

CIVIL AVIATION AUTHORITY OF SRI LANKA



CABIN CREWMEMBER MANUAL STANDARDS

Third Edition – 2018

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Civil Aviation – Sri Lanka**

CABIN CREWMEMBER MANUAL STANDARDS

Third Edition

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**RECORD OF REVISIONS**

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INTRODUCTION

The Cabin Crewmember Manual Standard specifies in point form the minimum standards for content, which an air operator must include in the publication of a Safety and Emergency Procedures Manual. The intent of this document is to provide guidance to an air operator for the development of procedures that have an impact on flight safety in the general handling of aircraft, passengers and cargo. The operator shall extract relevant components from this document which are applicable to the intended operation when developing the Safety & Emergency Procedures (SEP) Manual for approval of the Director General of Civil Aviation.

The Safety and Emergency Procedures Manual shall essentially be a part of the approved Flight Operations Manual of the operator.

The manual shall be developed in line with the guidance given in Chapter 1 page 1 with all the components mentioned therein. Each copy of the SEP manual shall have a Controlled Number and the copy containing Number 01 shall be filed with the Civil Aviation Authority and Control Number 02 shall be kept in the Cabin crewmember training section. Two copies of the Manual should be issued to the Flight Safety section of the Civil Aviation Authority and a copy each to the following categories of persons. The manual issued to operational crew shall be readily available for reference during flight. Each manual holder shall be responsible to keep the manual updated at all times. A record of the manual holders should be kept in the Cabin crew training section.

1. Civil Aviation Authority – 02 copies
2. Chief Executive Officer
3. Accountable Manager
4. Manager Flight Operations
5. Manager Cabin Crew
6. Training Manger – Cabin crew
7. Each Operating Crew

The SEP manual shall have the approval of the Director General of Civil Aviation and written evidence to that effect shall be incorporated in the Manual. The manual shall be revised or amended as is necessary to ensure the information contained therein is complete, accurate and up to date or at the behest of the Director General of Civil Aviation. Any subsequent revision or amendment to this manual shall have the prior approval of the Director General of Civil Aviation. The manual shall have the Statement from the Accountable Manager and a copy of the message from the Chief Executive Officer stipulating the commitment of the Senior Management for flight safety and instructions for the staff to follow the procedures in the Manual.

HMC Nimalsiri
Director General of Civil Aviation and
Chief Executive Officer

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CHAPTER 1 – GENERAL PROCEDURES

Manual Standard

Manuals submitted for DGCA's approval shall be compiled in the format given below. (Reference SLCAP 5300)

- i. Reference Number used to identify the document
- ii. Trade Mark/ Logo of the applicant
- iii. Title of the Manual / Document Edition Number & year of edition
- iv. Title of the person under whose authority the document is printed
- v. Control Number
- vi. Record of Revision
- vii. History of Revision
- viii. List of effective pages
- ix. Preamble/Foreword
- x. Table of contents
- xi. Abbreviations
- xii. Definitions
- xiii. Separation of sections/chapters
- xiv. Header
- xv. Footer
- xvi. Index

Safety and Emergency Procedures Manual

- i. Cabin Crewmember Manual Standard – SLCAP 4300
- ii. Manual shall comply with requirements as stipulated above.
- iii. Carriage of manual by crewmembers (Cabin / Flight) – Electronic format
- iv. A copy to be kept in each aircraft - EFB

1. Civil Aviation Authority Sri Lanka

- i. Role of CAA
- ii. Roles/ Functions of Inspectors
- iii. Inspector Identification
- iv. Authority of Inspectors
- v. Carriage of Inspectors- Air Operator Procedures

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2. Requirements for Crewmembers

2.1 Flight Crew Members

- i. All requirements pertaining to flight crew shall be contained in the FOM

2.2 Cabin crewmembers

- i. Minimum Requirements
- ii. Medical Fitness
- iii. Prohibitions (consumption of Alcohol/Medication/ drugs)
- iv. Mandatory Items to be carried by CCM

2.3 Cabin Crewmember Certificates

- i. Training Standard – SLCAP 4305
- ii. Training Programme
- iii. Crewmember Certificate
- iv. Checking & Supervision
- v. Operation of more than one type or variations
- vi. Training records
- vii. Senior Crewmember

3. Crewmember Responsibility

- i. To follow and enforce company policies / procedures and regulatory Requirements

4. Cabin Crewmember Responsibility

- i. Under the command of the P-I-C
- ii. Under the supervision of the Senior Cabin crewmember
- iii. To communicate any on-board safety concern they may have or that may be communicated to them by a passenger to the PIC.

5. Flight Time Limitations

- i. State Limitations
- ii. Operator’s Scheme
- iii. In flight crew rest

6. Flight Deck

- i. Authority of the Pilot In Command

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- ii. Chain of command while on duty
- iii. Safe communication practices with the flight deck
- iv. Pilot In Command's authority for admittance to the flight deck
- v. Compliance with the applicable Regulations, Aviation Safety Notices,
- vi. Persons authorized to flight deck
- vii. Persons authorized to occupy flight deck seats
- viii. Secured/ Locked flight deck door
- ix. Sterile flight deck (Non interruption of flight deck)
 - a. Definition,
 - b. Phases of flight,
 - c. Emergency communication during these periods

6.1 Flight Deck Service

- i. Safety precautions while serving
- ii. Restriction of meals to be consumed

7. Security Pass

- i. Airport access pass
- ii. Policies/procedures regarding use/wearing
- iii. Procedures- lost security/ID card
- iv. Airline ID card
- v. Policies/ procedures regarding use/wear
- vi. Procedures – Lost ID card

8. Crew Compliment

- i. Minimum Cabin Crew – each aircraft type, location of cabin crew onboard
- ii. Evaluate Minimum Cabin Crew Requirements – Safety Risk Assessment, Hazard Identification, safety risk analysis, implementation plan for the proposed mitigations
- iii. Crew position assignment priorities, each aircraft type
- iv. Operations specification- “exceptional circumstances”
- v. Cabin management during designated in-flight crew rest –
 - (a) Number of crew on rest at the same time
 - (b) Flight and Duty Times
 - (c) Continuous monitoring of the cabin;

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- (d) Crew required to respond to in-flight safety and security-related occurrences (i.e. fire, decompression, crew member incapacitation, unruly passenger, etc.)
- (e) Aircraft/cabin configuration and distribution of passengers
- (f) Rest facilities available on board
- vi. Ground Operations – Passenger Boarding, Disembarkation, Transit Stops and Refueling with Passengers Onboard

9. Safety Briefings

9.1 Crew pre-flight Briefings

- i. PIC responsibility
- ii. When to be conducted (at base, en-route stations)
- iii. Content and format

9.2 Passenger Safety Briefings

- i. Smoking regulations
- ii. Passenger operated electronic devices
- iii. Carry-on baggage regulations
- iv. Seat backs, tray tables positioning, stowing of In-flight video screens
- v. Use of seat-belts: fastening, un-fastening, tightening
- vi. Location of emergency exits and exit locator signs,
- vii. Emergency lighting/ floor proximity lighting system
- viii. Seat belt and no smoking signs
- ix. No smoking if oxygen is used
- x. Oxygen mask locations, donning and operation
- xi. Life preserver location, removal from stowage, donning and operation
- xii. Location, operation, instructions for other floatation equipment
- xiii. Passengers advised that they may draw any concerns to the attention of a cabin crewmember
- xiv. Safety features card

9.3 Identify the content of the after-take-off announcement including but not limited to:

- i. Smoking regulations
- ii. Use of seat-belt in-flight

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9.4 Identify the requirement for and the content of briefings regarding turbulence:

- i. Use of Seat-Belts
- ii. Use of toilets
- iii. Secure of carry-on-baggage
- iv. Use of bassinets

9.5 Identify the content for top-of-descent announcement

- i. To inform cabin crewmembers of the necessity to cease service and to prepare cabin for landing
- ii. Policy of Air operator

9.6 Identify the content of the pre-landing announcement including but not limited to:

- i. Stowing of carry-on-baggage
- ii. Fastening, tightening, un-fastening seat-belt
- iii. Seatbacks and tray tables positioning, stowing of In-flight video screens
- iv. Location of exits on flights scheduled for four hours or more
- v. Passenger operated electronic devices

9.7 Identify the content of the after landing announcement including but not limited to:

- i. Remaining seated with seat-belts fastened
- ii. Smoking restrictions
- iii. Restrictions on photography of aerodrome (if applicable)

9.8 Identify the content of the briefing of special Passengers

- i. Exit Row
- ii. Passengers with infants (S.L.O.B)
- iii. Passengers with reduced mobility
- iv. Blind passengers- S.O.L.E Briefing
- v. Any other special needs passenger

10. Cabin Crewmember Duties

10.1 Phases of Flight

- i. Pre Departure
- ii. Taxi
- iii. Take-off
- iv. Climb

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- v. Cruise
- vi. Descent
- vii. Approach
- viii. Landing/Taxi
- ix. Arrival

10.2 Pre Departure

- i. Regulatory requirements
- ii. Usage of Checklist to carryout pre-departure safety checks
- iii. Serviceability checks of safety equipment
- iv. Security checks
- v. Cabin defects log book
- vi. Serviceability checks- Pax /crewmember seats/stations
- vii. Pre- departure safety announcements
- viii. Fastening of seat belts
- ix. Smoking regulations
- x. Using of electronic devices
- xi. Mandatory head count
- xii. Closing of doors
- xiii. Secure flight deck door policy

10.3 Taxi

- i. Arming of slides
- ii. Passenger safety briefing
- iii. Passenger/ cabin/galley/toilet secure
- iv. Crewmembers secured at station
- v. Senior crewmember confirmation of cabin secure to Flight deck

10.4 Take-off

- i. Flight deck signal-Take-off imminent
- ii. Silent-Thirty -Second review (STS)
- iii. Cabin crewmember monitor cabin for any abnormalities

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10.5 Climb

- i. Ordinance Sign
- ii. Safety announcement - seat belt sign

10.6 Cruise

- i. Turbulence
 - a. Definitions
 - b. Announcement
 - c. Cabin crewmember duties/ responsibilities
 - d. Operator procedures cabin / services
 - e. Communication between Flight deck/ cabin
 - f. Crewmembers
 - g. In charge CCM responsibilities
- ii. Toilets
 - a Safety
 - b Hygiene
 - c Checks during flight
- iii. Smoking
 - a. CAA Regulation
 - b. Safety Procedures

10.7 Descent

- i. Flight deck signal
- ii. Cease cabin services
- iii. If flight time more than four hours Exit location briefing
- iv. Safety Announcement
- v. Passenger/cabin/galley/toilet secure
- vi. Crewmembers at stations
- vii. Senior crewmember confirmation of cabin secure to Flight deck

10.8 Approach

- i. Silent Thirty Seconds review (STS)
- ii. Cabin crewmembers Monitor flight for any abnormality

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10.9 Landing/Taxi

- i. Crew remain seated
- ii. Passenger securely seated (operator Policy)
- iii. After landing safety announcement

10.10 Arrival

- i. Seat belt sign off
- ii. Disarming of slides
- iii. Door opening procedure
- iv. Usage of Checklist to carryout pre-departure safety checks

11. Passenger Boarding / Disembarking/ during Transit Stations

- i. Manning of doors
- ii. Steps / Aerobridges
- iii. Cabin Supervision

12. Weight & Balance

- i. Load sheet- (Basic Description)
- ii. Head count

13. Ground Service

- i. Regulatory requirements
- ii. Procedures

14. Apron Safety Procedures

- i. Safety Circle
- ii. Parking of vehicles
- iii. Persons walking across tarmac
- iv. Photography
- v. Appropriate safety attire

15. MEL (Minimum Equipment List)

- i. Description of a MEL/MMEL
- ii. Relief given to operators with regard to MEL items

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16. ETOPS

- i. Description ETOPS
- ii. CAA requirements

17. Smoking

- i. Regulatory requirement including enforcement
- ii. Air operator procedure / no smoking policy

18. Liquor Laws

- i. Regulation
- ii. Cabin Crewmember Responsibility
- iii. Air Operator procedure for serving of liquor

19. Accidents/ Incidents

- i. Description accident/ incident
- ii. Reporting to Authority
- iii. Documents
- iv. Follow-up action

20. Workplace Hazardous Materials Information System.

- i. Definition (Occupational Safety & Health)
- ii. Voluntary Disclosure of any safety or security sensitive matters
- iii. Assurance of the airline for non punitive reporting
- iv. Procedures

21. Fueling Procedures

- i. Regulatory requirements
- ii. Operator Policy - Fueling with/ without passengers
- iii. Cabin crewmember responsibility
- iv. Procedures and conditions

22. Boarding of Special Categories of Passengers

- i. Passenger classifications (prisoners, escorts, deportees etc.)
- ii. Carriage of passengers with reduced mobility (PRM's)
- iii. Maximum number of PRM's on each type of A/C
- iv. Maximum number of Stretchers cases

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- v. Regulatory requirements
- vi. Seat allocation (restrictions of exit row)
 - a) Attendant requirements
 - b) Specific safety briefings for all phases of flight
 - c) Movement assistance to/from on board facilities
 - d) Any specialized in-flight monitoring needs; and
 - e) Specific procedures related to an evacuation and the mitigation of any influences the special category of passenger may have on the evacuation

22.1 Refusal of Embarkation

- i. When & how a passenger is denied embarkation

23. Passenger Seat

- i. Regulatory requirement
- ii. Features
- iii. Passenger Seat un-Serviceable Procedures

24. Seat Belts/ Kangaroo Belts/ Extension Seat Belts

- i. Regulatory requirement
- ii. Passenger requirement for use

25. Infants Seat Belts & Child Restraint Systems

- i. Terms of acceptance
- ii. Maximum weight of occupants- Bassinet
- iii. Procedures for carriage of infant seats (Car seat)
- iv. Labelling requirements (Car Seat)
- v. Seating allocations/ restrictions
- vi. Special safety briefing requirement (SLOB)
- vii. Cabin crew responsibility

26. Carry-On-Baggage

- i. Regulatory requirements
- ii. Procedures for acceptance
- iii. Approved stowage
- iv. Restricted area
- v. Procedures for management of excess baggage

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- vi. Operator procedure for carriage of COB in
- vii. Passenger seat
- viii. Weight restrictions
- ix. Crew carry-on-baggage procedures

27. Cargo in Passenger Seats/ Cabin

- i. Carriage of cargo in Passenger Aircraft
- ii. Safety equipment to meet compliance (Fire extinguishers, etc.)
- iii. Procedures for acceptance and securing

28. Carriage of Guide and Service Animals

- i. Operator procedure
- ii. Carriage of animals in the cabin

29. Carriage / Restrictions on Portable Electronic Devices

- i. Items permitted without restrictions
- ii. Items permitted during cruise
- iii. Items prohibited
- iv. Procedures when interference to aircraft systems experienced
- v. Use of devices on open ramps and during boarding/disembarking

30. Cabin Crewmember Seat

- i. Regulatory requirement seat belt/seat harness
- ii. When crewmembers must occupy seats
- iii. Requirements to occupy assigned seats/stations
- iv. Persons authorized to occupy crew seats

30.1 Cabin Crewmember Seating

- i. Seating Priority
- ii. Exit row seating requirement
- iii. Diagram- crew seating positions (each aircraft)

31. Unserviceable Cabin Crewmember Seat (Aircraft MEL)

- i. Conditions which constitute an unserviceable Cabin Crewmember seat
- ii. Procedures for unserviceable Cabin Crewmember seats
 - a. Alternate seating/conditions for occupying alternate seat

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- b. Alternate procedures for communication, emergency situations

32. In-Operative Doors

- i. MEL relief
- ii. Signage, placarding and announcement for
- iii. Passengers Regarding door/ slide
- iv. Cabin Crewmember duties and manning of door
- v. For take-off and landing

33. Galley Service Equipment

- i. Serviceable equipment
- ii. Operator procedure for unserviceable equipment
- iii. Primary & Secondary locking system
- iv. Securing/locking (tie downs) for takeoff/landing
- v. Turbulence /decompression

34. Aircraft Surface Contamination Procedures

- i. Description of surface contamination
- ii. Description of “Clean Aircraft concept”
- iii. Crew communication
- iv. De-icing/Anti-icing / Definition and application
- v. Cabin Crewmember responsibility to monitor wing surface condition for contamination in conditions of adverse weather
- vi. Cabin Crewmember responsibility to report to the PIC, any time prior to the take-off-roll, any concerns conveyed by a passenger relating to wing contamination

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CHAPTER 2 - SAFETY EQUIPMENT

Safety Equipment in aircraft shall conform to Air Navigation Regulation.

1. A mandatory preflight safety check of the following shall be carried out prior to every flight.

- i. Correct Number
- ii. Correct Location
- iii. Correctly Secured

2. Specific Equipment

A brief description of the following for each specific safety equipment.

- i. The name with an illustration when possible
- ii. Pre-flight checks required
- iii. A general description covering the use, purpose and operating features.
- iv. Applicable safety precautions
- v. Limitations where applicable. (Duration/ range/ minimum PSI's)
- vi. Procedures after use

3. Cabin Defects Log Book

- i. When used
- ii. Who makes entries
- iii. What should be entered
- iv. What to do when entries are made

4. Minimum Equipment List (MEL)

- i. General function
- ii. Authority to use
- iii. Location

5. Diagram of Location of Safety Equipment (Each Aircraft)

- i. Numbers installed
- ii. Numbers required to dispatch aircraft ex Base
- iii. Numbers required for dispatch ex other stations

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CHAPTER 3 – EMERGENCY PROCEDURES

1. Turbulence

- i. Definition
- ii. Communication (Flight Deck/ Cabin Crewmember/ Passengers)
- iii. Cabin Crewmember duties
- iv. Cabin Services

2. Cabin Pressurization

- i. Oxygen Systems
- ii. Fixed Oxygen
- iii. Portable Oxygen

3. Decompression

- i. Definition
- ii. Types of Decompression
 - a) Causes
 - b) Physical signs
 - c) Physiological Symptoms
 - d) Procedures during and following decompression
 - e) Procedures during and following Emergency Descent
 - f) Hypoxia and its effect (TUC)

4. Fire

- i. General Description
- ii. Elements of fire
- iii. Classes of fire
- iv. Fire precautions
- v. Methods of Extinguishing
- vi. Management of fires
 - a) Fire on a person
 - b) Oven /galley fire
 - c) Hidden fire/inaccessible fire
 - d) Cargo compartment fire
 - e) Electrical fire

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- f) Lavatory fire
 - g) Waste bin fire
 - h) Seat fire
 - i) Fire/smoke in flight deck
 - j) Overhead bin fire
 - k) Cabin baggage fire
 - l) Flash-fire / flash over fire
 - m) Engine fire/ APU fire/torching
 - n) Fuel spills / fires
- vii. Firefighting procedures and techniques
 - viii. Cabin smoke / smoke removal
 - ix. Post fire procedures

5. Fueling With Passengers

- i. Regulatory requirements
- ii. Operator Policy
- iii. Cabin Crewmember responsibility
- iv. Procedures and conditions

5.1 Fuel Dumping

- i. Description
- ii. Procedures
- iii. Crewmember responsibility

6. Evacuation

- i. General – Types of emergencies (Water/Land)
- ii. Types of evacuation – Prepared/Unprepared
- iii. Likelihood and recognition of unexpected emergencies
- iv. Take-off / Approach / Landing; need to be alert
- v. Silent Thirty Second review (STS)
- vi. Possible evacuation scenarios
 - a) Land; at airport, away from airport
 - b) Inadvertent water; at airport, away from airport
 - c) Tidal flats
 - d) Ditching
- vii. Initiation
 - a) Chain of Command

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- b) Flight Deck crew
- c) Cabin Crew
- viii. When/ how evacuation is initiated
 - a) Evacuation Signals
 - b) Description
 - c) Crewmember responsibility
 - d) Cancellation of evacuation signal

7. Evacuation VS Rapid de-placement

- i. Description (Gate / Apron emergencies, PTV mated to the aircraft)
- ii. Conditions under which evacuation would be necessary
- iii. Conditions under which de - planement would be necessary

8. Evacuation Commands

- i. General – (Technique, Positive, Assertive, Precise, Clear)
- ii. Ground evacuation
- iii. Ditching (Primary/ Secondary)
- iv. Blocked exit

9. Prepared Emergency Landing/ Ditching Procedures

- i. Notification of an emergency – Flight Deck - to- Cabin
 - a) Alert signal
 - b) NITS Briefing
- ii. Cabin – to- Flight Deck
 - a) Emergency Communication
 - b) Procedures
- iii. Cabin crewmember -to- cabin crewmember
 - a) Communication procedures (quickest& effective)
- iv. Phases of preparation for emergency
- v. Procedures for Cabin Crewmembers
 - a) Each Station
 - b) Each Crewmember

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10. Bracing

10.1 Cabin Crewmember brace positions

- i) Forward facing seats
- ii) Aft facing seats
- iii) Procedure regarding brace position for each take-off / landing

10.2 Passenger brace positions

- i. Forward facing passengers
- ii. Aft facing passengers
- iii. Side facing passengers
- iv. Passengers with arm held infants
- v. Pregnant passengers

10.3 Brace signals

- i. Description
- ii. Primary signal
- iii. Alternate signal
- iv. Crewmember responsibilities at the brace signal

10.4. Brace Commands

- i. Unprepared emergency landing / ditching - evacuation duties after landing
- ii. Crewmember responsibility - each crew/ each station exit priority
- iii. Unprepared emergency landing/ ditching procedures

11. Notification – Flight Deck- cabin

12. Signals/ Indications in cabin

12.1 Post evacuation and survival for each type evacuation Ditching / Ground

- i. Responsibilities of crewmembers (grouping Pax. F/Aid etc.)
- ii. Survival Priorities (Shelter, Location Water, Food)
- iii. Hazard inherent in different environment
- iv. Identify on board equipment and supplies that enhance survival
- v. Survival equipment (Survival packs, Radio Beacon, Signaling devices)
- vi. Signaling and recovery techniques

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13. Missed Approach

- i. Description
 - a) Flight deck Communication
 - b) Cabin Crewmember procedures

14. Rejected Take- Off

- i. Description
 - a) Flight deck communication
 - b) Cabin Crewmember procedures

15. Propeller over-speed on runway

- i. Description
- ii. Signs
- iii. Procedures

16. Incapacitated Flight Crewmember

- i. Procedures

17. Incapacitated Cabin Crewmember

- i. Incapacitation prior to dispatch from base
- ii. Incapacitation during a stopover or layover
- ii. Incapacitation during flight
- iv. In charge Cabin Crewmember Incapacitation
- v. Procedures
- vi. Crewmember duties – each crew/ each station Exit priority

18. Non-Commercial Operations

- i. Flight crew training/instructional flights
- ii. Test flights (design/approval tests, acceptance checks, post maintenance functional checks)
- iii. Relocation flights (ferry, delivery, positioning, recovery)
- iv. Flying displays
- iv. Demonstration flights
- v. Procedures

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CHAPTER 4 - AIRCRAFT SPECIFIC

1. Aircraft Type

- i. General description
- ii Seating configuration
- iii Diagram of each type of aircraft

2. Doors and Emergency Exits/ Flight Deck Escape Route

- i. Identify and describe the location, of each of the of the exits on the aircraft
- ii. Serviceability check- (door restraint strap, pressure gauge, viewing window etc,)

3. Opening of Doors (Operator Policy) Normal – External

- i. Who opens Door (External– Internal)
- ii. Permission to open Door/ signals
- iii. Precautions/ procedure

4. Closing of Doors (Operator Policy) Normal – Internal

- i. Who closes door (External– Internal)
- ii. Permission to close Door/ signals
- iii. Procedure/ Precautions

5. Arming / Disarming Procedures

- i Persons responsible for Doors
- ii. When to Arm/Disarm
- iii. Cross checking
- iv. Precautions
- v. Abnormalities/ Corrective action
- vi. Crew communication

6. Emergency Operation of Doors/ Emergency Exits)

- i. Signals to open
- ii. Check hazards
- iii. Check attitude of a/c (using of slides)
- iv. Opening / alternate opening procedures

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- v. Precautions
- vi. Slide/ raft/ ramp deployment, inflation and use
- vii. Slide /raft failure
- viii. Escape ropes location and use
- ix. Crew communication

7. Air Stairs/ Ventral Stairs

- i. Signals to open
- ii. Check hazards
- iii. Check attitude of air craft (using of slides)
- iv. Opening / alternate opening procedures
- v. Precautions
- vi. Crew communication

8. Flight Deck

- i. Escape routes/ sliding windows/ escape ropes
- ii. Secure flight deck door
- iii. Description of seats, controls and restraint system
- iv. Location of Life Jacket/ Floating Device

9. Cabin Crewmember Seats and Stations

- i. Description
- ii. Restraint system
- iii. Location
- iv. Location of life jackets
- v. Operation of seats

10. Passenger Seats

- i. Description
- ii. Restraint system
- iii. Special features
- iv. Life
- v. Location of life jacket

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11. Stowage Areas

- i. Description and diagram
- ii. Overhead bins
- iii. Dog houses/ coat closets

12. Galley

- i. Description
 - a. Location and diagram
 - b. Preflight checks
 - c. Galley power / shut off
 - d. CB panel location/precaution/re set procedures
 - e. Ovens
 - f. Coffee makers/ water boilers/hot cups
 - g. Refrigerators
 - h. Any other electrical equipment
 - i. Galley sink
 - j. Water shut off/ supply valves

13. Lavatories and Features

- i. Preflight check
- ii. Door locking mechanisms (external)
- iii. Emergency entry procedures
- iv. Positioning/locking of lavatory door for take-off and landing
- v. Electrical outlet
- vi. Water heater units
- vii. Waste bin fire extinguisher
- viii. Preflight check
- ix. Smoke detector units
- x. Preflight check
- xi. Water supply/ shut- off valve



14. Communication System

- i. Operating procedures
- ii. PA system
- iii. Interphone system
- iv. Emergency communication system
- v. Passenger call system
- vi. Automated announcements

15. APU System

- i. Emergency lighting system
- ii. Location, operation of control for activation
- iii. Portable lighting system
- iv. Floor Path marking system
- v. Passenger Service Unit

16. Ordinance Signs

- i. Description

17. Lifts / Elevator

- i. Description
- ii. Normal Operation
- iii. Emergency Operation
- iv. Minimum number in lift
- v. Escape/ egress procedures

18. Curtains/ Partitions

- i. Features
- ii. Descriptions
- iii. Procedures for takeoff landing

19. Unique Features

Identify any features, procedures and /or equipment unique or different within the aircraft type in the Operators fleet.

- i. Describe each of the differences, their impact on the carrier’s standard Operating Procedures and the importance of flight safety of crew members being familiar with them.

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- ii. Describe the impact of these differences on crew communication and crew coordination procedures and ways to ensure crew members are familiar with these differences prior to the flight, i.e crew briefing, and familiarization walk- through.
- iii. Definition and description and operational procedures: blow- out panels, flight deck door, smoke barrier

Where applicable identify procedures to follow when equipment is unserviceable

MEL relief/ alternatives & procedures to follow when equipment becomes unserviceable while airborne

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CHAPTER 5 - SECURITY PROCEDURES

Security procedures shall be in conformity to the approved Security Manual of the airline.

1. Introduction

- i. Role / Requirements of the CAA
- ii. ICAO Conventions
- iii. ICAO Annex17 (Current Edition)
- iv. ICAO Annex 6 Chapter 13 (Current Edition)

2. Threats to Civil Aviation

- i. Types of threats
- ii. Terrorism and its objectives
- iii. History of AVSEC incidents in Sri Lanka & Abroad

3. Security Counter Measures at Airports

- i. Objectives of AVSEC
- ii. Security Threat Levels
- iii. Security Restricted Areas at Airport
- iv. Perimeter security
- v. Screening of crew/ baggage
- vi. Passenger & Cabin Baggage Security
- vii. Hold Baggage Security
- viii. Cargo / mail Screening
- ix. Baggage surveillance
- x. Apron Security
- xi. Aircraft security

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4. Crewmember Responsibility to Security Measures On-board Aircraft

- i. Mandatory security checks on board
- ii. Mandatory security checks at transit stations after passenger disembarkation
- iii. Entry of unauthorized persons into aircraft
- iv. Crewmember alertness during cleaning & catering services
- v. Crewmember Responsibility to be alert to possible breaches of security and notify relevant authority in company of any such breaches
- vi. Crewmember responsibility to adhere to company security standards
 - a) Importance of never leaving crew baggage unattended
 - b) To maintain all personal travel documents & report their loss immediately to appropriate authorities
- vii. Crewmember accommodation when abroad
 - a) Transport of crew baggage
 - b) Security of crew baggage/ labelling

5. Protection of Flight Deck

- i. Reinforced Door- features, procedures
- ii. Secure flight deck door policy at all times during flight
- iii. Crew communication, coordination and response procedures
- iv. Need for confidentiality and change of signals
- v. Procedures when flight Crew leave flight deck for physiological needs
- vi. Cabin crewmember responsibility

6. Emergency Procedures- Bomb on board- Aircraft on ground

- i. Notification to the Pilot-In-Command
- ii. Considerations in deplaning / Evacuation of persons on board
- iii. Communication to the Crew

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- iv. Communication to passengers
- v. Security measures in re- boarding of aircraft

7. Emergency Procedures- Bomb on board- Aircraft in flight

- i. Notification to the PIC
- ii. Threat Assessment by PIC
- iii. Communication to the crew
- iv. Communication to the passengers
- v. Inspection of the aircraft to locate suspected device- search check list
- vi. Action if suspect Device is found
- vii. Least Risk Bomb Location (LRBL) aircraft specific
- viii. Relocating Device to LRBL
- ix. Consideration emergency landing/ evacuation of persons on Board

8. Hi- Jacking (Unlawful Interference) – Aircraft in flight

- i. Types of unlawful seizures
- ii. Stages of a Hi- Jack
- iii. Hi- Jack – Terrorist demands
- iv. Crewmember responsibility
- v. Communication to the crew (Cabin to Flight Deck)
- vi. Emotional & Psychological reaction to being held hostage
- vii. Stockholm, London and John Wayne Syndrome
- viii. Tactics & procedures of handling the hijacker
- ix. Hostage rescue operation to resolve the Hi - Jacking



9. Hi- Jacking (Unlawful Interference) – Aircraft on ground

- i. Hi- Jack – Terrorist demands
- ii. Crewmember responsibility
- iii. Communication to the crew (Cabin to Flight Deck)
- iv. Emotional & Psychological reaction to being held hostage
- v. Stockholm, London and John Wayne Syndrome
- vi. Tactics & procedures of handling the hijacker
- vii. Hostage rescue operation to resolve the Hi - Jacking

10. Handling of Biological / Chemical Threats –in-flight

- i. Definition
- ii. Aerosol chemical/biological activation
- iii. Cabin threats with/without activation
- iv. Types of behavior
- v. Crew response- general- Handling an angry person
- vi. Handing of “warnings”
- vii. Use of restraint device

11. Sabotage / Vandalism

- i. Definition
- ii. Prevention
- iii. Procedures

12. Disruptive Passenger and Air Rage

- i. Definition
- ii. Company Policy
- iii. Types of offences

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- iv. Cause of air rage
- v. Types of behavior
- vi. Threat levels (Safety in question)
- vii. Crew response- Handling of an angry person
- viii. Warning – Verbal / formal/ handing of notice
- ix. Restraining of passenger
- x. Handing over passenger on ground
- xi. Prevention
- xii. Procedures including reporting to the Authorities

13. Carriage of Fire Arms on Board

- i Regulatory requirements
- ii Company policy

14. Carriage of Inadmissible, Deportees, Escorts

- i. Operator policy
- ii. Refusal for carriage

15. Incident Reporting

- i. Regulatory Requirement
- ii. Operator policy



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CHAPTER 6 - FIRST AID

Medical Emergencies

1. Procedures regarding management of in-flight medical emergencies e.g. Emergency Scene Management
2. **Signs, Symptoms and Management of:**
 - i. In-flight Medical emergency scene management
 - ii. Shock, unconsciousness and fainting
 - iii. Artificial respiration- Adult, Child and Infant
 - iv. Choking- Adult , Child and Infant
 - v. Cardiovascular emergencies
 - vi. Wounds and Bleeding
 - vii. Fractures, Dislocations and Sprains
 - viii. Head/Spinal injuries
 - ix. Burns
 - x. Asthma, Allergies and Poisons
 - xi. Medical Conditions
 - xii. Altitude related conditions
3. **Time of Useful Consciousness**
 - i. Description
 - ii. Time frames
4. **Cabin Crewmember Safety**
 - i. Flight attendants to be seated during critical phases of flight even when medical emergency may be in progress on board
5. **Cabin Crewmember Responsibilities**
 - i. Specific air operator policies and procedures regarding such items as administration of medication
 - ii. Provide necessary information required to ensure that appropriate medical assistance is available upon arrival

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6. Personal Protection

- i. Procedures regarding prevention of cabin crewmember injury
(E.g. syringes, needles)
- ii. Hygienic protocol to ensure the safety of cabin crewmembers
(E.g. Latex gloves, face masks)

7. Carriage of Passengers with Contagious Diseases

- i. Procedures
- ii. Equipment
- iii. Precautions

8. Suspected Death

- i. Air Operator Procedures
- ii. Fumigation Procedures

9. Other First Aid Equipment

- i. Equipment
- ii. Use
- iii. Precautions

10. Aircraft First Aid Kit(s) and Emergency Medical Kits

- i. Numbers required (Daily Use)
- ii. Contents
- iii. Use
- iv. Emergency Medical Kit
- v. Use

11. Reporting Medical Incidents

- i. Procedures
 - Child Birth
 - Death on board

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Chapter 7 - Dangerous Goods

Dangerous Goods Procedures shall be in conformity to the approved Dangerous Goods Manual of the airline.

1. General Philosophy

- i. General applicability
- ii. Definitions of Dangerous Goods
- iii. State & Operator Variations
- iv. Units of Measurements

2. Limitations of Dangerous Goods on Aircraft

- i. Dangerous Goods forbidden for Transport by air under any circumstances
- ii. Exceptions for Dangerous Goods of the Operator
- iii. Dangerous Goods in Excepted quantities
- iv. Dangerous Goods in Limited Quantities

3. Labeling & Marking

- i. Package Marking
- ii. Labeling
- iii. Over Packs
- iv. Handling Labels

4. Recognition of undeclared Dangerous Goods

- i. Provisions to aid recognition of undeclared Dangerous Goods

5. Provisions for passengers and crew

- i. Information to passengers
- ii. Passenger Check-in procedures
- iii. List of general descriptions to aid recognition of undeclared Dangerous Goods
- iv. Dangerous Goods carried by passengers or crew

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6. Emergency Procedures

- i. Definition of Dangerous Goods Accident and Incident
- ii. Reporting of Dangerous Goods Accident and Incidents
- iii. Reporting of undeclared or misdeclared Dangerous Goods
- iv. Emergency Response information

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CHAPTER 8 – TRAINING

Training of cabin crewmembers shall be conducted according to the Training Standard of Cabin Crewmembers - SLCAP 4305.

- 8.1** Paragraph 4 of ASN 051 – “Requirements for Cabin Crew used for Commercial Air Transport Operations” requires an air operator to establish and maintain training programmes approved by the State of the operator, to be completed satisfactorily by any person before being assigned duties as a Cabin Crewmember. It is also necessary that a Cabin Crewmember shall complete a recurrent training programme annually.
- 8.2** An air operator shall develop training programmes for the approval of the DGCA in compliance with the requirements stipulated in the Cabin Crewmember Training Standard (SLCAP 4305). The air operator shall incorporate the components from the Standard which are applicable to their operations.
- 8.3** Training shall only conducted by Instructors approved by the DGCA.
- 8.4** An air operator shall ensure that following completion of the training required, each cabin crewmember is subject to a mandatory check to be conducted by an examiner approved by the DGCA. Such a check shall cover all important aspects of the training received, in order to verify the proficiency in carrying out normal and emergency safety duties have been received by the crewmember to a satisfactory standard.

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