FAR 25.783, 25.807, 25.809, 25.813, 91.607, 121.570, AC 25.785-1A, AC 25.807-1, ACOB 208, 219, 221, 305, 227, 508, AC 20-60, MB 52-6
• markings/placards	CAR 705.67	FAR 121.310, 121.313, 25.811
• row seating	CAR 705.40, 704.33, 703.38, 604.17	FAR 25.813, 135.177, 121.585, 121.586, 121.589, 135.129 DOT RULE 14 CFR 382,

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
EXTENDED CHARTER	CAR 700.06	
EXTENSION ... *see* **TRAINING VALIDITY**		
F		
FACILITIES ... *see* **TRAINING**		
FIRE EXTINGUISHER	CAR 602.60; 705.76, 705.93, 704.83, 604.41	FAR 91.513, 121.221, 121.309, 135.155, 25.851, AC 20.42(B) ,TSO-C19A
FIRE FIGHTING *... see* **TRAINING**		
FIRE PREVENTION/PROTECTION ... *also* **SMOKE DETECTION SYSTEM**	CAR 705.76, 602.06, AD 93-07-15, CRIMINAL CODE 77 CBAAC 0172	FAR 121.309, 25.855, 25.1557, 121.215, 121.221 ACOB 217, 223, 230, 966 TSO - C11D , TSO - C79, FSAT 96-11
• lavatory	CAR 705.76	FAR 121.308, 121.317, 121.215, ACOB 211, 217
FIRST AID *... see also* **OXYGEN, TRAINING**		
• equipment	CAR 602.59, 602.60, 705.90, 704.84, 604.39, 703.82, AOSH REGS PART X	FAR 91.513, 121.309, 135.177, ACOB 232, 905, APPENDIX A TO 121 AC 120-44(A)
FLAMMABILITY		
• blankets		FSAT 96-11
• seat cushions	CAR 705.77	
FLASHLIGHT	CAR 705.79, 705.97, 602.59, 602.60, CBAAC 0173	FAR 121.310 , 121.549,
FLIGHT ATTENDANT ... *see also* **TRAINING**		
• attire	CBAAC 0136	FSAT 97-01
• chartered		
• definition	CAR 101.01(1)	
• distribution		FAR 121.391(D), ACOB 204
• duties		FAR 121.397, 135.123, 121.391
• duty period	CBAAC 0091R	FAR 121.467, 135.273,

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
limitations/rest requirements		HBAT 95-16
• flashlight	CAR 705.97	FAR 121.310 , 121.549,
• in-charge	CAR 705.105	
• manager	CAR 705.07, CBAAC 0115	
• manual	CAR 705.18, 705.139, 705.134, TP 12295	FAR 121.133, 121.135, 121.137, 121.139, 121.369, 135.21, 135.23, FSAT 97-02
• not required	CAR 604.16, 705.16 OPS SPEC 69, 70	FAR 121.583, ACOB 205
• qualifications	CAR 705.109	FAR 121.432, 121.433
• requirements	CAR 604.16, 705.104; OPS SPEC 69, 70, CBAAC 070, 0136	FAR 91.533, 121.391, 135.107, ACOB 203
• seat/restraint system	CAR 605.22, 605.24, 705.75	FAR 25.785, 91.521
• supernumerary		ACOB 206, 205
• stations	CAR 705.41, OPS SPEC 66	
FLIGHT DECK		
• admittance	CAR 705.27	FAR 121.547, 135.75
• authority	CAR 705.27	HBAT 98-05
• jumpseat/observer seat	CAR 705.27	FSAT 95-18
• locking/key		FAR 121.313, 121.587, 25.772, FSAT 97-01,
• sterile		FAR 121.542
FLIGHT OPERATIONS MANUAL … *see* OPERATIONS MANUAL		
FLIGHT SAFETY PROGRAM	CAR 705.07	
FLOOR		FAR 25.793
FLOOR PATH LIGHTING … *see* EMERGENCY LIGHTING		
FLOOR PROXIMITY LIGHTING … *see* EMERGENCY		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
LIGHTING		
FLOTATION DEVICES ... *see* **OVER-WATER EQUIPMENT**		
FOOTRESTS	CAR 602.86	
FUELING *... also* **REFUELING**	CAR 602.09; 604.17, 704.33, 703.38, 705.40	
G		
GALLEY EQUIPMENT	CAR 602.86	FAR 121.576, 121.577, 25.789, ACOB 212, 213, 214, 915(C), HBAT 98-02, FSAT 93-20
GARBAGE ...*see* **LAVATORY**		
GROUND SERVICE ...*see* **SERVICE**		
H		
HALON ...*see* **FIRE EXTINGUISHER**		
HAZARDOUS MATERIALS	WHMIS	FSAT 96-06
HEADSETS ... *see* **PORTABLE ELECTRONIC DEVICES**		
HIJACKING ...*see* **SECURITY**		
HYPOXIA*... see* **OXYGEN, DECOMPRESSION**		
I		
ICING *... see* **SURFACE CONTAMINATION**		
INCUBATOR	CAR 605.23	
INFANTS ... ***SEE ALSO*** **RESTRAINT SYSTEMS, OVERWATER EQUIPMENT**		
• definition	CAR 101.01	

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
INFORMATION *... see also* **SAFETY FEATURES CARDS, BRIEFINGS**		
• for crew members	CAR 705.18	
INJURIES		AC 21-22, FAA-AM-80-12
INSPECTIONS ... *see also* **EQUIPMENT**		
• aircraft	CAR 103.02	
INSPECTOR		
• credentials	CBAAC 0151	
• manual		
• responsibilities		
• seating	CAR 705.28, 705.41, OPS SPEC 66 CBAAC 0120	
• training		
INSTRUCTIONS ... *see* **COMPLIANCE**		
INSTRUCTORS		
• qualifications	CAR 705.124	FAR 121.432, 121.433
INTERPHONE SYSTEM	CAR 705.73	FAR 121.319, 25.1423
INTERFERENCE WITH CREW MEMBER		FAR 91.11
INTOXICATED PERSONS *... see* **ALCOHOL**		
J		
JOURNEY LOG *... also* **DEFECTS LOG, CABIN LOG**	CAR 605.92 - 605.96	FAR 121.573
JUMP SEATS *... see* **FLIGHT ATTENDANT STATIONS, FLIGHT DECK**		
L		
LATCHES	OPS SPEC 66	

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
LAVATORY		
• access to locked door	CAR 705.67	
• fire protection	CAR 705.76	FAR 121.308, 121.317, 121.215, ACOB 211, 217
• garbage	CBAAC 0102,	
LEASING AIRCRAFT	TP13090	
LIFE JACKETS, PRESERVERS, VESTS, FLOTATION DEVICES *... see* **OVERWATER EQUIPMENT**		
LIFELINES *... see* **OVER WATER EQUIPMENT**		
LIFE RAFTS *... see* **OVER WATER EQUIPMENT**		
LIGHTING *... see* **EMERGENCY LIGHTING**		
LINE INDOCTRINATION	CAR 705.109, 705.124	
LOG ... *see* **JOURNEY LOG**		
M		
MAINTENANCE	CAR 703.19, 704.18, 705.23	
MANUALS ... *see* **OPERATIONS AND FLIGHT ATTENDANT, INSPECTOR**		
MARKINGS ... *see* **PLACARDS**		
MEDICAL		
• kits	CAR 705.91	FAR 121.309 APPENDIX A TO 121, ACOB 232
MEGAPHONE	CAR 705.89	FAR 91.513, 121.309, 25.1421, AC 121-6
MINIMUM CREW *... also* **CREW COMPLEMENT**		
• flight attendant	CAR 705.104	FAR 91.533, 121.391

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
• pilot	CAR 703.86, 704.106	
MINIMUM EQUIPMENT LIST …*see also* **TRAINING**	CAR 605.07-605.10, APPENDIX A (3)	
MOBILITY AIDS … *also* **CANE, CRUTCHES, WALKERS, WHEELCHAIR**		AC 121-29A, HBAT 98-28
N		
NO SMOKING…*see* **FIRE PREVENTION AND SMOKING**		
O		
OPERATIONAL CONTROL	CAR 703.16, 704.15, 705.20	FAR 121.533, 121.535, 121.537
OPERATIONAL EXPERIENCE	TP 12296	FAR 121.434 ACOB 220, HBAT 98-12A
OPERATIONS MANAGER	CAR 705.07	
OPERATIONS MANUAL …*also* **FLIGHT OPERATIONS OR COMPANY OPERATIONS MANUAL** *… see also* **OPERATIONS INSTRUCTIONS**	CAR 705.07, 705.134, 705.135, 705.136, CBAAC 0127	FAR 121.131 - 121.139, 135.21, 135.23 FSAT 97-02
OPERATIONS SPECIFICATIONS • cabin safety	OPS SPEC 66, 69,70	
OPERATING CERTIFICATE *see* **CERTIFICATION**		
OPERATING INSTRUCTIONS • manuals	CAR 703.14, 704.12, 705.17 CAR 705.134; 705.139	
ORDINANCE SIGNS	CAR 602.86	FAR 91.517, 25.791, 121.317 ACOB 228, FSAT 92-23
OVERHEAD BINS *… see* **COMPARTMENTS, CARRY-ON BAGGAGE, PLACARDS**		
OVER-WATER EQUIPMENT *… also* **FLOTATION DEVICES**		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
• general	CAR 602.62	FAR 25.1411, 25.1415, 121.339, 135.167, FSAT 97-08, ACOB 224, 226, AC 120-47, AC 20-56A 1.1
• life preservers, life vests (life jackets)	CAR 602.62, TSO C-13E, CBAAC 0148R	FAR 121.340, 135.167, 25.1415, 91.509, APPENDIX D TO 121, FSAT 97-08, ACOB 224, 226 AC 120-47, 20-56A 1.1, TSO-13D, TSO-13E, HBAW 91-14,
• life rafts (rafts)	CAR 602.63	FAR 121.339, TSO C-70
• lifelines		FAR 25.1411(G), ACOB 508, 945
• personal flotation devices	CAR 602.59,	TSO C-72C 2/19/87
• seat cushions		TSO C-72A, TSO C-72C
• slide rafts		FAR 121.417, ACOB 913 TSO C-69A
OXYGEN ... *see also* **BRIEFINGS, PROTECTIVE BREATHING EQUIPMENT**		
• beards		AC 120-43
• carriage of		
• chemical generated oxygen system		FAR 25.1450
• crew	CAR 705.94	FAR 135.89 121.333
• first aid	CAR 705.72, 703.68, 704.67	
• supplemental requirements	CAR 605.31	FAR 91.211, 121.327, 121.329, 121.331, 25.1441, 25.1443, 25.1447, 25.1449
• use of	CAR 605.32	FAR 121.574, 135.157, 121.333 FSAT 95-27
OZONE		FAR 121.578 , AC 120-38
P		
PA SYSTEM... *see* **PUBLIC**		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
ADDRESS		
PBE *... see* **PROTECTIVE BREATHING EQUIPMENT**		
PEDS ... *see* **PORTABLE ELECTRONIC DEVICES**		
PILOT IN COMMAND		
• definition		FAR 1.1
• authority	CAR 602.05, 604.65, 702.64, 703.87, 704.107, 705.27, 705.103	FAR 91.3, 91.5, 121.533, 135.77
PLACARDS ... *also* **MARKINGS**	CAR 605.05; 705.67, 705.76	FAR 25.787, 25.791, 25.811, 25.1557, 25.1561, 121.215, 121.309, 121.317
PORTABLE ELECTRONIC DEVICES *... also* **PEDS**	CAR 602.08; 705.40(4), 704.33, 703.38, CBAAC 0106, 0124	AC 91-21-1
PORTABLE OXYGEN *... see* **OXYGEN**		
PRE-FLIGHT CHECKS *... see* **EQUIPMENT**		
PRISONER ... *see* **SECURITY**		
PROPELLER RESTRAINTS	CAR 705.40, 704.33	
PROTECTIVE BREATHING EQUIPMENT *... also* **PBE, SMOKE HOODS**	CAR 604.40, 705.71, 704.66, 703.67, 705.40, CBAAC 0108	FAR 121.337, 25.1439, AC 120-43, ACOB 230 TSO-C78, C89, C99,
PUBLIC ADDRESS ... *also* **PA**	CAR 705.74	FAR 121.318, 25.1423, MB 23.1, MB 23.13
Q		
QUALIFICATIONS ... *see* **FLIGHT ATTENDANT, INSTRUCTOR**		
R		
RAFT *... see* **OVERWATER EQUIPMENT**		
RAMP SAFETY *... see* **APRON SAFETY**		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
RAPID DEPLANEMENT		
RECORD…*see also* **TRAINING** • technical	605.92, 605.93,	
REFUELING …*see* **FUELING**		
REPORTING…*see also* **UNSERVICEABLE EQUIPMENT**		FAR 121.563, 121.701, 121.703, 135.65, AC 120.30, ACOB 928, 979
REGULATION REFERENCE • 20 OR MORE PASSENGER SEATS	CAR 705	
• 10 - 19	CAR 704	
• 9 OR LESS	CAR 703	
RESTRAINT SYSTEMS … *also* **SEAT BELTS, SHOULDER HARNESS** • general	CAR 605.22, 605.25; 703.29, 704.34, 705.40, 705.43, CBAAC 0070R, 0116, 0128, 0145, 0149	FAR 91.107, 121.311, 25.785, TSO C-22F, C-114, AC 21-25
• child/infant	CAR 605.28, CBAAC 0128R	FAR 91.107, 121.311, 135.128 AC-91-62, ACOB 949 FSAT 95.09, 97-01
• flight attendant	CAR 605.27, 705.75, CBAAC 070	ACOB 227, AC 25.785-1A
• shoulder harness	CAR 605.24, 702.44, 703.69, 704.68, 705.75	FAR 91.107, 121.311, 25.785
• "snuggli"		
• stretcher	CAR 605.23	
• testing of		AC 25.562.1
• use of		FAR 121.311, FSAT 95-25, ACOB 228
S		
SAFETY CONCERNS	TP12295	
SAFETY DUTIES …*see also* **TAXI**	CAR 605.27	
SAFETY EQUIPMENT *… see*		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
SPECIFIC EQUIPMENT		
SAFETY FEATURES CARDS	CAR 705.44, 704.35, 703.39, 604.19	FAR 91.519, 121.571, ACOB 404(A), AC 121.24, FSAT 9706
SAFETY PROCEDURES • cabin	CAR 604.17, 705.40, CBAAC 0106	
• apron	CAR 602.05 705.40	
SCREENING … *see* **SECURITY**		
SEAT BELT SIGN … *see* **ORDINANCE SIGNS**		
SEAT BELTS *… see* **RESTRAINT SYSTEMS**		
SEATS… *see also* **FLIGHT ATTENDANT STATIONS** • armrests		ACOB 210
• cushions, flotation	TSO C-72A	
• cushions, flammability	CAR 705.77.	APPENDIX F TO 25
• seatbacks/recline	CAR 705.40	FAR 91.535
SEATING	CAR 703.38, 704.33, 604.17	
SECURITY • general		AVIATION ACT 1958 - 902(J), FAR 135.125, EXEMPTION 2015, ACOB 202, AC 120-34, AC 121-18A AC-18A, 120-65, 121-18
• hijacking		FAR 108.10,
• interference with crew member		FAR 91.11
• carrying of prisoners		FAR 108.21
• weapons		FAR 108.11, 135.119
• screening		FAR 108.9
• sabotage		FAR 108.10
SERVICE … *see also* **TAXI**		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
• animals	CBAAC 0121	
• ground	CAR 602.86	
SHOULDER HARNESS *... see* **RESTRAINT SYSTEMS**		
SILENT REVIEW	TP 12295	
SIMULATIONS ... *see also* **TRAINING**		
• in-flight	CAR 705.30	
SLIDE RAFTS *... see* **OVERWATER EQUIPMENT**		
SMOKING ... *see also* **PLACARDS, ORDINANCE SIGNS, BRIEFINGS**	NON SMOKERS HEALTH ACT	DOT RULE 252, FAR 121.317, FAA-AM-80-11
SMOKE DETECTORS *... see* **FIRE PROTECTION/PREVENTION**		
SMOKE HOODS *... see* **PROTECTIVE BREATHING EQUIPMENT**		
SOP ... *see* **STANDARD OPERATING PROCEDURES**		
SPECIAL PASSENGER ... *see* **DISABLED**		
STANDARD OPERATING PROCEDURES	CAR 705.138	FAR 135.293
STATIONS *... see* **FLIGHT ATTENDANT STATIONS**		
STERILE FLIGHT DECK*... see* **FLIGHT DECK**		
STOWAGE *... see* **CARRY-ON BAGGAGE**		

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
STRETCHER RESTRAINTS… *see* **RESTRAINT SYSTEMS**		
SUPPLEMENTAL OXYGEN …*see* **OXYGEN**		
SURFACE CONTAMINATION… *also* **DEICING, ICING, AIRCRAFT ICING**	CAR 602.11 CBAAC 165	FAR 91.527
SURVIVAL …*see also* **TRAINING**		
• equipment for over land	CAR 704.84, 703.82, 604.38, 705.95, CBAAC 0122R	FAR 121.353
• equipment for over water	CAR 602.39, 705.95	AC 120-47
• training	CAR 602.61, 602.63,705.95,705.124 CBAAC 0122	
T		
TABLE TRAYS… *also* **CHAIR TABLES**	CAR 705.40, 704.33, 604.17	
TAXI		
• duties during	CAR 605.27	FAR 121.391, 121.576, 121.577, 25.789, FSAT 93-20, ACOB 205, 206, 212, 213, 214, 219, 228, 915(C), HBAT 98-02
TELEPHONES … *see also* **PORTABLE ELECTRONIC DEVICES**		
TRAINER …. *see* **CABIN EVACUATION TRAINER**		
TRAINING		
• annual/recurrent	CAR 705.124	FAR 121.427, 135.351
• conditional approval	CAR 705.125	
• contracted	CAR 705.124	
• crew resource management	CAR 705.124	FAR 121.406

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
• dangerous good	CAR 705.124	FAR 121.433
• drills		
• equipment	CAR 705.126	FAR 121.407, ACOB 907, HBAT 97-07, HBAT 96-02
• facilities	CAR 705.124	
• failures	CAR 705.127	
• fire fighting		ACOB 230
• first aid	CAR 705.124	AC 120.44
• flight attendant	CAR 604.73, 705.124	FAR 121.417, 121.421 ACOB 223, 229, HBAT 98-09, 98-12,. 94-10, 98-14, 96-04 , FSAT 95.05
• general	CAR 705.124	FAR 121.400, 121.401, 121.403, 121.405, 121.432, 135.321, 135.323, 135.325, 135.327, 135.341,135.349, ACOB 205, 206, 207, 217, 219, 220, 221, 222, 224, 225, 226, 227, 231, 911, 928, 940, 959, 966, FSAT 97-02, 97-07, 98-05, HBAT 93-03
• in-charge flight attendant	CAR 705.124	
• transferable	WORKING GROUP REPORT	HBAT 98-12A, 94-10
• minimum equipment list	CAR 705.124	
• private operators		
• records/file	CAR 103.04, 705.127	FAR 121.683, 135.63, HBAT. 94-16A
• simulation		FAR 121.417
• surface contamination	CAR 705.124	FAR 121.417
• survival	CAR 705.124	FAR 121.339, 121.353, ACOB 959, 940
• validity	CAR 705.113	
TURBULENCE ...*see also* **BRIEFINGS, ORDINANCE ,**		ACOB 213 215 , 228, 824, 915

TOPIC	CANADIAN REFERENCE	FAA REFERENCE
RESTRAINTS		
TROLLEYS ... *see* **GALLEY EQUIPMENT** *and* **SERVICE**		
U		
UNACCOMPANIED MINOR	CAR 624.18, 723.39, 724.34, 725.43	
UNATTENDED CARTS *...see* **GALLEY EQUIPMENT**		
UNSERVICEABLE EQUIPMENT ...*see* **EQUIPMENT**		
V		
VALIDITY ...*see* **TRAINING**		
VENTILATION		FAR 25.831, 121.219, 121.421
VIDEO MONITORS	CAR 602.86	
VISUAL CHECKS		
W		
WALKMAN ...*also* **HEADSETS...***see also* **PORTABLE ELECTRONIC DEVICES**	CAR 705.40, 704.33, 703.38	
WATER *... see* **OVERWATER EQUIPMENT**		
WEAPONS *... see* **SECURITY**		
WEIGHT AND BALANCE		FAR 121.693, ACOB 992 AC 120-27A, FSAT 98-04
WHEELCHAIRS ... *see* **DISABLED**		
WINDOW *... see* also **BRIEFINGS, EXIT ROW**	CAR 705.40, 704.33	

APPENDIX C

SURVIVAL INFORMATION

APPENDIX C TABLE OF CONTENTS

C.1 DESERT SURVIVAL

C.1.1 General

Whenever crew and/or passengers are in the desert priorities should be given to resist the environmental variation of weather, the effects of dehydration and to facilitate the tasks of search and rescue teams who might be travelling through remote areas and difficult lands.

Deserts are usually large, dry, barren tracts of land, hot in daytime and cool at night where the temperature can vary by 20-30°C in 12 hours and where the problem of survival is of first magnitude. Familiarity with deserts surface shapes can be decisive in the outcome of a forced landing there. Prompt dispatch of information and proper equipment are essential to the success of the search and rescue operation.

In certain areas prevailing wind direction can be determined by the formation of sand dunes, which usually run at right angles to it. Well-defined tracks might appear indicating ancient water ways and surface roads. Chances of finding water wells along such tracks are greater than elsewhere in the desert. Rescue teams tasks are also easier when the aircraft site is not far from such tracks.

Basic survival guidelines include:

- The PIC or senior crewmember should be in charge
- Passengers and crew should stay away from aircraft until all risk of fire has passed
- All injured persons should be moved into the shade as soon as possible and first aid administered as soon as possible
- Try to find a shelter against sun within sight of the aircraft (shade of a cliff or a hill, aircraft wings, blankets, etc.); during most of the year the inside of the aircraft will be unsuitable in daytime due to the intense heat; but it should be fine at night
- All crew and passengers should stay in one group
- It is good practice stay with the aircraft for five days; this will facilitate location by the search and rescue team, provide shelter and signalling aids and eliminate the difficulties and hazards associated with desert travel

In addition, the following guidelines should be followed if extended stay in the desert is necessary:

Protection - Protect the survivors from the adverse effects of the environment:

- Find a shelter and stay in the shade
- Ration water and do not waste it; avoid moving much in hot sun
- Keep head and the back of neck covered
- Wear long pants, long sleeve shirts and keep shoes on

Location:

- All efforts should be made to provide an accurate location to the search and rescue teams
- Consider the use of portable GPS and mobile telephones if available
- Try to transmit on aircraft VHF & HF
- Have all signalling gear ready to signal search and rescue aircraft
- If required use non-standard signalling device; use ground air emergency code whenever needed

Water:

- Rationing water must be instituted at once
- Avoid perspiring, moving in hot sun and eating hot food

Water Sources - The most likely sources of water in the desert are:

- In a Sand Dune Belt, between the outer most dunes of the area, rather than the middle
- In stony desert country, look for dry streambeds; dig at the lowest point on the outside of a bend in the stream channel
- In mud flats during winter, look for wet mud at the lowest point, filter it first before drinking
- Collect dew if possible
- Rain Water
- Wells and water holes which are usually indicated by the presence of small hills

Water Purification:

- Boiling: 3 minutes after coming to a boil
- Iodine: 10 drops in one gallon for 30 minutes
- Halazone: One tablet in one gallon for one hour
- Chlorine: One teaspoonful in one gallon for one hour

Food:

- Check on rations available
- Eat at night to avoid getting thirsty

Non-Standard Signalling Devices:

Table C-1 below provides international codes for use by survivors

- Fire (effective at night)
  - In the shape of a triangle, 25-30 meters each side
- Smoke (Effective during the day)
  - Hydrocarbon fire, i.e. oil, rubber, in the shape of a triangle, 25-30 meters each side
  - Heliograph/Mirror

- Miscellaneous Material
  - Distinctive Colours: Various coloured materials
  - Shiny Materials: Broken lavatory mirror, engine cowling
  - Sand Shadow: Making sand dunes, high enough and in the presence of the sun will create shadows

No.	Message	Code Symbol
1	Require assistance	V
2	Require medical assistance	X
3	No or Negative	N
4	Yes or Affirmative	Y
5	Proceeding in this direction	↑

Table C-1 Ground Air Visual Codes (For use by survivors)

C.2 JUNGLE SURVIVAL

C.2.1 General

There is no standard form of jungle in the world and the word implies wet tropical rain forest or sub-tropical woods. In both cases environmental threats are mainly weather (hot or cold), the presence of wild animals, insects and the possibility of infectious diseases.

Immediate action after forced landing:

- Follow emergency evacuation. Administer immediate first aid; in hot and tropical climates the risk of poisoning from an open wound is very great
- Use the megaphone and stay in one group
- Try to save all signalling and transmitting devices

C.2.2 Guidelines for Survival

In order to survive and be rescued successfully the following guidelines should be applied in order of priority:

Water - The most likely sources of water in the jungle will be:

- Water holes, they will probably be muddy, and with pieces of rotten vegetation in it, so filter it first, then allow to stand for a few hours, filter again, then purify
- Digging, on the seashore, dig a small hole a few yards above high tide, and as soon as you find water collecting, stop digging; water collected in this way should be fairly free from salt, the fresh water floating on the top of salt water, hence don't go too deep; the water obtained

in this way may taste slightly brackish, but will be safe to drink; if very strong, filter it a few times, or try again further up the shore
- Stagnant water, this is not necessarily infected, but in order to make sure, filter it, then purify; stagnant water may be found in small pools, amongst rocks, dead trees trunks, etc.
- Large rivers, this water will be muddy and probably infected, so treat as for water holes

Protection:

- Protect yourself and the survivors from the hostile environment
- Stay in one group and light fires at night
- Avoid activities that might result in injuries
- Wear long pants and long sleeve shirts; keep your shoes on
- Try to build shelters using clothes or wood sticks
- Stay away from aircraft until all risk of fire has been passed, then you use it as a shelter

Location:

- Consider building fire at night and smoke during day; the intensity of the forest could prevent an accurate location of the aircraft
- Ground air visual signal code must be used, find an opening area and make the signals

Food:

- Ration food
- Depending on the availability of water, consider hunting and cooking
- Look for familiar plants

APPENDIX D

EXAMPLE CHECKLISTS & TABLES

APPENDIX D TABLE OF CONTENTS

D.1 PLANNED EMERGENCY PA

EXAMPLE PLANNED LAND EMERGENCY ANNOUNCEMENT
(First sentence to be read only if Captain has not given a PA): *Ladies and Gentlemen, Captain _____ has informed me that we need to prepare the cabin for a possible emergency landing. Your crew is fully trained to handle this situation.* *We have (approx. time) to prepare the cabin for landing, so your undivided attention is very important!"* *Please locate the exits closest to your seat.* **(ALLOW CABIN CREW TO POINT OUT EXITS as this portion is read)** *The location of each emergency exit is clearly marked with a sign overhead. Lighting units will illuminate the aisle and exits once the aircraft comes to a complete stop.* *If you are closest to a door, there will be an evacuation slide. Cross your arms and jump into it. If you are closest to an over-wing exit, step out through the exit foot first, move rearward quickly to the slide, cross your arms and jump.* *NOTE: If the wing exit is not equipped with a slide, use the following: If you are closest to an overwing exit, step out through the exit foot first, follow the arrows and slide off the wing.* *If an exit is blocked by smoke, fire or obstruction, don't use it. Go to another exit.* *At this time, remove all high-heeled shoes and sharp objects and stow them in the seat pockets.* *Please check to make sure your seat belt is securely fastened, tight and low across hips, your seat back and tray table are in the full upright and locked position, and all carry-on baggage is stowed completely underneath the seat in front of you.* *Please follow the cabin crew now while they instruct you on brace positions.* *A cabin crewmember will individually brief those of you with special needs.* *The brace positions are illustrated in the Safety Information Card.* **(Allow CABIN CREW time to demonstrate brace positions during the next portion)** *All adults sit back in your seat as far as possible, place your feet flat on the floor, cross your wrists on the seat back in front of you, lean forward, and place forehead on your wrists. If you want to assume the alternate brace position, lean forward, wrap your arms under your knees, and rest your head on your knees.* *Children should lean forward, place head face down in lap, wrapping arms under knees.* *At this time, take the Safety Information Card from the seatback pocket in front of you and review it. We will be back with you in few minutes.*

D.2 PLANNED EVACUATION CHECKLIST

The table below lists the suggested sequence of actions to be taken and associated commands and announcements to be made by the cabin crew during an unplanned evacuation.

ACTION	DESCRIPTIONS
PIC INFORMS LEAD CABIN CREWMEMBER	Cabin crewmember should obtain the following information from the PIC: The type of emergency, evacuation required, evacuation signal and the time available. Acronyms like the one below aid in memorizing necessary actions **T**YPE OF EMERGENCY? **E**VACUATION NECESSARY? **S**IGNAL TO EVACUATE? **T**IME AVAILABLE (Synchronize watches)? **S**PECIAL INSTRUCTIONS? **N**ATURE OF EMERGENCY? **T**IME TO PREPARE ? **S**PECIAL INSTRUCTIONS? **B**RACE COMMANDS? **W**HEN AND WHO WILL GIVE THE BRACE COMMAND? **H**OW MUCH TIME TO PREPARE? **A**NY SPECIAL INSTRUCTIONS? **T**YPE OF EMERGENCY? **S**YNCHRONIZE WATCHES?
LEAD CABIN CREWMEMBER ADVISES AND COORDINATES WITH ALL CABIN CREWMEMBERS	Relay information obtained from the PIC to all cabin crewmembers. All cabin crewmembers obtain checklist.
DESIGINATED CABIN CREWMEMBER TURN LIGHTS TO BRIGHT	
LEAD CABIN CREWMEMBER DELIVERS THE PA ANNOUNCEMENT, e.g., ***Ladies and Gentlemen,*** ***The Captain has informed me that due to ……., we will be making a precautionary landing at….. in approximately…..minutes.*** ***We will give you instructions to prepare for a safe and orderly evacuation, should it become necessary.*** ***Your crew is capable and trained to handle this situation.*** ***Please direct your attention to the***	Planned Emergency PA includes information on the type of emergency situation, location of exits and brace position. The P.A. may be followed by a PIC's announcement.

ACTION	DESCRIPTIONS
cabin crewmembers in the cabin. **ALL OTHER CABIN CREWMEMBERS TAKE DEMO POSITION**	Demonstrate information to the passengers as it is read. Demonstrate all brace positions at least twice. Show the Safety Information card to illustrate.
ALL CABIN CREWMEMBERS ENSURE ALL EXITS ARMED/ UNOBSTRUCTED	Check slide armed indicators, arming handles and ensure no baggage/cart doors, etc. will obstruct the exit.
ALL CABIN CREWMEMBERS SECURE THE CABIN	Clear cabin of catering and cabin service items (ie: cups, glasses, pillows/blankets, headsets). Secure galleys and ensure secondary restraints are in place. Turn off all galley power. Lock lavatory doors. Secure curtains/cabin dividers.
RESEAT PASSENGERS NEAR EXITS	Reseat family members together if possible. Reseat passengers near doors, if load permits.
BRIEF/RESEAT ASSISTANTS	Choose crewmembers, military personnel, police, fire-fighters, trained professionals as assistants. Seat them at exits.
COLLECT/STOW ITEMS	Passengers are to remove and stow loose/sharp items. Items not secure must be moved to an overhead bin, closet, or under a seat.
ENSURE PASSENGER UNDERSTANDNG OF PA **ASSIGN BUDDY SYSTEM**	Use safety briefing card to illustrate and ask the following questions: • Show me your bracing position • Where is your nearest and alternate exit? • When will you evacuate? • Where will you go after exiting the aircraft? Brief passengers on assisting unaccompanied minors, elderly and disabled individuals.
CABIN CREWMEMBERS ADVISE LEAD CABIN CREWMEMBER THAT CHECKLIST IS COMPLETE	Lead Cabin Crewmember advise flight deck checklist is complete.
PIC INDICATES PREPARATION LANDING **LEAD CABIN CREWMEMBER PERFORMS PREPARE FOR LANDING PA** **ALL CABIN CREW VERIFY COMPLIANCE**	Indication of prepare for landing phase can be a signal or PA. Fasten Seat Belt sign is illuminated. No Smoking sign is illuminated.
PIC GIVES BRACE COMMAND **CABIN CREW SHOUT COMMANDS, e.g.,** ***'BRACE'*** ***'HEADS DOWN,STAY DOWN'***	Flight Deck will give the brace command at the designated time (ie 500 ft). Cabin crew repeat brace command until all heads are down.

ACTION	DESCRIPTIONS
CABIN CREWMEMBERS STAY IN BRACE POSITION UNTIL AIRCRAFT COMES TO A COMPLETE STOP	The PIC initiates the evacuation by issuing the appropriate command (ie. *EASY VICTOR*) and/or evacuation signal. Cabin Crew will make an independent decision to initiate an evacuation when there is severe structural damage, a life-threatening situation (fire, smoke, impact forces, ditching) or abnormal aircraft attitude exists and there is no response from the flight deck. Cabin Crew should be aware of additional instructions/qualifiers given over the pa by the PIC (i.e., *Do not use 1R*). *Any* reference to a specific exit during an evacuation will mean **NOT** to use that exit. (Change door mode before leaving your station.)
CABIN CREW SHOUT COMMANDS, e.g., ***'RELEASE SEAT BELTS'***	When directed to evacuate by the PIC or initiated by a flight attendant
CABIN CREW RELEASE SEAT BELT/HARNESS AND STOW JUMP SEAT	Stow seat belts (in the jump seat) to eliminate the possibility of interference of egress to exit.
ASSIGNED CABIN CREW WILL ACTIVATE EMERGENCY LIGHTS/SIGNALLING SYSTEM	
CABIN CREW ASSESS CONDITIONS	Evaluate outside conditions. (i.e. smoke, fire, obstructions, aircraft attitude, water)
OPEN EXITS	Open the door in armed position. Pull the manual inflation handle.
CABIN CREW SHOUT COMMANDS, e.g., ***'LEAVE BELONGINGS '*** ***'COME THIS WAY'***	
ASSUME PROTECTED POSITION WITH INTERNATIONAL STOP SIGN RAISED	Assume the protected position to maintain balance. Utilize the fuselage assist handle to avoid being pushed out the exit. The hand closest to passengers is raised in the International Stop Sign.
CABIN CREW SHOUT COMMANDS, e.g., ***'YOU, YOU STAY AT THE BOTTOM ASSIST PEOPLE OFF' (at door exit)*** ***'YOU STAY OUT ON THE WING HELP THE PEOPLE OUT' (at window exit)'***	Make eye contact with assistants reminding them to stay at the bottom and assist by pulling people off the bottom of the slide.
CABIN CREW EVACUATE PASSENGERS SHOUT COMMANDS, e.g., ***'CROSS YOUR ARMS. JUMP, JUMP (at door exits)***	Once you have determined the exit is usable, drop the international stop sign and begin shouting appropriate commands.

ACTION	DESCRIPTIONS
STEP THROUGH, FOOT FIRST. STAY ON YOUR FEET JUMP INTO THE SLIDE, IF SLIDE IS AVAILABLE, OTHERWISE SLIDE OFF WING'	
CABIN CREW CONTINUE TO SHOUT COMMANDS AT EXIT AND MONITOR FLOW CONTROL	Passengers may need to be re-directed to alternate exits due to congestion, unusable exits, or changing conditions of the cabin.
CABIN CREW CONDUCT VISUAL CHECK, OBTAIN EMERGENCY EQUIPMENT AS ASSIGNED (e.g., flashlight, first aid kit, megaphone, ELT) AND EXIT THE AIRCRAFT	When no more passengers are coming to the exit, check cabin and if clear, obtain the aircraft flashlight, check the flight deck, and exit the aircraft. Imminent danger supersedes established guidelines for evacuation. If at any time imminent danger is present, concern for one's own safety takes a priority status.
CABIN CREW GATHER PASSENGERS AWAY FROM THE AIRCRAFT **ADMINISTER FIRST AID** **DO NOT PERMIT PASSENGERS TO SMOKE OR RE-ENTER THE AIRCRAFT** **OBTAIN A PASSENGER AND CREW HEADCOUNT AND REPORT TO RANKING CREWMEMBER**	Assemble passengers in a safe area upwind and away from the aircraft (i.e., 100 feet/30 metres). Stay away from the aircraft until the engines have cooled, spilled fuel has evaporated, and all fires are out and start head count. It should be recognized that it may be difficult to gather passengers together as many may be injured and unable to move. In these cases, cabin crew should assign someone to stay with the injured passenger. Check for injuries and administer first aid. Assess personal physical and emotional needs as well as those of other crewmembers. Organize survivors into manageable size groups and establish buddy systems.
CONTINUE TO MONITOR SITUATION/ENVIRONMENT UNTIL QUALIFIED PERSONEL ARRIVE	Only if conditions warrant may the aircraft be re-entered to search for first aid kits, food, blankets, etc. Seek shelter as near as possible to the aircraft (An aircraft is easier to locate than people). Await rescue.
CABIN CREW MAKE NO COMMENTS CONCERNING THE INCIDENT/ACCIDENT TO ANYONE OTHER THAN CREW UNTIL PROPER REPRESENTATION IS PRESENT	Crewmembers should: • Gather and stay together in a safe location, e.g., hospital or hotel. • Call personal family members. • Notify personal representatives. No comments are to be made to the media or local officials until appropriate representation is available.

D.3 UNPLANNED EVACUATION CHECKLIST

The table below lists the suggested sequence of actions to be taken and associated commands and announcements to be made by the cabin crew during an unplanned evacuation.

ACTION	DESCRIPTIONS
CABIN CREW IS POSITIONED ON THE JUMP SEAT WITH SEAT BELTS/HARNESSES FASTENED	FAR 121. 391 JAR-OPS 1.310
CABIN CREW SHOUT COMMANDS, e.g., ***'RELEASE SEAT BELTS'***	When directed to evacuate by the PIC or initiated by a flight attendant
CABIN CREW RELEASE SEAT BELT/HARNESS AND STOW JUMP SEAT	Stow seat belts (in the jump seat) to eliminate the possibility of interference of egress to exit.
ASSIGNED CREWMEMBER WILL ACTIVATE EMERGENCY LIGHTS/SIGNALLY SYSTEM	
CABIN CREWMEMBER ASSESS CONDITIONS	Evaluate outside conditions. (i.e., fire, obstructions, aircraft attitude, smoke, water)
OPEN EXITS	Pull the manual slide inflation handle.
CABIN CREWMEMBER SHOUT COMMANDS, e.g., ***'LEAVE BELONGINGS '*** ***'COME THIS WAY'***	
ASSUME PROTECTED POSITION WITH INTERNATIONAL STOP SIGN RAISED	Assume the protected position to maintain balance. Utilize the fuselage assist handle to avoid being pushed out the exit. The hand closest to passengers is raised in the International Stop Sign.
CABIN CREWMEMBER ASSIGN ASSISTANTS AND SHOUT COMMANDS, e.g., ***'YOU, YOU STAY AT THE BOTTOM ASSIST PEOPLE OFF' (at door exit)*** ***'YOU STAY OUT ON THE WING HELP THE PEOPLE OUT' (at window exit)'***	Make eye contact with the first two people who come to your exit telling them to stay at the bottom and assist by pulling people off the bottom of the slide
CABIN CREWMEMBER EVACUATE PASSENGERS SHOUT COMMANDS, e.g., ***'CROSS YOUR ARMS.*** ***JUMP, JUMP (at door exits)*** ***STEP THROUGH, FOOT FIRST. STAY ON YOUR FEET JUMP INTO THE SLIDE, IF SLIDE IS AVAILABLE, OTHERWISE SLIDE OFF WING'***	Once you have determined there is a usable slide/exit, drop the international stop sign and begin shouting appropriate commands.
CABIN CREWMEMBERS CONTINUE TO SHOUT COMMANDS AT YOUR EXIT AND MONITOR FLOW CONTROL	Passengers may need to be re-directed to alternate exits due to congestion, unusable exits, or changing conditions of the cabin.
CABIN CREWMEMBERS CONDUCT VISUAL CHECK, OBTAIN ASSIGNED	When no more passengers are utilizing exit, check cabin and if clear, obtain the aircraft flashlight, check the flight deck and get

ACTION	DESCRIPTIONS
EMERGENCY EQUIPMENT (e.g., flashlight, First Aid Kit, megaphone, ELT) AND EXIT THE AIRCRAFT	out of the aircraft. Imminent danger supersedes established guidelines for evacuation. If at any time imminent danger is present, concern for personal safety takes a priority status.
CABIN CREW GATHER PASSENGERS AWAY FROM THE AIRCRAFT	Assemble passengers in a safe area upwind and away from the aircraft (i.e.: 100 feet/30 meters). Stay clear of the aircraft until the engines have cooled, spilled fuel has evaporated, and all fires are out.
ADMINISTER FIRST AID	Check for injuries and administer first aid. Assess personal physical and emotional needs as well as those of other crewmembers.
DO NOT PERMIT PASSENGERS TO SMOKE OR RE-ENTER THE AIRCRAFT	
OBTAIN A PASSENGER AND CREW HEADCOUNT AND REPORT TO RANKING CREWMEMBER	Organize survivors into manageable size groups and establish buddy systems.
CONTINUE TO MONITOR SITUATION/ENVIRONMENT UNTIL QUALIFIED PERSONNEL ARRIVE	Only if conditions warrant may the aircraft be re-entered to search for first aid kits, food, blankets, etc. Seek shelter in or as near as possible to the aircraft (An aircraft is easier to locate than people). Await rescue.
CABIN CREWMEMBERS MAKE NO COMMENTS CONCERNING THE INCIDENT/ACCIDENT TO ANYONE OTHER THAN CREW UNTIL PROPER REPRESENTATION IS PRESENT	Crewmembers should: • Gather and stay together in a safe location, e.g., hospital or hotel. • Notify appropriate personnel. No comments are to be made to the media or local officials until appropriate representation is available.

D.4 EVACUATION PROCEDURES/COMMANDS – SPECIAL CIRCUMSTANCES

The table below lists the suggested sequence of actions to be taken and associated commands and announcements to be made by the cabin crew to address special circumstances which may be encountered during evacuation.

CIRCUMSTANCE	ACTIONS	DESCRIPTION
SMOKE FILLED CABIN	**IF TIME AND CONDITIONS PERMIT, CABIN CREW ENSURE CABIN ELECTRICAL POWER IS OFF AND OBTAIN FLASHLIGHTS.** **CABIN CREW COVER NOSE AND MOUTH.** **CABIN CREW POSITION SO AS TO BE AS LOW AS POSSIBLE.** **COMMAND EVACUATION.** **CABIN CREW CONTINOUSLY SHOUT COMMANDS.** **CABIN CREW MOVE QUICKLY TO AN EXIT AND EVACUATE.**	On the ground *Cabin crew should recognize that shouted commands may not be possible due to heavy smoke. If possible, use PBE and shout commands through the PBE.* Use available equipment (e.g., Wet cloths, smoke hoods) Due to limited visibility in the cabin, passengers will rely on voice commands.
PASSENGERS RUSHING AN EXIT	**CABIN CREW SHOUT COMMANDS, e.g.,** ***STAND BACK*** ***HOLD THE PEOPLE BACK***	
PASSENGER ATTEMPTING TO SIT AT DOOR SILL	**CABIN CREW SHOUT COMMANDS, e.g.,** ***'STAND UP*** ***STAY ON YOUR FEET*** ***JUMP! JUMP!'***	
PASSENGER HESITATES AT A DOOR	**CABIN CREWMEMBER BRING KNEE UP AND UNDER PASSENGER'S REAR TO PUSH HIM/HER OUT**	
PASSENGER GRABS DOOR FRAME	**CABIN CREWMEMBER USE AN UPWARD ARM MOTION TO BREAK PASSENGER'S GRIP AND SHOUT COMMANDS, e.g.,** ***'JUMP! JUMP! '***	

CIRCUMSTANCE	ACTIONS	DESCRIPTION
PASSENGERS DO NOT RESPOND TO CABIN CREW COMMANDS	**CABIN CREW MUST SHOW ABSOLUTE COMMAND ATTITUDE TO CONTROL EVACUATION**	Some passengers may want to take command. Other passengers may not react to cabin crew commands.
PASSENGER INITIATED UNWARRENTED EVACUATION	**CABIN CREW NOTIFY FLIGHT DECK** **CABIN CREW MAKE AN ANNOUNCEMENT FOR PASSENGERS TO REMAIN SEATED** **CABIN CREW PROCEED TO THE AREA OF EVACUATION AND SHOUT COMMANDS, e.g.,** ***'STOP*** ***STAY SEATED'*** **IF PASSENGERS HAVE EXITED FROM THE AIRCRAFT, NOTIFY THE FLIGHT DECK**	Cabin crewmembers make every attempt to halt the evacuation process and take command of the situation.
ANGLE OF SLIDE IS SHALLOW	**CABIN CREW SHOUT COMMANDS, e.g.,** ***'RUN DOWN SLIDE*** ***ROLL OFF THE SIDE'***	
EVACUATING NON-AMBULATORY PASSENGERS	**TIME PERMITTING AND FOLLOWING THE MAIN FLOW OF TRAFFIC, CABIN CREW WILL INSTRUCT ABLE BODIED PASSENGER TO ASSIST IN LOWERING NONAMBULATORY PASSENGER TO THE FLOOR ENSURE THE PASSENGER IS ASSISTED TO THE EXIT AND EVACUATED**	The preferred method for a physically disabled passenger to evacuate is via an escape slide, feet first. Cabin crewmembers should not jeopardize personal or another person's safety to evacuate non-ambulatory passengers in an emergency situation
EVACUATE WITH LAP CHILD/INFANT	**CABIN CREW INSTRUCT THE ADULT WITH A LAP CHILD/INFANT TO JUMP INTO THE SLIDE IN A SITTING POSITION HOLDING THE CHILD ON HIS/HER LAP WITH ARMS WRAPPED AROUND THE CHILD**	

CIRCUMSTANCE	ACTIONS	DESCRIPTION
EMERGENCY DEPLANE/EVACUATE AT THE GATE BOARDING DOOR OPEN	**CABIN CREW COMMAND EVACUATION AND SHOUT, e.g.,** ***'USE FORWARD DOOR COME THIS WAY LEAVE BELONGINGS '*** **THERE ARE CASES WHERE ALL EXITS WOULD BE USED FOR EVACUATION**	
EMERGENCY DEPLANING/EVACUATION AT THE GATE ALL DOORS ARE ARMED	**CABIN CREW COMMAND EVACUATION AND SHOUT, e.g.,** ***'RELEASE SEAT BELTS COME THIS WAY'***	The boarding door will be considered a blocked exit if the jetbridge/mobile stairs interfere with operation
ASSIST ANIMALS	**CABIN CREW INSTRUCT PASSENGER TO HOLD PET IN LAP WHEN EXITING VIA AN ESCAPE SLIDE**	Should the animal and passenger become separated, the animal should be lead to the top of the slide and pushed down, after the passenger has left the aircraft.

D.5 PLANNED DITCHING CHECKLIST

The table below lists the suggested sequence of actions to be taken and associated commands and announcements to be made by the cabin crew during a planned ditching.

ACTION	DESCRIPTIONS
PIC INFORMS LEAD CABIN CREWMEMBER	Cabin Crew must obtain the following information from the PIC: The type of emergency, evacuation required, evacuation signal and the time available. Acronyms work well in emergency situations. **T**YPE OF EMERGENCY? **E**VACUATION NECESSARY? **S**IGNAL TO EVACUATE? **T**IME AVAILABLE? (Synchronize watches) **S**PECIAL INSTRUCTIONS? **N**ATURE OF EMERGENCY? **T**IME TO PREPARE? **S**PECIAL INSTRUCTIONS? **B**RACE COMMANDS? **W**HEN AND WHO WILL GIVE THE BRACE COMMAND? **H**OW MUCH TIME TO PREPARE? **A**NY SPECIAL INSTRUCTIONS? **T**YPE OF EMERGENCY? **S**YNCHRONIZE WATCHES?
LEAD CABIN CREWMEMBER ADVISES AND COORDINATES WITH ALL CABIN CREW	Relay information obtained from the PIC to all cabin crewmembers. All cabin crewmembers obtain checklist.
DESIGINATED CABIN CREW TURN LIGHTS TO BRIGHT	
CABIN CREW OBTAIN AND DON LIFE VEST	Crewmember life vests should be a different colour than the passengers' life vest (e.g., bright orange). Life vests should have lights (e.g., water activated).
LEAD CABIN CREWMEMBER DELIVERS THE PA ANNOUNCEMENT, e.g., ***Ladies and Gentlemen,*** ***The Captain has informed me that due to ……., we will be making preparations for a water landing in approximately…..minutes.*** ***We will give you instructions to prepare for an evacuation.*** ***Your crew is capable and trained to handle this situation.*** ***Please direct your attention to the CABIN CREW in the cabin.***	Planned Emergency PA includes information on the type of emergency situation, location of exits and brace position. The P.A. may be followed by a PIC's announcement.

ACTION	DESCRIPTIONS
ALL OTHER CABIN CREW TAKE DEMO POSITION	Demonstrate information to the passengers as it is read. Demonstrate all brace positions at least twice. Show the Safety Information card to illustrate.
ALL CABIN CREW ENSURE ALL EXITS ARMED/ UNOBSTRUCTED	Check slide armed indicators, arming handles and ensure no baggage/cart doors, etc. will obstruct the exit.
ALL CABIN CREW SECURE THE CABIN	Clear cabin of catering and cabin service items (e.g., cups, glasses, pillows/blankets, headsets). Secure galleys and ensure secondary restraints are in place. Turn off all galley power. Lock lavatory doors. Secure curtains/cabin dividers.
RESEAT PASSENGERS NEAR EXITS	Reseat family members together if possible. Reseat passengers near doors, if load permits.
BRIEF/RESEAT ASSISTANTS	Choose crewmembers, military personnel, police, fire-fighters, trained professionals as assistants. Seat them at exits.
PREPOSITION AND SECURE DESIGNATED RAFTS	
COLLECT/STOW ITEMS	Passengers are to remove and stow loose/sharp items. Items not secure must be moved to an overhead bin, closet, or under a seat.
ENSURE PASSENGER UNDERSTANDNG OF PA **ASSIGN BUDDY SYSTEM**	Use Safety Information card to illustrate and ask the following questions: • Show me your bracing position • Where is your nearest and alternate exit? • When will you evacuate? • When will you inflate your life vest? • Where is your assigned raft? Brief passengers on assisting unaccompanied minors, elderly and disabled individuals.
CABIN CREW ADVISE LEAD CABIN CREWMEMBER THAT CHECKLIST IS COMPLETE	Lead Cabin Crewmember advise flight deck checklist is complete.
PIC INDICATES PREPARATION WATER LANDING PHASE OF FLIGHT **LEAD CABIN CREWMEMBER PREFORMS PREPARE FOR LANDING PA** **ALL CABIN CREW VERIFY COMPLIANCE**	Indication of prepare for water landing phase can be a signal or PA Fasten Seat Belt sign is illuminated. No Smoking sign is illuminated.
PIC GIVES BRACE COMMAND **CABIN CREW SHOUT COMMANDS, e.g.,** ***'BRACE'*** ***'HEADS DOWN, STAY DOWN'***	Flight deck will give the brace command at the appropriate time (e.g., 500 feett/150 metres) Cabin crew repeat brace command until all heads are down.

ACTION	DESCRIPTIONS
CABIN CREW STAY IN BRACE POSITION UNTIL AIRCRAFT COMES TO A COMPLETE STOP	The PIC initiates the evacuation by issuing the appropriate command (e.g., *'EASY VICTOR-EASY VICTOR')* and/or evacuation signal. Cabin Crew will make an independent decision to initiate an evacuation when there is severe structural damage, a life-threatening situation (fire, smoke, impact forces, ditching) or abnormal aircraft attitude exists and there is no response from the flight deck. Cabin Crew should be aware of additional instructions/qualifiers given over the PA by the PIC.
CABIN CREWSHOUT COMMANDS TO ASSISTANTS, e.g., ***'ASSISTANTS-RAFTS'***	When directed to evacuate by the PIC or initiated by a flight attendant.
CABIN CREW RELEASE SEAT BELT/HARNESS AND STOW JUMP SEAT	Stow seat belts (in the jump seat) to eliminate the possibility of interference of egress to exit.
ASSIGNED CABIN CREW WILL ACTIVATE EMERGENCY LIGHTS/SIGNALLING SYSTEM	
CABIN CREW ASSESS CONDITIONS	Evaluate outside conditions (ie: fire, obstructions, aircraft attitude, water level)
OPEN EXITS AND DEPLOY RAFTS	Secure raft to the aircraft. Pull manual inflation handle. Launch raft. Inflate raft.
CABIN CREW SHOUT COMMANDS, e.g., ***'RELEASE SEAT BELTS, COME THIS WAY'***	
CABIN CREW ASSUME PROTECTED POSITION	
CABIN CREW EVACUATE PASSENGERS SHOUT COMMANDS, e.g., ***'INFLATE LIFE VEST, CRAWL INTO RAFT, SIT ON BOTH SIDES'*** ***'STEP THROUGH, FOOT FIRST. STAY ON YOUR FEET INFLATE LIFE VEST, CRAWL INTO RAFT, SIT ON BOTH SIDES'***	
CABIN CREW CONTINUE TO SHOUT COMMANDS AT YOUR EXIT AND MONITOR FLOW CONTROL	Passengers may need to be re-directed to alternate rafts due to congestion, unusable exits, or changing conditions of the cabin.

ACTION	DESCRIPTIONS
ENSURE PASSENGER COUNT DOES NOT EXCEED CAPACITY	
CABIN CREW CONDUCT VISUAL CHECK, OBTAIN AIRCRAFT EMERGENCY EQUIPMENT AS ASSIGNED (e.g., flashlight, first aid kit, megaphone, ELT, survival kit) INFLATE LIFE VEST AND EXIT THE AIRCRAFT	When no more passengers are utilizing exit, check cabin and flight deck if clear, obtain the aircraft flashlight, inflate life vest and exit the aircraft. Imminent danger supersedes established guidelines for evacuation. If at any time imminent danger is present, concern for personal safety takes a priority status.

D.6 UNPLANNED DITCHING CHECKLIST

The table below lists the suggested sequence of actions to be taken and associated commands and announcements to be made by the cabin crew during an unplanned ditching.

ACTION	DESCRIPTION
CABIN CREW ARE POSITIONED ON THE JUMP SEAT WITH SEAT BELTS/HARNESSES FASTENED	FAR 121. 391 JAR-OPS 1.310
CABIN CREWSHOUTS COMMANDS, e.g., ***'HEADS DOWN*** ***STAY DOWN'*** **STAY IN BRACE POSITION UNTIL AIRCRAFT COMES TO A COMPLETE STOP**	The PIC normally initiates the evacuation by issuing the appropriate command (e.g..: '*EASY VICTOR'*) and/or evacuation signal. Cabin crew will make an independent decision to initiate an evacuation when there is severe structural damage, a life-threatening situation (fire, smoke, impact forces, ditching) or abnormal aircraft attitude exists and there is no response from the flight deck. Cabin crew should be aware of additional instructions/qualifiers given over the PA by the PIC (e.g., *Do not use exit 1R*). *Any* reference to a specific exit during an evacuation will mean **NOT** to use that exit.
CABIN CREW SHOUT COMMANDS: **DIRECT PASSENGERS TO OBTAIN ALL AVAILABLE FLOATATION EQUIPMENT, e.g., SEAT CUSHIONS, LIFE VESTS**	
CABIN CREW RELEAESE SEAT BELTS **DON LIFE VEST** ***ASSESS* WATER SEEPAGE AT EXITS**	Exits that are below water level should be considered unusable. Aft tail cone exit will be un-useable. Window exits can be used and floatation devices should be launched from the aft over wing exits.
CABIN CREW SHOUT COMMANDS TO PASSENGERS, e.g., ***'RELEASE SEAT BELTS*** ***COME THIS WAY BRING YOUR SEAT CUSHION/LIFEVEST'***	
CABIN CREW OPEN USEABLE EXITS IN ARMED MODE **OR** **COMMAND ASSISTANTS TO TRANSFER SLIDES/LIFE RAFTS TO USEABLE EXITS**	Use all exits above the water line. Prior to transferring slides/life rafts to useable exits, ensure all passengers are evacuated (into the water, if necessary).
CABIN CREW DEPLOY SLIDES/LIFE RAFTS	Deploy flotation devices from the aft over wing exit.
SLIDE BOARDING: **CABIN CREW COMMAND LIFE VESTS TO BE INFLATED AS THEY DEPART THE AIRCRAFT**	

ACTION	DESCRIPTION
INSTRUCT CHILDREN, ELDERLY AND DISABLED PASSENGERS TO BOARD THE SLIDE **INSTRUCT REMAINING PASSENGERS TO HOLD ON TO THE HANDHOLDS** **LIFE RAFT BOARDING:** **CABIN CREW COMMAND PASSENGERS TO BOARD RAFT AND SIT DOWN**	Cabin Crew should ensure that passenger raft count does not exceed recommended raft capacity Passengers should board the raft and sit on alternating sides.
CABIN CREW DETACH SLIDE/LIFE RAFT FROM THE AIRCRAFT	Slide/Life rafts are detached by cutting the lifeline or pulling the disengage handle.
CABIN CREW INFLATE LIFE VEST AND BOARD SLIDE/LIFE RAFT	
CABIN CREW/FLIGHT DECK CREW ESTABLISH A LEADER ON THE SLIDE/LIFE RAFT	Attempt to assign one crewmember to each raft and establish command.
CABIN CREW AND FLIGHT DECK CREW BEGIN SURVIVAL AND RESCUE PHASE	Keep groups together and away from the aircraft. Follow instructions from the raft manual.

D.7 TURBULENCE INTENSITY CRITERIA

Turbulence Intensity Criteria			
Condition	**Airplane Reaction**	**Cabin Reaction**	**Crew Actions**
Light Turbulence	Momentary, slight erratic changes in altitude and/or attitude	Occupants may feel a slight strain against seat belts. Unsecured items may be displaced slightly. Liquid is shaking but not splashing out of cup. Food service may be conducted. Walking and cart manoeuvring may be difficult.	PIC • Fasten Seat Belt sign on at PIC's discretion Cabin Crew • Verify passengers compliance with seat belt sign • Verify infant/children are secure in approved seat • Secure unattended carts, cabin and service items • Continue service with caution
Moderate Turbulence	Changes in altitude or attitude occur, airspeed fluctuations occur, but the airplane remains in positive control	Occupants feel definite strain against seat belt. Unsecured objects move about. Coffee is splashing out of cup. Very difficult to walk and manoeuvre carts.	PIC • Fasten Seat Belt sign on • PA made instructing passengers to fasten seat belt • Communicate with cabin crew to determine service restrictions Cabin Crew • Discontinue service • Verify passenger seat belt compliance if conditions permit • Secure cabin and service items, angle and set cart brake • Verify lavatories unoccupied, conditions permitting • Sit down in nearest passenger seat or jump seat; if seat is unavailable, sit on floor and hold on

Turbulence Intensity Criteria			
Condition	**Airplane Reaction**	**Cabin Reaction**	**Crew Actions**
Severe Turbulence	Large, abrupt changes in altitude/attitude occur. Usually large airspeed fluctuations occur. Airplane may be momentarily out of control. Maintenance write-up and airplane inspection required.	Occupants forced violently against seat belts. Unsecured objects tossed about or lifted from the floor. Walking is impossible as is standing without hold on to something for support.	PIC • Fasten Seat Belt on • If possible, make a PA instructing passengers and cabin crew to be seated Cabin Crew • Sit down immediately and secure oneself • Make a PA or shout commands to passengers to fasten seat belt, secure infants/children • After the turbulence, communicate cabin conditions and injuries to the flight deck crew
Extreme Turbulence	Airplane tossed violently about; practically impossible to control. May cause structural damage. Maintenance write up and airplane inspection required	Occupants forced violently against seat belts. Unsecured objects tossed about or lifted from the floor. Walking is impossible as is standing without hold on to something for support.	PIC • Fasten Seat Belt sign on • If possible, make a PA instructing passengers and cabin crew to be seated. Cabin Crew • Sit down immediately and secure oneself • Make PA or shout commands to passengers to fasten seat belt, secure infants/children • After the turbulence, communicate cabin condition and injuries to the flight deck crew

Turbulence Intensity Criteria			
Condition	**Airplane Reaction**	**Cabin Reaction**	**Crew Actions**
Clear Air Turbulence (CAT)	A variety of the above conditions may occur, depending on the severity of clear air turbulence. (CAT is not an intensity measure, rather a type of turbulence that occurs in clear air, clear of clouds, and, therefore, usually without warning.)		PIC • Take appropriate action based on intensity and duration of turbulence Cabin Crew • Take appropriate action based on intensity of turbulence

D.8 MISCONDUCT CATEGORY & ACTION TABLE

Category One		
Crewmember requests passenger to comply. These are actions that do not interfere with cabin or flight safety. Examples include verbal insults or refusing to fasten seat belt.	Passenger complies with request.	There is no further action required by the flight attendant. Such an incident need not be reported to the flight deck or the regulatory authority, but should be documented via flight report.
Category Two		
Crewmember requests passenger to comply.	Passenger continues disturbance that interferes with cabin safety. Examples include continuation of verbal insults or continuing refusal to comply with federal regulations, e.g. failure to fasten seat belt when sign is illuminated or operation of unauthorized electronic equipment. Procedures regarding flight deck notification should be followed.	After attempting to defuse the situation, the PIC and the cabin crewmember will coordinate on the issuance of the Airline Passenger Warning & Notification (See Below) and completion of the In-Flight Incident Report. The cabin crewmember provides these forms to appropriate company personnel upon arrival. In turn, the company personnel may file the incident report with the regulatory authority. The flight deck crew should note the aircraft location at the time of incident/assault and complete a Flight Debrief. The cabin crewmembers should complete an In-Flight Passenger Incident Report and In-Flight Service Flight Report .

Category Three	
Examples: 1. A crewmember's duties are disrupted due to continuing interference. 2. A passenger or crewmember is injured or subjected to a credible threat of injury. 3. An unscheduled landing is made and/or restraints such as handcuffs are used. 4. A passenger continues disturbance after receiving Operator's Airline Passenger Warning & Notification.	Cabin crewmember and PIC complete actions in category two and flight deck crew requests appropriate law enforcement agency personnel to meet the flight upon arrival. The flight deck crew should note the current aircraft location and complete a Flight Debrief. The cabin crewmembers should complete an In-Flight Passenger Incident Report and In-Flight Service Flight.

AIRLINE PASSENGER WARNING & NOTIFICATION
(sample based on United States regulations)

You must immediately cease if you wish to avoid prosecution and your removal from this aircraft at the next point of arrival. This is a formal warning that in accordance with US Federal Law (Title 15 of the Code of Federal Regulations, Parts 91 and 121), the follow is prohibited:

- Threatening, intimidating, or interfering with a crew member (section 91.11)
- Smoking on a no-smoking flight or in the lavatory (section 121.317)
- Drinking any alcoholic beverage not served by a crew member or creating an alcohol-related disturbance (section 121.575)

An incident report will be filed with the FAA. If you do not refrain from these activities, you will be prosecuted. The Federal Aviation Act provides for civil monetary fines and, in some cases, imprisonment.

D.10 EXAMPLE REPORTING FORM

The information on this form will only be used for the purpose for which you have provided it. We will not use this information for any other purpose, and will not disclose it without your consent.

Confidential Aviation Incident Report

ATSB

Date of Incident | Local time | Location e.g. 27 NM west of Bowral, NSW (include latitude & longitude if possible)

Aircraft registration | Flight number | Aircraft manufacturer and model

Your position (e.g. pilot, ATS, LAME, FA) | Pilot. Your total hours | Non-pilot experience yr/mth

Aircraft operator e.g. company name | Aircraft owner | Aircraft hirer (if any)

Type of operation:

☐ Air transport – passenger ☐ Flying training – solo ☐ Businesses ☐ Gliding ☐ Sports aviation

☐ Air transport – cargo ☐ Flying training – dual ☐ Agricultural ☐ Private ☐ Military

☐ Charter ☐ Other

Flight rules: ☐ VFR ☐ IFR

Flight conditions: ☐ VMC ☐ IMC

Number of persons on board:

☐ Crew ☐ Passengers

Weather conditions:

Visibility | Wind | Cloud | Altitude of occurrence

Last departure point of flight | Time of departure Local | Next intended point of landing

Indicate the phase in which the occurrence happened:

☐ Aircraft standing ☐ Taxiing ☐ Takeoff ☐ En-route ☐ Manoeuvring ☐ Approach ☐ Landing

Airspace designation

Please fully describe the occurrence:

All relevant documentation should be forwarded to CAIR. Include your suggestions on how to prevent similar occurrences.

Please enclose additional page/s as necessary

Sep 2000

Your name | **Date**

Address

Telephone | **Facsimile** | **Internet email**

When complete, post to: Reply Paid 22, The Manager, PO Box 600, Civic Square, ACT 2608. No postage stamp required.

APPENDIX E

MEDICAL & EMERGENCY EQUIPMENT

APPENDIX E TABLE OF CONTENTS

E.1 MEDICAL KIT CONTENTS

First Aid Kit
(Designed to be used by flight crew/cabin crew to treat minor medical events)

- Adhesive bandage compresses, 1-inch
- Antiseptic swabs
- Ammonia Inhalants
- Bandage compresses, 4-inch
- Triangular bandage compresses, 40-inch
- Arm splint, non-inflatable
- Leg splint, non-inflatable
- Roller bandage, 4-inch
- Adhesive tape, 1-inch standard roll
- Bandage scissors

Emergency Medical Kit (EMK)
(Designed to be used by crew under the direction of a ground-based physician or medical professionals to treat medical emergencies)

- Stethoscope
- Blood pressure cuff
- syringes/needles
- Airways
- Resuscitation device
- CPR mask
- IV Admin Set
- Saline solution
- Protective non-permeable gloves
- Analgesic, non-narcotic, tablets
- Antihistamine tablets
- Antihistamine injectable
- Atropine
- Aspirin tablets
- Bronchodilator
- Dextrose
- Epinephrine
- Lidocaine
- Nitroglycerin tablets
- Basic instructions for use

Enhanced Emergency Medical Kit (EEMK)
(Designed to be used by crew under the direction of a ground-based physician or medical professionals to treat various in-flight medical concerns)

- Contents equivalent to EMK
- Wound equipment
- Manual suction device
- Thermometer
- Furosemide
- Glucagon
- Nalbuphine
- Naloxone
- Promethazine HCL
- Terbutaline Sulfate
- Antacid Liquid
- Dicyclomine HCL
- Glucose Gel
- Ibuprofen suspension
- Diphenhydramine liquid
- Loperamide
- Nasal Spray
- Promethazine HCL
- Urinary Catheter

E.9 EMERGENCY EQUIPMENT CHECKLIST

Fire Extinguishers/Water Equipment
- Wire seal between handle and bottle is intact

Fire Extinguishers/Halon Equipment
- Needle in green
- Pin in place and secured with seal

First Aid Kit
- Seal is intact

Megaphone
- Audible click when you pull trigger

Protective Breathing Equipment (PBE)
- Appropriate seals and indicators are checked

Portable Oxygen
- Gauge reads at least minimum pressure required by Operator

Emergency Locater Transmitter (ELT)
- In place

Infant Life Vest

- Correct number on board aircraft (if available)

Additional Equipment

- Flashlights
- Crash axe/pry bar
- Portable oxygen bottles
- Protective gloves
- Smoke barriers
- Smoke detectors
- Lavatory waste bin automatic extinguishers
- Emergency lights

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INDEX

INDEX

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