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Transport, energy and Communications DETEC

Federal Office of Civil Aviation FOCA
Safety Division - Flight Operations

FOCA GM/INFO

Guidance **M**aterial / **I**nformation

Certification Leaflet Cabin Safety Procedures



Scope	Cabin crew procedures & cabin safety elements within CAT operation
Applies to	AOC-Holders
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20.04.2016	2	1	Minor editorial adjustments
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List of Abbreviations

LoA ISS 2 / REV 2 / 09.02.2018

The following abbreviations are within this GM/INFO:

Abbreviation	Definition	Abbreviation	Definition
ABC	Aircraft Briefing Card (Safety on Board Card)	e.g.	exempli grātiā, for example
ABP	Able Bodied Person	EASA	European Aviation Safety Agency
AC	Advisory Circular	EC	European Commission
ACC	Acceptance	ECAC	European Civil Aviation Conference
AGM	Administrative and Guidance Material	EDP	Electronic Data Processing
AM	Amplitude Modulation	ELT	Emergency Locator Transmitter
AMC	Acceptable Means of Compliance	EMK	Emergency Medical Kit
AME	Aero Medical Examiner	etc.	et cetera
AOC	Air Operator Certificate	EU	European Union
APP	Approval	EU-OPS	EU Operations Requirements
ARA	Authority Requirements for Aircrew	FAA	Federal Aviation Administration
ARO	Authority Requirements for Air Operations	FM	Frequency Modulation
BLS	Basic Life Support	FO	First Officer
CAT	Commerical Air Transport	FOCA	Federal Office of Civil Aviation
CC	Cabin Crew	FTL	Flight and duty Time Limitation
CCA	Cabin Crew Attestations	GEN	General
CCI	Cabin Crew Instructor	GM / INFO	Guidance Material / Information
CCM	Cabin Crew Member	GPS	Global Positioning System
CD	Compact Disc	i.e.	id est, that is
CL	Certification Leaflet	ICAO	International Civil Aviation Organization
CMD	Commander	incl.	including
CRD	Child Restraint Device	INAD	Inadmissible passengers
CSP	Cabin Safety Procedures	IDE	Instrument, Data, Equipment
CSPM	Cabin Safety Procedures Manual	JAA	Joint Aviation Authorities
DEF	Definition	MED	Medical
DG	Dangerous Goods	MedAire	Medical Environmental Development with Air Assistance
DIR	Directive	MLR	Manuals, Logs and Records
DOC	Document	MOPSC	Maximum Operational Passenger Seating Configuration

Abbreviation	Definition	Abbreviation	Definition
MP3 (MPEG-3)	Moving Pictures Experts Group Layer 3 Audio	TRA	Training requirements for cabin crew attestation applicants and holders
MPA	Multi Pilot Aeroplane	TV	Television
MS	Management System	UM	Unaccompanied Minor
No	Number		
OGM	Operations Guidance Material		
OM	Operations Manual		
OM-A, OM-B	Operations Manual Part A, Part B		
OMM	Organisation's Management Manual		
OP	Operational Procedures		
ORO	Organisation Requirements for Air Operations		
PA	Public Address		
PBE	Protective Breathing Equipment		
PED	Portable Electronic Device		
PRA	Proposed Revision/Amendment		
PRM	Person with Reduced Mobility		
Rega	RE ttungsflugwacht GA rde Aérienne or G uardia A rea) Swiss Air Rescue		
RVSM	Reduced Vertical Separation Minima		
SIB	Safety Information Bulletin		
SCCM	Senior Cabin Crew Member		
SCP	Special Categories of Passenger		
SEC	Security		
SMM	Safety Management Manual		
SOP	Standard Operating Procedures		
SPA	operations requiring Special Approval		
SQMS	Safety & Quality Management System		
T/O	Take Off		
TC	Type Certificate		
TGL	Temporary Guidance Leaflet		

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0 Introduction

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All Guidance Material / Information (GM/INFO) are intended to assist the operator in administrative matters. The administrative requirements and processes will facilitate liaising with the Federal Office of Civil Aviation (FOCA). It is to be considered a tool for the operator in order to ease processes of obtaining required and defined approvals and authorisations issued by the Federal Office of Civil Aviation (FOCA). Using the GM/INFO will be conducive to establishing compliance with FOCA requirements and will lead through the respective certification or variation process in regard to administrative tasks.

0.1 List of References

Ch. 0.1 ISS 2 / REV 2 / 09.02.2018

Reference	Issue	Subject
Basic Regulation (EC) No 216/2008	20.02.2008	Common rules in the field of civil aviation and establishing a European Aviation Safety Agency
Commission Regulation (EU) No 965/2012	05.10.2012	Technical requirements and administrative procedures related to air operations: Annex I: DEF; Annex II: Part-ARO; Annex III: Part-ORO; Annex IV: Part-CAT and its amendments
Commission Regulation (EU) No 1178/2011	03.11.2011	Technical requirements and administrative procedures related to civil aviation aircrew: Annex IV: Part-MED and its amendments
Commission Regulation (EU) No 290/2012 (amending regulation 1178/2011)	30.03.2012	Technical requirements and administrative procedures related to civil aviation aircrew: Annex V: Part-CC; Annex VI: Part-ARA; Annex VII: Part-ORA and its amendments
Commission Regulation (EU) No 376/2014	03.04.2014	Reporting, analysis and follow-up of occurrences in civil aviation
ICAO Doc 9859 SMM	2013	Safety Management Manual, 3 rd edition
Regulation (EC) No. 300/2008	09.04.2008	Common rules in the field of civil aviation security
Commission Regulation (EU) No 83/2014	29.01.2014	Flight Time Limitation amending (EU) No 965/2012
(EC) No 748/2012	03.08.2012	Implementing rules for the airworthiness and environmental certification of aircraft and related products, parts and appliances, as well as for the certification of design and production organisations
Regulation (EC) No 1107/2006	05.07.2006	Regulation concerning the rights of disabled persons and persons with reduced mobility when travelling by air
ED Decision 2016/004/R	22.01.2016	Carriage of special categories of passengers
ECAC Doc No.30, 11 th edition 2009 / Amendment 6	Dec2009	Facilitation of the transport of persons with disabilities and persons with reduced mobility (PRMs)
EASA SIB	Various	EASA Safety Information Bulletin, e.g. 2014-16
JAA Administrative & Guidance Material, Section Four, Part Three: Temporary Guidance Leaflets	01.10.2001	LEAFLET No 3, rev.1: Guidance for operator in compiling procedures and training for cabin crew, B-Specimen of a Cabin Safety Procedures Manual
FAA AC 121-24C	23.07.2003	Federal Aviation Administration Advisory Circular, Passenger safety information briefing and briefing cards

0.2 Purpose of this GM/INFO

Ch. 0.2 ISS 2 / REV 0 / 30.06.2015

This GM/Info provides assistance to the operator in establishing cabin safety procedures covering all cabin crew member elements relevant to the cabin crew member duties within the operator's operation generally referred to as CSP. Furthermore, it explains important facts and interrelations to the mentioned topic. It is also a certification leaflet (CL) aimed at guiding the operator through the FOCA evaluation process by means of quick reference and self-assessment. The applicants are strongly advised to follow this CL when establishing a Cabin Safety Procedures Manual (CSPM).

Adequacy of the operator's normal and emergency procedures includes implementation of the latter within the operations manual system.

This Certification Leaflet used to be the former Operations Certification Leaflet and was created out of the JAR Administrative and Guidance Material Leaflet 3, dated 01 October 2001.

Effectively, this GM/INFO Certification Leaflet CSP is adapted to the commission regulations (EU).

0.3 Scope

Ch. 0.3 ISS 2 / REV 0 / 30.06.2015

The presented Certification Leaflet covers all aspects in connection with cabin safety issues. These cabin safety elements are integrated as different parts in the operator's operations manual system.

0.4 Terms and Conditions

Ch. 0.4 ISS 2 / REV 0 / 30.06.2015

When used throughout the GM/INFO the following terms shall have the meaning as defined below:

Term	Meaning	Reference
<i>shall, must, will</i>	These terms express an obligation, a positive command.	EC English Style Guide: Ch. 7.19
<i>may</i>	This term expresses a positive permission.	EC English Style Guide: Ch. 7.21
<i>shall not, will not</i>	These terms express an obligation, a negative command.	EC English Style Guide: Ch. 7.20
<i>may not, must not</i>	These terms express a prohibition.	EC English Style Guide: Ch. 7.20
<i>need not</i>	This term expresses a negative permission.	EC English Style Guide: Ch. 7.22
<i>should</i>	This term expresses an obligation when an acceptable means of compliance should be applied .	EASA Acceptable Means of Compliance publications FOCA policies and requirements
<i>could</i>	This term expresses a possibility.	http://oxforddictionaries.com/definition/english/could
<i>ideally</i>	This term expresses a best possible means of compliance and/or best experienced industry practice.	FOCA recommendation

Note: To highlight information or an editorial note a specific note box is used.

- The use of the male gender should be understood to include male and female persons.

0.5 Operator Responsibilities

Ch. 0.5 ISS 2 / REV 0 / 30.06.2015

The operator ensures that all cabin crew procedures and cabin safety elements relevant to the cabin crew member duties within the operation are clearly defined. FOCA highly recommends establishing a Cabin Safety Procedures Manual, the so called CSPM which is the specific operations manual for Cabin Crew Members.

The CSP certification leaflet specifies cabin safety elements and procedures in terms of accuracy, integrity, availability, continuity and functionality required for the specific operations with cabin crew members. All information in the operations manual must reflect the current operator's operation according to the operations specifications. Any references made to other operations manuals (e.g. OM-A) should be verified.

This CL should be used when establishing cabin crew procedures and cabin safety elements relevant to the cabin crew member duties. All the procedures and instructions described in detail have to be integrated in the different operator's operations manuals concerned.

0.6 Format of the GM/INFO

Ch. 0.6 ISS 2 / REV 0 / 01.10.2013

This GM/INFO has the format of a Certification Leaflet (CL). The CL consists of a standardised modular reference box system. The following presentation provides details of the defined format:

①	3.2. Minimum Equipment List (MEL) <small>TOPIC</small>	②				
	<div style="float: right;"><small>M/CC</small> <small>EVALUATION METHOD</small></div>					
③	<table border="1"> <tr> <td data-bbox="231 481 438 560"> <small>RVSM</small> <small>CL TOPIC</small> <small>3-B9-075</small> <small>CL Ch.-OM Ch.-Seq.-No.</small> </td> <td data-bbox="438 481 1428 560"> <small>ORO.MLR.105</small> <small>CAT.IDE.A.105</small> <small>LEGAL REFERENCE</small> </td> </tr> <tr> <td></td> <td data-bbox="438 560 1428 560"> <small>OMB, Chapter 9, Minimum Equipment List (MEL)</small> <small>MANUAL REFERENCE</small> </td> </tr> </table>	<small>RVSM</small> <small>CL TOPIC</small> <small>3-B9-075</small> <small>CL Ch.-OM Ch.-Seq.-No.</small>	<small>ORO.MLR.105</small> <small>CAT.IDE.A.105</small> <small>LEGAL REFERENCE</small>		<small>OMB, Chapter 9, Minimum Equipment List (MEL)</small> <small>MANUAL REFERENCE</small>	④
<small>RVSM</small> <small>CL TOPIC</small> <small>3-B9-075</small> <small>CL Ch.-OM Ch.-Seq.-No.</small>	<small>ORO.MLR.105</small> <small>CAT.IDE.A.105</small> <small>LEGAL REFERENCE</small>					
	<small>OMB, Chapter 9, Minimum Equipment List (MEL)</small> <small>MANUAL REFERENCE</small>					
⑥	APP: The MEL and any amendment thereto requires prior approval					
	<small>IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL</small>					
⑦	<input checked="" type="checkbox"/> Is the MEL amended in order to cover all system components that are relevant for the RVSM capability of the aeroplane?					
	<small>QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT</small>					
⑧	The MEL shall be amended in order to comply with the requirement for RVSM operations in respect to system capability and redundancy.					

①	Topic: subject description
②	Abbreviation of FOCA evaluation method
③	FOCA / Topic Reference Number which may be used as identification in addition to interlink between this leaflet and the Document Evaluation Report (Finding Report). The Number consists of a combination of: <ul style="list-style-type: none"> - a subject code related to the specific topic/ theme; and - sequence number in the respective chapter of the CL. The above example 3-B9-075 indicates: RVSM = CL regarding RVSM Specific Approval, 3 = CL section; B9 = OM chapter under evaluation (here OM-B, Chapter 9.), followed by 075 = sequence number.
④	Associated legal reference and/ or reference to other relevant publications including information on formal Acceptance (ACC) or Approval (APP) where applicable.
⑤	Reference to the part(s), chapter(s) and/or subchapters of the operator's document systems or manual system as required by the applicable Part.
⑥	If the legal provision requires a formal approval, a short description of the content of this approval is provided.
⑦	Questions for self-assessment and compliance verification.
⑧	Provides instructions, provisions, regulatory requirements, guidelines, acceptable means of compliance and examples of current best practice.

1 Developing a CSPM, Chapter 1 «General»

Ch. 1 ISS 2 / REV 2 / 09.02.2018

At the beginning of the certification phase the operator should establish a Cabin Safety Procedure Manual (CSPM), ideally structured by following this CL. It should be assured that there are no discrepancies between the CSPM and other operations manuals (e.g. OMM, OM Part A, B, D etc.). All information in the CSPM must be aligned to the Part(s) of the operations manual(s) concerned (see also GM/INFO CL Management System 2.4).

1.1 Setup of the Cabin Safety Procedures Manual (CSPM)				M/CC
Ch. 1.1 ISS 2 / REV 2 / 09.02.2018				EVALUATION METHOD
CSP CL TOPIC	CAT.GEN.MPA.180	ORO.GEN.110	ORO.MLR.100	JAA AGM, Section 4, Procedures 3, TGL No 3, B
1-E1-005 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.0 «General» OMM Chapter 2.x «Organisation documentation, system of amendment/revision»			
	MANUAL REFERENCE			

ACC: The CSPM including all amendments or revisions must be acceptable to FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a CSPM available?
- ☐ Is the CSPM integrated in the administration and control of the operations manual system?
- ☐ Is the responsible person for CSPM defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF-ASSESSMENT

- All procedures and instructions relevant for the cabin crew members have to be described and specified in the different operator's operations manuals concerned.
- If the descriptions of the cabin safety elements for cabin crew members are integrated in the existing OM system, the relevant Part(s) of the operations manual(s) have to be determined; it has to be indicated how CCM will be made aware of the Chapters which contain the elements following GM1.3 – GM10.
- The CSPM must be integrated in the operations manual administration system (e.g. OMM).
- The responsibility to establish and update the CSPM and for all concerns regarding cabin safety elements for cabin crew members shall be specified in the OMM (see GM/INFO CL MS, 3.4, responsibility matrix).

1.2 Format, Main Structure and Content				M/CA
Ch. 1.2 ISS 2 / REV 0 / 30.06.2015				EVALUATION METHOD
CSP CL TOPIC	CAT.GEN.MPA.180 LEGAL REFERENCE	ORO.GEN.110	ORO.MLR.100	JAA AGM, Section 4, Procedures 3, TGL No 3, B
1-E1-010 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.0 «General» OM-A Chapter 1.0 «Organisation and responsibilities» MANUAL REFERENCE			

APP: If the operations manual is prepared in a language other than English an approval by FOCA is required

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the CSPM structured according to former JAA TGL No 3?
- ☐ Is there a general table of content or are there tables of content prior to each chapter?
- ☐ Is the table of content correct and does it correspond to the chapters themselves?
- ☐ Is there a log of revisions / amendments?
- ☐ Is there a list of effective pages?
- ☐ Are additional manuals or parts written in a different language available?
- ☐ If no CSPM is established, how are all relevant cabin safety elements described and can the information be easily used by the cabin crew?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The Cabin Safety Procedures Manual (CSPM) should be presented in a format which can be used without difficulty by the cabin crew member.
- When compiling a CSPM, an own format and numbering system may be established.
- The following main topics should be incorporated when compiling and organising the chapters:
 1. «General»
 2. «Standard Operating Procedures»
 3. «Safety Equipment – General»
 4. «Emergency Procedures»
 5. «Aeroplane Type Specific – Systems and Equipment»
 6. «First Aid»
 7. «Survival, Search and Rescue»
 8. «Dangerous Goods»
 9. «Security (including acts of unlawful interference)»
- References used must be comprehensible and correspond to the wording used in the different manuals, for example: «Refer to OM-A 4.1».
- Explanations, abbreviations, definitions of terms and words needed for the use of this manual or other should be available either directly in the CSPM or referenced to the operations manual concerned.
- For further information see also CL MS (Management System), Chapter 3; refer also to GM/INFO CL MS 3.4 «System of Amendment and Revision».
- The CSPM can be established as a paper manual and/or as an electronic document (FOCA approval required for EDP); it has to be easily accessible by the crew members.
- Unless otherwise approved by FOCA, the operations manual must be prepared in the English language. In addition, the manual or parts thereof may be translated into another language.
- When a CSPM is established, a reference in OMM, Chapter 2.x «Organisation documentation, system of amendment/revision» should be added.

- CSPM references made to chapters of the «Master Manuals» - OM Part A, B, D - shall be verified.
- The CSPM may also contain a summary of checklists, forms etc. relevant for the cabin crew members duties which may be added as appendix.

Note: It must be ensured that a system to control the task allocation for cabin crew members in regard to cabin safety is established and that appropriate guidance to cabin crew members in its use is given.

1.3 Manuals to be Carried, Accessibility of Sources		CA
Ch. 1.3 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC 1-E1-015 CL Ch.-OM Ch.-Seq.-No.	ORO.MLR.100 CAT.GEN.MPA.180 ORO.GEN.110	
	LEGAL REFERENCE	
	CSPM Chapter 1.x «General» OM-A Chapter 2.X «System of amendment of manuals» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the CSPM and/or other operations manual carried on each flight?
- ☐ Is it assured that cabin crew members have unrestricted access to the manual concerned (paper or electronic)?
- ☐ Is there a description how users have access to the required documentation?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Ensure that the relevant parts of the operations manual regarding cabin crew duties including CSPM are carried on and/or easily accessible on each flight (personal paper copies, a paper version in the aeroplane library and/or electronically access to the aeroplane documentation). Actual procedure should be described or referenced to the OM Chapter concerned and should be included.
- Cabin crew members have to be supplied with a personal copy of the CSPM and/or other operations manuals in order to be able to perform their allocated tasks as appropriate to scale and scope of operation. They must have unrestricted access to a library – in addition to the aeroplane documentation – for personal studying, training and checking purposes.
- All cabin crew members have to be supplied with the identical, valid and complete documentation.

Note: Electronic versions of the operations manuals are allowed only with FOCA approval for EDP, see GM/INFO Certification Leaflet Management System (CL MS) in 3.2.

1.4 Role of the Authority, Laws, Regulations, Procedures and Operator's Responsibilities <small>Ch. 1.4 ISS 2 / REV 0 / 30.06.2015</small>		CA EVALUATION METHOD
CSP CL TOPIC 1-E1-020 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100 ORO.GEN.110 LEGAL REFERENCE	
	CSPM Chapter 1.x «General» OM-A Chapter 0.1 «Administration and control of operations manual» OM-A Chapter 2.5 «Operational control and supervision – powers of the authority» OMM 2.x «Document control...» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the role of the competent authority described?
- ☐ Is there a compliance statement referring to the actual legislation?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Specify the powers of inspectors of the competent authority, their identification documents (FOCA inspector's ID, Airport ID) and the types of inspections that may be conducted.
- Information should be given in regard to the compliance with the law, regulations and procedures in those states in which operations are conducted and which are pertinent to the performance of cabin crew duties.
- See Certification Leaflet Management System Chapter 3.10, 3.15.

1.5 Competence of cabin crew <small>Ch. 1.5 ISS 2 / REV 2 / 09.02.2018</small>		CC EVALUATION METHOD
CSP CL TOPIC 1-E1-025 CL Ch.-OM Ch.-Seq.-No.	CC.GEN.025/.030/.110 CC.TRA.225 ORO.CC.110/.210/.250 CAT.GEN.MPA.100 MED.C.001 LEGAL REFERENCE	
	CSPM Chapter 1.x «General» OM-A Chapter 5.3 «Qualification requirements» OM-A Chapter 5.4 «Qualification requirements – training, checking and supervision personnel» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the criteria for competence of cabin crew members described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- A statement shall be made that cabin crew members are competent to perform their duties in accordance with procedures specified in the designated operations manual(s).
- A statement shall be made that all cabin crew members are and will be properly instructed and trained. They have demonstrated their abilities in their particular duties and are aware of their responsibilities and the relationship of such duties to the operation as a whole.
- Competence of the cabin crew members including senior cabin crew member, single cabin crew member (if applicable) and cabin crew instructor must be described.
- At least a reference to the descriptions in OM Part A / D should be given.

1.6 Cabin Crew Responsibilities and Operating Restrictions					CA
Ch. 1.6 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC 1-E1-030 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100/170	ORO.CC.110	ORO.GEN.110	MED.A.020	MED.C.001/030
	LEGAL REFERENCE				
	CSPM Chapter 1.x «General»				
	OM-A Chapter 5.3 «Qualification requirements»				
	OM-A Chapter 6.x «Crew health precautions»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a statement given under which circumstances a cabin crew member shall not operate?
- ☐ Is a description of cabin crew members' medical fitness available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Specifications shall be made under which circumstances a cabin crew member may not perform duties on an aeroplane:
 - Cabin crew members shall **not** perform duties on an aeroplane:
 - when under the influence of psychoactive substances or alcohol or when unfit due to injury, fatigue, medication, sickness or other similar causes;
 - until a reasonable¹ time period has elapsed after deep water diving or following blood donation;
 - if applicable medical requirements are not fulfilled;
 - if they are in any doubt of being able to accomplish their assigned duties; or
 - if they know or suspect that they are suffering from fatigue or feel unfit, to the extent that the flight may be endangered.
 - Furthermore, a cabin crew member shall **not**:
 - Consume alcohol less than 8 hours prior to the specified reporting time for flight duty or the commencement of standby;
 - Commence a flight duty period with a blood alcohol level in excess of 0,2 per mill;
 - Consume alcohol during the flight duty period or whilst on standby.
- Cabin crew members actively operating in commercial air transport operations must be in possession of a valid cabin crew attestation, a list of valid qualification(s) of A/C type(s) and a valid cabin crew medical report.
- The cabin crew responsibilities and operating restrictions shall be correspondent to OM Part A.

¹ reasonable: 24 hours is a suitable length of time (according to GM1 CAT.GEN.MPA.100).

1.7 Duties and Responsibilities of Cabin Crew		CC	
Ch. 1.7 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD	
CSP CL TOPIC	CAT.GEN.MPA.100 ORO.GEN.110 ORO.CC.200 AMC1 ORO.CC.200(d) ORO.CC.210		
1-E1-035 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.x «General» OM-A Chapter 1.5 «Organisation and responsibilities»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are the duties and responsibilities of cabin crew members defined and described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The duties and responsibilities of all cabin crew members (including senior cabin crew member, single cabin crew member, cabin crew instructor, chief cabin crew if applicable) must be described (reference may be made to OM Part A Chapter 1.5).
- An overview table with all the cabin crew member's tasks could be established (task list, see example).

Example:

Task – Responsibility	SCCM	CCM
Report to the commander any fault, failure, malfunction or defect which he believes may affect the airworthiness or safe operation of the aeroplane including emergency systems. Also report to the commander any incident that endangers, or could have endangered, the safety of operation.	x	x
Ensure that passengers observe the restrictions on smoking.	x	x
Ensure that whenever the aeroplane is taxiing, taking off or landing all passengers are properly secured in their seats and all cabin baggage is properly stowed.	x	x
...		

- Specific cabin crew duties for each aeroplane type and variant may be added in the relevant CSPM Chapter 5 «Aeroplane Type Specific»; e.g. specific emergency equipment to be taken by cabin crew at different crew stations in case of an emergency evacuation (Ch. 5.4).

Example:

Responsible Crew Member	Emergency equipment to be taken for evacuation
COMMANDER	Torch
FIRST OFFICER	Torch
SCCM 1	Torch + Megaphone + ELT
CCM 2	Torch + Emergency Medical Kit + First Aid Kit
CCM 3	Torch + ELT
CCM 4	Torch
CCM 5	Torch

1.8 Cabin Crew Number and Composition				CC
Ch. 1.8 ISS 2 / REV 2 / 09.02.2018				EVALUATION METHOD
CSP CL TOPIC	ORO.CC.100 incl. AMC1 / GM1 LEGAL REFERENCE	ORO.GEN.110	CAT.GEN.MPA.115 incl. AMC1 / GM1	(EC) No. 748/2012
1-E1-040 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.x «General» OM-A Chapter 4.1.x «Crew composition» MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the minimum number of cabin crew members with respect to the maximum approved passenger seating configuration defined for each operated aeroplane type or variant?
- ☐ Is the cabin crew composition per aeroplane type and variant defined?
- ☐ Are personnel or crew members other than CCM in the passenger compartment? If yes, are these personnel clearly defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Minimum cabin crew number:

- Whenever any passengers are on board an aeroplane, the minimum number of cabin crew required in accordance with ORO.CC.100 shall be present in the passenger compartment.
- Specify each aeroplane type in respect of the minimum cabin crew number and the normal cabin crew composition (if not identical); preferably a table may be established.
- The number and composition of cabin crew shall be determined² in accordance with Annex IV to Regulation (EC) No 216/2008, taking into account operational factors or circumstances of the particular flight to be operated. At least one cabin crew member shall be assigned for the operation of aeroplane with a MOPSC of more than 19 when carrying one or more passengers.
- The number of cabin crew means either:
 - the number of cabin crew who actively participated during the relevant emergency evacuation demonstration in the aeroplane cabin, or who were assumed to have taken part in the relevant analysis, carried out by the aeroplane TC holder when demonstrating the maximum operational passenger seating capacity (MOPSC) of the aeroplane type at the time of initial type certification; or
 - a lower number of cabin crew who actively participated in a subsequent emergency evacuation demonstration, or who are assumed to have taken part in the relevant analysis, and for whom approval has been obtained for a cabin configuration other than the MPSC, either by the TC holder or by another design organisation. The operator should obtain a **clear indication of that number which is specified in the related documentation. If a lower number is not specified, the number of cabin crew established at the time of initial type certification applies.**

Note: A proof of the cabin crew configuration approval (copy) obtained by the TC Holder or design organisation shall be shown to FOCA.

² For the determination of the minimum required cabin crew for a specific aeroplane cabin configuration, the operator should furthermore request information regarding the minimum number of cabin crew established by the aeroplane type certificate (TC) holder or other design organisations responsible in order to show compliance with the evacuation requirements of the applicable certification specifications.

- For determination of the number of minimum cabin crew to operate aircraft in CAT operations, the following factors should be taken into account:
 - the number of doors/exits;
 - the types of doors/exits and the associated assisting evacuation means;
 - the location of doors/exits in relation to cabin crew stations and the cabin layout;
 - the location of cabin crew stations, taking into account direct view requirements and cabin crew duties in an emergency evacuation, including:
 - opening floor level doors/exits and initiating stair or slide deployment;
 - assisting passengers to pass through doors/exits; and
 - directing passengers away from inoperative doors/exits, crowd control and passenger flow management;
 - actions required to be performed by cabin crew in ditching, including the deployment of slide-rafts and the launching of life-rafts;
 - additional actions required to be performed by cabin crew members when responsible for a pair of doors/exits; and
 - the type and duration of the flight to be operated.

Cabin crew composition:

- When scheduling cabin crew for a flight, the operator should establish procedures that take account of the experience of each cabin crew member. The procedures should specify that the required cabin crew includes some cabin crew members who have at least 3 months experience as an operating cabin crew member.
- For operations where more than one cabin crew member is assigned to, the operator shall nominate one cabin crew member to be responsible to the pilot-in-command/commander.
- Variations of cabin crew composition should be described, e.g. trainees during familiarisation are additional to the minimum cabin crew.
- Positioning cabin crew members: To prevent confusion by passengers and undue expectations in case of emergency, positioning cabin crew members should not wear, or should at least make invisible to passengers, parts of the operator's cabin crew uniform, such as main jacket or crew signs or badges, that might identify them as members of the operating cabin crew.

Other Personnel:

It has to be ensured and described accordingly that personnel or crew members, other than operating cabin crew members, carrying out their duties in the passenger compartment of an aeroplane, do not perform tasks or wear a uniform in such a way that:

- they are not confused by the passengers with operating cabin crew members;
- they do not occupy required cabin crew assigned stations;
- they do not impede operating cabin crew members in their duties.

1.9 Reduction of Number of CC during Ground Operations / in Unforeseen Circumstances		M/CC EVALUATION METHOD	
Ch. 1.9 ISS 2 / REV 2 / 09.02.2018			
CSP CL TOPIC	ORO.CC.205 AMC1 ORO.CC.205	ORO.GEN.110	GM3 ORO.GEN.130
1-E1-045 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.x «General» OM-A Chapter 4.1.x «Crew composition»		
	MANUAL REFERENCE		

APP: Procedures for the evacuation of passengers with reduced number of minimum cabin crew have to be approved by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is it foreseen to reduce the number of cabin crew on board during ground operations with passengers?
- ☐ Are procedures for the evacuation of passengers with reduced minimum number of cabin crew established and described?
- ☐ Are procedures in place to reduce the minimum number of cabin crew members in unforeseen circumstances?
- ☐ Does the reporting system include the case of the reduction of minimum cabin crew?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Whenever any passengers are on board an aeroplane, the minimum number of cabin crew required in accordance with ORO.CC.100 shall be present in the passenger compartment.
- This number may be reduced:
 - during normal ground operations not involving refuelling/defuelling when the aeroplane is at its parking station; or
 - in unforeseen circumstances³ if the number of passengers carried on the flight is reduced.
- Following conditions have to be fulfilled:
 - procedures ensuring that an equivalent level of safety is achieved with the reduced number of cabin crew, in particular for evacuation of passengers, are established and described in the operations manual;
 - the reduced cabin crew includes a senior cabin crew member;
 - at least one cabin crew member is required for every 50, or fraction of 50, passengers present on the same deck of the aeroplane;
 - in the case of normal ground operations with aeroplane requiring more than one cabin crew member, the number determined shall be increased to include one cabin crew member per pair of floor level emergency exits.

In these cases a report shall be submitted no later than 72 hours to FOCA after completion of the flight.

³ Unforeseen circumstances:

Incapacitation: means a sudden degradation of medical fitness that occurs during flight duty period either in-flight or during a flight transit of the same flight duty period away from operator's base and that precludes the senior cabin crew member or cabin crew member from performing his/her duties. Incapacitation prior to dispatch of the aircraft from a base of the operator does not substantiate a reduction of the cabin crew complement below the minimum required.

Unavailability: means circumstances at a stopover (layover) destination that preclude the senior cabin crew member or cabin crew member from reporting for the flight duty period, such as traffic jams that prevent the senior cabin crew member or cabin crew member from presenting.

- For ground operations, whenever passengers are embarking, on board or disembarking in the absence of flight crew members, the operator should:
 - establish procedures to alert the aerodrome services in the event of ground emergency or urgent need; and
 - ensure that at least one person on board the aircraft is qualified to apply these procedures; and
 - ensure proper coordination between the aircraft and the aerodrome services.
- During ground operations, if reducing the applicable minimum required number of cabin crew, the operator should ensure that the procedures specify that:
 - electrical power is available on the aeroplane;
 - a means of initiating an evacuation is available to the senior cabin crew member or at least one member of the flight crew is in the flight crew compartment;
 - cabin crew stations and associated duties are specified in the operations manual; and
 - cabin crew remain aware of the position of servicing and loading vehicles at and near the exits.

Additionally, in the case of passengers' embarkation:

- the senior cabin crew member should have performed the pre-boarding safety briefing to the cabin crew; and
- the pre-boarding cabin checks should have been completed.

Replacement of senior cabin crew member at a base of the operator: A senior cabin crew member who did not report for or cannot commence the assigned flight or series of flights originating from a base of the operator should be replaced without undue delay. The flight should not depart unless another senior cabin crew member has been assigned.

A senior cabin crew member, who becomes incapacitated during a flight or series of flights, or unavailable at a stopover (layover) point, should be replaced without undue delay by another senior cabin crew member qualified on the concerned aircraft type/variant. If there is no other senior cabin crew member, the most appropriately qualified cabin crew member should be assigned to act as senior cabin crew member in order to reach a base of the operator.

In unforeseen circumstances, the required minimum number of cabin crew members may be reduced, provided that the following is taken into consideration:

- reduction of passenger number;
- CCM procedures specified in the operations manual(s), especially changes of procedures;
- re-seating of passengers with regard to doors/exits and other aeroplane limitations, relocation of cabin crew.

1.10 Operation on more than one Type or Variant						M/CC
Ch. 1.10 ISS 2 / REV 0 / 30.06.2015						EVALUATION METHOD
CSP CL TOPIC	ORO.CC.250 LEGAL REFERENCE	ORO.GEN.110	ORO.GEN.130	AMC1 ORO.CC.250	GM3 ORO.GEN.130	
1-E1-050 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.x «General» OM-A Chapter 5.3x «Qualification Requirements» MANUAL REFERENCE					

APP: Operation on a fourth aeroplane type must be approved by FOCA.

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is more than one aeroplane type or variant operated?
- ☐ Is a list available showing on how many aeroplane types a cabin crew member is flying?
- ☐ Are there cabin crew members operating on four aeroplane types with FOCA approval?
- ☐ Do cabin crew members (freelance/part-time/other) also operate for other operators on the same and/or other aeroplane types or variants?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- A list (or at least a reference to OM-A) with all aeroplane types/variants to be operated by the cabin crew members should be displayed.
- Variants of an aeroplane type are considered to be different types if they are not similar in each of the following aspects:
 - Emergency exit operation;
 - Location and type of portable safety and emergency equipment; and
 - Type specific emergency procedures.
- Before assigning duties to cabin crew members who are working on a freelance or part-time basis, the total number of aeroplane types and variants shall be verified.
- The cabin crew member may operate on four aeroplane types with prior FOCA approval only, provided that for at least two of the types:
 - safety and emergency equipment and type specific normal and emergency procedures are similar; and
 - non-type specific normal and emergency procedures are identical.

1.11 Responsibility and Authority of the Commander, Chain of Command		CC
Ch. 1.11 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 1-E1-055 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.105 CAT.GEN.MPA.110 ORO.GEN.110 ORO.CC.200/.255 (EC) No. 376/2014	
	LEGAL REFERENCE	
	CSPM Chapter 1.x «General» OM-A Chapter 1.4 «Organisation and responsibilities – authority, duties and responsibilities»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is there a description specifying the chain of command, the authority of the commander and the senior cabin crew (if applicable)?
- ☐ Are procedures established for the chain of command in case the senior cabin crew member is incapacitated?
- ☐ Are procedures in place in case the cabin crew member in single operation is incapacitated?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The responsibility and authority of the commander and delegation of responsibilities to other crew members shall be defined.
- The chain of command shall be specified, e.g. CMD → F/O → SCCM → CCM.
- For operations when more than one cabin crew member is required, a senior cabin crew member to be responsible to the commander must be designated. This has to be clearly stated on the flight documentation.
- Procedures must be defined to select the next most suitably qualified cabin crew member to operate as senior cabin crew member in the event the nominated senior cabin crew member becomes unable to operate, respectively, is incapacitated. The cabin crew member's operational experience should be taken into account.
- Single cabin crew operation includes the description of the procedures applicable in case the cabin crew member will be incapacitated.
- Occurrences shall be reported through the mandatory occurrence reporting system(s).

1.12 Procedures for the Use of Vacant Crew Seats		CA
Ch. 1.12 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC 1-E1-060 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 AMC ORO.MLR.100	
	LEGAL REFERENCE	
	CSPM Chapter 1.x «General» OM-A Chapter 8.3.13 «Operating procedures – use of vacant crew seats»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures defined for the use of vacant crew seats?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

The conditions and procedures for the use of vacant crew seats shall be described.

1.13 Minimum requirements for cabin crew		CC	
Ch. 1.13 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD	
CSP CL TOPIC	ORO.CC.110 MED.A.020, ORO.CC.215 MED.C.001/005	ORO.GEN.110 CC.GEN.020/025	CC.TRA.220/225
1-E1-065 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.x «General – Minimum requirements for cabin crew (age and medical)» OM-A Chapter 5.3 «Qualification requirements – cabin crew»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are minimum requirements for cabin crew members described?
- ☐ Are medical examinations defined and described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Conditions for assignment to duties:

- At least 18 years of age;
- Medically fit:
 - Has been assessed in accordance with applicable requirements of Part IV (Part MED) and is found as physically and mentally fit to perform the duties specified in the operations manual;
 - initial and further medical examinations: there is no need for a new initial medical examination when changing operator.
 - medical examinations: at regular interval of 60 months.
 - more frequent medical examinations may be appropriate or necessary and be described accordingly; e.g. such as single cabin crew operations; or following a prolonged period of illness; or if there is any doubt about the fitness of the cabin crew member (see decrease in medical fitness MED.A.020).
 - Medical checks must be conducted by a medical practitioner / Air Medical Examiners (AME) (see FOCA LIST AME).
- Training & checking:
 - Has successfully completed the initial training course and holds a cabin crew attestation;
 - Has completed aeroplane type-specific conversion and operator's conversion training(s) following familiarisation(s);
 - Undergoes the recurrent training;
 - Is competent to perform assigned duties in accordance with procedures specified in the operations manual (see Ch. 1.5).
- To act as a cabin crew member in commercial air transport operation a CCM must hold a cabin crew attestation (CCA), must be medically fit (valid cabin crew medical report) and must be qualified on the operated aeroplanes type(s) or variant(s); a list provided by the operator showing updated validity periods as relevant to the aeroplanes type(s) or variant(s) on which the CCM is qualified to operate must be delivered to the cabin crew members accordingly.

1.14 Senior Cabin Crew Members

Ch. 1.14 ISS 2 / REV 2 / 09.02.2018

CC

EVALUATION METHOD

CSP

CL TOPIC

1-E1-070

CL Ch.-OM Ch.-Seq.-No.

ORO.CC.200

ORO.GEN.110

AMC1 ORO.CC.200

LEGAL REFERENCE

CSPM Chapter 1.x «General – Senior cabin crew members»

OM-A Chapter 1.5 «Organisation and responsibilities – duties and responsibilities of crew members other than the commander»

MANUAL REFERENCE

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are senior cabin crew members applicable?
- ☐ Are procedures defined to nominate a senior cabin crew member, whenever more than one cabin crew member is required?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures have to be described for the nomination of a SCCM whenever more than one cabin crew member has to be carried (see Ch. 1.11).
- A person appointed to the function of a senior cabin crew member must have:
 - at least one year's experience as an operating cabin crew member and
 - completed the appropriate senior cabin crew training course and associated check.
- The duties and responsibilities of senior cabin crew members have to be described and shall be at least:
 - the responsibility to the commander for the conduct and coordination of normal and emergency procedure(s) specified in the operations manual.
 - during turbulence, in the absence of any instructions from the flight crew, the entitlement to discontinue non-safety related duties and advise the flight crew of the level of turbulence being experienced and the need for the fasten seat belt signs to be switched on. This should be followed by the cabin crew securing the passenger cabin and other applicable areas.
- Senior cabin crew member in the function of a cabin crew instructor (CCI) has to be described according to OGM CCI 01.04.10.
- Incapacitation/ unavailability of cabin crew member (see 1.9).
- For first AOC application: a list of cabin crew members, especially «implementing crew» (e.g. senior cabin crew members) has to be submitted to FOCA (see Ch. 10).

1.15 Single crew cabin crew member operations		CC
Ch. 1.15 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC	ORO.CC.255 LEGAL REFERENCE	ORO.GEN.110
1-E1-075 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.x «General – single crew operation» OM-A Chapter 5.3.x «Qualification requirements – cabin crew» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is single cabin crew operation applicable?
- ☐ Is a statement about single cabin crew available in the manual(s)?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Description shall be given in case single cabin crew operation is applicable.
 - For minimum requirements see Ch. 1.13.
 - Select, recruit, train and check the proficiency of cabin crew members to be assigned to single cabin crew operations according to the criteria appropriate to the type of operation.
 - Additional training is required to the aircraft type specific training and operator conversion training: single operation training and familiarisation flying of at least 20 hours and 15 sectors on the relevant aeroplane type under the supervision of an appropriately experienced cabin crew member.
 - Before a cabin crew member is assigned to operate as a single cabin crew member it must be ensured that this cabin crew member is competent to perform the duties in accordance with the procedures specified in the operations manual.
 - Incapacitation/ unavailability of cabin crew member (see 1.9).

1.16 Flight and Duty Time Limitations and Rest Requirements (FTL)				M/CC
Ch. 1.16 ISS 2 / REV 0 / 30.06.2015				EVALUATION METHOD
CSP CL TOPIC	ORO.FTL.100ff LEGAL REFERENCE	ORO.CC.110	ORO.GEN.110	CAT.GEN.MPA.100
1-E1-080 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 1.x «General – flight and duty time limitations and rest requirements» OM-A Chapter 7 «Flight Time Limitations» MANUAL REFERENCE			

APP: FTL must be approved by FOCA

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the flight and duty time limitations and rest requirements for cabin crew members defined and described?
- ☐ Is the tracking in regard to flight duty time / flying activities of cabin crew member operating for other operators warranted?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Flight and duty time limitations including rest requirements pertinent to cabin crew must be specified.
- Reference to OM-A Chapter 7 can be made.
- The flight duty time of CCM who are working on a freelance – or part-time basis shall also be verified.

1.17 Occurrence and Accident Reporting					CA
Ch. 1.17 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC 1-E1-085 CL Ch.-OM Ch.-Seq.-No.	ORA.GEN.160/.200		CAT.GEN.MPA.100	ICAO Doc9859	(EU) No 996/2010
	LEGAL REFERENCE		(EC) No 376/2014		
	CSPM Chapter 1.x «General – occurrence and accident reporting»				
	OM-A Chapter 11 «Handling, notifying and reporting occurrences»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are there specified procedures describing the actions to be taken by the cabin crew member in case of any occurrence?
- ☐ Is there a form to be used by the cabin crew member?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures must be made for reporting to the commander, accidents and occurrences which may have safety implications, together with any deficiencies and/or un-serviceability of safety equipment and systems.
- These procedures must correspond to internal safety related reporting procedures to be followed by cabin crew members, designed to ensure that commanders is informed immediately of any incident that has endangered, or may have endangered, safety during flight and that all relevant information is provided.
- The responsibilities of cabin crew members for reporting must be described including the reporting form.
- A commander shall notify the operator of any accident or serious incident occurring while being responsible for the flight.
- See also GM/INFO CL MS Ch. 6.2.

1.18 Crew Health Precautions					CA
Ch. 1.18 ISS 2 / REV 0 / 30.06.2015					EVALUATION METHOD
CSP CL TOPIC 1-E1-090 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100	ORO.GEN.110	AMC1/GM1 CAT.GEN.MPA.100	AMC3 ORO.MLR.100	
	LEGAL REFERENCE				
	CSPM Chapter 1.x «General – crew health precautions»				
	OM-A Chapter 6 «Crew health precautions»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are crew health precautions for cabin crew specified?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Details of crew health precautions have to be provided and shall include relevant regulations and guidance to:
 - Alcohol and other intoxicating liquids;
 - Narcotics;
 - Drugs;
 - Sleeping tablets;
 - Anti-depressants;
 - Pharmaceutical preparations;
 - Immunisation;
 - Deep sea diving;
 - Blood/bone marrow donation;
 - Meal precautions prior to and during flight;
 - Sleep and rest;
 - and surgical operations

1.19 Safety on the Ramp Ch. 1.19 ISS 2 / REV 2 / 09.02.2018				CA EVALUATION METHOD
CSP CL TOPIC 1-E1-095 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN 110 ORO.CC.205 AMC3 ORO.MLR.100			
	LEGAL REFERENCE			
	CSPM Chapter 1.x «General – safety on the ramp» OM-A Chapter 8.2.2.x «Ground handling instructions» MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is information available for cabin crew on the procedures to ensure safety whilst the aeroplane is on the ramp?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The procedures to be followed by cabin crew respectively and the precautions taken for ensuring safety whilst the aeroplane is on the ramp (e.g. doors to be watched, handling procedures etc.) shall be described.

1.20 Compliance Monitoring System Ch. 1.20 ISS 2 / REV 0 / 30.06.2015				CA EVALUATION METHOD
CSP CL TOPIC 1-E1-100 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN 200 ORO.GEN 110			
	LEGAL REFERENCE			
	CSPM Chapter 1.x «General – compliance monitoring system» OM-A Chapter 3 «Compliance monitoring system», OMM MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a description of the compliance monitoring system relevant to cabin crew duties available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The compliance monitoring system must include the cabin crew members tasks.
- See CL MS 2.4.2 / 7ff.

1.21 Common Language		CA
Ch. 1.21 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 1-E1-105 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN 110 CAT.GEN.MPA.120	
	LEGAL REFERENCE CSPM Chapter 1.x «General – Compliance monitoring system» OM-A Chapter 3 «Compliance monitoring system», OMM MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a common language defined for communication and coordination?
- ☐ Are other languages used for example for passenger briefings and announcements?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- A statement about the operator's common language must be available;
- The requirement for all crew members to be able to communicate in a common language has to be defined or at least a reference to the respective OM Part has to be given (e.g. OM-A/OMM);
- The language(s) to be used by the cabin crew for passengers briefings and announcements must also be determined (see CL MS 2.6).

1.22 Terminology and Definitions		CA
Ch. 1.22 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 1-E1-110 CL Ch.-OM Ch.-Seq.-No.	(EU) No 965/2012 Annex I	
	LEGAL REFERENCE CSPM Chapter 1.x «General – terminology and definitions» OM-A Chapter 0.1 «Administration and control of operations manual» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a definition for «cabin crew member» available?
- ☐ Is a list with terminology and definition available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- This chapter should include the following:
 - A definition for «cabin crew member»;
 - A definition for «special categories of passengers» as relevant (e.g. infant, UM, PRM, ABP, etc.);
 - A relevant aviation terminology, theory of flight, passenger distribution, meteorology and areas of operation;
 - An explanation and definition of terms and words used in the different operations manuals;
 - At least a separate abbreviation list or a reference to the respective OM Part is recommended.

2 CSPM, Chapter 2 «Standard Operating Procedures»

Ch. 2 ISS 2 / REV 2 / 09.02.2018

2.1 Foreword Ch. 2.1 ISS 2 / REV 0 / 30.06.2015		CA EVALUATION METHOD	
CSP CL TOPIC 2-E2-005 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 AMC1 ORO.GEN.110 CAT.GEN.MPA.100 LEGAL REFERENCE		
	CSPM Chapter 2.x «Standard operating procedures» OM-A Chapter 8.x «Operating procedures» MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are standard operating procedures for cabin crew members identified and described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Identify the different cabin crew tasks and describe the standard operating procedures (i.e. normal procedures) in detail as appropriate to scale and scope of operation and as relevant for the cabin crew member's duties.

A table with a clear task allocation may be established, see the following table as an example:

Responsibility	Function	
	Senior Cabin Crew Member	Cabin Crew Member
<ul style="list-style-type: none"> Pre-flight Cabin Crew Briefing: All cabin crew members are aware of their duties and responsibilities for the flight or the series of flights at their assigned position. 	x	x
<ul style="list-style-type: none"> Safety Equipment Check: Check and verify the availability and serviceability of the required equipment, check proper stowage, report any discrepancies. 	x	x
<ul style="list-style-type: none"> Stowage of articles in cabin: Ensure that there are no obstructions in cabin aisles/exit areas and that all carry-on baggage is properly stowed in the appropriate storages. 	x	x
<ul style="list-style-type: none"> Smoking: Ensure that passengers observe the restrictions on smoking. 	x	x
<ul style="list-style-type: none"> Safety Demo: Ensure that all passengers receive the safety information as required. 	x	x
<ul style="list-style-type: none"> Portable Electronic Devices: Ensure that passengers observe the restrictions on using portable electronic devices (e.g. switched off and stowed during all phases of flight). 	x	x
<ul style="list-style-type: none"> Lavatory Check: Ensure that the lavatory is clean and free of any obstruction. 	x	x
<ul style="list-style-type: none"> Passenger Announcements: Make the passengers announcements according to the relevant phase of the flight. 	x	x
...		

- Specific individual cabin crew duties for each aeroplane type and variant can be describes and expanded according to the relevant aeroplane Chapter 5, Aeroplane Type Specific, Paragraph 2 – Cabin Crew Duties.

2.2 Communication and Coordination		CC			
Ch. 2.2 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD			
CSP CL TOPIC	ORO.GEN.110 AMC1 ORO.GEN.110 CAT.GEN.MPA.100 CAT.OP.MPA.210 CAT.IDE.A.175/.180	LEGAL REFERENCE			
2-E2-010 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 2.x «Standard operating procedures – communication and coordination» OM-B Chapter 2 «Normal procedures»	MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures in place for the communication and coordination between flight and cabin crew?
- ☐ Is the use of the crew member's interphone system described?
- ☐ Is the use of the public address system described?
- ☐ Are crew calls and orders clearly defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- General information must be given in regard to the effective communication and coordination between all crew members.
- Standard operating procedures (SOP) shall define that clear communication between flight and cabin crew **before taxiing, take-off and landing** is ensured. This includes e.g.
 - Boarding completed
 - Door closing
 - Headcount
 - Exit arming/disarming
 - Cabin/Galley secured
 - Use of smoking sign (CAT.OP.MPA.240)
 - Use of fasten seat belt sign (CAT.OP.MPA.225) etc.
- Communication and coordination **in-flight** by using the different communication system is of utmost importance.
 - Calls and orders have to be aligned with those relevant in OM Part B. The location, the use and the operation of the different communication systems should be described in detail where appropriate or give reference to the aeroplane specific CSPM Chapter 5 (see Ch. 5.8): i.e.
 - Passenger Address system (CAT.IDE.A.180);
 - Crew Interphone systems (CAT.IDE.A.175);
 - Passenger information signs;
 - Audio/video systems;
 - In-Flight Entertainment (if applicable).

2.3	Pre-flight Safety Briefing of Cabin Crew Ch. 2.3 ISS 2 / REV 0 / 30.06.2015	CC EVALUATION METHOD
CSP CL TOPIC 2-E2-015 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100 ORO.GEN.110 GM 1 ORO.CC.250 LEGAL REFERENCE	
	CSPM Chapter 2.x «Standard operating procedures – pre-flight safety briefing of cabin crew»	
	OM-A Chapter 8.3.15 «Flight procedures – cabin safety procedures» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the cabin crew briefing described?
- ☐ Is a checklist defined for the senior cabin crew member conducting the pre-flight briefing?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures shall be established for the pre-flight briefing of (cabin) crew.
- Safety information with regard to the specific duties shall be provided in this pre-flight briefing, e.g.:
 - Arming and disarming of slides;
 - The operation of cabin lights, including emergency lighting;
 - The prevention and detection of cabin, oven and toilet fires;
 - Action to be taken when turbulence is encountered;
 - Actions to be taken in the event of an emergency and/or an evacuation.
- When changing aeroplane type or variant during series of flight sectors, the cabin crew safety briefing must include a representative sample of type-specific normal and emergency procedures and safety and emergency equipment applicable to the actual aeroplane to be operated for the immediate subsequent flight sector.
- Prior to the pre-flight briefing an additional / separate pre-flight briefing for cabin crew can be performed depending on the number of cabin crew members.
- Handover/crew change briefing should also be described.
- After non-routine flights, a debriefing may be necessary for the crew in order to share information and experiences; the relevant procedure has to be described.

2.4 Pre-departure safety and emergency equipment checks		CC/IN
Ch. 2.4 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 2-E2-020 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100 ORO.GEN.110	
	LEGAL REFERENCE	
	CSPM Chapter 2.x «Standard operating procedures – pre-departure safety equipment checks» OM-B Chapter 10 «Survival and emergency equipment including oxygen»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a list of the safety and emergency equipment per aeroplane type or variant available?
- ☐ Is a checklist for safety equipment checks for cabin crew available on board?
- ☐ Does the checklist contain the amount, the location and the accessibility of the safety and emergency equipment per aeroplane type or variant?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures should be established on how to perform the specific equipment checks:
 - procedures for checking the location and serviceability of the relevant equipment prior to take-off per each CCM (task allocation).
 - the amount, the location and the accessibility of the safety and emergency equipment should be shown in an equipment diagram relevant to the aeroplane to be operated; a reference to existing checklists in CSPM Chapter 5 is recommended.
 - Checklists should also be available at each assigned cabin crew station.

2.5 Passenger embarkation and distribution		CA
Ch. 2.5 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC 2-E2-025 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100 ORO.GEN.110	
	LEGAL REFERENCE	
	CSPM Chapter 2 «Standard operating procedures» OM-A Chapter 8.2.2 «Ground handling instructions – aeroplane, passengers and cargo handling procedures related to safety» OM-A Chapter 8.3.15 «Flight procedures - cabin safety requirements»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures established for passenger embarkation and the distribution defined?
- ☐ Are the procedures identical with those described in OM Part A?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The following procedures should be established:
 - Procedures to be followed during passenger embarkation (see also Ch. 2.15);
 - The importance of correct seat allocation with reference to aeroplane mass and balance;
- Procedures established must be aligned to those in OM Part A 8.2.2./8.3.15.
- See also Ch. 2.14, 2.17.

2.6 Passenger briefing		CC			
Ch. 2.6 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD			
CSP CL TOPIC	CAT.OP.MPA.155	CAT.OP.MPA.170	ORO.GEN.110	CAT.GEN.MPA.100	FAA AC 121-24C
2-E2-030 CL Ch.-OM Ch.-Seq.-No.	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures»				
	OM-A Chapter 8.3.16 «Flight procedures - passenger briefing procedures»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are there different safety briefing material available?
- ☐ Is a safety on board card/aircraft briefing card (ABC) available?
- ☐ Is an announcement book for passenger announcements available?
- ☐ Are procedures established for the different passenger briefings?
- ☐ Are procedures and/or checklists established for briefings of special categories of passengers?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Adequate safety briefing material shall be available (e.g. safety video, safety briefing card, ABP card, etc.) in a clear and unambiguous manner and easily understandable to passengers.
- Passengers must be given a verbal briefing about safety matters (safety demo). Parts or all of the briefing may be provided by audio-visual presentation; the briefing method must be specified and described. Passengers must be provided with a safety briefing card on which picture type instructions indicate the operation of emergency equipment and exits likely to be used. It should be easily visible and reachable to the seated passengers.
- The operator should consider to include the following information in its safety briefing material:
 - hand baggage
 - safety belts and other restraint systems
 - drop-down oxygen system
 - flotation devices
 - emergency exits
 - floor proximity escape path marking (location and purpose in case of darkness or smoke)
→ escape routes: depiction of routes on safety on board card
 - assisting evacuation means
 - brace position
 - portable electronic devices, including spare batteries
 - cabin secured aspects
 - smoking regulations (e.g. phase of flight, electronic smoking devices, pipes, etc.) including non-smoking in the lavatory
 - actions in case of an emergency (e.g. remove sharp objects, fasten seat belt, open window blind, etc.)
 - any other safety aspects.
- The requirements for the briefing of passengers about safety related matters in normal and abnormal circumstances shall be specified and described in the CSPM or separately in a specified manual (different announcements/briefings).
- Announcements should reflect the aeroplane type to be operated and apply to:
 - Embarkation;
 - Pre-take-off;

- Post-take-off;
 - Turbulence;
 - Pre-landing;
 - Post-landing;
 - Refuelling/defuelling;
 - Transit.
- The content of passenger briefing should be defined and ensured that seat rows with direct access to emergency exits are occupied during taxiing, take-off, and landing by passengers or crew members.
 - Special categories of passengers should be briefed separately: e.g. adult with infant to be briefed for the use of loop belt and infant life jackets, UM, blind, deaf persons, persons with disabilities, persons with reduced mobility (PRM) etc.
Consider to inform the SCP that cabin crew can only assist the SCP once the cabin has been evacuated.
 - A statement should be made that the language(s) chosen for the briefings/announcements can vary according to passengers' languages.

2.7 Means of Assistance for Emergency Evacuation (Exit Arming / Disarming)		CC/IN
Ch. 2.7 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 2-E2-035 CL Ch.-OM Ch.-Seq.-No.	CAT.OP.MPA.220 CAT.GEN.MPA.100 ORO.GEN.110	
	LEGAL REFERENCE CSPM Chapter 2 «Standard operating procedures» OM-B Chapter 2 «Normal procedures» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures established that all means of assistance for emergency evacuation which deploy automatically are armed?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures must be established to ensure that before taxiing, take-off and landing and when safe and practical to do so, all means of assistance for emergency evacuation which deploy automatically are armed. This includes orders given by the flight crew for arming/disarming of the doors/exits (Ch. 2.2).
- The following information should be considered:
 - location of available equipment (e.g. life raft, installed slide/raft, etc.);
 - awareness of the evacuation equipment's features;
 - operation of the available equipment (activation, detachment, etc.);
 - method of boarding the device including with infants and children;
 - use of shoes;
 - method of evacuation through exits with no assisting evacuation means.
- Aeroplane type specific operation of arming/disarming the doors/exits by individual cabin crew member per station may also be described in the relevant CSPM Chapter 5.
- Verify with OM Part B for each aeroplane type or variant.

2.8 Cabin Lights (Operating Lights)			CA
Ch. 2.8 ISS 2 / REV 2 / 09.02.2018			EVALUATION METHOD
CSP CL TOPIC 2-E2-040 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100 ORO.GEN.110 AMC1 ORO.GEN.110		
	LEGAL REFERENCE		
	CSPM Chapter 2 «Standard operating procedures»		
	OM-A Chapter 8.3.15 «Cabin safety requirements»		
	OM-B Chapter 12 «Aeroplane systems»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a description for the cabin lights available?
- ☐ Is a procedure for the dimming of cabin lights described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- A general description of the illumination in all passenger compartments must be available.
- Procedures shall be established on how to use the cabin lights e.g. the dimming of cabin lights for night take-off and landing; verify also with AFM from manufacturer.
- The operation of the cabin lights may also be specified in the relevant aeroplane CSPM Chapter 5.
- There must also be a description of the portable lights (torch) readily accessible for each required CCM when seated at their assigned stations (see CSPM Chapter 3 and/or Chapter 5).

2.9 Cabin Crew at Stations			CC/IN
Ch. 2.9 ISS 2 / REV 2 / 09.02.2018			EVALUATION METHOD
CSP CL TOPIC 2-E2-045 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100 CAT.OP.MPA.210 ORO.GEN.110		
	LEGAL REFERENCE		
	CSPM Chapter 2 «Standard operating procedures»		
	OM-A Chapter 8.3.10 «Crew members at their stations»		
	OM-B Chapter 11 «Emergency evacuation procedures»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the seating positions (crew stations) for CCM allocated?
- ☐ Is the use of cabin crew seat harness during specific phases of flight described?
- ☐ Are procedures defined regarding the crew coordination and communication for «cabin crew at stations»?
- ☐ Is the order for «cabin crew at stations» available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Requirements for crew members to be at their assigned crew stations with seat belts fastened during take-off, landing and in case of turbulences must be specified. No activities other than required for the safe operation of the aeroplane shall be performed.
- Cabin crew seating positions should be determined (e.g. close to floor level door/exit, view to passenger cabin, evenly distributed throughout the cabin) and be preferably depicted on the cabin layout of the aeroplane type or variant to be operated.
- Cabin crew are required to be readily able to reach their emergency station in order to carry out their individual duties and in particular in need for evacuation.
- Instructions should be given to cabin crew, whilst at their crew stations, to be particularly alert to potentially hazardous conditions, inside or outside the aeroplane, during taxi, take-off and landing (e.g. description of «one minute of silence review»).
- Communication and coordination: Procedure for «Cabin crew at station» must be described and must be aligned to OM Part A and B.

2.10 Taxi, Take-off, Post-take-off, Pre-landing, Landing, and Post-landing

Ch. 2.10 ISS 2 / REV 0 / 30.06.2015

CC

EVALUATION METHOD

CSP
CL TOPIC

2-E2-050

CL Ch.-OM Ch.-Seq.-No.

ORO.GEN.110
LEGAL REFERENCE

AMC1 ORO.GEN.110

CAT.GEN.MPA.100

CSPM Chapter 2 «Standard operating procedures»

OM-B Chapter 8.3.15 «Cabin safety requirements»

MANUAL REFERENCE

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are cabin crew duties defined for each phase of flight?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Cabin crew duties and responsibilities must include the following:

Example (overview table):

Duties	Pre-Take off	In-flight	Pre-landing	Post-landing
<i>Briefing of cabin crew by the senior cabin crew member prior to commencement of a flight or series of flights</i>	x			
<i>Check of safety and emergency equipment in accordance with operator's policies and procedures</i>	x			
<i>Security checks as applicable</i>	x			x
<i>Passenger embarkation and disembarkation</i>	x			x
<i>Securing of passenger cabin (e.g. seat belts, cabin cargo/baggage)</i>	x	<i>If required</i>	x	
<i>Securing of galleys and stowage of equipment</i>	x		x	
<i>Arming of doors/exit slides</i>	x			
<i>Safety briefing/information to passengers</i>	x	x	x	
<i>"Cabin secure" report to flight crew</i>	x	<i>If required</i>	x	
<i>Operation of cabin lights</i>	x	<i>If required</i>	x	
<i>Cabin crew at assigned crew stations</i>	x	<i>If required</i>	x	
<i>Surveillance of passenger cabin</i>	x	x	x	
<i>Prevention and detection of fire in the cabin (including the combi-cargo area, crew rest areas, galleys, lavatories and any other cabin remote areas) and instructions for actions to be taken</i>	x	x	x	
<i>Actions to be taken when turbulence is encountered</i>	x	x		
....				

Source: AMC1.ORO.GEN.110(b) Establishment of procedures

2.11 Transit		CA
Ch. 2.11 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC	ORO.GEN.110 CAT.GEN.MPA.100	
2-E2-055 CL Ch.-OM Ch.-Seq.-No.	LEGAL REFERENCE	
	CSPM Chapter 2 «Standard operating procedures» OM-A Chapter 8.2 «Ground handling instructions»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are cabin crew procedures established for transit?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures for cabin crew tasks to be performed during transit should include:
 - instructions to passengers on any restrictions; and
 - monitoring of passengers.

2.12 Flight Crew Drinks / Meals		CA
Ch. 2.12 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC	CAT.GEN.MPA.100 AMC1 CAT.GEN.MPA.100 ORO.GEN.110	
2-E2-060 CL Ch.-OM Ch.-Seq.-No.	LEGAL REFERENCE	
	CSPM Chapter 2 «Standard operating procedures» OM-A Chapter 6 «Crew health precautions»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are precautions taken when serving drinks and meals to the flight crew?
- ☐ Are procedures defined for «food poisoning»?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Describe procedures for serving drinks and meals to the flight crew as a normal procedure; e.g. different meals for flight crew must be served to avoid any crew incapacitation.
- No alcohol consumption during flight duty period or whilst on standby.
- Cabin crew procedures in case of 'food poisoning' should be defined and added with relevant checklist.
- Reference can also be made to «Crew health precautions» (Ch. 1.18).

2.13 Admission and Supervision of Visits to the Flight Crew Compartment					CA
Ch. 2.13 ISS 2 / REV 0 / 30.06.2015					EVALUATION METHOD
CSP CL TOPIC 2-E2-065 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100	CAT.GEN.MPA.135	ORO.GEN.110	ORO.SEC.100A	SIB 2016-09
	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures»				
	OM-A Chapter 8.3.12 «Flight procedures – admission to flight crew compartment»				
	OM-A Chapter 10 «Security»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures for cabin crew members defined to access the flight crew compartment?
- ☐ Are procedures defined for the restriction, acceptance and supervision of visitors to the flight crew compartment?
- ☐ Are procedures defined for authorised persons in the flight crew compartment?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures shall be established for cabin crew accessing the flight crew compartment; define who will be allowed to enter the flight crew compartment, e.g. operating crew, inspecting staff (authority), airline staff.
- Cabin crew must be familiar with the restriction, acceptance and supervision of visitors to the flight crew compartment.
- Minimum Cockpit Occupancy: the role of the authorised person, other than the operating pilot, in the flight crew compartment is clearly defined, considering that his/her main task should be to open the secure door when the flight crew member who left the compartment returns (see SIB 2016-09).

2.14 Refuelling / Defuelling with Passengers Embarking, on Board or Disembarking. Ch. 2.14 ISS 2 / REV 2 / 09.02.2018				
CC EVALUATION METHOD				
CSP CL TOPIC 2-E2-070 CL Ch.-OM Ch.-Seq.-No.	CAT.OP.MPA.195	AMC1 CAT.OP.MPA.195	ORO.GEN.110	CAT.GEN.MPA.100
	LEGAL REFERENCE			
	CSPM Chapter 2 «Standard operating procedures» OM-A 8.2.1 «Ground handling – fuelling procedures» OM-A 8.3.15 «Flight procedures – cabin safety requirements» MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures for refuelling/defuelling with passengers embarking, on board or disembarking available?
- ☐ Are the duties and responsibilities for cabin crew members clearly defined?
- ☐ Are special passenger briefings/announcements for refuelling/defuelling available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures for refuelling/defuelling with passengers on board pertinent to cabin crew shall be specified.
 - These may include e.g. cabin crew at station, doors/exits to be watched, system of communication etc.
- Specific duties and responsibilities for cabin crew member(s) at assigned station(s) can also be separately described in the relevant CSPM Chapter 5.
- Passenger briefing/announcement should include:
 - unfasten seat belts (sign off), non-smoking signs on together with interior lighting to enable emergency exits to be identified.
- Aeroplane shall be properly manned by qualified personnel to initiate and direct an evacuation by the most practical and expeditious means available:
 - Minimum number of cabin crew must be on board while refuelling/defuelling and must be prepared for an immediate emergency evacuation if necessary.

Note: No reduction of minimum cabin crew is allowed.

2.15 Passenger Embarkation and Disembarkation			CA
Ch. 2.15 ISS 2 / REV 0 / 30.06.2015			EVALUATION METHOD
CSP CL TOPIC 2-E2-075 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110	AMC1 ORO.GEN.110	CAT.GEN.MPA.100
	LEGAL REFERENCE		
	CSPM Chapter 2 «Standard operating procedures»		
	OM-A Chapter 8.2.1 «Ground handling - aeroplane, passengers and cargo handling procedures related to safety»		
	OM-A Chapter 8.3.15 «Flight procedures - cabin safety requirements»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are cabin crew duties for passenger embarkation and disembarkation defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures should be defined and described for individual cabin crew member (per station) during embarkation and disembarkation. This should include e.g.:
 - door surveillance
 - stowage of articles in cabin
 - control of passengers
 - instructions to passengers on any restrictions
 - the monitoring of passengers for compliance with any restrictions and instructions.

2.16 Securing of Passenger Cabin and Galley(s)					CA
Ch. 2.16 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC 2-E2-080 CL Ch.-OM Ch.-Seq.-No.	CAT.OP.MPA.230	ORO.GEN.110	AMC1 ORO.GEN.110	CAT.GEN.MPA.100	
	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures»				
	OM-A Chapter 8.2.1 «Ground handling - aeroplane, passengers and cargo handling procedures related to safety»				
	OM-A Chapter 8.3.15 «Flight procedures - cabin safety requirements»				
	OM-B Chapter 2 «Normal procedures»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are cabin crew duties defined to secure passenger, cabin and galley(s)?
- ☐ Is an order/call for «cabin and galley secure» available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Cabin crew duties shall include:

- correct methods and use of each type of restraint system (passenger seat belt, infant loop belt, child restraint device; see Ch. 2.32); give also guidance to CCM how to check passengers' fastened seat belts before take-off, landing and during turbulences;
 - the correct stowage and position of passenger tray tables, seatbacks, headrests, armrests, footrests, window blinds, in-seat video screens and their control gadget (TV monitors, in-flight entertainment equipment), curtains and any other items of equipment that are required to be stowed and secured for take-off and landing;
 - monitoring the amount of passenger baggage being stowed in overhead bins and that such stowage is securely closed and secured for taxiing, takeoff and landing (caution when opening overhead compartments);
 - ensuring that all cabin baggage (passenger and crew baggage) is correctly stowed (see Ch. 2.23);
 - ensuring that exits, escape paths (aisles and cross-aisles) are unobstructed during taxiing take-off and landing;
 - ensuring the securing of galleys and galley equipment, including the correct operation of restraint systems for specific items;
 - the stowage of all electronic equipment, and this should specify that such appliances should be switched off before being stowed (see Ch. 2.28);
 - that toilets are unoccupied and appropriately secured for take-off and landing; and
 - that the cabin secure check is performed and reported accordingly to the flight crew.
- Cabin crew duties can be specified as per assigned station depending on the aeroplane type or variant to be operated.
- The described procedures must be aligned to OM Part B of the relevant aeroplane type(s).

2.17 Passenger Seat Allocation / Restrictions					CC/IN
Ch. 2.17 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC 2-E2-085 CL Ch.-OM Ch.-Seq.-No.	CAT.OP.MPA.165	CAT.OP.MPA.155	CAT.GEN.MPA.100	ORO.GEN.110	ECAC Doc.No.30
	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures»				
	OM-A Chapter 8.2.1 «Ground handling – aeroplane, passengers and cargo handling procedures related to safety»				
	OM-A Chapter 8.3.15 «Flight procedures – cabin safety requirements»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures for the correct seating of passengers defined?
- ☐ Are seating restrictions defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Specific information on the procedures for the correct seating of passengers must be given; passengers are seated where, in the event an emergency evacuation is required, they are able to assist and not hinder evacuation of the aeroplane;
- Admissible seating of persons at an emergency exit: persons reasonably fit, strong and able to assist the rapid evacuation of the aeroplane in an emergency; ABPs as e.g. firemen, police men, positioning crew etc.; a separate special briefing shall be performed by cabin crew.
- There are restrictions for special categories of passengers; make a list for persons who shall not be seated in exit seat rows (see Ch. 2.22): e.g.
 - Persons with disabilities / persons with reduced mobility (PRMs);
 - Blind / deaf persons;
 - Sick passengers;
 - Passengers on stretchers;
 - Children (whether accompanied or not) and infants;
 - Passengers with animals
 - Deportees, inadmissible passengers or prisoners in custody;
 - and /or other special categories.
 and describe their appropriate seating allocations.

2.18 Unauthorised Carriage <small>Ch. 2.18 ISS 2 / REV 0 / 30.06.2015</small>		CA EVALUATION METHOD
CSP <small>CL TOPIC</small> 2-E2-090 <small>CL Ch.-OM Ch.-Seq.-No.</small>	(EC) No. 300/2008 ORO.GEN.110 CAT.GEN.MPA.100 <small>LEGAL REFERENCE</small>	
	CSPM Chapter 2 «Standard operating procedures» OM-A Chapter 10 «Security» <small>MANUAL REFERENCE</small>	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures available ensuring that no unauthorised passenger or cargo is able to get on board the aeroplane?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures must to be established to ensure that no unauthorised passenger or cargo is able to get on board the aeroplane (see Ch. 9.1).

2.19 Inadmissible Passengers and Refusal of Embarkation <small>Ch. 2.19 ISS 2 / REV 0 / 30.06.2015</small>		CC EVALUATION METHOD
CSP <small>CL TOPIC</small> 2-E2-095 <small>CL Ch.-OM Ch.-Seq.-No.</small>	(EC) No. 300/2008 CAT.GEN.MPA.100 ORO.GEN.110 <small>LEGAL REFERENCE</small>	
	CSPM Chapter 2 «Standard operating procedures» and/or Chapter 10 «Security» OM-A Chapter 8.2 «Ground handling instructions» OM-A Chapter 10 «Security» <small>MANUAL REFERENCE</small>	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is it ensured that no inadmissible passengers are carried on board the aeroplane?
- ☐ Are procedures available for the refusal of embarkation?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Define procedures to ensure that inadmissible passengers including those under the influence of alcohol and drugs are not carried on board an aeroplane.
- Describe the procedures for the refusal to carry such passengers including the final decision by the commander.
- INAD, see also Ch. 2.17.

2.20 Influence of Alcohol and Drugs					CA
Ch. 2.20 ISS 2 / REV 0 / 30.06.2015					EVALUATION METHOD
CSP CL TOPIC 2-E2-100 CL Ch.-OM Ch.-Seq.-No.	(EC) No. 300/2008 CAT.GEN.MPA.170 ORO.GEN.110 CAT.GEN.MPA.100				
	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures» and/or Chapter 9 «Security» OM-A Chapter 10 «Security»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures available how to manage passengers who became drunk or abusive during flight?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Give instructions to cabin crew regarding the management of passengers who become drunk or abusive during flight, it must include:
 - the commander's decision;
 - the different levels of threat;
 - the reports which have to be filled in by (cabin) crew.

2.21 Endangering Safety, Reporting Acts of Unlawful Interference					CA
Ch. 2.21 ISS 2 / REV 0 / 30.06.2015					EVALUATION METHOD
CSP CL TOPIC 2-E2-105 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.175 (EC) No. 300/2008 ORO.GEN.160 ORO.GEN.110 CAT.GEN.MPA.100				
	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures» and/or Chapter 9 «Security» OM-A Chapter 10 «Security»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures in place with regard to the endangering of safety?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures shall be described how to handle passengers who may act in such a way as to potentially endanger an aeroplane or its occupants.
- Unlawful interference on board an aeroplane must be reported by the commander or, in his absence, the operator. It will be submitted immediately and without any delay to the designated local authority and to FOCA.
- See also Ch. 9.

2.22 Carriage of Special Categories of Passengers (SCP)						CC
Ch. 2.22 ISS 2 / REV 2 / 09.02.2018						EVALUATION METHOD
CSP CL TOPIC 2-E2-110 CL Ch.-OM Ch.-Seq.-No.	CAT.OP.MPA.155	AMC1	CAT.OP.MPA.155	CAT.GEN.MPA.100	ORO.GEN.110	ECAC Doc No30
	LEGAL REFERENCE					
	CSPM Chapter 2 «Standard operating procedures» OM-A Chapter 8.2.2 «Ground handling instructions – aeroplane, passengers and cargo handling procedures related to safety»					
	MANUAL REFERENCE					

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are special categories of passengers defined?
- ☐ Are procedures available regarding carriage of special categories of passengers?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Special categories of passengers must be defined (see Ch. 2.17).
- Procedures must be established for the carriage of special categories of passengers. This includes that they shall not be allocated to, nor occupy seats where their presence could:
 - impede the crew in their duties;
 - obstruct access to emergency equipment;
 - impede the emergency evacuation of the aeroplane (see Ch. 2.17)
- The commander shall be notified in advance when SCPs are to be carried on board.
- Special handling instructions for SCPs needing special assistance (WCHR, WCHS, WCHC, BNLD, DEAF, BLND/DEAF, DPNA, etc.) should be described:
 - Procedures for fixing different restraint systems, e.g. child restraint devices
 - Procedures for lifting a passenger with a physical disability from their seat to and from the on-board wheelchair (if installed)
 - Method of use of the on-board wheelchair (where available)
 - Appropriate seating for persons with disabilities and PRMs
 - Appropriate seating for passengers with service animals and method of securing the animal
 - Stowage of mobility equipment.
- Number and categories of SCPs which should not exceed the number of passengers capable of assisting them in case of an emergency evacuation should be defined.

2.23 Hand Baggage		CA	
Ch. 2.23 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD	
CSP CL TOPIC 2-E2-115 CL Ch.-OM Ch.-Seq.-No.	CAT.OP.MPA.160 AMC1/2 CAT.OP.MPA.160 ORO.GEN.110 AMC1ORO.GEN.110		
	LEGAL REFERENCE		
	CSPM Chapter 2 «Standard operating procedures»		
	OM-A Chapter 8.2.2 «Ground handling instructions – aeroplane, passengers and cargo handling procedures related to safety»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures available in regard to the handling of hand baggage?
- ☐ Is the limiting size and weight of the permitted hand baggage indicated?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Handling procedures for passengers' hand baggage should specify:
 - The correct versus forbidden stowage locations (e.g. exits, aisles, etc.), weight and size of permitted hand baggage;
 - The location of the stowage of special hand baggage, e.g. musical instrument etc.; and
 - any discrepancies due to weight or size and amount of hand baggage.

2.24 Smoking on Board		CC	
Ch. 2.24 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD	
CSP CL TOPIC	CAT.OP.MPA.240 CAT.OP.MPA.170 AMC1 CAT.OP.MPA.170 ORO.GEN.110		
2-E2-120 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 2 «Standard operating procedures» OM-A Chapter 8.3.15 «Flight procedures – cabin safety requirements»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures available regarding smoking on board?
- ☐ Is the smoking policy clearly communicated to passengers?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Passengers shall be briefed about the smoking regulations (e.g. phase of flight, electronic smoking devices, pipes, etc.) including non-smoking in the lavatory.
- The safety on board card / Aircraft Briefing Card shall depict the smoking policy (T/O, cruise, landing).
- The procedure for crew coordination i.e. the communication between the flight and the cabin crew members shall be defined (e.g. smoking sign in cabin on/off).
 - The commander shall not allow smoking on board:
 - whenever deemed necessary in the interest of safety;
 - during refuelling and defuelling of aeroplane;
 - while the aeroplane is on the ground unless determined procedures are defined in the operations manual;
 - outside designated smoking areas, in the aisles and in the toilets;
 - in cargo compartments and/or other areas where cargo is carried which is not stored in flame resistant containers or covered by flame resistant canvas; and
 - in those areas of the cabin where oxygen is being supplied.

2.25 Injury and Death on Board					CA
Ch. 2.25 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC	ORO.GEN.110 LEGAL REFERENCE	ORO.GEN.160	CAT.GEN.MPA.100	(EU) No 376/2014	
2-E2-125 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 2 «Standard operating procedures» OM-A Chapter 11 «Handling, notifying and reporting occurrences» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures defined regarding the handling of injury/death on board?
- ☐ Is a checklist for the handling of injury and death on board for cabin crew available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Following information should be given and relevant procedures described:
 - Crew coordination and communication in case of a medical incident between:
 - cabin crew and flight crew;
 - cabin crew members;
 - flight crew and medical emergency centres e.g. REGA / MedAire.
 - Announcement to look for help by a doctor or medical practitioner among the passengers.
- A checklist (quick reference) for the handling of medical inflight occurrences should be available to cabin crew.

An example of a medical report form can be depicted with the instructions added how to use it.

2.26 Dangerous Goods					CA
Ch. 2.26 ISS 2 / REV 0 / 30.06.2015					EVALUATION METHOD
CSP CL TOPIC	CAT.GEN.MPA.200 LEGAL REFERENCE	AMC1 CAT.GEN.MPA.200	CAT.GEN.MPA.180	SPA.DG.1050	ORO.GEN.110
2-E2-130 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 2 «Standard operating procedures» OM-A Chapter 9 «Dangerous goods and weapons» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a description regarding the carriage of dangerous goods available?
- ☐ Are cabin crew duties described in regard to dangerous goods carried by passengers?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- General information about dangerous goods shall be given.
- A reference to FOCA approved OM Part A Chapter 9 is accepted as long as special procedures for cabin crew members are clearly defined therein (e.g. DG carried by passengers in carry-on baggage, DG incident on board etc.).

2.27 Live Animals in the Cabin		CA			
Ch. 2.27 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD			
CSP CL TOPIC 2-E2-135 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.165	CAT.GEN.MPA.100	ORO.GEN.110	ECAC Doc No 30	CAT.OP.MPA.160
	LEGAL REFERENCE				
	MANUAL REFERENCE				

CSPM Chapter 2 «Standard operating procedures»
OM-A Chapter 8.2.1 «Ground handling – aeroplane, passengers and cargo handling procedures related to safety»
OM-A Chapter 8.3.15 «Flight procedures – cabin safety requirements»

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Is a procedure for the carriage of live animals in the cabin available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Define the procedures for the carriage of live animals in the cabin and give necessary guidelines to the CCM.
 - Animals carried in e.g. an animal box and placed in cargo or cabin;
- A mix of passengers and live animals should only be allowed for pets weighing not more than 8 kg and guide dogs;
- Different categories of animals could be listed: service animals (assistance dogs), small dogs, cats, other animals etc.

2.28 Portable Electronic Devices					CC/IN
Ch. 2.28 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC 2-E2-140 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.140	CAT.OP.MPA.170	CAT.GEN.MPA.100	ORO.GEN.110	
	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures»				
	OM-A Chapter 8.2.1 «Ground handling – aeroplane, passengers and cargo handling procedures related to safety»				
	OM-A Chapter 8.3.15 «Flight procedures - cabin safety requirements»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures available regarding portable electronic devices on board?
- ☐ Does the passenger announcement emphasise the use of portable electronic devices?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Give an overview to cabin crew of the different portable electronic devices (PED) which might be on board, e.g. medical equipment, electronic wristwatches, laptop computers, personal digital assistants, pocket calculators, video cameras, digital cameras, cassette walkman, CD and minidisc players, MP3 players, GPS receivers, gameboys, electric shavers, electronic toys, satellite/mobile phones, wireless mouse, walkie-talkies, AM/FM/TV receivers/transmitters, printers, remote controlled toys, pocket fans, CD writers and minidisc recorders, bluetooth equipment.
- The safety briefing material (Ch. 2.6) about PED shall contain:
 - allowed versus forbidden devices;
 - the use in various flight phases including during safety briefing;
 - the stowage;
 - the danger of fire in case the device is damaged;
 - the need to call for immediate assistance in case a device is:
 - damaged;
 - hot;
 - produces smoke;
 - is lost;
 or falls into the seat structure (including advice to refrain from manipulating the seat);
 - the need to monitor devices during charging;
- Procedures shall be defined for ensuring compliance with any restrictions in respect of passenger use of portable electronic devices including spare batteries: passengers shall be informed accordingly by
 - announcements;
 - safety briefings; and
 - safety briefing cards.
 - A chart depicting portable electronic devices and the use related to the different phases of flight is recommended to be displayed on the safety briefing cards.

2.29 Carriage of Weapons					CC
Ch. 2.29 ISS 2 / REV 0 / 30.06.2015					EVALUATION METHOD
CSP CL TOPIC 2-E2-145 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.155	CAT.GEN.MPA.160	CAT.GEN.MPA.100	ORO.GEN.110	
	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures»				
	OM-A Chapter 9 «Dangerous goods and weapons»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures available regarding the carriage of weapons?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Information shall be given about the restrictions for the carriage of weapons (weapons/ammunition of war, sporting weapons and ammunition) on board an aeroplane;
- Cabin crew specific procedures must be described; at least a reference to OM Part A Chapter 9 has to be made.

2.30 General Surveillance			CA
Ch. 2.30 ISS 2 / REV 2 / 09.02.2018			EVALUATION METHOD
CSP CL TOPIC 2-E2-150 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100	ORO.GEN.110	
	LEGAL REFERENCE		
	CSPM Chapter 2 «Standard operating procedures»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are general surveillance procedures defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Establish procedures for cabin crew surveillance in-flight with defined checking interval. This shall include as a minimum:
 - Toilets (e.g. check every 30 minutes)
 - Flight deck compartment
 - Cabin and galleys
 - Crew rest
 - Cargo area (if accessible)
- Special procedures per assigned cabin crew station may also be described in the relevant aeroplane type specific CSPM Chapter 5.

2.31 Fire Prevention <small>Ch. 2.31 ISS 2 / REV 0 / 30.06.2015</small>		CA <small>EVALUATION METHOD</small>
CSP <small>CL TOPIC</small>	CAT.GEN.MPA.100 <small>LEGAL REFERENCE</small>	ORO.GEN.110
2-E2-155 <small>CL Ch.-OM Ch.-Seq.-No.</small>	CSPM Chapter 2 «Standard operating procedures» <small>MANUAL REFERENCE</small>	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are surveillance procedures for CCM for fire prevention defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- In addition to the general surveillance listed under GM 2.30, specific fire prevention procedures should also include as a minimum and where appropriate, the following:
 - Smoking restrictions which are followed by both crew and passengers;
 - Aeroplane electrical equipment (such as ovens, circuit breakers, etc.) are only used for their intended purposes;
 - Fire detection systems (such as toilet smoke detectors) have not been disabled or tampered with.

2.32 Seats, Seat Safety Belts, Restraint Systems, Child Restraint Devices (CRD)					CC
Ch. 2.32 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC 2-E2-160 CL Ch.-OM Ch.-Seq.-No.	CAT.IDE.A.205	AMC1/2/3	CAT.IDE.A.205	CAT.OP.MPA.225	ORO.GEN.110
	LEGAL REFERENCE				
	CSPM Chapter 2 «Standard operating procedures»				
	OM-A Chapter 8.3.11 «Flight procedures - use of safety belts for crew and passengers»				
	OM-B Chapter 10 «Survival and emergency equipment»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures for the use of seats and the different restraint systems described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Descriptions about when and how to use occupant seats and restraints systems shall include:
 - crew seats (cabin and flight deck);
 - seat belts with upper torso restraint system for flight crew/observer/cabin crew;
 - crew rests;
 - passenger seats;
 - restraint systems for of infants and children; child restraint devices as e.g. car-type infant seats, see AMC1 CAT.IDE.A.205;
 - belts (extension belts, loop belts);
 - additional installed systems, e.g. airbag.
- Illustrations of the different seats and restraint systems is recommended.

Note: Cabin crew should prohibit the use of any inadequately installed CRD or not qualified seat.

- See also Ch. 2.6 (passenger briefing), 2.16 (securing of passenger cabin and galley(s)).

2.33 Turbulence				CA
Ch. 2.33 ISS 2 / REV 2 / 09.02.2018				EVALUATION METHOD
CSP CL TOPIC 2-E2-165 CL Ch.-OM Ch.-Seq.-No.	CAT.GEN.MPA.100	ORO.GEN.110	ORO.GEN.160	
	LEGAL REFERENCE			
	CSPM Chapter 2 «Standard operating procedures»			
	OM-A Chapter 8.3.8 «Flight procedures - adverse and potentially hazardous atmospheric conditions»			
	MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a description of the different types of turbulences for CCM available?
- ☐ Are procedures regarding notification/communication in case of turbulence defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Information should be given about the different types of air turbulence, e.g.
 - light turbulence;
 - moderate turbulence;
 - severe turbulence;
 - extreme turbulence
- Procedures must be established in the event of air turbulence including:
 - The notification of the flight crew (e.g. addressed in crew briefing, defined crew call, known PA) and
 - Actions to be taken by cabin crew in respect of communication, crew and passenger security and cabin service activities.

3 CSPM, Chapter 3 «Safety and Emergency Equipment – General»

Ch. 3 ISS 2 / REV 2 / 09.02.2018

3.1 Safety and Emergency Equipment		CC	
Ch. 3.1 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD	
CSP CL TOPIC	AMC1 CAT.GEN.MPA.100 /.145 LEGAL REFERENCE	ORO.GEN.110	CAT.IDE.A.100ff GM1 CAT.IDE.A.100
3-E3-005 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 3 «Safety equipment – general» OM-B Chapter 10 «Survival and emergency equipment including oxygen» MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the use, location and handling of the safety and emergency equipment and its pre-flight checks described?
- ☐ Is a pictorial emergency and survival equipment location chart per aeroplane type and/or variant available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- This chapter shall contain a general description, the use and the operation of each item of safety and emergency equipment which will be operated by cabin crew members and carried on board of the aeroplane(s).
 - Safety equipment:** equipment installed/carried to be used during day-to-day normal operations for the safe conduct of the flight and protection of occupants (e.g. seat belts, child restraint devices, safety card, safety demonstration kit).
 - Emergency equipment:** equipment installed/carried to be used in case of abnormal and emergency situations that demand immediate action for the safe conduct of the flight and protection of occupants including life preservation (e.g. drop-out oxygen, crash axe, fire extinguisher, protective breathing equipment, manual release tool, slide-raft).
- A description with illustrations of the safety/emergency equipment may be given in CSPM Chapter 3, special handling of aeroplane type specific equipment may be described in CSPM Chapter 5 separately.

Emergency equipment includes:

Fire extinguishers, fire gloves	CAT.IDE.A.250
Fire axe/crowbar	CAT.IDE.A.255
Protective breathing equipment (PBE)	CAT.IDE.A.245
Torches	CAT.IDE.A.115
Oxygen (fixed and portable)	CAT.IDE.A.230
First aid kits	CAT.IDE.A.220
Emergency medical kits	CAT.IDE.A.225, to be specified if applicable
Survival equipment	CAT.IDE.A.305, to be specified if applicable
Pyrotechnics	CAT.IDE.A.305, to be specified if applicable
Locator beacons (ELT)	CAT.IDE.A.280, 1.305
Flotation equipment (infant and adult lifejackets, life cots, life rafts, slide rafts, slides)	CAT.IDE.A.285, to be specified if applicable
Megaphones	CAT.IDE.A.270, to be specified if applicable
Non-mandatory or special equipment (e.g. Defibrillator)	CAT.IDE.A.100, to be specified if applicable

- An allocation of the different safety and emergency equipment to the aeroplane types and/or tail numbers shall be defined (e.g. pictorial equipment location chart).

- Describe the pre-flight serviceability checks by cabin crew as following:
 - who does what and how?
- Checklists/tables per cabin crew station have to be established containing the amount, the exact location and the checking items of the safety/emergency equipment (see Ch. 2.4).
- Examples of general descriptions may content:
 - Frequencies of ELT;
 - Duration of oxygen supply using the PBE;
 - Content of first aid kit(s) etc.
- Flotation devices: describe the stowage locations (including if different in various cabin sections), the use for adult, child and infant; and the features, e.g. straps, toggles, tubes, signalling light, whistle; when and where to inflate a life jacket; special flotation devices for infants;

Note: The 'secure location' for the Emergency Medical Kit refers to a location in the cabin that is not intended for the use by passengers and preferably to which passengers do not have access.

Example:

Safety Equipment	Amount	Location	Checking items
<i>Life jackets (red)</i>	<i>1</i>	<i>Forward CCM Station 1L</i>	<i>stowed and sealed</i>

- Define the procedure which emergency equipment has to be taken by cabin crew in case of emergency evacuation; emphasis should be laid on the different procedures according to the cabin crew composition (e.g. minimum cabin crew, reduced cabin crew, incapacitation of cabin crew in single cabin crew operations).
- The description of safety/emergency equipment shall be aligned with OM Part B Chapter 10.

4 CSPM, Chapter 4 «Emergency Procedures»

Ch. 4 ISS 2 / REV 2 / 09.02.2018

4.1 Foreword		CA
Ch. 4.1 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 4-E4-005 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE	
	MANUAL REFERENCE	
	CSPM Chapter 4.1	
	OM-B Chapter 3 «Abnormal and emergency procedures»	
	OM-B Chapter 11 «Emergency evacuation procedures»	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Is there a foreword to the chapter concerned?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- A foreword/introduction text may contain general information about emergency procedures and lead over to the following chapter.

4.2 Emergency Evacuation Procedures		CC
Ch. 4.2 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 4-E4-010 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE	
	MANUAL REFERENCE	
	CSPM Chapter 4.2	
	OM-B Chapter 3 «Abnormal and emergency procedures»	
	OM-B Chapter 11 «Emergency evacuation procedures»	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are the duties for cabin crew members for evacuation procedures defined?

☐ Are emergency situations described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The duties of all cabin crew members for emergency evacuations of an aeroplane shall be described.
- Define procedures for the handling of the passengers in the event of:
 - a forced landing;
 - ditching; and/or
 - other emergencies.
- Briefing/instructions to passengers: actions in case of emergency (e.g. remove sharp objects, fasten seat belt, open window blind, etc.
- The established procedures must be aligned to those in OM part B.

4.3 Definition of Types of Emergencies <small>Ch. 4.3 ISS 2 / REV 2 / 09.02.2018</small>		CC EVALUATION METHOD
CSP CL TOPIC 4-E4-015 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100 LEGAL REFERENCE	
	CSPM Chapter 4.3 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are specific types of emergency situations described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Definitions and descriptions of specific types of emergency situations shall be made, which may include «planned and unplanned emergencies» and be part of the Foreword / Introduction of this chapter.

4.4 Crew Coordination <small>Ch. 4.4 ISS 2 / REV 2 / 09.02.2018</small>		CC/IN EVALUATION METHOD
CSP CL TOPIC 4-E4-020 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100 ORO.CC.200 ORO.CC.255 LEGAL REFERENCE	
	CSPM Chapter 4.4 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures defined how flight crew and cabin crew will coordinate and communicate in case of emergency?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures for effective coordination and communication between all cabin crew and flight crew members for all emergency scenarios shall be described; e.g. information exchanged between the different crew members.
- Emergency calls and evacuation orders shall be aligned to those in OM Part B (according to the manufacturer's requirements); e.g. can be illustrated in different tables.

4.5 Notification of Emergencies		CC
Ch. 4.5 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 4-E4-025 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE	
	MANUAL REFERENCE	
	CSPM Chapter 4.5 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures»	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are notification procedures identified, established and described?
- ☐ Are calls and orders for cabin crew members in case of emergency established and defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Describe the procedures to be followed by CCM how to notify all crew members of any type of emergency situation (e.g. emergency call to CMD)
- Emergency calls and evacuation orders must be specified and be consistent with OM Part B Chapter 11 (phraseology): e.g.
 - Crew at station
 - Senior cabin crew report to flight deck
 - Brace for impact
 - Rapid disembarkation
 - Operation normal etc.
- If different PA's and calls are available, specify the procedures per aeroplane type (especially in CSPM Chapter 5).

4.6 Initiation of Evacuation		CC
Ch. 4.6 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 4-E4-030 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.OP.MPA.100	
	LEGAL REFERENCE	
	MANUAL REFERENCE	
	CSPM Chapter 4.6 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures»	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is the procedure for the initiation of an evacuation defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Describe procedures to be followed by cabin crew for the initiation of an evacuation.
- Initiation of evacuation by CCM under certain circumstances only: i.e. heavy structural damages, ditching, explosive fire.
- Evacuation orders shall be defined and aligned with OM Part B.

4.7 Assistance of able-bodied persons (ABPs)					CC
Ch. 4.7 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC 4-E4-035 CL Ch.-OM Ch.-Seq.-No.	CAT.OP.MPA.105	CAT.OP.MPA.155	CAT.GEN.MPA.165	ORO.GEN.110	
	LEGAL REFERENCE				
	CSPM Chapter 4.7 OM-A Chapter 8.3.15 «Cabin safety requirements» OM-B Chapter 11 «Emergency evacuation procedures» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures defined for the selection and the instruction of an ABP?
- ☐ Are ABP briefing cards available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The following issues shall be described:
 - details of the criteria for the selection of ABPs⁴
 - content and method of briefing
 - specific instructions for re-seating and
 - any special instructions to ensure maximum effectiveness of ABPs.
- If ABP briefing cards are available on board, describe where they are stored and how to use them.

⁴ A passenger capable of assisting in case of an emergency means a passenger who is not an SCP and has no other role or private responsibility that would prevent him/her from assisting the SCP. For example, an adult travelling alone has no other role or private responsibility, unlike a family travelling together with younger children.

4.8 Brace Positions		CC
Ch. 4.8 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC	ORO.GEN.110 CAT.OP.MPA.170 FAA AC 121-24C	
4-E4-040 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 4.8 OM-B Chapter 11.2 «Emergency evacuation procedures»	
	LEGAL REFERENCE	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the brace positions for crew and passengers explained?
- ☐ Is the timing for the brace commands described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The appropriate method to the applicable facing direction for all seating positions of crew and passengers incl. infants must be described (*see also Appendix 4, FAA AC 121-24C bracing positions*).
- Describe also alternative brace positions for e.g. expectant mothers, passengers with lapheld infants, tall or large individuals, children, etc.
- The brace positions for passengers must also be depicted on the aeroplane briefing card (see Ch. 2.6).
- Show the sequence of command (who gives when the order to «brace»); the procedures for cabin crew must also include the timing of the brace commands.
- Commands and orders must be aligned with OM Part B.

4.9 Crowd Control		CC
Ch. 4.9 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC	ORO.GEN.110 CAT.GEN.MPA.100	
4-E4-045 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 4.9 OM-B Chapter 11 «Emergency evacuation procedures»	
	LEGAL REFERENCE	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are procedures for passenger evacuation described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures for passenger management during and after evacuation must be described, including:
 - methods to motivate passengers to expedite an aeroplane evacuation;
 - passenger flow management;
 - re-direction of passengers away from unusable exits;
 - marshalling of passengers away from the aeroplane;
 - authority and leadership of the crew.

4.10 Instructions for Evacuation				CC
Ch. 4.10 ISS 2 / REV 2 / 09.02.2018				EVALUATION METHOD
CSP CL TOPIC 4-E4-050 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110	CAT.GEN.MPA.100	CAT.OP.MPA.170	
	LEGAL REFERENCE			
	CSPM Chapter 4.10 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures» MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are instructions/orders for the evacuation described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Give instructions for cabin crew members for the evacuation. Ensure also that the instructions are aligned with those in OM Part B.
- Give details about the instructions to be given to passengers including the briefing to ABPs.
- Show also escape routes on safety cards (depictions of routes):
 - to the exits (inside the aircraft);
 - movement on a double deck aircraft;
 - via the wing to the ground;
 - on the ground away from the aircraft.
- The different evacuation orders shall be listed (see Ch. 4.6).

4.11 Evacuation of Persons with Disabilities and Persons with Reduced Mobility					CC
Ch. 4.11 ISS 2 / REV 2 / 09.02.2018					EVALUATION METHOD
CSP CL TOPIC 4-E4-055 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110	CAT.GEN.MPA.100	(EC) No 1107/2006	ECAC Doc No.30	
	LEGAL REFERENCE				
	CSPM Chapter 4.11 OM-B Chapter 11 «Emergency evacuation procedures» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures for the evacuation of persons with disabilities and persons with reduced mobility (PRM) described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Describe the procedures for the evacuation of persons with disabilities and persons with reduced mobility (PRM), who are travelling alone or in groups (see Ch. 2.6, 2.22).

4.12 Unusable Exits <small>Ch. 4.12 ISS 2 / REV 2 / 09.02.2018</small>		CC <small>EVALUATION METHOD</small>
CSP <small>CL TOPIC</small> 4-E4-060 <small>CL Ch.-OM Ch.-Seq.-No</small>	ORO.GEN.110 <small>LEGAL REFERENCE</small>	
	CSPM Chapter 4.12 OM-B Chapter 11 «Emergency evacuation procedures» <small>MANUAL REFERENCE</small>	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a definition of unusable/unsuitable exit available?
- ☐ Does an emergency procedure exist in regard to unusable/unsuitable exits?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Define unusable exit, whether unserviceable or unsuitable and describe the emergency procedure for cabin crew members accordingly (e.g. orders to passengers, body language).
- The emergency procedure has to be aligned to those defined in OM Part B.

4.13 Public Address Announcements <small>Ch. 4.13 ISS 2 / REV 0 / 30.06.2015</small>		CC <small>EVALUATION METHOD</small>
CSP <small>CL TOPIC</small> 4-E4-065 <small>CL Ch.-OM Ch.-Seq.-No</small>	ORO.GEN.110 CAT.GEN.MPA.100 <small>LEGAL REFERENCE</small>	
	CSPM Chapter 4.13 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures» <small>MANUAL REFERENCE</small>	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are planned/unplanned emergency checklists with the adequate announcements available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Give instructions on the different public address announcements.
- Emergency checklists for planned/unplanned emergencies including announcements shall be available at each cabin crew station (see also Ch. 4.10).

4.14 Land Evacuation and Ditching <small>Ch. 4.14 ISS 2 / REV 0 / 30.06.2015</small>		CC <small>EVALUATION METHOD</small>
CSP <small>CL TOPIC</small> 4-E4-070 <small>CL Ch.-OM Ch.-Seq.-No</small>	ORO.GEN.110 CAT.GEN.MPA.100 <small>LEGAL REFERENCE</small>	
	CSPM Chapter 4.14 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures» <small>MANUAL REFERENCE</small>	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are the cabin crew duties for emergency evacuations clearly defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures shall be described in the event of land evacuation or ditching; specify the individual crew member duties (see also Ch. 4.2).

4.15 Rejected Take-off <small>Ch. 4.15 ISS 2 / REV 0 / 30.06.2015</small>		CC <small>EVALUATION METHOD</small>
CSP <small>CL TOPIC</small> 4-E4-075 <small>CL Ch.-OM Ch.-Seq.-No.</small>	ORO.GEN.110 CAT.GEN.MPA.100 <small>LEGAL REFERENCE</small>	
	CSPM Chapter 4.1 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures» <small>MANUAL REFERENCE</small>	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures for rejected take-off available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The procedures in the event of rejected take-off shall be established, especially the information exchange between flight and cabin crew has to be described; callouts have to be defined and aligned with OM Part B.
- Describe also the information given to passengers via PA (see also Ch. 4.13).

4.16 Ground Based Emergency Services <small>Ch. 4.16 ISS 2 / REV 0 / 30.06.2015</small>		CA <small>EVALUATION METHOD</small>
CSP <small>CL TOPIC</small> 4-E4-080 <small>CL Ch.-OM Ch.-Seq.-No.</small>	ORO.GEN.110 CAT.GEN.MPA.100 <small>LEGAL REFERENCE</small>	
	CSPM Chapter 4.16 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures» <small>MANUAL REFERENCE</small>	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures of ground based emergency services described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Information about ground based emergency services at aerodromes should be given.
- Describe procedures to cooperate with ground based emergency services at aerodromes (general and specific).

4.17 Pilot Incapacitation		CC
Ch. 4.17 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC 4-E4-085 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE	
	CSPM Chapter 4.17	
	OM-A Chapter 8.3.14 «Flight procedures – incapacitation of crew members»	
	OM-B Chapter 3 «Abnormal and emergency procedures»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures defined in case of pilot incapacitation?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures must be described to deal with an incapacitated pilot in-flight, including:
 - use of the pilot's seat mechanism;
 - fastening and unfastening of the pilot's seat harness;
 - use of the pilot's oxygen equipment and administering appropriate first aid; and
 - use of the pilot's checklist if applicable.

4.18 Decompression		CC
Ch. 4.18 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC 4-E4-090 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100 SIB 2009-33	
	LEGAL REFERENCE	
	CSPM Chapter 4.18	
	OM-B Chapter 3 «Abnormal and emergency procedures»	
	OM-B Chapter 11 «Emergency evacuation procedures»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a description about decompression available?
- ☐ Are procedures in a decompression defined?
- ☐ Is the communication in case of a decompression specified?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Describe decompression and the relevant procedures to be applied by CCM, i.e.:
 - details of the variety of decompression – give full description including first indications;
 - the immediate actions required by cabin crew for oxygen and restraint;
 - use of the Public Address (PA) – communication with crew and passengers;
 - the monitoring of passengers;
 - actions to be taken when the aeroplane is level;
 - check of passengers and secure cabin;
 - administering oxygen as appropriate.

4.19 Fire		CC
Ch. 4.19 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 4-E4-095 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE	
	CSPM Chapter 4.19 OM-B Chapter 3 «Abnormal and emergency procedures» OM-B Chapter 11 «Emergency evacuation procedures»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is there a description of the theory of fire and smoke?
- ☐ Are procedures defined how to handle an in-flight fire?
- ☐ Are clear tasks defined for fighting the fire?
- ☐ Are communication procedures for flight crew established?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Give a description about the theory of «Fire and smoke»: Principles of combustion and classification of types of fire and smoke.
- The importance of locating and identifying the source of any aeroplane fire shall be stressed. Possible fire sources and high fire risk areas should be identified.
- Describe the procedures for the control, management and protection of passengers in the event of an in-flight fire.
- Describe the details of the basic procedures for dealing with any in-flight fire including as a minimum:
 - the necessity to immediately locate and identify the fire source;
 - the appropriate techniques for attacking fires;
 - the communication with the flight crew;
 - the communication and coordination between crew members (see Ch. 4.4)
 - the provision of back-up equipment and crew members
- Give also details about the possible specific fire scenarios. The procedures shall include the specific in-flight characteristics of the aeroplane interior including:
 - Galley
 - Underfloor
 - Toilet
 - Oven
 - Waste containers
 - Overhead bins
 - Freight
 - Baggage
 - PED containing lithium batteries
 - Seat electrical
 - Flight deck
 - Lift
 - In-flight entertainment systems (if applicable)

- Closet
- Catering equipment/supplies.
- Smoke and fumes procedures to be adopted by cabin crew in the event of smoke or fumes in the aeroplane may include:
 - protection of crew and passengers;
 - smoke removal procedures;
 - installation of smoke barrier or use of any other special equipment.

5 CSPM, Chapter 5 «Aeroplane Type Specific – Systems and Equipment»

Ch. 5 ISS 2 / REV 2 / 09.02.2018

5.1 Foreword			CC
Ch. 5.1 ISS 2 / REV 0 / 30.06.2015			EVALUATION METHOD
CSP CL TOPIC 5-E5-005 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110	ORO.CC.110	CAT.GEN.MPA100
	LEGAL REFERENCE		
	CSPM Chapter 5.1		
	OM-B Chapter 10 «Survival and emergency equipment including oxygen»		
	OM-B Chapter 12 «Aeroplane systems»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are there different aeroplane types to be operated?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The foreword should contain a list of the aeroplane types / variants to be operated.
- For each aeroplane type/variant a CSPM Chapter 5 with SubChapters may be established.
- Information about Aeroplane Type Specific – Systems and Equipment must be tailored to the needs of cabin crew members and in accordance with the respective OM Part B.

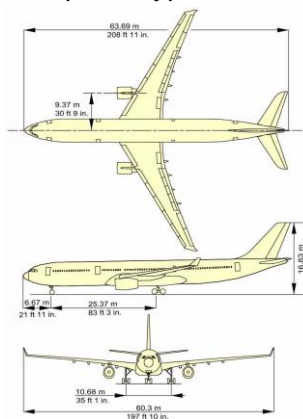
5.2 Aeroplane Description		CA	
Ch. 5.2 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD	
CSP CL TOPIC 5-E5-010 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110	ORO.CC.125	CAT.GEN.MPA100
	LEGAL REFERENCE		
	CSPM Chapter 5.2 OM-B Chapter 0 «General information and units of measurement» OM-B Chapter 1 «Limitations» MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a description of each aeroplane type/variant available?
- ☐ Are specific aeroplane systems and equipments available and described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- A description and picture of each aeroplane type/variant to be operated should be provided, e.g.



- Information about the aeroplane type/variant specifications, relevant to a cabin crew member who will operate on the respective aeroplane type, shall be found in this chapter.

Note: General information about safety and emergency equipment incl. oxygen system etc. should be described in CSPM Chapter 3.

5.3 Cabin Configuration					CA
Ch. 5.3 ISS 2 / REV 0 / 30.06.2015					EVALUATION METHOD
CSP CL TOPIC 5-E5-015 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110	ORO.CC.110	CAT.GEN.MPA100	ORO.CC.100	EC No 748/2012
	LEGAL REFERENCE				
	CSPM Chapter 5.3 OM-B Chapter 0 «General information and units of measurement» OM-B Chapter 1 «Limitations» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Is a description of the cabin configuration available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Description of aeroplane cabin configuration used by the operator must be available including a statement about the cabin crew composition (Ch. 1.8).
- A full description of each variant of cabin configuration shall be made. Details of the use and operation of all individual fixed items of equipment should be provided. These items shall include:
 - Safety and emergency equipment (aeroplane specific differences);
 - Crew and passenger seats;
 - Flight deck doors;
 - Stowage areas;
 - Toilets;
 - Galley appliances including refrigerators, ovens, water boilers, control panels;
 - Water supply systems, sinks, drains, water shut off;
 - Curtains and partitions;
 - Lifts (if applicable);
 - Rest areas.
- Illustration(s) with pictures of the respective equipment is recommended.

5.4 Cabin Crew Duties Specific Areas of Responsibilities					CC
Ch. 5.4 ISS 2 / REV 0 / 30.06.2015					EVALUATION METHOD
CSP CL TOPIC	ORO.GEN.110 LEGAL REFERENCE	ORO.CC.110	CAT.GEN.MPA100	ORO.CC.100	AMC1 ORO.CC.100
5-E5-020 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 5.4 OM-B Chapter 2 «Normal procedures» MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are the crew composition, the cabin crew seating positions and the specific aeroplane type procedures described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- For each operated aeroplane type, the following shall be defined:
 - cabin crew seating positions and duties of each cabin crew member at their assigned crew station.
 - Aeroplane specific standard operating procedures for cabin crew members (if they differ from those already described in CSPM Chapter 2).

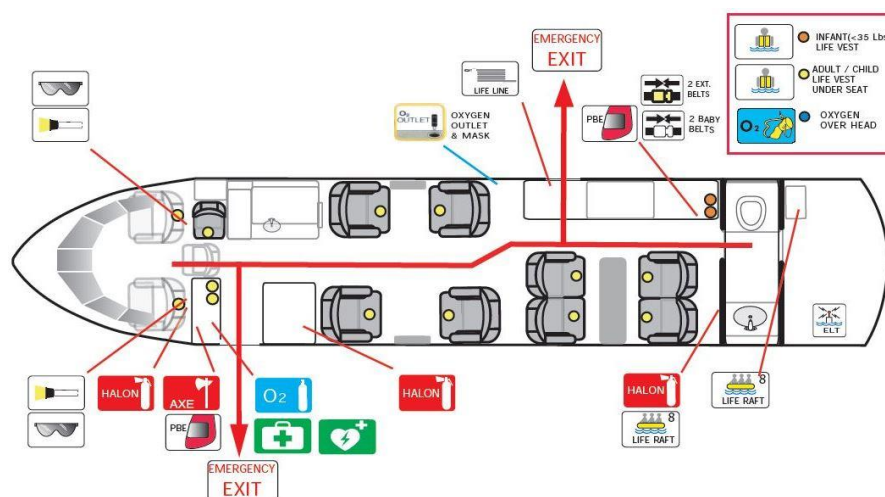
5.5	Location of Equipment Diagram	CC/IN EVALUATION METHOD
CSP CL TOPIC	Ch. 5.5 ISS 2 / REV 2 / 09.02.2018 ORO.GEN.110 ORO.CC.110 CAT.GEN.MPA100 CAT.GEN.MPA.145 AMC1 CAT.GEN.MPA.145 LEGAL REFERENCE	
5-E5-025 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 5.5. OM-B Chapter 10 «Survival and emergency equipment including oxygen» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Is a location of equipment diagram for each aeroplane type/variant available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- A diagram for each type of aeroplane incl. variant shall show the location of all items of safety and emergency equipment, both fixed and portable. Ensure that the depictions are clearly identifiable, e.g.:



Note: Information of safety and emergency equipment (amount and location) must correspond to the pre-flight safety equipment checklist and OM part B.

5.6 Electrical Systems		CA	
Ch. 5.6 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD	
CSP CL TOPIC 5-E5-030 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA100 EC No 748/2012		
	LEGAL REFERENCE		
	CSPM Chapter 5.6		
	OM-B Chapter 12 «Aeroplane systems»		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are details of the location, use and operations of electrical systems specified?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Details of the location, use and operation of electrical systems should be specified. These may include:
 - Normal lighting systems
 - Emergency lighting systems to include floor proximity and external
 - Galley systems power shut-off, appliance overheat/malfunction
 - Circuit breakers
 - Smoke detector systems
 - Evacuation alarm systems
 - Any other alarm systems.

5.7 Oxygen Systems		CC			
Ch. 5.7 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD			
CSP CL TOPIC 5-E5-035 CL Ch.-OM Ch.-Seq.-No.	CAT.IDE.A.230/.235/.240				
	incl. AMCs/GMs				
	ORO.GEN.110	CAT.GEN.MPA100	ORO.CC.125	ORO.CC.140	
	LEGAL REFERENCE				
	CSPM Chapter 5.7				
	OM-B Chapter 10 «Survival and emergency equipment including oxygen»				
	OM-B Chapter 12 «Aeroplane systems»				
	MANUAL REFERENCE				

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are the details of all types of oxygen systems on board available?

☐ Are the cabin crew duties in a decompression specified?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Details of all types of oxygen systems on board the aeroplane shall be described. This includes:
 - Description of the flight deck oxygen system, use and operation.
 - Description of the cabin drop-down oxygen system and details of its location, activation, indication of active oxygen supply and assisting others;
 - Description of any supplementary oxygen.
- Specify cabin crew procedures in case of a decompression (see GM Ch. 4.18).
- See use of portable oxygen bottles as emergency equipment; working oxygen/first aid (see Ch.L 3, 4.18).

5.8 Communication Systems				CC
Ch. 5.8 ISS 2 / REV 2 / 09.02.2018				EVALUATION METHOD
CSP CL TOPIC	ORO.GEN.110 LEGAL REFERENCE	CAT.IDE.A.175	CAT.IDE.A.180	CAT.GEN.MPA.100
5-E5--040 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 5.8 OM-B Chapter 12 «Aeroplane systems» MANUAL REFERENCE			

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are passenger/cabin crew information systems available?
- ☐ Is a PA available?
- ☐ Is an interphone system available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Details of the different aeroplane communication systems shall be described (see Ch. 2.2). These should include the location, the use and the operation of:
 - Passenger address
 - Interphones / Crew call systems
 - Passenger information signs
 - Passenger call
 - Audio/video systems
 - In-Flight Entertainment (IFE).

5.9 Exits		CC
Ch. 5.9 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 5-E5-045 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE CSPM Chapter 5.9 OM-B Chapter 10 «Survival and emergency equipment including oxygen» MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Is a description of all exits and their operation available?
- ☐ Is a procedure for inoperative exits defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- The operation of all exits on the aeroplane shall be described in detail. This should include for each type of exit in the cabin and in the flight deck:
 - Full description
 - Number and location
 - method of operation, including alternative operation in case of ditching:
 - Operation from inside the aeroplane
 - Operation from outside the aeroplane
 - Operation of arming and disarming systems
 - surrounding conditions prior to opening (e.g. fire, smoke, water level, etc.)
 - unusable exit (e.g. use of door straps)
 - alternative egress routes in case of unusable exit(s);
 - leaving hand baggage behind;
 - method of egress through exit also with infants and children;
 - awareness of exit height;
 - awareness of propellers;

Note: Procedures for inoperative exits (see Ch. 4.12) must be aligned to OM Part B.

5.10 Emergency Situations / Procedures		CC
Ch. 5.10 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC 5-E5-050 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE	
	CSPM Chapter 5.10	
	OM-B Chapter 11 «Abnormal and emergency procedures»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are emergency situations and procedures for each specific aeroplane type/variant defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Procedures specific to aeroplane types/variants, not covered in Chapter 4, shall be defined separately in the relevant aeroplane chapter, including:
 - Land evacuation – individual cabin crew duties;
 - Ditching – individual cabin crew duties;
 - Announcements/instructions in emergency evacuation;
 - Pilot incapacitation – seat mechanism and fastening/unfastening seat harness;
 - Fire scenarios specific to aeroplane type;
 - Smoke removal procedures;
 - Smoke barrier.

6 CSPM, Chapter 6 «First Aid»

Ch. 6 ISS 2 / REV 2 / 09.02.2018

6.1 First aid		CA	
Ch. 6.1 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD	
CSP CL TOPIC	CAT.IDE.A.220/.225	ORO.GEN.110	CAT.GEN.MPA.100
6-E6-005 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 6		
	MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

- ☐ Are medical emergencies in aviation described?
- ☐ Are descriptions of the First Aid Kit/Medical Emergency Kit available?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

The first aid objectives should be specified; the procedures and detailed information on the following aspects shall be given:

- Physiology of flight including oxygen requirements and hypoxia
- Medical emergencies in aviation including:
 - Choking
 - Stress reactions and allergic reactions
 - Hyperventilation
 - Gastro-intestinal disturbance
 - Air-sickness
 - Epilepsy
 - Heart attacks
 - Stroke
 - Shock
 - Diabetes
 - Emergency childbirth
 - Asthma
 - Basic first aid and survival including care of the unconscious
 - Burns
 - Wounds
 - Fractures and soft tissue injuries
- Artificial respiration and cardiopulmonary resuscitation.

If first-aid kits, medical emergency kits and other medical equipment (defibrillator, respiratory mask etc.) are not mentioned in Chapter 3 and/or 5, the content, the use and the operation of these items could be added here.

A quick reference guide for medical incidents, e.g. checklist BLS, can be placed at a designated place in the passenger cabin and/or at crew member's station(s).

7 CSPM, Chapter 7 «Survival, Search and Rescue»

Ch. 7 ISS 2 / REV 2 / 09.02.2018

7.1 Survival, search and rescue		CA
Ch. 7.1 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC 7-E7-005 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE	
	CSPM Chapter 7 «Survival, search and rescue» OM-B Chapter 10 «Survival and emergency equipment including oxygen»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are procedures for survival, search and rescue defined for the appropriate area of operation?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

Information on survival procedures appropriate to the area of operation (see OM-A, Chapter 0 «area of operation») should be provided including:

- Search and rescue procedures
- Basic principles of survival
- Protection, location, water and food
- Water survival
- Polar survival
- Desert survival
- Jungle survival
- Survival first aid and hygiene.

Define the emergency equipment to be taken by each cabin crew member in case of an emergency; may also be illustrated with a table/chart.

A quick reference guide can be placed at a designated place in the passenger cabin.

8 CSPM, Chapter 8 «Dangerous Goods»

Ch. 8 ISS 2 / REV 0 / 30.06.2015

8.1 Dangerous Goods		CA
Ch. 8.1 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD
CSP CL TOPIC 8-E8-005 CL Ch.-OM Ch.-Seq.-No.	ORO.GEN.110 CAT.GEN.MPA.200 SPA.DG.105/.110 CAT.GEN.MPA.100	
	LEGAL REFERENCE	
	CSPM Chapter 8 «Dangerous goods» OM-A Chapter 9 «Dangerous goods and weapons»	
	MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are the dangerous goods procedures described?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- An overview about Dangerous Goods (DG) should be given.
- Procedures and requirements pertinent to cabin crew should be specified; see Ch. 2.26 and «GM/INFO CL Dangerous Goods». Special emphasis shall be given to cabin crew procedures in case of a DG incident; checklists and forms for DG incidents (DG occurrence report) shall be added.

Note: Reference to OM Part A would only be accepted if the cabin crew duties are covered therein.

9 CSPM Chapter 9 «Security (including acts of unlawful interference)»

Ch. 9 ISS 2 / REV 0 / 30.06.2015

9.1 Security Including Acts of Unlawful Interference		CA	
Ch. 9.1 ISS 2 / REV 0 / 30.06.2015		EVALUATION METHOD	
CSP CL TOPIC	ORO.GEN.110 LEGAL REFERENCE	ORO.SEC.100.A	CAT.GEN.MPA.100 (EC) No. 300/2008
9-E9-005 CL Ch.-OM Ch.-Seq.-No.	CSPM Chapter 9 OM-A Chapter 10 «Security» MANUAL REFERENCE		

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are security procedures for cabin crew members defined?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- All security requirements and procedures shall be reflected.
- Specific security information relevant to cabin crew should be provided including
 - Security requirements (admittance to aeroplane: who is allowed to be on board, e.g. cleaning/catering personnel with personal identification)
 - Reporting acts of unlawful interference (threat level 1 / 2 / 3)
 - Aeroplane search procedure checklist
 - Flight crew compartment security – door locking / access procedures.
- See Ch. 2.18.

Note: Reference to OM Part A would only be accepted if the cabin crew duties are covered therein.

10 Additional Documents to be Submitted to FOCA

Ch. 10 ISS 2 / REV 2 / 09.02.2018

10.1 Cabin Safety Documents		CC
Ch. 10.1 ISS 2 / REV 2 / 09.02.2018		EVALUATION METHOD
CSP CL TOPIC	ORO.AOC.100 LEGAL REFERENCE	
10-E10-005 CL Ch.-OM Ch.-Seq.-No.	Appendix – additional documents MANUAL REFERENCE	

IF APPLICABLE, BRIEF DESCRIPTION OF ELEMENT REQUIRING PRIOR APPROVAL

☐ Are additional cabin safety documents prepared for application?

QUESTION FOR COMPLIANCE VERIFICATION AND SELF ASSESSMENT

- Corresponding Compliance List and Proposed Revision Amendment (PRA) for CSP *Manual*
- Signed manufactures' document(s) for minimum cabin crew composition (see Ch. 1.8)
- Request for CCM to operate on four A/C types/variants, if applicable (see Ch. 1.10)
- List of CCMs, especially designated «implementing crew» (Ch. 1.14).

END of GM/INFO