

## 1. Briefing for Mother with Infant (Without IRD)

"Ma'am, we will prepare your infant for this emergency. You need to move to a window seat. We need to don the infant's life vest to protect him or her from impact forces. We will put the life vest like so, attach the straps at the back, and secure the straps to the infant.

**For water landing:** Attach this lifeline to your wrist. This will ensure the infant stays with you after evacuation. Then we need to inflate these (hold on to the red inflation tabs); there will be a loud sound. When you hear the command 'Brace for Impact,' hold the infant with his head away from the aisle. Support his body by wrapping your arm around his or her torso. Your other hand should be on the seatback in front of you. Rest your head above that hand. Hold that position until the aircraft comes to a complete stop.

**For terrain landing:** When you hear the command 'Evacuate Aircraft,' wait for all passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit. Do you understand the instructions?

**For water landing:** When the aircraft comes to a full stop, wait for all passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit. Do you understand the instructions?

**Assign assistant:** Are you willing to assist this lady and infant? Please assist them in evacuating after most passengers have evacuated the aircraft."

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## 2. Briefing for Mother with Infant (With IRD)

"Ma'am, we will prepare your infant for this emergency. You need to move to a window seat. We need to don the infant's life vest like so. Attach the straps at the back and secure the straps to the infant.

**For water landing:** Attach this lifeline to your wrist. This will ensure the infant stays with you after evacuation. We need to secure the infant to his IRD with seatbelts fastened. When you hear the command 'Brace for Impact,' cross your arms on the seatback in front of you then rest your head above that hand. Hold that position until the aircraft comes to a complete stop.

**For terrain landing:** When you hear the command 'Evacuate Aircraft,' wait for all passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit.

**For water landing:** When the aircraft comes to a complete stop, inflate the life vest only after evacuating the aircraft. Do you understand the instructions?"

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### 3. Briefing for Pregnant Passenger

"Ma'am, we need to prepare you for this emergency. First, we need to reseat you to a window seat. Then, secure your seatbelt below your abdomen. When you hear the command 'Brace for Impact,' place both your arms on the armrest firmly and tuck your chin downwards. Hold this position until the aircraft comes to a complete stop.

**For terrain landing:** When you hear the command 'Evacuate Aircraft,' wait for all of the passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit. Do you understand the instructions?

**For water landing:** When the aircraft comes to a full stop, wait for all of the passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit. Do you understand the instructions?

**Assign assistant:** Ma'am/Sir, are you willing to assist this lady to evacuate? Please assist her in evacuating after most passengers have evacuated the aircraft."

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### 4. Briefing for Child (Coordinating with Able-Bodied Adult)

"Ma'am/Sir, we need your assistance to guide this child in this emergency. Are you willing to assist?"

**For water landing:** The child needs to wear the life vest and inflate one chamber. We will inflate it now.

When you hear the command 'Brace for Impact,' have the child wrap his arms around his legs if he cannot reach the seatback in front of him. Place your hand on his upper back to assist him. Place your other hand on the seatback in front of you. Rest your head on top of your hand. Hold that position until the aircraft comes to a complete stop.

**For terrain landing:** When you hear the command 'Evacuate Aircraft,' wait for all of the passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit. Do you understand the instructions?

**For water landing:** When the aircraft comes to a full stop, wait for all of the passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit. Do you understand the instructions?"

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### 5. Briefing for Elderly (Coordinating with Able-Bodied Adult)

"Ma'am/Sir, we need your assistance to guide this elderly passenger in this emergency. Are you willing to assist?"

When you hear the command 'Brace for Impact,' you both need to cross your arms on the seatback in front of you. Rest your head on top of your hands. Hold that position until the aircraft comes to a complete stop.

**For terrain landing:** When you hear the command 'Evacuate Aircraft,' wait for all of the passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit. Do you understand the instructions?

**For water landing:** When the aircraft comes to a full stop, wait for all of the passengers to evacuate. Once all passengers are out, that will be the safest time for you to evacuate towards the nearest available exit. Do you understand the instructions?"

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## **6. APAX Briefing for A320-200 (Planned Terrain Landing - Seats 21C and 21H)**

"Ma'am/Sir, we have an impending emergency. Are you willing to assist us? When you hear the command 'Brace for Impact,' I want you to assume this bracing position: wrap your arms around your legs or clutch your ankles. Hold that position until the aircraft has come to a complete stop.

When you hear the command 'Evacuate Aircraft,' I want you to hold back passengers while we are opening the doors. Stand here on the aisle and command them: 'Stand back! Stand back!' What is your command? As soon as the doors are opened, you will be the first ones to go down the slide and evacuate. On ground, I want you to catch and assist passengers. Command them: 'Stay away from the aircraft! Stay away from the aircraft!' What is your command? In case me or my colleague gets incapacitated, you will be responsible for opening this door, and you for that door. Please follow me.

When you hear the command 'Evacuate Aircraft,' move me to your seat, then check outside conditions through this window. If it is unsafe—there is fire or obstruction—I want you to physically block this exit. Command passengers: 'Exit blocked! Go that way! Exit blocked! Go that way!' pointing to the nearest available exit. What is your command?

If it is safe, I want you to hold on to the assistant handle, lift the door control handle palm up, then release. The door will automatically open. Guard the door until the slide has fully inflated. If the slide fails to inflate, pull the red manual inflation handle you will see here at the lower right part of the floor. I want you to stand here and you to stand here. Command passengers: 'Leave everything! Exit here! Get out!' What is your command? Once all passengers are out, please take us with you as you evacuate. Do you understand the instructions?"

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## **7. APAX Briefing for A320-200 (Planned Terrain Landing - Last Row Aisle C and H)**

"Ma'am/Sir, we have an impending emergency. Are you willing to assist us? When you hear the command 'Brace for Impact,' I want you to assume this bracing position: cross your arms on the seatback in front of you and lean your head on the top of your hands. Hold that position until the aircraft has come to a complete stop.

When you hear the command 'Evacuate Aircraft,' I want you to hold back passengers while we are opening the doors. Stand here on the aisle and command them: 'Stand back! Stand back!' What is your command? As soon as the doors are opened, you will be the first ones to go down the slide and evacuate. On ground, I want you to catch and assist passengers. Command them: 'Stay away from the aircraft! Stay away from the aircraft!' What is your command? In case me or my colleague gets incapacitated, you will be responsible for opening this door, and you for that door. Please follow me.

When you hear the command 'Evacuate Aircraft,' move me to your seat, then check outside conditions through this window. If it is safe—there is fire or obstruction—I want you to physically block this exit. Command passengers: 'Exit blocked! Go that way! Exit blocked! Go that way!' pointing to the nearest available exit. What is your command?

If it is safe, I want you to hold on to the assistant handle, lift the door control handle palm up, then release. The door will automatically open. Guard the door until the slide has fully inflated. If the slide fails to inflate, pull the red manual inflation handle you will see here at the lower right part of the floor. I want you to stand here and you to stand here. Command passengers: 'Leave everything! Exit here! Get out! Leave everything! Exit here! Get out!' What is your command? Once all passengers are out, please take us with you as you evacuate. Do you understand the instructions?"

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## **8. APAX Briefing for A320-200 (Planned Water Landing - Seats 21C and 21H)**

"Ma'am/Sir, we have an impending emergency. Are you willing to assist us? When you hear the command 'Brace for Impact,' I want you to assume this bracing position: wrap your arms around your legs or clutch your ankles. Do it now. Hold that position until the aircraft has come to a complete stop.

We will open doors immediately on a water landing, so I want you to hold back passengers. Stand here on the aisle and command them: 'Stand back! Stand back!' What is your command? As soon as the doors are opened, you will be the first ones to evacuate. Once you are out, assist passengers in evacuating. Command them: 'Swim away from the aircraft! Swim away from the aircraft!' What is your command?

In case me or my colleague gets incapacitated, you will be responsible for opening this door, and you for that door. Please follow me. Move me first to your seat, then check outside conditions through this window. If it is unsafe—there is fire, obstruction, or water is too deep—I want you to physically block this exit. Command passengers: 'Exit blocked! Go that way! Exit blocked! Go that way!' pointing to the nearest available exit. What is your command?

If it is safe, I want you to hold on to the assistant handle, lift the door control handle palm up, then release. The door will automatically open. Immediately pull the red manual inflation handle you will see here at the lower right part of the door. Lift the girt flap and pull the white disconnect handle. This will disconnect the slide from the aircraft to assist in evacuation. I want you to stand here and you to stand here and command passengers: 'Leave everything! Exit here! Get out! Inflate lifevest! Leave everything! Exit here! Get out! Inflate lifevest!' What is your command? Once all passengers are out, please take us as you evacuate. Swim to the nearest slide, get the hook knife from the slide, and cut the mooring or ditching line. Do you understand the instructions?"

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## **9. APAX Briefing for Overwing Window Seats (40A/K, 41A/K) and 42C (Terrain Landing)**

**For Seats 40A/K and 41A/K:** "Ma'am/Sir, we have an impending emergency. Are you willing to assist us? When you hear the command 'Brace for Impact,' I want you to assume this bracing position: wrap your arms around your legs or clutch your ankles. Do it now. Hold that position until the aircraft has come to a complete stop.

When you hear the command 'Evacuate Aircraft,' first check outside conditions through that window. If it is unsafe—there is fire or obstruction—I want you to physically block the exit. Command the passengers: 'Exit blocked! Go that way!' pointing to the nearest available exit. What is your command? If it is safe, I want you to remove the cover, pull that handle down, use the assistant handle, turn it sideways, and throw it outside. Pull the red manual inflation handle located at the upper right corner of the door frame. You will be the first one to evacuate and slide down. On ground, I want you to catch and assist passengers. Command them: 'Stay away from the aircraft! Stay away from the aircraft!' What is your command?"

**For Seat 42C:** "When you hear the command 'Brace for Impact,' I want you to assume this bracing position: cross your arms on the seatback in front of you. Rest your head on the top of your hands. Hold that position until the aircraft has come to a complete stop.

When you hear the command 'Evacuate Aircraft,' I want you to hold back passengers while the four of them are opening window exits. Command them: 'Stand back! Stand back!' What is your command? Once the window exits are opened, I want you to stand here by your seat, command passengers: 'Leave everything! Exit here! Get out!' What is your command? Once all passengers are out, evacuate in the nearest available exit. Do you understand the instructions?"

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## 10. APAX Briefing for Overwing Window Seats (40A/K, 41A/K) and 42C (Water Landing)

**For Seats 40A/K and 41A/K:** "Ma'am/Sir, we have an impending emergency. Are you willing to assist us? When you hear the command 'Brace for Impact,' I want you to assume this bracing position: wrap your arms around your legs or clutch your ankles. Hold that position until the aircraft has come to a complete stop.

When you hear the command 'Evacuate Aircraft,' first check outside conditions through that window. If it is unsafe—there is fire, obstruction, or water is too deep—I want you to physically block that exit. Command passengers: 'Exit blocked! Go that way! Exit blocked! Go that way!' pointing to the nearest available exit. What is your command? If it is safe, I want you to remove the cover, pull that handle down, make use of the assist handle, turn it sideways, and throw it outside. Pull the red manual inflation handle located at the upper right corner of the door frame. You will be the first one to evacuate and slide down. Once you are out, I want you to catch and assist passengers. Command them: 'Swim away from the aircraft! Swim away from the aircraft!' What is your command?

If time permits, get the escape lifelines from this overhead bin. Attach this snap hook on the upper rear corner of this exit. Attach the second snap hook to the yellow ring hook on the center of the wing surface. Go to the forward part of the wing and use the lifeline as an assist handle. Command passengers: 'Jump! Inflate lifevest! Swim to the nearest slide! Jump! Inflate lifevest! Swim to the nearest slide!'"

**For Seat 42C:** "When you hear the command 'Brace for Impact,' I want you to assume this bracing position: cross your arms on the seatback in front of you and lean your head on the top of your hand. Do it now. Hold that position until the aircraft has come to a complete stop.

When you hear the command 'Evacuate Aircraft,' I want you to stand by your seat. Command passengers: 'Exits here! Get out! Inflate lifevest! Exits here! Get out! Inflate lifevest!' What is your command? Once all passengers are out, evacuate in the nearest available exit. Do you understand the instructions?"

## Emergency Equipment Operation

### 1. Scott P B E Operation (R R P H P R)

1. Remove the hood from the protective case.
2. Remove inner bag and tear seal open.
3. Pull actuation ring.

4. **Hold the hood open with the generator away from you. Bend forward and pull the hood over your head. The generator should be at the back of your neck.**
5. **Pull the hood all the way down until the inner harness is sealed just above your eyebrows. Ensure a good seal between your neck and the hood. No clothing or hair must come between them.**
6. **Remove the hood once it starts to deflate and hissing sound stops.**

#### **Scott P B E Precautions (O D R A):**

1. **Once activated, the generator becomes very hot and some discomfort may be felt. be careful when removing the hood.**
2. **Don't touch the generator. grasp the hood at the back lower edge, pull forward over your head.**
3. **Remember that your hair will be saturated with oxygen and quite flammable.**
4. **Allow the hood to cool down in a well-ventilated non-flammable area.**

#### **2. B C F Operation (P A S S)**

1. **Pull ring pin from lever and handle (ensure that the seal is broken).**
2. **Aim at the base of the fire (approximately 6 feet in distance from source of fire).**
3. **Squeeze the lever and the handle.**
4. **Sweep side-to-side motion.**

#### **B C F Precautions (D A F D):**

1. **Do not spray directly to person.**
2. **Avoid inhaling toxic fumes.**
3. **For electrical fires, switch off power source first.**
4. **Do not get too close to the fire as discharge stream may scatter the fire, stand at least six (6) feet away from the fire.**

### **SAFETY PROCEDURES**

#### **Safety on RAMP (A N B C P W T)**

- Always be alert when on the ramp area. Make sure that the area is clear and free of danger.
- Never walk in front or behind an aircraft with its engine running.
- Be mindful of the anti-collision lights and flashing beacons of an aircraft when it is activated.
- Cabin Crew shall challenge anyone who is not wearing an ID pass or who is behaving suspiciously within the ramp area.
- Passengers and crew are not allowed to stay under the wings of the aircraft.

- **When using the ground stairs:**

- i. Ensure that the ground stairs are properly positioned and secured before allowing passengers to use it.

- ii. Side safety rails shall be fully extended.

- iii. If the ground stairs were not properly positioned, ground staff must be instructed to reposition it immediately.

- iv. Cabin crew should monitor the height of the step outside the door. Stop disembarkation when it becomes unsafe.

- v. Garbage bags placed outside the door during ground stop service should be tied properly to avoid scattering on the ramp area.

- vi. Ground handlers should ensure at least 2 inches clearance is maintained between the GSE and the aircraft and at least 6 inches between the food loader truck and the aircraft.

- **g. The aircraft's engine should not be running or operating when:**

- i. Refuelling
  - ii. Boarding or deplaning of passengers
  - iii. Loading or off-loading of cargo

#### B. Provisions for the SAFE EVACUATION OF PASSENGERS

- **a.** The airstair door of the FWD SECTION of the aircraft (L1 Door) shall be open at all times on ground;
- **b.** Depending on which side refueling shall be done; the OPPOSITE EXIT shall be manned and then opened by the cabin crew in case of an evacuation.
- **C.** A CLEAR ACCESS PATH from the aircraft to the terminal shall be maintained at all times.

C. Ground STOPS Passengers may remain onboard the aircraft during ground stops provided it is not prohibited by local regulations and the following safety precautions are observed:

- **a.** Fifty percent (50%) of aircraft cabin doors, including ONE FWD AND ONE AFT are AVAILABLE for used as emergency exits.
- **b.** When loading bridge is not available, aircraft stairs has to be POSITIONED AT THE MAIN DOOR.
- **c.** Cabin Crew shall CHECK OUTSIDE CONDITION of their assigned doors. Ensure area is CLEAR for possible slide deployment or evacuation. (CC report to L1 to inform RA)
- **d.** NO SMOKING policy is strictly enforced.
- **e.** Seatbelts should be UNFASTENED.

- **f.** Aisle and exits shall be CLEAR OF OBSTRUCTIONS.
- **g.** Use of lavatory shall be ONE AT A TIME ONLY.
- **h.** QUEUING ON THE AISLE is not permitted; passengers may use the vacant seats while waiting for their turn.

#### D. REFUELLING with PAX onboard or embarking/disembarking (FUELS)

- **a.** FOCUS on your readiness for an expeditious evacuation situation.
- **b.** UPDATE the passengers with the Refueling Activities.
- **c.** EMERGENCY EXITS
  - **i.** Main Entry Door shall be open with stairs/aerobridge or any available passage. The main entry door will be used for precautionary disembarkation.
  - **ii.** ALL LEFT-SIDE EXITS are designated for evacuation.
  - **iii.** On Airbus fleet: all other left-hand side exits shall be ARMED so that in the event of a rapid evacuation the slides will be deployed.
  - **iv.** Ensure aisles and exits are free from obstruction.
  - **v.** Ensure that the area outside the designated emergency evacuation exits is unobstructed.
  - **vi.** If stairs/aerobridge is available for the L2/L4 door, it shall REMAIN OPEN.
- **d.** LINKS among the flight crew and cabin crew shall be maintained through effective CRM.
- **e.** STATIONS ASSIGNED DURING REFUELING:
  - **DHC-8-400 / DHC-8-400NG:** L1 (Man L1 door area); L2 (Man L2 door area).
  - **A320-200:** L1 (Man L1 door area); R1 (Forward portion of the cabin); L2 (Man L2 door area); R2 (Aft portion of the cabin).

#### E. TORCHING

- May occur for 2-3 seconds at initial engine start. This is normal.
- If it continues, notify P I C, as it may be an engine fire.

#### F. RAT ERADICATION procedures

- **a.** Upon DISCOVERY of a mouse or rat in the aircraft, Cabin Crew SHALL immediately:
  - **i.** Inflight - Inform P I C and report in the C M L.
  - **ii.** On ground - Inform P I C, M&E, A S D personnel and report in the C M L.
- **b.** On ground, L1/SCC to inform Scheduling Department about the incident.
- **c.** L1/SCC to confirm with ASD personnel that flight will be cancelled.
- **d.** L1/SCC to coordinate with Scheduling and ASD regarding crew rest or accommodation handling.
- **e.** Affected aircraft SHALL be quarantined for the longest/available ground time (6 to 12 hours).
- **f. NOTE:** Second compliance will be performed within 7 days upon the discovery of mouse/rat.
- **i.** All personal belongings of F/D Crew and Cabin Crew SHALL be offloaded.

- **g.** Stations w/catering - offload all catering equipment and supplies.
- **h.** Non-catering stations - offload all catering supplies and trash.
- **i.** NOTE: Information about rat sightings shall be strictly CONFIDENTIAL.

#### G. PROHIBITIONS in Flight (PeCSTUT)

- **a.** Personal Electronic Devices (mobile phones included)
- **b.** Consumption of alcoholic beverages
- **c.** Smoking
- **d.** Tampering of smoke detectors and emergency equipment
- **e.** Unsecured bulky items on aisle and exits
- **f.** Tampering of doors and exits

#### H. CABIN READY report

- **a.** Given once the aircraft starts moving on its power since communication between the ground personnel and the flight crew has ended.
- **b.** L1 will inform the flight crew via interphone or cabin ready button.

#### I. How to PREVENT PANIC (DIDI)

- **a.** Discipline: Cabin crew must maintain a certain ascendancy over the passengers so that they accept what they are told, and subsequently, carry out orders without question.
- **b.** Instruction: Assisting "A" pax must be given clear, concise and thorough instructions to prevent confusion.
- **c.** Diversion: Passengers may be assigned to look after fellow passengers in need.
- **d.** Correct Information: Cabin crew should consult with Flight Crew for correct information given to the passengers.

#### J. OVEN FIRE prevention (NEVER DoArt)

- **a.** Never store items, which might catch fire.
- **b.** Never leave an oven unattended when it is ON.
- **c.** Never remove flaming items from the oven.
- **d.** Do NOT reset any tripped/popped circuit breaker.
- **e.** Articles that could contribute to fire such as matches must be stowed properly in the galley compartments.

#### K. FIRE PREVENTION & CONTROL (Check+ )

- **a.** SMOKING REGULATIONS are strictly followed.
- **b.** CHD are not playing with matches or lighters.
- **c.** PAX ACTIVITY-not involved in any that may affect the safety of the flight.
- **d.** LAV for any smoke or fire as often as possible preferably every 15 minutes.

#### L. CIRCUIT BREAKERS (CB)

- a. RISK: re-engaging a CB is that it may subsequently cause further damage to the malfunctioned system and subsequently induce electrical fire.
    - i. NOTE: Any popped circuit breaker shall be reported to the P I C.
  - b. INFLT: A pilot CANNOT re-engage a tripped CB UNLESS the Captain, using his emergency authority, judges it necessary for safe continuation of the flight. In this case, only one re-engagement should be attempted.
  - c. ALLOWED to operate:
    - i. Flight Deck crew
    - ii. Maintenance personnel
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## II.

### EMERGENCY PROCEDURES

#### A. Fuel SPILLAGE

- a. Any fuel spillage no matter how small, shall be regarded as a potential fire source and must be dealt with immediately. Prompt action, good judgement and initiative of the personnel are of major importance to prevent hazards arising from fuel spillage.
- b. In the event of fuel spillage, the following actions should take place:
  - i. Fuel technician shall stop the refueling operation and advise P I C.
  - ii. Stop passenger boarding.
  - iii. If passengers are on board, coordinate with the P I C to commence rapid disembarkation using the main entry door with stairs/aerobridge.
  - iv. Be alert in case of fire.
  - v. Normal operations shall not be resumed on the aircraft, or any engines started before it is determined that it is safe to continue.
  - vi. If fuel spilled on any load, then such items are not to be loaded into the aircraft.
  - vii. L1 to coordinate with P I C and Ground crew for further instructions.

#### B. Fueling FIRE (NEAT)

- a. Notify the Captain immediately.
- b. Evacuate passengers using all possible exits.
- c. Assemble passengers at a safe distance from the aircraft.

#### C. Over PRESSURIZATION

- a. SIGNS that the aircraft has not been depressurized on ground:
  - i. Hissing sound around exits
  - ii. Failure of exits to open when normal pressure is exerted.
- b. HAZARD
  - i. It might prevent deplanement/evacuation in an emergency.
  - ii. If the door is forced open, it can throw the person out onto the ramp.
- c. PROCEDURES

- i. During normal and emergency operation, if the exit is unusually difficult to operate or cannot be opened, Cabin Crew should not attempt or use excessive force to open the exit.
- aft cabin crew shall be informed of the situation.
- L1 shall inform P I C immediately.

#### D. Rapid DISEMBARKATION

- **a. INFORMATION**
  - i. WHAT: A reversal of the passenger flow on the aerobridge or airstairs so PAX about to embark are moving away from the aircraft.
  - ii. WHEN: FLT crew deems that precautionary egress from the aircraft is necessary BUT NOT YET an immediate emergency (e.g., Fuel Spillage).
  - iii. It is critical that passengers are commanded to leave all belongings behind as not to impede disembarkation flow.
- **b. PROCEDURE (UTCCA)**
  - i. Upon assessment that Rapid Disembarkation is necessary, P I C will command: "ATTENTION CABIN CREW, DISEMBARK THE AIRCRAFT IMMEDIATELY"
  - ii. The L1/SCC shall immediately announce over the PA: "LEAVE EVERYTHING, EXIT THE AIRCRAFT IMMEDIATELY".
  - iii. Cabin Crew assigned in unopened doors will direct passengers to the open exits with the command: "EXIT BLOCKED, GO THAT WAY!"
  - iv. Cabin Crew assigned in opened doors (with airstairs/airbridge) command passengers: "LEAVE EVERYTHING, EXIT HERE, GET OUT!"
  - v. After all passengers have disembarked the cabin, Cabin Crew will do the final check of their respective areas then clear out of the aircraft immediately.
- **c. GUIDELINES (AERR)**
  - i. Aircraft doors which were used for boarding shall also be used for rapid disembarkation.
  - ii. Emergency exits and slides are NOT used in a rapid disembarkation unless the crew members decide that this has become necessary.
  - iii. Rapid disembarkation is a rapid egress from the aircraft; therefore, passengers and crew members will leave all their belongings on board.
  - iv. Rapid disembarkation can progress to a full evacuation. Cabin crew members are to be always alert.

#### E. DECOMPRESSION

- **a. INFORMATION**
  - i. General indication: Drop out of oxygen masks in the cabin.
  - ii. **Types:** 1. Slow-Gradual loss of pressure; 2. Rapid-Sudden loss of pressure.
- **b. SIGNS OF SLOW DECOMPRESSION:**
  - **Cabin Effects:** No obvious signs until masks drop; Fasten Seatbelt signs illuminate.

- **Physiological Effects:** Dizziness, fatigue, euphoria, clumsiness, poor coordination, impaired judgment/vision.
- c. SIGNS OF RAPID DECOMPRESSION:
  - **Cabin Effects:** Loud bang, fog/mist, rapid drop in temperature, sudden steep dive, debris/loose objects flying, strong rush of air.
  - **Physiological Effects:** Difficulty breathing/speaking, impaired judgment, poor coordination, intestinal pain, sinusitis, pain in ears, rapid chest expansion.
- d. PROCEDURES
  - **i) Slow Decompression (Airbus):** Flight deck informs crew (or crew reports to Captain), secure equipment, L1 makes announcement, occupy jumpseat, upon mask drop command "PUT ON MASK", keep mask on until safe altitude.
  - **ii) Rapid Decompression (Airbus):** Take nearest seat and fasten seatbelt, demonstratively put on mask, command passengers ("RETURN TO YOUR SEAT - FASTEN SEATBELT - PUT ON MASK - DO NOT STAY IN THE LAVATORIES"), remain seated until safe altitude.

#### F. POST DECOMPRESSION (Procedure)

- Get POB.
- Check condition of crew, flight crew, PAX and LAV.
- Administer oxygen and first aid as necessary.
- With captain's permission, reseat PAX.
- Secure cabin and restrict movement (active crew at risk of hypoxia).
- Be prepared for emergency landing.

#### G. Time of USEFUL CONSCIOUSNESS (TUC)

- 22,000 ft is 5 minutes
- 25,000 ft is 2 minutes
- 28,000 ft is 1 minute
- 30,000 ft is 45 seconds
- 35,000 ft is 30 seconds
- 40,000 ft. is 18 seconds
- **NOTE:** TUC for working cabin crew will be less.

#### H. CRACKED window or LEAKED door (M I I B)

- Move passengers away from the area.
- Inform other Cabin Crew
- Inform the Captain.
- Blankets/pillows may be used to block the leak.

#### I. TURBULENCE

- a. Intensity & Types:

- **LIGHT:** Slight erratic changes; liquids shake but don't splash; carts maneuvered with little difficulty; light strain against seatbelts.
- **MODERATE:** Changes occur with more intensity; liquids splash; difficulty walking/standing; carts difficult to maneuver; definite strain against seatbelt.
- **SEVERE:** Large, abrupt changes; walking impossible; items falling over; passengers forced violently against seatbelts.
- **b. GENERAL PROCEDURES:** Flight crew monitors weather/turns on fasten seatbelt sign; L1 makes PA; crew secures equipment (trolleys); crew proceeds to jumpseat and checks compliance; restrict lavatory use; confirm "Cabin Secured" to L1.
- **c. ADDITIONAL GUIDELINES:** Be aware of nervous passengers, give reassurance/airsickness bags. If fasten seat belt sign is on >5 mins and shaking subsides, L1 calls P I C to check if service can continue.

#### J. Crewmember INCAPACITATION

- a. PILOT INCAD (4R's): Recognize, Restrain, Remove, Re-organize.
- b. CABIN CREW INCAD: Notify Captain, incapacitated crew occupies passenger seat (not exit row), administer first-aid, remaining crew assumes L1 duties, assisting passengers reseated on jump seat and briefed.

#### K. FIRE Inflight

- a. Methods: Fuel removal, Oxygen removal, Heat removal, Interrupting chemical chain reaction.
- b. General Procedures: Investigate source, inform Flight Crew (TyLSA: Type, Location, Severity, Actions), get extinguisher, fight fire, report to Captain.
- **c. Crew Duties:**
  - **Discoverer:** Locate, fight, call backup, monitor for re-ignition.
  - **Backup:** Obtain backup BCF.
  - **Communicator:** Inform Captain, distribute wet towels/blankets, keep Captain informed.
  - **Support:** Relocate passengers, first-aid, calm/reassure.

#### L. OVEN/GALLEY FIRE Procedure

- Close vents/doors, turn off power/galley switches, inform Flight Crew, don PBE/gloves if needed, use extinguisher by opening door slightly, insert nozzle, fight fire, close door. Do not activate any switch after.

#### N. LAVATORY FIRE Procedure

- Special equipment needed if door is hot/heavy smoke. Put on jacket, notify Flight Crew, get low, open door slightly, depress extinguisher handle, close door, check after one minute.

#### U. GAS FUMES (E N L O F)

- Enforce no smoking (verbal only, no PA), notify Captain, leave electrical switches in current position, obtain extinguisher, follow instructions.

#### Smoke Inflight (I W I W A G)

- Inform Captain via INTERPHONE ONLY, gaining access behind panels (be aware of wiring), make incision/lever panel, inform Captain of area/extent/tolerability, advise passengers to stay low and use wet towels.

#### POST EVACUATION (Terrain Landing)

- Gather PAX away from aircraft, headcount/search for shocked passengers, first aid, activate signal kit, assign station watcher, contact nearest station, seek shelter, ration food/water.

#### SIGNAL CONFIRMATION

- **"Brace for Impact"**: PA (Normal) or Continuous Flashing of Fasten Seatbelt sign (Alt).
- **"Evacuate Aircraft"**: PA (Normal) or Oral/EVAC Alert System (Alt).

#### SILENT REVIEW (B O S C H)

- **B**e acquainted with pax in your area.
- **O**ccupy takeoff and landing stations.
- **S**ummarize immediate actions.
- **C**oncentrate on critical phase.
- **H**ave flashlight and safety directives nearby.