



Safety and Emergency Procedure

Unit 6
IAC3306 Cabin Crew
Management

Safety professional

It is designed
according to ICAO .

2

Emergency Procedure

Set of actions

Same set of actions

Prevent confusion

2.1 Normal Operation

Day-to-day operations

2.2 Abnormal Operation

Unusual situation

2

Emergency Procedure

2.1 Normal Operation

- a) Pre-flight Briefing
- b) Pre-flight Check
- c) Overwing Exit Briefing
- d) Cabin Secure

2.2 Abnormal Operation

- a) Fire-flighting
- b) Decompression & Follow-up
- c) Emergency Landing/Ditching
- d) Evacuation

a) Pre-flight Briefing

Performance Standard

- i) Assignment of duty
- ii) Review of safety
- iii) Aircraft type
- iv) Destination information
- v) Meteorological weather conditions
- vi) Cabin defects, broken

b) Pre-flight Check

Performance Standard

- i) Communicate with ground personnel
- ii) Check document
- iii) Check equipment and system
- iv) Report missing/inoperative equipment/system
- v) Security check
- vi) Update cabin crew



THAI Smile A320-200
OVERWING EXIT BRIEFING

Please do not remove this card from the aircraft
 Please return this card to flight attendant after use.

กรุณาวางยานำออกจากเครื่องบิน
 กรุณาส่งคืนพนักงานต้อนรับเมื่อท่านได้ศึกษาแผนผังที่นั่งเรียบร้อยแล้ว

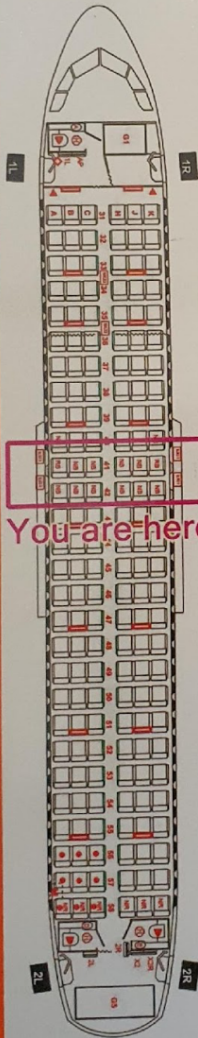
On today's flight

you are seated close to cabin overwing emergency exit of this Airbus A320-200.

In case of an emergency, you may be asked to open the door, to check that the evacuation slide is inflated, to initiate the evacuation, to assist the persons at the end of the evacuation slide, and to send them away from the aircraft.

Please inform cabin crew that you want to be reseatd if you:

- are less than 15 (fifteen) years old.
- think you lack of the strength, mobility, dexterity or balance required to do so.
- have a physical condition which may not be visible and which may prevent you from helping.
- do not understand nor speak English sufficiently and unable to give oral commands to others.
- are hearing impaired and could not hear verbal commands from our crew.
- do not wish to help in this way.



You are here ในเที่ยวบินนี้

ที่นั่งของท่านอยู่ใกล้กับทางออกฉุกเฉินของเครื่องบินแบบ A320-200
 ในกรณีเกิดเหตุฉุกเฉินที่จะต้องหนีออกจากเครื่องบินอย่างรวดเร็ว
 ท่านจะต้องช่วยเปิดประตูทางออกฉุกเฉินข้างที่นั่งของท่าน
 ตรวจสอบสไลด์ว่าพองลม และท่านจะต้องนำผู้โดยสารออกจาก
 เครื่องบินโดยทางประตูนี้ รวมทั้งช่วยเหลือผู้โดยสารอื่น
 ที่ลื่นลงมาตามท่านมาถึงพื้นให้วิ่งหนีไปให้ไกลจากตัวเครื่องบิน

กรุณาแจ้งพนักงานต้อนรับเพื่อขอเปลี่ยนที่นั่ง ถ้าหากท่าน:

- มีอายุต่ำกว่า 15 (สิบห้า) ปี
- คิดว่าท่านไม่มีความแข็งแรง, การเคลื่อนไหว, ความคล่องตัว และความสามารถที่สามารถให้การช่วยเหลือได้
- มีร่างกายที่ไม่สมบูรณ์ซึ่งไม่สามารถให้การช่วยเหลือได้ เช่นการมองเห็นไม่ปกติ
- ไม่เข้าใจ และไม่สามารทพูดภาษาอังกฤษได้ดีพอที่จะออกคำสั่งผู้อื่นได้
- ไม่สามารทได้ยินคำสั่งจากพนักงานต้อนรับได้
- ไม่ต้องการที่จะทำหน้าที่นี้



Exit row
 Able-bodied person

c) Overwing Exit Briefing

Performance Standard

- i) Importance role of passenger
- ii) Request verbally accept
- iii) Signal and command
- iv) How to open the exit
 - Check for hazards outside
 - Remove the exit hatch
 - Overwing exit briefing card



d) Cabin Securing



Performance Standard

- i) Emergency door and exit
- ii) Seatbelt secured
- iii) Tray tables and footrest are stowed
- iv) Window shades are opened
- v) Seatbacks are upright
- vi) Bags are placed under the seat in front or overhead locker
- vii) Electronic devices are switched off
- viii) All galley equipment are stowed and locked



4. Cabin Secure PA

As we shall shortly be arriving at London, would you please return to your seat? Make sure your hand luggage is placed under the seat in front of you or in the overhead locker; your seat back is upright with the armrest down. Window blinds should be opened.

Emirates. (2016). Ab initio Modules. Service. Dubai: Training Team.

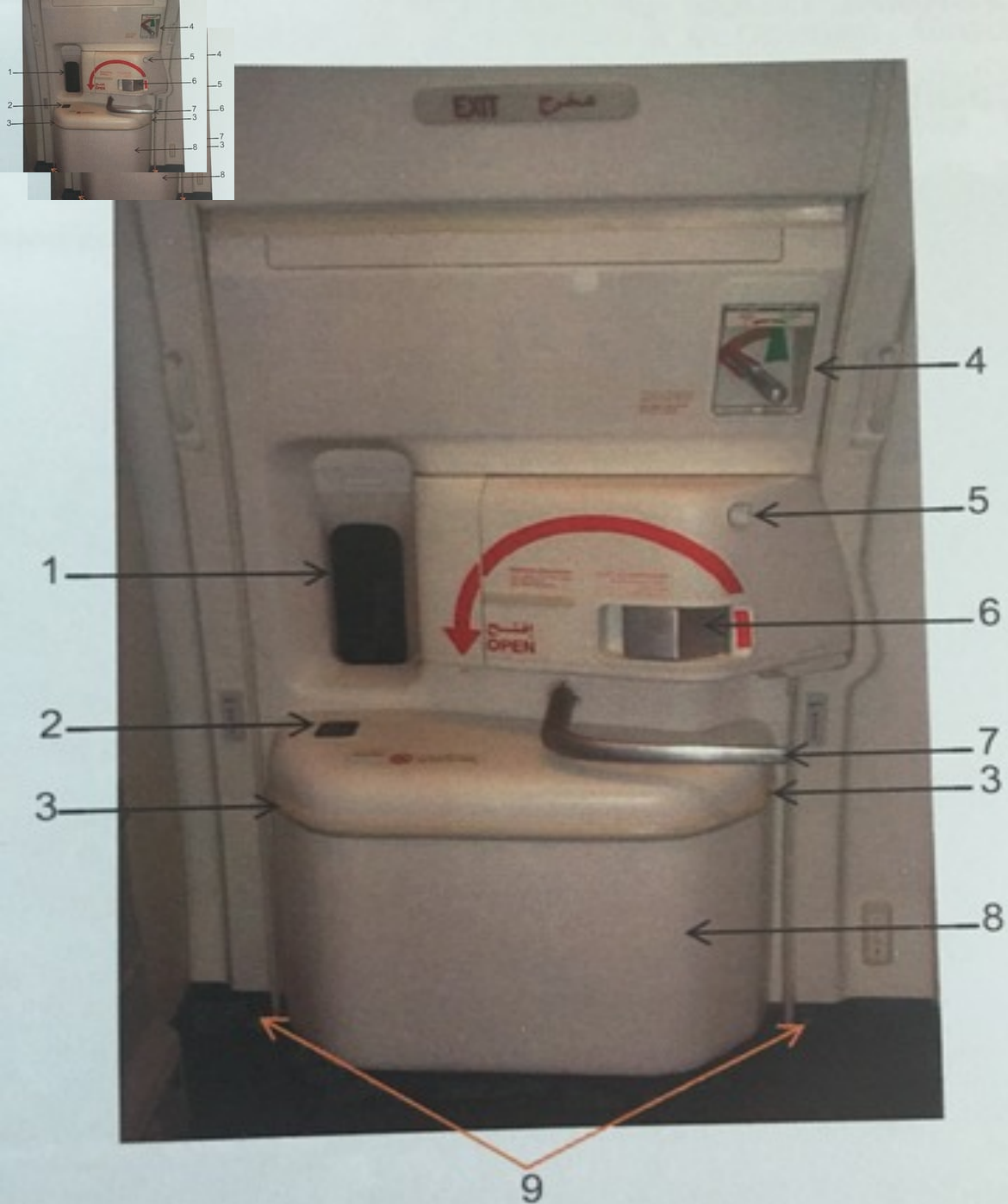


4. Cabin Secure PA

Tray tables and footrests should be folded and stowed and your seatbelt securely fastened.

To ensure you are fully aware of the exit nearest to you and the safety features on this aircraft, read the Safety Procedure Card in your seat pocket. If you have been using your personal electronic devices, please ensure that they are switched off.

mirates. (2016). Ab initio Modules. Service. Dubai: Training Team.



1. Viewing Window

2. Slide Raft Gas Bottle Pressure Gauge.

3. Door Bustle Release Handle

4. Door Mode Select Panel

5. Emergency Power Assist System (EPAS) Reservoir Pressure Gauge

6. Gust Lock Release Lever

7. Door Operating Handle

8. Slide Raft

9. Girt Bar Indicator Flag Viewing Windows

Cabin Door Pre-Flight Check 1

Emergency Power Assist System (EPAS) Reservoir Pressure Gauge needle must be in the green zone.

The silent review that cabin crew should perform before takeoff and landing is an excellent technique that helps the crew to remain focused and to be ready to act in the case of an emergency.

Brace for impact
Panic control
Judgement
Coordination
Evacuation
(JAL,TG)



Exercise 1	Normal operations
1.	What is the procedure during the pre-flight check? Safety and emergency check procedure
2.	When the cabin crew perform over wing exit briefing? Before they perform safety demonstration
3.	Who can sit at the exit row? Able-bodied person
4.	When the cabin crew perform cabin secure procedure? Before takeoff and landing.
5.	If a passenger doesn't follow the cabin secure instruction from PA, what should the cabin crew can instruct him? Please fasten your seat belt, put your seatback upright, stow the tray table, and open the window shade.

2

Emergency Procedure

2.1 Normal Operation

- a) Pre-flight Briefing
- b) Pre-flight Check
- c) Overwing Exit Briefing
- d) Cabin Secure

2.2 Abnormal Operation

- a) Fire-flighting
- b) Decompression & Follow-up
- c) Emergency Landing/Ditching
- d) Evacuation

a) Firefighting extinguish, remove, fight



www.sofiaflighttraining.com



www.traveller.com.au.com



Basic Fire Drill – Cabin Crew



Step

Procedure

1

First cabin crew member (Fire fighter)

The first cabin crew member to observe the smoke or fire becomes the fire fighter must:

1. Obtain nearest extinguisher
2. Immediately investigate/attack fire
3. Call or signal another cabin crew member.

If a PBE is required, the third cabin crew member will fit a PBE and swap duties with you.

Basic Fire Drill – Cabin Crew



Step

Procedure

2

Second cabin crew member (Communicator)

Immediately notify captain and other crew by making an all station call from the interphone nearest the fire scene. Give a clear and concise description of the fire. Inform captain of the location, intensity and type of fire. Describe exactly what you see. **Do not mention fire if flames are not present.**

Describe:

- Color
- Density of smoke
- Any smell associated with the fire
- Identify origin if possible
- Actions being taken by cabin crew.

Maintain a continuous communication relay between the captain and the fire fighter.

Basic Fire Drill – Cabin Crew



Step

Firefighting Procedure

3

Third crew member (Back-up)

Obtain second extinguisher, PBE and other fire fighting equipment.

1. If PBE is required, fit PBE and relieve first fire fighting cabin crew member.
2. Assist the flow of information between the cabin crew member fighting the fire and the cabin crew member on interphone if required.

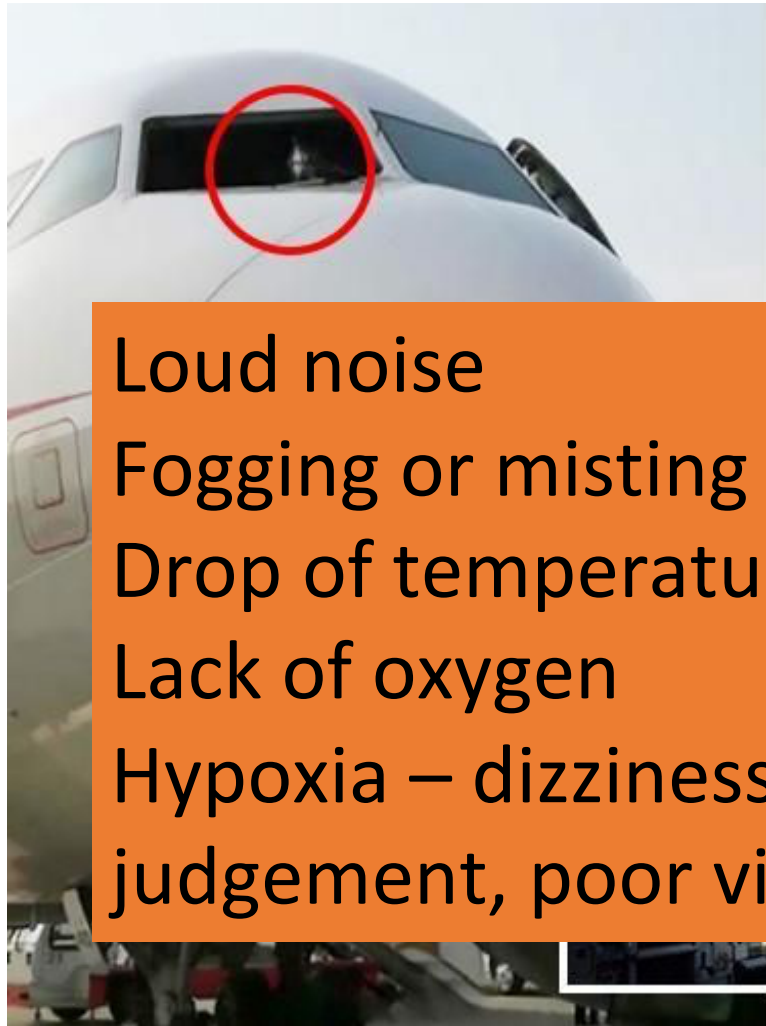
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When fire is extinguished

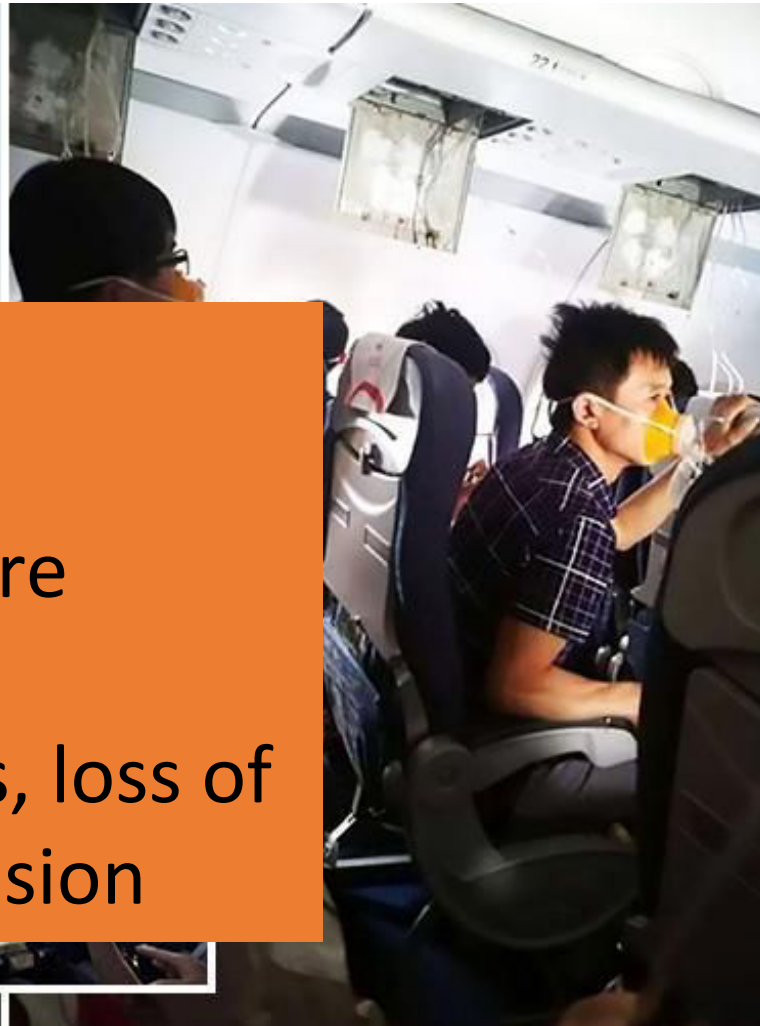
Check that no re-ignition is possible.

Warning: Do not use water on electrical equipment or wiring.

b) Decompression & Follow-up



Loud noise
Fogging or misting
Drop of temperature
Lack of oxygen
Hypoxia – dizziness, loss of judgement, poor vision



Ryanair FR7312, July 14, 2018

www.fastcompany.com



Sichuan Airline 3U8633, May 17, 2018

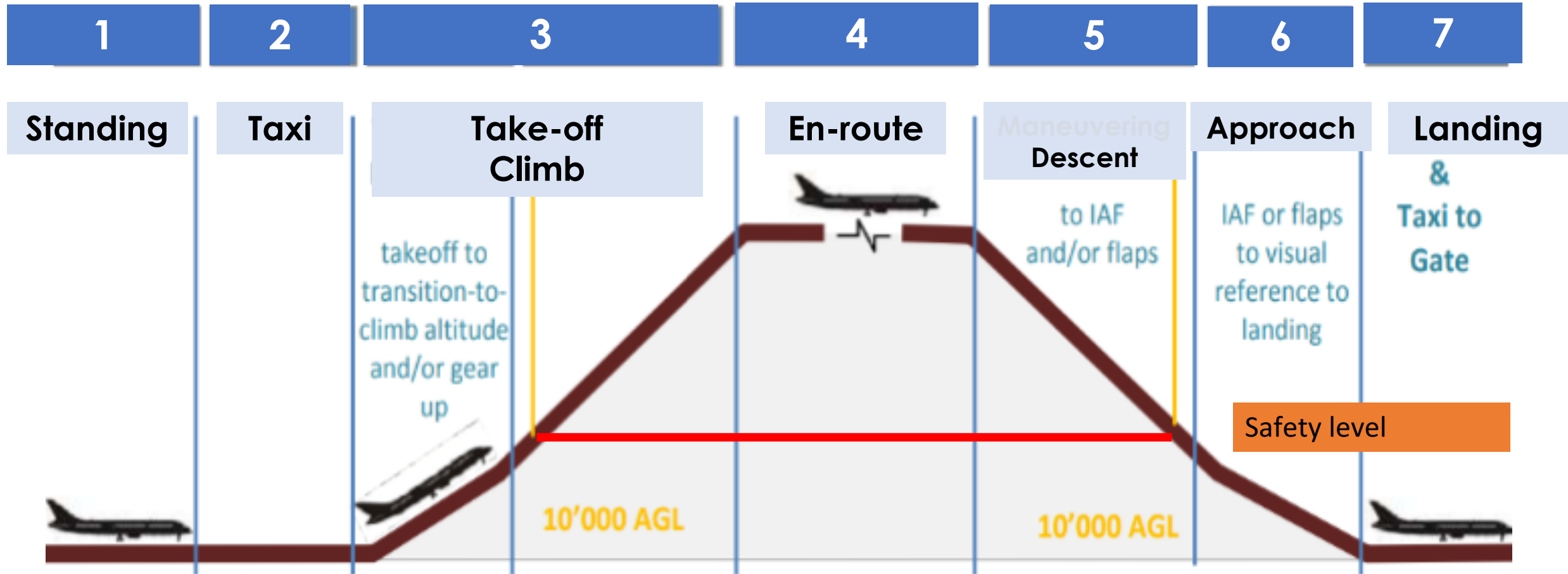
www.pinterest.com



alamy

Image ID: D9M025
www.alamy.com

7 Phases of Flight



Origin

Adapted from

https://www.faa.gov/about/initiatives/ped/media/PED_ARC_FINAL_REP

ORT.pdf

Destination

Decompression – Cabin Crew



Step	Procedure
1	Leave galley.
2	Fit nearest spare mask, pull mask down to commence oxygen flow.
3	Sit down and fasten seat belt or wedge yourself between passengers or seat rows.
4	Remain seated and remain on oxygen until communication from Flight Deck.
5	After descent, PA from flight Deck order: “Cabin Crew carry out follow up duties.”

Follow Up Duties – Cabin Crew



Step	Procedure
1	Primary Cabin Crew acquire oxygen source and breath oxygen on high flow.
2	Purser nominate assist crew member (if available) to carry out follow up duties.
3	<p>Check condition of passengers. Cabin Walk around</p> <ul style="list-style-type: none">- Supply Oxygen from PSU.- Attend to unconscious passengers first.- If passenger do not regain consciousness, supply oxygen at Hi flow rate.- Notify Purser of progress. <p>.....</p>

c) Emergency Landing land on ground/Ditching land on water

1. Anticipated(Prepared/Planned) landing/ditching

It has a short time to prepare or the pilot can inform the expected time before impact.

It is planned emergency landing.

2. Unanticipated (Unprepared/Unplanned) landing/ Ditching

It has no time to prepare or the pilot cannot inform the expected time before impact.

It is unplanned emergency landing.

Preparation for an Evacuation on Ground

The Purser must inform the passengers about:

The nature of the emergency

The need to prepare the cabin

The need for passengers to follow the cabin crewmembers instructions

Preparation for an Evacuation on Water

In a planned ditching situation, the cabin, passengers and cabin crew preparation involve the same procedures as with an emergency landing, except for the following:

- Passengers should be informed about the ditching procedure
- Cabin crew should demonstrate the donning of life vests^[1], the brace positions, point out the exits, and finally, show the safety instruction cards
- Cabin crew should make sure that passengers have correctly donned life vests (including infant's life vests), and understand **how and when** to inflate them
- Passengers should be reminded to inflate life vests only as they leave the aircraft
- Crewmember life vests should be a different colour than the passengers' life vest (e.g., bright orange). Life vests should have lights (e.g., water activated).

c) Emergency Landing



Slide, emergency door, inflate

Hainan Airline HU7244, July 8, 2015

www.dailymail.co.uk



www.wheelchairtravel.org



www.jal.com

c) Emergency Landing/**Ditching**



US Airways Flight 1549, Jan 15, 2009

www.pprune.org



www.thegate.boardingarea.com



www.glassdoor.com

Brace for Impact Position



ICAO

It is an instruction that the air crew command the passengers to prepare for a crash, when the aircraft make an emergency landing on land or water.

The goal of brace for impact position is to reduce an aircraft occupant's injuries during a crash sequence.

Brace Command

1 min. Before impact, PIC will give a signal by PA.
Brace, Brace, Brace. Or fasten seatbelt signal on and off more than 6 times.
Cabin crew order "Brace, Brace, Brace".
Head down, stay down, head down, stay down

Brace Position 1



Put your feet apart, bend over and grab thighs tightly. If you cannot grab your thighs, grab your knees.

ALTERNATIVE BRACE POSITIONS



POSITION 1:
Head down and hug knees

Brace Position 2



Push seatback in front forward, bend fully forward and clasp your hand.



POSITION 2:
Cradle head on seat in front

Brace Position – FWD Facing Crew

Rest **chin** on sternum. Head should be tucked down as far as possible.

Hands can be positioned on the lap, or occupant can sit on palms of their hands.



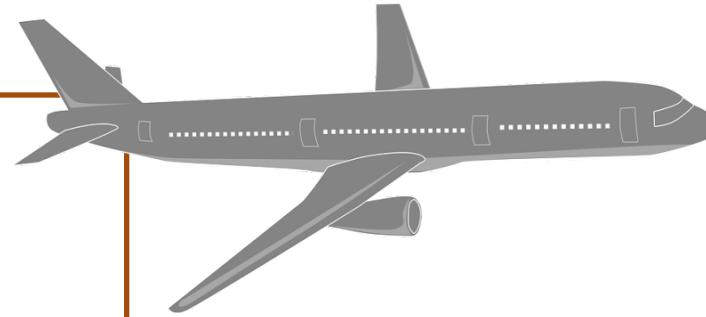
ICAO



Brace Position – AFT Facing Crew



ICAO



Sit upright with **head** firmly against the seat back.

Hands can be positioned on the lap, or occupant can sit on palms of their hands.



Loose Items

All loose items must be removed, and secured, because they can be projected into the cabin during landing, cause injury or may impede access to exits. Items to be stowed and secured include:

Carry-on baggage Handbags Laptops Briefcases.

All of these items must be placed in an overhead bin, closet or under a seat.

High-heeled shoes and sharp objects must also be removed

The selection of ABPs is based on their ability to understand instructions, their physical ability, and their ability to stay calm. The ideal candidates are people such as:

Deadheading crewmembers

Military personnel

Police

Fire personnel

Medical personnel

People who respond well to instructions.

Land Impact Drill – Cabin Crew



Step	Procedure
1	As direct by captain , commence evacuation commands: “ Evacuate, Evacuate, Evacuate ”.
2	Door should be in armed mode
3	Check the door is safe to open.
4	Open the door.
5	Direct passengers.
6	Take torch and em equipt. at station, check your area, assist other areas.
7	Disembark.
8	Assist on ground.

Step	Procedure
1	Commence initial ditching commands – fit lifejacket. <i>“Fit your lifejacket (“Put life vest on”) It is located under your seat/armrest”</i>
2	Check the door is safe to open.
3	Open the door.
4	Ensure correct inflation.
5	Order evacuation.
6	Direct passengers.
7	Take torch, check your area, assist other areas.
8	Ensure beacon taken.
9	Evacuate.
10	Door unusable – remain, block, redirect and reassess.

Ditching : Do not inflate the life vest , Inflate at the exit when you leave the aircraft



d) Evacuation



Evacuation – Cabin Crew



Step

Procedure

1

Initiating the evacuation of the aircraft

The captain is responsible for initiating the evacuation. Flight crew order evacuation by as many of the following means as possible:

1.1 PA “**Evacuate, Evacuate, Evacuate**”.

1.2 Verbal evacuation order by first flight crew member entering cabin.

1.3 Emergency evacuation signal system (as installed).

2

Cabin crew repeat “**Evacuation Order**”.

Carry out “Land Impact Drill – Land Evacuation”

No evacuation required

If the situation does not require an evacuation, the captain should notify the cabin crew and ATC, and should resume normal operations.

Need for evacuation *“Passengers and crew remain seated “*
“ Cabin crew resume normal duty”

If the situation requires an evacuation, the captain calls for the EMER EVAC procedure to be performed. And turn on **Evac signal**

The evacuation commands

are designed based upon a perfect evacuation. Upon hearing the captain's commands to evacuate, here are sample evacuation commands and the flow:

- 1. Preparation:** Emergency! Open seatbelts! Leave everything! Come this way!
- 2. Evaluate:** Stay back! Stay back!
Continue shouting this as you assess outside conditions, open the door, ensure the gust lock becomes engaged, pull on the manual inflation handle, and step back into the dedicated assist space.
- 3. Initiate evacuation:** For the ABP's, use short, concise instructions. "You and you, stay at the bottom! Help people off! Send them away! Go!"
- 4. Shout commands:** Emergency! Open seatbelts! Leave everything! Come this way! Jump! Get out! (repeat as long as necessary)
- 5. Evacuation complete:** Crewmembers quickly go through the cabin shouting, "is anyone here?" Assist the remaining passengers as necessary.
- 6. Crewmembers evacuate:** Grab the required emergency equipment, depending on if on or off-airport and per company procedures, and get out.

Exercise 2

Abnormal operations

1.

How many cabin crew for performing a firefighting procedure? 3

2.

Who are they? A firefighter, a communicator, a back-up crew

3.

What is decompression? The loss of air pressure, oxygen in the passenger cabin

4.

What is an unanticipated landing/ditching? It is unplanned emergency landing/ditching.

5.

What is safety and emergency procedure for? It is a set of actions for all cabin crew to follow, understand the same process, and have the same goal.

6.

How cabin crew order the BRACE command?