EASA

CABIN CREW DUTIES

NORMAL OPERATIONS
ABNORMAL OPERATIONS
EMERGENCY SITUATIONS
CABIN CREW DUTIES DURING NORMAL OPERATIONS

1. Pre-passenger boarding

- Senior cabin crew member (SCCM) conducts pre-flight cabin crew safety briefing. This will include questions and/or scenario type questions relating to first aid, security, dangerous goods and safety and emergency procedures, to ascertain cabin crew competence. It will also provide specific flight information that could affect flight safety, such as expected turbulence, special categories of passengers (SCPs) including passengers of reduced mobility (PRMs), obese persons and children (whether accompanied or not), infants, deportees or prisoners in custody and passengers with animals;
- VLTA will have a large number of cabin crew and are likely to include several SCCM’s;
- Single cabin crew members will conduct a pre-flight briefing with the flight crew;
- Board aircraft and stow personal crew baggage securely in approved stowages;
- Carry out checks of cabin, emergency equipment, both fixed and portable, toilets, cabin crew and passenger seats and accessible cargo areas;
- Carry out galley and catering checks to ensure equipment such as trolleys and containers are securely stowed and that all equipment such as ovens, boilers, chillers, coffee makers etc., are fully serviceable;
- Carry out security checks as required by the operator including overhead lockers, wardrobes, seat pockets, life jacket stowages, galleys, cabin and toilets, rest areas and remote areas. Report any suspicious or unidentified items.

2. Passenger boarding

- Inspect and monitor passenger boarding routes (including integral steps, external steps, piers and jetties) both prior to and during boarding, to ensure that these remain safe;
- Monitor boarding to ensure no inadmissible passengers are permitted to board, including those who may be under the influence of alcohol and drugs;
- Observe passenger behaviour and be aware of any suspicious behaviour or items and report any security concerns immediately;
- Ensure passengers are advised of aircraft refuelling and that both cabin crew and passengers comply with operator and regulatory procedures to ensure exits are manned and exit routes remain clear;
- Assist with passenger boarding and seating to ensure seating allocation is appropriate, particularly with regard to SCPs. Ensure that seats adjacent to exits are occupied by able-bodied passengers (ABPs) and that passenger seating is in accordance with the aircraft mass and balance requirements;
- Monitor and assist with placing of passenger baggage in approved stowages to ensure this is securely and safely stowed;
- Distribute and monitor use of passenger safety equipment such as infant seat belts and child restraint devices;
- Give safety briefing to passengers seated at self-help exits;
- Monitor visible aircraft surfaces and advise flight crew of any surface contamination (such as ice or snow);
- Close doors and arm evacuation devices (if installed) in accordance with operator procedures.
3. **Pre take-off**

- Conduct safety demonstration, ensuring all passengers receive this in an appropriate format, with particular regard to SCP’s;
- Carry out cabin secure check. This should include seat belts, seat positions, tables, armrests, footrests, in-flight entertainment systems (IFE), overhead lockers, passenger and crew baggage, exits areas, galleys and equipment including catering supplies, personal electronic devices (PED’s) including mobile phones, and toilets;
- Ensure flight crew are advised that the cabin is secure for take-off;
- Adjust cabin lighting as appropriate;
- Take up cabin crew station and fasten seat belt and harness securely;
- Remain alert to potentially hazardous situations.

4. **Post take-off**

- Remain seated and secured until advised in accordance with operator procedures;
- Ensure passengers remain seated until seat belts signs are switched off;
- Prepare for cabin service and ensure equipment remains stowed until safe to be removed from stowage.

5. **Cruise**

- Carry out cabin service ensuring that service equipment is used in a safe manner;
- Monitor passenger behaviour, particularly with regard to consumption of alcohol and security issues;
- In the event of turbulence, ensure passengers are notified, remain seated with seat belts fastened and ensure that results of checks are passed to flight crew;
- Comply with flight crew commands regarding suspension of cabin service during turbulence and necessity for cabin crew to also be seated in exceptional circumstances. In the absence of commands from the flight crew during turbulence, the senior cabin crew member (SCCM) may discontinue with service duties in order to prevent injury to cabin crew and passengers;
- Provide food and drink to flight crew members in accordance with operator security procedures regarding the locked flight deck door (if installed);
- Carry out general surveillance of toilets, galleys, flight deck, and cabin.

6. **Approach and Landing**

- When seat belt signs are illuminated, advise passengers and carry out cabin secure check as per prior to take off;
- Ensure flight crew are advised that the cabin is secure for landing;
- Adjust cabin lighting as appropriate;
- Take up cabin crew station and fasten seat belt and harness securely;
- Remain alert to potentially hazardous situations.
7. **Disembarkation**

- Remain seated and secured;
- Ensure passengers remain seated until aircraft stops and seat belt signs are turned off;
- Disarm evacuation devices if appropriate, in accordance with operator procedures;
- Adjust cabin lighting as appropriate;
- Ensure disembarkation equipment such as steps, piers and jetties, are in place prior to opening doors;
- Monitor disembarkation equipment to ensure this remains safe;
- Monitor disembarkation of passengers including SCPs;
- Conduct security check in accordance with operator procedures and report any suspicious items.

8. **Turnarounds**

- Maintain security of aircraft by checking the identification of anyone who boards;
- Carry out security checks as appropriate.

**CABIN CREW DUTIES DURING ABNORMAL OPERATIONS & EMERGENCY SITUATIONS**

9. **Planned emergency evacuation**

- Flight crew will contact SCCM for briefing;
- SCCM will brief other cabin crew members;
- Cabin crew will brief passengers using equipment as appropriate including brace positions, seat belts, life jackets, and exits;
- Brief ABPs for self-help exits;
- Brief ABPs to assist at other exits;
- Cabin crew carry out cabin secure check;
- Ensure flight crew are advised that the cabin is secure;
- Adjust cabin lighting as appropriate;
- Cabin crew take up cabin crew station on command;
- On ‘brace’ command from flight crew, cabin crew will adopt brace position and advise passengers to brace;
- Once aircraft has stopped, await evacuation command from flight crew;
- Check outside conditions, operate exit and check serviceability of evacuation device/equipment. Deliver appropriate passenger commands;
- Launch life rafts if installed;
- Evacuate passengers as appropriate. Utilise exit by-pass and redirection techniques dependent on aircraft type;
- Instruct passengers to inflate life jackets if applicable;
- If no command from flight crew, cabin crew should assess the situation and take appropriate action;
- Remove any appropriate emergency equipment for use outside aircraft after evacuation;
- Cabin crew evacuate aircraft and take command of situation as appropriate. Inflate life jacket if applicable;
- Detach slide rafts and life rafts if installed, in a ditching situation;
- Carry out first aid as appropriate.
10. Unplanned emergency evacuation
   - Flight crew will give command to evacuate;
   - Cabin crew follow procedures as for planned emergency evacuation;
   - If no command from flight crew, cabin crew should assess the situation and take appropriate action.

11. Decompression
   - Connect to nearest oxygen supply; if installed
   - Sit down and secure self;
   - Advise passengers to don oxygen masks if possible; if installed
   - Wait for descent to be complete or announcement from flight crew;
   - Contact flight crew to establish situation;
   - Check passengers and carry out cabin secure;
   - Administer oxygen to passengers if necessary.

12. Pilot incapacitation
   - Respond to call from flight crew;
   - Secure pilot in seat (or remove from flight deck);
   - Administer first aid as required;
   - Remain on flight deck and assist with check list if required;
   - In single cabin crew operations, assistance from passengers may be required.

13. Fire-fighting
   - Locate source of fire;
   - Identify type of fire;
   - Apply appropriate procedures;
   - Ensure personal protection including use of portable breathing equipment (PBE), gloves, and protective clothing;
   - Select appropriate extinguisher or agent;
   - Attack fire;
   - Ensure flight crew advised;
   - Communicate with other crew members;
   - Monitor passengers;
   - In single cabin crew operations, assistance from passengers may be required.

14. First-aid incidents and medical emergencies
   - Assess situation;
   - Treat symptoms;
   - Utilise first aid equipment as installed;
   - Other crew members to provide back up equipment as installed, including therapeutic oxygen, first aid kits, emergency medical kits, and defibrillators;
   - Ensure flight crew are advised;
   - Request medical assistance, either from passengers or using aircraft radio link to medical centre service;
   - Complete any necessary paperwork;
   - If required, request medical assistance after landing;
   - In single cabin crew operations, assistance from passengers may be required.
15. **Disruptive passengers**

- Advise passenger that behaviour is unacceptable;
- Advise passenger of instruction from Captain that they must obey commands;
- Follow operator procedure for further action;
- Carry out restraint if such equipment is installed;
- In single cabin-crew operations, assistance from passengers may be required.

16. **Security threats – Bomb warning in-flight**

- Adhere to operator specific procedures where possible;
- Receive briefing from flight crew;
- Carry out search;
- Ensure passengers identify all baggage;
- Isolate suspect article and protect;
- Move passengers and equipment from area;
- Move article to least-risk bomb location area if possible

17. **Security threat – Hijack**

- Adhere to operator specific procedures where possible;
- Maintain locked flight deck door (if installed);
- Communicate with flight crew;
- Control cabin and reassure passengers;
- Restrict alcohol;
- Comply with demands of hijackers unless safety of passengers and aircraft is threatened.