

CHAPTER 12

Approval and Acceptance of a Cabin Crew Manual

1.0 PURPOSE

This Chapter contains direction and guidance for Cabin Safety Inspector (CSI) when approving operator's Cabin Crew Manual.

2.0 REFERENCES

2.1 Regulation [9.3.1.17](#) of the Nigeria Civil Aviation Regulations.

2.2 CHECKLIST: [CL: O-OPS012](#)

3.0 GENERAL

3.1 An operator may develop and publish in his or her manual any policy, method, procedure, or checklist that the operator finds 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.

3.2 CSIs should encourage operators to be innovative and progressive in developing such policies, methods, procedures, and checklists. The CSI's role in the review process is to provide an independent and objective evaluation of the operator's manual material.

3.3 The CSI must ensure that the operator's material complies with the Nigeria Civil Aviation Regulations, is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.

3.4 Assignment of emergency duties

The CSIs should ensure an operator has establish, to the satisfaction of the State of the Operator, the minimum number of cabin crew required for each type of aeroplane, based on seating capacity or the number of passengers carried, in order to effect a safe and expeditious evacuation of the aeroplane, and the necessary functions to be performed in an emergency or a situation requiring emergency evacuation. The operator shall assign these functions for each type of aeroplane.

3.5 Cabin crew at emergency evacuation stations

3.6 The CSIs shall ensure the Operator has made provisions for each cabin crew member assigned to emergency evacuation duties to occupy a seat provided in accordance with Nig.CARs 8.5.1.6 during take-off and landing and whenever the pilot-in-command so directs.



3.7 Protection of cabin crew during flight

- 3.8 The CSIs must ensure the Operator has made provision for each cabin crew member to be seated with seat belt or, when provided, safety harness fastened during take-off and landing and whenever the pilot-in-command so directs.

Note — The foregoing does not preclude the pilot-in-command from directing the fastening of the seat belt only, at times other than during take-off and landing.

- 3.9 **COMMUNICATION WITH CREW:** Normal methods of communication and co-ordination among crew members including establishing communication with the cockpit crew before or immediately after flight begins. The operator must established a policy or procedures to the cabin crew to discreetly communicate to the flight crew in the event of suspicious activity or security breached in the passenger cabin.

4.0 EVALUATION OF A CABIN CREW MANUAL FOR APPROVAL PURPOSES

- 4.1 CSIs should use the Inspection checklist — Evaluation of Cabin crew Manual, to assist them in the approval/acceptance of manuals required for Cabin Crews (CC) engaged in operations conducted under Regulation 9.3.1.17 of the Nigeria Civil Aviation Regulations. The inspection checklist should be used as follows:
- 4.1.1 Make a copy of Checklist O-OPS 012;
 - 4.1.2 Give the copy to the appropriate representative of the operator, and ask that person to document the pertinent manual reference for each item in the Checklist;
 - 4.1.3 Evaluate the Manual based on references provided against regulatory requirements;
 - 4.1.4 Complete the Checklist based on the Instructions for use. When unsatisfactory, put the applicable discrepancy Item number and us below as guide in explaining the deficiency in the remarks/observation section:
 - 1. Not Specified; 2. Unclear; 3. Do not comply with, (a) Nig. CARs, (b) Guidance Material; 4. Incomplete; 5. Inconsistent; 6. Do not identify, (a) Who (b) what (c) when (d) Where (e) How; 7. Unreadable; 8. Illegible; 9. Resource Requirements, (a) personnel (b) Facilities (c) Equipment (d) Technical Data.
 - 4.1.5 Make any other appropriate remarks and recommendations;
 - 4.1.6 When the entire manual is satisfactory, sign the bottom of the last page of the Check List.
 - 4.1.7 Each Cabin Crew (CC) manual required by part 9 of the Nigeria Civil Aviation Regulations must include the necessary instructions and information for all personnel to perform their duties and responsibilities with a high degree of safety.
- 4.2 CSIs 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, and emergency procedures) in the Cabin Crew manual with those contained in the operator's aircraft operating,/operations manual and passengers information cards.
- 4.3 CSIs should use the List of Effective Pages and Table of Contents to determine currency and completeness of the Cabin Crew manual;



- 4.4 CSIs should co-ordinate with the Dangerous Goods inspector to review the security and hazardous materials procedures that are described in the Cabin Crew manual.

5.0 PASSENGER HEALTH AND SAFETY

5.1 Policy and Procedures

An air operator must establish passenger health and safety procedures in their Cabin Crew Manual which must:

- (a) Comply with the 8.5.1.29 of the Nigeria Civil Aviation Regulations.
- (b) establish procedures for the Cabin Crew to evaluate a traveler with a suspected communicable disease, based on the presence of a fever and certain signs or symptoms;
- (c) establish a policy or procedures for the Cabin Crew to communicate to the flight crew, without delay, in the event of a suspected communicable disease or any public health risks on board;

5.2 In-Flight Illness

An operator must establish in the Cabin Crew Manual:

- (a) a system enabling cabin crew to identify travelers suspected of having a communicable disease;
- (b) a system of managing travelers who are suspected of having a communicable disease, including:
 - i) advice from medical ground support (if available)
 - ii) sick traveler relocation, away from other travelers, if possible
 - iii) carriage of appropriate first-aid equipment and supplies, cabin crew training in its use and general sanitary precautions
 - iv) clean-up of areas occupied by the affected traveler, when necessary
 - v) reallocation of cabin crew duties
 - vi) use of appropriate personal protective equipment by passenger and crew e.g. masks, gloves
 - vii) disposal of contaminated supplies and equipment
 - viii) personal hygiene measures to reduce risk

5.3 Guidelines on Cabin Crew Procedures for Evaluating a Traveler with a suspected communicable disease

An air operator's procedure for cabin crew to evaluate a traveler with a suspected communicable disease must capture the following:

- (a) A communicable disease could be suspected and require further evaluation if a person has a fever (temperature 38°C/100°F or greater) that is associated with certain signs or symptoms: e.g. appearing obviously unwell; persistent coughing; impaired breathing; persistent diarrhea; persistent vomiting; skin rash; bruising or bleeding without previous



injury; or confusion of recent onset;

- (b) In the event of a case of suspected communicable disease is on board an aircraft, the cabin crew may need to follow the operator's protocols and procedures, in addition to health-related legal requirements of the countries of departure and/or destination. and

5.4 If food poisoning from in-flight catering is suspected, proceed as per company-established procedure:

5.6 If the temperature of the affected person is normal but several travelers have similar symptoms, think of other possible public health issues such as chemical exposure.

- (a) Ask the ill traveler where he/she has travelled in the last 21 days and if he/she has lived in the same household or has had contact with a person sick with a communicable disease
- (b) If medical support from the ground is available, contact them immediately and/or page for medical assistance on board (as per company policy).
- (c) If medical ground support and/or an on board health professional is available, crew should follow their medical advice accordingly.
- (d) If no medical support is available, and if possible, try to relocate the adjacent passengers leaving a space of two meters (6 feet) between the ill passenger and the other passengers. If no seats are available, consider giving PPE to the adjacent passengers.
- (e) Designate one cabin crew member to look after the ill traveler, preferably the crew member that has already been dealing with this traveler. More than one cabin crew member may be necessary if more care is required.
- (f) Designate a specific lavatory for the exclusive use of the ill traveler and use appropriate signage on the door.
- (g) If the ill traveler is coughing, ask him/her to follow respiratory etiquette:
 - i) Provide tissues and then advice to use the tissues to cover the mouth and nose when speaking, sneezing or coughing.
 - ii) Advise the ill traveler to practice proper hand hygiene. If the hands become visibly soiled, they must be washed with soap and water.
 - iii) Provide an airsickness bag to be used for the safe disposal of the tissues.
- (h) If a face mask is available and the traveler is coughing or sneezing, the ill traveler should be asked to wear it. As soon as it becomes damp/humid, it should be replaced by a new one. These masks should not be reused and must be disposed safely in a biohazard bag or equivalent after use. After touching the used mask (e.g., for disposal), proper hand hygiene must be practiced immediately.
- (i) If the ill traveler cannot tolerate a mask or refuses it, the designated cabin crew member(s) or any person in close contact (less than 1 meter) with the ill person should wear a mask.



The airline should ensure that their cabin crew members have adequate training in its use to ensure they do not increase the risk (for example by more frequent hand-face contact or by mask adjustment, or by repeatedly putting it on and off.)

- (j) If touching the ill passenger is required (or their mask/contaminated clothes etc.) and/or if there is a risk of direct contact with body fluids, the designated cabin crew member should wear the personal protective equipment (PPE) found in the Universal Precaution Kit (UPK). UPKs are not intended to replace proper hand hygiene. The PPE in the UPK should be carefully removed as per training syllabus and discarded as per paragraph
- (k) and hands should be washed with soap and water. An alcohol- based hand rub can be used if the hands are not visibly soiled.
- (l) Store soiled items (used tissues, face masks, oxygen mask and tubing, linen, pillows, blankets, seat pocket items, etc.) in a biohazard bag if one is available. If not, place in an intact plastic bag, seal it, and label it “biohazard”.
- (m) Ask accompanying traveler(s) (spouse, children, friends, etc.) if they have any similar symptoms.
- (n) Ensure hand carried cabin baggage follows the ill traveler and comply with public health authority requests.
- (o) As soon as possible, advise the captain of the situation because he/she is required by ICAO and the World Health Organization to report the suspected case(s) to air traffic control. Also remind the captain to advise the destination station that specific cleaning and disinfection procedures may be required by local public health authorities.
- (p) Unless stated otherwise by ground medical support or public health officials, ask all travelers seated in the same row, 2 rows in front and 2 rows behind the sick traveler to complete a passenger locator form if such forms are available on the aircraft or at the arrival station.

Note: *A general term referring to any action of hand cleansing, performed by means of washing one’s hands with soap and water for at least 20 seconds. An alcohol-based hand cleaner is an alternative to hand-washing but will not be effective if hands are visibly soiled. Touching the face with hands should be avoided. Hands should be washed frequently.*

5.6 First Aid and Universal Precaution Kit

An Operator’s Cabin Crew Manual must:

- (a) detail the “on board” medical supplies that are required to be carried on aircraft in line with Nig. CARs 7.9.1.11 and 7.9.1.12.
- (b) for routine operations, one or two universal precaution kits should be carried on aircraft that are required to operate with at least one cabin crew member. Additional kit(s) should be made available at times of increased public health risk, such as during an outbreak of a serious communicable disease having pandemic potential. Such kits may be used to clean up any potentially infectious body contents such as blood, urine, vomit and faeces and to



protect the cabin crew members who are assisting potentially infectious cases of suspected communicable disease;

- (c) for cabin crew member training, ensure that each person is drilled and capable in the use of emergency and life-saving equipment required to be carried, such as inter alia First Aid and universal precaution kits; and
- (d) Have procedure to ensure that an aircraft carries sufficient numbers of first aid and universal precaution kits listed in Nig. CARs IS: 7.9.1.11.

6.0 FATIGUE MANAGEMENT

6.1 FATIGUE MANAGEMENT

For the purpose of managing fatigue related safety risks the operator shall establish flight time, flight duty period, duty period limitations and rest period requirements that are within the prescriptive fatigue management of **Nig. CARs 8.12**

6.2 DUTY AND REST PERIODS

1. The operator shall publish duty rosters sufficiently in advance to provide the opportunity for crew members to plan adequate rest;
2. Does the operator have procedures to ensure that flight duty periods are planned in a way that enables crew members to remain sufficiently free from fatigue so that they can operate to a satisfactory level of safety under all circumstances.
3. Does the operator have procedures specify reporting times that allow sufficient time for ground duties.
4. Does the operator have procedures that take into account the relationship between the frequency and pattern of flight duty periods and rest periods and give consideration to the cumulative effects of undertaking long duty hours combined with minimum rest periods.
5. Does operator allocate duty patterns which avoid practices that cause a serious disruption of an established sleep/work pattern, such as alternating day/night duties
6. The operator shall comply with the provisions concerning disruptive schedules in accordance with **Nig. CARs 8.11.1.3**
7. The operator shall have procedures that provide rest periods of sufficient time to enable crew members to overcome the effects of the previous duties and to be rested by the start of the following flight duty period.
8. The operator shall plan recurrent extended recovery rest periods and notify crew members sufficiently in advance.
9. The operator shall have procedures for planning flight duties in order to be completed within the allowable flight duty period taking into account the time necessary for pre-flight duties, the sector and turnaround times
10. The operator shall have procedures to change a schedule and/or crew arrangements if the actual operation exceeds the maximum flight duty period on more than 33 % of the flight duties in that schedule during a scheduled seasonal period.
11. The operator shall have procedures to assign a home base to each crew member.
12. The operator shall establish procedures specifying how the commander shall, in case of special circumstances which could lead to severe fatigue, and after consultation with the crew members concerned, reduce the actual flight duty period (FDP) and/or increase the rest period in order to eliminate any detrimental effect on flight safety.
13. The operator shall establish procedures to ensure that whenever cabin crew requires more time than the



- flight crew for their pre-flight briefing for the same sector or series of sectors, the FDP of the cabin crew may be extended by the difference in reporting time between the cabin and the flight crew.
14. The operator will ensure that the difference shall not exceed 1 hour. The maximum daily FDP for cabin crew shall be based on the time at which the flight crew report for their FDP, but the FDP shall start at the reporting time of the cabin crew.
 15. The operator shall establish procedures that the maximum daily FDP may be extended by up to 1 hour not more than twice in any 7 consecutive days. In that case the minimum pre-flight and post-flight rest periods shall be increased by 2 hours; or the post-flight rest period shall be increased by 4 hours.
 16. The operator shall ensure that person concerns with the operations of aircraft are trained and educated regarding dangers of fatigue, the causes of sleepless and importance of sleep and proper sleep habits.
 17. Does the operator have procedures to ensure that flight and cabin crew members shall not operate a flight if he/she knows or suspects that he or she is fatigued or feels unfit to the extent that the safety of flight may be adversely affected.
 18. The operator shall ensure that flight and cabin crew members shall make best use of facilities and opportunities that are provided for rest and for the consumption of meal, and shall plan and use rest periods to ensure that they are fully rested.
 19. The operator shall establish a procedure to ensure that no person shall cause or permit a crew member to fly in commercial air transport if that person knows or suspects that the crew member is suffering from such fatigue as may endanger the safety of the flight.
 20. Does the operator have procedures to ensure that if it requires a flight crew /cabin crew to engage in deadhead transportation for more than 4 hours, one half of that time shall be treated as duty time, unless they are given 10 hours of rest on the ground before being assigned to flight duty.
 21. The operator shall establish flight time specification schemes specify the conditions for extensions of the maximum basic daily FDP with in-flight rest in accordance with the certification specifications applicable to the type of operation, taking into account:
 - i. the number of sectors flown;
 - ii. the minimum in-flight rest allocated to each crew member
 - iii. the type of in-flight rest facilities;
 - iv. the augmentation of the basic flight crew.
 22. Does the operator have procedures on the conditions to modify the limits on flight duty, duty and rest periods by the commander in the case of unforeseen circumstances in flight operations, which start at or after the reporting time, shall comply with the following:
 - a) the maximum daily FDP may not be increased by more than 2 hours unless the flight crew has been augmented, in which case the maximum flight duty period may be increased by not more than 3 hours;
 - b) if on the final sector within an FDP the allowed increase is exceeded because of unforeseen circumstances after take-off, the flight may continue to the planned destination or alternate aerodrome; and
 - c) the rest period following the FDP may be reduced but can never be less than 10 hours.



23. Where the increase of an FDP or reduction of a rest period exceeds 1 hour, a copy of the report, to which the operator shall add its comments, shall be sent by the operator to the authority not later than 28 days after the event

6.3 Flight Times Duty and Rest Period Records

- a) The operator shall have procedure to maintain records for each flight, cabin crew members and FOO/ flight dispatcher of flight time, flight duty periods, duty periods and rest periods including reports on extended flight duty periods and reduced rest periods, for a period of 24 months.
- b) The operator shall establish procedures to ensure that the required records for tracking flight and duty times and rest periods are maintained in a manner so that an updated record is available before crew members begin their duty day or their first flight of the day.
- c) The operator shall establish procedure to ensure that no person may be schedule any crew member and no person may accept an assignment for duty which a total schedule duty periods to which a crew member may be assigned shall not exceed:
 - I. 1800 duty hours in any 12 consecutive months
 - II. 190 duty hours in any 28 consecutive days, spread as evenly as practicable throughout that period.
 - III. 55 duty hours in any 7 consecutive days.

6.4 Cumulative duty periods

The total flight time of the sectors on which an individual crew member is assigned as an operating crew member shall not exceed:

- 100 hours of flight time in any 28 consecutive days
- 900 hours of flight time in any calendar year;
- 1,000 hours of flight time in any 12 consecutive calendar months.

6.5 Records of Home Base, Flight Times, Duty and Rest Periods

An operator shall maintain, for a period of 24 months:

Individual records for each crew member including:

- i. flight times;
- ii. start, duration and end of each duty period and FDP;
- iii. rest periods and days free of all duties;
- iv. assigned home base;

6.6 Rest Periods

1. The minimum rest period provided before undertaking an FDP starting at home base shall be at least as long as the preceding duty period, or 12 hours, whichever is greater.
2. The minimum rest period provided before undertaking an FDP starting away from home base shall be at least as long as the preceding duty period, or 10 hours, whichever is greater.
3. This period shall include an 8-hour sleep opportunity in addition to the time for travelling and physiological needs.



4. reports on extended flight duty periods and reduced rest periods.

6.7 Fatigue Management Training

The operator shall provide initial and recurrent fatigue management training to crew members, personnel responsible for preparation and maintenance of crew rosters and management personnel concerned.

6.8 Reserve

If an operator assigns crew members to reserve, the following requirements shall apply in accordance with the certification specifications applicable to the type of operation:

6.9 Reserve shall be in the roster;

flight time specification schemes shall specify the following elements:

1. the maximum duration of any single reserve period;
the number of consecutive reserve days that may be assigned to a crew member.



7.0 FLIGHT CREW COMPARTMENT

7.1 ACCESS TO FLIGHT CREW COMPARTMENT

No person other than a flight crew member who is duly assigned to the flight, shall be admitted to, or carried in, the Flight Crew Compartment unless that person is:

- A. an operating crew member of the flight;
- B. a person authorized by Director General of Civil Aviation to perform State's Safety Oversight duties or functions; or
- C. permitted by the Accountable Manager of the operator and carried in accordance with the regulations and instructions / procedures contained in the approved Operations Manual of the Operator.

7.2 RESPONSIBILITIES OF OPERATORS AND THEIR STAFF

1. Operator's Responsibility

- A. The Operator shall ensure that no person other than a person stated at paragraph 7.1 above is admitted to or carried in a Flight Crew Compartment of any aircraft operated by the operator under any circumstance.
- B. Operator shall ensure that the procedures involving admission of person to Flight Crew Compartment or carriage of such personnel in the Flight Crew Compartment is fully documented and included in the Operator's Operations Manual after receiving approval for same from the Director General of Civil Aviation.

2. Accountable Manager's Responsibility

- A. Accountable Manager shall ensure that he would not permit any person other than a person stated at paragraph 7.1.A and 7.1.B, is admitted to, or carried in, the Flight Crew Compartment of any aircraft of the operator unless;
 - a) that person is duly authorized by him having being satisfied personally that the presence of the person in the Flight Crew Compartment would not pose a safety or security threat to the flight, crew members, passengers or person or property on ground or cause hindrance to safe operation of the flight;
 - b) that the person is not a fare paying passenger and carriage of the person is absolutely necessary under the given circumstances for the discharge of the operator's duties, functions or obligations;
 - c) that the person is made fully aware of the requirements to be complied whilst entering or remaining in the Flight Crew Compartment; and
 - d) that the person's entry to the Flight Crew Compartment is informed to the Pilot-in Command of the flight in advance and his consent is obtained for such entry.
- B. Accountable Manager is responsible for the effective and consistent implementation of relevant instructions/ procedures relating to this matter which is specified in the Operations Manual. In this context, the Accountable Manager shall ensure that the persons authorized by him are precisely defined and the procedures involving carriage of such authorized personnel are clearly laid down and disseminated amongst operational personnel for information.
- C. In authorizing personnel to enter or be carried in the Flight Crew Compartment, the Accountable Manager shall take into account;
 - a) the possible impact of the presence of the person in the Flight Crew Compartment on safety of flight, flight crew, cabin crew and passengers;
 - b) the necessity of the operator for the person concerned to be carried in the Flight Crew Compartment during flight;
 - c) Rules applicable to the subject matter in other States where aircraft are operated from / to;



d) capability of the person to be authorized to react during an emergency situations; and e) physical and mental status of the person.

D. In the event the Accountable Manager is unable to accept the responsibility for grant of access to Flight Crew Compartment as in Para 7.1.C, access shall be confined only for persons mentioned in 7.1.A and 7.1.B of the above.

E. The authority granted to the Accountable Manager under this paragraph for allowing persons to be carried in the Flight Crew Compartment shall not be delegated.

3. Responsibility of the Pilot-in-Command

A. The Pilot in Command shall ensure that:

a) no person other than persons listed under paragraph 7.1 above is admitted or carried in the Flight Crew Compartment.

b) in the interests of safety, admission of the person authorized to the Flight Crew Compartment does not cause distraction and/or interference with the operation of the flight,

c) any person carried on the Flight Crew Compartment is made familiar with the use of relevant safety and emergency equipment without assistance from the flight crew if need arises.

Note :The final decision regarding the admission to the Flight Crew Compartment shall be the responsibility of the Pilot in Command and he may even refuse acceptance of personnel approved under 7.1., if he is in the opinion that the safety of the flight is compromised by such admission.

d) In the event the PIC refuses access to Flight Crew Compartment for the personnel stated under 7.1.B, he shall give reasons in writing to the Director General of Civil Aviation for such refusal soon after the flight.

B. It is the sole responsibility of the Pilot-in-Command of the flight to ensure the presence of at least one competent flight crew member and another fit and proper crew member acceptable to him in the Flight Crew Compartment at all times during flight. Unless the PIC is personally satisfied, mere presence of a person authorized under paragraph 2 in the Flight Crew Compartment will not satisfy the above requirement.

4. Responsibility of flight crew members

No flight crew member shall leave the Flight Crew Compartment for any reason unless there is a competent flight crew member and another fit and proper crew member, in the Flight Crew Compartment.

5. Responsibility of Cabin Crew members

Cabin Crew Members entering the Flight Crew Compartment shall ensure that they strictly follow the procedures of the operator specified in the Operations Manual. It is the duty of the Cabin Crew members to constantly monitor the Flight Crew Compartment door area and bring forthwith to the notice of the PIC if a suspected event is taking place or likely to take place.

23.3 FLIGHT CREW COMPARTMENT DOOR IN FLIGHT

1. Flight Crew Compartment Door at the commencement of a flight The Flight Crew Compartment door shall be closed prior to the closure of the passenger doors for flight and the personnel permitted to travel in the Flight Crew Compartment shall be seated inside the Flight Crew Compartment at that time.

2. Opening of Flight Crew Compartment Door in flight

A. Opening of Flight Crew Compartment Door in flight shall be limited to the minimum and the procedures involved in opening and closing of the Door need to be specified by the operator in the Operations Manual considering the security aspect..



B. Notwithstanding the foregoing, it is the duty of a crewmember inside the Flight Crew Compartment to open the door in response to a call of another flight crewmember who happened to go out of the Flight Crew Compartment for operational or physiological reasons, as and when required, upon verification of identity.

3. Occasions requiring opening of the Flight Crew Compartment Door

When an overriding safety of flight consideration warrants opening of the Flight Crew Compartment door, the considerations of the PIC may include but not limited to the following and he may take appropriate actions accordingly:

- a) The need for visual inspections to confirm such things as a potential fuel leak, smoke Flight Crew Compartment, and engine condition, visual gear/flap configuration, inspection of contaminated surfaces;
- b) Handling of safety/emergency procedures, such as pilot incapacitation or firefighting;
- c) Abnormal or emergency landings where safety procedures requires that the door be open for landing; and
- d) The need to communicate essential information where there is no appropriate alternative under the circumstances.

23.4 CONTENTS OF THE OPERATIONS MANUAL

The Operations Manual shall contain the following to fulfill the requirements stipulated in this Implementing Standard,

- a) Procedures for controlling access to the Flight Crew Compartment;
- b) Procedures for opening, closing and locking the Flight Crew Compartment door;
- c) Procedures to enable a cabin crew member to enter the Flight Crew Compartment if a flight crew member becomes incapacitated or for meal service to flight crew;
- d) Procedures to verify the identity of a person authorized to access the Flight Crew Compartment;
- e) Procedures to constantly ascertain the working atmosphere in the Flight Crew Compartment including the wellbeing of the flight crew; and
- f) Procedures to control access to a crew rest facility from the passenger compartment, if the aeroplane is equipped with a crew rest facility that can be accessed from the Flight Crew Compartment and from the passenger compartment.

23.5 SCOPE OF PROCEDURES

Following matters shall be taken, but not limited to, as guidance for the development of procedures that shall be included in the Operations Manual. However, procedures shall be developed with an aim to minimizing the need to opening the Flight Crew Compartment door during flight;

- a) The means and methods by which the crew members will communicate between the Flight Crew Compartment and the cabin;
- b) Minimum Equipment List (MEL) relief for the public address (PA) system shall not be exercised when communication procedures during normal or emergency situations require the use of this system;
- c) The methods by which the flight crew determine the security of the area near the Flight Crew Compartment door and the identity of a person requesting access whenever there is a requirement to open the door (e.g. the use of peep holes, code words, interphone, etc.);
- d) Procedures shall consider pilot incapacitation for the following situations:
 - i. Both pilots are in the Flight Crew Compartment and one pilot becomes incapacitated; and
 - ii. One pilot is out of the Flight Crew Compartment and the pilot remaining at the controls becomes incapacitated.



- e) For aircraft not equipped with a means to access the Flight Crew Compartment from the passenger compartment, such as a keypad, a procedure shall include bringing a third crew member into the Flight Crew Compartment prior to any pilot leaving the Flight Crew Compartment in order to protect access to the Flight Crew Compartment;
- f) Primary and secondary methods of communicating with the Flight Crew Compartment;
- g) Methods of communication to advise the Flight Crew Compartment when access is required (e.g. chimes, knocks, interphone, etc.);
- h) Security enhanced crew briefings to include a review of normal and emergency procedures to be used for Flight Crew Compartment access;
- i) Positive identification of those entering Flight Crew Compartment (e.g. use of peep holes, code words, etc);
- j) Limiting access to the area in the immediate vicinity of Flight Crew Compartment;
- k) Emphasize use of the Flight Crew Compartment/cabin interphone as the primary method of communication;
- l) Promote the use of seat belts during flight to help monitor passenger activity and to keep aisles clear;
- m) Promote an increase in cabin supervision as a means to observe suspicious passenger behavior;
- n) Passenger management to minimize congestion at lavatories located near the Flight Crew Compartment;
- o) Provide a clear area around the Flight Crew Compartment entrance when pilots leave or enter the Flight Crew Compartment;
- p) Maximize cabin crew view of the Flight Crew Compartment area;
- q) Promote the use of the forward lavatory by the flight crew whenever it is practicable;
- r) Minimize passenger's view of the Flight Crew Compartment entrance area by use of curtains; and
- s) Methods of serving refreshments/ meals to Flight Crew Compartment crew.

23.6 MISCELLANEOUS

- A. Every operators shall comply with the requirements by means of updating the company manuals and obtain the approval from Director General of Civil Aviation prior to the implementation.
- B. Every Operator shall ensure that all personnel concerned are trained on the laid down procedures and given recurrent training and relevant records shall be maintained as per the approved procedures.