



ADVISORY CIRCULAR

CAA-AC-OPS012
November 2022

PREPARATION OF A CABIN CREW MANUAL

1.0 PURPOSE

1.0.1 This Advisory circular contains direction and guidance for operators when developing a cabin crew manual. The cabin crew member manual shall cover the operational policies and procedures applicable to cabin crew members and the carriage of passengers. An AOC holder shall provide to the cabin crew members, a manual specific to the aircraft type and variant.

1.0.2 This is Advisory Circular (AC) cancels CAA-AC-OPS012A dated July 2020.

2.0 REFERENCES

- I Regulation 49 and Schedule 5 of the Civil Aviation (Air Operator Certification and Administration), Regulations, 2022.
- II Part III and Part VIII of the Civil Aviation (Operation of Aircraft- Commercial Air Transport Aeroplanes) Regulations, 2022.
- III CAA-AC-OPS022 Structure of the Operations Manual.
- IV CAA-AC-OPS011 Exit row seating program
- V CAA-AC-OPS013 Carryon baggage

3.0 GENERAL

3.0.1 An operator may develop and publish in his or her manual any policy, method, procedure, or checklist that is necessary for the type of operations conducted. These policies, methods, procedures, and checklists, however, must comply with the Civil Aviation Regulations and be consistent with safe operating practices.

3.0.2 The Operator should be innovative and progressive in developing such policies, methods, procedures, and checklists.

3.0.3 The operator's material must comply with the Civil Aviation Regulations, be consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.

3.0.4 The Operator 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, security, dangerous goods, SMS

and emergency procedures) in the Cabin Crew manual with those contained in the operator's operations manual part A, B & D, Dangerous Goods Manual, Security Manual and passenger information cards.

3.0.5 The Operator should use the List of Effective Pages to determine currency and completeness of the Cabin Crew manual.

3.0.6 The Operator should fill out the attached cabin crew manual guide and submit it together with the completed manual to the Authority.



PART A-GIUDANCE ON PREPARATION OF CABIN CREW MANUAL

Each cabin crew (CC) manual required by Regulation 49 of the Civil Aviation (Air Operator Certification and Administration) Regulations, 2022 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 the following information:

	Manual Page	Remarks
DUTIES OF CABIN CREW		
1. This should include a general statement of the operator’s philosophy regarding cabin crew duties and responsibilities.		
MANUALS		
2. The manual must be easy to read		
3. The manual must be easy to revise.		
4. The manual should contain procedures for processing revisions.		
5. Each crew member shall have a manual accessible while performing assigned duties.		
6. The manual should contain the stipulation that each cabin crew must have a manual readily accessible on board any flight in which he is assigned any duties.		
7. The manual must be up to date (Revision status). This should be stated in the manual.		
CREW PROCEDURES		
8. Authority of the pilot-in-command.		
9. Method of designating succession of SCCM in case of incapacitation.		
10. When applicable, aircraft interchange should be in the manual.		
ADMISSION TO THE FLIGHT DECK		
11. (a) Policy and procedures with respect to flight crew compartment access (b) Persons who may be admitted to the flight deck.		
▪ Operating crew members		
▪ Representatives of the Authority responsible for certification, licensing or inspection if this is required for the performance of their official duties; or		
▪ Individuals permitted by the operations manual under instructions contained therein		
12. Procedures for the use and necessary briefings for the occupant of the cockpit observers seat.		
COCKPIT SECURITY PROCEDURE		
13. Procedures for coordinating access to the cockpit through the interphone system		
14. Procedure for cockpit crew to identify cabin crew before allowing entry to flight deck.		
15. Locking of the cockpit door.		

16. Procedures for cockpit crew wishing to exit the cockpit.		
STERILE COCKPIT PROCEDURE		
17. Include a method of informing Cabin Crews that the flight is in a sterile cockpit time status.		
COMMUNICATION WITH CREW		
18. Normal methods of communication and co-ordination among crew members including establishing communication with the cockpit crew before or immediately after flight begins.		
CREW CO-ORDINATION		
19. General statement concerning the importance of crew co-ordination.		
20. Pre-flight crew briefings – crew and cabin crews		
21. 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.		
22. Crew co-ordination procedures to ensure that carry-on baggage has been properly stowed before the passenger loading door is closed.		
23. Crew co-ordination procedures to ensure that the aircraft (including the cabin) is ready for movement on the surface for takeoff or landing.		
24. Crew co-ordination procedures for exit seating.		
CABIN CREW		
25. Requirement for all Cabin Crew to be seated during movement on the surface unless performing safety-related duties, during take-off, landing, turbulence and any other time when the seat belt signs are on.		
26. Number of Cabin Crew that must be on board when there are passengers on board the aircraft 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.		
27. The specific number and location of Cabin Crew 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.		
28. CABIN CREW duties and number of Cabin Crew required during refuelling procedures.		
29. Policy for use of cabin crew jump seat by anyone other than the assigned Cabin Crew.		
30. Policy of checking emergency equipment. When Cabin Crew are required to check, then specific responsibilities for specific equipment by aircraft type may be in the appropriate section of the manual.		
PASSENGER INFORMATION		
31. Briefing passengers before takeoff about the following:		
(a) Compliance with lighted signs, posted placards, and instruction of crew. Use of seatbelt. Demonstration of fastening and opening seat belt buckles.		
(b) That the Authority requires passenger compliance with lighted passenger information signs and crew member instructions concerning the use of seat belts.		

(c) No Smoking is allowed on board any aircraft. Smoke detectors are installed in the lavatories on board the aircraft. International law prohibits tampering with, disabling, or destroying smoke detectors.		
(d) Location of exits.		
(e) Location and use of required floatation equipment.		
32. Exit seating reference to passenger information cards.		
33. A request that a passenger identify him if he or she:		
(a) Cannot meet selection criteria,		
(b) Has an indiscernible condition,		
(c) May suffer bodily harm,		
(d) Does not wish to perform those functions.		
34. Individual briefing of those who may need assistance and briefing of persons who may be attending these individuals.		
35. After takeoff briefing:		
(a) 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		
36. Include everything in Regulation 45 (d) of the Civil Aviation (Operation of Aircraft) Regulations.		
37. Demonstrate donning and inflating life preserver.		
38. Brief on the location and operation of the following:		
(a) Adult life preservers,		
(b) Life rafts/ slide rafts.		
(c) Other floatation means.		
USE OF OXYGEN		
39. Crewmembers shall brief passengers on the use of oxygen and perform the following:		
40. Point out location of oxygen dispensing equipment.		
41. Demonstrate use of oxygen dispensing equipment.		
ILLUMINATED SAFETY SIGNS		
42. When a passenger safety information sign remains illuminated for a period, the crew should make periodic announcements.		
43. When a passenger continues not to obey a safety information sign, the pilot-in-command should be notified.		

	Manual Page	Remarks
PASSENGERS		
44. Disabled: (Air Transport Aeroplanes) Regulations. This may include the location, operation, and procedures for use of the following:		
(i) On board wheelchair,		
(ii) Disabled equipped lavatories,		
(iii) Movable armrests.		
45. Infants and Children: (The manual should include the following concerning infants and children		
(a) Procedures for restraining including location and actions during an emergency.		
(b) Information that if the parents have purchased a ticket for the infant seat device should approved.		
(c) The fact that infants should be restrained in the approved restraint device during turbulence.		
(e) Briefing mothers with infants on use of baby loop, life vests and brace positions.		
PROCEDURES FOR THE FOLLOWING PASSENGER ISSUES		
46. Serving alcohol,		
47. Reporting persons who cause a disturbance,		
48. Armed passengers,		
49. Passengers who abuse a crew member,		
50. Interference with a crew member in the performance of duties,		
51. Passengers who are mentally retarded,		
52. Passengers who are emotionally disturbed,		
53. Pregnant passengers,		
54. Non-language speaking passengers – refer to the exit seating rule,		
55. Stretcher patients,		
56. Policy and procedures for non-compliance of smoking ban,		
57. Procedures of handling and reporting of passengers with communicable and non-communicable diseases.		
SAFETY PROCEDURES		
58. Restraint of galley equipment (including galley and ticket carts) for movement on the surface, take off, landing, during turbulence and when not in use. This should include the fact that carts should be properly restrained when not in use.		
59. Proper stowage of cargo (including musical instruments and pet carriers) in the cabin.		

	Manual Page	Remarks
60. Appropriate portions of carry-on baggage program.		
61. 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.		
62. Approved stowage areas for carry-on baggage.		
63. Crew baggage stowage.		
64. Stowage of canes.		
65. Prohibition against stowage of trash or carry-on baggage in unauthorised receptacles such as lavatories or the cockpit.		
66. Prohibition against stowing non-safety articles with safety equipment.		
67. Need for tray tables to be stowed for movement on the surface, take-off, and landing. Movie screens that extend into the aisle must also be stowed for movement on the surface, takeoff, and landing.		
68. Need for seatbacks to be in their full, upright position before takeoff and landing.		
69. Need to stow Cabin Crews' restraint systems when not in use.		
DOORS		
70. Ready doors for movement on the surface, including general statement of responsibility for readying doors. Procedures for specific crewmembers at specific doors.		
71. Ensure that one door is ready for passenger egress when aircraft is parked at the gate.		
DRUGS		
72. Carriage of drugs,		
73. Use of drugs.		
ELECTRONIC DEVICES:		
74. Procedures to follow when occupants use electronic devices and which devices are not allowed		
DANGEROUS GOODS		
75. Identification of and, if they are going to be in the cabin, procedures for storage and handling.		
LIGHTS		
76. Flashlight and holders and how they are used.		
77. Operator's policy to ensure that each crew member has a workable flashlight.		
78. Cabin light setting for take-off, landing, and forewarned (anticipated emergency evacuations and ditching).		
79. Specific aircraft light controls may be contained in the aircraft section of the manual.		

TURBULENCE		
80. Crew action and co-ordination in turbulence.		
81. Service procedures, especially of hot liquids, in turbulence.		
82. Passenger seat belt discipline in turbulence.		
SURVIVAL		
83. Information about survival in situations appropriate for operations such as water, mountains, desert, or jungle.		
HIJACKING		
84. Hijacking procedures should be developed with the assistance of the Security Inspector assigned to the operator.		
85. (a) Policy and procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin.		
(b) A method of communication with other crew members when hijacking is either threatened or in progress may be a “coded” memory aid. NOTE: Details may not be in the security manual.		
c) Procedure for bomb threat or warning when the aircraft is on ground or inflight		
d) Checklist for searching a bomb and / or inspecting an aircraft for concealed weapons, explosives and other dangerous devices		
e) Procedure on Least Risk Bomb Location.		
f) Appropriate course of action to be taken in case a bomb or suspicious object is found.		
WEAPONS		
86. Security regulations and operator’s procedures for the carriage of weapons.		
ILLNESS/INJURY		
87. Contents and procedures for use of first aid kit.		
88. Contents and procedures for use of medical kit.		
89. Recognition of common medical problems.		
90. First aid treatment that considers special space in aircraft cabins.		
91. Use of first aid oxygen		
92. Additional first aid.		
OXYGEN: USE AND NEED		
93. Depressurisation,		
94. Slow leaks.		
95. Rapid depressurisation procedures, including the following:		
(a) Signs of a loss of cabin pressure,		
(b) Symptoms of hypoxia,		
(c) Crew co-ordination,		

(d) Cabin Crew actions, including the following:		
(i) donning the nearest oxygen mask,		
(ii) sitting down or holding on something solid and waiting for word from the flight deck before moving around,		
(iii) assisting passengers.		
96. Description of use of each type of portable oxygen bottle and mask.		
97. Procedures for Cabin Crew to administer oxygen to self.		
98. Procedures for use of medical (passenger supplied) oxygen.		
99. Smoking is prohibited on board any aircraft this needs to be particularly enforced when oxygen is being administered.		
FIRE PREVENTION AND CONTROL		
100. Fire prevention procedures that at least include the Checking the lavatories before take-off and periodically during flight.		
101. Periodic cabin checks.		
102. Use of circuit breakers located in the galley (precautions against resetting).		
103. Proper stowage of article that could contribute to fire (such as matches).		
104. Checking of oven and over vents.		
105. Cabin Crew procedures for handling passengers in the event of fire		
106. Fire control procedures should include fires occurring in the following locations:		
(a) on the ground,		
(b) outside the aircraft,		
(c) inside aircraft,		
(d) during flight.		
107. During fires inside the aircraft, fire control procedures should include the following:		
(a) Type of fire extinguisher or class of fire.		
(b) Use of protective breathing equipment (PBE).		
(c) Fire control when volatile fuel is involved.		
(d) Smoke control procedures,		
(e) Use of circuit breakers		
(f) Fire in galley, including oven,		
(g) Fire in the lavatory or other confined spaces,		
(h) Light ballast fires.		

EVACUATION PROCEDURES		
108. For each type of aircraft evacuation or ditching, the manual should at least include procedures and techniques regarding the following:		
(a) Crew co-ordination,		
(b) Giving commands to passengers,		
(c) Describing brace for impact positions,		
(d) Assessing condition,		
(e) Ensuring aircraft has come to a complete stop,		
(f) Evacuating persons and any of their attendants who may need assistance,		
(g) Redirecting passenger flow,		
(h) Caring for passengers following accident.		
109. Un-forewarned (unanticipated aircraft evacuation or water landing) including the following:		
(a) Crew co-ordination,		
(b) Commands given to passengers,		
(c) Initiation,		
(d) Actions at door.		
110. Forewarned (anticipated aircraft evacuation or water landing) including the following:		
(a) Crew co-ordination,		
(b) Commands given to passengers,		
(c) Passenger preparation,		
(d) Cabin preparation,		
111. Unwarranted (unnecessary) evacuation, passenger or crew initiated, including the following:		
(a) Crew co-ordination,		
(b) Stopping the evacuation.		
112. CABIN CREW TRAINING		
(a) Cabin crew training program covering <ul style="list-style-type: none"> ▪ initial, ▪ recurrent, ▪ transition (conversion), ▪ requalification, ▪ upgrade, ▪ recency of experience. ▪ familiarisation, ▪ differences, and 		

other specialised training in accordance with the Civil Aviation (Personnel Licensing) and Civil Aviation Operation of Aircraft- commercial air Transport Aeroplanes) Regulations		
<p>(b) Security training to include:</p> <ul style="list-style-type: none"> ▪ security of flight crew compartment, ▪ aircraft search checklist, ▪ determination of the seriousness of any occurrence, ▪ crew coordination and communication, ▪ appropriate self-defence responses, ▪ the use of non-lethal protective devices assigned to crew members if applicable, ▪ understanding of behaviour of terrorists, ▪ live situational training exercises regarding various threat conditions, ▪ post flight concerns for the crew. 		
(c) Dangerous Goods Training in accordance with Civil Aviation (Safe Transport of Dangerous Goods by Air) Regulations		
(d) Human factors		
(e) Fatigue awareness training		
(f) Safety Management training in accordance with Civil Aviation (Safety Management) Regulations		
(g) Human trafficking awareness training.		
CABIN CREW INSTRUCTORS & EXAMINERS		
113. Selection criteria & Competence requirements		
114. Minimum qualifications & experience on type.		
SENIOR CABIN CREW		
115 Qualifications		
116. Experience on type		
117 Competencies		
EXIT ROW SEATING PROGRAM		
118. Procedures for exit row seating in compliance with Regulation 47 of the Civil Aviation (Operation of Aircraft- Commercial Air Transport Aeroplanes) Regulations and CAA-AC-OPS011		

PART B- GUIDANCE ON PREPARATION OF CABIN CREW MANUAL

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

AIRCRAFT TYPE/MODEL _____

	Manual Page	Remarks
AIRCRAFT DESCRIPTION		
1. 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, aircraft registration numbers with specific location should be given.		
2. The assigned take-off and landing location for each crewmember who might be assigned safety duties in the cabin should be clearly designated.		
3. The duties and duty station for each crew member (including flight crew) during an evacuation or ditching should be given.		
4. 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.		
5. CABIN CREW location for performing safety demonstrations.		
AIRCRAFT EMERGENCY EQUIPMENT		
6. 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.		
(a) Each exit (clearly show what type of exit),		
(b) Each first aid kit		
(c) Medical kit,		
(d) Portable lights/flashlight,		
(e) Each fire extinguisher by type,		
(f) Each Portable Breathing Equipment (PBE),		
(g) Floatation equipment,		
(h) Over water equipment,		
(i) Survival kits and transmitters, if not attached to life raft.		
(j) Crash axe,		
(k) Megaphone,		
(l) Appropriate circuit breakers,		
(m) Portable oxygen,		
(n) Supplemental (ship's) oxygen, (if applicable)		
(o) Approved crew bag stowage areas.		

Remarks:

	Manual Page	Remarks
Each type of equipment should be depicted so its operation is easy to follow. This includes the following:		
FLOOR LEVEL EXITS		
7. A Description for operation and procedures at floor level exits should include the following:		
(a) Opening in normal mode,		
(b) Opening in emergency mode,		
(c) Ready for movement on the surface,		
(d) Ready for gate arrival		
(e) Ready at gate, if appropriate		
EVACUATION SLIDES FOR LARGE AIRCRAFTS.		
8. A Description of operation and procedures for evacuation slides, slide/rafts, or ramps should include the following:		
(a) Emergency inflation,		
(b) Manual inflation.		
(c) Detaching		
WINDOW EXITS		
9. A description of operation and procedures at window exits should include the following:		
(a) Opening exits,		
(b) Placement of window, (if applicable)		
(c) Recommended method of exiting window,		
(d) Use of lifelines.		
INTERGRAL STAIRS		
10. A description of the operation and procedures pertinent to ventral stairs should include the following:		
(a) Information regarding lowering or otherwise operating stairs in normal and emergency modes,		
11. Information about stair use in evacuations.		
TAILCONES		
12. The information about the operation and procedures pertinent to tail-cones should contain the following:		
(a) Detailed description of the activation of the tail-cone.		
(b) Details of unusual environment factors that could affect crewmember performance in or around tail-cones.		

COCKPIT EMERGENCY EXITS	Manual Page	Remarks
13. 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		
14. Information should show the method of reaching these exits, the opening, and actions necessary to exit.		
OTHER EXITS		
DOOR SAFETY STRAPS		
15. Include both location and use in normal and emergency operations.		
DOOR INOPERATIVE PROCEDURES		
16. If this type of aircraft is allowed to operate with a door inoperative, the procedures to follow for the specific aircraft should be given. (Ref MEL)		
CABIN CREW STATION		
17. The Cabin Crew manual should contain a description of each type of Cabin Crew station. This description should include the following:		
(a) The proper brace position for that station,		
(b) Information about the restraint system at that station and its use,		
(c) The safety equipment that a Cabin Crew can reach while seated at that station.		
ELECTRICAL EQUIPMENT		
18. The manual should contain information about circuit breakers, heat, or ventilation located in the cabin.		
19. This information should include the following:		
(a) Location,		
(b) Function,		
(c) Operation of the controls.		
EMERGENCY LIGHTS		
20. Location of emergency lights, emergency light switches, and procedures for use should be in the manual.		
21. Information about floor proximity lighting/ strips should be give as appropriate to the type of aircraft.		

	Manual Page	Remarks
COMMUNICATION SYSTEM		
22. Procedures on use of the FAP, public address , interphone systems, and entertainment systems. A description of these systems should include their use in normal and emergency situations.		
EVACUATION ALARMS		
23. When evacuation alarms are present, information about their location, function, and operation should be given.		
OXYGEN SYSTEMS		
24. The manual should include the following information:		
(a) Location of oxygen dispensing units,		
(b) Information about additional drop-down masks,		
(c) Proper method of use,		
(d) Manual deployment,		
(e) If applicable, information about special characteristics of chemically generated devices, (such as heat generating properties).		
PORTABLE OXYGEN EQUIPMENT		
25. Description, location, and operation for each kind of portable oxygen dispensing unit and the masks should be given.		
GALLEY RESTRAINT		
26. Description of the location and operation of the galley restraints. This would include use of restraint straps across a closet or securing stowage bins.		
CARRY-ON BAGGAGE PROGRAM		
27. 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. Ref Regulation 107 of the Civil Aviation Operation of Aircraft- Commercial Air Transport Aeroplanes) Regulations		
28. Where carry-on baggage is stowed in a seat a method of stowage and restraint should be included in the manual.		

	Manual Page	Remarks
<p>SMOKE ALARMS</p> <p>29. 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>30. The manual should contain information about the location, function, and proper operation of these doors.</p>		
<p>UPPER/LOWER DECK/ CREW REST ROOMS</p> <p>31. 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>32. 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>33. Location, function, and use of floatation cushions should be given when applicable.</p>		
<p>LIFE PRESERVERS</p> <p>34. Donning, inflation, use, and activation light for each type of life preserver, including infant and child preservers, should be given.</p>		
<p>LIFERAFTS AND SLIDES USED IN FLOATATION</p> <p>35. When the aircraft is equipped with life rafts, 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>		
<p>(a) Transfer from one door to the next,</p>		
<p>(b) Inflation and launching</p>		
<p>(c) Proper method of boarding passengers and crew,</p>		
<p>(d) Crew assignment during ditching and in the life raft.</p>		

	Manual Page	Remarks
INOPERABLE EQUIPMENT 36. Procedures to follow when a piece of required safety equipment is inoperable should be part of the manual.		
FIRE EXTINGUISHER/PBE 37. The location of the equipment and any features that make use of operation unique to this aircraft.		
SMOKE BARRIERS 38. 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 39. The location of the equipment and any features that make use unique to this aircraft should be given.		

Operator: _____ Signature _____ Date: _____
 (BLOCK)

Inspector's Remarks:

Recommendations

Cabin Inspector: _____ Signature _____ Date: _____
 (BLOCK)