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CIVIL AVIATION DEPARTMENT
DIRECTORATE GENERAL OF CIVIL AVIATION

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CABIN SAFETY CIRCULAR

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Sub: Guidelines for Preparation of Cabin Crew SEP manual.

1. INTRODUCTION

In accordance to Rule 38 (B) of the Aircraft Rules, 1937., no aircraft registered in India can be operated for public transport of passengers unless the minimum number of cabin crew are on board the aircraft for the purpose of performing such duties as may be assigned in the interest of safety of passengers, by the operator or the Pilot-in-command of the aircraft.

Rule 38 (B) (5) stipulates that each cabin crew shall successfully undergo the training programmes duly approved by the Director General.

2. PURPOSE

The purpose of this Cabin Safety Circular (CSC) is to provide guidelines for formulating programmes for safety and emergency procedures. The broad details of the training programme is provided in CAR Section 7 Series M Part I. The detailed syllabus for safety and emergency procedures and cabin will be covered in the SEP manual. (SEP manual is a part of the Operations Manual)

3. APPLICABILITY

This CSC is applicable to Scheduled, Non Scheduled and other operators who

carry Cabin Crew on board aircraft.

4. SYLLABUS AND CABIN PROCEDURES.

The SEP manual will contain detailed syllabus for cabin safety and emergency procedures that are required to be followed by Cabin Crew.

When developing safety and emergency procedures for regulatory acceptance, the operator should refer to the guidelines mentioned in Appendix 1 to this CSC.

Sd/-
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Chief Flight Operations Inspector
For Director General of Civil Aviation

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PART ONE

AVIATION INDOCTRINATION

1.1 REGULATORY OVERVIEW

Content: Regulatory Overview
Aviation Regulations

1.1.1 Regulatory Overview

- i. Identify international and national aviation regulatory authorities and describe their role relating to crew members. Crew liaisoning with these authorities. The requirement of Cabin crew members to comply with international regulations and penalties for breach of these regulations (e.g. company vs. individual liabilities).
- ii. Identify other regulatory authorities that crew members may be in contact with and describe their role in aviation (e.g. Customs, Police, Immigration, Health, Drug Enforcement).
- iii. Describe the aviation regulatory system in India.

1.1.2 Aviation Regulations

- i. Identify and describe the regulations governing cabin crew in India.
- ii. Identify aircraft rules in cabin safety and describe its effect on aviation safety.
- iii. Identify and describe the specific regulations applicable to crew members and cabin safety including but not limited to:
 - a) Seat Belts and Related Restraint Systems;
 - b) Life-Saving Equipment (e.g. life rafts, life jackets, survival kits);
 - c) Oxygen Equipment;
 - d) First Aid Kit and Physician Kit;
 - e) Exit Row Seating;
 - f) Minimum Crew Requirements;
 - g) Passenger Safety Briefings
 - h) Passenger Safety Information Briefing Cards;
 - i) Carry-on Baggage;
 - j) Minimum Equipment Lists;
 - k) Cabin Defect Log Book (or equivalent);
 - l) Liquor/Drugs;
 - m) Fuelling with passengers on board/boarding;
 - n) Survival Equipment;
 - o) Duty Time Limitations;
 - p) Crew Rest;
 - q) Smoking regulation;

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- r) ELTs and Fire Extinguishers;
- s) Stowage of Equipment and Supplies;
- t) Seatbacks and Chair Table Positioning;
- u) Megaphone; etc.

1.2 Aviation Terminology

1.2.1 Terminology

- i. Identify and define aviation terminologies common to the operator including terms relating to airports, ground operations and flight operations.

1.2.2 Terms of Reference

- i. Identify and describe the 24-hour clock and its application in aviation.
- ii. Describe what is meant by time zones and outline how to calculate elapsed time when crossing time zones.
- iii. Define what is meant by the International Date Line and describe its application in aviation.
- iv. Define what is meant by GMT/UTC and its application in aviation.
- v. List and identify the airport location identifiers used by the operator and describe how and why they are used.
- vi. Define and describe the phonetic alphabet and describe its importance in aviation-related communication.

1.3 THEORY OF FLIGHT

Content:	General Aircraft Description Aerodynamics of Flight Meteorology
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1.3.1 General Aircraft Description

- i. Identify the main components of an aircraft and describe their function including but not limited to:
 - a) Wing – leading edge, trailing edge, wing tip, winglet;
 - b) Control systems – ailerons, flaps, rudder, elevator;
 - c) Tail – fixed vertical stabilizer, rudder, elevators; and
 - d) Miscellaneous – fuselage, undercarriage, main gear, nose wheel, chocks/blocks.
- ii. Define what is meant by aircraft operating abnormalities, which do not constitute an emergency (e.g. flap, landing gear, visible fluid leaks, etc.).

1.3.2 Aerodynamics of Flight

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- i. Identify and describe -the four forces acting on an aircraft in-flight, the three axes and their movement
- ii. Define what is meant by aircraft attitude and Altitude and cabin altitude.
- iii. Describe how lift is achieved.
- iv. Describe aircraft pressurization.
- v. Define what is meant by weight and balance (centre of gravity).

1.3.3 Meteorology

- i. Atmosphere- Layers, composition and properties of air.
- ii. The effect of weather conditions on aircraft in flight (e.g. thunderstorms).
- iii. The types of wind phenomena and their effect on aircraft in flight (E.g. CAT, jet stream, wind shear).

1.4 PHYSIOLOGY OF FLIGHT

Content:	General description and Effects of change in Altitude
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1.4.1 General

Describe:

- i. The physiology of respiration and circulation.
- ii. The body's requirement for oxygen and the potential for crew member incapacitation due to lack of oxygen.

1.4.2 Effects of change in Altitude

The most common physiological effects of altitude and the pressurized cabin, including but not limited to: dehydration, effects of trapped gasses, decompression sickness, hypoxia and Time of useful consciousness (including their effects, associated hazards, signs and symptoms).

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PART TWO

ROLES AND RESPONSIBILITIES

2.1 AIR OPERATOR

Content: Operating Requirements
Operations Manual/Cabin Crew Manual

2.1.1 Operating Requirements

- i. Identify the air operator's policy and procedures for the reporting of accidents and incidents. Include information regarding investigations and follow-up that may occur.

2.1.2 Cabin Crew Manuals

- i. Cabin Crew SEP Manual and the Quick Reference Handbook.
- ii. The requirement to have an up-to-date QRH in Crew carryon baggage and SEP Manual readily available at a designated place in the aircraft.
- iii. The requirement of the cabin crew to maintain an up to date SEP manual at all times.

2.2 CREW MEMBER

Content: Responsibilities of Cabin Crew

2.2.1 General

- i. The responsibility of crew members to maintain knowledge of all safety and emergency procedures relating to their duties and perform their duties in accordance to the approved procedures.
- ii. Outline crew member's responsibilities to ensure all flight documentation, publications, and manuals are up to date. Each cabin crew member shall ensure the following for their manuals:
 - a) A Record of Revisions is in the manuals tracking the amendments received and when they were inserted into the manuals; and
 - b) All amendments must be inserted in appropriate sections.

2.2.2 Responsibilities of crew members:

- iv. To report any on board safety concerns to the pilot-in-command.
- v. To keep all documentation relative to flight duties up to date at all times (e.g. passport, security pass).
- vi. To ensure that all equipment is available, in good working order, and properly secured when not in use.
- vii. To report unserviceable equipment following established company procedures.
- viii. To successfully complete required training and maintain qualifications.
- ix. To follow chain-of-command and the authority of the pilot-in-command.
- x. To be aware of the duties and responsibilities of other crew members and be prepared to assume those duties, if necessary.
- xi. To follow procedure regarding attending and participating in crew briefings.
- xii. To know “person carried for the completion of non-safety related duties” who are not a part of the minimum cabin crew members and what procedure to follow when they are on board.
- xiii. To be aware of functions they perform when assigned on a flight, activities they may/may not be assigned, and identification to differentiate them from other crew members as per Operations Specifications. This includes Trainees on familiarization or Check flights.
- xiv. To be constantly alert and prepared to handle any abnormal/emergency situation as it may occur.
- xv. To comply with and enforce regulatory requirements.

2.3 DGCA – INSPECTORS

Content: Guidelines

2.3.1 Guidelines to be followed when DGCA official on board

- i. Identify the types of regulatory control exercises in areas of aviation safety.
- ii. Outline the authority of Director General Civil Aviation Safety Inspectors to inspect the operations of air operators.
- iii. The procedure to be followed by Cabin crew members and Senior Crew member when a DGCA inspector is on board-
This must include:
How to notify PIC, ID proof that the inspector will carry, Circumstances in which

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DGCA inspector can occupy Flight deck observer seat or Cabin crew jump seat
Etc.

PART THREE
SAFETY PROCEDURES

3.1

Content: Common Terminology

3.1.1 Common Terminology

- i. The Use, Description and importance of common terminology
 - ii. Where and when and how it is to be used.
-

3.2 Crew Co-ordination and Communication

Content: Crew co ordination
Effective Communication and
Appropriate announcements

3.2.1 Crew Coordination

- i. The importance of crew members being aware of other crew member's duties, responsibilities, workloads and expectations.

3.2.2 Effective communication

- i. Define normal, abnormal and emergency communication.
- ii. Describe the procedures for normal, abnormal and emergency communication and describe ways of communicating effectively in these situations (e.g. speed, volume, choice of words, enunciation, etc.).

3.2.3 Passenger Announcements

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- i. List Passenger announcement systems (e.g. PA, pre-recorded announcements, etc.).
- ii. Describe Passenger address techniques (e.g. how to hold the handset, volume, and feedback in systems, etc.).
- iii. Describe when, and by whom cabin announcements must be made, and the minimum content of each announcement (e.g. cabin baggage, pre-departure safety, after take-off, etc.).
- iv. Identify the importance of listening to all announcements in the event that the announcement may contain emergency signals or information.
- v. The importance of making no announcements to be made after Cabin Galley secure check is passed, unless it involves a safety issue/emergency situation.

3.3 BRIEFINGS

Content:	Crew Briefings Passenger Briefings
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3.3.1 Crew Briefings

- i. Identify the importance of Crew Briefings .
- ii. Outline when crew briefings are required including normal, abnormal and
- iii. Emergency situations.
- iv. Identify the types of crew briefings (e.g. pilot/CCIC/other cabin crew, Pre-flight, post flight etc.).
- v. Describe the topics to be covered in the crew briefing(s).
- vi. Identify the crew member responsibility to ask questions if all the required information has not been given in a briefing or if the information is unclear.
- vii. Identify who is required to attend each type of crew briefing and their expected level of preparedness and participation.

3.3.2 Passenger Briefings

- i. Identify the requirement, describe the criteria and content for passenger safety briefings prior to departure.

These briefings must include:

- a) Over wing/emergency exits passenger briefing;
- b) Passenger travelling with an infant briefing and
- c) Special attention passenger's individual pre-flight briefing including, blind Pax, PRMs, Deportees, Escorts with prisoners, Buddy and PSP briefings in emergency etc.

The briefings must be Clear, Concise and understood the Pax. The crew must

APPENDIX 1

take Language Preference before briefing the Pax.

- ii. Identify the content of the mandatory announcements as per CAR and when they must be performed:
 - a) Pre-flight safety announcement
(This includes Pre Flight Safety demonstration. Describe the operator' procedures for delivering the passenger safety briefing/Announcement and the equipment available to accomplish this. Where briefings Pre-Fight Safety briefings are conducted using pre-recorded tape or audio-visual equipment, describe the procedures established in the case of equipment failure)
 - b) Cabin Baggage
 - c) Short taxi announcement
 - d) After take-off;
 - e) En route turbulence;
 - f) Pre-landing; and
 - f) After landing
- iii. After landing describe the requirement to relay safety related messages to passengers (e.g. whenever flight conditions change, abnormal or emergency situations).

3.4 SAFETY CHECKS

Content: Importance and procedure of conducting Safety Checks

3.4.1 Importance of safety checks

- i. Identify the importance of safety checks and their impact on flight safety. Describe the procedures and importance of complete cabin and passenger pre-flight, in-flight and pre-landing safety checks.

3.4.2 Procedures

- i. The procedures and purpose of doing these checks.
- ii. The procedures for reporting, removing and repairing all unserviceable items as applicable.

3.5 PASSENGER HANDLING

Content: General
Passenger Boarding

APPENDIX 1

Service to Passengers on ground

3.5.1 General

- i. The requirement for passengers to comply with instructions of crew members.
- ii. The types of passengers which may be carried including passengers who require special handling.
- iii. Policy and procedures pertaining to acceptance and On board handling of such passengers by the Cabin Crew:
 - a) Carriage of Incubators;
 - b) Carriage of Stretchers;
 - c) Escape paths and evacuation methods ;
 - d) Passengers with injuries or illness
 - e) MEDA passengers(Passengers requiring Medical assistance)
 - f) Persons travelling with an attendant;
 - g) Passengers with reduced mobility;
 - h)Child restraint systems;
 - i) Live animals and see-eye dogs;
 - j) Unaccompanied minors;
 - k)Prisoners;
 - l) Runaways
 - m) Unescorted and escorted deportees.
 - m) INAD (In-Admissible)
 - J) Mentally retarded

For each of the above cases, identify special handling considerations, seating (including restrictions on different aircraft types), securing persons and equipment (as applicable) for all phases of flight, safety briefings and Escape paths and Evacuation methods.

- iv. Identify the air operator's policy for accepting or denying boarding to passengers and who is responsible for making this decision.
- v. Outline the regulatory requirements regarding passengers who appear to be impaired due to alcohol or drugs, and the air operator's policies and procedures regarding alcohol service to passengers. Include crew responsibilities in serving passengers who appear to be impaired.

3.5.2 Passenger Boarding

- I. Responsibility of Cabin crew for Passenger supervision when:
 - a) Aircraft is on ground;
 - b) During boarding, deplaning, and station stop.

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- II. The number of crew members that must be present on the aircraft for the above.
- III. The importance of safety duties over service duties during passenger boarding.

3.5.3 Service to passengers on ground

- i. Communication and co-ordination between Pilots and Crew whenever services are offered to passengers on ground. This must include time available to conduct and henceforth, finish the services.
- ii. Safety implications to be identified.
- iii. Decision making power to conduct services on ground.
- iv. Safety precautions that crew must take when conducting such services.

3.6 PASSENGER AND CREW MEMBER SEATS AND RESTRAINTS

Content: Passenger Seating
 Crew Seating

3.6.1 Passenger Seating

- i. Define the Procedures, Criteria ,Operator’s Policy and restrictions as per the regulations on the following:
 - a) Emergency Exit row/Over wing exit
 - b) Relocation policy in the above case
 - c) Special attention Passengers
 - d) Passenger seating on aircrafts with upper deck /lower deck
 - e) Arm held infants
 - f) On board Sky Cots
 - g) Seating of passengers with disability.
 - h) Infant and Child restraint devices
- ii. The requirement for passengers to be seated in their assigned seats with seat belts fastened for taxi, take-off, landing and whenever advised by a crew member. The required positioning of seats for take-off and landing.
- iii. The different types of seat belts/harnesses found on passenger seats on aircraft in the fleet, and the correct method of operation for each.
- iv. Identify any placards or signage associated with passenger seating and describe appropriate usage (e.g. “For Crew Use Only”).

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3.6.2 Crew Seating

- i. Persons authorized to occupy any of the crew seats on board and who has the authority to make this decision.
- ii. Identify the persons authorized to occupy any of the observer seats in the flight deck.
- iii. Describe the importance of ensuring serviceability of cabin crew seats, who is responsible to ensure this, and when to check serviceability.
- iv. Pre-flight serviceability check for a cabin crew seat (e.g. “sit and fit” to enable quick access).
- v. Alternate seating in situations demanding change of seat for Cabin crew.(for e.g. Jump seat INOP ,LRBL prepared for Specific Bomb threat etc.
- vi. The requirements for cabin crew to be seated with restraint systems fastened for aircraft movement on the surface (except for safety related duties), for take-off, landing and turbulence and whenever directed to do so by the pilot-in-command or the cabin crew in-charge.

- vii. The correct way to sit in a cabin crew seat including the preferred position of hands, feet, legs and head to ensure maximum protection (brace position).
- vii. Procedures for Cabin Crew members to be seated with their safety harness fastened-The rationale behind wearing the seat belt and shoulder harness and the hazards of improper use.
Any placards or signage associated with crew seating and describe appropriate usage (e.g. “For Crew Use Only”).
- viii. The signals/verbal command for cabin crew members to take their assigned seats and to secure themselves. State who is responsible for giving these signals.

3.7 CARRY-ON BAGGAGE

Content: Passenger Carry-on Baggage
Crew Carry-on Baggage

3.7.1 Passenger Carry-on Baggage

- i. Define carry-on baggage and the range of articles that are considered carry-on baggage by the air operator.
- ii. Regulations and company procedures.
- iii. Safety implications
- iv. Approved stowage locations any specific areas of the cabin where carry-on baggage may not be stowed (e.g. lavatory compartments).

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- v. Procedure to stow different types of carry-on baggage, for example:
 - a) Strollers;
 - b) Musical instruments;
 - c) Canes, crutches, walking sticks;
 - d) Diplomatic mail.
 - e) Oversized; and
 - f) Fragile items etc.
- vi. Procedures for accepting carry-on baggage and for non-acceptance.
- vii. The responsibilities of Crew members in ensuring that all carry-on baggage is correctly stowed when required and prior to closing the doors.
- viii. Outline the air operator's policies and procedures for the carriage of live animals in the passenger cabin.
- ix. The crew responsibility for monitoring carry-on baggage.
- x. Procedures for accepting and restraining seat-loaded baggage and cargo in the passenger cabin, and approved devices/equipment for accomplishing this.
- xi. The requirement to keep the exit areas clear and free from obstructions and to maintain clear access to emergency equipment such as carry-on baggage.
- xii. Safety precautions for cabin personnel when opening overhead bins, and when handling items of carry-on baggage in order to prevent personal injury

3.7.2 Crew Carry-on Baggage

Location and Procedure for stowing crew baggage in the passenger cabin.

3.8 ELECTRONIC DEVICES

Content: Procedure for use of PEDs on board

3.8.1 Guidelines for Crew members

- i. Define "electronic devices."
- ii. Identify the electronic devices most likely to be carried on board aircraft. (For e.g. Laptops, mobile phones, Tablets, E cigarettes etc.
- iii. List the potential hazards, Company policy /procedures, safety concerns associated with these electronic devices.
- iv. The use of electronic devices during critical phases of flight.
- v. The notification process to passengers regarding the use of electronic devices on board aircraft and who is responsible for advising passengers.
- vi. Describe crew responsibilities for monitoring passengers to ensure that only acceptable electronic devices are used on board and that passengers comply with the conditions of use.
- vii. Guidelines for the certification, airworthiness and operational use of electronic flight bags.

3.9 FUELLING WITH PASSENGER ONBOARD/BOARDING

Content: Guidelines and
Crew Responsibilities

3.9.1 Guidelines and Crew responsibilities

- i. Describe fuelling
- ii. Precautions ,Procedure and potential hazards related to Fuelling –
- iii. When catering, boarding, deplaning, transiting, cleaning and Cargo loading/unloading etc.
- iv. Describe Crew responsibility during refuelling.

3.10 PRE-TAKE-OFF AND PRE-LANDING

Content: Cabin Preparation
Crew Responsibilities
Non-Normal Situations

3.10.1 Cabin Preparation

- i. The procedures and requirements to secure the cabin, Galley and Washrooms, prior to aircraft movement on the surface, for take-off and landing.
- ii. Crew responsibilities to do so.
- iii. Crew communication procedures prior to aircraft movement advising the pilot-in-command that all passengers and Cabin Crew are seated.

3.10.2 Crew Responsibilities

- i. Define “critical phases of flight,” when this is in effect and the procedures associated with it.
- ii. Define “sterile flight deck,” and associated procedures.
- iii. The potential hazards to flight safety of violating the sterile flight deck rule for non-safety related issues.
- iv. When can crew members violate the sterile flight deck rule in regards to the safety related information that should be conveyed and the need to make it timely, clear, concise and specific.
- v. Purpose and Content of “silent review”, when and how it must be done.

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- vi. Describe take-off/landing stations and when they are required to be occupied.

3.10.3 Non-Normal Situations

Procedures associated with non-normal situations like- Rejected/Aborted Take-off, Missed approach, Aircraft off the Runway etc.

3.11 Apron safety

Content: Hazard on Aprons
Crew Responsibilities

3.11.1 Hazard on Aprons

- i. Hazards associated with airport aprons (e.g. inadequate lighting, aircraft/ground service traffic, noise and weather).
- ii. Hazards associated with traffic on the apron including aircraft movement, jet blast/exhaust vehicles.

3.11.2 Crew Responsibilities

- i. Crew responsibility on understanding requirements and procedures established for movement across airport aprons (e.g. wearing high visibility jacket while walking on the Tarmac).
- ii. Coordination between crew members and ground staff to ensure passenger safety (e.g. stairs in place, aero bridge properly aligned etc.) and ways to achieve it.

3.12. Turbulence

Content: Classification, Hazards and Crew responsibilities

3.12.1 Classification and Potential Hazards

- i. Turbulence and its classifications. (E.g. light, moderate, and severe).
- ii. Description of each type of Turbulence.
- iii. Potential hazards and its effects to aircraft, crew and passengers.

3.12.2 Crew Responsibilities

- i. Proper communication and co-ordination
 - i. Safety advice to passengers during turbulence.
 - ii. Crew members and passengers to comply with regulation. Responsibility of crew to ensure the same.
 - iii. Responsibilities when the Seat Belt Sign is on in-flight for turbulence. Include impact on in-flight services.

3.13 CREW MEMBER INCAPACITATION

Content: General
 Pilot Incapacitation
 Cabin Crew Incapacitation

3.13.1 General

- a) Define Incapacitated crew members
- b) Identify possible causes (e.g. illness, injury, and death, physical and mental incapacitation).
- c) Identify methods of recognising in cases of In incapacitation.
- d) The impact on flight safety-
- e) Identify the preferred locations for relocating incapacitated crew members on different aircraft in the air operator's fleet.

- f) How and where to secure an incapacitated crew member for landing or during periods of in-flight turbulence.
- g) Describe Communication procedures amongst crew on board, assistance required by Co-Pilot, Communication with ground.

3.13.2 Pilot Incapacitation

- i. Identify the assistance cabin crew members will be required to provide in the flight deck.

Describe the procedures for assisting an incapacitated pilot. : including ,but not limited to- Administering oxygen, First aid , Paging for Doctor and removing incapacitated Pilot from Cockpit.

3.13.3 Cabin Crew Incapacitation

Crew co-ordination and procedures associated with In incapacitated Cabin crew members.

3.14 FLIGHT DECK PROTOCOL

Content: Policy and Procedures

3.14.1 Guidelines on Policies and Procedures

Define Policy and procedures relating to:

- i. Flight deck entry and authority of PIC to give permission for flight deck access.
- ii. For locking and unlocking Flight deck door.
- iii. Supervising entry in flight deck;
- iv. Awareness of pilot(s) monitoring radio calls;
- v. Meal service to pilots (including, but not limited to different meals, serving of beverages-hot/cold, use of tray etc.)
- vi. Alcohol prohibition
- vii. Crew communication and coordination associated with flight deck visits.

3.15 FUEL DUMPING

Content: General

3.15.1 General

- i. Define fuel dumping.
- ii. The conditions under which fuel dumping may occur.
- iii. Crew communication during fuel dumping and the responsibility of cabin crew members to report any unusual conditions to the pilot-in-command.

3.16 POST-FLIGHT DUTIES

Content: Documentation
Communication

3.16.1 Documentation

Describe the safety related documentation procedures which must be completed

after each flight and who is responsible for its completion.

3.16.2 Communication

In instances of a crew change, identify the responsibility of the crew to brief the new crew regarding any un-serviceability, special passengers and any other safety related matters pertinent to their flight.

3.17 OXYGEN ADMINISTRATION

Content:	General Procedures
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3.17.1 General

- i. Identify the physiological importance of oxygen.
- ii. List the circumstances when additional oxygen may be required (e.g. decompressions, medical emergencies).
- iii. Identify when oxygen must be available for passengers and crew, and the requirement to brief passengers on the availability of oxygen.
- iv. Describe in general terms the types of oxygen available on the air operator's aircraft including fixed and portable systems.

3.17.2 Procedures

- i. Describe procedures for use of the fixed cabin oxygen system.
 - ii. Describe procedures for use of the portable oxygen system.
 - iii. Describe procedures associated with using the flight deck oxygen system.
 - iv. List the precautions whenever oxygen is being administered (e.g. no open flame, monitor supply, etc.).
 - v. Describe the crew communication procedures in each circumstance when oxygen is being used.
 - vi. Describe procedures for oxygen provided by passenger or operator for continuous use during flight.
 - vii. Describe advice to passengers and who is responsible for briefing the passengers.
 - viii. Describe how to administer oxygen to an adult, child and infant.
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PART FOUR

EMERGENCY PROCEDURES

4.1 FIRE FIGHTING

Content:	General Crew Responsibilities Procedures – Cabin
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4.1.1 General

- i. Threats and Hazards related Fire on board.
- ii. Fire Chemistry.
- iii. Classes of Fire and how different types of fire can be managed on board.
- iv. Fire Safety measures to be taken by cabin crew on board.
- v. How to access fire-importance of early detection and correct recognition.
- vi. Describe the cause of each and the conditions under which each is likely to occur.
- vii. Detailed study on each piece of Fire fighting equipment available on board-including its purpose,location,access,retrieval,operation,conditions for use care after use,etc.

4.1.2 Crew Responsibilities

- i. Responsibility of crew –Situational awareness, vigilant eye and immediate investigation. (Smoke/Fire alert alarms, popped CBs, unusual odours, over heating etc.)
- ii. Individual responsibility of each crew in case of emergency.
 - a) Fire Fighting ;
 - b) Back-up equipment/second fire fighter;
 - c) Communication; and
 - d) Passenger control.
- iii. Fire prevention measures to be laid down for Cabin crew (Safe work habits, good housekeeping, enforcing Smoking regulations etc.)
- v. Importance of crew coordination and Communication in fire fighting.
- vi. Lay down procedures to pass appropriate and timely information to Cockpit.

4.1.3 Procedures – Cabin

- a. Fire fighting procedures for specific types of fires (e.g. galley, oven, lavatory, Cargo, electrical, upholstery, etc.).

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- b. Techniques, complications, limitations and Passenger handling.
- c. Define flashover and flash-fire.

4.2 SMOKE/FUMES IN THE CABIN

Content: General
 Crew Responsibilities

4.2.1 General

Identify the possible sources of fumes and smoke in the cabin.
Describe the potential hazards to the aircraft and the occupants from smoke/fumes in the cabin.

4.2.2 Crew Responsibilities

- i. Crew alertness and immediate actions ,(e.g. During fuelling)
- ii. Crew communication procedure and Protocol
- iii. Procedures to deal with smoke /Fumes
- iv. Crew actions for Passenger comfort.
- v. Difference between Condensation and Smoke.

4.3 RAPID and SLOW DECOMPRESSION(pressurization problems)

Scope: General
 Crew Responsibilities

4.3.1 General

- i. Define Rapid decompression and slow decompression and Pressurization problems.
- ii. Potential threat and effects of Decompression.
- iii. Potential causes pertaining to Pressurization issues.
- iv. Indications and physiological effects associated with each condition.
- v. Importance of blow out panels.
- vi. Procedures for Cabin crew to deal with such emergencies.
- vii. Define Safe altitude and purpose of rapid descend.
- viii. Crew actions for Safety of self and passengers in such emergencies.

4.3.2 Crew Responsibilities

- i. Communication amongst Crew and Crew with Passengers during both- Slow decompression and Rapid decompression.

APPENDIX 1

- ii. List the crew member duties in a post-decompression walk around and safety priorities.
- iii. Identify the importance of crew coordination and methods of achieving this coordination.

4.4 EVACUATIONS

Content:	General Crew Member Responsibilities External Factors Communication Brace Position Exit Procedures Evacuation Responsibilities Preparation for Evacuation Evacuation Procedures Rapid Deplanement Post-Evacuation Accident/Incident Review
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4.4.1 General

- i. Define Evacuation – Prepared and Un Prepared
- ii. Define “ditching” and “inadvertent water contact.” Prepared and unprepared.
- iii. Define Rapid Deplanement
- iv. Type of Emergencies and conditions that lead to land evacuation and Ditching
- v. Protocol and Decision making involved in Land Evacuation and Ditching.
- vi. Define Able-Bodied-Person (ABP), Pre selected Passengers(PSP) and passengers assisting passengers requiring special assistance.
- vii. Criteria for selection of ABPs, PSPs and Passengers providing special assistance.

4.4.2 Crew Member Responsibilities

- i. Crew Awareness, Alertness, Vigilance, and Mental preparedness during critical phases of flight and also most importantly-time management, when encountering emergencies.
- ii. Responsibilities and authority associated with evacuation.
- iii. Hazards associated with evacuation, in relation to Passenger behaviour and reactions, damage to the aircraft, fire, smoke etc.
- iv. To achieve leadership, take responsibility and follow procedures laid down in

APPENDIX 1

the SEP manual in compliance to CAR guidelines.

4.4.3 Adverse conditions

Identify how crew members can manage evacuations in adverse conditions (E.g. heavy smoke, darkness and environmental conditions like strong winds, snow, ice, factors effecting aircraft floatation in water landings, gearcollapse, off therunway. Shift in centre of gravity, structural damage, weight, etc.).

4.4.4 Communication

- i. Importance of Crew communication- Clear Concise and timely.
- ii. Verbal, sign and Signals and standard Call outs.

In Prepared emergencies

- i. Briefings for mental and Cabin preparedness.
- ii. Types and Content of Briefings between Cockpit crew and cabin crew
- iii. Method and laid down procedures for conducting such briefings.

4.4.5 Brace Position

- i. Define brace position.
- ii. Method and Purpose and importance.
- iii. Brace position for different passengers(PRM's,Tall Passengers, Expectant mothers, Adult with infant)
- iv. Brace position to be based on seat orientation.
- v. When ,How and how long to be in brace position.(including signs and signals that are to be used by cabin crew)

4.4.6 Exit Procedures

- i. Procedure to evacuate on the basis of different types and variants of exits.
- ii. Procedures to ensure and access external conditions are safe.
- iii. Alternate methods when exits fail to open
- iv. Methods of using evacuation aid (e.g. slides, rafts, ropes etc.)
- v. Alternatives when evacuation aids fail to function.
- vi. Techniques to evacuate different kind of passengers, (e.g. PRM's, Old age, expectant mothers etc.)
- vii. Crew position at exits, use of assist handles and assist space ensuring least use of space to avoid blocking evacuation path.
- viii. Maintaining balanced flow and timely completion of evacuation.

4.4.7 Evacuation Responsibilities

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- i. Commands to be standardised.
- ii. Crew to be well trained in effectiveness of commands-Assertive, loud, brief, phraseology, unison in commands, understandable etc.
- iii. Responsibility of Crew members to assist passengers and conduct evacuation and evacuate themselves as per laid down procedures.
- iv. Procedures to assist Special handling passengers, incapacitated passengers, pilots or crew members in evacuations.
- v. Post evacuation duties pertaining to Cabin, lavatory and cockpit check.
- vi. Procedures pertaining to carriage of Safety equipments for use in an evacuation.

4.4.8 Preparation for Evacuation

Outlined below are steps involved for the preparation of an evacuation, including required communications between crew members and passengers. The evacuation of the aircraft when it is stopped is outlined in 4.4.9 below.

These steps are arranged in order of priority to allow the more important duties to be completed first, on a time available basis. If during any step the situation dictates that preparations must cease or that there is no more time available, the cabin crew must immediately proceed to Step (x) in the evacuation preparation list shown below and prepare themselves for the emergency landing. Each operator will develop their own procedures and commands as required by their operation.

The list below identifies, in order of importance, the cabin crew duties required to prepare the cabin, passengers and crew for an evacuation when time permits. Describe the procedures for each of the duties for a prepared evacuation on land and outline the differences for a ditching.

- i. CONDUCT BRIEFINGS
 - a) Pilot-in-Command to Cabin Crew In-charge
 - Nature of emergency
 - Land or water evacuation
 - Time available for preparation
 - Who will advise passengers and when
 - Any other information/instructions
 - b) Cabin Crew In-charge to cabin crew members
 - Information provided by PIC briefing
 - Preferred exits
 - Crew communication signals during preparation (i.e. thumbs-up/interphone)
 - Confirm cabin crew members assume position in cabin for announcement and emergency demonstration
 - c) Cabin Crew In-charge to Pilot-in-Command
 - Crew briefing completed

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- Update any information as required
 - d) Pilot-in-Command or Cabin Crew In-charge to Passengers
 - Nature of situation
 - Follow crew instructions
- ii. SECURE GALLEY & STOW EQUIPMENT
 - a) Secure every galley equipment
 - b) Close and lock compartment doors
 - c) Switch off all galley electrical and Pull out the circuit breakers, if applicable
- iii. CLEAR EXITS & ENSURE EXITS IN PROPER MODE
- iv. SECURE CABIN & BRIEF PASSENGERS (crew members to conduct cabin checks throughout process)
 - a) Position seat backs upright
 - b) Stow chair tables
 - c) Remove sharp objects
 - d) Remove high heeled shoes (if applicable to equipment)
 - e) Don warm clothing (inclement weather/ditching)
 - f) Secure baggage
 - g) Distribute infant life jackets (if applicable)
 - h) Don life jackets (If applicable)
 - i) Secure seat belts
 - j) Review brace position and when to assume
 - k) Review exit locations
 - l) Review floor proximity lighting
 - m) Advise to review safety instruction card
 - n) Relocate passengers if essential.
- v. BRIEF SPECIAL ATTENTION PASSENGERS
- vi. BRIEF ABP'S and PSPs
 - a) Assisting Special Attention Passengers
 - How to best assist during evacuation
 - b) Operating unmanned exit
 - When to open exit
 - Assess for safe exit conditions and safe external conditions
 - Exit opening procedure
 - Procedure if exit unsafe/unusable
 - Location and operation of slide, slide raft, life rafts, and/or stairs, escape ropes, etc.
 - c) Crowd Control
 - On the aircraft and;
 - And on ground

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- vii. COMPLETE FINAL CABIN CHECK
Including - window shades are positioned up
- viii. ADVISE PIC WHEN CABIN READY & OBTAIN TIME UPDATE
- ix. ADJUST CABIN LIGHTS (for Light and dark adaptation)
- x. CABIN CREW ASSUME BRACE POSITION IN ASSIGNED SEAT
(and begin silent review)
- xi. COMMENCE SHOUTING OF COMMANDS WHEN REQUIRED/ADVISED
(as per SOP)
- xii. PERFORM ASSIGNED EVACUATION DUTIES.

4.4.9 Evacuation Procedures

Describe the established evacuation procedures in order of priority, as shown in the Evacuation flow chart on the following page, for each of the following types of evacuations:

- i. Land – prepared;
- ii. Land – unprepared;
- iii. Ditching;
- iv. Inadvertent water contact;
- v. Evacuation at an airport gate/ramp jet way; and
- vi. Any other scenario applicable to the operator.

4.4.10 Rapid Deplanement

- i. Describe the established procedures for rapid Deplanement
- ii. Purpose and scenarios that demand such a situation to arise.

4.4.11 Post-Evacuation

- i. Responsibilities of crew members after an evacuation (e.g. grouping passengers, assisting with first aid, etc.).
- ii. Supplies, resources and equipment available after an evacuation that will provide assistance and enhance survivability (e.g. ELT, survival kit, blankets, megaphone, raft, life jackets, flashlight, food, water, axe, etc.).
- iii. Assistance which may be available at the various airports in the operator's route system. Include ways crew members can manage the evacuation to

APPENDIX 1

- coordinate their actions with the ground rescue personnel.
- iv. Describe the different groups (e.g. media, legal, accident investigators) that will attempt to solicit information from cabin crew after an evacuation and outline the procedures for dealing with these groups.
 - v. List the types of survival situations crew members may encounter as a result of an evacuation including wilderness, arctic, sea, desert, jungle survival as appropriate to the air operator's operation.
 - vi. Identify the importance of post-crash procedures to increase survivability in each of the survival situations. Include the following:
 - a. Survival first aid;
 - b. Survival priorities;
 - c. Hazards inherent in different environments;
 - d. Survival skills for different environments;
 - e. Survival equipment and supplies carried on the aircraft; and
 - f. Signalling and recovery techniques.
 - vii. Describe the search-and-rescue systems, their scope of operation and how they are able to locate downed aircraft.
 - viii. Describe the process of accident investigation and describe the official groups tasked with accident investigation, internationally and nationally. Identify their mandate and their role in aviation safety.
 - ix. Include videos as teaching aids.

4.4.12 Accident/Incident Review

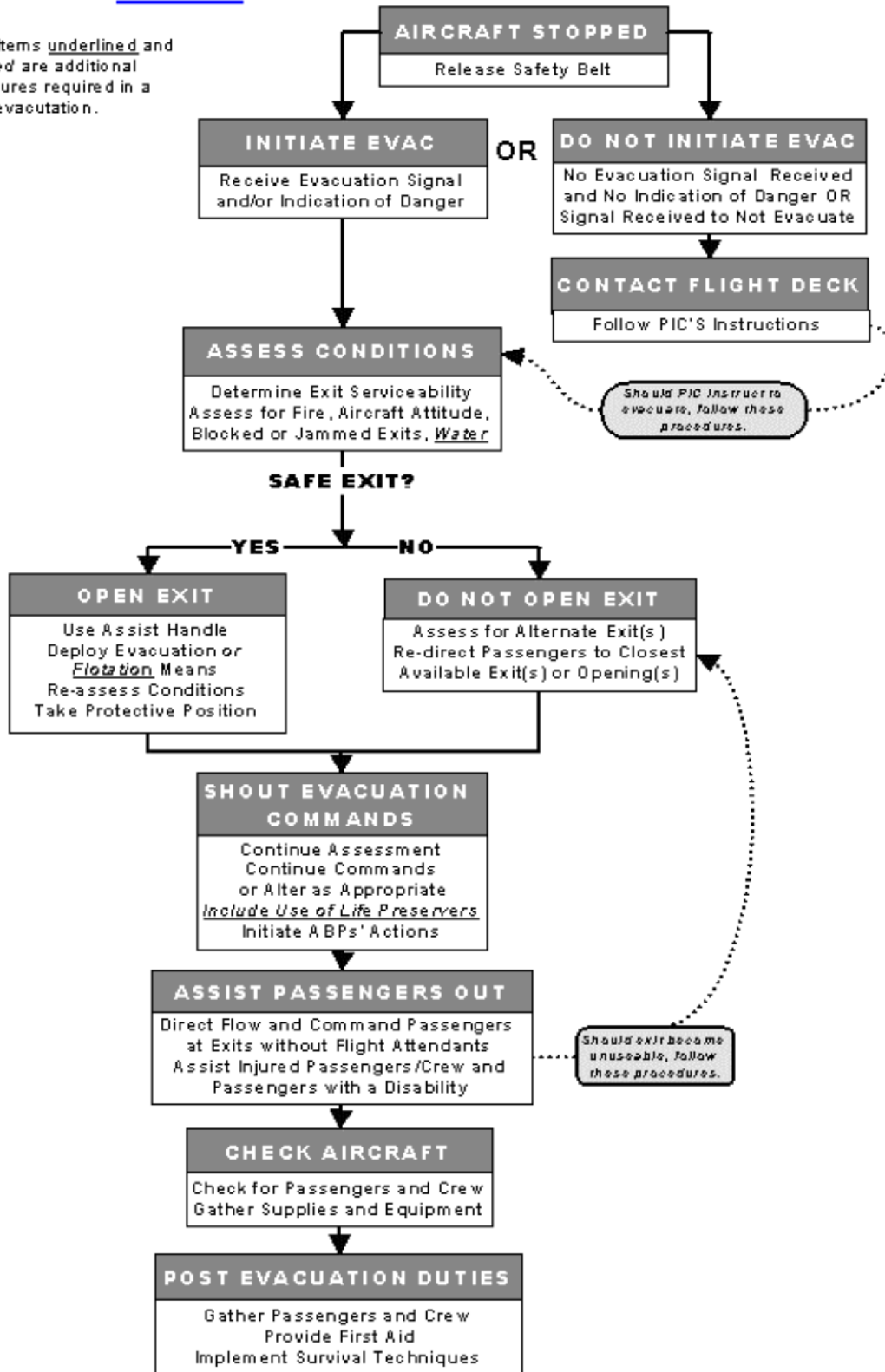
- i. Describe the air operator's experience with accidents/incidents involving rapid deplanement and evacuations.
- ii. Factors affecting survivability in evacuation such as fuselage break-up, smoke, fire, etc. It is acceptable to use the accident/incident data from other operators when the teaching points can be universally applied.

Cntd...

EVACUATION

LAND and WATER

Note: Items underlined and *italicized* are additional procedures required in a water evacuation.



PART FIVE

EMERGENCY EQUIPMENT

5.1 EQUIPMENT OVERVIEW

Scope: General

5.1.1 General

- i. Define safety and emergency equipment.
- ii. Describe each piece of safety and emergency equipment the operator has available onboard each aircraft based on the following points:
 - a. General description;
 - b. Uses;
 - c. Location(s);
 - d. Pre-flight serviceability check(s);
 - e. Removal from stowage;
 - f. How to operate;
 - g. Operational limitations;
 - h. Precautions for use; and
- iii. Care after use.
- iv. EECL (Emergency equipment location chart/LOPA of each aircraft type to be maintained in the SEP manual)

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PART SIX

AIRCRAFT SPECIFIC

6.1 PHYSICAL DESCRIPTION

Scope:	General
	Exterior Description
	Interior Description

6.1.1 General

- i. Identify the manufacturer.
- ii. Identify the model and series number of the aircraft, aircraft family.
- iii. Describe the aircraft type (e.g. wide-body, commuter).
- iv. Describe the performance features of the aircraft (e.g. range, cruising altitudes, and cruising speeds).
- v. Identify the number of aircraft operator has in fleet, where they are based, their age, routes.

6.1.2 Exterior Description

- i. Identify how many engines the aircraft has, where they are located and the accepted way to refer to them. Include the APU in this description.
- ii. Identify all the exits on the aircraft, the air operator's way to refer to them and their principle uses (e.g. L1; main boarding door).
- iii. List and describe any distinguishing features (e.g. upper deck, winglets).
- iv. Identify exterior markings and features and their significance including but not limited to: tail/fin number, registration, navigation lights, landing lights, taxi lights, rotating beacon, strobe light(s), exits, etc.
- v. Identify the location of cargo compartment doors for each aircraft in the air operator's fleet and describe the procedure for opening the cargo compartment door as applicable.

6.1.3 Interior Description

- i. Describe the flight deck configuration including seats, special features.
- ii. Describe the cabin features of the aircraft including: crew and passenger seating, galleys, lavatories, cabin stowage areas, partitions, safety and emergency equipment locations, blow-out panels and any special features (E.g. crew rest areas). Include the following:
 - a) How many, locations, access, retrieval;
 - b) Special features of each;
 - c) Operation including description of controls;
 - d) Precautions, limitations and conditions of use;
 - e) Serviceability checks; and

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- f) Procedures for malfunction and care after use.

- iii. Describe the operation of each of the crew seats, cabin and flight deck, and when they are occupied. Include the correct operation of the restraint system. For each seat; the correct method for securing it to minimize injury; and the assigned crew member take-off/landing stations.
- iv. Describe the fire detection systems on board the air operator's aircraft relative to cabin crew procedures (e.g. in the passenger cabin, lavatories, crew rest facilities, and/or galleys, as applicable), and include the following in the description:
 - a) Location;
 - b) Serviceability;
 - c) Limitations;
 - d) Activation;
 - e) Signals when activated;
 - f) Shut-off/re-set; and
 - g) Care after activation.
- v. Describe crew members cabin positions, in all configurations, for: pre-flight passenger safety demonstrations, and emergency landing briefings.
- vi. Describe the aircraft's floatation characteristics, as well as the different aircraft attitudes possible as a result of accidents/incidents on land and water and any effect on exit usability.

6.2 GALLEYS

Scope: General

6.2.1 General

- i. Describe Galley components-Operation and associated safety procedures.
- ii. Good housekeeping skills for Safe work environment.
- iii. Identify the potential hazards of spills and leaks in galleys and describe the procedures for dealing with them.
- iv. Describe what is meant by "galley water shut-off valves" and identify the responsibility of crew members regarding these.
- v. Identify the function of circuit breakers in electrical panels and describe the procedures for tripped circuit breakers including reset and crew communication procedures. Describe the potential hazards to flight safety if circuit breaker procedures are not followed.
- vi. Identify the crew procedures for dealing with any electrical malfunctions in the galley.
- vii. Describe the procedures for reporting un-serviceability in the galleys and who is responsible for reporting them. Include the importance of communicating this

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- information to the new crew in case of a crew change.
- viii. Identify the types of restraint devices in galleys (and in the cabin for galley equipment). Identify the restraint devices for portable equipment (e.g. trolleys/carts, cart brakes- etc.). Include descriptions on how to use them, when they are to be used, what to do when they are unserviceable and who is responsible for securing galley equipment. Describe the procedures and precautions for securing trolleys/carts (braking of carts) and galley equipment in case of in-flight turbulence. Identify the procedures for securing galley curtains and the position they must be secured in for take-off and landing and at station stops with passengers on board.
 - xi. Identify the approved stowage for excess galley equipment and supplies, especially during take-off and landing, and the approved location for garbage. Include the importance of keeping exit areas and emergency equipment stowage clear of obstruction and accessible.
 - xii. Where galleys are located on the lower deck include the following:
 - a. Policies and procedures relating to lower deck galleys;
 - b. Maximum number of persons allowed in the lower deck galley;
 - c. Communication procedures with lower galley crew members; and
 - d. Escape routes from the lower deck galley.
 - xiii. Identify the procedures relating to lifts (e.g. cart-lifts) how and when they are to be operated, safety features, alternate procedures if lift becomes unserviceable.
 - xiv. Describe the circumstances when galley power may be disrupted (e.g. during engine start-up/shutdown, aircraft movement on the surface).

6.3 COMMUNICATION SYSTEMS

Content:	General Interphone Public Address System Passenger Call System Entertainment System Automatic Announcement System
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6.3.1 General

- i. Describe the components of the communication systems for crew communication and communication to the passengers.
- ii. Describe the procedures for using each of these components in normal and emergency situations and inoperative/unserviceable procedures.

6.3.2 Interphone

Describe the following points related to the cabin interphone:

- i. Location of the handsets and controls;
- ii. When would it be used/not used;

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- iii. What is the established call priority. Describe the priority of system operation (override calling priority);
- iv. Identify the response to flight deck calls;
- v. Identify interphone protocol;
- vi. Describe and demonstrate use of the interphone;
- vii. Identify accompanying chimes, lights and other signals;
- viii. Describe the reset procedures after use;
- ix. Describe the interphone procedures; normal, emergency; and
- x. Describe alternate procedures in case of system failure.

6.3.3 Public Address System

Describe the following points relating to the public address system:

- i. Location of the PA microphones and controls;
- ii. What is the established PA priority;
- iii. Describe and demonstrate use of the PA;
- iv. Identify accompanying chimes, lights and other signals;
- v. Describe the reset procedures after use;
- vi. Describe the PA procedures; normal, emergency;
- vii. No PA to be made after the Cabin and Galley secure check is passed to the PIC ,unless it involves an emergency or Safety issue; and
- viii. Describe alternate procedures in case of system failure.

6.3.4 Passenger Call System

- i. Describe the components location, operation and procedures associated with the passenger call system.
- ii. Identify the crew responsibilities relating to passenger call system.

6.3.5 Entertainment System

- i. Describe the components, location, operation and procedures of the onboard entertainment system.
- ii. If the entertainment system is being used for passenger safety briefings, identify alternate procedures if the system fails.
- iii. List the safety procedures associated with the entertainment system (e.g. stowing of screens for take-off and landing).

6.3.6 Automatic Announcement System

- i. Describe the automatic announcement system.
- ii. Identify the information it is programmed for.
- iii. Describe when it is used and what it is used for.
- iv. Describe how the system is programmed and activated and who is responsible for this.
- v. Describe the procedures for using the automatic announcement system and alternate procedures in case of system failure.

6.4 LIGHTING SYSTEMS

Scope: General

6.4.1 General

- i. Describe the components of the interior and exterior lighting systems (e.g. Window lights, aisle lights etc.) Onboard including fixed and portable components.
- ii. Describe the function of each of the components of the lighting system.
- iii. Describe the controls for the different components of the lighting system, including location and operation. Identify who is responsible for controlling each of them.
- iv. Describe the features of each component when used in normal and emergency situations.
- v. Describe the procedures for use of each of the components of the lighting system in normal and emergency situations.
- vi. Describe the alternate procedures for use in case of system failure.
- vii. Describe the duration of components of the emergency lighting system.
- viii. Identify the responsibilities for activating components of the lighting system in normal and emergency situations.
- ix. Day and Night Adaptation to light. Keeping the Cabin and galley lights to "BRIGHT" on day flights and in the "NIGHT MODE" for night flights. This will assist in Light and Dark adaptation.

6.5 WATER AND WASTE SYSTEMS

Scope: General

6.5.1 General

- i. Identify the components of the water and waste system on board.
- ii. Describe the location of the different components of the water and waste system including any cabin controls or gauges.
- iii. Identify the potential threat to flight safety in case of large leaks of either the water or the waste system.
- iv. Describe the crew responsibilities for the operation/malfunctions of the water and waste system.
- v. Describe the shut-off valves, importance, location, operation and identification.

6.6 AIR CONDITIONING AND VENTILATION SYSTEMS

Scope: General

6.6.1 General

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- i. Briefly describe air conditioning and ventilation systems.
- ii. Brief description of Cabin vents.
- iii. Describe the location of the controls and control panels for the air conditioning and ventilation systems, the procedures for use and who is responsible for monitoring them.
- iv. Crew communication and crew coordination procedures when using the air conditioning and ventilation systems.
- v. Hazards associated with malfunctioning of Air conditioning/ventilation system t (E.g. condensation, fumes and residual oil smoke).

6.7 EXITS

Content:	General Normal Operation Non normal Operation Emergency Operation Air stairs (as applicable)
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6.7.1 General

- i. Identify each of the different types of cabin exits and flight deck escape routes onboard the aircraft.
- ii. Identify and describe the features of each of the exits and routes, and describe those designated as evacuation exits during fuelling.
- iii. Identify what the normal function of the exit/route (e.g. boarding, service, emergency use only).
- iv. Identify safety precautions associated with exit/route operation. Include potential hazards (e.g. inadvertent slide deployment, injury to crew and ground personnel, etc.).
- v. Identify the MEL relief given to operators when a door or slide is inoperative. Outline the conditions for this relief to be granted and the procedures which must be followed.

6.7.2 Normal Operation

- i. Describe the procedures for operating the exit in normal mode including arming/disarming and opening/closing.
- ii. Associated precautions.
- iii. Identify who is responsible for operating the exit in normal situations.
- iv. Describe the crew communication and coordination procedures, including any established signals associated with exit operation in normal situations. Identify who is responsible for ensuring that this communication occurs and the importance of this communication for flight safety.

6.7.3 Non Normal Operation

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- i. Identify what is meant by Non normal operation of the exit.
- ii. Features of the exit associated with Non normal operation.
- iii. Define who is responsible for the exit operation, crew communication and crew coordination procedures.
- iv. Precautions for non-normal operation of the exit.
- v. Describe the door-reset procedures.

6.7.4 Emergency Operation

- i. Identify what is meant by emergency operation of the exit.
- ii. How to use the exit in an emergency
- iii. Precautions for using the exit in emergency situations.
- iv. Alternate procedures for use of the exit in the event it becomes unserviceable.
- v. Identify who is responsible for operating the exit in emergency situations.

6.7.5 Air stairs – as applicable

- i. Definition, Location and Features,
- ii. Normal and emergency use,
- iii. Precautions
- iv. Crew communication and the coordination procedures whenever the air stairs are being used.

6.8 UNIQUE FEATURES

Content: General

6.8.1 General

- i. Identify any features, procedures and/or equipment unique or different to each aircraft in the air operator's fleet (e.g. electrical outlets, main deck cargo compartment, fire/smoke detection systems, interior doors/latches).
- ii. Describe each of the differences, their impact on the air operator's standard operating procedures and the importance to flight safety of crew members being familiar with them.
- iii. Describe the crew member responsibility to maintain proficiency with all aircraft safety and emergency equipment and systems.

PART SEVEN

FIRST AID

7.1 GUIDELINES

7.1

Content: Syllabus for First aid training to Cabin crew

An operator shall ensure that medical and first aid training includes the following subjects:

(a) Physiology of flight including oxygen requirements and hypoxia;

(b) Medical emergencies in aviation including:

- (i) Asthma;
- (ii) Choking;
- (iii) Heart attacks;
- (iv) Stress reactions and allergic reactions;
- (v) Shock;
- (vi) Stroke;
- (vii) Epilepsy;
- (vii) Diabetes;
- (ix) Air sickness;
- (x) Hyperventilation;
- (xi) Hypothermia and Hyperthermia;
- (xi) Gastro-intestinal disturbances;
- (xii) Bandages
- (xiii) Hysteria
- (xiv) Lifts and carries; and
- (xv) Emergency childbirth;

(c) Practical cardio - pulmonary resuscitation

By using a specifically designed dummy to give crew members aircraft environment.

(d) Basic first aid and survival training including care of:

- (i) The unconscious;
- (ii) Burns;
- (iii) Wounds; and
- (iv) Fractures and soft tissue injuries;
- (v) Minor/multiple superficial injuries
- (vi) In flight medical emergencies including – Renal colic, Nose bleeding, abdominal emergencies etc.

(e) Priority of treatment

(f) Protocol to be followed in reporting medical issues.

(g) Protocol to be followed when administering First aid.

APPENDIX 1

(h) Directions on dosage of medicines.

(i) Travel health and hygiene including:

- (i) The risk of contact with infectious diseases especially when operating into tropical and sub-tropical areas.
- (ii) Reporting of infectious diseases protection from infection and avoidance of water-borne and food-borne illness.

Training shall include the means to reduce such risks;

- (iii) Hygiene on board
- (iv) Death on board;
- (v) Handling of clinical waste; and
- (vi) Alertness management, physiological effects of fatigue, sleep physiology, circadian rhythm and time zone changes;

(j)The use of appropriate aircraft equipment including:

First aid cum universal precaution kits, Emergency medical kits, First aid oxygen and Emergency medical equipment.

PART EIGHT

CREW RESOURCE MANAGEMENT

8.1

GUIDELINES

Content: : Syllabus for CRM training (Cabin Crew)

An operator shall ensure that CRM training satisfies the following:

(a) Initial indoctrination:

(i) An operator shall ensure that a cabin crew member has completed an Initial indoctrination /introductory CRM Course before being first assigned to operate as a cabin crew member. Cabin crew who are already operating as cabin crew members in commercial air transportation and who have not previously completed an introductory course, shall complete an Introductory CRM Course.

(b) Recurrent Practice and Feedback.

CRM training must be included as a regular part of the recurrent training requirement. Recurrent CRM training should include classroom refresher training to review and amplify CRM components.

(c) Continuing Reinforcement

- i. How will the organisation ensure continuous reinforcement of CRM.

APPENDIX 1

- (Trainings for Upgrade, Transition and JCRMs)
- ii. Role of CRM in every stage of training and line operations.

Suggested Curriculum topics

The curriculum inclusive of, but not limited to:

1. Communication;
2. Decision Making;
3. Team Building and Maintenance;
4. Leadership/Followership/Concern for task;
5. Interpersonal relationships/Group Climate;
6. Work load management and Work load distribution;
7. Distraction avoidance;
8. Individual factors(Hazardous behaviours);
9. Stress and fatigue reduction;
10. Error management; and
11. Culture;

As CRM programs have matured, organisations may find it beneficial to develop and implement additional courses with issues specific to their operations.

(d)Assessment of CRM Training Programs:

Describe the Assessment Program designed by the organisation to track the effects of the training program. This may include self-reports by participants using standard Survey methods.

PART NINE

DANGEROUS GOODS

9.1

Content: Reference to the syllabus

Dangerous Goods training to be included as prescribed in Section 11
Series C Part I

PART TEN

CIRCULARS

Content: Safety and Emergency procedures and new
equipments till introduced in the manual

10.1 Safety and Emergency procedures and new equipments

APPENDIX 1

- i. Describe new procedures incorporated but not covered in the SEP manual
- ii. Describe each piece of safety and emergency equipment the operator has newly introduced onboard the aircraft based on the following points:
 - a. General description;
 - b. Uses;
 - c. Location(s);
 - d. Pre-flight serviceability check(s);
 - e. Removal from stowage;
 - f. How to operate;
 - g. Operational limitations;
 - h. Precautions for use; and
 - i. Care after use.

QUICK REFERENCE HANDBOOK

The Objective

To provide a standard quick reference for the crew on board, separate from the SEP manual, that includes all the basic information required by the crew in day-to-day operations and during an emergency.

The Requirement

To be carried on board by each cabin crew for every flight.

The Contents

The QRH shall essentially contain all policies and procedures that may be required in every day operations or during an emergency in a checklist format, thereby ensuring that the crew does not miss out any critical step during any procedural application.

The QRH must be like a “Ready reckoner” that facilitates immediate use when required.

The operators may determine the number of chapters and the volume of the book; however, the following must be covered in the handbook.

The suggested sequencing is maintained to have a standard across all airlines and the crew is aware of the layout of the handbook irrespective of the operator.

The handbook should also have thumb indexing for quick access to the relevant page.

The revisions must be updated in the QRH from time to time.

1. Introduction
2. LEP
3. LOPA
4. Daily pre-flight briefing checklist

APPENDIX 1

5. Exit row seating criteria with briefings
 6. Briefings for Special handlings-(including, but not limited to-Blind Pax, Adult with infant etc.)
 7. Individual cabin crew responsibilities (work positions)
 8. Cabin Fire fighting – checklist.
 9. Lavatory fire (fire in an enclosed area) fighting – checklist
 10. Handling disruptive/ Unruly passengers – checklist
 11. Death on board procedures
 12. Procedures to be followed in case of equipment Mal functioning or failure of items of use. (Including, but not limited to -P.A, door, jump seat, lavatories, etc.)
 13. Planned Emergencies (land, smoke filled cabin and water) – Checklist (work position wise)
 14. Planned Emergency announcements (Senior Cabin Crew announcement to the passengers for land and water)
 15. Unplanned emergencies– checklist (To-do list in sequence of actions required)
 16. Post decompression walk around duties (work position wise)
 17. Bomb Threat/ search and LRBL procedures - Checklist (work position wise)
 18. Anti-Hijack – checklist
 19. Pilot incapacitation,(check list for procedures to be followed)
 20. Procedures in case of Unresponsive cockpit. (when crew gets no response from the cockpit on buzzing, how long to wait and procedure to be followed –with checklist)
 21. Checklist for Dangerous goods spillage.
 22. Emergency commands
 23. Emergency Equipments – Pre-flight checks, use and after use
 24. First Aid Treatment and Medical assistance Protocol in cases mentioned below (but not limited to)-
 - a Unconscious passenger – line of treatment checklist
 - b Line of treatment forInflight medical emergencies (including, but not limited to-nose bleeding, choking, renal colic, etc.)
 - c Heart attack / Angina – line of treatment checklist
 - d Primary survey
 - e Priority of Treatment
 - f CPR (1 man/ 2 man) steps
 - g Birth on board procedures
 - h Health and hygiene precautions when Passenger with infectious diseases are on board.
 - i List of medication along with usage.
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