REPUBLICA DE CABO VERDE

AGÊNCIA DE AVIAÇÃO CIVIL

Circular Nº 18/DSV/2015

SUBJECT: CABIN CREW MANUAL

DATE: 24/09/2015

1. OBJECTIVE

1.1.1 This chapter contains direction and guidance for an operator's cabin crew manuals and checklists.

2. BACKGROUND

2.1.1 Evaluation of Manuals for Civil Aviation Authority (AAC) Approval. An operator may develop and publish in its 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 the Civil Aviation Regulations (CV-CARs) and be consistent with safe operating practices. The inspectors must ensure that the operator's material complies with the CV-CARs, is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.

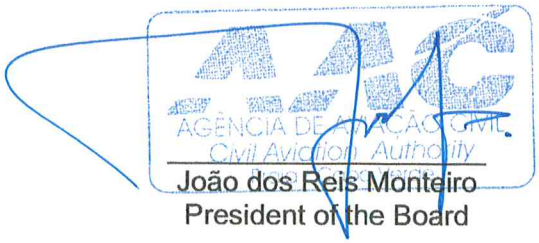
(1) Operators should use Annex A - "Preparation of Cabin Crew Manual," to assist them in the preparation of manuals required for Cabin Crew engaged in operations conducted under CV-CAR 9.

(2) Operators should ensure that the information and procedures contained in the Cabin crew manual are consistent with the information and procedures throughout all of the operator's manuals. A review may be accomplished by comparing information and procedures (such as the operator's carry-on baggage program, exit seating programme, and emergency procedures) in the cabin crew manual with those contained in the operator's aircraft/operations and passengers service manuals.

(3) Operators should use a List of Effective Pages or some other method to determine currency and completion of the cabin crew manual.

3. Cabin crew manual

3.1.1 Each cabin crew (C/C) manual required by CV-CAR 9 must include the necessary instructions and information for all personnel to perform their duties and responsibilities with a high degree of safety. Thus, the manual should include at least information furnished in Annex A.



João dos Reis Monteiro
President of the Board

ANNEX A - PREPARATION OF CABIN CREW MANUAL

DUTIES OF C/C

Definition of a crewmember. This should include a general statement of the operator's philosophy regarding C/C duties and responsibilities.

MANUALS

The manual must be easy to read

The manual must be easy to revise. The manual should contain instructions for processing revisions.

Each crewmember shall have a manual accessible while performing assigned duties. The manual should contain the stipulation that each cabin crew must have a manual readily accessible on board any flight if they are assigned any duties.

The manual must be up-to-date. This should be stated in the manual.

CREW PROCEDURES

Authority of the pilot-in-command.

Method of designating succession of command.

When applicable, equipment interchange should be in the manual.

ADMISSION TO THE FLIGHT DECK

Persons who may be admitted to the flight deck are the following:

AAC Inspectors

COCKPIT SECURITY PROCEDURE

Procedure for cockpit crew to identify cabin crew before allowing entry to flight deck.

Locking of the cockpit door.

STERILE COCKPIT PROCEDURE

Include a method of informing C/C that the flight is in a sterile cockpit time status.

COMMUNICATION WITH CREW

Normal methods of communication and co-ordination among crewmembers including establishing communication with the cockpit crew before or immediately after flight begins.

CREW CO-ORDINATION

General statement concerning the importance of crew co-ordination.

Preflight crew briefings – flight crew and cabin crew

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.

C/C

Requirement for all C/C to be seated during movement on the surface unless performing safety-related duties.

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 identify cabin crew substitutes that might be used while the aircraft is parked at the gate.

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.

C/C duties and number of C/C required during refuelling procedures.

Policy for use of jumpseat by anyone other than the assigned C/C.

Policy of checking emergency equipment. When C/C are required to check, then specific responsibilities for specific equipment by aircraft type may be in the appropriate section of the manual.

PASSENGER INFORMATION

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.

That the AAC requires passenger compliance with lighted passenger information signs and crewmember instructions concerning the use of seat belts.

Smoking. Compliance with lighted signs, posted placards, and instruction of crew. That there is a prohibition against smoking in the lavatories and that federal law prohibits tampering with, disabling, or destroying smoke detectors.

Location of exits.

Location and use of required floatation equipment.

Exit seating reference to passenger information cards.

A request that a passenger identify him or herself if he or she:

Cannot meet selection criteria,

Has an indiscernible condition,

May suffer bodily harm,

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.

After takeoff briefing:

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).

EXTENDED OVERWATER BRIEFING

Include everything in CV-CAR _____.

Demonstrate donning and inflating life preserver.

Brief on the location and operation of the following:

Adult life preservers,

Liferafts,

Other floatation means.

USE OF OXYGEN

Before flight is conducted above flight level 250, crewmembers shall explain the necessity of using oxygen and perform the following:

Point out location of oxygen dispensing equipment.

Demonstrate use of oxygen dispensing equipment.

ILLUMINATED SAFETY SIGNS

When a passenger safety information sign remains illuminated for a period of time, the crew should make periodic announcements.

When a passenger continues not to obey a safety information sign, the pilot-in-command should be notified.

PASSENGERS

Disabled:

Exit seating applicable parts of CV-CARs. This may include the location, operation, and procedures for use of the following:

On board wheelchair,

Disable equipped lavatories,

Movable armrests.

Infants and Children:

The manual should include the following concerning infants and children:

Procedures for restraining including location and actions during an emergency.

Information about the types of restraint devices that conform to all motor vehicle standards.

Information that if the parents have purchased a ticket and the device is approved, it must be allowed.

The fact that infants should be restrained in the approved restraint device during turbulence.

PASSENGER ISSUES

Serving alcohol,

Reporting persons who cause a disturbance,
Armed passengers,
Passengers who abuse a crewmember,
Interference with a crewmember in the performance of duties,
Passengers who are mentally retarded,
Passengers who are emotionally disturbed,
Pregnant passengers,
Non-language speaking passengers – refer to the exit seating rule,
Stretcher patients,
Policy and procedures for non-compliance of smoking ban,
Others.

SAFETY PROCEDURES

Restraint of galley equipment (including galley and ticket carts) for movement on the surface, takeoff, landing, and when not in use. This should include the fact that carts should be on a mushroom or otherwise properly restrained when not in use.

Proper stowage of cargo (including musical instruments and pet carriers) in the cabin.

Appropriate portions of carry-on baggage program.

Management of boarding carry-on baggage. Each piece of carry-on baggage is properly stowed before the passenger loading door is closed. This includes the overhead bin and cabin cargo compartment doors.

Approved stowage areas for carry-on baggage.

Crew baggage stowage.

Stowage of canes.

Prohibition against stowage of trash or carry-on baggage in unauthorised receptacles such as lavatories or the cockpit.

Prohibition against commingling article with safety equipment.

Need for tray tables to be stowed for movement on the surface, takeoff, and landing. Movie screens that extend into the aisle must also be stowed for movement on the surface, takeoff, and landing.

Need for seatbacks to be in their full, upright position before takeoff and landing.

Need to show C/C restraint systems when not in use.

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.

DRUGS

Carriage of drugs,

Use of drugs.

ELECTRONIC DEVICES:

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

DANGEROUS GOODS

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

LIGHTS

Flashlight holders and how used, if used.

Operator's policy to ensure that each crewmember has a workable flashlight.

Cabin light setting for takeoff, landing, and forewarned (anticipated emergency evacuations and ditching).

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

TURBULENCE

Crew co-ordination in turbulence.

Service procedures, especially of hot liquids, in turbulence.

Passenger seat belt discipline in turbulence.

SURVIVAL

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

HIJACKING

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. NOTE: Procedures contained in C/C manual may be very limited. These procedures may be a "coded" memory aid.

A method of communication with other crewmembers when hijacking is either threatened or in progress. NOTE: Details may not be in the C/C manual.

Security instructions and guidance of a non-confidential nature which must include the authority and responsibilities of operations personnel. Policies and procedures for handling and reporting crime on board such as unlawful interference, sabotage, bomb threats, and hijacking must also be included. The search procedure checklist.

WEAPONS

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

ILLNESS/INJURY

Contents and procedures for use of first aid kit.

Contents and procedures for use of medical kit.

Recognition of common medical problems.

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

Use of first aid oxygen may be placed with procedures or with use of equipment. In this checklist, it is with oxygen equipment.

Additional first aid.

OXYGEN: USE AND NEED

Depressurisation,

Slow leaks.

Rapid depressurisation procedures, including the following:

- Signs of a loss of cabin pressure,
- Symptoms of hypoxia,
- Crew co-ordination,
- C/C 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/C to administer oxygen to self.
- Procedures for use of medical (passenger supplied) oxygen (must be under operator's maintenance program).
- Prohibition against smoking when oxygen is being administered.

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/C procedures for handling passengers.

Fire control procedures should include fires occurring in the following locations:

- on the ground,
- outside the aircraft,
- inside aircraft,
- 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,
- Light ballast fires.

EVACUATION PROCEDURES

For each type of aircraft evacuation or ditching, the manual should at least include procedures and techniques regarding the following:

Crew co-ordination,

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.

Passenger preparation,

Cabin preparation,

Unwarranted (unneeded) evacuation, passenger or crew initiated, including the following:

Crew co-ordination,

Stopping the evacuation.

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/C location for performing safety demonstrations.

AIRCRAFT EMERGENCY EQUIPMENT

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.

Each exit (clearly show what type of exit),

Each first aid kit
Medical kit,
Portable lights/flashlight,
Each fire extinguisher by type,
Each PBE,
Floatation equipment,
Overwater equipment,
Survival kits and transmitters, if not attached to liferaft.
Crash axe,
Megaphone,
Appropriate circuit breakers,
Portable oxygen,
Supplemental (ship's) oxygen,
Approved crew bag stowage areas.

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

FLOOR LEVEL EXITS

A description for operations and procedures at floor level exits should include the following:
Opening in normal mode,
Opening in emergency mode,
Ready for movement on the surface,
Ready for gate arrival
Ready at gate, if appropriate

EVACUATION SLIDES

A description of operation and procedures for evacuation slides, slide/rafts, or ramps should include the following:

Emergency inflation,
Manual inflation.

WINDOW EXITS

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

Opening exits,
Placement of window,
Recommended method of exiting window,
Use of life lines.

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,
Information about stair use in evacuations.

TAILCONES

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

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).

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/C STATION

The C/C manual should contain a description of each type of C/C 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 CC 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.

PUBLIC ADDRESS AND INTERPHONE SYSTEMS

A description of these systems that include their use in normal and emergency situation should be included.

EVACUATION ALARMS

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

OXYGEN SYSTEMS

The manual should include the following information:

Location of oxygen dispensing units,

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).

PORTABLE OXYGEN EQUIPMENT

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

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.

CARRY-ON BAGGAGE 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.

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.

SMOKE ALARMS

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

TRASH CONTAINER DOORS

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

UPPER/LOWER DECK

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

LIFTS

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

FLOATATION CUSHIONS

Location, function, and use of floatation cushions should be given.

LIFE PRESERVERS

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).

LIFERAFTS AND SLIDES USED IN FLOATATION

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:

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.

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.