



CIVIL AVIATION AUTHORITY OF BANGLADESH

**AIR OPERATOR GUIDANCE
ON CABIN SAFETY**

VERSION 1.0

Revision-1

CAAB HQ, KURMITOLA, DHAKA-1229

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Air Operator Guidance on Cabin Safety

Foreword

This Air Operator Guidance on Cabin Safety (AOG 6-3-1) has been prepared to provide information and guidance to the prospective applicants as well as holders of AOC to conduct commercial air transport operations (cabin safety) in Bangladesh with optimum proficiency and safety.

The AOG 6-3-1 has been developed to primarily facilitate the prospective applicants for AOC to be systematically familiar with the operational requirements (cabin safety) of Civil Aviation Authority of Bangladesh.

The AOG 6-3-1 provides detailed guidance material in accordance with the provisions of convention of ICAO, its associated Annexes including ICAO DOC 8335/AN879 and ICAO DOC 10002/AN 502 (ICAO Cabin Crew Safety Training Manual-2014) adopted or adapted in various parts of CAR 84 and related ANOs.

This document will be published in CAAB website and shall be accessed by all concerned executives and personnel of the operator to have a clear understanding on the procedures for application of AOC so as to meet the technical and safety requirements (cabin safety) of CAAB.

Comments on the AOG 6-3-1 will be appreciated from any corner which will be taken into consideration in the preparation of subsequent issues/amendments and shall be addressed to the Member, Flight Safety & Regulations, CAAB Headquarters, Kurmitola, Dhaka-1229, Bangladesh.



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Air Operator Guidance on Cabin Safety

AIR OPERATOR GUIDANCE ON CABIN SAFETY

Introduction

This air operator guidance on cabin safety(AOG 6-3-1) for applicants and holders of AOC, provides information and guidance to set up and conduct safe and proficient commercial air transport operations in Bangladesh.

The AOG 6-3-1 has been prepared in accordance with related ICAO Annexes and DOCs, CAR 84, ANOs, ICAO Cabin Crew Safety Training Manual (ICAO DOC 10002) and Inspector Handbook on Cabin Safety (IHB 6-3).

AOG 6-3-1 has been developed to facilitate the air operator to be systematically familiar with the operational cabin safety regulatory requirements of CAAB. Pursuant to ICAO Annexes together with associated parts of CAR 84, CAAB needs to exercise a positive and continuous measure of control over air operators that offer or intend to offer commercial air transport services on all cabin safety related affairs.

The AOG 6-3-1 intends that an applicant for or holder of AOC complies with cabin safety parts to secure an AOC and conduct safe air transport operation in Bangladesh.

Air Operator Guidance on Cabin Safety

REGULATORY REQUIREMENTS

At present, CAAB issues AOC (cabin safety related) specific to the following type of air transport services:

Category A: Scheduled or non-scheduled passenger and/or cargo in domestic sectors.

Category B: Scheduled or non-scheduled passenger and/or cargo in both domestic and international sectors.

The issuance of AOC (cabin safety related) shall be dependent upon the applicant demonstrating an adequate organization, method of control and supervision of flight operations, training program and other satisfactory arrangements consistent with the nature and extent of the operations specified.

On compliance of the requirements to the best satisfaction of CAAB, the applicant may be issued with AOC, setting forth the operational authorization and limitations to carry out the specified commercial air transport and/or special operations.

APPLICABLE RULES AND REQUIREMENTS

In discharge of its responsibilities for regulating air transportation and ensuring safety of aircraft operations, CAAB has laid down detailed rules, regulations, requirements and procedures. The main responsibility for the safe conduct of the operations and compliance with the laws, rules regulations, requirements and directions issued from time to time by CAAB lies with the operator.

Since the laws and regulations established by CAAB may not themselves provide the operator with comprehensive and detailed instructions as to the base of operations, the operator should, therefore, develop its own detailed operating procedures necessary for safety, regularity and efficiency of operations within the frame work of the laws, rules, regulations, requirements and directions issued by CAAB from time to time.

The requirements on various aspects relating to air transport services are laid down in the Civil Aviation Rules 1984 and ICAO Annexes. Bangladesh being signatory to Chicago Convention, it is obligatory on all Bangladeshi operators to comply with the provisions of the ICAO Annexes. ICAO Annex 1, 6 and 8 together with ICAO Doc-8335, in particular, provide the requirements relating to air transport operations and licensing of personnel.

Air Operator Guidance on Cabin Safety

A.AIR NAVIGATION ORDERS/ ICAO & CAAB DOCUMENTS:

(OPERATIONS)

CAAct-2017, CAAB Act-2017 and CAR-84

ANO (AT) A-2 – Requirements on Air Operator's Certification

ANO(OPS) B-1- (Operations Manual);

ANO (OPS) E-6 - Flight Time, Duty Time & Rest Period for Cabin crew members;

ANO(OPS) E-7 –Medical Supplies in the Aircraft .

ANO(OPS) B-2, Requirement for Minimum Qualification for Nominated Post Holders / Management Personnel (Operations) of Commercial Air Operators:

ANO(OPS) B-7, Passenger Briefing on safety Matters.

ANO(OPS) B-8, Stowage And Carriage Of Baggage And Cargo In The Passengers Cabin.

Air Operator Guidance on Air Operator Certification and Continued Compliance (AOG 6-1)

Air Operator Guidance on Competence of Air Operator Operations Personnel and Designated Examiners (AOG 6-3)

Civil Aviation Directive on Air Operator Safety Oversight System (CAD-37)

Civil Aviation Procedure Document on Operations (CPD 6-2)

Inspector Handbook on Flight Operations (IHB 6-1)

Any other ANO related to Operations.

B. AIR OPERATOR GUIDANCE ON CABIN SAFETY (AOG 6-3-1)

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OPERATIONAL INFORMATION

INTRODUCTION

In order to facilitate an applicant or a prospective air operator seeking for obtaining an AOC, corresponding operations specifications, amendment to an AOC, amendment to operations specifications and/or issue of authorizations or limitations is provided with sufficient information related to the Operational aspects of the regulations of CAAB, the following points have been laid down for fair understanding and effective implementation:

OPERATIONAL REQUIREMENTS

An applicant for obtaining an AOC, Operations Specifications and/or Special Authorizations must complete and submit the applicable forms, available with CAAB as indicated in the ANO (AT) A-2. The form contains at least the following information:

- A. Main base of operations;
- B. Organizational structure;
- C. Type of operation (passenger, cargo, etc.);
- D. Type of aircraft;
- E. Arrangements for crew and ground personnel training;
- F. Proposed routes and areas of operations, destination and alternate aerodromes
- G. Maintenance arrangements; and,
- H. Financial data and a business plan.

As part of a preliminary assessment of the applicant's technical fitness, CAAB will conduct a general review of the procedures, practices and methods carried out (operations manual, cabin safety manual/cabin crew operations manual, air operator maintenance control manual, training manuals, etc.) of the prospective operators. in conjunction with any relevant portion of CAR '84, ANOs, Directives, Circulars etc.

CAAB will review the organizational structure of an applicant for an AOC to ensure that duties, responsibilities and authorities are clearly defined and that clear delineation of functional tasks and lines of reporting have been established and documented including the operator's safety management, quality assurance etc.

As part of a preliminary assessment of the applicant's technical fitness and during the entire certification process for AOC, CAAB will conduct the evaluation of the operator in the areas of operations, airworthiness air transport, financial and other concerned.

In case CAAB grants exemptions, also deviations and prolonged extensions, from the regulations for an AOC to air operators, the CAAB shall highlight about the exemptions and that, if approved by Chairman, these exemptions may be issued using formal procedures that considers and assesses the impact to safety. In this case, notification to foreign states, as applicable, shall be made. Normally, CAAB will not grant any exemption to a prospective air operator for reasons of safety.

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CAAB will approve/accept procedures, documents and operations of the operator. To this effect CAAB will use checklists together with the ANO (AT) A-2, ANO (OPS) B-1, CAAB Procedure documents and/or any other guidance material developed by CAAB for the certification process.

An applicant for an AOC shall be required to establish and maintain a flight safety documents system as per Schedule of Events-2 of the Appendix-B of ANO (AT) A-2. This shall be ascertained during the certification process and prior to the issue of AOC.

An applicant for an AOC shall be required to maintain the validity of its manuals at all times. During the certification process, prior to the issue of AOC, while checking the operators' manuals, CAAB will verify to ensure that the operator keeps the manuals and documents current at all times.

In order to ensure that the Flight Safety Documentation System is in order, the contents of the applicant's operations manual/cabin safety manual must be consistent with ANO (OPS) B-1. Operators shall follow the regulations and procedures for approval or acceptance of an air operator operations guidance material to ensure that it covers, in addition to all the requirements of CAR '84 and the related ANOs, at least the following:

- A. A statement that the operations manual/cabin safety manual complies with applicable laws and AOC conditions and the corresponding operations specifications
- B. A list and a summarized description of the different parts of the manual, their contents, applicability and utilization
- C. A statement that the operations manual/cabin safety manual contains operating instructions which are required to be complied with by all personnel
- D. A registration sheet for the amendments and revisions with the dates of registration and validity
- E. A list of effective pages
- F. Amendment and revision changes indicated by marks or signals in text, graphics and diagrams.;

An applicant for an AOC shall include in its operations manual procedures to ensure that the operations manual is organized and structured in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANO (OPS) B-1 to include the following:

- i. General
- ii. Aircraft operating information
- iii. Routes and aerodromes
- iv. Training

The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANO (OPS) B-1, an applicant for an AOC includes in its operations manual procedures to insert in its operations manual the instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations as part of its general contents.

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The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANO (OPS) B-1, an applicant for an AOC includes in its operations manual procedures to insert in its operations manual the instructions outlining the limiting flight time, flight duty periods and rest periods for all crew members.

The operators shall ensure that in compliance with the requirements of Annex 6, part 1, Appendix 2, CAR 84 and ANO (OPS) E-6, an applicant for an AOC includes in its cabin safety manual the instructions outlining the limiting flight time, flight duty periods and rest periods of all cabin crew and recording the same in documents for reference and inspection.

The operators shall limit flight time and flight duty periods and for the provision of rest periods for all its cabin crew members and that these rules are in accordance with the CAR '84, ANO OPS E6.

The operators shall maintain current records of flight time, flight duty periods and rest periods of all its cabin crew members at all times.

The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANO (OPS) B-1, an applicant for an AOC includes in its operations manual standard operating procedures (SOP) for each phase of flight.

The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANO (OPS) B-1, an air operator includes in its operations manual a safety management system wherein contains a statement of safety policy and responsibility of personnel of the operator.

The operators shall establish an organization and management system for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations. Operators shall ensure this during the certification process by confirming that its manuals contain about the establishment of the system including the definition of responsibilities and authority delegated to their officials.

The operators shall establish in its operations manual responsibilities for operational control and develops related policies, processes, standards and procedures. All these shall reflect in an air operator operations manual/cabin safety manual wherein the functions and responsibilities of flight crew and cabin crew for the initiation, continuation, diversion and termination of flights are laid down and are in practice by the air operator.

The operators shall ensure that it nominates post holders, approved by CAAB, responsible for the development and establishment of its safety and operational management system for cabin crew department and clearly defines his/her functions and responsibilities and that these shall be documented in the flight safety documents system as well as in cabin safety manual of the operator.

The operators shall ensure that emergency evacuation procedures, including type specific procedures, crew coordination and assignment in any emergency situation among the crew members are clearly defined in operations manual/cabin safety manual.

The operators shall ensure that the contents of the operations manual/cabin safety manual shall be as part of the flight safety documents system and that the contents of the operations manual/cabin safety manual shall be reviewed and approved by CAAB as applicable and the instructions are duly implemented by the air operator before granting the AOC or any specific approval to a prospective air operator.

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The operators shall also ensure to comply with the certification process as outlined in ANO (AT) A-2 prior to issuance of AOC or other certification.

LIST OF AIR OPERATOR'S AREAS OF COMPLIANCE (CABIN SAFETY)

Air Operator's areas of compliance for obtaining AOC and/or other certification include the following but are not limited to:

- 1. Cabin Safety Manual (CSM) /Cabin Crew Operations Manual/Cabin Crew Safety Training Manual etc. (As part of the operator's Operations Manual).**
- 2. Cabin crew qualification and selection**
- 3. Cabin crew instructor/trainer/examiner qualification/selection/approval**
- 4. Cabin crew training program**
- 5. Cabin crew initial training program**
- 6. Cabin crew operations training in normal/abnormal/emergency situations**
- 7. Cabin crew recurrent training program**
- 8. Cabin crew Security training program**
- 9. Cabin crew Cabin Health/First Aid training program**
- 10. Cabin crew Human Performance and CRM training program**
- 11. Cabin crew SMS training program**
- 12. Cabin crew FRMS training program**
- 13. Cabin crew DGR training program**
- 14. Cabin crew training center and facilities**
- 15. Minimum number of Cabin crew requirement in a flight**
- 16. Maximum number of aircraft operation by cabin crew**
- 17. Cabin crew mandatory travel documents**
- 18. Cabin crew (FDTL) flight time, flight duty time, rest period limitation, duty roster and record.**
- 19. Cabin crew currency of Competency Card including First Aid, CRM, AV SEC and DGR.**
- 20. Cabin crew currency of Health Card**

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- 21. Cabin crew pre-flight briefing**
- 22. Cabin crew discreet communication with flight crew in the event of security breaches in the passenger cabin.**
- 23. Cabin crew policy and procedure with respect to flight crew compartment admission/access**
- 24. Approved flight crew compartment door**
- 25. Cabin crew policy and procedure in case of a bomb or suspicious object found on board**
- 26. Cabin crew checklists on board**
- 27. Cabin crew pre take-off passenger safety briefings and passenger safety feature (instructional) card**
- 28. Cabin (carry-on) baggage- adequately and securely stowage of**
- 29. Management of flight/cabin crew incapacitation**
- 30. Provision of additional adult/infant life vest and adult/infant seat belt at 10% of passenger seating capacity in each aircraft**
- 31. Cabin crew Demo Pouch for pre-flight safety demonstration**
- 32. Cabin crew pre take-off cabin safety duties**
- 33. Operator's demonstration flight/proving flight**
- 34. Cabin crew accountable managers (Admin/Scheduling, Operations, Briefing & Training) and cabin crew manager/ In-charge cabin safety posts- selection and approval.**
- 35. Air Operators procedure on Un-Accompanied Minors.**
- 36. Operator's medical supplies on board.**

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AIR OPERATOR'S GUIDANCE MATERIAL

AIR OPERATOR'S GUIDANCE MATERIAL FOR COMPILATION/COMPLIANCE WITH THE REQUIREMENTS (CABIN SAFETY) BEFORE ISSUANCE OF AOC BY CAAB.

1. Cabin Safety Manual (CSM) /Cabin Crew Operations Manual/Cabin Crew Safety Training Manual etc:

GENERAL

This chapter provides guidance on the compilation of the Cabin Safety Manual (CSM) including required portions of Cabin Health & First Aid, Human Performance & CRM, DG Regulations and related procedures on transport of dangerous goods, Aviation (cabin) Security, SMS(cabin) and FRMS(cabin).

GUIDANCE

An operator may develop and publish in its CSM any policy, method, procedure, or checklist that the operator finds necessary for the type of operations conducted by cabin crew

These policies, methods, procedures, and checklists, however, must comply with the CAR '84 and be consistent with safe operating practices.

Operators are advised to be innovative and progressive in developing such policies, methods, procedures, and checklists.

Operators must ensure that the operator's material complies with CAR '84 requirements, is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.

In order to ensure that the cabin crew members of an air operator conform to the regulations and required tasks, the operator shall follow the guidelines as appended below:

GENERAL MANUAL QUESTIONS

1. Definition of crew member.
2. General statement regarding cabin crew duties and responsibilities.
3. The manual is easy to read.
4. The manual is easy to revise.
5. The manual contains instructions for processing revisions.
6. Each manual page has the date of the last revision.
7. Each crewmember has manual accessible while performing assigned duties.
8. The manual contains the stipulation that each cabin crew member must have a manual readily accessible on board any flight if they are assigned any duties.
9. The manual is up-to-date.
10. The up-to-date policy is stated in the manual.

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For acceptance and approval of the Cabin Safety Manual (CSM) by CAAB, operators should follow the guidelines below:

A. CABIN SAFETY MANUAL(CSM) POLICIES

1. The regulatory term "cabin crew member" is defined
2. General statement of the cabin crew duties and responsibilities
3. Policy requiring the CSM to be up-to-date and cites regulatory reference
4. Policy that the CSM must be readily accessible to cabin crew that is on duty
5. Policy regarding the authority of the Pilot-in-Command (PIC)
6. Method of designating succession of command
7. Policy regarding persons that may be admitted to the flight deck
8. This policy corresponds to the FOM policies regarding admission to flt deck
9. Procedure for flt crew identification of cabin crew before admission to flt deck
10. This procedure corresponds to the FOM procedures regarding identification
11. Procedures regarding locking of flt deck door
12. Procedures to make cabin crew member aware of sterile flt deck period
13. This procedure corresponds to the FOM/AOM procedures
14. Procedures for normal method of communications and coordination between cabin crew
15. Procedures for normal method of communications & coordination with flt deck
16. These procedures correspond to those in the FOM
17. Procedures for establishing communications before flight begins
18. These procedures correspond to those in the FOM
19. General statement regarding the need for crew coordination
20. Policy regarding preflight crew briefings between flight crew and cabin crew members
21. Procedures for reporting in flight irregularities or malfunctions to flt crew
22. Procedures to ensure that carry-on baggage is stowed and secured before door is closed
23. Procedures to ensure that cabin is ready for movement from gate
24. Policy that cabin crew be seated during movement unless performing safety duties
25. Examples of acceptable "safety duties" provided
26. Required number of cabin crew with passengers onboard while at gate
27. Method to identify "substitutes" to use in lieu of cabin crew while aircraft parked at gate
28. Required number of cabin crew that must be onboard during aircraft operations
29. Required number of cabin crew for refueling with passengers onboard
30. Specific duties of cabin crew during the refueling
31. Policies regarding the use of a jump seat by anyone other than the assigned cabin crew

B. PASSENGER INFORMATION BRIEFINGS

1. Directions for compliance with lighted signs, posted placards, crew instructions
2. Method for demonstrating fastening and opening seat belts
3. Method of advising requirement to comply with lighted pax info signs
4. Method of advising no smoking policy, including tampering with smoke detectors
5. Method of briefing of emergency exits
6. Method for briefing location and use of required flotation equipment
7. Method of reference to passenger information cards
8. Specific timing & wording of in flight advisory when "seatbelt" light is off
9. Specific wording of extended overwater briefing? (adult/child flotation devices & rafts)
10. Specific wording of need for oxygen, location and use of dispensing equipment
11. Policy for regular announcements when passenger info signs illuminated for long period

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12. Policy of notification of PIC when pax continues not to obey pax info signs
13. Compilation of CAAB approved Safety Announcement Booklet for normal/abnormal /emergency duties.

C. PROCEDURES FOR HANDLING INFANTS AND CHILDREN

1. Procedures for restraint including location and actions during an emergency
2. Info about the types of restraint devices that are acceptable for use on aircraft
3. Info allowing such devices when a ticket for the seat has been purchased
4. Requirement that infants should be restrained in device during disturbance

D. PROCEDURES FOR HANDLING DISABLED PERSONS

1. Standard individual briefings for those who may need assistance to exit
2. Standard individual briefings for persons attending these individuals
3. If applicable: location, operation and use of onboard wheelchairs
4. If applicable: location, operation and use of disabled equipped lavatories
5. If applicable: location, operation and use of movable armrest

E. EXIT ROW SEATING PROGRAMME

1. Procedures to ensure that exit seating programme is completed
2. Specific wording to advise a person not meeting selection criteria
3. Specific wording requesting whether a person has a non-discernible condition
4. Specific wording questioning the possibility of bodily harm
5. Specific wording requesting whether a person is willing to perform the functions.
6. Method for determination of whether persons in exit row speaks English

F. OTHER PASSENGER ISSUES

1. Policies regarding serving of alcohol
2. Procedures for reporting persons who cause a disturbance
3. Policies regarding armed passengers
4. Policies regarding persons who abuse a crewmember
5. Policies regarding interference with a crewmember in performance of duties
6. Policy regarding boarding of persons who are mentally retarded
7. Policy regarding boarding of persons who are emotionally disturbed
8. Policies for boarding pregnant passengers
9. Methods for boarding stretcher patients
10. Specific method for handling noncompliance with smoking ban
11. Requirement for restraint of galley equip during certain operations
12. Requirement for proper braking of galley equip during use
13. Requirement for stowage of cargo in the cabin
14. Specifics of the approved carry-on baggage programme

G. CABIN STORAGE OF CARRY-ON AND CARGO

1. Policies for managing the boarding of carry-on baggage
2. Proper location for storage of crew baggage
3. Approved storage areas for carry-on baggage
4. Storage methods and areas for canes
5. Prohibition against storage of carry-on in some areas (flt deck, lavatories, etc.)
6. Requirement for tray table stowage during surface movement, takeoff, landing

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7. Requirement for seat backs to be in upright position for takeoff & landing
8. Requirement to stow cabin crew jump seat restraint systems when not in use
9. Requirement to ready the doors for movement on the surface
10. Provision for ensuring that one door is ready for passenger egress at the gate
11. Procedure when occupants are using devices which are not allowed
12. Prohibition against the carriage of drugs
13. Prohibition against the use of drugs
14. Instructions for identification of dangerous goods
15. Instructions for use of flashlight holders and how used
16. Requirement for each crewmember to have a workable flashlight
17. Instructions for cabin light settings for takeoff and landing
18. Instructions for cabin light settings for forewarned emergency evacuation

H. ABNORMAL SITUATIONS

1. Procedures for crew coordination in turbulence
2. These procedures correspond to those listed in FOM
3. Policy regarding service procedures during turbulence (hot liquids)
4. Policy for passenger seat belt discipline during turbulence
5. Information about survival in situations appropriate to operations
6. Procedures to use in event of hijacking
7. Methods of communications with other crewmembers during hijacking
8. Security regulations & procedures for the carriage of weapons
9. Instructions regarding the contents and use of universal precaution kit
9. Instructions regarding the contents and use of first aid kit (daily use and fixed(survival)
10. Instructions regarding the contents and use of the emergency medical kit (doctor's use)
12. Instructions for the recognition of common medical problems
13. Instructions for first aid, considering limited space in aircraft cabins
14. Instructions regarding the recognition and effects of hypoxia
15. Procedures in event of rapid depressurization
16. Description of use of each type of portable oxygen bottle and mask
17. Procedures for cabin crew to administer oxygen to self
18. Procedures for use of medical (passenger-supplied) oxygen
19. Prohibition against smoking while oxygen is administered

I. FIRE PREVENTION AND CONTROL

1. Requirement to check lavatories before takeoff and periodically
2. Requirement for periodic cabin checks
3. Instructions for use of circuit breakers, including no-reset policy
4. Fire control procedures on the ground
5. Fire control procedures during flight
6. Instructions for use of protective breathing equipment
7. Instructions regarding the type of fire extinguishers for type of fire
8. Procedures for light ballast fires
9. Procedures for fire in lavatory or other confined spaces
10. Procedures for fire in the galley
11. Procedures for fire control when volatile fuel is involved.

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J. EVACUATION PROCEDURES

1. Instructions for crew coordination and signals
2. Instructions regarding the commands to give to people
3. Instructions describing the acceptable brace for impact positions
4. Instructions for ensuring the aircraft has come to a complete stop
5. Instructions for assessing the conditions in and outside the aircraft prior to action
6. Instructions for redirecting passenger flow
7. Specific wording of forewarned emergency evacuation
8. Instructions for stopping an unwarranted evacuation

K. AIRCRAFT DESCRIPTION

1. Diagram of each different aircraft configurations
2. Designation of takeoff and landing location for each required cabin crew
3. Duties and duty station of each crewmember during an evacuation or ditching
4. Cabin preflight check of specific safety equipment
5. Cabin crew locations for performing safety demonstrations

L. AIRCRAFT SAFETY/EMERGENCY EQUIPMENT- QUANTITY, LOCATION, SERVICEABILITY & USE (OPERATION)

All approved and required life-saving and fire-fighting safety/emergency equipment for survival in any emergency on board the aircraft should be in accordance with approved Emergency Equipment Layout (EEL) by all safety regulatory agencies.

In order to ensure that the Cabin Safety Manual conforms to the safety information required for a specific type of aircraft, air operators shall follow the guidelines as appended below:

i. AIRCRAFT DESCRIPTION

1. The cabin safety manual should contain a description and/or diagram of each type/model of aircraft showing the items listed below. If the location of any of these items varies from one aircraft to another, aircraft registration numbers with specific location should be given.
2. The assigned takeoff and landing location for each crewmember who might be assigned safety duties in the cabin should be clearly designated.
3. The duties and duty station for each crewmember (including flight crew) during an evacuation or ditching should be given.
4. If it is part of the operator's procedures, the preflight check of specific safety equipment should be given. This should include checking of placards.
5. Cabin crew location for performing safety demonstration.

ii. AIRCRAFT SAFETY & EMERGENCY EQUIPMENT

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The safety & emergency equipment location should be given for each type of aircraft; however, when equipment such as any of the item listed below, is the same from aircraft to aircraft, the description of the contents and the operation may be contained in the “general section” of the manual.

The safety and emergency equipment may include the following but are not limited to:

1. Each exit (clearly show what type of exit).
2. Each universal precaution kit (Ref: ANO OPS E 7)
3. Each first aid kit(daily use and fixed(survival) (Ref: ANO OPS E 7)
4. Each emergency medical kit (doctor’s use) (Ref: ANO OPS E 7)
5. Portable lights/flashlights,
6. Each portable fire extinguisher like water/halon
7. Each PBE,
8. Flotation equipment like adult/child/infant life vests or seat cushions
9. Overwater equipment like slide cum life raft
10. Installed/portable emergency signaling transmitters (ELT)
11. Crash axe,
12. Megaphone,
13. Appropriate circuit breakers,
14. Portable oxygen,
15. Supplemental (aircraft installed) oxygen,
16. Approved crew bag stowage areas.
17. Safety demo pouch
18. Safety feature card
19. Protective gloves
20. Smoke goggles
21. Baby survival cots
22. Child restraint systems
23. Extension seat belt and infant(loop/kangaroo) seat belt
24. AED (automated external defibrillator)and associated equipment, if applicable
25. Restraining device
26. Checklists for SOPs/Bomb etc search/safety emergency equipment check, preferably, under each cabin crew jump seat in each aircraft

Each type of equipment should be depicted so its operation is easy to follow. This includes the following:

iii. FLOOR LEVEL EXITS

1. A description for operations and procedures at floor level exits should include the following:

- a. opening in normal mode,
- b. opening in emergency mode,
- c. ready for movement on the surface,
- d. ready for gate arrival,
- e. ready at gate, if appropriate.

iv. EVACUATION SLIDES

1. Description of operation and procedures for evacuation slides, slides/raft, or ramps should include the following:
 - a. emergency inflation,

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- b. manual inflation.

v. WINDOW EXITS

- 1. A description of operation and procedures at window exits should include the following:

- a. opening exits,
- b. placement of window,
- c. recommended method of exiting window,
- d. use of life lines

vi. VENTRAL STAIRS

- 1. A description and procedures pertinent to ventral stairs should include the following:

- a. information regarding lowering or otherwise operating stairs in normal and emergency modes;
- b. information about stair use in evacuations.

vii. TAIL CONES

- 1. The information about the operation and procedures pertinent to tailcones should contain the following:

- a. detailed description of the activation of the tail cone.
- b. details of unusual environmental factors that could affect crewmember performance in or around tail cones.

viii. COCKPIT EMERGENCY EXITS

- 1. Information about this equipment should describe or depict the opening and the use of any equipment that would assist in reaching the ground (such as escape ropes).

ix. ESCAPE ROUTES OTHER THAN CABIN

- 1. Information should show the method of reaching these exits, the opening, and actions necessary to exit.

x. DOOR SAFETY STRAPS

- 1. Include both location and use in normal and emergency operations.

xi. DOOR INOPERATIVE PROCEDURES

- 1. If this type of aircraft is allowed to operate with a door inoperative, the procedures to follow for the specific aircraft should be given.

xii. CABIN CREW STATION

- 1. The cabin safety manual should contain a description of each type of cabin crew station. This description should include the following:

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- a. the proper brace position for that station;
- b. information about the restraint system at that station and its use;
- c. the safety equipment that a cabin crew can reach while seated at that station

xiii. ELECTRICAL EQUIPMENT

1. The cabin safety manual should contain information about circuit breakers, heat, or ventilation located in the cabin. This information should include the following:

- a. Location
- b. Function,
- c. Operation of the controls.

xiv. EMERGENCY LIGHTS

- 1. Location of emergency lights, emergency light switches, and procedures for use should be in the manual.
- 2. Information about floor proximity lighting should be given as appropriate to that type of aircraft.

xv. PUBLIC ADDRESS & INTERPHONE SYSTEM

1. A description of these systems that includes their use in normal and emergency situations should be included.

xvi. EVACUATION ALARMS

1. When evacuation alarms are present, information about their location, function, and operation should be given.

xvii. OXYGEN SYSTEMS

1. The manual should include the following information:

- a. location of oxygen dispensing units,
- b. information about additional drop-down masks,
- c. proper method of use,
- d. manual deployment,
- e. information about special characteristics of chemically generated devices, (such as heat generating properties).

xviii. PORTABLE OXYGEN EQUIPMENT

1. Description, location, and operation for each kind of portable oxygen dispensing unit and the masks should be given.

xix. GALLEY RESTRAINT

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1. Description of the locations and methods of securing each piece of galley equipment should be given.

xx. CARRY-ON BAGGAGE RESTRAINT

1. Description of the location and operation of carry-on baggage restraints should be given when applicable. This would include use of restraint straps across a closet or securing an overhead bin.
2. Stowage of items other than approved cargo compartments. Some airlines have as part of their carry-on procedures the fact that carry-on baggage may be stowed on a seat. If this is the case, the seats where it can be stowed and method of stowage should be included in the manual.

xxi. SMOKE ALARMS

The manual should give the location of the smoke alarms. It should also contain information regarding the procedures to follow when a smoke alarm has been activated.

xxii. TRASH CONTAINER DOORS

1. The manual should contain information about the location, function, and proper operation of these doors

xxiii. UPPER/LOWER DECK

1. Some aircraft are multi-decked. When this is the case, information regarding safety equipment on those decks should be provided.

xxiv. LIFTS

1. Multi-decked aircraft are usually equipped with personnel/galley lifts.

Operation and function of the safety interlock system of these lifts should be described.

xxv. FLOTATION CUSHIONS

1. Location, function, and use of flotation cushions should be given.

xxvi. LIFE PRESERVERS

1. Donning, inflation, use, and activation of light for each type of life preserver, including infant and child preservers, should be given. (If only one type is used, this information may have been given in the “general section” of the manual.)

xxvii. LIFE RAFTS & SLIDES USED IN FLOTATION

1. When the aircraft is equipped with life rafts, slide/raft packs, or slides used as flotation ramps, information about this equipment should include a description of the equipment, its contents, and at least the following:
 - a. transfer from one door to the next.
 - b. inflation and launching,
 - c. proper method of boarding passengers and crew.
 - d. crew assignments during ditching and in the life raft.

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xxviii. INOPERABLE EQUIPMENT

1. Procedures to follow when a piece of required safety equipment is inoperable should be part of the manual.

xxix. FIRE EXTINGUISHERS/PBE

1. The location of the equipment and any features that make use of operation unique to this aircraft.

xxx. SMOKE BARRIERS

1. Some aircraft are equipped with smoke barriers. When this is the case, information about their location and use should be part of the manual.

xxxi. FIRST AID/MEDICAL KITS

1. The location of the equipment and any features that make use unique to this aircraft should be given.

M. CABIN CREW DUTIES AND RESPONSIBILITIES PROCEDURES

1. Policy statement for authority of the pilot-in-command
2. Policy Method of designating succession of command
3. If applicable, equipment interchange is in the manual
4. Policies for admission of persons to the flight deck
5. Procedure for cockpit crew to identify cabin crew before allowing entry to flight deck
6. Procedure for locking and unlocking cockpit door
7. Procedure for notification of sterile cockpit procedure in effect
8. Normal methods of communication and coordination between crew members
9. General statement concerning the importance of crew coordination
10. Outline of preflight crew briefings
11. Procedures for reporting in-flight irregularities and malfunctions
12. Carry-on baggage stowed before passenger loading door closed
13. Crew coordination procedures to ensure that the aircraft including the cabin is ready for movement on the surface for takeoff and landing
14. Crew coordination procedures for exit seating
15. Cabin Crew required to be seated during movement on the surface unless performing safety-related duties
16. Definition of safety-related duties
17. Number of cabin crew that must be on board while parked at the gate with passengers on board
18. Method to identify cabin crew substitutes that might be used while the aircraft is parked at the gate
19. Specific number and location of cabin crew that must be on board before aircraft movement on the surface
20. Cabin crew duties and number of cabin crew that must be on board during refueling procedures
21. Policy for use of jump seat by anyone other than the assigned cabin crew
22. Policies and procedures for checking emergency equipment
23. Before takeoff briefing announcement and demonstration
24. Demonstration of use of seatbelts
25. Requirements for use of seatbelts
26. Policies regarding smoking, including prohibition against smoking in the lavatories or tampering with, disabling or destroying smoke detectors

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27. Compliance with lighted information and crew member instructions
28. Location of exits
29. Location and use of required flotation equipment
30. Exit seating reference to passenger information cards
31. Request that a passenger identify him or herself if he or she cannot meet selection criteria,
32. Requirement for an individual briefing of persons who may need assistance and persons attending to these individuals
33. After takeoff briefing, including notification to keep seat belts fastened even when light is off and Extended overwater briefing
34. Demonstration and use of life vests, including infant life vests
35. Briefing on the location and use of life rafts
36. Briefing on other flotation means, such as seat cushion
37. Policy requirement that before operations above flight level 250 that an oxygen briefing must be given
38. Location of oxygen dispensing equipment
39. Demonstration of use of oxygen equipment
40. Requirement for periodic announcements when the passenger safety information sign is illuminated for a period of time
41. Notification of the PIC when passenger continues not to obey signs.
42. Disabled passengers: This may include the location, operation, and procedures for use of the following:
 - a. onboard wheelchair,
 - b. disabled equipped lavatories,
 - c. movable armrests.
43. The CSM should include the following concerning infants and children:
 - a. Procedures for restraint including location and actions during emergency.
 - b. Information about the types of restraint devices that conform to all Federal motor vehicle standards.
 - c. Information that if the parents have purchased a ticket and the device is approved, it must be allowed.
 - d. The fact that infants should be restrained in the approved restraint device during turbulence.
44. Serving alcohol to passengers
45. Separating persons who cause a disturbance,
46. Armed passengers,
47. Passengers who abuse a crewmember;
48. Passenger interference with a crewmember in the performance of duties.
49. Passengers who are mentally retarded,
50. Passengers who are emotionally disturbed,
51. Pregnant passengers
52. Non-English speaking passengers, child , old person – refer to the exit seating rule.
53. Stretcher patients,
54. Policy and procedures for non-compliance of smoking ban,
55. Restraint of galley equipment (including galley and ticket carts) for movement on the surface, takeoff, landing, and when not in use. This should include the fact that carts should be on a mushroom or otherwise properly restrained when not in use.
56. Proper stowage of cargo (including musical instruments and pet carriers) in the cabin.
57. Appropriate portions of carry-on baggage programme
58. Management of boarding carry-on baggage. Each piece of carry-on baggage is properly stowed before the passenger loading door is closed. This includes closing the overhead bin and cabin cargo compartment doors.
59. Approved stowage areas for carry-on baggage.
60. Crew baggage stowage
61. Stowage of canes.
62. Prohibition against stowage of trash or carry-on baggage in un-authorized receptacles such as lavatories or the cockpit.
63. Prohibition against commingling articles with safety equipment.

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64. Need for tray tables to be stowed for movement on the surface, take-off, and landing. Movie screens that extend into the aisle must also be stowed for movement on the surface, before takeoff, and landing?
65. Need for seatbacks to be in their full upright position before take-off and landing.
66. Need to stow cabin crew jump seat restraint systems when not in use

N. DOORS

1. Ready doors for movement on the surface, including general statement of responsibility for readying doors. Procedures for specific crewmembers at specific doors would probably be better included in aircraft section of the manual.

O. DRUGS

1. Carriage of drugs,
2. Use of drugs.

P. ELECTRONIC DEVICES

1. Procedures to follow when occupants use electronic devices and which devices are not allowed.

Q. HAZARDOUS MATERIALS

1. Identification of and, if they are going to be in the cabin, procedures for storage and handling

R. LIGHTS

1. Flashlight holders and how used, if used.
2. Operator's policy to ensure that each crewmember has a workable flashlight.
3. Cabin light setting for takeoff, landing, and forewarned (anticipated emergency evacuation and ditching.)
4. Specific aircraft light controls may be contained in the aircraft section of the manual.

S. TURBULENCE

1. Crew coordination in turbulence.
2. Service procedures, especially of hot liquids, in turbulence.
3. Passenger seat belt discipline in turbulence.

T. SURVIVAL

1. Information about survival in situations appropriate for operations such as water, mountains, desert, or jungle.

U. HIJACKING

1. Hijacking procedures should be developed with the assistance of the Principal Security Inspector assigned to the operator, but the responsibility for the final acceptance of manual contents rests with the Principal Operations Inspector/ MFSR.

NOTE: Procedures contained in CSM may be very limited. These procedures may be a "coded" memory aid. A method of communication with other crewmembers when hijacking is threatened should be developed.

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V. WEAPONS

1. Security regulations and operator's procedures for the carriage of weapons.

W. ILLNESS/INJURY

1. Contents and procedures for use of first aid kits.
2. Contents and procedures for use of emergency medical kit.
3. Contents and procedures for use of universal precaution kit
4. Recognition of common medical problems.
5. First aid treatment that considers limited and special space for those problems in aircraft cabins
6. Use of first aid oxygen may be placed with procedures or with use of equipment.
7. Any additional first aid equipment for use by passengers.
8. Use of Automated External Defibrillators (AED).

X. OXYGEN: USE & NEED

1. Depressurization.
2. Slow leaks,
3. Rapid depressurization procedures, including the following:
 - a. Signs of a loss of cabin pressure
 - b. Symptoms of hypoxia
 - c. Crew coordination
4. Cabin crew actions, including the following: grabbing the nearest oxygen mask, sitting down or holding on to something solid and waiting for word from the flight deck before moving around, assisting passengers
5. Description of use of each type of portable oxygen bottle and mask. This is especially important with solid state (chemical) oxygen generators.
6. Procedures for Cabin crew to administer oxygen to self.
7. Procedures for use of medical (passenger supplied) oxygen (must be under operator's maintenance programme).
8. Prohibition against smoking when oxygen is being administered.

Y. FIRE PREVENTION & CONTROL

1. Fire prevention procedures that at least include the following:
 - a. Checking the lavatories before takeoff and periodically during flight.
 - b. Use of smoking materials.
 - c. Periodic cabin checks.
 - d. Use of circuit breakers located in the cabin (precautions against resetting).
 - e. Proper storage of articles that could contribute to fire (such as matches).
 - f. Checking of oven and oven vents.
 - g. Cabin crew procedures for handling passengers.
2. Fire control procedures should include fires occurring in the following locations:
 - a. on the ground
 - b. outside the aircraft
 - c. inside the aircraft
 - d. during flight
3. During fires inside the aircraft, fire control procedures should include the following:
 - a. Type of fire extinguisher on class of fire.
 - b. Use of protective breathing equipment (PBE).
 - c. Fire control when volatile fuel is involved (this may be included in hijacking or threatening passenger part of the manual)

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- d. Smoke control procedures
- e. Use of circuit breakers
- f. Fire in galley, including oven
- g. Fire in lavatory or other confined spaces
- h. Light ballast fires

Z. EVACUATION PROCEDURES

1. For each type of aircraft evacuation or ditching, the manual should at least include procedures and techniques regarding the following:
 - a. Crew coordination
 - b. Giving commands to passengers
 - c. Describing brace for impact positions
 - d. Assessing conditions
 - e. Ensuring aircraft has come to a complete stop
 - f. Evacuating persons and any of their attendants who may need assistance
 - g. Redirecting passenger flow
 - h. Caring for passengers following accident:
 - i. Un-forewarned (unanticipated aircraft evacuation or water landing) including the following:
 - j. Crew coordination
 - k. Commands given to passengers
 - l. Initiation
 - m. Actions at door
 - n. Forewarned (anticipated aircraft evacuation or ditching) including the following:
 - o. Crew coordination
 - p. Commands given to passengers
 - q. Passenger preparation
 - r. Cabin preparation
 - s. Unwarranted (unneeded) evacuation, passenger or crew initiated, including crew coordination and stopping the evacuation.

2. Cabin crew qualification and selection:

Operators shall include the following qualifications for selection/appointment of cabin crew in accordance with CAAB required specifications:

The minimum qualifications shall typically include the following:

- a. A minimum age requirement(at least 18 years old)
- b. A high school degree or equivalent degree from a recognized educational institution.(operators may set higher educational requirement to suit their needs)
- c. The ability to speak, read, write and understand a common designated language i.e English language proficiency.
- d. A minimum height (at least 158 cms or more) for the ability to retrieve safety or emergency equipment, open and close overhead bins from a standing position.

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- e. A maximum weight limit, separately for male and female cabin crew proportionately based on age and height, for ability to operate equipment, to promptly evacuate in case of any emergency situation and to work and walk on the aisles, specially facing forward in a single file.
- f. A clear vision eye sight corrected to 6/6 (cabin crew are not allowed high- powered glasses). Color vision is mandatory.
- g. An ability and strength to operate equipment/systems as applicable to operator's procedures during normal, abnormal or emergency situations to the aircraft type/s to which he/she is assigned to.
- h. A satisfactory medical assessment by CAAB approved doctor during recruitment/training process and subsequent medical fitness assessment every after 1 year (minimum) according to minimum cabin crew medical check-up standards.
- i . A minimum satisfactory swimming ability.
- j. Any other requirements as defined by CAAB or the operator itself.

3.Cabin crew instructor/trainer/examiner qualification/selection/approval:

Operators shall include in the CSM and ensure the following cabin crew instructor/trainer/examiner qualification/selection and approval criteria in accordance with the following CAAB required specifications for approval.

CAAB selection and approval criteria for cabin crew Ground instructors/trainers/examiners

Aspiring cabin crew members desirous of becoming cabin ground instructor/ examiner/trainer shall undergo a selection process designed to assess that the individual's knowledge, capability and competency are suitable for instructor's role and to determine the person's motivation.

In addition, selection of an instructor will be based on criteria intended to define a proven capability in the subject for which he/she expects to instruct in accordance with the desired competencies.

Selection Criteria

For the purpose of cabin crew ground instructor/trainer/examiner selection/approval for appointment by air operators, the candidate shall meet the minimum cabin crew experience and knowledge and other requirements as outlined below.

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1. A candidate should hold cabin crew qualifications required to serve as a cabin crew and for which the privilege to instruct is being sought.
2. Holds the minimum graduation degree
3. Has satisfactorily passed the initial cabin crew training course
4. Has high English language proficiency i.e. the desired spoken, written and instructional capability.
5. Has qualified in CAAB required I.T (Instructional Techniques) course
6. Has proficiency in the management of CBT (computer-based training) i.e lecture delivery, use of OHP, power point presentation etc.
7. Has at least 2 years continuous flying experience in Turbo-Prop aircraft and at least 5 years continuous flying experience in Jet aircraft in domestic/international routes.
OR
Has at least 10 years of continuous flying experience as a cabin crew in domestic/international routes.
8. Has satisfactorily completed the appropriate training phases for the aircraft including recurrent and difference training as an operating cabin crew and holds an appropriate recency of experience checks and competency card.
9. Has satisfactorily completed the applicable initial or transitional training programme for CAAB observed proficiency checks.
10. Has completed the curricula approved by CAAB for those functions he/she is required to serve, in the following manner:
 - a. Has satisfactorily conducted training classes for a minimum of 4 hours each of 4 cabin crew course subjects under supervision of CAAB approved equivalent subject instructor.
 - b. Has conducted practical instructional checks on operational safety and functional activities of operating cabin crew on flights comprising of a total of 4 sectors out of which 2 in domestic sectors (flying time minimum 30 minutes) and at least 2 sectors on international routes under supervision of CAAB approved equivalent subject instructor.

Approval criteria

1. Operators seeking CAAB approval as cabin crew instructor/examiner/trainer for their aspiring suitable cabin crew, shall submit letter/application through the director of flight operations or chief of training or head of the training organization or the cabin crew department to Member Flight Safety & Regulations, CAAB.
2. The letter/application should contain all required information and particulars of the candidate/s including years and experience of service and subject/s or areas intended for CAAB approval.

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3. Evidences (copies) of all documents/certificates must be duly attested by the concerned head with signature and seal.
4. CAAB may ask for any other paper/document/certificate etc. in relevance to the approval process.
5. In case of renewal/revalidation of existing instructorship, the incumbent shall have to submit, 60 days (2 months) prior to the date of expiry, all papers and documents relating to activities and performances during the currency of the previous years of validity.
6. In case of lapse of more than 60 days/2 months but less than 365 days/12 months in obtaining CAAB approval for renewal/revalidation, the candidate will be required to give 2 demonstrative class lectures of 2 hours each in the relevant area/s under the supervision of a CAAB approved equivalent instructor.
7. In case the lapsed period is 365 days/12 months or more from the date of expiry, the candidate shall have to complete the full requirement circle.
8. An approved instructor may apply for new subjects or areas along with renewal of existing subjects/areas with all documentary evidences for CAAB's approval process.
9. The initial period of validity for the new entrants will vary from 1(one) to 2(two) years depending upon the candidate's instructional capability on the aircraft type/s and minimum pass marks obtained based on CSI Evaluation Checklist Annexure 9 of Inspector Hand Book on Cabin Safety (IHB 6-3) after the required ground test (class room demonstration)
10. On expiry of the initial period of validity, for extension/renewal/re-validation of the cabin crew instructorship, the incumbent, on selection, shall have instructional capability tests (ground test or class room demonstration & flight test or line check) on the aircraft type/s and the minimum pass marks obtained based on IHB 6-3 Annexures 9 & 10 Evaluation Checklists. A further extension of 2/3 years may be given.
11. After satisfactory completion of 2 extensions, a maximum period of 5 years of validity will be authorized.
12. An approved cabin crew instructor/trainer/examiner, during specified period of currency, will also be eligible to conduct recurrent/refresher courses on subjects initially authorized.
13. All approved cabin crew ground instructors/trainers/examiners shall have periodical ground and flight test (class room & line check) under an established surveillance programme by CAAB to be conducted by CSIs to ensure that the appointed instructors/trainers/examiners maintain their competency with respect to their delegated tasks and evaluated under Annexures 9 & 10 Checklists of IHB 6-3.
14. The selected/approved cabin crew ground instructors/trainers/examiners shall demonstrate their knowledge, skills and qualifications during their approved period of currency when checked/inspected during audit/periodical inspection in class-room or on board (ground or flight test) through Checklists of Annexures 09 & 10 of IHB 6-3.
15. For aircraft type technical training only, CAAB approved subject matter ground instructor may be authorized to conduct such training that deals with his/her area of expertise.

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16. Approval may be given on one single type of instructional subject like initial or type or SEEP and/or on all the three at one time depending on the instructional capability, knowledge or skills on the aircraft type

17. CAAB CSIs with their previous flying experience, knowledge, skills as cabin crew and with approved instructional ability and teaching expertise, may sometimes, take introductory or demonstrative classes or give lectures in training courses of the cabin crew of operators when requested and allowed by CAAB.

4. Cabin crew training program:

Operators shall include the following cabin crew training program in accordance with CAAB required specifications.

The operators shall ensure that it establishes, as a part of flight safety document system, in its cabin crew training programmes the details of the cabin crew safety duties and functions pursuant to CAR '84 and the associated ANOs and that the air operator's cabin crew training programmes includes the required types of training. While checking or recommending for the approval of air operator cabin crew training programmes, the operators shall adhere to the following procedures:

- A. The training program incorporates in the syllabus all trainings to be imparted in respect of all around safety of aircraft and personnel that fall under the duties of a cabin crew.
- B. The training program is commensurate with the type FCOM and any related type manual (cabin safety manual) as per the manufacture's specification;
- C. The training program shall be in conjunction with the company standard operating procedure approved by the authority;
- D. The training program shall be adequate and shall include practical demonstration on the use of safety items and procedures to be conducted by qualified and approved instructors;
- E. The training program shall have a system to evaluate cabin crew competency by the air operator and, when required, by the regulator, in the following manner:
 - i.. Aircraft visit/familiarization and line check for trainee cabin crew by cabin crew instructor/trainer /examiner and for subsequent checks and evaluation by the CSIs.
 - ii. Line checks of operating cabin crew in all aircraft types by the cabin crew instructor/trainer/examiner and by approved Line Checkers and for subsequent checks and evaluation by the CSIs.
- F. All training programs shall have a system for recurrent training and line checks to ensure the company cabin crew maintain continuous competency on safety matters as mentioned in para 4E above.
- G. The operators shall ensure that pursuant to the requirement of CAR '84 and the associated ANOs, the air operator shall have ground and flight training facilities, required training devices based on computer-based training [CBT], etc.) and syllabus materials to meet the requirements. The operator shall provide CAAB with the following information:
 - i. List of approved training facilities
 - ii. Training programme and records

The Checklist for Cabin attendant's training program is attach in Annexures -08 of IHB 6-3.

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H. Types of cabin crew training program:

- a. Initial training
- b. Aircraft type training
- c. Conversion/Difference training
- d. Refresher/Requalification training
- e. Aircraft visits
- f. Aircraft familiarization flights
- g. OJT and Line checks
- h. CIC/Leadership training
- i. Cabin health & First aid training
- j. Human performance & CRM training
- k. Aviation (in-flight) security training
- l. DGR training
- m. Recurrent training

5. Cabin crew initial training program:

ICAO Annex 6 Part 1 Paragraph 12.4 states: “ An operator shall establish and maintain a training programme, approved by the State of the operator, to be Completed by all persons before being assigned as a cabin crew member”.

The operators shall establish a cabin crew initial training programme prior to the issuance of an AOC, to ensure that it includes theoretical and practical training addressing the following:

- i. Aviation indoctrination.
- ii. Different functions, duties and responsibilities of cabin crew members
- iii. Introduction to aircraft types, systems and limitations
- iv. Normal, abnormal and emergency procedures
- v. Aircraft safety/emergency equipment- checks/use/operations etc
- vi. Hands-on exercises/ practical drill on evacuation/fire/ditching
- vii. Cabin crew members assignment, coordination and two-way communication
- viii. Approved flight crew compartment door- security, discreet communication and admission/access procedures
- ix. Cabin Health and First aid training program
- x. Human Performance & CRM training program
- xi. Aviation Security (in-flight & on ground) training program

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xii. DGR (Dangerous Goods Regulations) and related policies/procedures on transport of dangerous goods training program

xiii. Cabin crew SMS training program

xiv. Cabin crew FRMS training program

6. Cabin crew operations training in normal/abnormal/emergency situations:

Normal operations training:

Cabin crew normal operations training addresses the operator's procedures relating to cabin crew safety-related roles and responsibilities during normal day to day operations.

The goal of normal operations training, addressed during each aircraft type systems training, is to enable cabin crew to competently carry out relevant tasks assigned to them during normal operations which actively contributes to a safe **operation**.

The training includes the management of cabin environment, the check and operation of aircraft equipment and systems relevant to cabin crew duties, management of and assistance to passengers and coordination with flight crew, ground crew and other cabin crew.

Normal operations training should address safety-related duties and responsibilities applicable to the following phases of flight:

- a. ground and pre-flight operations
- b. pushback and taxi
- c. take-off
- d. climb
- e. cruise
- f. descent and approach
- g. landing
- h. post-landing
- i. post-flight operations including transit.

Abnormal/emergency situations training:

Abnormal and emergency situations training addresses the operator's policy and procedures and focuses on cabin crew's roles and responsibilities during these types of situations.

Abnormal situation means a situation that is not typical or usual which deviates from normal operation and may result in an emergency.

Emergency situations call for emergency procedures established by operator in the OPS Manual/CSM for tackling abnormal/emergency situations.

The goal of this training is to enable cabin crew to immediately recognize abnormal or emergency situations, rapidly gain awareness of situational dynamics, if necessary initiate communication with flight crew and/or take necessary measures to deal with the situations.

Content of abnormal and emergency situations training should include:

- a. fire-fighting
- b. smoke removal procedures

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- c. cabin pressurization problems and decompression
- d. anticipated and unanticipated emergency landing/ditching
- e. evacuation
- f. flight and cabin crew incapacitation
- g. rapid disembarkation
- h. management of on board medical events
- i. transport of dangerous goods by air
- j. management of aviation security on ground and in-flight

7. Cabin crew recurrent training program:

Recurrent training is required and conducted annually to ensure the maintenance of competencies, knowledge and skills since the last training given to cabin crew.

Recurrent training ensures that cabin crew, by practicing most competencies and skills, maintain the level of performance required for their duties and responsibilities.

Requirement for recurrent training:

No person shall serve an operator nor shall use a person as a cabin crew unless within the preceding 12 calendar months that person has completed the required training curricula approved by CAAB relevant to the types and/or variants of aircraft and operations to which he/she is assigned.

The validity of annual training expires on the first day of the 13th month following the month in which the training was completed.

Refresher and/or Requalification program should be defined for cabin crew whose qualifications have expired for any reason, e.g. prolonged leave or absence from flying duties, as part of the process to regain qualification enabling the cabin crew to perform the required duties and responsibilities.

A required cabin crew, who, due to a period of inactivity, has not met the recurrent requirements, shall complete the cabin crew training program/proficiency checks of the operator in the following manner:

- a. If a period of 13th up to 18th month or part thereof has elapsed since the last required training, the cabin crew shall complete refresher training as defined in CSM approved by CAAB.
- b. If a period of 19th up to 24th month or part thereof has elapsed since last required training, the cabin crew shall complete long refresher training as defined in CSM approved by CAAB
- c. If a period of more than 25th up to 36th months has elapsed since the last required training, with 3 years experiences the cabin crew shall complete long refresher training and line indoctrination.
- d. If a period of more than 36th months has elapsed since the last required training, without 3 years experiences as a cabin crew shall complete initial training and line indoctrination.

The concerned cabin crew, in both the cases, may need to follow other specific series of steps in order to regain qualification.

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Operators shall conduct annual recurrent training program for cabin crew to ensure maintenance of competencies, knowledge and skills through a series of hands-on exercises, simulated exercises, written exams, line checks etc and for general training elements such as first-aid as well as other training elements like human performance & CRM/ Av Sec/ DGR(1 or 2 yearly) relevant to each aircraft type on which the cabin crew will be assigned duties.

It may also be provided to familiarize cabin crew with new requirements, procedures and/or new equipment introduced since their last training.

Recurrent training should include at least the following:

- i. Exits (type, number, location and operation)
- ii. Assisting evacuation means (slides, slide rafts, life rafts, ropes/life lines etc)
- iii. Safety and emergency equipment including quantity, location, serviceability and operation
- iv. Aircraft systems relevant to the cabin crew duties
- v. Normal procedures and the related hands-on and/or simulated exercises
- vi. Abnormal and emergency procedures and the related hands-on and/or simulated exercises, including:
 - a) fire-fighting including live fire-fighting
 - b) exercises smoke removal
 - c) decompression
 - d) evacuation on land and water including slide drill/wet
 - e) drill flight/cabin crew incapacitation
 - f) passenger handling and crowd control
 - g) human performance and crew resource
 - h) management aviation (in-flight) security
 - i) procedures
 - j) cabin health and first-
 - K) aid dangerous goods
 - l) review of addition of any latest safety/security notices/circulars etc in CSM/QRH
 - m) review of recent incidents and/or accidents pertinent to the operator.

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This training and the associated checking should be accomplished through classroom instruction and/or CBT, and hands-on and simulated exercises with a representative training device capable of reproducing the appropriate environment/equipment characteristics, or on an actual aircraft.

8. Cabin crew Security training program:

This includes awareness of cabin crew to act in the most appropriate manner to minimize the consequences of acts of unlawful interference AND procedure and guidance in case of a bomb or suspicious object found on board.

Aviation security training program for cabin crew addresses cabin crew's security-related duties and responsibilities in flight and on ground.

The goal of aviation security training is to provide the cabin crew with the knowledge and skills to identify and respond appropriately to security threats so as to prevent and/or minimize the consequences of acts of unlawful interference.

Aviation security training encompasses two primary concepts:

a. preventive measures during normal operations

b. response to security threat events

Aviation security should at least include following elements:

Determination of the seriousness of any occurrence

Crew communication and coordination

Appropriate self-defense responses

Use of non-lethal protective devices assigned to crew members

Understanding of behavior of terrorists to enable the crew members to cope with hijacker behavior and passenger responses.

Live situational training exercises regarding various threat conditions

Flight crew compartment admission/access procedures to protect the aircraft

Aircraft search procedures and guidance for bomb threat, bomb and concealed weapons/explosives/other dangerous devices with guidance for LRBL and for an act of unlawful interference or for any suspicious activity or security breaches in the passenger cabin.

A checklist for cabin crew for all of the above occurrences must be on board all aircraft, preferably under all cabin crew jump seats.

9. Cabin crew Cabin Health/First Aid training program:

This includes Cabin crew knowledge and management of medical supplies in the aircraft including UPK (Universal Precaution Kit), FAK (First Aid Kit- both daily use and fixed/survival kit), AED(automated external defibrillators) and EMK(Emergency Medical Kit)/ (Doctor's use).

Cabin crew may be required to manage medical events and administer first aid to passengers or in some situations, to other crew members.

Cabin crew should have an understanding of relevant human anatomy and physiology during first aid training should include the management of commonly occurring medical conditions and cardiopulmonary resuscitation(CPR).

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Cabin crew should be able to recognize a medical emergency and to provide basic care until trained medical help is available.

Cabin crew should be familiar with the contents and use of all the medical kits carried on board.

Cabin health should include:

- a. Food safety and sanitation-food and beverage supplied and carried on board
- b. Cabin disinfection (when required by destination countries)
- c. Cabin crew understanding of the potential stresses and health risks associated with their works such as the effect of altitude, fatigue and exposure to communicable disease.

10. Cabin crew Human Performance and CRM training program:

This should be conducted along with flight crew/other operational personnel for awareness on the crew members' assignments and functions in the event of an emergency.

Human Performance & CRM

Human performance is the human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.

Human performance training focuses on relationships between people and equipment, systems, procedures and the environment as well as personal relationships between individuals and groups.

The goal of this training is to optimize human performance and manage human error and should include the following:

Human factors in aviation

Human error

Cabin crew skills

Crew resource management (may be covered separately)
Threat and error management (cabin operations)
Case studies (accidents/incidents)
Fatigue risk management (may be covered separately)

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11. Cabin crew SMS training program:

SMS is defined as a systematic approach to managing safety including the organizational structures, accountabilities, policies and procedures.

SMS requirements applicable to operators of aircraft authorized to conduct international commercial air transport in accordance with Annex 6 part 1, are addressed in Annex 19-Safety Management. Training in SMS for cabin crew focuses on the role an individual cabin crew plays within the operator's SMS and the goal of SMS training is to ensure cabin crew are trained and competent to perform their duties within the SMSs.

Content of SMS training for cabin crew which includes but is not limited to:

SMS fundamentals and overview of the operator's SMS
The operator's safety policy
Hazard identification and reporting
Safety communication

12. Cabin crew FRMS training program:

Fatigue Risk Management System(FRMS) is defined as a data-driven means of continuing monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge and operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.

Fatigue management requirements applicable to operators' cabin crew are addressed in Paragraph 4.10 Annex 6 part 1 which empowers CAAB to put in place regulations based on scientific principles through mandatory prescriptive regulations on flight time, flight duty period, duty period and rest period limitations.(ANO OPS E 6).

Regardless of the method used to comply with fatigue management requirements, the operator should address the issue of fatigue management during training.

The goal of this training is to provide cabin crew with knowledge regarding the causes and consequences of fatigue and how to manage them as well as their own responsibility and that of the operator in managing fatigue.

13. Cabin crew DGR training program:

Dangerous Goods training focuses on the successful application of regulations concerning the transport of dangerous goods based on a detailed understanding of the regulations.

Initial and recurrent dangerous goods training program must be established and maintained by or on behalf of the operator regardless of whether the operator is approved to transport dangerous goods or not.

Details of the operator's dangerous goods training program for cabin crew must be included in the CSM which should contain the dangerous goods policies and procedures.

The requirements for the training of cabin crew in the transport of dangerous goods are included in the

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Dangerous Goods Training Program contained in Annex 18 and DOC 9284 part1 chapter 4.

Requirements for instructors of initial and recurrent dangerous goods training program are also included in DOC 9284.

Content of dangerous goods training for cabin crew includes:

General philosophy
Limitations
Labeling and marking
Recognition of undeclared dangerous goods
Provisions for passengers and crew
Emergency procedures

The operator shall establish in-flight procedures for emergency response for aircraft incidents involving dangerous goods.

14. Cabin crew training center and facilities:

The operator is wholly responsible for the standards of training of all its flight operations personnel including cabin crew.

The operator shall ensure that its training facilities are at a satisfactory standards, acceptable to CAAB.

Traditional aviation training programs are designed predominately to acquire the standards expressed in quantitative terms that prescribe “inputs” as required hours of study, hours of practice etc.

Alternately, competency-based approaches are characterized by emphasis on job performance and the knowledge and the skills to perform on the job. Detailed guidance materials for computer-based training are provided for the operators in ICAO published and recommended Cabin crew Safety training Manual (CCSTM , ICAO Docs -10002)-2014.

Operators shall adhere to the following policies/procedures in establishing an acceptable training center and facilities:

A. General space requirements:

- a. The trainee work stations
- b. The area required for hands-on exercises
- c. The instructors’ work stations
- d. The storage area

B. Classroom facilities: the size of classroom is dependent on the following:

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- a. number of trainees in a class
- b. trainee work station size
- c. class configuration
- d. size of aisles
- e. use of visual media(chalk/marker board, projector, Power Point presentation, video monitor, easel, slides, TV, virtual simulations etc)
- f. hands-on exercises

C. The learning environment:

- a. the temperature should be comfortable
- b. ventilation should be adequate
- c. lighting should be of adequate level for work or viewing
- d. distracting noise should be kept at a minimum
- e. work area should be aesthetically pleasing
- f. work station including chair/desk should be comfortable
- g. work space should be adequate
- h. work area should be clean
- i. training equipment should be adequate
- j. visual media should be visible from all angles and seats
- k. audio media should be audible to all present

D. Use of instructional aids:

Instructional aids include the use of computer-based training(CBT). This manual CBT may encompass the use of CD-ROM as well as web-based training or eLearning. CBT provides flexibility, allowing trainees to study at their own pace and according to their schedule.

E. Trainee to instructor ratio:

- a. There should be limits on the ratio of trainees per instructor
- b. A maximum of 20 trainees per instructor is recommended and ideal in a class room environment
- c. In a computer-based training environment, a more flexible ratio of 30 trainees per instructor is recommended
- d. For conducting practical instructions such as hands-on exercises, the trainees to instructor ratio should be more restricted to 10 to 1
- e. For conducting a familiarization flight or line check flight, the operator should establish limits depending on the type of aircraft, preferably maximum 02 in turbo-prop and maximum 04 in jet aircraft.

F. Representative training devices:

As an alternative to the use of actual aircraft and safety and emergency equipment, the operator may use representative training devices for the purpose of training cabin crew, subject to approval by CAAB.

Representative training devices include:

- a. safety and emergency equipment
- b. cabin training devices

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- c. emergency exit trainer (evacuation slide)
- d. training facilities used for fire and wet drill

G. Safety & emergency equipment:

Safety and emergency equipment used on the operator's aircraft should be available during according to the applicable training session.

The following definitions apply for the purpose of training program, syllabi and the conduct of training and checking on equipment

- a. Safety equipment means equipment installed/carried to be used during day to day normal operations for the safe conduct of flight and protection of occupants, e.g.; seat belts
- b. Emergency equipment means equipment installed/carried to be used in case of abnormal or emergency situations that demand immediate action for safe conduct of flight and protection of occupants including life preservation, e.g; fire extinguisher.

Training for each piece of equipment should be based on the following, if applicable:

- a. general description
- b. use
- c. location/s
- d. quantity
- e. pre-flight serviceability checks
- f. removal from stowage
- g. operation
- h. conditions for operation
- i. operational limitations and duration of use
- j. operation under adverse conditions
- k. precautions for use
- l. post-use procedures including relocation of equipment and reporting of the incident/accident

Safety and emergency equipment include but are not limited to:

- a. portable fire extinguishers
- b. axe
- c. protective gloves
- d. smoke gloves
- e. protective breathing equipment (PBE)
- f. portable oxygen equipment(bottles, passenger mask, full face mask, flight deck oxygen mask)
- g. emergency flashlight
- h. megaphone
- i. adult/child/infant life jackets or other individual flotation device
- j. baby survival cots
- k. slides/life rafts
- l. survival kit
- m. installed/portable emergency signaling system(ELT)
- n. child restraint systems
- o. restraining device
- p. extension seat belt/infant(loop/kangaroo) seat belt

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- q. universal precaution kit/first aid kit(daily-use and fixed(survival)/emergency medical kit
- r. automated external defibrillator(AED) and associated equipment(CPR masks, shields, resuscitator bags etc.)
- s. safety demo pouch
- t. any other equipment(including any additional suited to the likely environment e.g. arctic gear)

Equipment that is removed from operation, or other representative training equipment considered acceptable by CAAB, can be used for training purposes.

H. CABIN TRAINING DEVICES

Cabin training devices (CTDs) that are capable of recreating realistic situations can be used to provide effective training on safety and abnormal/emergency procedures. When applicable, a mock-up or simulator should be used to enable realistic simulation of cabin crew's duties without continuous need for use of actual aircraft.

CTDs should include parts of the cabin containing lavatories, galleys, a type of emergency exit used in an aircraft, some seat rows, cabin crew seats, attendant panels and overhead bins. It should be noted that not all of the components presented in this section may be needed in a single, stand-alone CTD. These may be found in separate devices. Components included in a CTD depend on the types of hands-on exercises that are carried out on a particular device (e.g. firefighting simulated exercise). For the purposes of emergency procedures training, CTDs should be able to create an environment which may not be created in a classroom (e.g. filling the cabin with smoke).

i.)The following components/items should be representative of those found on an aircraft:

- a) dials, handles, switches, restraint brackets, and mounting devices to be operated and the force required for their operation;
- b) the weight of emergency exit hatches;
- c) the direction of movement, associated forces and travel of all controls for all equipment, including the weight of emergency exits when operated without power assist, where applicable; and
- d) stowage location of safety and emergency equipment, secured with representative brackets or mounting devices.

ii) If CTDs are not available, or do not meet the criteria specified in No- i. training may be covered through other means.

iii)A CTD used for cabin crew training should include the following features, according to the applicable scenario:

- a) safety and emergency equipment currently required on an aircraft in locations and the restraint brackets representative of those installed on an aircraft;
- b) aircraft systems relevant to cabin crew duties representative of those installed on an aircraft, including but not limited to:
 - 1) operational cabin call chimes (aural and visual indicators);

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- 2) cabin crew communications equipment and associated control panels, including an operational public address/intercom system and appropriate attendant panel(s) at the cabin crew station;
- 3) normal and emergency cabin lighting, including fail features; and

- 4) deployable oxygen masks for passenger and cabin crew;
- c) internal cabin markings, such as placards and exit markings;
- d) emergency exit(s);
- e) a flight deck door and related-security features;
- f) operational ordinance signs visible from each passenger seat and cabin crew station/seat;
- g) seat dimensions and seat pitch;
- h) simulated cabin windows and features necessary to darken the cabin;
- i) facilities and sufficient speakers to simulate sound effect/crash noises audible throughout the cabin; and
- j) smoke simulation capabilities.

iv) A CTD used for emergency evacuation training should include the following features, according to the applicable scenario:

- a) Dimensions and layout of the cabin that are representative of an aircraft in relation to emergency exits, galley areas and safety and emergency equipment stowage;
- b) Cabin crew and passenger seat positioning that is representative of that on an aircraft, with particular accuracy for seats immediately adjacent to exits;
- c) Capability to operate exits in normal and emergency modes – particularly in relation to method of operation and forces required to operate them;
- d) Width, height and angle of inflated evacuation slides;
- e) A minimum of two operational emergency exits (one door and one alternate exit or two doors, as applicable) – plus one operational window exit (where applicable). CTDs may be equipped with exits representative of more than one aircraft type. However, where possible, consideration should be given to ensure the same exit device is opposite e.g. two B777 doors opposite each other as opposed to one B777 and one B787 or B737 door; and other type of aircraft doors if the operator has any.
- f) at least one cabin crew station located at an operational exit, and additional cabin crew stations depending on the grouping of exits contained in the trainer;
- g) cabin crew stations and the associated attendant panel(s) that are representative of an aircraft;
- h) simulation of an unserviceable exit(s); and

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- i) simulation of hazards at emergency exits (e.g. obstacle, fire, water).

I. Fire-fighting drill:

- a. simulated fire-fighting drill should be conducted in a confined area under supervision of an instructor.
- b. the device used for a simulated fire-fighting exercise should include aircraft furnishings as found on board an aircraft such as seats, galley units, lavatories, panels, overhead bins and waste bins.
- c. fire-fighting equipment and the restraints used should be representative to those installed in the aircraft with respect to weight, dimensions, controls, types and operations.

J. Water survival drill (wet drill):

- a. operator should conduct wet drill in a body of water or pool of sufficient depth to realistically perform the simulated exercise
- b. life-raft type exercise should be conducted using life-saving equipment like life vest that is representative to that installed in the aircraft.
- c. wet drill should be conducted using all approved methods, features and operations.

15. Minimum number of cabin crew in a flight:

The assignment of cabin crew members for safety duties on board commercial passenger aircraft is a requirement of ICAO Annex 6- Operation of Aircraft Part 1 Paragraph 12.1 which says:

“ An operator shall establish, to the satisfaction of the State of the operator, the minimum number of cabin crew required for each of type of aeroplane, based on seating capacity or the number of passenger carried, in order to effect a safe and expeditious evacuation of the aeroplane and the necessary functions to be performed in an emergency or in a situation requiring emergency evacuation.

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The operator shall assign these functions for each type of aeroplane.”

The operator shall schedule the minimum of cabin crew that are required in each passenger-carrying flight in the following manner:

- a. for a seating capacity of 20 to 50 passengers: 1 (one) cabin crew
 - b. 1(one) additional cabin crew for each unit or part thereof of 50 passenger seat capacity.
- Please follow ANO E6(FDTL) for further clarification.

16. Maximum number of aircraft operation by cabin crew:

- a. An operator shall ensure that each cabin crew does not operate on more than 3 (three) aircraft types
- b. However, with the approval of CAAB, cabin crew may operate on 4 (four) aircraft types, provided that for at least 2(two) of the types
 - i. Non-type specific normal and emergency procedures are identical
 - ii. Safety and emergency equipment and type specific normal and emergency procedures are similar.
- c. For the purposes of sub para (a & b) above, aircraft types are considered to be different types if they are not similar in each of the following aspects:
 - i. Emergency exit operation
 - ii. Location and type of portable safety/emergency equipment
 - iii. Type specific emergency procedures

17. Cabin crew mandatory travel documents:

Operators shall ensure that the cabin crew ,before operation of any flight in any aircraft type, shall be in possession of the following mandatory travel documents:

- i. Valid passport (with visa, where applicable)
- ii. Valid health card
- iii. Valid competency card
- iv. Valid CRM card
- v. Valid company I.D
- vi. Updated CSM/QRH
- vii. Safety announcement booklet
- viii. Serviceable flash (torch) light
- ix. Wrist watch with a visible second hand.

18. Cabin crew FDTL- flight time, flight duty time, rest period etc, duty roster and maintenance of record:

Cabin crew FDTL management is dependent upon operator’s adherence and applicability to fatigue risk management requirements addressed in ICAO Annex 6 Part 1-Operation of Aircraft, Paragraph 4.10.

Operator’s guidance on medical aspects of crew fatigue are considered in Part III Chapter 17 of the ICAO Manual of Civil Aviation Medicine (DOC 8984).

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Operator's guidance for FRMS can be found in the Fatigue Risk Management System Manual for Regulators (DOC 9966) and the ICAO-IATA-IFALPA FRMS Guide for operators.

As part of the ICAO requirements above and CAAB requirements as contained in ANO OPS E 6 (Flight time, flight duty time, rest period for cabin crew members) for management of cabin crew FDTL, the operator is required to establish scientifically based principles for complying with, either:

- a. flight time, flight duty period, duty period, rest period limitations that are within the prescriptive fatigue management regulations as established by CAAB for the operators i.e, ANO OPS E 6 dated 10-03-2002.
OR
- b. FRMS for all operations subject to CAAB approval.

Regardless of the method used to comply with fatigue management requirements, the operator should address the issue of cabin crew fatigue management during cabin crew training courses. The goal of this training is to provide cabin crew with knowledge regarding the causes and consequences of fatigue and how to manage them as well as their own responsibility and that of the operator in managing fatigue.

The operator shall establish policies and procedures with prescriptive limitations with regard to cabin crew FDTL for compliance in the light of ANO OPS E 6.

Such policies and procedures shall include:

- a. maximum annual flight time policy
- b. maximum quarterly flight time policy
- c. maximum monthly flight time policy
- d. maximum weekly flight time policy
- e. maximum daily(on 24-hourly basis) policy
- f. inadvertent over-flight policy
- g. minimum rest period policy
- h. maximum duty period policy
- i. policy for dead heading and other travel during rest period
- j. augmented(relief) crew policy
- k. method for tracking and recording duty/flight/rest period
- l. method of retaining and recording of all duty periods for record and inspection at all times

Cabin crew scheduling/rostering:

- a. acceptable qualified person/s are specifically assigned to accomplish cabin crew scheduling/rostering duties.
- b. monthly/quarterly/half-yearly crew rosters are maintained
- c. schedule of duty/flight/rest periods are available to each cabin crew selected
- d. crew scheduling records provide an analytical display of scheduled duty/flight/rest for each hour period
- e. cabin crew scheduling times correspond to published air carrier schedule
- f. minimum required number of cabin crew for each type of aircraft
- g. maximum required number of aircraft type operated by cabin crew

Cabin crew actual duty/flight/rest records comparison:

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- a. record of actual duty/flight/rest available for each individual cabin crew
- b. record of actual times corresponds to flight following records
- c. record of actual times corresponds to aircraft technical/purser's log
- d. record of actual times corresponds to pay records

Cabin crew total time records:

- a. records are upto date and easily available
- b. total flight/duty hours per 12 month period do not exceed regulations
- c. total flight /duty hours per 3 month period do not exceed regulations
- d. total flight/duty hours per 30 day period do not exceed regulations
- e. total flight/duty hours per 7 day period do not exceed regulations
- f. total flight/duty hours per 24 hour period do not exceed regulations

Cabin crew running 24 hour records:

- a. recording method provided for a continuous updating of actual record of duty/flight/rest each 24 hours
- b. maximum total 24 hour duty time periods are not exceeded
- c. maximum total 24 hour flight time periods are not exceeded
- d. minimum total 24 hour rest periods are not infringed
- e. explanation for instances of operational over flight times
- f. minimum rest periods are adjusted for any operational over flight situation

19. Cabin crew currency of Competency Card including First Aid, CRM, Av Sec and DGR

Competency is defined by ICAO as a combination of skills, knowledge and attitude required to perform a task to the prescribed standard.

An operator shall establish and maintain a training program, approved by CAAB, so that cabin crew are competent to perform their duties and responsibilities before being assigned as cabin crew for operation of flights and shall complete a recurrent training program annually to ensure that each cabin crew is:

- a. competent to execute those safety duties and functions which the cabin crew is assigned to perform in the event of an emergency or in a situation requiring emergency evacuation.
- b. drilled and capable in the use of emergency and life-saving equipment required to be carried, such as life jackets, life rafts, evacuation slides, emergency exits, portable fire extinguishers, oxygen equipment, first aid (& UPK/FAK/EMK).
- c. aware of own and other crew members' assignments and functions in the event of any emergency relating to AV SEC, DG, CRM and FRMS.

Cabin crew qualification to be eligible for Competency Card is to qualify satisfactorily in all training courses mentioned in paragraph 4(H).

Validity of the Competency Card:

Validity of the Competency Card is essentially based on the last calendar day of the cabin crew's "base month" of training cycle which is an annual training cycle of 12 months. The validity of the Competency

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Card for annual training expires on the first day of the 13th month following the month in which the training was completed.

On the first day of the 13th month following the calendar (base) month during which the cabin crew's annual training cycle was completed (expired), if he/she has not attended annual recurrent training, the cabin crew is no longer qualified to fly.

Cabin crew Recurrent training details are mentions in section -7.

20. Cabin crew currency of Health Card:

Cabin crew of all airlines all over the world are meant for, assigned to and trained in handling emergency situations and in the timely and proper use of safety and emergency equipment on board the aircraft in the interest of passengers safety.

Cabin crew job is actually a very physically demanding job. Specially when cabin crew do it back to back for days on end without break. A few compulsory routine functions and emergency duties are specified below:

- a. Lifting heavy hand baggage into overhead lockers .(Please refer to the Manual Handling Course)
- b. Pushing 200 lbs. service carts up and down the aisle
- c. Keeping steady balance during flight while serving passengers food and drinks and through turbulences.
- d. Working in tight and compressed spaces in a passenger cabin with recycled air for extended periods.
- e. Managing jet lag and sleep deprivation
- f. Working extended shifts in excess of 12 hours
- g. Remaining physically fit and mentally alert in fighting fire, attending to sick or violent passengers
- h. Handling/operating heavy over wing exits or life rafts in emergency.
- i. Touching with their hands any parts of the body of the passenger while giving first aid treatment for cuts and vomiting.

In view of the above, cabin crew members are required to undergo initial and recurrent aero-medical assessments to verify that they are free from any physical or mental illness which might lead to incapacitation or any inability to perform their assigned safety duties and responsibilities.

For compliance with CAAB requirement, an operator shall establish policy and procedure for initial medical assessment of cabin crew during selection/training process and annual recurrent medical assessment of cabin crew (1 time or more, if required) for physical or mental fitness.

Initial medical/ annual recurrent medical assessment of cabin crew should be carried out by CAAB approved medical assessors/doctors.

The medical assessment shall also cover over-weight/obesity or any other visible physical defects of the cabin crew and the medical advice should recommend a time frame for rectification including grounding of the cabin crew for non-compliance.

The Health Card or Medical Fitness Certificate shall be signed/sealed by CAAB approved medical assessors/doctors.

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Validity of Health Card:

Validity of health card shall remain for one year on a date to date basis, i.e, from first day/date of certified medical assessment for a period of 1 year (365 days) and expires on the day/date completing a 12 month period.

A cabin crew failing to re-validate annually his/her health card in the manner as shown above, shall not qualify for flying duties.

21. Cabin crew pre-flight briefing:

CREW BRIEFINGS

GENERAL

- A. Operators shall establish crew briefings as an integral part of standard operating procedures (SOPs).
- B. Crew briefings communicate duties, standardize activities, ensure that a plan of action is shared by crew members and enhance crew situational awareness.
- C. Operators shall establish both individual and combined crew briefings for flight crew and cabin crew.

CREW BRIEFING OBJECTIVES

Crew briefings should aid crews in performing safety-critical actions relevant to specific phases of flight by:

- A. Refreshing prior knowledge to make it more readily accessible in real-time during flight;
- B. Constructing a shared mental picture of the situation to support situational awareness;
- C. Building a plan of action and transmitting it to crew members to promote effective error detection and management; and
- D. Preparing crew members for responses to foreseeable hazards to enable prompt and effective reaction.

CREW BRIEFING PRINCIPLES

The following principles should be considered when establishing crew briefings:

- A. Crew briefings should be short and should not include more than ten items. If more than ten items are necessary, consideration should be given to splitting the briefing into sequential phases of the flight;
- B. Crew briefings should be simple and succinct, yet sufficiently comprehensive to promote understanding of the plan of action among all crew members;
- C. Crew briefings should be interactive and where possible should use a question- and-answer format;

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D. Crew briefings should be scheduled so as not to interfere with, and to provide adequate time for, the performance of operational tasks; and

E. Crew briefings should achieve a balance between effectiveness and continual repetition of recurring items.

F. Any intended deviation from SOPs required by operational circumstances should be included as a specific briefing item.

CREW BRIEFING APPLICATION

A. Operators shall implement flight and cabin crew briefings for specific phases of operations to include actual conditions and circumstances, as well as special aspects of operations.

B. Flight crew briefings shall be conducted for, but not be limited to, the following phases of operations:

1. Pre-flight;
2. Departure; and
3. Arrival.

C. Cabin crew briefings shall be conducted for, but not be limited to, the following phases of operations:

1. Pre-flight; and
2. First departure of the day.

D. Cabin crew briefings should be conducted following changes of aircraft type or crew and before flights involving a stop of more than two hours.

CREW BRIEFING SCOPE

A. Pre-flight briefings shall include both flight crew and cabin crew.

B. Pre-flight briefings should focus on crew coordination as well as aircraft operational issues. They should include, but not be limited to:

1. Any information necessary for the flight, including unserviceable equipment or abnormalities that may affect operational or passenger safety requirements;

2. Essential communications, and emergency and safety procedures; and

3. Weather conditions.

C. Cabin crew briefings should prioritize all relevant conditions that exist for the departure. They should include, but not be limited to:

1. Assignment of take-off/landing positions;

2. Review of emergency equipment;

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3. Passengers requiring special attention;
4. The silent review process;
5. Review of applicable emergencies;
6. Security or service-related topics that may impact on passenger or crew safety; and
7. Any additional information provided by the operator, including review of new procedures, equipment and systems.

22. Cabin crew discreet communication with flight crew in the event of security breaches in the passenger cabin.

The Operators shall, during certification, establish a policy and procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin.

Such policy and procedures are to be inserted in CSM as part of aviation security training for cabin crew for approval by CAAB.

23. Cabin crew policy and procedures with respect to flight crew compartment admission/access:

The operator shall, during certification, establish a policy and procedures with regard to flight crew compartment admission/access by cabin crew.

Such policy and procedures are to be inserted in CSM as part of aviation security training for cabin crew for approval by CAAB.

During pre-flight crew briefings, operating crew members should discuss the procedures with coded numbers to be used for safe and secret admission/access to flight crew compartment by cabin crew.

24. Approved flight crew compartment door:

The operator shall ensure that each of its aircraft in operation, is fitted with the approved flight crew compartment door for meeting the required measure of safety and security on board.

All passengers-carrying aircraft including all aero planes certificated with a maximum certificated take-off mass in excess of 45,000 kg or with a passenger seating capacity greater than 60, shall be equipped with an approved compartment door that is designed to resist penetration by small arms fire and grenade shrapnel and to resist forcible intrusions by unauthorized persons. This door should be capable of being locked and unlocked from either pilot's station.

Means shall be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behavior or potential threat.

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Each operator shall have an approved policy/procedure/means by which the cabin crew can discreetly notify the flight crew in the event of suspicious activity or security breaches in the cabin.

Each operator shall have an established policy/procedure with respect to flight crew compartment access.

25. Cabin crew policy and procedures in case of a bomb or suspicious object found on board:

The Operators shall establish a policy and procedures in relation to a bomb threat or warning and/or inspecting an aircraft for concealed weapons, explosives and other dangerous devices when the aircraft is on ground or in flight.

Such policy and procedures are to be inserted in CSM as part of aviation security training for cabin crew for approval by CAAB.

The Operators shall develop a procedure checklist for searching a bomb and/or inspecting an aircraft for concealed weapons, explosives and other dangerous devices and select LRBL of certain aircraft.

26. Cabin crew Checklist Booklet on board:

An operator shall ensure that the following checklists are on board as part of operational safety procedures checks for the cabin crew before or during flight.

i. A checklist in searching a bomb or concealed weapons, explosives and other dangerous devices in the aircraft on ground or in flight

ii. A checklist on SOPs for the operating cabin crew for normal/abnormal/emergency situation iii. A

checklist for all safety/emergency equipment as per EEL for pre-flight check by cabin crew on

location (with placard), quantity and serviceability.

The checklist booklet above shall be provided in a discreet place, preferably under each cabin crew jump seat in all aircraft for easy reference and use.

27. Cabin crew Pre take-off Passenger safety briefing and Safety Feature (Instructional) Card.

An operator shall establish policy and procedures in respect of passenger briefing before departure of any flight on the following items (as applicable):

- a. Smoking limitations and prohibitions
- b. Emergency exit location and use;
- c. Emergency procedures
- d. Use of safety belts;
- e. Emergency floatation means, location and use;
- f. Fire extinguishers location and operation;
- g. Placement of seat backs;
- h. If flight is above 10,000 ft. MSL, the normal and emergency use of oxygen;
- i. The passenger briefing card (safety feature card)

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- j. Use of other specialised equipment as required by the CAAB.
- k. Any persons of reduced mobility are to be briefed on:

- (a) The route to the most appropriate exit; and**
- (b) The time to begin moving to the exit in event of an emergency.**

PASSENGER BRIEFING—EXTENDED OVERWATER OPERATIONS

For flights having extended overwater operations, all passengers shall have to be orally briefed on the location and operations of life preservers, life rafts and other flotation means, including a demonstration of the method of donning and inflating a life preserver.

Operators may use any of the following means to brief the passengers:

- a. Synchronized orally announced and manual (physical) safety demonstration**
- b. Screen-operated pre-set aural/visual safety demonstration**
- c. Use of Safety feature card**

Safety feature (instructional) card:

Operators shall ensure that passengers' safety feature card/safety instruction card/safety briefing card etc are provided on board for each of the passenger and in each type of aircraft.

Safety feature card greatly supplements the oral briefing to the passengers.

The colorfully printed/laminated safety feature card depicting the location, use of safety and emergency equipment, must be pertinent only to the type and variant of aircraft being used for that flight.

Safety feature card must contain the diagrams, locations and methods of the following items but are not limited to:

- a. emergency exits
- b. oxygen masks
- c. life vests
- d. seat belts
- e. floor escape path
- f. emergency escape procedures
- g. brace position
- h. information for exit row seating

An operator shall ensure that each passenger has an easily accessible and readable safety feature card, most conveniently, in the seat pocket in front of the passenger.

An extra 10% of the total passenger seating capacity safety feature cards should be on board to replenish those missing/displaced/worn out/torn etc due to various reasons.

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28. Cabin (carry-on) baggage- adequately and securely stowage of:

Operators shall ensure that in every passenger cabin of all aircraft, carriage/stowage of all carry-on baggage by passenger and crew members are done according to established and approved procedures and in the following manner:

- a. No person is allowed the boarding of any carry-on baggage unless it can be adequately and securely stowed in accordance with the operator's approved Operations Manual procedures.
- b. No person is allowed to close the passenger entry doors in preparation for taxi or push back unless at least one required crew member has verified that each article of baggage has been properly stowed in overhead bins/racks or under the seats with approved restraining devices or doors or in approved locations.
- c. No person is allowed to stow carry-on baggage in a location that would cause that location to be loaded beyond its maximum placarded mass limitation.
- d. Carry-on baggage must not be stowed in toilets.
- e. The luggage bin/rack so installed or carry-on baggage so stowed, must not obscure any passenger's view of the "seat belt, no-smoking" sign or any required exit sign.
- f. Carry-on baggage must not be stowed against bulkheads or dividers in passenger compartment that are incapable of restraining articles against movement forwards, sideways or upwards.
- g. Carry-on baggage must not be located in a position that obstructs or obscures the access or use of any required emergency or regular exits OR the use of the aisle/s for rapid egress in case of any emergency.

29. Management of flight/cabin crew incapacitation:

Operators shall establish training policy and procedures regarding management of flight/cabin crew incapacitation by operating cabin crew on board which may be covered under cabin health and first aid training.

Operators shall ensure that cabin crew have the required knowledge and skills to perform effectively during any flight/cabin crew incapacitation.

Flight crew incapacitation:

Actions by cabin crew:

- a. respond to call or react to signal from flight crew
- b. use the flight deck seat mechanism to move the incapacitated flight crew fully back, away from the controls, applying the prescribed manner.
- c. use the harness to secure the incapacitated flight crew
- d. apply the flight deck oxygen and perform related first aid procedures
- e. follow instructions from the remaining flight crew

Cabin crew incapacitation:

Actions by cabin crew:

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- a. notify the flight crew immediately
- b. secure the incapacitated cabin crew
- c. administer first aid
- d. reassign required cabin crew station, if applicable
- e. assign able-bodied passenger to care for the incapacitated cabin crew, if needed
- f. complete applicable documentation

30. Provision of additional adult/infant life vest and adult/infant seat belt at 10% of passenger seating capacity in each aircraft:

Operators shall provide additional adult/infant life vests and additional adult/infant seat belts at 10% of the approved passenger seating capacity in each aircraft (in line with, in meaning and essence, ICAO Annex 6 part 1(tenth edition), Amendment 40- July 2010 which says:” the total number of oxygen dispensing units shall exceed the number of passenger and cabin crew seats by at least 10 percent”).

These additional items of safety and emergency equipment often greatly help in substituting/supplementing missing/unserviceable/displaced ones in times of need during normal or emergency situations.

Additional adult/infant life vests and additional adult/infant seat belts should be equally stowed in a placarded area in both FWD and AFT cabin in each aircraft.

31. Cabin crew Demo Pouch for pre-flight safety demonstration:

Unless shown in audio/video taped version, operators shall provide the required number of demo pouches for cabin crew for oral and physical (manual) pre-flight safety demonstration.

These demo pouches are to be provided according to the seating arrangement of passengers and the number of cabins in the aircraft.

The demo pouches should be clearly marked and stowed in required places with placard.

Demo pouch items should include:

- a. seat belt
- b. oxygen mask
- c. life vest
- d. safety feature (instructional) card

32. Cabin crew pre take-off/landing cabin safety duties

Operators shall ensure that a policy/procedure regarding the following pre take-off/landing cabin safety duties by cabin crew are included in their CSM for inclusion in initial/recurrent training syllabus for cabin crew as part of passengers safety briefings carried out by cabin crew which include:

- a. Exit row seating passengers,
- b. ABP briefings
- c. Passengers needing special handlings
- d. Cabin safety announcements
- e. Cabin safety demonstration
- f. Cabin baggage stowage
- g. Pre-take-off/landing cabin check duties.

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33. Operator's demonstration flight/proving flight

Pursuant to ICAO Annex Part 1, 4.2.1.3 and Attachment E and ICAO DOC 8335, Chapter 5.4 CAAB requires an applicant operator's repeated ability to conduct line operations in regulatory compliance and safe operating practices which will be displayed by operator's demonstration or proving flights.

Demonstration or Proving flights are required for:

- a) Applicants for initial issue of Air Operator Certificate (AOC)**
- b) Applicants seeking authorization/approval to operate new types of aircraft**
- c) Applicants seeking authorization to conduct special operations in compliance with regulatory requirements**

CAAB will assess the operator's capabilities of the operational and maintenance systems established by the applicant, types of operation, complexity, size and number of engines of aircraft types used, previous experience, proposed area of operations, flight and cabin crew qualification/experience.

In order to demonstrate ability to conduct normal line operations in compliance with specific regulations and safe operating practices, an applicant shall conduct:

a) Ground simulated situational emergency scenario (emergency evacuation on crash landing or ditching) to determine crew members' knowledge and competency in handling emergency situations in accordance with applicant's procedures which is also a test of applicant's communications, maintenance and other operational capabilities.

b) 1 actual (ferry) return flight of sector/s to be defined by the responsible operations inspector.

Operator shall ensure before conduct of any of the demonstrative ground or flight test, it is fully compliant with manuals, procedures, policies and training of all personnel in terms of CAAB requirements.

Operator shall ensure that its cabin crew are current and competent on:

- a. stowage of carry-on baggage
- b. observing the "no smoking" sign
- c. how and when to use seat belts
- d. use of jump seats equipped with safety harnesses and such seats are located near floor level or other emergency exits
- e. familiar with the location and use of various types of safety and emergency equipment and types of exits
- f. perform all pre take-off/landing routine cabin safety procedures and duties
- g. know the procedures and their specific duties in the event of any emergency on board
- h. carry the required updated CSM/QRH and all travel documents
- i. compliant with company regulations
- j. any other cabin safety related requirement

The performance of cabin crew will be evaluated with regard to their effectiveness in performing their assigned duties by the CSIs on board during the tests.

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34. Cabin crew accountable managers (Administration/Scheduling,Operations, Briefing, Training and manager/ In-charge cabin safety- selection/approval of post holders

Operators shall establish policy and procedures in regard to selection/appointment of cabin crew managers who will effectively and efficiently deal with cabin crew administration and cabin safety-related matters which include the following key personnel:

- 1. cabin crew manager (cabin crew administration and scheduling)**
- 2. cabin crew manager (training)**
- 3. cabin crew manager (operations/briefing)**
- 4. cabin crew manager /in-charge (cabin safety affairs)**

Operators should make all of the above managers as accountable managers in their respective field of activities as counterparts to CAAB cabin safety inspectors for audit inspection/surveillance program.

All the above post holders need CAAB approval and should be included in operator's organizational set up for cabin crew department.

Selection/appointment criteria should include the following:

1. (a)For In charge Cabin Safety : Minimum Two(2) years' work experience as cabin crew.
Or Five years (5) experience as cabin crew instructor.
(b) For All others posts 10 (Ten) years Cabin crew experiences is required.
- 2.The minimum acceptable educational qualification as per national/international standard i.e graduates.
- 3.The operator has its own approved other selection criteria.
- 4.Thorough understanding and knowledge of administrative and practical responsibilities and procedures associated with the position
- 5.Ability to liaise with other company departments to ensure that cabin safety objectives are met
- 6.Ability to liaise with CAAB for all cabin crew and cabin safety affairs.
- 7.Administering and communicating as necessary to fulfill the foregoing responsibilities.
- 8.If any of the approved managers switches job to other department or another operator, the incumbent personnel shall need a fresh approval from CAAB.

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35. Air operators procedure on Un-Accompanied Minors:

Aircraft Operator shall ensure adequate training to cabin crew staff on handling of minors.
Operator shall not allow minors under the age of five (5) to travel without accompanying person.
Operator shall establish a programme for the handling of un- accompanied minors travelling under their supervision.

36. Operator's medical supplies on board

Operator shall ensure that the required medical supplies are properly provided on board and appropriately maintained according to the provisions as contained in ANO(OPS) E7.

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