

Advisory Circular

PROCEDURES FOR CABIN CREW

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GENERAL

Advisory Circulars (ACs) are issued by the Director-General of Civil Aviation (DGCA) from time to time to provide practical guidance or certainty in respect of the statutory requirements for aviation safety. ACs contain information about standards, practices and procedures acceptable to CAAS. An AC may be used, in accordance with section 3C of the Air Navigation Act (Cap. 6) (ANA), to demonstrate compliance with a statutory requirement. The revision number of the AC is indicated in parenthesis in the suffix of the AC number.

PURPOSE

This AC provides guidance to demonstrate compliance with, and information related to, the requirement for an AOC holder to develop Standard Operating Procedures (SOP) on safety practices and in cases of emergency for cabin crew.

APPLICABILITY

This AC is applicable to an AOC holder operating in accordance with ANR-121.

RELATED ADVISORY CIRCULARS

- AC 121-2-1 Guidance on Operational Procedures for ANR-121 Operations
- AC 121-12-2 Operations Manual for Operations under ANR-121

CANCELLATION

This AC supersedes AC 121-2-9(Rev 0). In this Revision 1, guidance is inserted for the AOC holder to establish procedures for medical exigencies.

EFFECTIVE DATE

This AC is effective from 20 January 2020.

OTHER REFERENCES

Nil.

1 CABIN CREW DUTIES

1.1 Pre-flight Briefings

1.1.1 The AOC holder should provide cabin crew with a safety briefing prior to the commencement of any flight or a series of consecutive flights, after each full rest period. Consideration should be given to the following:

- (a) areas to conduct pre-flight briefings should be free from disruption;
- (b) copies of the relevant safety equipment and procedures manual and current safety notices must be available;
- (c) cabin crew should provide satisfactory answers on aircraft safety (emergency drills, safety equipment location and usage) or one on first aid;
- (d) the allocation of cabin crew to specific seats in the passenger compartment, where applicable, should ensure that no area is devoid of persons who have experience in the conduct of safety-related duties;
- (e) safety reminders that address any recent changes to safety-related issues or any problems; and
- (f) action to be taken by the Crew-In-Charge (CIC), if it becomes apparent that any crew member displays inadequate knowledge or may not be in the position to perform assigned cabin safety functions satisfactorily.

1.2 Allocation of Cabin Crew Stations

Arrangements should be made, preferably during rostering, to ensure an even spread of experienced cabin crew through the aircraft. CICs should allocate duties and positions on the day with this in mind.

1.3 CIC Seating

1.3.1 When the assigned crew station of the CIC does not allow immediate access to the flight deck, the AOC holder should establish drills which reflect the following:

- (a) the cabin crew seated closest to the flight deck should be responsible for communicating with the flight deck crew in the event of any emergency on take-off or landing; and
- (b) emergency evacuation procedures should require CIC to remain at his or her station and to control and operate the emergency exits.

1.4 Checking of safety equipment in the cabin

The AOC holder is responsible to ensure that equipment required in Division 6 in Part 2 of ANR-121 are carried and are in working condition prior to a flight. The cabin crew operating a flight should check that all the safety equipment carried on board the aircraft is in working condition and that the equipment's location and complement are in accordance with the operation manual. The checking of safety equipment should also be carried out whenever there is a change of crew members.

1.5 Embarkation and Disembarkation of passengers

Instructions should be available to the crew assigned for marshalling of passengers at stations where ground handling staff are unavailable.

1.6 Arming and Disarming Slides

Slides should be armed as soon as obstructions to their deployment (steps, jetties, etc) are removed and clear. Slides should remain armed after landing until arrival 'on stand'. The AOC holder should communicate to all crew members the dangers of accidental deployment.

1.7 Duties prior to take-off and landing

1.7.1 As required in Regulation 59 of ANR-121, every cabin crew member assigned for emergency evacuation duties has to occupy an approved cabin crew seat during take-off and landing. Cabin crew should remain at their stations with their seat belt fastened, except when performing duties related to the safety of the aircraft and passengers.

1.7.2 The AOC holder is required, in accordance with Regulation 9 of ANR-121, to ensure proper stowage of cabin items. Cabin crew should check that all catering and other cabin equipment are properly stowed prior to take-off and landing.

1.7.3 All items of galley electrical equipment should be switched off prior to take-off and landing.

1.8 Cabin lights and window shades for take-off and landing

1.8.1 The interior cabin lights should be dimmed particularly when taking-off and landing at night. The passenger window shades should be stowed in the open position for take-off and landing.

1.9 Refuelling operations with passengers on board

1.9.1 The AOC holder should provide instructions to the crew for refuelling operation with passengers on board. These should cover at least the following points:

- (a) Aircraft steps and jetties and cabin crew positions;
- (b) smoking prohibition;
- (c) briefing to passengers on restrictions on the use of electrical equipment, no smoking rule, etc.;
- (d) slide arming and clearance area;
- (e) ensure seat belt signs are switched off to facilitate sudden evacuation; and
- (f) ensure cabin safety lighting is switched on.

1.10 Flight crew and cabin crew liaison

1.10.1 The AOC holder should establish procedures for good liaison between flight and cabin crew.

1.10.2 A means must be established for the conduct of liaison. Such liaison should extend until after the aircraft has arrived at its final destination where, for instance, cabin safety equipment defects may need to be attended to.

2 SAFETY, EMERGENCY AND SURVIVAL EQUIPMENT

2.1 Information on the dangers of explosion caused by the proximity of any oxygen equipment, including therapeutic oxygen, to any naked flame or incipient fire must be emphasised.

2.2 During a decompression emergency, where a Pre-Recorded Announcement facility is fitted, the AOC holder should ensure that the post-decompression procedures and public address announcements are made in a timely manner such that the passengers receive clear information and direction to activate the use of the oxygen system immediately.

2.3 Re-stowage of oxygen masks

2.3.1 Cabin crew should not attempt to re-stow oxygen masks after deployment. Damage to the equipment and possibly cabin crew injury may result. Re-stowage of such equipment should be undertaken by maintenance personnel only.

2.4 Portable protective breathing equipment

2.4.1 Pre-flight serviceability checks on portable Protective Breathing Equipment (PBE) should be carried out.

2.4.2 The AOC holder should ensure that transportation security or any other seals on these portable PBE are removed prior to installation on the aircraft.

3 ABNORMAL AND EMERGENCY PROCEDURES

3.1 Turbulence

3.1.1 If turbulence is forecasted, the pilot-in-command should brief the CIC prior to departure.

3.1.2 When turbulence is encountered, the pilot-in-command should direct appropriate action via the CIC.

3.1.3 If in-flight service is to be discontinued, whenever possible, without imperilling personal safety, the cabin crew should ensure that service equipment is secured and passengers are seated with their seatbelts fastened.

3.1.4 Cabin crew should take their seats and fasten their seat harness as soon as possible.

3.2 Cabin Fires

3.2.1 Cabin crew should continually survey the aircraft cabin and galley areas for potential and existing fires.

3.2.2 Additionally, a frequent check of toilet areas should be conducted and to check that the smoke sensors remain unblocked.

- 3.2.3 On detecting a fire and/or smoke, the flight crew must be informed immediately of its location, source and severity and be kept informed as the situation develops.
- 3.2.4 After a fire has been extinguished, the area around it must be monitored for potential re-ignition.
- 3.3 Oven Fires
 - 3.3.1 Oven fires can be caused by a variety of factors, and the dangers of which would be minimised by thorough inspections of ovens both for cleanliness and for the presence of foreign objects.
 - 3.3.2 The primary hazard from an oven fire occurs when the door of a heated oven is opened. The introduction of outside oxygen can cause a flash fire. In dealing with an oven fire or oven overheat, the following procedure are recommended:
 - (a) isolate the electrics and keep the door closed. In most incidents, the fire will self-extinguish;
 - (b) monitor the situation. Have a fire extinguisher, fire gloves and PBE at hand; and
 - (c) if the situation worsens, or it is thought that fire still exists in the oven, open the oven door just wide enough to insert the nozzle of the fire extinguisher. Insert the nozzle of the fire extinguisher and discharge a small amount of the extinguishant; consideration should be given to donning PBE and fire gloves prior to opening the oven door. Close the oven door and monitor the oven. Repeat this procedure if necessary.
- 3.4 Precaution on the use of therapeutic oxygen
 - 3.4.1 The use of therapeutic oxygen whilst fire-fighting is extremely hazardous since therapeutic oxygen may itself feed the fire, thus resulting in severe injuries to the crew member wearing the equipment. Additionally, therapeutic oxygen equipment only provides a low supplemental oxygen flow which will afford little relief in a smoke-laden atmosphere. Therefore, the use of therapeutic oxygen should be discouraged or prohibited when the crew is conducting fire-fighting in the cabin.
- 3.5 Pressurised Cabins – Use of Exits
 - 3.5.1 Problems can occur if an exit is forced open when the aeroplane has not been fully depressurised. The exit will rapidly open, with the associated danger that the person operating the exit may be ejected from the cabin with possible serious consequences. Residual pressurisation may result from a system malfunction or an incorrect application of procedures.
 - 3.5.2 Prevention of accidents and incidents involving aeroplane pressurisation requires correct actions to be taken by both flight deck crew and cabin crew. The AOC holder should ensure flight deck crew and cabin crew are able to recognise any indication of aeroplane pressurisation and that any attempt to open the exits should only be made when complete depressurisation has been achieved. Indication of a pressurisation problem might be evident from warning indicators located at the door or when the door requires a greater than usual effort to open.
- 3.6 Contingency Plan for Medical Exigencies

- 3.6.1 The AOC holder should establish contingency procedures to safely manage persons who are unable to be secured in their seats for landing due to medical reasons.
- 3.6.2 The cabin crew should keep the flight crew updated of such situations.