

EXIT ROW SEATING PROGRAM

GUIDANCE MATERIAL FOR INSPECTORS.
CA AOC-FO-011



AIR OPERATOR CERTIFICATION

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EXIT ROW SEATING PROGRAM REVIEW PROCESS

EXIT SEATING PROGRAM

Procedures should be submitted as manual sections/training program sections/bulletins, etc. as appropriate to the individual operator. The Cabin Safety Inspector should check for applicability and manual format and ensure that all applicable publications are revised. THE PROCEDURES MUST ADDRESS THE FOLLOWING REGULATORY REQUIREMENTS, AND MUST ADDRESS WHEN, HOW, AND BY WHOM THE ITEMS WILL BE PERFORMED.

SA CAR Part 91.07.19 (1) “The owner or operator of an aircraft shall ensure that passengers are seated, where, in the event that an emergency evacuation is required, such passengers may best assist and not hinder evacuation from the aircraft”.

Procedures should be submitted as manual sections/training program sections/bulletins etc, depending on the operator’s preferred method.

Cabin Safety Inspector should check for applicability and manual format to ensure that all applicable publications are revised and amended accordingly.

SELECTION OF EXIT ROW SEATING PASSENGERS

- 1.1 “The owner or operator of an aircraft shall ensure that passengers are verbally briefed about safety matters pertaining to the exits they are seated at, parts or all of which may be given by an audio-visual presentation” **SA CAR Part 91.07.20 (1)**
- 1.2) “The owner or operator of an aircraft shall ensure that if a medically compromised passenger is carried together with other passengers, such a passenger shall not be position in such a way that access to emergency exit is blocked”. **SA CAR Part 91.07.19 (2) CAR PART 121.07.15(b)**
- 1.3 The person seated at an exit shall indicate his/her willingness to accept the responsibility.
- 1.4 The person seated at an exit row shall be able to read and understand instruction and commands in printed or graphic form, or the ability to understand oral crew commands in the language used by the operator.
- 1.5 The person seated at an exit row shall not be younger than sixteen years of age and be able to perform functions without the assistance of an adult companion, parent or other relative.

- 1.6 The passenger seated at an exit row should have sufficient aural capacity to hear and understand instructions shouted by crew members without the assistance beyond a hearing aid.
- 1.7 The person seated at an exit row shall have the ability to adequately impart information orally to other passengers, when required.
- 1.8 The person seated at an exit row shall not have added responsibility such as caring for minors/infants seated at any other rows, or any other obvious commitments that would prevent the passenger from performing one or more of the functions listed herein.
- 1.9 The person seated at an exit row shall have sufficient strength, dexterity and mobility in both arms and hands, and both legs, to be able to stand up and open the exits should a need arise.
- 1.10 The person seated at an exit row shall be able to reach upward, sideways and downwards, pull, turn or otherwise, to be able to open emergency exits.
- 1.11 The person seated at an exit row shall be able to grasp, to lift out, hold push, pull, turn, shove, or otherwise, to be able to manipulate the exit mechanisms.
- 1.12 The person seated at an exit row shall be able
- 1.13 The person seated at an exit row shall be able to lift overwing exits taking into account the weight and size of the exit.
- 1.14 The person shall be able to remove any obstacles similar in size and weight of overwing exit doors.
- 1.15 The person seated at an exit row shall be able to reach an exit quickly.
- 1.16 The person seated at an exit row shall be able to stabilise an escape slide after deployment.
- 1.17 The person seated at an exit row shall be able to assist other passengers in getting off an escape slide.
- 1.18 The person seated at an exit row shall not have a condition that might cause him/her harm if he/she performs one or more of the functions required by an operator, when required.
- 1.19 The operator shall have procedures describing operation of exits in both normal and abnormal situations. **SA CATS – FCL 6.6.2**

- 1.20 The operator shall have a procedure to deal with passengers who refuse to comply with instructions.
- 1.21 “The operator shall have a procedure for the relocation of passengers in compliance with exit row seating”. **SA CATS-FCL 64.02.2**
- 1.22 Should a passenger wish to be relocated to another seat, the operator should be able to honour the request according to the operator’s relocation procedures.
- 1.23 Taxi or push back shall not commence until verification is made by cabin crew that all exits are occupied by a person fitting the requirements above.
- 1.24 The operator shall have a procedure governing taxi or push back verification.
- 1.25 Should verification procedure be in place, it should state how many crew members are required to carry out the verification.
- 1.26 Verifying crew members shall be identified at the crew briefing.
- 1.27 The operator should have procedure for solving disputes regarding exit row seating, including identification of an employee at the airport to whom complaints should be addressed for resolution.