

REVIEW AND ACCEPTANCE OF CABIN ATTENDANT MANUALS AND CHECKLISTS

GUIDANCE MATERIAL FOR INSPECTORS
CA AOC-FO-006

SOUTH AFRICAN



*CIVIL AVIATION
AUTHORITY*

AIR OPERATOR CERTIFICATION

TABLE OF CONTENTS

I. GENERAL1

A. Evaluations of Manuals for CAA Acceptance. 1

FIGURE 1 2

DUTIES OF C/As 2

MANUALS 2

CREW PROCEDURES..... 2

ADMISSION TO THE FLIGHT DECK..... 3

COCKPIT SECURITY PROCEDURE..... 3

STERILE COCKPIT PROCEDURE..... 3

COMMUNICATION WITH CREW..... 3

CREW CO-ORDINATION..... 3

C/As 4

PASSENGER INFORMATION 4

EXTENDED OVERWATER BRIEFING 5

USE OF OXYGEN 5

ILLUMINATED SAFETY SIGNS..... 5

PASSENGERS 6

PASSENGER ISSUES 6

SAFETY PROCEDURES..... 6

DOORS..... 7

DRUGS..... 7

DANGEROUS GOODS 8

LIGHTS..... 8

TURBULENCE 8

SURVIVAL 8

HIJACKING..... 9

WEAPONS 9

ILLNESS/INJURY 9

OXYGEN: USE AND NEED..... 10

FIRE PREVENTION AND CONTROL 10

EVACUATION PROCEDURES 12

FIGURE 2 13

AIRCRAFT DESCRIPTION 13

AIRCRAFT EMERGENCY EQUIPMENT 13

FLOOR LEVEL EXITS..... 14

EVACUATION SLIDES..... 14

WINDOW EXITS..... 14

VENTRAL STAIRS 14

TAILCONES 14

COCKPIT EMERGENCY EXITS 14

ESCAPE ROUTES OTHER THAN CABIN 15

OTHER EXITS 15

DOOR SAFETY STRAPS 15

DOOR INOPERATIVE PROCEDURES 15

C/A STATION 15

ELECTRICAL EQUIPMENT 15

EMERGENCY LIGHTS 15

PUBLIC ADDRESS AND INTERPHONE SYSTEMS 16

EVACUATION ALARMS 16

OXYGEN SYSTEMS 16

PORTABLE OXYGEN EQUIPMENT 16

GALLEY RESTRAINT 16

CARRY-ON BAGGAGE RESTRAINT 16

SMOKE ALARMS 17

TRASH CONTAINER DOORS 17

UPPER/LOWER DECK 17

LIFTS 17

FLOATATION CUSHIONS 17

LIFE PRESERVERS 17

LIFERAFTS AND SLIDES USED IN FLOATATION 17

INOPERABLE EQUIPMENT 18

FIRE EXTINGUISHER/PBE 18

SMOKE BARRIERS 18

FIRST AID/MEDICAL KITS 18

REVIEW AND ACCEPTANCE OF CABIN ATTENDANT MANUALS AND CHECKLISTS

I. I. GENERAL.

The review and acceptance of manual process forms part of the third phase of the AOC Application Process, the Documentation Phase. The Pre-application (enquiry by Operator) together with the Application (Operator makes formal application and submits documents) phases would by this time have been completed.

During the Pre-Application Process, a Cabin Safety Inspector would have provided the Operator with a Cabin Crew Member Manual Standard, as a guide on the format, order and contents required in the Cabin Crew Member Manual. Also, a checklist that will assist an Operator in verifying that all the requirements in the manual have been met.

The same checklist will be used by an inspector to assist them in accepting the manual.

Once the Operator has completed the CCM manual, two copies will be submitted together with all the required documentation during the Application Phase.

The reason for two copies to be submitted, is that once the manual is approved, the Operator will keep one copy and the CAA another. The CAA keeps a copy for verification reasons, because both copies are supposed to have the same information at all times. In approving the manual, the Cabin Safety Inspector shall attach his/her stamp, signature and date to all pages that list the effective pages, the compliance statement page (if applicable), the record of revision page including the index page.

Please note that an existing Operator that makes changes in the manual, must first submit amendments to the CAA for approval. In this case, the Cabin Safety Inspector, when satisfied with the amendments after evaluating them, shall approve only the list of effective pages and the record of revision page.

This model directive will therefore act as guidance material for Cabin Safety Inspectors in reviewing a manual.

A. Evaluations of Manuals for CAA Acceptance.

An operator may develop and publish in its Cabin Crew Member manual any policy, method, procedure, or checklist that the operator finds necessary for the type of operations conducted. These policies, methods, procedures, and checklists, however, must comply with both the Civil Aviation Regulations (CARs) and be consistent with safe operating practices in the operations manual which is a part thereof (Part 121.04.02). The Cabin Safety Inspector's role in the review process is to provide an independent and objective evaluation of the operator's manual material, and also to ensure that the operator's material complies with the CARs, is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.

1. The Cabin Safety Inspector should use this checklist (referred to above) in "Preparation of Cabin Crew Member Manual," to assist them in the acceptance of manuals required for Cabin Crew Member (CCM) engaged in operations conducted under Part 64. The checklist should be used as follows.
 - a) Make a copy of the checklist.
 - b) Provide recommendations to the operator.
 - c) Give the copy of the checklist to the appropriate representative of the operator, and ask that person to document the pertinent page number for each item.
 - d) When satisfactory, initial each item.
 - e) Make appropriate remarks.
 - f) When the entire manual is satisfactory, sign the bottom of the last page of the checklist.
2. Inspector should ensure that the information and procedure contained in the CCM manual is consistent with the information and procedures in the operator's manuals. A review may be accomplished by comparing information and procedures (such as the operator's emergency procedures) in the CCM manual with those contained in the operator's operations manual which forms part thereof.
3. Inspector should use the List of Effective Pages to determine currency and completion of the CCM manual.
4. Inspector should co-ordinate with the operator's appropriate CAA authority to review the security and hazardous materials procedures that are described in the operator's manual.

FIGURE 1 PREPARATION OF CABIN CREW MANUAL

Each cabin crew member (CCM) manual required by Part 121.04.2 must include the necessary instructions and information for cabin crew to perform their duties and responsibilities with a high degree of safety. Thus, the manual should include at least the following information:

	Applicable CAR
<p>DUTIES OF C/Cs Definition of a crewmember. This should include a general statement of the operator’s philosophy regarding C/C duties and responsibilities.</p>	CAR Part 1
<p>MANUALS The manual must be easy to read</p>	
<p>The manual must be easy to revise. The manual should contain procedures for processing revisions.</p>	
<p>Each manual must contain a List of Effective Pages, Record of Revision Page, and Index. A Compliance Statement is required in the Operations Manual, which the CCM manual forms a part thereof. It is therefore not a requirement to have the statement repeated in the CCM manual. An Operator will decide on whether or not to include it.</p>	
<p>Each crewmember shall have a manual accessible while performing assigned duties. The manual should contain the stipulation that each cabin crew member must have a manual readily accessible on board any flight if they are assigned any duties.</p>	CAR Part 121.04.2 7 (b)
<p>The manual must be up-to-date. This should be stated in the manual.</p>	CAR Part 121.04.2 7 (e)
<p>Each Manual must refer to the Companies’ Operations Manual as it forms a part thereof.</p>	

COMMENTS:

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

SECTION 1 MODULE 1	Applicable CAR
<p>1. TRAINING REQUIREMENTS Before the Commissioner issues a cabin crew member licence, a cabin crew member must have satisfied the requirements stipulated in Part 64.</p>	CAR Part 64.02.1
<p>a. INITIAL TRAINING It is an Operator's responsibility to ensure that each cabin crew member has successfully completed initial training as prescribed in Part 64, before undertaking aeroplane type and differences training.</p>	CAR Part 121.03.9
<p>b. TYPE AND DIFFERENCES TRAINING Each cabin crew member shall have completed type and differences training specified in the operations manual before undertaking duties assigned to them.</p>	CAR Part 121.03.9 Para 03.10
<p>c. FAMILIARISATION FLIGHTS Each cabin crew member shall undertake a familiarisation flight, once the above training has been completed before acting as part of a minimum number of cabin crew.</p>	CAR Part 121.03.9 Para 03.11
<p>d. RECURRENT TRAINING Each cabin crew member shall undergo recurrent training, covering the actions assigned to each cabin crew member in evacuation and normal and emergency procedures including drills relevant to the aeroplane type or variant.</p> <p>The training shall include both theoretical and practical instruction.</p> <p>Upon completion thereof, an operator shall issue a certificate of competency to the cabin crew member concerned, which certificate shall remain valid for a period of twelve (12) calendar months calculated from the last day of the calendar month in which such certificate is issued.</p>	CAR Part 121.03.9 Para 03.12
<p>e. FLIGHT DECK OBSERVATION FLIGHTS Each cabin crew member shall complete at least one flight deck observer flight prior to becoming qualified and thereafter on an annual basis. The following conditions will apply:</p>	SA CATS-OPS 121.03.12 1.3

<ul style="list-style-type: none"> i) Cabin crew member shall be in uniform, in addition, they will be in addition to the minimum flight crew and will not be assigned any normal safety or cabin service duties; ii) each flight deck observation flight will include a minimum of 2 take-offs and landings over a total flight time of not less than 1 hour; iii) each flight deck observation flight will begin at the regular check-in time for the flight deck crew. Crew members will observe the Flight normal pre-flight pilot duties stipulated in the Regulations. iv) Each cabin crew member wil participate in a post-flight de-briefing on the flight deck observation flight. 	
<p>f. LINE CHECKS</p> <p>Each cabin crew member shall undergo a check covering the training received in order to verify his or her proficiency in carrying out safety and emergency duties.</p> <p>Such checks shall be performed by competent personnel</p> <p>Each cabin crew member shall undergo such line checks of the items for initial, aeroplane type and differences, and recurrent training</p>	<p>SA CATS-OPS 121.03.12 Para 03.14</p>
<p>g. EXAMINATIONS</p> <p>Each cabin crew member shall have passed written and practical examinations for initial, aeroplane type and differences and recurrent training.</p>	

COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

MODULE 1	Manual Page
2. JOB DESCRIPTIONS	
Manual shall outline the cabin crew member’s job description, which is:	
To ensure the safety of passengers, crew and aircraft through adherence to company policy.	
To be in possession of the required documentation as per CAR Part 64.	

COMMENTS:

FIGURE 1 (CONTINUED)

PREPARATION OF CABIN ATTENDANT MANUAL

SECTION 1 MODULE 2	Applicable CAR
<p>DEFINITIONS AND ABBREVIATIONS (TERMINOLOGY)</p> <p>Each manual shall contain definitions and abbreviations of aviation terminology.</p> <p>Each manual shall define terms of reference and be able to use them in an appropriate context.</p> <p>Each manual shall identify and define common operator terminology including terms relating to airports, ground operations and flight operations.</p> <p>Each manual shall describe the importance to flight safety of using correct terminology.</p> <p>Terms of reference:</p> <ul style="list-style-type: none"> • Identify and describe the 24hr clock and its application in aviation • Describe what is meant by time zones and how to calculate elapsed time when crossing time zones • Define what is meant by date line and describe its application in aviation • Define what is meant by UTC and its application in aviation • List and identify the airport location identifiers used by the operator and describe how and why they are used. • Define and describe the phonetic alphabet and describe its importance in aviation-related communication • Identify the way that airspeed is measured and describe the conversion from knots to kilometres per hour. 	<p>SA CATS- FCL 64.02.2</p>
<p>MODULE 3</p> <p>AIRLAW</p> <p>Each manual shall:</p> <ol style="list-style-type: none"> a) Identify and describe the legislation governing flight crew in the Republic. b) Identify the trends in the industry i.e. open skies, mergers and harmonization. c) Identify historic legislation in cabin safety and describe its effect on aviation safety i.e. fire protection and minimum crew. d) Identify other sources of regulatory guidance i.e. technical directives, policy letters and compliance requirements. e) Identify and describe the specific regulations applicable to cabin 	<p>SA CATS- FCL 64.02.2</p>

<p>crew members and cabin safety including, seat belts and related restraint systems, oxygen equipment, etc.</p>	
<p>MODULE 4 FLIGHT AND DUTY PERIOD An operator shall have a policy on flight time and duty. Each cabin crew member shall maintain a logbook and record therein all own flight time spent as a crew member.</p>	<p>CAR Part 64.01.5</p>
<p>MODULE 5 AIRCRAFT FAMILIARISATION Each cabin crew member shall undertake a familiarisation flight, once the required training has been completed before acting as part of a minimum number of cabin crew.</p>	<p>CAR Part 121.03.11</p>
<p>THEORY OF FLIGHT Each manual shall describe the basic theory of flight relating to the aircraft environment in which the cabin crew member will be operating. Each cabin crew member manual shall identify the main components of an aircraft and describe their functions. Each cabin crew member manual shall define aircraft operating abnormalities which do not constitute an emergency, e.g. flaps, visible oil leaks, etc.</p>	<p>SA CATS- FCL 64.02.2</p>
<p>METEOROLOGY Each manual should describe types of cloud formations and their effects on weather. Describe the types of wind phenomena and their effect on aircraft in flight, i.e. jet stream. Identify the hazards to flight associated with volcanic ash/dust. Describe how to recognize it, i.e. smoke or dust in the cabin, acrid odour and a bright orange glow in the engine intakes. Describe the circumstances under which carbon monoxide poisoning may occur, the signs and symptoms, ways to detect it and minimize its effects. Include the potential for CO poisoning from ground heating/air conditioning units and ground power units.</p>	<p>SA CATS- FCL 64.02.2</p>

COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

SAFETY PROCEDURES SECTION 2	Applicable CAR
<p>1. REGULATORY BODIES</p> <p>a) Identify international and national aviation regulatory agencies and describe their role especially as it relates to cabin crew members. Describe how cabin crew members are required to comply with international regulations and penalties for breach of these regulations e.g. organisation and individual liabilities.</p> <p>b) Identify other regulatory agencies cabin crew members may be in contact with, and describe their role in aviation, i.e. Customs, Police, Immi-gration, Health, Narcotics and Agriculture.</p> <p>c) Describe the regulatory system in the Republic and how it functions to draft regulations and standards, ensure compliance and investigate accidents and incidents</p>	<p>SA CATS-FCL 64.02.2</p>
<p>2. CIVIL AVIATION AUTHORITY Describe the importance of the regulatory body, its role and Responsibilities, including its inspectors in South Africa and the industry in general.</p>	
<p>- REGULATORY REQUIREMENTS Each manual shall outline the importance of complying with regulatory requirements Identify the types of regulatory control the CAA exercises in areas of aviation safety.</p>	
<p>- ROLES AND FUNCTIONS OF INSPECTORS Each manual shall describe the roles and functions of Inspectors and the importance of understanding such functions.</p>	
<p>- INSPECTOR IDENTIFICATION Each manual shall contain policies and procedures on how to identify an inspector. Describe the requirements for a CAA inspector to provide official identification. Describe the forms of identification that may be presented on the aircraft whenever a pre-flight or in-flight inspection is conducted. Describe the types of inspectors that cabin crew may come into contact with, e.g. flight deck and the types of inspections they may carry out.</p>	

<p>Describe procedure for the SCCM to advise the PIC whenever an inspector has identified himself as being on board and conducting an inspection.</p>	
<p>- OPERATOR POLICIES – CARRIAGE OF INSPECTORS Each manual shall contain operator policies and procedures when having an inspector on board their flights</p>	
<p>- AUTHORITY OF INSPECTORS Each manual shall outline the authority for inspectors to inspect the operations of operators. Describe the actions they may take if non-compliances are identified.</p>	

COMMENTS:

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable Regs
<p>3. CABIN CREW MEMBER RESPONSIBILITY</p> <p>The shall describe legislated roles and responsibilities of cabin crew members relating to their duties and in the interest of aviation safety.</p>	SA-CATS-FCL 64.02.2
a) Describe the responsibility of cabin crew members to maintain knowledge of all safety and emergency procedures relating to their duties.	
b) Identify the requirement for cabin crew members to perform their duties in accordance with approved procedures.	
<p>c) Outline cabin crew member responsibilities to ensure all flight documentation, publications and manuals are up to date and readily available on board and that cabin crew members are familiar with their contents. Cabin crew members are required to ensure that:</p> <p>(i) Competency documents signed by the authorized organisation personnel, as designated in the organisation operations manual, date of expiry, specific aircraft types and series on which the cabin crew member is qualified to operate;</p> <p>(ii) a record of revisions is in the CCM manual, tracking the amendments received and when they were inserted into the CCM manual.</p>	
d) Identify the responsibility of cabin crew members to report any on board safety concerns to the pilot-in-command.	
e) Identify the requirement to keep all documentation relative to flight duties up to date at all times, e.g. passport and security Pass.	
f) Outline cabin crew member responsibilities to ensure that all equipment is available and in good working order, and properly secured when not in use.	
g) Identify the responsibility of cabin crew members to report unserviceable equipment follo-wing established organization procedures.	
h) Identify the responsibility for cabin crew members to successfully complete required training and qualifications.	

i) Define the chain-of-command and describe the authority of the pilot-in-command and describe their importance relating to flight safety.	
j) Describe the requirement to be aware of the duties and responsibilities of other cabin crew members and be prepared to assume those duties, if necessary.	
k) Define the procedure regarding attending and participating in flight crew briefings.	
l) Define what is meant by “person carried for the completion of non safety related duties” who are not qualified cabin crew members. Describe the function they perform when assigned on a flight, activities they may/may not be assigned, and identification to differentiate them from other cabin crew members. Include as per operator’s operations manual - (i) cabin crew members on familiarization or line orientation lights; and (ii) public relations assignments, e.g. crew from “partner” operators or translators, etc.	
m) Identify the importance of cabin crew members to be constantly alert and therefore prepared to handle any abnormal/ emergency situation as it may occur.	
n) Identify the responsibility of the cabin crew member to comply with and enforce regulatory requirements.	
Requirement for all C/C to be seated during movement on the surface unless performing safety-related duties.	CAR Part 121.02.9 CAR Part 91.02.5(a) (b)
Number of C/C that must be on board when there are passengers on board the airline and it is parked at the gate. Method to identifying cabin attendant substitutes that might be used while the aircraft is parked at the gate.	CAR Part 121.02.5
The specific number and location of C/C that must be on board before movement on the surface. Since this information should be given for each aircraft, it could be contained in the aircraft specific part of the manual.	CAR Part 121.02.5

C/C duties and number of C/Cs required during refuelling procedures.	
Policy for use of jumpseat by anyone other than the assigned C/C.	
Policy of checking emergency equipment. When C/As are required to check, then specific responsibilities for specific equipment by aircraft type may be in the appropriate section of the manual.	

COMMENTS:

**(FIGURE 1 (CONTINUED))
PREPARATION OF CABIN ATTENDANT MANUAL**

	Applicable Regs
<p>4. CABIN CREW MEMBER MANUAL</p> <p>Policy for distribution and maintenance of cabin crew manuals</p>	
<p>5. CONSUMPTION OF ALCOHOL/MEDICATION/DRUGS</p> <p>Policy for consumption of alcohol. (Regs 8hours)</p>	<p>CAR Part 91.02.3 (a) CAR Part 121.01.4</p>
<p>6. BLOOD DONATIONS</p> <p>Policy for blood donations. (Regs 72 hours)</p>	<p>CAR Part 91.02.3(c)</p>
<p>7. SCUBA DIVING</p> <p>Policy for scuba diving. (Regs 24 hours)</p>	<p>CAR Part 91.02.3 (b)</p>

COMMENTS:

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
8. FLIGHT DECK AUTHORITY OF PILOT IN COMMAND The authority of PIC	CAR Part 91.01.2
CHAIN OF COMMAND Method of designating succession of command	
COMMUNICATION PRACTICES WITH FLIGHT DECK Normal methods of communication and co-ordination among crewmembers including establishing communication with the cockpit crew before or immediately after flight begins.	
9. ADMISSION TO THE FLIGHT DECK Persons who may be admitted to the flight deck are the following:	CAR Part 91.01.7
Operating crew members Representatives of the authority responsible for certification, licensing or inspection, if this is required for the performance of their official duties (CAA); or Individuals permitted by the operations manual under instructions contained therein	
a. FLIGHT DECK DOOR POLICIES AND PROCEDURES Procedures for entry in to the flight deck	
b. PIC'S AUTHORITY FOR ADMITTANCE	
c. FLIGHT DECK OBSERVER SEAT – POLICIES AND PROCEDURES Policy and procedure for occupation of the observer seat in the flight deck	
10. STERILE FLIGHT DECK Include a method of informing C/C that the flight is in a sterile cockpit time status.	
11. FLIGHT DECK SERVICE	

Policy and procedure for service in the flight deck	
12. SECURITY PASS Procedure for cockpit crew to identify cabin crew before allowing entry to flight deck.	
Locking of the cockpit door.	

COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

	Applicable CAR
13. CREW CO-ORDINATION General statement concerning the importance of crew co-ordination.	
Preflight crew briefings – crew and cabin attendants	
The importance of, and procedures for, reporting in-flight irregularities and/or malfunction (mechanical, passenger, or other) to the cockpit must be in the manual.	
Crew co-ordination procedures to ensure that carry-on baggage has been properly stowed before the passenger loading door is closed.	
Crew co-ordination procedures to ensure that the aircraft (including the cabin) is ready for movement on the surface for takeoff or landing.	
Crew co-ordination procedures for exit seating.	

COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

	Applicable CAR
<p>14. CABIN CREW MEMBER COMPLEMENT Policies regarding the minimum number of cabin crew members per aircraft type as stipulated in the operations manual</p> <p>Procedures for the reduction of the required minimum number of cabin crew: provided</p> <ul style="list-style-type: none"> a) number of passengers is reduced b) report is submitted to the CAA upon completion of a flight 	<p>Part 121.02.5</p>
<p>15. CREW SAFETY BRIEFINGS (including announcements and demonstrations) Before take-off Briefing passengers before takeoff about the following: Compliance with lighted signs, posted placards, and instruction of crew. Use of seatbelt. Demonstration of fastening and opening seat belt buckles.</p>	<p>CAR Part 91.07.20 (2)(b)</p>
<p>That the CAA requires passenger compliance with lighted passenger information signs and crewmember instructions concerning the use of seat belts.</p>	<p>CAR Part 91.07.20 (2)(b)(i)</p>
<p>Smoking. Compliance with lighted signs, posted placards, and instruction of crew. That there is a prohibition against smoking in the lavatories and that SA law prohibits tampering with, disabling, or destroying smoke detectors.</p>	<p>CAR Part 91.07.20 (2)(a)(i)</p>
<p>Location of exits. Part 91.07.20</p>	<p>CAR Part 91.07.20 (2)(a) (iii)</p>
<p>Location and use of required floatation equipment.</p>	<p>CAR Part 91.07.20 (2) (b)(iii)</p>
<p>Exit seating reference to passenger information cards.</p>	<p>CAR Part 91.07.20 (2) (b)(vii)</p>
<p>A request that a passenger identify him or herself if he or she: Cannot meet selection criteria,</p>	
<p>Has an indiscernible condition,</p>	
<p>May suffer bodily harm,</p>	

Does not wish to perform those functions.	
Individual briefing of those who may need assistance and briefing of persons who may be attending these individuals.	
<p>After takeoff:</p> <p>Briefing that notifies passengers to keep their seat belts fastened even when “seat belt” sign is off (to be given after takeoff and before or immediately after “seat belt” sign has been turned off).</p> <p>Passengers shall once again be reminded about smoking regulations</p>	CAR Part 91.07.20 (3)(b)
<p>EXTENDED OVERWATER BRIEFING</p> <p>Include everything in MCAR .</p>	
Demonstrate donning and inflating life preserver.	
Brief on the location and operation of the following: Adult life preservers,	
Liferafts,	
Other floatation means.	
<p>USE OF OXYGEN</p> <p>Before flight is conducted above flight level 250, crewmembers shall explain the necessity of using oxygen and perform the following:</p>	CAR Part 91.07.20 (2)(b)(ii)
Point out location of oxygen dispensing equipment.	
Demonstrate use of oxygen dispensing equipment.	
<p>ILLUMINATED SAFETY SIGNS</p> <p>When a passenger safety information sign remains illuminated for a period of time, the crew should make periodic announcements.</p>	
When a passenger continues not to obey a safety information sign, the pilot-in-command should be notified.	
<p>In-flight flight TURBULENCE</p> <p>Describe safety advice to passengers during periods of in-flight turbulence</p>	SA-CATS- FCL 64.02.2
<p>Before landing</p> <p>Passengers should be reminded about smoking prohibition, the use of safety belts, the need for seatbacks to be up and tray-table stowed (if applicable), re-stowage of carry-on baggage and restrictions on the use of portable electronic devices.</p>	CAR Part 91.07.20 (4)

After landing Passengers are to be reminded once again about the smoking prohibition and the use of safety belts.	CAR Part 91.07.20 (5)
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COMMENTS:

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
<p>16. PRE-FLIGHT CHECKS The operator must stress the importance of pre-flight checks And the impact on flight safety. Procedures for the following cabin readiness checks.</p>	SA CATS-OPS 121.03.12 3.5
<p>a. Safety and Emergency Equipment Procedure for each cabin crew member to conduct safety equipment checks to ensure that all equipment is available, Serviceable, correctly sealed (where required) and correctly secured according to the cabin plan</p>	
<p>b. Security Procedure for security check to be conducted according to the checklist provided for by the operator</p>	CAR Part 121.04.10 CAR Part 91.03.3
<p>17. CABIN LIGHTING Cabin crew member shall switch off the cabin lights in preparation for take-off and landing as part of the duties conducted to make the cabin sterile.</p>	

COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

	Applicable CAR
<p>18. CARRIAGE OF PASSENGERS</p> <p>Describe types of passengers which may be carried including passengers who require special handling. Procedures for acceptance and carriage of the following and Include special handling, seating and securing the persons and equipment for all phases of flight.</p> <ul style="list-style-type: none"> a. incubators b. stretcher patients c. persons travelling with medical oxygen d. child restraint systems (acceptable types) e. carriage of animals in the cabin f. carriage of guide and service animal(s) <p><i>See: Dangerous Goods for "Carriage of vital organs"</i></p>	<p>SA CATS-FCL 121.03.12 Para 3.6</p>
<p>19. CARRIAGE OF INFANTS AND CHILDREN</p> <p>The manual should include the following concerning infants and children: Procedures for restraining including location and actions during an emergency.</p>	<p>Part 121.07.14</p>
<p>Information about the types of restraint devices that conform to all Federal motor vehicle standards.</p>	
<p>Information that if the parents have purchased a ticket and the device is approved, it must be allowed.</p>	
<p>The fact that infants should be restrained in the approved restraint device during turbulence.</p>	
<p>20. CARRIAGE OF PASSENGERS WITH DISABILITY Procedures including identification, seating positions and handling in the event of an emergency. Briefing on emergency procedures.</p>	<p>Part 121.07.15</p>
<p>21. LIMITATIONS ON CARRIAGE OF INFANTS CHILDREN AND PASSENGERS WITH DISABILITY</p> <p>1 per 20 passenger s or part thereof, to a maximum of 10 such passengers or minors.</p> <p>1 assistant for every 5 passengers with disability or</p>	<p>Part 121.07.16</p>

<p>unaccompanied minors or part or combination thereof, (provided that such passengers with disability can assist themselves). For each passenger with a disability who cannot assist themselves, an able-bodied assistant shall be assigned to solely assist such passenger. An operator may establish procedures other than the procedures referred to above, provided;</p> <p>a. aviation safety is not compromised; and b. prior written approval is obtained from the Commissioner.</p>	
<p>22. CARRIAGE OF INADMISSABLE PASSENGERS, DEPORTEES OR PERSONS IN CUSTODY Procedures for carriage of the passengers referred to above, including notifying the PIC.</p>	<p>CAR Part 121.07.17</p>
<p>23. CABIN SUPERVISION (Securing of cabin and galley) Procedures for a sterile cabin and galley Restraint of galley equipment (including trolleys) on the ground, during take-off and landing and when not in use.</p> <p>Appropriate portions of carry-on baggage program Approved stowage areas for carry-on baggage Management of boarding carry-on baggage</p>	<p>CAR Part 121.07.19</p> <p>CAR Part 121.07.18</p>
<p>Crew baggage stowage</p>	
<p>Need for tray-tables to be stowed and seatbacks to be in their full, upright position before takeoff and landing.</p>	
<p>Need for CC to stow away restraint systems when not in use</p>	

COMMENT:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

	Applicable CAR
24. BRIEFINGS	
Boarding	
Disembarking	
Transit stops	
25. CARRIAGE OF WEAPONS Security regulations and operator's procedures for the carriage of weapons	
26. PASSENGER HEAD COUNT (if applicable)	
27. OPERATION OF THE DOORS (normal operation)	
DOORS Readying doors for movement on the surface, including general statement of responsibility for readying doors. Procedures for specific crewmembers at specific doors would probably be better included in aircraft section of the manual.	
Ensure that one door is ready for passenger egress when aircraft is parked at the gate.	
Procedures for specific crew members at specific doors will be included in the aircraft section of this manual	
28. INOPERATIVE DOORS Policy and procedure for conducting operations with one door Inoperative.	
29. GROUND SERVICE	

COMMENTS:

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
<p>30. DUTIES PRIOR TO/ DURING PUSHBACK/ TAXI PREPARATION FOR TAKE-OFF Each cabin crew member will perform the following pre-take off checks:</p> <ul style="list-style-type: none"> • seat belts fastened • seat backs in the upright position • tray tables stowed • arm rests down • cabin baggage correctly stowed • mothers with babies correctly seated • electronic devices identified and passengers briefed accordingly • footrests correctly stowed • ABP overwing exits briefed • Cabin lighting set • Music system switched off • Galley equipment secured • Toilets clear, functioning, and locked • Window shades retracted • Main exit door (armed and cross-checked) • Flight deck communication made (cabin sterile) • Head count (if applicable) • No smoking announcements and other safety announcements made 	
<p>31. PRE-TAKE-OFF/ PRE-LANDING CHECKS – CABIN/GALLEY SECURE Each cabin crew member will perform the following pre-landing Checks:</p> <ul style="list-style-type: none"> • Passengers to return to original seat announcement • Seat belts fastened • Seat backs in upright position • Tray tables stowed • Arm rests set • Carry on baggage correctly stowed • Passengers briefed on the use of electronic equipment • Footrests correctly stowed • Catering items removed from the cabin • Cabin lighting set 	

<ul style="list-style-type: none"> • Galley equipment secured • Toilets clear and locked • Window shades retracted • Main exit doors (armed and cross-checked) • Flight deck communication made • No smoking announcement made 	
<p>32. POST LANDING CHECKS: Each cabin crew member will perform the following checks:</p> <ul style="list-style-type: none"> • Passengers remain seated when announcements are made • Disarm main exit doors when announcement is made and cross checked • Check that stairs/air-bridge is in position (if applicable). 	
<p>33. TURBULENCE Manual shall describe hazards associated with turbulence and procedures for ensuring passenger and cabin crew. Describe turbulence and the classifications of turbulence, ie. Light, moderate or severe List the potential hazards to aircraft, cabin crew and passengers in turbulence. Procedure for service during in-flight turbulence Describe passenger seat belt discipline during turbulence and cabin crew responsibilities to ensure that passengers comply with requirements and procedures. Describe cabin crew communication and coordination procedures</p>	SA-CATS-FCL 64.02.2
<p>34. ELECTRONIC DEVICES Procedures to follow when occupants use electronic devices and which devices are not allowed.</p>	
<p>35. FLIGHT ATTENDANT SEATS/STATIONS Procedures for cabin crew members to be seated at their assigned stations or seats during take-off and landing and whenever deemed necessary, on all decks which are occupied by passengers.</p>	CAR Part 121.02.9
<p>36. UNSERVICEABLE FLIGHT ATTENDANT SEAT Procedure for unserviceable flight attendant seat Procedure for an alternate seat to be provided for Reporting procedures to the PIC Recording in the defect log book</p>	
<p>37. GALLEY/SERVICE EQUIPMENT Restraint of galley equipment (including galley and ticket carts) for movement on the surface, takeoff, landing, and when not in</p>	CAR Part 121.07.19

use. This should include the fact that carts should be on a mushroom or otherwise properly restrained when not in use.	
Proper stowage of cargo (including musical instruments and pet carriers) in the cabin.	

COMMENTS:

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
<p>38. CABIN BAGGAGE The operator should ensure that the appropriate part of the crewmembers' manual provides information about the operator's approved carry-on baggage program. This should include: Proper methods of stowing carry-on baggage, cargo, and other articles carried in the cabin; handling of items that have been boarded and cannot be properly stowed; crew co-ordination necessary to ensure items are properly stowed; assignment of crewmember responsibility for verification; assignment of crewmember responsibility for ensuring that carry-on baggage will not hinder the availability and use of emergency equipment; and other pertinent information that the operations inspector determines should be in the crewmembers' manual.</p>	CAR Part 121.07.18
<p>39. FUELLING Each manual shall contain policies and procedures on refuelling while passengers are on board. Describe the necessary precautions that shall be taken and the Aircraft shall be properly manned by cabin crew members who will be ready to initiate and direct evacuation of such aircraft by the most practical and expeditious means available.</p>	CAR Part 91.07.13
<p>40. UNRULY, UNMANAGEABLE AND DRUG IMPAIRED/INTOXICATED PASSENGERS Each manual shall contain policies and procedures for handling and reporting an unruly passenger who causes a disturbance, Interferes with cabin crew members in the performance of their Duties.</p>	
<p>41. DANGEROUS GOODS Identification of and, if they are going to be in the cabin, procedures for storage and handling.</p>	CAR Part 92.00.15
<p>42. CABIN CREW FLIGHT REPORTING (ACCIDENTS & INCIDENTS)</p>	
<p>43. AIRCRAFT SURFACE CONTAMINATION PROCEDURES The manual shall define what is meant by surface contamination, describe their responsibilities and identify the procedures for reporting suspected surface contamination to the pilot-in-command.</p>	SA CATS-OPS 121.03.12 3.3

<p>Define surface contamination and hazards to flight associated with surface contamination.</p> <p>Define aircraft critical surfaces for each of the aircraft types in the operator's fleet.</p> <p>Identify an awareness of the conditions most likely to produce surface contamination.</p> <p>Give examples of a clean wing and visible signs of surface contamination, e.g. frost, ice, snow, including rain and clear, etc.</p> <p>Define the responsibilities of cabin crew members to report suspected surface contamination, prior to take-off roll, to the pilot-in-command as soon as it is discovered.</p> <p>State the requirement for the pilot-in-command to investigate reports of suspected surface contamination or to designate such duty to another flight crew member.</p> <p>Describe the advice to passengers whenever aircraft de-icing is taking place and who is responsible for this announcement.</p>	
<p>44. APRON SAFETY PROCEDURES</p> <p>The manual shall identify the components of ramp safety, the responsibilities for passenger movement on airport ramps and the procedures established to accomplish such safety.</p> <p>Hazards on ramps</p> <ul style="list-style-type: none"> (a) Identify the hazards associated with airport ramps, for example: aircraft/ground service traffic, noise and weather and foreign objects. (b) Describe the hazards associated with traffic on the ramp including aircraft movement, propellers, jet blast/exhaustion Vehicles. <p>Cabin crew responsibilities</p> <ul style="list-style-type: none"> (a) Identify the established procedures and requirements for escorting passengers across airport ramps. (b) Describe the coordination required between cabin crew 	<p>SA CATS-OPS 121.03.12 3.14</p>

members and ground staff to ensure passenger safety, i.e. stairs in place, propellers are secured and ways to achieve it.	
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COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

EMERGENCY PROCEDURES SECTION 3	Applicable CAR
1. COMMUNICATION IN ABNORMAL AND EMERGENCY SITUATIONS	
1. The manual shall describe the importance and the procedures for effective communication in normal, abnormal/non-routine and emergency situations.	
2. a) Define communication and list differences between normal, abnormal and emergency communications, and describe ways of communicating effectively in either situation, i.e. speed, volume, choice of words, enunciation, etc. b) Describe the procedures for normal, abnormal/non-routine and emergency communication. c) Describe the importance of effective communication especially when dealing with abnormal and emergency situations. d) Describe the responsibility of cabin crew members to provide complete and accurate information to the pilot-in-command to assist in decision-making.	
3. a) Identify the difference between verbal and non-verbal communication and describe the effects of communicating different messages. Describe the potential hazards to flight safety if communication is not effective. b) Identify how poor communication has contributed to aviation accidents and incidents and discuss ways to minimize these communication deficiencies.	
2. RAPID DECOMPRESSION Describe means and procedures for cabin crew to passenger communication during a rapid decompression and cabin pressurization problems.	

Identify the immediate actions cabin crew members must take in the event of a rapid decompression.

Describe the flight crew communication procedures (e.g. signal for beginning a post-decomp-ression walk-around, who is responsible for giving this signal and when it will be given, etc).

List the cabin crew member duties in a post-decompression walk-around and safety prio-rities.

Identify the importance of flight crew coordination and methods of achieving this coordination.

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
3. CABIN PRESSURIZATION OXYGEN: USE AND NEED	
Depressurisation,	
Slow leaks.	
Rapid depressurisation procedures, including the following:	
Signs of a loss of cabin pressures,	
Symptoms of hypoxia,	
Crew co-ordination,	
C/A actions, including the following:	
grabbing the nearest oxygen mask,	
sitting down or holding on something solid and waiting for word from the flight deck before moving around,	
assisting passengers.	
Description of use of each type of portable oxygen bottle and mask. This is especially important with solid state (chemical) oxygen generators.	
Procedures for C/A to administer oxygen to self.	CAR Part 91.04.17
Procedures for use of medical (passenger supplied) oxygen (must be under operator's maintenance program).	
Prohibition against smoking when oxygen is being administered.	

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
4. FIRE PREVENTION AND CONTROL	
Fire prevention procedures that at least include the following: Checking the lavatories before takeoff and periodically during flight.	
Use of smoking materials.	
Periodic cabin checks.	
Use of circuit breakers located in the cabin (precautions against resetting).	
Proper stowage of article that could contribute to fire (such as matches).	
Checking of oven and over vents.	
C/A procedures for handling passengers.	
Fire control procedures should include fires occurring in the following locations: on the ground, outside, inside the aircraft and during flight.	
During fires inside the aircraft, fire control procedures should include the following: Type of fire extinguisher or class of fire.	
Use of protective breathing equipment (PBE).	
Fire control when volatile fuel is involved (this may be included in hijacking or threatening passenger part of the manual),	
Smoke control procedures,	
Use of circuit breakers	
Fire in galley, including oven,	
Fire in the lavatory or other confined spaces,	

COMMENTS:

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
<p>5. FUEL DUMPING The outline the characteristics associated with fuel dumping and cabin crew member's responsibility to follow established procedures.</p>	SA CATS-FCL 64.02.2
Define fuel dumping.	
Describe the conditions under which fuel dumping may occur.	
Identify the need for flight crew communication during fuel dumping and the responsibility of cabin crew members to report any unusual conditions to the pilot-in-command.	
Describe the advice to passengers regarding fuel dumping and the person responsible for this advice.	
<p>6. CABIN SMOKE AND FUMES The shall identify the hazards associated with fumes and/or smoke in the cabin, potential sources and the establish procedures if fumes and/or smoke are detected in the cabin in flight or on the ground.</p>	SA CATS-FCL 64.02.2
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.	
Describe the requirement of crew to be alert for smoke and fumes in the cabin, i.e. during fuelling or de-icing.	
List the flight crew communication procedures associated with smoke/fumes in the cabin, including how to notify the PIC of the situation and what information is required.	
Describe the procedures for dealing with smoke/fumes in the cabin including locating the source, notifying the pilot-in-command, flight crew coordination, ensuring passengers' breathing comfort, preparation for rapid disembarkation or evacuation	

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

	Applicable CAR
Describe the authority of the pilot-in-command to relocate passengers if smoke/fumes are present in the cabin and when this decision may be made.	
Describe how to recognize 'condensation' in the cabin, its similarity to smoke and describe causes and the phases of flight when it may be visible	
Identify the advise to passengers in case of condensation in the cabin, the person who gives this advice, when it is given and the importance of communicating with passengers to minimize panic.	
Define "smoke removal", and smoke control, and describe the associated procedures on the air carrier's aircraft types, as applicable and in accordance with the manufacturer's specifications, including flight crew communication and advice to Passengers.	

COMMENTS:

FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
7. PILOT INCAPACITATION	
Identify the assistance cabin crew members will be required to provide in the flight deck.	SA CATS-FCL 64.02.2
Describe the procedures for assisting an incapacitated pilot.	
Describe the procedures for administering first aid oxygen to an incapacitated pilot.	
Describe the procedures for removing an incapacitated pilot from the flight deck.	
8. CABIN CREW MEMBER'S INCAPACITATION	
Identify the flight crew coordination procedure to ensure that the safety and emergency duties of the incapacitated cabin crew member are assumed and identify the person responsible for this decision.	SA CATS-FCL 64.02.2
Outline the procedures associated with incapacitated cabin crew members (including procedures for dealing with more than one incapacitated cabin crew member).	

COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

	Manual Page
EVACUATION PROCEDURES	SA CATS-OPS
For each type of aircraft evacuation or ditching, the manual should at least include procedures and techniques regarding the following:	121.03.10
Crew co-ordination,	Para 7.3
Giving commands to passengers,	
Describing brace for impact positions,	
Assessing condition,	
Ensuring aircraft has come to a complete stop,	
Evacuating persons and any of their attendants who may need assistance,	
Redirecting passenger flow,	
Caring for passengers following accident.	
Unforewarned (unanticipated aircraft evacuation or water landing) including the following:	
Crew co-ordination,	
Commands given to passengers,	
Initiation,	
Actions at door.	
Forewarned (anticipated aircraft evacuation or water landing) including the following:	
Crew co-ordination,	
Commands given to passengers,	
Passenger preparation,	
Cabin preparation,	
Unwarranted (unneeded) evacuation, passenger or crew initiated, including the following:	
Crew co-ordination,	
Stopping the evacuation.	

FIGURE 1 (CONTINUED)

PREPARATION OF CABIN ATTENDANT MANUAL

	Applicable CAR
<p>SURVIVAL Information about survival in situations appropriate for operations such as water, mountains, desert, or jungle. Information about survival equipment</p>	<p>Car Part 91.04.29</p>

COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

SECURITY PROCEDURES SECTION 4	Applicable CAR
<p>1. PERSONAL SECURITY The manual shall contain the minimum aviation security standards prescribed by the CAA and organisation policies/procedures as they relate to the flight crew of an aircraft.</p>	
<p>Requirement for cabin crew members to comply with minimum aviation security standards prescribed by the CAA and organisation security policies/ procedures</p>	
<p>Protection of cabin crew members' personal belongings. Flight crew baggage – identification/procedures.</p>	
<p>2. PASSENGER SECURITY Policies and procedures for cabin crew member's handling of unruly or violent passengers and the carriage of persons in custody.</p> <ul style="list-style-type: none"> a) Pilot-in-command's authority. b) Restraint of passengers. c) Crew procedures for passenger restraint. d) Procedures on the ground. e) Assault by passengers on cabin crew members. f) Passenger restraining equip-ment. g) Disruptive/intoxicated passengers. h) Carriage of persons in custody/ deportees. i) Measures relating to VIP pas-sengers. <p>3. SECURITY TO THE AIRCRAFT The identify key elements relating to the security of the aircraft.</p> <ul style="list-style-type: none"> a) Communication between cabin crew members of possible threats to security. b) Pre-flight checks/inspection of an aircraft prior to departure (cabin). c) Admittance to the flight deck - operating crew, passengers and CAA inspectors. d) Measures to prevent unau-thorised access to aircraft not in service. e) Security measures relating to catering. f) Post-flight checks/inspections of an aircraft after landing (cabin). 	
<p>4. MANAGEMENT OF SECURITY INCIDENTS</p>	

<p>The manual shall to the understanding of the cabin crew, outline the roles and responsibilities of airport operators, police and other agencies in the management of security incidents;</p> <p>the role and responsibilities of aerodrome operators, police and other agencies in the management of a security incident.</p> <p>Outline the requirement to report incidents and procedures.</p> <p>Information required at time of reporting a security related incident.</p>	
<p>5. BOMB THREATS (AIRCRAFT ON THE GROUND)</p> <p>The manual shall contain procedures to be followed in the event of a bomb threat to an aircraft while it is still on the ground.</p> <ul style="list-style-type: none"> a) Crew advisory/briefing. b) Disembarkation/evacuation. c) Search of the aircraft after disembarkation/evacuation. d) Re-entering the aircraft. e) Communication with pas-sengers. f) Communication with authorities and organisation. 	
<p>5. BOMB THREATS (AIRCRAFT OIN THE AIR)</p> <p>The manual shall outline procedures to be followed in the event of a bomb threat to an aircraft while in flight.</p> <ul style="list-style-type: none"> a) Pilot-in-command responsibilities. b) Crew advisory/briefing. c) Communication with passengers. d) Search of the aircraft while in flight. e) Awareness of components of an explosive device. f) Locating a suspect device. g) Protecting a suspect device. h) Awareness of procedure employed when moving a suspect device. i) Areas of lowest risk for re-locating of suspect device. j) Disposal of suspect device over-board. k) Disembarkation/evacuation upon landing. l) Re-entering the aircraft. m) Communication with authorities and organisation. 	
<p>6. HIJACKING</p> <p>Hijacking procedures should be developed with the assistance of the Security Inspector assigned to the operator, but the responsibility for the final acceptance of manual contents rests with the Operations Inspector.</p> <p>NOTE: Procedures contained in CCM manual may be very limited. These procedures may be a “coded” memory aid.</p>	
<p>A method of communication with other crewmembers when</p>	

hijacking is either threatened or in progress. NOTE: Details may not be in the CCM manual.	
7. WEAPONS Security regulations and operator's procedures for the carriage of weapons.	

Inspector should check security check list at the end of the section

COMMENTS:

**FIGURE 1 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

SAFETY AND EMERGENCY EQUIPMENT SECTION 5	Applicable CAR
<p>The cabin crew member manual shall describe each piece of safety emergency equipment on board the operator's aircraft, describe its uses and procedures associated with its operation.</p> <ul style="list-style-type: none"> (a) Define safety and emergency equipment. (b) Describe each piece of safety and emergency equipment the operator has available on board each aircraft based on the following points: <ul style="list-style-type: none"> (i) General description; (ii) uses; (iii) location; (iv) pre-flight serviceability check (v) removal from stowage; (vi) how to operate; (vii) conditions for operation; 	<p>SA CATS-FCL 64.02.2</p>

- | | |
|---|--|
| (viii) operational limitations; | |
| (ix) operation under adverse conditions, precautions for use; and | |
| (x) care after use. | |

COMMENTS:

The manual shall include Aviation Medicine and Dangerous Goods sections which shall be forwarded to the relevant departments for approval.

Inspector: Operations
(signature)

Date:

**FIGURE 2
PREPARATION OF CABIN ATTENDANT MANUAL**

This part of the form should be filled out and signed for each aircraft type/model.

_____ AIRCRAFT TYPE/MODEL

AIRCRAFT SPECIFIC SECTION 6	Applicable Regs
AIRCRAFT DESCRIPTION The manual should contain a description and/or diagram of each type/model of aircraft showing the items listed below. If the location of any of these items varies from one aircraft to another, N-numbers with specific location should be given.	
The assigned takeoff and landing location for each crewmember who might be assigned safety duties in the cabin should be clearly designated.	
The duties and duty station for each crewmember (including flight crew) during an evacuation or ditching should be given.	
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.	
C/A location for performing safety demonstrations.	

<p>AIRCRAFT EMERGENCY EQUIPMENT</p> <p>The emergency equipment location should be given for each type of aircraft; however, when equipment such as the first aid kit 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.</p> <p>Each exit (clearly show what type of exit),</p>	<p>CAR Part 91.07.21 CAR Part 91.04 Para 16-28</p>
<p>Each first aid kit</p>	
<p>Medical kit,</p>	
<p>Portable lights/flashlight,</p>	
<p>Each fire extinguisher by type,</p>	
<p>Each PBE,</p>	
<p>Flootation equipment,</p>	
<p>Overwater equipment,</p>	
<p>Survival kits and transmitters, if not attached to liferaft.</p>	
<p>Crash ax,</p>	
<p>Megaphone,</p>	
<p>Appropriate circuit breakers,</p>	
<p>Portable oxygen,</p>	
<p>Supplemental (ship's) oxygen,</p>	
<p>Approved crew bag stowage areas.</p>	

COMMENTS:

**FIGURE 2 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

This part of the form should be filled out and signed for each aircraft type/model.

_____ AIRCRAFT TYPE/MODEL

	Applicable CAR
<p>Each type of equipment should be depicted so its operation is easy to follow. This includes the following:</p> <p>FLOOR LEVEL EXITS A Description for operations and procedures at floor level exits should include the following: Opening in normal mode,</p>	
<p>Opening in emergency mode,</p>	
<p>Ready for movement on the surface,</p>	
<p>Ready for gate arrival</p>	
<p>Ready at gate, if appropriate</p>	
<p>EVACUATION SLIDES A Description of operation and procedures for evacuation slides, sled/rafts, or ramps should include the following: Emergency inflation,</p>	
<p>Manual inflation.</p>	
<p>WINDOW EXITS A description of operation and procedures at window exits should include the following: Opening exits,</p>	
<p>Placement of window,</p>	
<p>Recommended method of exiting window,</p>	
<p>Use of life lines.</p>	
<p>VENTRAL STAIRS A description of the operation and procedures pertinent to ventral stairs should include the following: Information regarding lowering or otherwise operating stairs in normal and emergency modes,</p>	
<p>Information about stair use in evacuations.</p>	
<p>TAILCONES The information about the operation and procedures pertinent to tailcones should contain the following:</p>	

Detailed description of the activation of the tailcone.	
Details of unusual environment factors that could affect crewmember performance in or around tailcones.	
COCKPIT EMERGENCY EXITS 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).	

COMMENTS:

**FIGURE 2 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

This part of the form should be filled out and signed for each aircraft type/model.

_____ AIRCRAFT TYPE/MODEL

	Applicable CAR
ESCAPE ROUTES OTHER THAN CABIN Information should show the method of reaching these exits, the opening, and actions necessary to exit.	
OTHER EXITS	
DOOR SAFETY STRAPS Include both location and use in normal and emergency operations.	
DOOR INOPERATIVE PROCEDURES If this type of aircraft is allowed to operate with a door inoperative, the procedures to follow for the specific aircraft should be given.	
C/A STATION The C/A manual should contain a description of each type of C/A station. This description should include the following: The proper brace position for that station,	
Information about the restraint system at that station and its use,	
The safety equipment that a C/A can reach while seated at that station.	
ELECTRICAL EQUIPMENT The manual should contain information about circuit breakers, heat, or ventilation located in the cabin. This information should include the following: Location,	
Function,	
Operation of the controls.	
EMERGENCY LIGHTS Location of emergency lights, emergency light switches, and procedures for use should be in the manual.	
Information about floor proximity lighting should be give as appropriate to that type of aircraft.	

COMMENTS:

**FIGURE 2 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

This part of the form should be filled out and signed for each aircraft type/model.

_____ AIRCRAFT TYPE/MODEL

	Applicable CAR
<p>PUBLIC ADDRESS AND INTERPHONE SYSTEMS A description of these systems that include their use in normal and emergency situation should be included.</p>	CAR Part 121.05.10
<p>EVACUATION ALARMS When evacuation alarms are present, information about their location, function, and operation should be given.</p>	
<p>OXYGEN SYSTEMS The manual should include the following information: Location of oxygen dispensing units,</p>	CAR Part 91.04.17;18
Information about additional drop-down masks,	
Proper method of use,	
Manual deployment,	
If applicable, information about special characteristics of chemically generated devices, (such as heat generating properties).	
<p>PORTABLE OXYGEN EQUIPMENT Description, location, and operation for each kind of portable oxygen dispensing unit and the masks should be given.</p>	
<p>GALLEY RESTRAINT 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.</p>	
<p>CARRY-ON BAGGAGE RESTRAINT Description of the location and operation of carry-on baggage restrains should be given when applicable. This would include use of restraint straps across a closet or securing an overhead bin.</p>	
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 in a seat. If this is	

the case, the seats where it can be stowed and method of stowage should be included in the manual.	
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COMMENTS:

**FIGURE 2 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

This part of the form should be filled out and signed for each aircraft type/model.

_____ AIRCRAFT TYPE/MODEL

	Applicable CAR
<p>SMOKE ALARMS</p> <p>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.</p>	
<p>TRASH CONTAINER DOORS</p> <p>The manual should contain information about the location, function, and proper operation of these doors.</p>	
<p>UPPER/LOWER DECK</p> <p>Some aircraft are multi-decked. When this is the case, information regarding safety equipment on those decks should be provided.</p>	
<p>LIFTS</p> <p>Multi-decked aircraft are usually equipped with personnel/galley lifts. Operation and function of the safety interlock system of these lifts should be described.</p>	
<p>FLOATATION CUSHIONS</p> <p>Location, function, and use of floatation cushions should be given.</p>	
<p>LIFE PRESERVERS</p> <p>Donning, inflation, use, and activation light for each type of life preserver, including infant and child preservers, should be given. (If only one type is used, this information may have been given in the "general section" of the manual).</p>	
<p>LIFERAFTS AND SLIDES USED IN FLOATATION</p> <p>When the aircraft is equipped with liferafts, slide/raft packs, or slides used as floatation ramps, information about this equipment should include a description of the equipment, its contents, and at least the following:</p>	CAR Part 91.04.28
Transfer from one door to the next,	
Inflation and launching	
Proper method of boarding passengers and crew,	

Crew assignment during ditching and in the liferaft.	
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COMMENTS:

**FIGURE 2 (CONTINUED)
PREPARATION OF CABIN ATTENDANT MANUAL**

This part of the form should be filled out and signed for each aircraft type/model.

_____ AIRCRAFT TYPE/MODEL

	Applicable CAR
INOPERABLE EQUIPMENT Procedures to follow when a piece of required safety equipment is inoperable should be part of the manual.	
FIRE EXTINGUISHER/PBE The location of the equipment and any features that make use of operation unique to this aircraft.	
SMOKE BARRIERS Some aircraft are equipped with smoke barriers. When this is the case, information about their location and use should be part of the manual.	
FIRST AID/MEDICAL KITS The location of the equipment and any features that make use unique to this aircraft should be given.	

COMMENTS:

Operator: _____

Operations Inspector: _____
(signature)

Date: