CIVIL AVIATION GUIDANCE MATERIAL – 6009

CABIN CREW

CC

CIVIL AVIATION AUTHORITY OF MALAYSIA

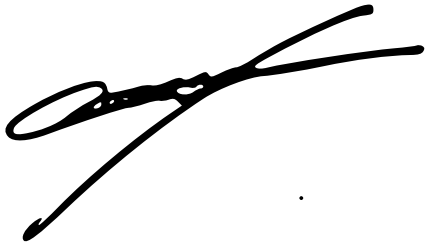
ISSUE 01
REVISION 00 – 1ST APRIL 2021

INTENTIONALLY LEFT BLANK

Introduction

This Civil Aviation Guidance Material 6009 (CAGM - 6009) is issued by the Civil Aviation Authority of Malaysia (CAAM) to provide guidance for operators with Cabin Crew, pursuant to Civil Aviation Directives 6 Part 1 – Commercial Air Transport (CAD 6 Part 1 – CAT), Civil Aviation Directives 6 Part 2 – General Aviation (CAD 6 Part 2 – GA), Civil Aviation Directives 6 Part 3 – Helicopter Operations (CAD 6 Part 3 – HELI) and Civil Aviation Directives 6009 – Cabin Crew (CAD 6009 – CC) (collectively referred to as "CAD"). Organisations may use these guidelines to ensure compliance with the respective provisions of the relevant CAD's issued.

Notwithstanding the Regulation 204 and Regulation 205 of the Malaysian Civil Aviation Regulations 2016 (MCAR 2016), when the CAGMs issued by the CAAM are complied with, the related requirements of the CAD's may be deemed as being satisfied and further demonstration of compliance may not be required.



(Captain Chester Voo Chee Soon)
Chief Executive Officer
Civil Aviation Authority of Malaysia

Civil Aviation Guidance Material components and Editorial practices

This Civil Aviation Guidance Material is made up of the following components and are defined as follows:

Standards: Usually preceded by words such as *"shall"* or *"must"*, are any specification for physical characteristics, configuration, performance, personnel or procedure, where uniform application is necessary for the safety or regularity of air navigation and to which Operators must conform. In the event of impossibility of compliance, notification to the CAAM is compulsory.

Recommended Practices: Usually preceded by the words such as "*should"* or "*may*", are any specification for physical characteristics, configuration, performance, personnel or procedure, where the uniform application is desirable in the interest of safety, regularity or efficiency of air navigation, and to which Operators will endeavour to conform.

Appendices: Material grouped separately for convenience but forms part of the Standards and Recommended Practices stipulated by the CAAM.

Definitions: Terms used in the Standards and Recommended Practices which are not self-explanatory in that they do not have accepted dictionary meanings. A definition does not have an independent status but is an essential part of each Standard and Recommended Practice in which the term is used, since a change in the meaning of the term would affect the specification.

Tables and Figures: These add to or illustrate a Standard or Recommended Practice and which are referred to therein, form part of the associated Standard or Recommended Practice and have the same status.

Notes: Included in the text, where appropriate, Notes give factual information or references bearing on the Standards or Recommended Practices in question but not constituting part of the Standards or Recommended Practices;

Attachments: Material supplementary to the Standards and Recommended Practices or included as a guide to their application.

The units of measurement used in this document are in accordance with the International System of Units (SI) as specified in CAD 5. Where CAD 5 permits the use of non-SI alternative units, these are shown in parentheses following the basic units. Where two sets of units are quoted it must not be assumed that the pairs of values are equal and interchangeable. It may, however, be inferred that an equivalent level of safety is achieved when either set of units is used exclusively.

Any reference to a portion of this document, which is identified by a number and/or title, includes all subdivisions of that portion.

Throughout this Civil Aviation Guidance Material, the use of the male gender should be understood to include male and female persons.

Record of revisions

Revisions to this CAGM shall be made by authorised personnel only. After inserting the revision, enter the required data in the revision sheet below. The *'Initials'* has to be signed off by the personnel responsible for the change.

Rev No.	Revision Date	Revision Details	Initials

INTENTIONALLY LEFT BLANK

Table of contents

1 Definition and Abbreviation

1.1 Definitions

Able-bodied passengers. Passengers who are clearly physically able and are willing to help Cabin Crew maintain good order and discipline on board the aircraft.

Aircraft. Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.

Airworthy. The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.

Approved Training Organisation -Cabin Crew. An organisation approved by a CAAM to perform Cabin Crew training and which operates under the supervision of CAAM.

Approved training Cabin Crew. Training conducted under special curricula and supervision approved by CAAM that, where applicable, is conducted within an approved training organisation.

Attendant panel. Control panel(s) intended for use by Cabin Crew to operate and/or monitor aircraft systems relevant to Cabin Crew duties during normal operations and in the event of emergency situations.

Baggage. Personal property of passengers or crew carried on an aircraft by agreement with the operator.

Cabin Crew. A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the pilot-in-command of the aircraft.

Cabin operations manual. refers to Cabin Crew Policy Manual, Safety & Emergency Procedures Manual, Cabin Crew Training Manual, Aviation Terminology and Cabin Familiarisation Manual.

Classroom training. In-person, instructor-led training which may include group exercises and interactive instructional sessions.

Clear zone. The area of the passenger cabin immediately in front of the flight crew compartment door, including galleys and lavatories.

Cognitive. Pertaining to cognition. Knowing, perceiving, or conceiving as an act or faculty distinct from emotion and volition.

Colicky pain. *Denoting* or resembling the pain of colic: pain relating to the colon Spasmodic pains in the abdomen caused by spasm, obstruction or twisting.

Competency element. An action that constitutes a task that has a triggering event and a terminating event that clearly defines its limits, and an observable outcome.

Competency unit*.* A discrete function consisting of a number of competency elements.

Competency. A combination of skills, knowledge and attitudes required to perform a task to the prescribed standard*. "*

Co-pilot. A licensed pilot serving in any piloting capacity other than as pilot-in-command but excluding a pilot who is on board the aircraft for the sole purpose of receiving flight instruction.

Computer-based training. Training involving instructional aids, such as computers and tablets. Computer-based training may encompass the use of CD-ROMs as well as web-based training (commonly referred to as eLearning).

Crewmember*. A* person assigned by an operator to duty on an aircraft during a flight duty period.

Critical phases of flight. The period of high workload on the flight deck, normally being the periods between the beginning of taxiing until the aircraft is on the route climb phase and between the final part of descent to aircraft parking*.*

Cruising level*.* A level maintained during a significant portion of a flight.

Dangerous goods*.* Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions or which are classified according to those Instructions.

Note: Dangerous goods are classified in Annex 18 — The Safe Transport of Dangerous Goods by Air, CHAPTER 3.

Defences*.* Specific mitigating actions, preventive controls or recovery measures put in place to prevent the realisation of a hazard or its escalation into an undesirable consequence.

Disinfection. The procedure whereby health measures are taken to control or kill infectious agents on a human or animal body, in or on affected parts of aircraft, baggage, cargo, goods or containers, as required, by direct exposure to chemical or physical agents.

Disinsection. *T*he procedure whereby health measures are taken to control or kill insects present in aircraft, baggage, cargo, containers, goods and mail.

Duty period. A period which starts when a flight or Cabin Crew member is required by an

operator to report for or to commence a duty and ends when that person is free from all duties.

Duty. Any task that flight or Cabin Crew members are required by the operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue.

Embarkation. The boarding of an aircraft for the purpose of commencing a flight, except by such crew or passengers as have embarked on a previous stage of the same through-flight.

Emergency exit. Door, window exit, or any other type of exit (e.g., hatch in the flight deck, tail cone exit) used as an egress point to allow maximum opportunity for cabin evacuation within an appropriate time period.

Emergency locator transmitter (ELT). A generic term describing equipment which broad cast distinctive signals on designated frequencies and, depending on application, may be automatically activated by impact or be manually activated. An ELT may be any of the following

Automatic-fixed ELT (ELT(AF)). An automatically activated ELT which is permanently attached to an aircraft. Automatic-portable ELT (ELT(AP)). An automatically activated ELT which is rigidly attached to an aircraft but readily removable from the aircraft.

Automatic-deployable ELT (ELT(AD)). An ELT which is rigidly attached to an aircraft and which is automatically deployed and activated by impact, and, in some cases, also by hydrostatic sensors. Manual deployment is also provided.

Survival ELT (ELT(S)). An ELT which is removable from an aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.

Error. An action or inaction by an operational person that leads to deviations from organisational or the operational person's intentions or expectations.

Error management. The process of detecting and responding to errors with counter measures that reduce or eliminate the consequence of errors and mitigate the probability of further errors or undesired states.

Exanthematous diseases. Relating to an exanthema: a skin eruption occurring as a symptom of an acute viral or coccal disease, as in scarlet fever or measles.

Fatigue. A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or

physical activity) that can impair a crew member's alertness and ability to safely operate an aircraft or perform safety-related duties.

Fatigue management system (FMS). A data-driven means of continuously monitoring and managing fatigue- related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.

Flight crew. A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

Flight duty period. A period which commences when a flight or Cabin Crew member is required to report for duty that includes a flight or a series of flights and which finishes when the aircraft finally comes to rest and the engines are shut down at the end of the last flight on which he is a crew member.

Flight time. The total time from the moment an aircraft first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

Note: Flight time as here defined is synonymous with the term "block to block" time or "chock to chock" time in general usage which is measured from the time an aircraft first moves for the purpose of taking off until it finally stops at the end of the flight.

Ground handling. Services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services.

Hands-on exercise. Exercise on the use of equipment/aircraft systems that is conducted without a specific context. Equipment that is removed from operation, or other representative training equipment is acceptable by CAAM, can be used for the purposes of this training.

Human factors principles. Principles which apply to aeronautical design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.

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

Hypoglycemic attack. Pertaining to or characterised by hypoglycemia: abnormal decrease in concentration of glucose in the circulating blood, e.g., less than the minimum of the normal range.

Hypothermia. A subnormal body temperature significantly below 37°C.

Hypoxia. A deficiency of oxygen in inspired gases, arterial blood or tissue, short of anoxia (almost complete absence of oxygen).

In-flight. The period from the moment all external aircraft doors are closed following boarding through the moment when one external door is opened to allow passengers to leave the aircraft or until, if a forced landing, competent authorities take over responsibility for the aircraft and individuals and property on the aircraft. For the purpose of the Tokyo Convention an aircraft is considered to be in flight from the moment when power is applied for the purpose of take-off until the moment when the landing run ends.

In-charge Cabin Crew. Cabin Crew leader who has overall responsibility for the conduct and coordination of cabin procedures applicable during normal operations and during abnormal and emergency situations for flights operated with more than one Cabin Crew member.

Lockdown. The condition of the flight crew compartment door being closed and locked securely, with no traffic permitted either in or out of the flight crew compartment.

MCAR. Civil Aviation Regulations 2016

Minimum equipment list (MEL). A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the master minimum equipment list (MMEL) established for the aircraft type.

Performance criteria. Simple, evaluative statements on the required outcome of the competency element and a description of the criteria used to judge whether the required level of performance has been achieved.

Person with disabilities. Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

Pilot-in-command. The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.

Pressure-altitude. *An atmospheric pressure expressed in terms of altitude which corresponds to that pressure in the Standard Atmosphere.*

Prophylaxis. Prevention of disease or injury or a process which can lead to disease or injury.

Protective breathing equipment (PBE). Breathing equipment providing full, sealed protection against smoke, fumes, etc., covering the head, the collar and upper shoulder area. Fifteen-minute minimum oxygen supply per PBE is recommended.

Psychoactive substances*.* Alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens, and volatile solvents, whereas coffee and tobacco are excluded.

Remote on-board areas*.* Areas that are not in the passenger compartment but that are accessible to occupants, such as crew rest area(s), cargo area, or electronics compartment.

Rest period. *A* continuous and defined period of time, subsequent to and/or prior to duty, during which flight or Cabin Crew members are free of all duties.

Safety management system*.* A systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures.

Safety risk*.* The predicted probability and severity of the consequences or outcomes of a hazard.

Simulated exercise*.* Exercise representing a full context scenario (e.g., aircraft evacuation) where Cabin Crew apply the operator's procedures and associated crew responsibilities for dealing with the specific situation. This is typically conducted in a representative training device capable of reproducing the appropriate environment/ equipment characteristics (e.g., cabin, flight deck, accessible cargo compartment, crew rest area, etc.), or on an actual aircraft.

Simulator. An apparatus which provides an accurate representation of the flight deck and/or cabin of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc., aircraft systems control functions, the normal environment of flight crew members and/or Cabin Crew members and the performance and characteristics of that type of aircraft are realistically simulated.

Special categories of passengers. Persons who need special conditions, assistance, or equipment when travelling by air. These may include but are not limited to:

(a) infants;
(b) unaccompanied children;

(c) persons with disabilities;

(d) persons with mobility impairments;

(e) persons on stretchers; and inadmissible passengers, deportees or persons in custody.

Sterile flight deck*.* During critical phases of flight and all flight operations (except cruise) conducted below 10 000 feet, no crew member may engage in any activity or conversation that is not required for safe operation of the aircraft. Non- essential flight deck -cabin communication is prohibited during this period*.*

Threat levels*.* A series of four defined threat levels of passenger disturbances, established so as to give common definition and thereby understanding to all concerned parties as to what is occurring on the aircraft:

Level 1 — Disruptive behaviour (suspicious or verbally threatening);

Level 2 — Physically abusive behaviour;

Level 3 — Life-threatening behaviour;

Level 4 — Attempted breach or actual breach of the flight crew compartment.

Threat. Events or errors that occur beyond the influence of an operational person, increase operational complexity and must be managed to maintain the margin of safety.

Threat and error management (TEM). *A*n overarching safety concept regarding aviation operations and human performance*.*

Threat management. The process of detecting and responding to threats with countermeasures that reduce or eliminate the consequences of threats and mitigate the probability of errors or undesired states.

Tokyo Convention. Convention on Offences and Certain Other Acts Committed on Board Aircraft, signed at Tokyo on 14 September 1963.

1.2 Abbreviations

AC	=	Advisory circular
A/C	=	Aircraft
AOC	=	Air Operator Certificate
AQP	=	Advanced Qualification Programme

AFT	=	Aft direction against aircraft movement
AOG	=	Aircraft on ground
ATO	=	Approved Training Organisation
CAAM	=	Civil Aviation Authority of Malaysia
CASS	=	Commercial air service standards
CBR	=	Chemical/biological/radiological
CBT	=	Computer-Based Training
CPR	=	Cardiopulmonary resuscitation
CRM	=	Crew resource management
CTD	=	Cabin training devices
DGR	=	Dangerous Goods Regulation
EASA	=	European Aviation Safety Agency
EDTO	=	Extended Diversion Time Operations
ETOPS	=	Extended-range twin-engine operation performance Standards.
ELT	=	Emergency locator transmitter
ELT (AF)	=	Automatic-fixed ELT
ELT (AP)	=	Automatic-deployable ELT
ELT(S)	=	Survival ELT
EU	=	European Union
FAA	=	Federal Aviation Administration
FAF	=	First Available Flight
FMS	=	Fatigue management system
ICC	=	In-charge Cabin Crew member
ISD	=	Instructional systems design
LMS	=	Learning management system
MEL	=	Minimum equipment list
MMEL	=	Master minimum equipment list
OSD	=	Operational suitability data
PBE	=	Protective breathing equipment
PC	=	Performance criteria
PIC	=	Pilot in Command
PSU	=	Personal Service Unit
PED	=	Personal electronic device
SARPs	=	Standards and Recommended Practices
SMS	=	Safety management system
SSP	=	State safety programme
STC	=	Supplemental type certificate
TEM	=	Threat and error management
UTC	=	Coordinated universal time

INTENTIONALLY LEFT BLANK

2 Cabin Crew General

2.1 Number and composition of Cabin Crew

2.1.1 Determination of the number and composition of Cabin Crew

2.1.1.1 Notwithstanding CAD 6009 – CC chapter 2.2, when determining the total number of Cabin Crew required to operate aircraft engaged in CAT operations, factors to be considered should include:

a) the number of doors/exits;

b) the type(s) of doors/exits and the associated assisting evacuation means;

c) the location of doors/exits in relation to Cabin Crew stations and the cabin layout;

d) the location of Cabin Crew stations taking into account direct view requirements and Cabin Crew duties in an emergency evacuation including:

1) opening floor level doors/exits and initiating stair or slide deployment;

2) assisting passengers to pass through doors/exits; and

3) directing passengers away from inoperative doors/exits, crowd control and passenger flow management;

e) actions required to be performed by Cabin Crew in ditching, including the deployment of slide-rafts and the launching of life-rafts;

f) additional actions required to be performed by Cabin Crew members when responsible for a pair of doors/exits; and

g) the type and duration of the flight to be operated.

2.1.2 Procedures for non-commercial operations with no operating Cabin Crew on board an aircraft with a maximum approved passenger seating configuration of more than 19 and maximum 19 passengers:

2.1.2.1 The operator should assess the risk of operating a flight with no Cabin Crew member and ensure that the following procedures mitigate the risks and provide appropriate level of protection of the aircraft occupants:

a) Flight crew members assigned to these flights should receive training on operations where no Cabin Crew is required.

b) The operator should consider the categories of passengers to be carried on such flights, who may be knowledgeable or not about the aircraft type and procedures in normal, abnormal and emergency situations.

c) The procedures should cover at least the following elements, if applicable

1) communication and coordination between flight crew members and passengers;

2) flight crew member incapacitation;

3) cabin surveillance;

4) rapid egress from the aircraft in case of rapid disembarkation or evacuation;

5) operation and use of emergency exits and assisting evacuation means;

6) location and use of oxygen;

7) location and use of life jackets;

8) passenger seating in order to maintain:

i) an easy access to emergency exits;
ii) timely communication with flight crew member(s); and
iii) the required mass and balance of the aircraft;

9) passenger briefing in accordance with CAD 6, including information on the location and use of equipment not displayed in the operator's safety briefing material, such as a fire extinguisher, first-aid equipment (e.g., first-aid kit, defibrillator), smoke hood, etc.; and

10) any additional safety instructions that are deemed necessary to ensure passenger protection.

2.1.3 Categories of passengers

2.1.3.1 The operator should adapt the procedures for non-commercial operations with an aircraft with a maximum approved passenger seating configuration of more than 19 and a maximum of 19 passengers on board, with no operating Cabin Crew to the categories of passengers to be carried on such flight. This includes but is not limited to the following groups:

a) Passengers who are already familiar with the aircraft environment, the procedures in normal operations, abnormal and emergency situations or trained on the aircraft type, e.g., non-operating crew members, maintenance personnel, etc.

b) Passengers who are not familiar with the aircraft environment or procedures in normal operations, abnormal and emergency situations, e.g., operator's guests, employees, etc.

c) Passengers who travel frequently on such flights. The operator may consider providing these passengers with training covering all safety and emergency procedures for the given aircraft type. The operator should be able to show evidence of their training. These passengers may also be

provided with an extended briefing to facilitate communication with flight crew and coordination of all passengers in case of an abnormal or emergency situation.

d) Special categories of passengers further explained in 2.2.9.

2.1.3.2 The operator may include in its procedures a ratio of the categories of passengers described in 2.1.5.1 above that can travel on the same flight.

2.1.4 Type and duration of the flight(s) to be operated with particular consideration of those whole of duty factors which may give rise to hazards or contribute to a compromise of the safety environment for both normal and emergency situations. Such factors include, but are not limited to, the following:

a) Cabin Crew rostering, planned and actual duty periods and a system approach for management of disruptions including the recognition and mitigation of fatigue inducing factors;

b) in – flight workload, distribution and management of operational and service responsibilities;

c) a risk analysis of the effect of a minimum Cabin Crew complement in the context of pre-departure duties, flight duties and post-flight duties.

2.1.5 Crew resource management (CRM) training – Multi Cabin Crew operations

2.1.5.1 Refer to CAGM 6013 – CRM

2.2 Additional requirements for operations with Cabin Crew

2.2.1 Pre-flight briefing

2.2.1.1 Crew briefings

2.2.1.1.1 Crew briefings are an integral part of the standard operating procedures (SOPs).Crew briefings communicate duties, standardise activities, ensure that a plan of action is shared by crew members and enhance crew situational awareness.

2.2.1.1.2 The operator should establish procedures/policies both individual and combined crew briefings for flight crew and Cabin Crew.

2.2.1.2 Crew briefing objectives

2.2.1.2.1 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.

d) Preparing crew members for responses to foreseeable hazards to enable prompt and effective reaction.

2.2.1.3 Crew briefing principles

2.2.1.3.1 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.

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

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.

2.2.1.4 Crew briefing application

2.2.1.4.1 Flight and Cabin Crew briefings for specific phases of operations should include actual conditions and circumstances, as well as special aspects of operations.

2.2.1.4.2 Flight crew briefings with Cabin Crew are to be conducted for, but not be limited to, the following phases of operations:

a) Pre-flight

b) change of aircraft type or crew.

2.2.1.4.3 Cabin Crew briefings will be conducted for, but not be limited to, the following phases of operations:

a) Pre-flight.

b) before flights involving a stop of more than two hours

2.2.1.5 Crew briefing scope

2.2.1.5.1 For the Pre – Flight briefing both flight crew and cabin should be present.

Note. – However, in unforeseen circumstances the above need not apply.

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

a) Any information necessary for the flight, including unserviceable equipment, or

b) abnormalities that may affect operational or passenger safety requirements.

c) Essential communications, and emergency and safety procedures, and

d) Weather conditions.

2.2.1.5.3 Cabin Crew briefings should prioritise all relevant conditions that exist for the departure. They should include, but not be limited to:

a) Assignment of take-off/landing positions.

b) Review of safety emergency equipment.

c) Passengers requiring special attention.

d) The silent review process.

e) Review of applicable emergencies.

f) Security or service-related topics that may impact on passenger or crew safety.

g) Any additional information provided by the operator, including review of new procedures, equipment and systems.

2.2.2 On-Ground checks

2.2.2.1 As part of the ground checks the Cabin Crew are required to :

a) Check the serviceability of the Cabin Crew seats and harnesses.

b) Check safety equipment and security checks as per LEEL for pre–flight check by Cabin Crew on location

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

2.2.3.1 It is the Operators responsibility, during certification, to establish 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.

2.2.3.2 Such policy and procedures are to be inserted in SEPM as part of aviation security training for Cabin Crew for approval by CAAM.

2.2.4 Cabin Crew policy and procedures with respect to flight deck admission/access

2.2.4.1 It is the operator's responsibility, during certification, to establish policy and procedures with regards to flight deck admission/access by Cabin Crew.

2.2.4.2 Such policy and procedures are to be inserted in SEPM as part of aviation security training for Cabin Crew for approval by CAAM.

2.2.4.3 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 deck by Cabin Crew.

2.2.5 Cabin Crew checklists on board

2.2.5.1 The operator is to ensure that the following checklists are on board as part of operational safety procedures checks for the Cabin Crew before or during flight.

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

b) A checklist on SOPs for the operating Cabin Crew for normal/abnormal/emergency situation.

c) A checklist for all safety and emergency equipment as per LEEL for pre–flight check by Cabin Crew on location (with placard), quantity and serviceability.

2.2.5.2 All the checklists above should be stored in a discreet location, away from passenger access.

2.2.6 Cabin Crew pre take-off passenger safety briefing and safety information card

2.2.6.1 The operator's policies and procedures in respect to passenger briefing before departure of any flight, as minimum should include the following:

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) Placement of seat backs.

g) If flight is above 10,000 ft. MSL, the normal and emergency use of oxygen.

h) The passenger briefing card (safety Information card).

i) Use of other specialised equipment as required by the CAAM.

j) Any persons of reduced mobility are to be briefed on:

1) The route to the most appropriate exit, and

2) The time to begin moving to the exit in event of an emergency.

2.2.7 Passenger briefing—extended over water operations

2.2.7.1 For flights having extended overwater operations, all passengers will need to be verbally briefed on the location and operations of life vest, life rafts and other flotation means, including a demonstration of the method of donning and inflating a life vest.

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

a) Verbal announcement accompanied with synchronised physical safety demonstration.

b) Screen-operated pre-set aural/visual safety demonstration.

c) Use of Safety Information/Briefing Card.

2.2.7.3 Safety Information/Briefing Card:

2.2.7.3.1 Safety Information/Briefing Cards need to be provided on board for each passenger seat on all variants specific to the type of aircraft.

2.2.7.3.2 Safety Information/Briefing Card greatly supplements the oral briefing to the passengers.

2.2.7.3.3 The colourfully printed/laminated Safety Information/Briefing 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.

2.2.7.3.4 Safety Information 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.

2.2.7.3.5 Safety Information/Briefing Card has to be easily accessible and legible, most conveniently, in the seat pocket in front of the passenger.

2.2.7.3.6 An extra 10% of the total passenger seating capacity Safety Information/Briefing Cards should be on board to replenish those missing/displaced/worn out/torn etc due to various reasons.

2.2.8 Special categories of passengers

2.2.8.1 Unaccompanied Minor

2.2.8.1.1 An unaccompanied minor is a child who has reached the 5th birthday but not the 15th birthday and is not accompanied by his parents, guardians or passenger 18 years or more, on the same flight and class of travel.

2.2.8.1.2 The operator should establish policies and procedures to accommodate Unaccompanied minors. Below recommendation may be used to establish the policies and procedures:

a) The unaccompanied minor is to be seated on an aisle seat as close as possible to the galley.

b) Keep an open seat next to the unaccompanied minor, if this is not possible due to a full flight the unaccompanied minor should be seated next to a female passenger who is able bodied.

2.2.8.2 Infant

2.2.8.2.1 An infant is a passenger who has not attained his second birth date. The age is taken as at the commencement of the journey.

2.2.8.2.2 The acceptance of infants is on a one-to-one basis, (one infant to one adult). The adult may be a parent, guardian, relative or a friend who acts as an escort. Infants are to be restrained for take-off, landing and whenever the FASTEN SEATBELT sign is illuminated or when the pilot-in-command considers it necessary, using the approved infant restraint device.

2.2.8.2.3 The number of infants permitted is governed by the number of oxygen masks (PSU), infant seat belt and infant life vest available.

2.2.8.3 Persons with Reduced Mobility (PRM)

2.2.8.3.1 It is the operator’s responsibility to ensure that the PRM’s requirement are looked into, for an expeditious evacuation from the aircraft. The two (2) categories of PRM are:

a) Ambulatory

b) Non-Ambulatory

2.2.8.3.2 Ambulatory passengers are normally mobile and do not need assistance in an evacuation. They are able to board, move about and disembark the aircraft unassisted e.g. hearing impairment.

2.2.8.3.3 Non-ambulatory passengers require assistance in an evacuation as they are immobile e.g. visual impairment, paralysed or stretcher case passenger.

2.2.8.3.4 The number of ambulatory and non-ambulatory passengers carried are determined by the facilities that are available on-board the aircraft. PRM cannot be denied access to a flight on the basis of their mobility impairment.

2.2.8.4 Exit Row Seat Passengers

2.2.8.4.1 An exit row seat on an aircraft is next to the emergency exit. This row might be next to the wing, or near other exit doors.

2.2.8.4.2 The type of passengers who can occupy these seats must meet the following criteria:

a) be physically capable of operating the emergency exit

b) be capable of understanding the printed and spoken instructions

c) be able to determine if the exit is safe to open visually

d) have sufficient mobility, strength and dexterity to reach, operate and stow (or otherwise dispose of) the exit hatch, if removable

e) be able to receive aural information from the crew and to communicate that information to other passengers verbally

f) has the physical, cognitive and sensory capacity to operate the exit

2.2.8.5 The following passengers are not permitted, under any circumstance, to occupy an emergency exit row seat

a) passengers who do not/will not accept responsibility for the emergency exit

b) passengers who do not meet the criteria as listed in 2.2.9.5.2 above.

c) passengers under escort, such as inadmissible persons, deportees or prisoners.

2.2.9 Cabin baggage (carry-on)

2.2.9.1 Operators are to 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 placard-ed mass limitation.

d) Carry-on baggage must not be stowed in toilets.

e) The luggage bin/rack is installed, or carry-on baggage 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.

2.2.10 Management of flight/Cabin Crew incapacitation

2.2.10.1 Operators will establish training policy and procedures regarding management of flight/Cabin Crew incapacitation by operating Cabin Crew on board which may be covered during training.

2.2.10.2 Operators are to ensure that Cabin Crew have the required knowledge and skills to perform effectively during any flight/Cabin Crew incapacitation.

2.2.10.3 Flight crew incapacitation

2.2.10.3.1 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.

2.2.10.4 Cabin Crew incapacitation

2.2.10.4.1 Actions by Cabin Crew:

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

2.2.11 Provision of additional adult life vest, seat belt extenders and infant seat belts.

2.2.11.1 The Operator should provide additional adult life vests and seat belt extenders based on the approved passenger seating configuration in each aircraft.

2.2.11.2 These additional items often greatly help in times of need during normal or emergency situations.

2.2.11.3 Additional adult life vests, additional seat belt extenders and infant seat belts should be stowed in an area with a placard.

2.2.12 Demo kit/storage space for pre-flight safety demonstration equipment.

2.2.12.1 Unless shown in audio/video taped version, it Is the operator's responsibility to provide the required number of demo kit for Cabin Crew for oral and physical (manual) pre–flight safety demonstration.

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

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

2.2.12.4 Demo kit items should include:

a) seat belt.

b) oxygen mask.

c) demo life vest.

d) safety information/briefing card.

2.2.13 Pre – Take-Off/Landing Cabin Safety Duties

2.2.13.1 Operators are to ensure that a policy/procedure regarding the following pre take-off/landing cabin safety duties by Cabin Crew are included in their SEPM.

2.2.13.2 Duties are to be included in the initial/conversion and recurrent training syllabus for Cabin Crew and as part of passenger's safety briefings carried out by Cabin Crew.

2.2.13.3 The briefing as a minimum should include:

a) exit row seat passengers.

b) ABP briefings.

c) passengers needing special handlings.

d) cabin safety announcements.

e) cabin baggage stowage.

f) pre-take-off/landing cabin check duties.

2.2.14 Operator's medical supplies on board

2.2.14.1 The operator will ensure that the required medical supplies are properly provided on board and appropriately maintained according to the provisions as contained in the CAD 6.

3 Training & Checking

3.1 Initial training course

3.1.1 All new entrants must complete an initial training to obtain an attestation.

3.1.2 The operator should ensure that:

a) the full training programme, as specified in Appendix 1 CAD 6009 – CC , has been covered, and

b) The new entrant successfully undergoes the examination required by CAD - 6009 CC 3.1.2.3

3.2 Aircraft type specific training and operator conversion training

3.2.1 Training programme – aircraft type specific training

3.2.1.1 The following aircraft type specific training elements should be covered as relevant to the aircraft type:

a) Aircraft description

1) type of aircraft, principal dimensions, narrow or wide bodied, single or double deck;

2) speed, altitude, range;

3) passenger seating capacity;

4) flight crew number and minimum number of required Cabin Crew;

5) cabin doors/exits location and sill height;

6) cargo and unpressurised areas as relevant;

7) aircraft systems relevant to Cabin Crew duties;

8) flight crew compartment — general presentation, pilot seats and their mechanism, emergency exits, storage;

9) required Cabin Crew stations;

10) flight crew compartment security — general: door components and use;

11) access to avionics bay where relevant;

12) lavatories — general: doors, systems, calls and signs; and

13) least risk bomb location.

b) Safety and emergency equipment and aircraft systems installed

1) Each Cabin Crew member should receive realistic training on, and demonstration of, the location and use of all aircraft type specific safety and emergency equipment and aircraft systems installed, with emphasis on the following:

i) slides, and where non-self-supporting slides are carried, the use of any associated assisting evacuation means;
ii) life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft;
iii) drop-out oxygen system; and
iv) communication equipment.

c) Operation of doors and exits

1) This training should be conducted in a representative training device or in the actual aircraft and should include failure of power assist systems where fitted and the action and forces required to operate and deploy evacuation slides. Training should also include operation and actual opening of the flight crew compartment security door when installed.

d) Fire and smoke protection equipment

1) Each Cabin Crew member should be trained in using fire and/or smoke protection equipment where fitted.

e) Evacuation slide training

1) Each Cabin Crew member should descend an evacuation slide from a height representative of the aircraft main deck sill height.

2) The slide should be fitted to a representative training device or to the actual aircraft.

3) A further descent should be made when the Cabin Crew member qualifies on an aircraft type in which the main deck exit sill height differs significantly from any aircraft type previously operated.

f) Operation of equipment related to pilot incapacitation

1) The training should cover any type specific elements or conditions relevant to Cabin Crew actions to be taken in case of pilot incapacitation. Each Cabin Crew member should be trained to operate all equipment that must be used in case of pilot incapacitation.

3.2.2 Training Programme – Operator conversion training

3.2.2.1 The following training elements should be covered as relevant to the aircraft type and the related operator's specifics:

a) The Description of the cabin configuration

1) The description should cover all elements specific to the operator's cabin configuration and any differences with those previously covered in accordance with CAD 6009 – Cabin Crew (CC) 2.2, including

i) required and additional Cabin Crew stations — location (including direct view), restraint systems, control panels;
ii) passenger seats — general presentation and associated operator's specific features and equipment;
iii) designated stowage areas;
iv) lavatories — operator's specific features, equipment and systems additional to the aircraft type specific elements;
v) galley — location, appliances, water and waste system, including shut-off, sinks, drains, stowage, control panels, calls and signs; and where applicable
vi) crew rest areas — location, systems, controls, safety and emergency equipment;
vii) cabin dividers, curtains, partitions;
viii) lift location, use, controls;
ix) stowage for the containment of waste;
x) passenger hand rail system or alternative means; and
xi) in-flight entertainment (IFE) system, if installed (e.g. central system or hand-held device(s) such as PEDs for the use by passenger(s) as applicable) and its safety aspects.

b) Safety and emergency equipment

1) Each Cabin Crew member should receive realistic training on and demonstration of the location and use of all safety and emergency equipment carried, including:

i) life jackets, infant life jackets and flotation devices;
ii) first-aid and drop-out oxygen, including supplementary systems;
iii) fire extinguishers and protective breathing equipment (PBE);
iv) crash axe or crowbar;
v) emergency lights including torches;
vi) communication equipment, including megaphones;
vii) slide rafts and life rafts' survival packs and their contents;
viii) pyrotechnics (actual or representative devices);
ix) first-aid kits, emergency medical kits and their contents; and
x) other portable safety and emergency equipment, where applicable.

c) Normal and emergency procedures

1) Each Cabin Crew member should be trained on the operator's normal and emergency procedures as applicable, with emphasis on the following:

i) passenger briefing, safety demonstration and cabin surveillance;

ii) severe air turbulence;
iii) non–pressurisation, slow and sudden decompression, including the donning of portable oxygen equipment by each Cabin Crew member;
iv) other in-flight emergencies; and
v) carriage of special categories of passengers (SCPs).

d) Passenger handling and crowd control

1) Training should be provided on the practical aspects of passenger preparation and handling, as well as crowd control, in various emergency situations as applicable to the operator's specific aircraft cabin configuration, and should cover the following:

i) communications between flight crew and Cabin Crew and use of all communications equipment, including the difficulties of coordination in a smoke-filled environment;
ii) verbal commands;
iii) the physical contact that may be needed to encourage people out of a door/exit and onto a slide;
iv) redirection of passengers away from unusable doors/exits;
v) marshalling of passengers away from the aircraft;
vi) evacuation of special categories of passengers with emphasis on passengers with disabilities or reduced mobility; and
vii) authority and leadership.

e) Fire and smoke training

1) Each Cabin Crew member should receive realistic and practical training in the use of all fire-fighting equipment, including protective clothing representative of that carried in the aircraft.

2) Each Cabin Crew member should:

i) extinguish an actual fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used; and
ii) exercise the donning and use of PBE in an enclosed simulated smoke-filled environment with particular emphasis on identifying the actual source of fire and smoke.

f) Evacuation procedures

1) Training should include all the operator's procedures that are applicable to planned or unplanned evacuations on land and water. It should also include, where relevant, the additional actions required from Cabin Crew members responsible for a pair of doors/exits and the recognition of when doors/exits are unusable or when evacuation equipment is unserviceable.

g) Pilot incapacitation procedures

1) Unless the minimum flight crew is more than two, each Cabin Crew member should be trained in the procedure for pilot incapacitation. Training in the use of flight crew checklists, where required by the operator's standard operating procedures (SOPs), should be conducted by a practical demonstration.

h) CRM

1) The operator should ensure that all applicable CRM training elements, as specified in CAGM 6013 – CRM are covered to.

2) The operator's CRM training and the CRM training covered during the operator aircraft type conversion training should be conducted by at least one Cabin Crew CRM instructor.

3.3 Differences training

3.3.1 Training programme

3.3.1.1 The programmes and syllabi of aircraft type specific training, operator conversion training and differences training should take into account the Cabin Crew member's previous training as documented in his training records.

3.3.1.2 Recommendations elements of operational suitability data

a) When developing the training programmes and syllabi for aircraft-type specific training and for differences training, the operator should consider the non-mandatory (recommendations) elements for the relevant type that are provided in the operational suitability data established by the manufacturer.

3.4 Familiarisation

3.4.1 Familiarisation flights and aircraft familiarisation visits

3.4.1.1 For CAT operations, familiarisation of Cabin Crew to a new aircraft type or variant should be completed in accordance with the following, as relevant:

a) New entrant Cabin Crew

1) Each new entrant Cabin Crew member having no previous comparable operating experience should participate in:

i) a familiarisation visit, as described in 3.4.1.3, to the aircraft to be operated; and
ii) familiarisation flights, as described in 3.4.1.2.

b) Cabin Crew operating on a subsequent aircraft type

1) A Cabin Crew member assigned to operate on a subsequent aircraft type with the same operator should participate either in:

   i) a familiarisation flight, as described in 3.4.1.2; or
   ii) a familiarisation visit, as described in 3.4.1.3, to the aircraft type to be operated.

3.4.1.2 Familiarisation flights

a) During familiarisation flights, the Cabin Crew member should be assigned in addition to the minimum number of Cabin Crew required in accordance with CAD 6009- CC, 2.2 and if applicable CAD 6009- CC,6.1.

b) Familiarisation flights should be:

   1) conducted under the supervision of the In-Charge Cabin Crew member;

   2) structured and conducted with the Cabin Crew member participating in pre-flight, in-flight and post-flight safety duties;

   3) operated with the Cabin Crew member wearing the operator's Cabin Crew uniform; and

   4) recorded in the training record of the Cabin Crew member.

3.4.1.3 Aircraft familiarisation visits

a) Aircraft visits should enable the Cabin Crew member to become familiar with the aircraft environment and its equipment. Accordingly, aircraft visits should be conducted by appropriately qualified persons. The aircraft visit should provide an overview of the aircraft's exterior, interior and aircraft systems with emphasis on the following:

   1) interphone and public address systems;
   2) evacuation alarm systems;
   3) emergency lighting;
   4) smoke detection systems;
   5) safety and emergency equipment;
   6) flight crew compartment;
   7) Cabin Crew stations;
   8) lavatories;
   9) galleys, galley security and water shut-off;
   10) cargo areas if accessible from the passenger compartment during flight;
   11) circuit breaker panels located in the passenger compartment;

12) crew rest areas;

13) doors/exits location and environment; and

14) IFE system used for conveying safety-related information.

b) An aircraft familiarisation visit may be combined with the aircraft type specific training or operator conversion training required by CAD 6009-CC, 3.5

3.4.1.4 Trainee to evaluator

3.4.1.4.1 Evaluators on a familiarisation flight may be:

a) Instructors; or

b) Operator cabin safety inspector; or

c) Cabin Safety examiner.

3.4.1.4.2 When conducting a familiarisation flight, the operator should establish limits on the ratio of trainees to the person who conducts the familiarisation flight (i.e. the evaluator). These limits should be in accordance with national regulations, where applicable. If the evaluator is an operating Cabin Crew member, the trainee-to-evaluator ratio should be limited to one trainee per evaluator. If the evaluator has no other assigned tasks during the flight other than conducting the familiarisation flight, the trainee-to-evaluator ratio may be increased to two trainees per evaluator. Additional considerations include: the size of the aircraft (e.g. narrow-body vs. wide-body aircraft type), the Cabin Crew complement, and the anticipated Cabin Crew workload during the flight. Trainee numbers must not exceed more than 50 per cent of the required minimum Cabin Crew complement. For example, if the minimum Cabin Crew complement is eight Cabin Crew members, there should be no more than four trainees on the flight. These trainees should not be part of the minimum number of operating Cabin Crew members required by the CAAM

3.5 Cabin Crew Competency Based Training

3.5.1 INTRODUCTION

3.5.1.1 Competency is a dimension of human performance that is used to predict successful performance on a task. It is demonstrated and observed through behaviours that gather the relevant knowledge, skills and attitudes to carry out activities or functions under specified conditions.

3.5.1.2 Observable behaviours are single job-related behaviours which can be observed and may or may not be measurable. Those behaviours gather the relevant knowledge, skills and attitudes to perform the activities or tasks under specified conditions

3.5.1.3 Knowledge is the specific information used to enable a person to apply skills and attitudes and to recall facts, identify concepts, apply rules, procedures or principles. Skill is the ability to perform an activity or action whereas Attitude is a persisting internal mental state or disposition that influences an individual's choice of personal action toward some object, person or event and that can be learned.

3.5.2 Benefits of Competency Based Training

3.5.2.1 Competency Based Training is an integrated and "outcomes-focused" training that aims to provide the trainees with the competencies to be safe, highly effective and efficient in the performance of their duties.

3.5.2.2 The programme design requires training needs analysis, adapted competency model; training and assessment plans. Feedback on training and trainees' performance is critical for evaluation of course.

3.5.2.3 The Competency Based Training

a) Enables individuals to reach their highest level of operational capability while ensuring a basic level of competence as a minimum standard.

b) Enables individuals to cope with predictable and unforeseen situations.

c) Is relevant to the job and the context in which the job will be performed

d) Is geared towards learning rather than passing a test

e) Makes full use of available training tools and methodologies

f) Supports continuous learning and performance improvement

3.5.2.4 An example of Competency Framework for Cabin Crew Duties and Responsibilities during abnormal and emergency situation is as follows:

The competencies described below relate to duties and responsibilities that are performed by a Cabin Crew member in the event of an abnormal or emergency situation.			
Competency element	***Performance criteria***	**ICC Duty**	***Reference***
1.1 Apply firefighting procedure	Detect and eliminate fire hazards		Operations Manual
	1.1.2 Locate source of fire		
	1.1.3 Identify the type of fire		
	1.1.4 Apply communication procedures		
	1.1.5 Use appropriate firefighting		

	equipment and protective equipment, as required		
	1.1.6 Fight fire		
	1.1.7 Manage passengers and cabin, as required		
	1.1.8 Apply post-firefighting procedure		
	1.1.9 Complete the applicable documentation	x	
1.2 Apply smoke-Removal procedure	1.2.1 Detect and eliminate smoke and fumes hazard/odour		Operations Manual
	1.2.2 Identify source of smoke (or fumes)		
	1.2.3 Apply communication procedures		
	1.2.4 Use appropriate firefighting equipment and protective equipment, as required		
	1.2.5 Apply smoke-removal technique		
	1.2.6 Manage passengers and cabin, as required		
	1.2.7 Apply post-smoke removal procedure		
	1.2.8 Complete the applicable documentation	x	
1.3 Manage cabin pressurisation problem/ decompression	1.3.1 Recognise signs and symptoms of cabin pressurisation problem / decompression		Operations Manual
	1.3.2 Don nearest oxygen mask		
	1.3.3 Secure self and occupy nearest seat, if available		
	1.3.4 Apply communication procedures		
	1.3.5 Apply post-decompression procedure		
	1.3.6 Complete the applicable documentation	x	
1.4 Apply procedures for an anticipated	1.4.1 Recognise emergency signal from the flight crew		

emergency landing or ditching	1.4.2 Obtain briefing from the flight crew on the situation	x	
	1.4.3 Stow service-related items and stand-by		
	1.4.4 Brief Cabin Crew on the situation	x	
	1.4.5 Brief passengers		
	1.4.6 Don life vest, in case of ditching		
	1.4.7 Assign, relocate and brief able-bodied passengers, as required		
	1.4.8 Secure cabin		
	1.4.9 Check galley		
	1.4.10 Check cabin		
	1.4.11 Check lavatory		
	1.4.12 Check crew rest area, if applicable		
	1.4.13 Check remote area, if applicable		
	1.4.14 Confirm "cabin readiness" to the flight crew	x	
	1.4.16 Take assigned station/seat		
	1.4.17 Check aircraft door status, if applicable		
	1.4.18 Perform silent review		
	1.4.19 Comply with flight crew emergency communication		
	1.4.20 Take brace position		
	1.4.21 Shout brace commands		
	1.4.22 Complete the applicable documentation	x	
1.5 Apply procedures for an unanticipated emergency landing or ditching	1.5.1 Recognise emergency signal from the flight crew		Operations Manual
	1.5.2 Take assigned station/seat		
	1.5.3 Check door status, if applicable		
	1.5.4 Perform silent review		

	1.5.5 Comply with flight crew emergency communication		
	1.5.6 Take brace position		
	1.5.7 Shout brace commands		
	1.5.8 Complete the applicable documentation	x	
1.6 Evacuate aircraft	1.6.1 Obtain evacuation order or initiate evacuation, as applicable		Operations Manual
	1 .6.2 Shout evacuation commands		
	1.6.3 Operate emergency lighting systems, if applicable		
	1.6.4 Don life vest, in case of unanticipated ditching		
	1.6.5 Assess inside and outside conditions prior to opening exit		
	1.6.6 Open exit		
	1.6.7 Hold on to fixed part of the aircraft to prevent fall		
	1.6.8 Control crowd/manage cabin		
	1.6.9 Conduct cabin search		
	1.6.10 Take survival equipment prior to exiting the aircraft, if applicable		
	1.6.11 Evacuate the aircraft		
	1.6.12 Operate life raft or slide-raft, in case of ditching		
	1.6.13 Gather passengers away from the aircraft		
	1.6.14 Perform post-evacuation duties		
	1.6.15 Apply survival procedure		
	1.6.16 Complete the applicable documents	x	
1.7 Apply flight crew	1.7.1Respond to call from the flight crew		Operations

Member Incapacitation procedures	1.7.2 Move the incapacitated flight crew member away from the controls		Manual
	1.7.3 Secure the incapacitated flight crew member		
	1.7.4 Administer first aid		
	1.7.5 Assist the remaining flight crew member (PILOT-IN-COMMAND) as instructed	x	
	1.7.6 Complete the applicable documentation	x	
1.8 Apply Cabin Crew member Incapacitation procedures	1.8.1 Administer first aid		Operations Manual
	1.8.2 Secure the incapacitation		
	1.8.3 Inform the flight crew		
	1.8.4 Reassign required Cabin Crew station, if applicable		
	1.8.5 Complete the applicable documentation		
1.9 Apply single Cabin Crew member incapacitation procedures	1.9.1 Notify the flight crew immediately		Operations Manual
	1.9.2 Secure the incapacitated Cabin Crew member		
	1.9.3 Administer first aid		
	1.9.4 Assign an able- bodied passenger to care for the Cabin Crew member.		
	1.9.5 Complete the applicable documentation		
1.10Conduct a rapid disembarkation	1.10.1 recognise signal from flight crew or Cabin Crew for a rapid disembarkation		Operations Manual
	1.10.2 Apply procedure for a rapid disembarkation using applicable door(s)		
	1.10.3 Apply communication procedures		
	1.10.4 Control crowd/ manage cabin		
	1.10.5 Exit the aircraft		
	1.10.6 Move away from the aircraft and manage		

	crowd		
	1.10.7 Complete the applicable documentation.		

3.6 Cabin health and first aid training

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

3.6.2 Cabin health training will include:

a) Food safety and sanitation-food and beverage supplied and carried on board.

1) Food Hygiene
2) Food Handling
3) Food Handling Hazard

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.

3.6.3 First aid training will encompass management of commonly occurring medical conditions and hands-on exercises on simulated exercises for:

a) Principles and practice of First Aid and Cardiopulmonary Resuscitation (CPR)

b) Life threatening Medical Emergencies:

1) Airway obstruction / choking
2) Major and minor medical emergencies
3) Management of unconscious passenger

c) Treatment of illness and diseases.

d) Treatment of injuries:

1) Fracture, dislocation & sprain
2) Bleeding and burns

e) Childbirth

f) Aviation Medicine incl. altitude physiology

g) First Aid Medical Equipment and Supplies:

1) First Aid Kit (Mandatory & Physician Kit)
2) Medical Communicable Disease Kit

INTENTIONALLY LEFT BLANK

4 Training Facilities

4.1 Guidelines for approved training organisations conducting Cabin Crew training

4.1.1 The following guidelines should be implemented in line with the CAD 1011 – ATO, CAGM 1011 – ATO and CAD 6009 – CC.

4.1.2 Management and staffing

a) An adequate number of qualified and competent staffs are to be employed. The management structure should ensure supervision of all grades of staff by persons who have the necessary experience and qualities. The CAAM will place particular emphasis on the qualifications and competence of all training staff in their specialisation and in training techniques.

b) CAAM needs to be notified of any intended changes to a Nominated Post Holder within the organisation prior to appointment.

4.1.3 Instructors

a) Sufficient permanent instructors will need to be employed to ensure the proper continuity of training for all trainees attending the course.

b) Third party training providers (outsourcing) as outlined in CAGM 1011 – ATO chapter 7, if engaged, is to provide assistance in training on a contractual basis with the training organisation or operator.

4.1.4 Instructor to student ratio

4.1.4.1 In order to provide for sufficient supervision and control, a maximum of 20 trainees per instructor is recommended in a classroom environment. An evaluation should be conducted, and consideration should be given to subject matter, type of training (such as initial/recurrent), instructors workload management, feedback/evaluations and size of facilities, which may prompt an adjustment of the proposed training to instructor ratio for class room training.

4.1.4.2 When facilitating CBT, the trainee to instructor ratio maybe be more flexible. A maximum of 30 trainees per instructor is recommended assuming that the presence of the instructor is limited to providing support.

4.1.4.3 When conducting practical instruction such as hands-on exercises, the trainee-to-instructor ratio should be more restricted to allow for better supervision. A maximum of 10 trainees per instructor is recommended. However, the type of hands-on exercise being performed should be considered. Individual hands-on exercises on safety and emergency equipment versus group simulated exercises may prompt an adjustment of the proposed trainee to instructor ratio.

4.1.5 Training standards

a) Adequate arrangements be put in place by the Head of Training or Training Manager for the standardisation of instructors and the provision of instructor briefing material. Such arrangements are to be detailed in the Training Manual.

b) Arrangements are to be made for periodic standardisation and checking. Such training and checking will need to be recorded within the organisation's quality control system.

4.1.6 Use of Instructional Aids

4.1.6.1 Instructional aids include the use of computer-based training (CBT). For the purposes of this manual CBT may encompass the use of web-based training (commonly referred to as e-Learning). Instructional aids can be used in a classroom setting or as part of distance learning.

4.1.6.2 CBT can provide dynamic and interactive tools to address specific portions of a training programme. CBT is predominantly relevant for knowledge objectives. A knowledge objective relates to the recall of facts, the identification of policies, rules or procedures; generally committing concepts to memory. CBT is less appropriate for evaluating hands- on motor skills or soft skills. CBT provides flexibility, allowing trainees to study at their own pace and according to their schedule. When exploring the possibility of CBT, the operator should give consideration to the technology accessible and the equipment that is required to deliver the training.

4.1.6.3 Instructor and/or technical support are recommended for CBT. If the operator chooses to conduct the CBT as part of distance learning, the review/testing of material delivered should be in a classroom environment.

4.1.6.4 Regardless of the method used for CBT (classroom vs. distance learning), the training programme should contain a means of testing or evaluation to ensure training effectiveness, currency, and that training objectives have been met.

4.1.6.5 CBT is to be accompanied by a learning management system. Consideration is to be given to the design of the programme and to each individual module.

4.1.7 Representative Training Devices

4.1.7.1 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. The use of such devices requires the CAAM's approval.

4.1.7.2 Representative training devices include:

a) safety and emergency equipment;

b) cabin training devices;

c) emergency exit trainers; and

d) facilities used for firefighting and water survival training.

4.1.8 Safety and Emergency Equipment

4.1.8.1 Safety and emergency equipment used on the operator's aircraft must be available during training, according to the applicable training session

4.1.8.2 The following definitions apply for the purpose of training programmes, 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 the flight and protection of occupants (e.g. seat belts, etc.),

b) emergency equipment means equipment installed/carried to be used in case of abnormal or emergency situations that demand and protection of occupants, immediate action for the safe conduct of the flight, including life preservation (e.g. fire extinguisher, etc.)

4.1.8.3 The following guidelines are to be followed when training for each piece of equipment and conducted annually.

a) general description,

b) use,

c) location(s)

d) pre-flight serviceability check (s),

e) removal from stowage,

f) operation,

g) conditions for operation,

h) operational limitations and duration of use,

i) operation under adverse conditions,

j) precautions for use,

k) post-use procedures (including relocation of equipment, if applicable).

4.1.8.4 Safety and emergency equipment may include, but is not limited to:

a) portable fire extinguishers,

b) axe,

c) protective gloves,

d) smoke goggles,

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 and infant life vest, or other individual flotation device,

j) baby survival cots,

k) life raft,

l) survival kit,

m) installed/portable emergency signalling system (e.g. beacon, emergency locator transmitter, radio locator beacon),

n) child restraint devices,

o) extension seat belt,

p) restraining device,

q) first-aid kit, universal precaution kit, and medical kit,

r) automated external defibrillator and associated equipment (CPR masks, shields, resuscitator bags, CPR Training Manikins etc.),

s) any other equipment (including any additional equipment suited to the likely environment e.g. arctic gear).

4.1.9 Cabin Training Device

4.1.9.1 Cabin training devices (CTDs) that are capable of recreating realistic situations to 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.

4.1.9.2 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. The components may be needed in a single, stand-alone CTD. These may be found in separate hands-on exercises that are carried out on a particular devices (e.g. firefighting and smoke simulated exercises). Components included in a CTD depend on the types of hands-on exercise that are carried out on a particular device e.g. firefighting and smoke 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), etc.

4.1.9.3 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,

d) stowage location of safety and emergency equipment secured with representative brackets or mounting devices.

4.1.9.4 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);

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,

g) station/seat, 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,

j) smoke simulation capabilities.

4.1.9.5 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; width, height and angle of inflated evacuation slides,

d) a minimum of two operational emergency exits (one door and one alternate exterior 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, consideration should be given to ensure the same exit device is opposite e.g. two B737 doors opposite each other as opposed to one B737 and one A330 door,

e) 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,

f) Cabin Crew stations and the associated attendant panel(s) that are representative of an aircraft,

g) simulation of an unserviceable exit(s),

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

i) evacuation drill must be covered annually.

4.1.10 Emergency Exit Trainer

4.1.10.1 The operator may provide training to crew members on an emergency exit trainer instead of on an actual aircraft.

4.1.10.2 The emergency exit trainer should:

a) replicate the size, weight and operating characteristics of the exit of the aircraft type on which the Cabin Crew member will operate; (e.g. direction of movement of handles),

b) be designed so that the representative exit can be operated in normal and emergency modes, particularly in relation to method of operation and forces required to operate them.

4.1.10.3 Differences in exit operating characteristics between actual aircraft exits and the emergency exit trainer can be of critical importance during an emergency evacuation, especially as this may lead the Cabin Crew members to an Incorrect assessment of the serviceability of the exit and/or to incorrectly

operate that exit. When a representative training device does not replicate, the actual aircraft exit operating characteristics, any differences between the operating characteristics of the actual aircraft exits and those of the emergency exit trainer shall be highlighted during training.

4.1.10.4 Operation of Doors and Exits, an operator to ensure:

a) Each crew member operates and actually opens each type or variant of normal and emergency exits in the normal and emergency modes, including failure of power assist systems where fitted. This is to include the action and forces required to operate and deploy evacuation slides. This training be conducted in an aircraft or representative training device,

b) The operation of all exits, such as Type III Exit is demonstrated.

c) The door drill must be covered annually.

4.1.11 Evacuation Slide Training

4.1.11.1 Each crew member descends an evacuation slide from a height representative of the aircraft main deck sill height.

4.1.11.2 The slide is fitted to an aircraft or a representative training device.

4.1.11.3 The operator will ensure that:

a) Emergency evacuation training includes the recognition of planned or Unplanned evacuation on land or water This training is to include recognition of when exits are unusable or when evacuation equipment is unserviceable; and

b) Each crew member is trained to deal with the following:

1) an in-flight fire, with particular emphasis on identifying the actual source of the fire,

2) severe air turbulence,

3) sudden decompression, including the donning of portable oxygen,

4) equipment by each Cabin Crew member,

5) other in-flight emergencies including Bomb Threat and Hijack.

Note. – A trained Safety Assistant shall be available and present at all times during the evacuation slide training.

4.1.12 Crowd Control

4.1.12.1 The operator should ensure that training is provided on the practical aspects of crow control in various emergency situations, as applicable to the aircraft type.

a) Communications between flight crew and Cabin Crew and use of all communications equipment, including the difficulties of co-ordination in a smoke- filled environment,

b) Verbal commands,

c) The physical contact that may be needed to encourage people out of an exit and onto a slide,

d) The re-direction of passengers away from unusable exits,

e) The marshalling of passengers away from the aircraft,

f) The evacuation of disabled passengers,

g) Authority and leadership.

4.1.13 Fire Fighting

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

4.1.13.2 Each crewmember is given realistic and practical training in the use of all firefighting equipment including protective clothing representative of that carried in the aircraft. This training should include –

a) Each crewmember extinguishing a fire characteristic of an aircraft interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; or an environmentally friendly agent.

b) The donning and use of protective breathing equipment by each crew member in an enclosed, preferably simulated smoke-filled environment.

Note. – A trained Safety Assistant shall be available and present at all times during the firefighting exercise.

4.1.14 Water Survival/Wet Dinghy

4.1.14.1 When the operator is required to conduct wet drills, these are to be carried out in a body of water or pool of sufficient depth and length to realistically perform the simulated exercise.

4.1.14.2 A life-raft exercise should be conducted using life-saving equipment that is representative of that installed on the aircraft with respect to weight, dimensions, appearance, features and operation. The rafts is substituted if the equipment used is similar with respect to weight, dimensions, appearance, and

features. In such cases, training must address any differences in the operation of the raft

Note. – A Safety Assistant shall be available and present at all times during water survival exercise and to be a lifeguard.

4.1.15 Use of other Approved Training Organisation's Training Devices

4.1.15.1 Where an operator arranges to use training devices owned by an approved training organisation (ATO), the training should be in accordance with the approved training programme and operating procedures of the operator whose crew are being trained.

4.1.15.2 If significant differences exist in terms of cabin layout and equipment, such differences must be highlighted.

4.2 Guidelines for operator conducting training

4.2.1 Operator who chose to conduct in-house training will need to comply to the requirement specified in CAD 6009 – Chapter 3.

4.3 Conduct of training courses and associated checking

4.3.1 Equipment and procedures

4.3.1.1 The following definitions apply for the purpose of training programmes, syllabi and the conduct of training and checking on equipment and procedures:

a) Safety equipment' means equipment installed/carried to be used during day-to-day normal operations for the safe conduct of the flight and protection of occupants (e.g. seat belts, child restraint devices, safety card, safety demonstration kit).

b) Emergency equipment' means equipment installed/carried to be used in case of abnormal and emergency situations that demand immediate action for the safe conduct of the flight and protection of occupants, including life preservation (e.g. drop-out oxygen, crash axe, fire extinguisher, protective breathing equipment, manual release tool, slide-raft).

c) 'Normal procedures' means all procedures established by the operator in the operations manual for day-to-day normal operations (e.g. pre-flight briefing of Cabin Crew, pre-flight checks, passenger briefing, securing of galleys and cabin, cabin surveillance during flight).

d) Emergency procedures' means all procedures established by the operator in the operations manual for abnormal and emergency situations. For this purpose, 'abnormal' refers to a situation that is not typical or usual, deviates from normal operation and may result in an emergency.

4.3.2 Training methods and training devices

4.3.2.1 The operator should establish training methods that take into account the following:

a) training should include the use of cabin training devices, audio-visual presentations, computer-based training and other types of training, as most appropriate to the training element; and

b) a reasonable balance between the different training methods should be ensured so that the Cabin Crew member achieves the level of proficiency necessary for a safe performance of all related Cabin Crew duties and responsibilities.

4.3.2.2 When assessing the representative training devices to be used, the operator should:

a) consider that a representative training device may be used to train Cabin Crew as an alternative to the use of the actual aircraft or required equipment;

b) ensure that those items relevant to the training and checking intended to be given accurately represent the aircraft or equipment in the following particulars:

1) layout of the cabin in relation to doors/exits, galley areas and safety and emergency equipment stowage as relevant;

2) type and location of passenger seats and Cabin Crew stations;

3) doors/exits in all modes of operation, particularly in relation to the method of operation, mass and balance and operating forces, including failure of power-assist systems where fitted; and

4) safety and emergency equipment of the type provided in the aircraft (such equipment may be 'training use only' items and, for oxygen and protective breathing equipment, units charged with or without oxygen may be used); and

c) assess the following factors when determining whether a door/exit can be considered to be a variant of another type:

1) door/exit arming/disarming;

2) direction of movement of the operating handle;

3) direction of door/exit opening;

4) power-assist mechanisms; and

5) assisting evacuation means such as slides and ropes.

4.3.3 Checking

4.3.3.1 Checking required for each training course should be accomplished by the method appropriate to the training element to be checked. These methods include:

a) practical demonstration;

b) computer-based assessment;

c) in-flight checks;

d) oral or written tests.

4.3.3.2 Training elements that require individual practical participation may be combined with practical checks.

INTENTIONALLY LEFT BLANK

5 Additional Requirements for Commercial Air Transport Operations

5.1 In-Charge Cabin Crew.

5.1.1 In – Charge Cabin Crew training programme.

5.1.1.1 The ICC training Programme as a minimum should cover all duties and responsibilities of ICC and include at least the following modules:

a) pre-flight briefing

1) operating as a crew

2) allocation of Cabin Crew stations and responsibilities

3) consideration of the particular flight, aircraft type, equipment, area and type of operation.

4) special handling of passengers with emphasis on passengers with disabilities or reduced mobility, infants and stretcher cases.

b) Cooperation within the crewmembers:

1) discipline, responsibilities and chain of command

2) importance of coordination and communication

3) flight crew and Cabin Crew incapacitation.

c) Review of operator requirements and legal requirements:

1) passenger briefing, safety information card
2) securing of galleys
3) stowage of cabin baggage
4) electronic equipment
5) procedures when refuelling with passengers on board
6) turbulence including action by ICC in the absence of instructions from Pilot-in-Command
7) documentation.

d) Accident and incident reporting

e) Human factors and CRM

1) The operator should ensure that all applicable elements specified in CAGM 6013 are integrated into the training.

f) Flight and duty time limitations and rest (FTL) as per the training requirements of CAD 1901 – FTL

5.1.2 Responsibility To The Commander

5.1.2.1 When the level of turbulence so requires, and in the absence of any instructions from the flight crew, the in-charge Cabin Crew member should be entitled to discontinue non-safety-related duties and advise the flight crew of the level of turbulence being experienced and the need for the fasten seat belt signs to be switched on. This should be followed by the Cabin Crew securing the passenger cabin and other relevant areas.

5.1.3 Unable to operate

a) Replacement of in-charge Cabin Crew member at a base of the operator

1) An in-charge Cabin Crew member who did not report for or cannot commence the assigned flight or series of flights originating from a base of the operator should be replaced without undue delay. The flight should not depart unless another in-charge Cabin Crew member has been assigned.

b) Replacement of incapacitated or unavailable in-charge Cabin Crew member

1) An in-charge Cabin Crew member, who becomes incapacitated during a flight or series of flights, or unavailable at a stopover (layover) point, should be replaced without undue delay by another in-charge Cabin Crew member qualified on the concerned aircraft type/variant. If there is no other in-charge Cabin Crew member, the most appropriately qualified Cabin Crew member should be assigned to act as in-charge Cabin Crew member in order to reach a base of the operator.
2) If during the series of flights, the aircraft transits via a base of the operator, the assigned Cabin Crew member acting as in-charge Cabin Crew member should be replaced by another in-charge Cabin Crew member.

5.1.4 Most appropriately qualified Cabin Crew member

5.1.4.1 Selection of the most appropriately qualified Cabin Crew member should take into account if the individual's experience as operating Cabin Crew member is adequate for the conduct of duties required of an in-charge Cabin Crew member. The selected Cabin Crew member should have operational experience on the concerned aircraft type/variant.

5.1.5 Replacement of incapacitated or unavailable in-charge Cabin Crew member by another in-charge Cabin Crew member

5.1.5.1 To ensure that another in-charge Cabin Crew member is assigned without undue delay, the operator should take appropriate measures. These include, but are not limited to, the following:

a) to ensure that a flight or series of flights do not depart from an aerodrome where an in-charge Cabin Crew member is available or can be made available, the operator may:

1) appoint a in-charge Cabin Crew member originally assigned to another flight and who is available at the concerned base or stopover (layover) point if the reporting time for that flight provides sufficient time to find a replacement; or

2) assign an in-charge Cabin Crew member who is on standby to operate the flight or to position to the destination where the nominated in-charge Cabin Crew member has become incapacitated or unavailable to operate;

b) the operator should utilise another in-charge Cabin Crew member if he is among the operating crew on the same flight;

c) in case of unavailable in-charge Cabin Crew member, the operator should use the available time and resources to replace him at the stopover (layover) point with another in-charge Cabin Crew member;

d) the operator should consider including the identification of the most appropriately qualified Cabin Crew member in pre-flight briefings.

Note. - Flight or series of flights refers to a period that commences when a Cabin Crew member is required to report for duty, which includes a sector or a series of sectors, and finishes when the aircraft finally comes to rest and the engines are shut down, at the end of the last sector on which the Cabin Crew member acts as an operating crew member.

5.2 Risk assessment for cruise phase operation with a lower number of Cabin Crew

5.2.1 When conducting the risk assessment required under 6.2.6 of the CAD 6009 – CC the operator should:

a) assess the risks as relevant to the type and duration of the flight to be operated, aircraft type, cabin configuration, passenger seating capacity, the number and qualification of the operating Cabin Crew members, and the particular flight duty period (FDP);

b) determine how many Cabin Crew members should be present and ready to act at any time to realistically manage the normal and emergency procedures to be applied during cruise; and

c) evaluate the time and conditions necessary for the Cabin Crew members taking in-flight rest to reach their assigned Cabin Crew stations in case of an emergency.

5.3 Specific procedures for cruise phase operation with a lower number of Cabin Crew members in the passenger compartment

5.3.1 When establishing the specific procedures for cruise phase operation with a lower number of Cabin Crew members in the passenger compartment, the operator should at least consider the following:

a) Normal procedures including at least:

1) surveillance of the passenger compartment, including the lavatories and the galleys;
2) management of, and assistance to, passengers;
3) crew communication and coordination, including the necessary contact with and support to the flight crew as specified by the operator.

5.3.2 Emergency procedures including at least those to be applied in case of:

a) medical emergency;

b) unruly behaviour;

c) unlawful interference or bomb threat;

d) slow depressurisation;

e) decompression;

f) fire or smoke event;

g) emergency descent, taking into account that the procedure to be applied may vary depending on the causing event (e.g. depressurisation or fire).

5.3.3 Specific procedures for cruise phase operation with a lower number of Cabin Crew should describe:

a) how to re-assign duties and responsibilities of Cabin Crew members or in-charge Cabin Crew member who take in-flight rest to another Cabin Crew member considering the experience and qualification of the Cabin Crew member or in-charge Cabin Crew member; and

b) how Cabin Crew members taking in-flight rest can be again ready to act and reach their assigned Cabin Crew stations in case of an emergency.

5.4 Additional conditions for assignment to duties

5.4.1 As a minimum the following are to be adhered to by operators:

a) the uniform to be worn includes:

1) the use of natural fabrics such as wool and cotton that offer the best protection when heated.
2) not impede the performance of their duties,
3) allowing passengers to identify the operating Cabin Crew member during normal, abnormal and emergency situation.
4) a name tag on the left side and visible whilst on duty. The design and material of the name tag shall be considered so as not to cause injury.

b) ICC wears a name tag which displays the word “In-charge”.

c) Considerations should be given to the height of the heels to avoid any injuries to Cabin Crew members - court shoes not more than two (2) inches and in-flight sandals not more than one (1) inch.

d) Appropriate hair styles as to avoid any whiplash injury.

Note: To cater for unforeseen circumstances, the above need not apply

INTENTIONALLY LEFT BLANK

6 Appendices

6.1 Appendix 1 – Compilation of the Cabin Operations Manual

1 In order to ensure that the Cabin Crew members of the operator conform to the regulations and required tasks, the operator is to follow the guidelines as appended below when developing the Cabin Operations Manual required by Chapter 1.6 of CAD 6009:

a) Definition of crew member.

b) General statement regarding Cabin Crew duties and responsibilities.

c) The manual must be easy to read.

d) The manual contains instructions for processing revisions.

e) Each manual page has date of the last revisions.

f) Each crewmember has manual accessible while performing assigned duties.

g) The manual contains the stipulation that each Cabin Crew member must have a manual readily accessible for use on board the aircraft.

h) The manual is up to date.

i) The policy on updating the manuals is stated in the operators document control manual or any appropriate manual.

2 Guidelines

2.1 For acceptance and approval of the manuals by CAAM, operators should follow the guidelines below:

2.1.1 Policies

a) Policy that Cabin Crew be seated during movement unless performing safety related duties.

b) Examples of acceptable “safety duties” provided.

c) Required number of Cabin Crew with passengers onboard while at gate.

d) Required number of Cabin Crew that must be onboard during aircraft operations.

e) Required number of Cabin Crew for refuelling with passengers onboard.

f) Specific duties of Cabin Crew during refuelling.

2.1.2 Passenger Safety Information Briefings

a) Direction for compliance with lighted signs, posted placards, crew instructions.

b) Method for demonstrating fastening and opening the seat belts.

c) Method of advising the requirement to comply with lighted passenger info signs.

d) Method of advising the no smoking policy, including tampering with the smoke detectors.

e) Method of briefing of emergency exits.

f) Method of briefing location and use of required floatation devices.

g) Method of reference to passenger safety/briefing information cards.

h) Specific timing and wording of inflight advisory when “seatbelt” sign is off.

i) Specific wording of extended overwater briefing (Adult/child flotation devices and rafts or slide rafts).

j) Specific wording of the need for oxygen, location and the use of dispensing equipment.

k) Policy for regular announcement when passenger info signs illuminated for long period.

l) Policy of notification to pilot-in-command when passenger continues not to obey passenger info signs.

m) Compilation of CAAM approved Safety Announcement for (normal/ abnormal/ emergency duties).

2.1.3 Procedures for Handling Infants and Children

(a) Procedure for use of restraint device including location and actions during an emergency.

(b) Requirement that infants should be restrained using child restraint device during turbulence.

(c) Requirement that infant should be restrained using child restraint device during take-off and landing.

2.1.4 Procedure for Handling Persons with Reduced Mobility

(a) Standard individual briefing for those who may need assistance to exit.

(b) Standard individual briefing for persons attending to these individuals.

(c) If applicable: location, operation and use of onboard wheelchairs.

(d) If applicable: location, operation and use of disabled friendly lavatories.

(e) If applicable: location, operation and use of moveable armrest.

2.1.5 Exit Row Seat Policies

(a) Procedures to ensure that exit seating programme is completed.

(b) Specific wording to advise a person not meeting selection criteria.

(c) Specific wording requesting whether a person has a non-discernible condition.

(d) Specific wording questioning the possibility of bodily harm.

(e) Specific wording requesting whether a person is willing to perform the functions.

(f) Method for determination of whether persons at the exit row speaks English, or Bahasa Malaysia or any other languages understood by means of a translator.

2.1.6 Other Passengers Issues

(a) Policies regarding serving of alcohol.

(b) Procedures for reporting persons who unruly/disruptive behaviour.

(c) Policies regarding armed passengers.

(d) Policies regarding persons who abuses crewmembers.

(e) Policies regarding interference with a crewmember in performing duties.

(f) Policy regarding boarding of persons who are of unsound mind.

(g) Policy regarding boarding of persons who are emotionally disturbed.

(h) Policies for boarding pregnant passengers.

(i) Method for boarding stretcher patients.

(j) Specific method for handling non-compliance with the smoking ban.

(k) Requirement for restraint of galley equipment during certain operations.

(l) Requirement for proper braking galley equipment during use.

(m) Requirement for stowage of cargo in the cabin.

(n) Specific of the approved carry-on baggage programme.

2.1.7 Cabin Storage of Carry-On and Cargo

(a) Policies for managing the boarding of carry-on baggage.

(b) Proper location for storage of crew baggage.

(c) Approved storage areas for carry-on baggage.

(d) Storage methods and areas for canes.

(e) Prohibition against storage of carry-on in some areas (flight deck, lavatories, etc).

(f) Requirement for tray table, footrest and armrest stowage during take-off and landing (where applicable).

(g) Requirement for seat backs to be in the upright position for take-off and landing.

(h) Requirement to stow Cabin Crew jump seat restraint systems when not in use.

(i) Requirement to ready the doors for movement on the surface.

(j) Provision for ensuring that one door is ready for passenger egress at the gate.

(k) Procedure when occupants are using devices which are not allowed.

(l) Prohibition against the carriage of drugs.

(m) Instructions for identification of dangerous goods.

(n) Instructions for use of flashlight.

(o) Instructions for cabin light settings for take-off and landing.

(p) Instructions for cabin light settings for prepared emergency evacuation.

2.1.8 Abnormal Situations

(a) Procedures for crew coordination in turbulence. These procedures correspond to those listed in OM.

(b) Policy regarding service procedures during turbulence (hot liquids).

(c) Policy for passenger seat belt discipline during turbulence.

(d) Information about survival in situations appropriate to operations.

(e) Procedures to use in event of hijacking.

(f) Methods of communications with other crewmembers during hijacking.

(g) Security regulations & procedures for the carriage of weapons.

(h) Instructions regarding the contents and use of universal precaution kit.

(i) Instructions regarding the contents and use of first aid kit (mandatory).

(j) Instructions regarding the contents and use of the Medical Kit (doctor's use).

(k) Instructions for the recognition of common medical problems.

(l) Instructions for first aid, considering limited space in aircraft cabins.

(m) Instructions regarding the recognition and effects of hypoxia.

(n) Procedures in event of rapid depressurisation.

(o) Description of use of each type of portable oxygen bottle and mask.

(p) Procedures for Cabin Crew to administer oxygen to self.

(q) Procedures for use of medical (passenger-supplied) oxygen.

(r) Prohibition against smoking on board the aircraft, especially when administering oxygen.

2.1.9 Smoke and Fire Prevention and Control

(a) Requirement to check lavatories before take-off and periodically.

(b) Requirement for periodic cabin checks.

(c) Instructions for use of circuit breakers, including no-reset policy.

(d) Smoke/Fire control procedures on the ground.

(e) Smoke/Fire control procedures during flight.

(f) Instructions for use of protective breathing equipment.

(g) Instructions regarding the type of fire extinguishers for type of fire.

(h) Procedures for smoke/fire in lavatory or other confined spaces.

(i) Procedures for smoke/fire in the galley.

(j) Procedures for smoke/fire control when volatile fuel is involved

(k) Procedures for light ballast fires (if applicable).

2.1.10 Evacuation Procedures

(a) Instructions for crew coordination and signals.

(b) Instructions regarding the commands.

(c) Instructions describing the acceptable brace for impact positions.

(d) Instructions for ensuring the aircraft has come to a complete stop.

(e) Instructions for assessing the conditions in and outside the aircraft prior to action.

(f) Instructions for redirecting passenger flow.

(g) Specific wording of prepared emergency evacuation.

(h) Instructions for stopping an unwarranted evacuation.

2.1.11 Aircraft Description

(a) Diagram of each different aircraft configurations.

(b) Designation of take-off and landing location for each required Cabin Crew.

(c) Duties and duty station of each crewmember during an evacuation or ditching.

(d) Cabin pre-flight check of specific safety equipment.

(e) Cabin Crew locations for performing safety demonstration.

2.1.12 Aircraft Safety/Emergency Equipment: Quantity, Location, Serviceability & Operation

2.1.12.1 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 Loose Emergency Equipment Layout (LEEL) by all safety regulatory agencies.

2.1.12.2 In order to ensure that the cabin operations manual conforms to the safety information required for a specific type of aircraft, operators should follow the guidelines as appended below:

2.1.12.2.1 Aircraft Description

(a) The SEPM should contain a description and/or diagram of each type/model of aircraft showing the items listed below.

(b) If the location of any of these items varies from one aircraft to another, aircraft registration numbers with specific location should be given.

(c) The assigned take-off and landing station for each crewmember who might be assigned to safety duties in the cabin should be clearly designated.

(d) The duties and duty station for each crewmember (including flight crew) during an evacuation or ditching should be given.

(e) If it is part of the operator's procedures, the pre-flight check of specific safety equipment should be given. This should include checking of placards.

(f) Cabin Crew location for performing safety demonstration.

2.1.12.2.2 Aircraft Safety & Emergency Equipment

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:

(a) Each exit (clearly show what type of exit).

(b) Each Universal Precaution Kit, First Aid Kit, Medical Kit (Annex 6 Part 1 Attachment A).

(c) Portable lights/flashlights.

(d) Each portable fire extinguisher (e.g.: water/halon).

(e) Each protective breathing equipment.

(f) Flotation equipment like adult/child/infant life vests or seat cushions.

(g) Overwater equipment like slide or life raft.

(h) Fixed/portable emergency signalling transmitters (ELT).

(i) Crash axe.

(j) Megaphone.

(k) Appropriate circuit breakers.

(l) Portable oxygen.

(m) Supplemental (aircraft installed) oxygen.

(n) Approved crew bag stowage areas.

(o) Safety demo pouch.

(p) Safety Information/briefing card.

(q) Protective gloves.

(r) Smoke goggles.

(s) Baby survival cots (if applicable).

(t) Child restraint devices.

(u) Extension seat belt and infant (loop) seat belt.

(v) AED (automated external defibrillator) and associated equipment, if applicable.

(w) Restraining device.

(x) Checklists for SOPs/Bomb etc search/safety emergency equipment check, preferably, under each Cabin Crew jump seat in each aircraft.

2.1.12.2.3 Floor Level Exits

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

(d) ready for gate arrival.

(e) ready at gate, if appropriate.

2.1.12.2.4 Evacuation Slides/Raft

Description of operation and procedures for evacuation slides/raft, or ramps should include the following:

(a) emergency inflation.

(b) manual inflation.

2.1.12.2.5 Window Exits

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 lifelines.

2.1.12.2.6 Ventral Stairs (Airstair) *(if applicable)*

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.

2.1.12.2.7 Tail Cones

The information about the operation and procedures pertinent to tail cones 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.

2.1.12.2.8 Flight Deck Emergency Exits

(a) 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).

2.1.12.2.9 Escape Routes other than Cabin

(a) Information should show the method of reaching these exits, the opening, and actions necessary to exit.

2.1.12.2.10 Door Safety/Barrier Straps

(a) Include both location and use in normal and emergency operations.

2.1.12.2.11 Door Inoperative Procedures

If an aircraft is allowed to operate with a door inoperative, the procedures below are to be highlighted:

(a) Identification of the inoperative door.

(b) Reassignment of passenger seating

(c) Door configuration (e.g., arm/disarm)

2.1.12.2.12 Emergency Lights

(a) Location of emergency lights, emergency light switches, and procedures for use should be in the manual.

(b) Information about floor proximity lighting should be given as appropriate to that type of aircraft.

2.1.12.2.13 Public Address & Interphone System

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

2.1.12.2.14 Evacuation Alarms

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

2.1.12.2.15 Oxygen Systems

The manual should include the following:

(a) location of oxygen dispensing units.

(b) information about additional drop-down masks.

(c) proper method of use.

(d) information on:

(i) manual deployment,

(ii) information about special characteristics of chemically generated devices, (such as heat generating properties).

2.1.12.2.16 Portable Oxygen Equipment

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

2.1.12.2.17 Galley Restraint

(a) Description of the locations and methods of securing each piece of galley equipment should be given.

2.1.12.2.18 Carry-On Baggage Restraint

(a) 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.

(b) 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.

2.1.12.2.19 Smoke Alarms

(a) 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.

2.1.12.2.20 Trash Container Doors and/or Flappers

(a) The manual should contain information about the location, function, and proper operation of these doors/flappers.

2.1.12.2.21 Upper/Lower Deck

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

2.1.12.2.22 Lifts

(a) Multi-decked aircraft are usually equipped with personnel/galley lifts. Operation and function of the safety interlock system of these lifts should be described.

2.1.12.2.23 Flotation Cushions

(a) Location, function, and use of flotation cushions should be given if applicable.

2.1.12.2.24 Life Preservers

(a) Donning, inflation, use, and activation of light for each type of life preserver, including infant and child preservers, should be given.

Note. – *If only one type is used, this information may have been given in the "general section" of the manual.*

2.1.12.2.25 Life Rafts & Slide/Rafts Used In Flotation

When the aircraft is equipped with life rafts, slide/raft packs, or slides used as flotation device, 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.

2.1.12.2.26 Inoperable Equipment

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

2.1.12.2.27 Fire Extinguishers and Protective Breathing Equipment

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

2.1.12.2.28 Smoke Barriers

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

2.1.12.2.29 First Aid/Medical/Universal Precaution Kits

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

2.1.13 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) Policies for admission of persons to the flight deck.

(4) Procedure for flight crew to identify Cabin Crew before allowing entry to flight deck.

(5) Procedure for locking and unlocking flight deck door.

(6) Procedure for notification of sterile flight deck procedure in effect.

(7) Normal methods of communication and coordination between crewmembers.

(8) General statement concerning the importance of crew coordination.

(9) Outline of pre-flight crew briefings.

(10) Procedures for reporting in-flight irregularities and malfunctions.

(11) Carry-on baggage stowed before passenger loading door closed.

(12) Crew coordination procedures to ensure that the aircraft including the cabin is ready for movement on the surface for take-off and landing.

(13) Crew coordination procedures for exit seating,

(14) Cabin Crew required to be seated during movement on the surface unless performing safety-related duties.

(15) Definition of safety-related duties.

(16) Number of Cabin Crew that must be on board while parked at the gate with passengers on board.

(17) Method to identify Cabin Crew substitutes that might be used while the aircraft is parked at the gate.

(18) Specific number and location of Cabin Crew that must be on board before aircraft movement on the surface.

(19) Cabin Crew duties and number of Cabin Crew that must be on board during refuelling procedures.

(20) Policy for use of jump seat by anyone other than the assigned Cabin Crew.

(21) Policies and procedures for checking emergency equipment.

(22) Before take-off briefing announcement and demonstration.

(23) Demonstration of use of seatbelts.

(24) Requirements for use of seatbelts.

(25) Policies regarding smoking, including prohibition against smoking in the lavatories or tampering with, disabling or destroying smoke detectors.

(26) Compliance with lighted and any information on placard and crewmember instructions.

(27) Location of exits.

(28) Location and use of required flotation equipment.

(29) Exit seating reference to passenger safety/briefing information cards.

(30) Request that a passenger identify him or herself if he or she cannot meet selection criteria.

(31) Requirement for an individual briefing of persons who may need assistance and persons attending to these individuals.

(32) After take-off briefing, including notification to keep seat belts fastened even when sign is off.

(33) 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 if available.

(37) Policy requirement that before operations above 25,000 feet 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 pilot-in-command 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 SEPM should include the following concerning infants and children:

(a) Procedures for restraint including location and actions during emergency.

(b) Information about the types restraint devices that conform to any aviation regulation approved 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 during turbulence.

(44) Serving alcohol to passengers.

(45) Separating persons who cause 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 challenged.

(50) Passengers who are emotionally disturbed.

(51) Pregnant passengers.

(52) Policy and procedures for non-compliance of smoking policy.

(53) Restraint of galley equipment (including galley and carts) for movement on the surface, take-off, landing, and when not in use. This should include the fact that carts should be on a tie down point, if applicable,

(54) Proper stowage of cargo (such as musical instruments) in the cabin,

(55) Appropriate portions of carry-on baggage,

(56) 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,

(57) Approved stowage areas for carry-on baggage,

(58) Crew baggage stowage,

(59) Stowage of walking aids,

(60) Prohibition against stowage of trash or carry-on baggage in un-authorised receptacles such as lavatories or the flight deck ,

(61) Prohibition against obstruction articles with safety equipment,

(62) Need for tray tables, footrest and or any dividers 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 take-off, and landing,

(63) Seatbacks to be in their full upright position before take-off and landing,

(64) To stow Cabin Crew jump seat restraint systems when not in use.

2.1.14 Doors

(a) Arming of doors for movement on the surface, including general statement of responsibility for readying doors.

2.1.15 Drugs

(a) Carriage of drugs.

(b) Use of psychoactive substance.

2.1.16 Electronic Devices

(a) Procedures to follow when occupants use electronic devices and which devices are not allowed.

2.1.17 Hazardous Materials

(a) Identification and procedures for storage and handling (if allowed).

2.1.18 Lights

(a) Operator should to have a policy to ensure that each crewmember has a workable flashlight and knows its operation.

(b) Cabin light setting for take-off, landing, and prepared emergency evacuation and ditching.

(c) Specific aircraft light controls may be contained in the aircraft section of the manual.

2.1.19 Turbulence

(a) Crew coordination in turbulence.

(b) Service procedures, especially of hot liquids, in turbulence.

(c) Passenger seat belt discipline in turbulence.

2.1.20 Survival

(a) Information about survival in situations appropriate for operations such as sea, jungle and desert as well as polar and mountainous region.

2.1.21 Hijacking

(a) Procedures to deal with hijack scenarios are to be developed with the assistance of the Head of Security assigned to the operator.

Note. – *Procedures contained in the SEPM 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.*

2.1.22 Weapons

(a) Security regulations and operator's procedures for the carriage of weapons.

2.1.23 Illness/Injury

(a) Contents and procedures for use of first aid kits.

(b) Contents and procedures for use of emergency medical kit.

(c) Contents and procedures for use of universal precaution kit.

(d) Recognition of common medical problems.

(e) First aid treatment that considers limited and special space for those problems in aircraft cabins.

(f) Use of first aid oxygen may be placed with procedures or with use of equipment.

(g) Any additional first aid equipment for use by passengers.

2.1.24 Oxygen: Use & Need

(a) Depressurisation.

(b) Slow leaks.

(c) Rapid depressurisation procedures, including the following:

(i) Signs of a loss of cabin pressure,

(ii) Symptoms of hypoxia,

(iii) Crew coordination.

(d) Cabin Crew actions, including the following: grab the nearest oxygen mask, secure self or holding on to something solid and wait for announcement from the flight deck before moving around to assist passengers.

(e) Description of use of each type of portable oxygen bottle and mask.

(f) Procedures for Cabin Crew to administer oxygen to self.

(g) Procedures for use of medical (passenger supplied) oxygen (must be under operator's maintenance programme).

(h) Prohibition against smoking when oxygen is being administered.

2.1.25 Smoke/Fire Prevention & Control

(a) Smoke/Fire prevention procedures that at least include the following:

(i) Checking the lavatories before take-off and periodically during flight,

(ii) Use of protective breathing equipment,

(iii) Periodic cabin checks,

(iv) Use of circuit breakers located in the cabin (precautions against resetting),

(v) Proper storage of articles that could contribute to fire (such as matches),

(vi) Checking of oven and oven vents,

(vii) Cabin Crew procedures for handling passengers,

(b) Smoke/Fire control procedures should include fires occurring in the following locations:

(i) on the ground,

(ii) outside the aircraft,

(iii) inside the aircraft

(iv) during flight.

(c) During fire inside the aircraft, fire control procedures should include the following:

(i) Type of fire extinguisher on class of fire,

(ii) Use of protective breathing equipment (PBE),

(iii) Smoke control procedures,

(iv) Use of circuit breakers,

(v) Galley and oven fire,

(vi) Lavatory fire or other confined spaces,

(vii) Lithium battery fire.

2.1.26 Evacuation Procedures

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) Unprepared (unanticipated aircraft evacuation or water landing) including the following:

(i) Crew coordination,

(ii) Commands given to passengers,

(iii) Initiation,

(iv) Actions at door,

(v) Prepared (anticipated aircraft evacuation or ditching) including the following:

a. Crew coordination,

b. Commands given to passengers,

c. Passenger preparation,

d. Cabin preparation.

(vi) Unwarranted (unprepared) evacuation, passenger or crew initiated, including crew coordination and stopping the evacuation.