GUIDANCE MATERIAL FOR
Cabin Crew Manual (CCM)

Approved by



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Acting Director General
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ISSUE APPROVAL

This Guidance Material (GM) Contains the standards, policies, procedures and guidelines concerning the Thai Air Operator Requirement (AOCR) and is published for use by The Civil Aviation Authority of Thailand (CAAT) personnel delegated with the responsibility of certifying Air Operators shall comply with all provisions in this GM during the certification process

In addition, this GM contain instruction in respect of certification to be eligible to conduct by Air Operators for guidance to reach the CAAT requirement.

Amendments to this GM will be notified through www.caat.or.th.

TABLE OF CONTENTS

List of Effective Page A/2

Records of Revision A/3

Revision Highlights A/4

Introduction A/5

PART 1

Section 1 - Safety Procedures 1

Section 2 - Emergency Procedures 11

Section 3 - Aircraft Specific 17

Section 4 - Security Procedures 22

Section 5 - Safety and Emergency Equipment 23

Section 6 - First Aid 24

PART 2

Company / Departmental Organization 27

Section 1 - Safety Procedures 28

Section 2 - Emergency Procedures 29

Section 3 - Aircraft Specific 30

LIST OF EFFECTIVE PAGES

Title	Page	Rev.	Date
Table of Contents	A/1	No.1	19 September 2016
List of Effective Pages	A/2	No.1	19 September 2016
Records of Revision	A/3	No.1	19 September 2016
Revision Highlights	A/4	No.1	19 September 2016
Introduction	A/5-6	No.1	19 September 2016
Part 1	1-26	No.1	19 September 2016
Part 2	27-33	No.1	19 September 2016

RECORDS OF REVISION

Revision No.	Issue Date	Date Inserted	Inserted by
Original	31 August 2015	31 August 2015	DCA
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REVISION HIGHLIGHTS

Revision No:	1	**Date:**	19 September 2016

Chapter/Section	Description of Change
All	New issue
All	Change name from DCA to CAAT

INTRODUCTION

The Cabin Crew Manual itemizes the minimum standard for content which an air operator must include in the publication of a Cabin Crew manual. When developing a Cabin Crew manual for regulatory approval, the air operator must extract the components from the standard which are applicable to their operation.

APPLICATION

The Cabin Crew Manual is divided into two parts:

PART 1

This part establishes the safety and emergency procedures information which must be contained in the cabin Crew manual; issued to each Cabin Crew; readily available for reference during flight; and is approved by The Civil Aviation Authority of Thailand.

PART 2

This part establishes additional information which is not required to be readily available for reference during flight. It must be issued to each Cabin Crew; does not require approval; and is accepted by The Civil Aviation Authority of Thailand.

Notwithstanding the above an air operator may choose to issue both parts in one publication.

Each part shall be kept up-to-date by the Cabin Crew and contain at least the following:

(1) a table of contents

(2) a list of effective pages

(3) amending procedures

(4) amendment control page

(5) preamble

(6) the date of the last amendment to each page specified on that page.

(7) a reference to each applicable regulatory requirement

Note: Optional items, guidance information, recommended practices, explanations and other information items will be italicized and where practicable, shown in an enclosed box. These items do not form part of the standard, but provide additional information for the assistance of users of this standard.

Information published in an air operator's Cabin Crew Manual may be organized in a different order than that presented in this Standard, however, the air operator must provide a detailed index/cross reference.

PART 1

SECTION 1 SAFETY PROCEDURES

1.0 The Civil Aviation Authority of Thailand
Roles/functions of Inspectors

- Inspector identification
- Air operator procedures - carriage of Inspectors
- Authority of Inspectors

1.1 Crew Member Responsibility - to follow and enforce company policies/procedures and regulatory requirements.
1.2 Cabin Crew Responsibility - to communicate any safety concerns they may have or that may be communicated to them by a passenger to the Captain.
1.3 Cabin Crew Manual

- Revision procedures
- Air operator procedures for accessibility
- Responsibility to update personal copy(s) of manual(s)

1.4 Cabin Crew Consumption of Alcohol/Medication/Drugs - air operator policy
1.5 Flight Deck

- Authority of the pilot in command
- Chain of command while on duty
- Safe communication practices with the flight deck

1.6 Admittance to the Flight Deck

- Pilot in command's authority for admittance to the flight deck
- Policies and procedures regarding admittance to flight deck and occupancy of flight deck seats

1.7 Sterile Flight Deck

- Definition

- Phases of flight
- Emergency communication during these periods

1.8 Flight Deck Service

- Safety guidelines
- Procedures for crew meals

1.9 Security Pass

- The Civil Aviation Authority of Thailand issued security pass - policies/procedures regarding use/wearing of the security pass
- Procedures - lost security pass

1.10 Crew Complement

- Minimum cabin crew - each aircraft type
- Crew position assignment priorities, each aircraft type
- Operations Specification - "Exceptional Circumstances"

1.11 Crew Pre-Flight Safety Briefings

- Procedures for
- when and by whom to be conducted
- content and format

1.12 Pre-Flight Serviceability Checks of Safety and Emergency Equipment

- When checks are completed
- change of crew
- change of aircraft
- continuous duty periods with in flight crew rest between operations
- How/who to perform checks
- associated paperwork/checklists
- What to do if equipment is:
  - unserviceable
  - missing
  - replaced

1.13 Special Needs Passengers

- Definition and description of passengers deemed "Special Needs Passengers"
- Restrictions in numbers to be carried - each aircraft type
- Seating restrictions
- Procedures for special briefing prior to departure to meet the particular requirements of each individual special needs passenger - include content and methodology
- Seat back recline procedures
- Procedures for carriage of: stretcher(s), incubator(s)

1.14 Passenger Safety Announcements

- Pre-flight passenger safety announcement and demonstration

- identify the requirement for, prior to departure
- identify the content of, including but not limited to:

- carry-on baggage regulations
- use of seatbelts; fastening, releasing, tightening
- seatbacks and tray table positioning
- location of emergency exits and exit location signs
- seatbelt and no smoking signs
- oxygen mask locations, donning and operation
- life preserver location, removal from stowage, donning and operation
- location, operation, instructions for other floatation equipment
- emergency lighting/floor proximity lighting system
- passengers advised that they may draw any concerns to the attention of a
- cabin crew member
- passenger operated electronic devices
- passenger emergency briefing cards

- Identify the content of the after-take-off briefing including but not limited to:
  - smoking regulations
  - recommended use of seatbelt in-flight

- Identify the requirement for and the content of briefings regarding turbulence
  - directing use of seatbelts
  - stowing carry-on baggage
- Identify the content of the pre-landing briefing including but not limited to:
  - carry-on baggage stowage
  - fastening of seatbelts
  - seatbacks and tray table positioning
- Identify the content of the after-landing briefing including but not limited to:
  - remaining seated with seatbelts fastened
  - carry-on baggage requirements
  - smoking restrictions
  - safe movement away from aircraft

1.15 Carriage of Guide and Service Animal(s)

- Procedures

1.16 Carriage of Animals in the Cabin (if applicable)

- Procedures

1.17 Child Restraint Systems

- Terms of acceptance
- Maximum weight, height of occupants
- Procedures for the carriage of the seat
- Labelling requirements
- Seating locations - restrictions
- Special briefing requirement

1.18 Infant Seating

- Restrictions

1.19 Exit Row Seating

- Restrictions

1.20 Prisoners/Escorts

- Transportation procedures

1.21 Cabin Supervision

- Definition
- Procedures - station stops; during boarding; and deplaning of passengers

1.22 Carriage of Weapons

- Procedures

1.23 Passenger Head Count/Weight and Balance

- Procedures

1.24 Door Procedures/Signals (Normal Operation)

- Closing of doors
- Arming of doors
- Disarming of doors
- Opening of doors

1.25 Inoperative Doors

- MEL relief given to carriers when a door/slide is inoperative, including but not limited to:
  - number of doors/slides that may be inoperative for each aircraft type
  - passenger load and seating restrictions for each aircraft type
  - flight attendant duties and manning of stations for take-off and landing when this condition occurs
  - signage, placarding, and announcement to passengers regarding inoperative door/slide

1.26 Ground Service

- Regulatory requirements
- Procedures

1.27 Duties Prior to/During Pushback/Taxi/Preparation for Take-off

- Regulatory requirements and procedures
- Safety duties only

1.28 Pre-Take-off/Pre-Landing Checks - Cabin/Galley Secure

- Procedures: passenger; cabin; galley; lavatory
- Air operator's procedures to ensure that cabin/galley duties are complete and flight attendants seated and secured prior to commencement of the take-off roll and prior to landing.

1.29 Passenger Medical Oxygen

- Procedures for acceptance of passengers and equipment
- Stowage/securing means/devices for take-off, landing, and in-flight turbulence.

1.30 Seat Belts/No Smoking Signs

- Flight attendant(s) duties when a seat belt/no smoking sign is changed (ON/OFF)

1.31 Seat Belts

- Requirement for seat belts
- Passenger requirement for use
- Crew requirement for use
- Seat belt extensions

1.32 Smoking

- Non Smokers Health Act
- Regulatory requirements including enforcement
- Air operator procedures

1.33 Use of Portable Electronic Devices

- Procedures for
  - items permitted without restriction
  - items permitted during cruise
  - items prohibited
- Procedures when interference to aircraft systems is experienced
- Use of devices on open ramps and during boarding/deplaning

1.34 Turbulence

- Definitions from CAAT

- Cabin Crew duties/responsibilities-each category
- Service
- Communication between crew (flight deck, cabin, etc.)
- In-charge Cabin Crew responsibilities

1.35 Signals - Take-off/Landing Imminent - and associated procedures

1.36 Silent Review

- Description
- Phases of flight when required
- Content

1.37 Cabin Crew Seats/Stations

- When Cabin Crews must occupy seats
- Requirement to occupy assigned station/seat
- Persons authorized to occupy
- Final safety checks to confirm that the cabin is clear

1.38 Unserviceable Cabin Crew Seat (Aircraft MEL)

- Conditions which constitute an unserviceable Cabin Crew seat
- Procedures for unserviceable Cabin Crew seats
  - alternate seating
  - alternate procedures for communication, evacuation
  - conditions for occupying alternate seat

1.39 Cabin Baggage

- Regulatory requirements
- Procedures for acceptance
- Approved stowages
- Restricted areas
- Procedures for management of excess baggage
- Crew carry-on baggage procedures

1.40 Cargo in Passenger Seats/Cabin

- Regulatory requirements
- Equipment used to meet compliance
- Procedures for acceptance and securing

1.41 Galley/Service Equipment

- Safety procedures
- Use of galley equipment/service during turbulence

1.42 Duties After Landing - Taxi-in

1.43 Fuelling with Passengers on Board

- Regulatory requirements
- Procedures and conditions

1.44 Cabin Checks/Lavatory Checks - During Flight

1.45 Liquor Laws

- Regulations
- Air operator responsibilities
- Cabin Crew responsibilities
- Enforcement

1.46 Unruly, Unmanageable and Impaired Passengers

- Cabin Crew procedures

- acceptance/refusal

1.47 Transportation of Dangerous Goods

- Definition
  - dangerous goods accepted
  - dangerous goods forbidden
  - dangerous goods excepted
- 9 classes of dangerous goods
- Packaging labels - examples
- List of dangerous goods excepted:
  - on the aircraft
  - on person

- carry-on baggage
- carry-on OR checked baggage

- Dangerous goods spill/leak
  - procedures

1.48 Cabin Crew Safety Responsibilities/Duties - each position (station) - each aircraft type

1.49 Incident Reporting

- Procedures

1.50 Aircraft Surface Contamination Procedures

- Description of surface contamination
- Description of "Clean Aircraft Concept"
- Cabin Crew responsibilities
- Crew communication
- De-icing/anti-icing
- Definition and application
- Cabin Crew responsibility to monitor wing surface conditions for contamination in conditions of adverse weather.
- Cabin Crew responsibility to report to the pilot-in-command, any time prior to the takeoff roll, any concerns conveyed by a passenger relating to wing contamination.

1.51 Apron Safety Procedures

1.52 Workplace Hazardous Materials Information System

- Definition of "WHMIS"
- Access of Material Safety Data Sheets (MSDS)
- Air operator procedures

1.53 Announcements - General

- Air operator language procedures
- When announcements must be made
- Demonstration positions in cabin - each aircraft

- Content/methodology of demonstration
- Cabin Crew duties during pre-recorded announcements/demonstrations

1.54 Rejected (Aborted) Take-off

- Description
- Cabin Crew procedures

1.55 Missed Approach

- Description
- Cabin Crew procedures

SECTION 2 EMERGENCY PROCEDURES

2.0 Rapid Decompression

- Causes
- Physical signs
- Physiological symptoms
- Procedures during and following rapid decompression/emergency decent

2.1 Cabin Pressurization Problems

- Causes
- Signs and symptoms
- Procedures

2.2 Fire Prevention

- Enforcement of no-smoking policies
- Monitoring of lavatory and cabin at specific intervals during flight
- Responding to smoke detector activation
- Investigation of unusual smoke/fumes/odours in the cabin

2.3 Fire Fighting

- Use of various extinguishers on specific classes of fires
- Technique of searching for fires
- Communication procedures
- Primary responsibilities - fire fighting
- Back-up responsibilities - fire fighting
- Safe practices in fighting fires
- Management of specific types of fires
  - fire on a person
  - oven/galley fire
  - hidden fires/inaccessible fires
  - cargo compartment fires

- electrical fire
- lavatory fire
- waste bin fire
- seat fire
- fire/smoke in flight deck
- overhead bin fire
- cabin baggage fire

- Post fire procedures

2.4 Flash fire/Flashover

- Description

2.5 Engine Fires/APU Fires/Torching

- Description
- Procedures

2.6 Fuel Spills/Fires

- Description
- Procedures

2.7 Gate/Apron Emergencies

- Description
- Procedures

2.8 PTV Mated to the Aircraft Emergencies

- Procedures

2.9 Cabin Smoke/Smoke Removal

- Description
- Procedures

2.10 Fuel Fumes in the Cabin

- Description
- Procedures

2.11 Fuel Dumping

- Aircraft in fleet that are capable of fuel dumping

- Description
- Procedures

2.12 Incapacitated Flight Deck Crew Member

- Procedures

2.13 Incapacitated Cabin Crew

- Procedures

2.14 Propeller Over speed and Runaway

- Description
- Signs
- Procedures

2.15 Passenger Brace Positions for Impact

- Forward facing passengers
- Aft facing passengers
- Side facing passengers
- Passengers with arm held infants
- Pregnant passengers

2.16 Cabin Crew Brace Positions

- Forward facing seat
- Aft facing seat
- Passenger seat
- Procedures regarding brace position for each take-off/landing

2.17 Brace Commands

- Unprepared emergency landing
- Prepared emergency landing

2.18 Emergency Evacuation Commands

- General
  - Purpose
  - Technique

- Correct use
- PACING (speed in making emergency announcements)

2.19 Emergency Evacuation Commands - Applications

- General commands - land; inadvertent water contact; and ditching
- Blocked/jammed exit commands
- ABP commands

2.20 Notification of an Emergency

- Flight deck-to-cabin
  - Communication
  - Procedures
- Cabin-to-flight deck
  - Communication
  - Procedures
  - Critical phases of flight
- Cabin Crew-to-Cabin Crew
  - Communication procedure

2.21 Brace Signals

- Descriptions
- Primary signal
- Alternate signal
- Crew member responsibilities at the brace signal

2.22 Evacuations vs. Rapid Deplanements

- Descriptions
- Conditions under which evacuation would be necessary
- Conditions under which deplanement would be necessary

2.23 Evacuations

- General
  - Likelihood and recognition of unprepared emergencies - take-off/landing; need to be alert

- Possible evacuation scenarios
  - land; at airport, away from airport
  - Inadvertent water; at airport, away from airport
  - tidal flats or swamps
  - ditching
- Initiation
  - Flight deck crew
  - Cabin crew
- When/how evacuation is initiated
- Crew responsibilities - each aircraft
  - Equipment, stations, exits (Primary/Secondary) - land and water

2.24 Evacuation Signals

- Descriptions
- Primary signal/variations
- Alternate signal/variations
- Crew member responsibilities at the evacuation signal
- Evacuation cancellation

2.25 Prepared Emergency Landing/Ditching

- Procedures according the operator requirement

Note: The carrier must develop procedures in a format that crew members may use when preparing for an emergency landing or ditching that will serve as a checklist. The selected format must include responsibilities of each crew member for the purpose of cabin; passenger; galley; and self-preparation. All passenger advisory announcements must be included.

2.26 Exit Priorities - Land/Ditching

2.27 Post-Evacuation and Survival

- Responsibilities of crew members (e.g. grouping passengers, first aid, etc.)
- Survival priorities (e.g. shelter, first aid, water, food, etc.)
- Hazards inherent in different environments as applicable to the air carrier's operation (e.g. sea, desert, jungle, wilderness, and arctic)
- Identify on board equipment and supplies that can enhance survival.
- Survival equipment
- Signaling and recovery techniques

Note: Most accidents occur during take-off and landing, therefore, in keeping with the principles of risk management, an air operator must tailor their post-evacuation and survival techniques to the environment in with their stations are located. For example, an air operator that operates in and out of an arctic station would address post evacuation procedures relative to arctic conditions. However, an air operator that overflies an arctic station does not require arctic survival.

SECTION 3 AIRCRAFT SPECIFIC

3.1.1 Identify and describe the location, features and operation of each of the exits on the aircraft in both normal and emergency mode.

3.1.2 Normal Operation

- Who opens/closes specific doors
- Signals/conditions to open/close
- Precautions and exit assessment
- Opening/closing procedures
- Crew communications

3.1.3 Arming/Disarming Procedures

- Who arms/disarms specific doors
- When to arm/disarm
- Arm/disarm checks
- Precautions
- Abnormalities/corrective actions
- Crew communications

3.1.4 Emergency Operation

- Signals to open
- Exit assessment/conditions/attitude of aircraft
- Opening/alternate opening procedures
- Precautions
- Slide/raft (ramp) deployment, inflation & use
- Slide/raft (ramp) failure
- Escape tape, ropes location and use

- Crew communications

3.1.5 Airstairs/Ventral Stairs

- Controls
- Operations (Normal & Emergency)
- Operational precautions
- Crew communications

3.1.6 Flight Deck Escape Routes

- Location(s), operation(s) and method(s) of egress
- Conditions for use

3.2 COMMUNICATIONS SYSTEMS

3.2.1 Public Address System and Interphone System

- Emergency operation procedures

Note: Where applicable, identify procedures to follow when equipment is unserviceable, i.e.: M.E.L. relief/alternatives, and procedures to follow if systems become unserviceable while airborne.

3.3 ELECTRICAL SYSTEMS

3.3.1 Galley Power Shut Off

- Location(s) and procedures

3.3.2 Galley Appliance Overheat/Malfunctions

3.3.3 Circuit Breakers

- Location(s)
- Purpose
- Description
- Reset procedures

3.3.4 Emergency Lighting

- Location(s)/operation of controls for activation
- Location(s)/operation - portable lighting units

3.3.5 Oxygen Systems

- Location(s)/operation/manual release-cabin; galleys; lavatories
- Location(s)/operation - flight deck oxygen masks

3.4 MISCELLANEOUS

3.4.1 Cabin Crew Seats/Stations

- Locations and cabin positions, in all configurations for pre-flight passenger safety demonstrations and emergency landing briefings

3.4.2 Flight Crew Seats Two Person Flight Deck

- Description of seats, controls and restraint system

3.4.3 Passenger Seat Unserviceable Procedures

3.4.4 Stowage Area Un service ability Procedures

3.4.5 Water Supply, Sinks, Drains (Galleys/Lavatories)

- Location and description/operation of shut-off valves
- Precautions for using sinks to avoid scalding ground personnel

3.4.6 Lifts/Elevators

- Abnormal and emergency operation
- Control override procedures
- Escape procedures

3.4.7 Curtains and Partitions

- Procedures for take-off and landing

3.4.8 Lavatories

- Door locking mechanisms (External)
- Emergency entry procedures
- Positioning/locking of lavatory door for take-off and landing
- Electrical outlets
- Location/operation - Water Heater Units
- Location/operation - "Waste Receptacle" Fire Extinguisher
- Location/operation - Smoke Detector Units

3.4.9 Emergency Equipment Locations Diagram

3.4.10 Fuelling - Emergency Exits

3.4.11 Cabin Crew Seating Priority

3.4.12 Exit Row Seating Requirements

3.5 UNIQUE FEATURES

3.5.1 Identify any features, procedures and/or equipment unique or different within the aircraft type in the air carrier's fleet.

- Describe each of the differences, their impact on the carrier's standard operating procedures and the importance to flight safety of crew members being familiar with them.

- Describe the impact of these differences on crew communication and crew coordination procedures and ways to ensure crew members are familiar with these differences prior to the flight, i.e.: crew briefing, familiarization walk-throughs.
- Definition and description and operational procedures of:

- Blow-out panels

- Flight deck door

- Smoke barrier

SECTION 4 SECURITY PROCEDURES

Air Operator Security Training Programmes shall at minimum include the following elements:

- Determination of the seriousness of any occurrence;
- Crew communication and coordination;
- Appropriate self-defense responses;
- Use of non-lethal protective devices assigned to crew members whose use is authorized by the Department of Civil Aviation-Thailand;
- Understanding of behavior of terrorists so as to facilitate the ability of cabin crew to cope with hijackers behavior and passenger responses;
- Live situational training exercises regarding various threat conditions;
- Flight crew compartment procedures to protect the aeroplane; and
- Aeroplane search procedures and guidance on least-risk bomb locations where practicable.

All aircrew shall undertake the initial training consisting of a minimum of eight hours' duration of classroom, role play and workshop activity. The raining shall conclude upon assessment of active participation in workshop activity, successful completion of practical demonstration of the necessary skills and attaining a 90% pass mark in a written test. The test may be repeated once within 7 days for crew who achieve 85% marks on the test but a lower achievement or a failure to qualify within 7 days shall require full retraining.

Initial, Recurrent Training and record of training is to be conducted in accordance with the Crew Licensing requirements with the above the minimum requirement.

(CAAT to consult with Licensing)

Please contact the Director, National Civil Aviation Security Training Programme, The Civil Aviation Authority of Thailand for information on aviation security training requirements for cabin crew.

SECTION 5 SAFETY AND EMERGENCY EQUIPMENT

5.0 Minimum Equipment List

- General function
- Who uses it
- Location

5.1 Log Book/Entries

- When used
- Who makes entries
- What should be entered
- What to do when entries have been made

5.2 Specific Equipment

- For each piece of safety and emergency equipment carried, identify the following:
- Correct name/terminology
- Purpose
- Components
- Operations procedures (Primary/Alternate) (include removal from stowage)
- Limitations (duration/range/temperature/minimum psi's etc.)
- Operational precautions
- Procedures after use

5.3 Location of Equipment - each aircraft

SECTION 6 FIRST AID

The First Aid section shall include components 6.0 to 6.10 or the air operator may have these components in a separate document, provided the document is:

- Referenced in the Cabin Crew Manual,
- Issued to each Cabin Crew,
- Readily available for reference during flight, and
- Approved by Department of Civil Aviation, Thailand

6.0 Medical Emergencies

- Procedures regarding management of in-flight medical emergency (e.g. Emergency Scene Management)

6.1 Signs, Symptoms and Management of:

- In-flight medical emergency scene management
- Shock, unconsciousness and fainting
- Artificial respiration/ CPR - adult, child and infant
- Choking - adult, child and infant
- Cardiovascular emergencies
- Wounds and bleeding
- Fractures, dislocations and sprains
- Head/spinal injuries
- Burns
- Asthma, allergies and poisons
- Medical conditions
- Altitude related conditions

6.2 Time of Useful Consciousness

- Description
- Time frames

6.3 Cabin Crew Safety

- Cabin Crews to be seated during critical phases of flight even when a medical emergency may be in progress on board

6.4 Cabin Crew Responsibilities

- Specific air operator policies and procedures regarding such items as administration of medication, use of equipment, calling for a physician, notification of the flight deck, etc.
- Provide necessary information required to ensure that appropriate medical assistance is available upon arrival

6.5 Personal Protection

- Procedures regarding prevention of cabin crew injury (e.g. syringes, needles)
- Hygienic protocol to ensure the safety of cabin crew (e.g. latex gloves, face masks)

6.6 Carriage of Passengers with Contagious Diseases

- Procedures
- Equipment
- Precautions

6.7 Suspected Death

- Procedures

6.8 Other First Aid Equipment

- Equipment
- Use
- Precautions

6.9 Aircraft First Aid Kit(s) and Emergency Medical Kits

- Contents
- Use

6.10 Reporting Medical Incidents

- Procedures

6.11 Control of Infectious Diseases

- The operator shall ensure that cabin crew/flight crew are provided with appropriate knowledge and training of communicable disease to cover but not limited to the following;

a) observation
- symptom
- signs

Note: ICAO Annex 9 “Sanitation” Chapter 8 E, 8.15 Note 1

b) handling procedure
- management
- use of protective devices
- isolation of the suspected passenger

c) communication
- reporting process
- cabin to flight deck
- flight deck to ATC
- etc.
- Documentation
- General Declaration Form
- Cabin Report Form

PART 2

COMPANY/ DEPARTMENTAL ORGANIZATION

In-Flight Department

An air operator shall include:

- In-flight department name, i.e.: cabin services, in-flight services, on board services, etc.
- An organizational chart showing the reporting structure of the in-flight department to the entire organization, as well as the reporting structure within the in-flight department
- A job description for each operational individual i.e.: chief Cabin Crew, in-charge flight attendant, Cabin Crew
- Cabin Crew competency

SECTION 1 - SAFETY PROCEDURES

1.0 Explanation of Regulatory Requirements

- Thailand Aviation Regulations
- Associated standards

1.1 Blood Donation

- Air operator policy

1.2 Scuba Diving

- Air operator policy

1.3 Effects of Alcohol/Drugs on Crew Members While on Duty/at Altitude

- Air operator policy (for consumption prior to duty)

1.4 Procedures for use of Security Pass/Company I.D. and Air Operator

1.5 Deportees

- Air operator procedures

1.6 Cabin Lighting

- Air operator procedures for various phases of flight during day and night operations

SECTION 2 EMERGENCY PROCEDURES

2.0 Introduction

- Purpose of procedures

2.1 Leadership

- Description/importance
- Passenger negative panic
- Passenger positive panic

2.2 Pressurization

- Identify how cabin pressure is maintained
- Identify how cabin pressure is monitored
- Compartments of aircraft that are pressurized

SECTION 3 AIRCRAFT SPECIFIC

3.0 Communications Systems - Location(s); Pre-Flight Service and Equipment Checks; Operations; for each of:

- Public address system
- Interphone system: locations
- Passenger call system
- Automated announcement system
- On board entertainment system

3.1 Electrical Systems - Location(s); Pre-Flight Service and Equipment Checks; Operations; for each of:

3.1.1 Lighting

- Cabin ceiling lighting
- Cabin sidewall lighting
- Entry lighting
- Work station lighting
- Galley lighting
- Cockpit entry-way lighting
- Lighting in miscellaneous stowage compartments
- Threshold, cross-aisle lighting
- Electrically operated coat racks/stowage units

3.1.2 Ovens, Water Boilers, Coffee Makers and any other Galley Appliances

- Locations, descriptions
- Restraint systems

- Operations
- Procedures in case of overheat and/or malfunctions

3.1.3 Refrigeration Units

- Locations, descriptions, operations
- Procedures relating to overheat/malfunctions
- Restraint systems

3.1.4 Electrical Control Panels

- Locations
- Descriptions
- Operations

3.1.5 Seatbelt and No Smoking Signs

- Cabin indications of use/change

3.1.6 Heating/Air Conditioning

- Components
- Controls
- Operations

3.2 Miscellaneous

3.2.1 Cabin Configuration

- Seating configuration/classes of service
- Location of galleys
- Location of exits

3.2.2 Cabin Crew Seats/Stations

- Locations
- Description of seats and controls
- Restraint system
- Operation of seat

3.2.3 Passenger Seats

- Description of seats and controls
- Restraint system
- Special features - footrest, moveable armrests, stowages, etc.
- Un service ability procedures

3.2.4 Stowage Areas

- Location(s)
- Controls/operation if applicable
- Maximum loading
- Restraint(s)

3.2.5 Water Supply, Sinks, Drains

- Location and capacity of potable water supply
- Precautions

3.2.6 Lifts/Elevators

- Location
- Controls
- Maximum loading
- Operation

3.2.7 Curtains and Partitions

- Locations

- Use/restrictions

3.2.8 Lavatories

- Locations
- Features