

Section 5 — Cabin Operations (CAB)

Applicability

Section 5 addresses the safety and security requirements associated with the aircraft passenger cabin. All standards and recommended practices (ISARPs) in this section are applicable to an operator that conducts passenger flights with cabin crew.

Individual CAB provisions or sub-specifications within a CAB provision that:

- Do not begin with a conditional phrase are applicable unless determined otherwise by the Auditor.
- Begin with a conditional phrase “If the Operator...” are applicable if the Operator meets the condition(s) stated in the phrase.
- Begin with a conditional phrase “If the Operator conducts passenger flights with or without cabin crew...” are applicable if the Operator conducts passenger flights without cabin crew.

Additional ISARPs applicable to an operator that conducts passenger flights without cabin crew are located in **Section 2 (FLT)** of this manual.

Specifications applicable to the carriage of supernumeraries are located in **Section 2 (FLT)** of this manual.

Where an operator outsources the performance of cabin operations functions to external service providers, the operator retains overall responsibility for ensuring the management of safety in such operations and must demonstrate processes for monitoring applicable external service providers in accordance with **CAB 1.10.2**.

General Guidance

Definitions of technical terms used in this ISM **Section 5**, as well as the meaning of abbreviations and acronyms, are found in the IATA Reference Manual for Audit Programs (IRM).

Refer to the IATA Cabin Operations Best Practices Guide for practical information and guidance related to cabin safety policies and procedures, (<http://www.iata.org/publications/Pages/cabin-safety-guide.aspx>).

1 Management and Control

1.1 Management System Overview

CAB 1.1.1

The Operator shall have a management system for the cabin operations organization that ensures control of cabin crew operations in the passenger cabin and the management of safety and security outcomes. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** management system structure for cabin operations.
- ☐ **Interviewed** manager of CAB operations.
- ☐ **Assessed** status of conformity with all other CAB management system ISARPs.
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of **Cabin Crew**, **Operations** and **Operator**.

Refer to Guidance associated with **ORG 1.1.1** located in ISM Section 1.

CAB 1.1.2

The Operator shall have a manager for cabin operations that:

- (i) If required, is a post holder acceptable to the Authority;
- (ii) Has the authority and is responsible for the management and supervision of all cabin operations activities;
- (iii) Is responsible for the management of safety and security risks to cabin operations. **(GM) ◀**

Auditor Actions

- ☐ **Identified** manager for cabin operations.
- ☐ **Examined** regulatory requirement for a post holder as manager for cabin operations.
- ☐ **Examined** job description of manager for cabin operations (authority/accountabilities/responsibilities).
- ☐ **Interviewed** manager of cabin operations.
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Post Holder](#).

The term “manager” is generic; the actual title associated with this position will vary with each operator.

The manager for cabin operations might be referred to as a post holder, director or other title as specified by the State.

In certain regulatory jurisdictions the individual that fills the position of manager of cabin operations may require nomination as a director or post holder as specified in [ORG 1.1.3](#).

1.2 Accountability, Authorities and Responsibilities**CAB 1.2.1**

The Operator shall ensure the cabin operations management system defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety and/or security of cabin operations. The management system shall also specify:

- (i) The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of cabin operations;
- (ii) Responsibilities for ensuring cabin operations are conducted in accordance with applicable regulations and standards of the Operator;
- (iii) Lines of accountability throughout cabin operations, including direct accountability for safety and/or security on the part of cabin operations senior management. **[SMS] (GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** defined safety accountability/authorities/responsibilities (focus: applicable to management/non-management personnel throughout cabin operations organization).
- ☐ **Interviewed** cabin operations manager and/or designated management representative(s).
- ☐ **Examined** job descriptions of selected management/non-management personnel in cabin operations.
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 1.3.1](#) located in ISM Section 1 for expanded information regarding accountability, authority and responsibility as applicable to management and non-management personnel.

CAB 1.2.2

The Operator shall have a process or procedure for the delegation of duties within the cabin operations management system that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** processes for delegation of duties when cabin operations managers are absent.
- ☐ **Interviewed** cabin operations manager and/or designated management representative(s).
- ☐ **Examined** example(s) of delegation of duties due to absence of managers.
- ☐ **Other Actions** (Specify)

Guidance

The intent of this provision is for an operator to have a process or procedure that ensures a specific person (or perhaps more than one person) is identified to assume the duties of any operational manager that is or is expected to be, for any reason, unable to accomplish assigned work duties.

For the purpose of this provision, the use of telecommuting technology and/or being on call and continually contactable are acceptable means for operational managers to remain available and capable of carrying out assigned work duties.

Refer to Guidance associated with [ORG 1.3.2](#) located in ISM Section 1, which addresses the performance of work duties and the use of telecommuting technology and/or being on call and continually contactable.

CAB 1.2.3

The Operator shall ensure a delegation of authority and assignment of responsibility within the management system for liaison with regulatory authorities, original equipment manufacturers and other external entities relevant to cabin operations. **(GM)** ◀

Auditor Actions

- ☐ **Identified** cabin operations management individuals with authority for liaison with regulators and other external entities.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Examined** selected records of liaison with regulators and other external entities.
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 1.3.3](#) located in ISM Section 1.

CAB 1.2.4

The Operator shall ensure the duties and responsibilities of cabin crew members are defined and described in the Operations Manual (OM). **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** defined cabin crew member duties and responsibilities in the OM.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of [Cabin Crew Member](#) and [Operations Manual \(OM\)](#).

The intent of this provision is that OM documentation describes:

- Duties and responsibilities for cabin crew members, including, if applicable, cabin crew leader;
- Chain and succession of command on board the aircraft.

CAB 1.2.5

The Operator shall ensure cabin crew members maintain familiarity with laws, regulations and procedures pertinent to the performance of their duties. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** method for ensuring cabin crew members maintain familiarity with applicable laws, regulation and procedures.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Other Actions** (Specify)

Guidance

An operator might use other methods that complement training to ensure cabin crew members remain knowledgeable of the laws, regulations, rules, guidelines and other information that is relevant in the performance of duties. For example, cabin crew members might have destination-specific information or briefing books that explain the customs and immigration processes associated with flying into foreign destinations. Additionally, laws, regulations and procedures might be reviewed to the extent necessary during cabin crew briefings prior to duty assignments.

1.3 Communication

CAB 1.3.1

The Operator shall have a system that enables effective communication of relevant safety and operational information throughout the cabin operations management system and in all areas where cabin operations are conducted. Such system shall ensure:

- (i) Personnel maintain an awareness of the SMS;
- (ii) Safety-critical information is conveyed;
- (iii) If applicable, external service providers are provided with information relevant to operations conducted. **[SMS] (GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** system(s) for communication of information relevant to operations within the cabin operations organization.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Examined** examples of information communication/transfer in cabin operations.
- ☐ **Interviewed** non-management cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 4.2.1](#) located in ISM Section 1 for expanded information regarding methods of communication.

CAB 1.3.2

The Operator shall have processes to ensure information relevant to cabin crew policies, procedures and responsibilities is communicated to all cabin crew members, and to ensure essential operational information or guidance is communicated to the cabin crew prior to each flight. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** process(es) for communication of information relevant policies/procedures/responsibilities to cabin crew members prior to each flight.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Examined** examples of information provided to cabin crew members prior to flight.

- ☐ **Observed** line cabin operations (focus: cabin crew has received essential operational information/guidance prior to flight).
- ☐ **Other Actions** (Specify)

Guidance

Processes are in place to ensure information regarding policies, procedures and responsibilities is made available to cabin crew members on a regular and timely basis. Vehicles for communication typically include the OM, operations bulletins, bulletin board notices, safety bulletins, electronic platforms, electronic computer messages, telephone calls or any other effective means.

Also, a process is in place to ensure essential information necessary for the safe conduct of a flight is communicated to the cabin crew prior to the departure of each flight or series of flights. Such process would include a means for cabin crew members to acknowledge receipt of essential information. Written or verbal confirmation to a responsible manager that is recorded is considered an acceptable means of acknowledgement.

1.4 Provision of Resources

CAB 1.4.1

The Operator shall have the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy cabin operations safety and security requirements. **(GM)** ◀

Note: *Conformity with this provision does not require specifications to be documented by the Operator.*

Auditor Actions

- ☐ **Observed/Assessed** physical facilities/workspace/equipment/work environment.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 1.5.2](#) located in ISM Section 1.

Implementation (i.e. adequacy of physical resources and work environment) is typically assessed through observations made by the auditor during the course of the on-site audit.

CAB 1.4.2

The Operator shall have a selection process for management and non-management positions within cabin operations organization that require the performance of functions relevant to the safety or security of cabin operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** standards and processes for selection of personnel in functions relevant to safety/security in cabin operations.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Interviewed** personnel that perform functions relevant to the safety/security of in cabin operations.
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 1.5.3](#) located in ISM Section 1.

The operational positions subject to the specifications of this provision typically include those management personnel required to ensure control and supervision of cabin operations in accordance with [CAB 1.1.1](#), as defined by the operator or Authority.

A corporate personnel selection policy that applies to all operational areas of the organization serves to satisfy specifications in this provision.

1.5 Documentation System

CAB 1.5.1 (Intentionally open)

CAB 1.5.2 (Intentionally open)

CAB 1.5.3

The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of cabin operations. Such system shall ensure documentation:

- (i) Meets all required elements specified in [Table 1.1](#);
- (ii) Contains legible and accurate information;
- (iii) Is presented in a format appropriate for use in cabin operations. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** management and control system for documentation used in cabin operations.
- ☐ **Interviewed** responsible management representative(s).
- ☐ **Examined** selected parts of the cabin OM (focus: legibility/accuracy/format; approval as applicable).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of Documentation, Electronic Documentation and Paper Documentation. Refer to [ORG 2.5.1](#) and associated Guidance, and [Table 1.1](#), located in ISM Section 1.

1.6 Operations Manual (OM)

CAB 1.6.1

The Operator shall have an Operations Manual (OM), which may be issued in separate parts, that contains the policies, procedures and other guidance or information necessary for cabin crew members to perform their duties and be in compliance with applicable regulations, laws, rules and Operator standards. The content of the OM shall be in accordance with specifications in [Table 5.1](#). **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** cabin OM or, if applicable, separate documents that comprise the OM.
- ☐ **Interviewed** responsible management representative(s).
- ☐ **Examined** selected sections or parts of the cabin OM.
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Practical Manual](#).

The complete content of the OM for cabin operations may be issued in more than one document or manual. For example, an operator might choose to issue a practical manual, which would be a controlled document and considered part of the OM. A practical manual, which might be referred to as a quick reference handbook (QRH), typically comprises checklists and other selected information and material taken directly from the OM. Such document is typically used by cabin crew members in performing onboard duties and procedures during normal, abnormal and/or emergency operations.

Likewise, whereas the operational and training areas of cabin operations specified in [Table 5.1](#) are all included in the OM, they are typically issued in separate documents. For example, the cabin crew training program might be outlined in a training document, while policies, procedures, checklists are specified in operational documents.

CAB 1.6.2

If required by the Authority, the Operator shall have a process to ensure the OM, including updates and revisions, is submitted for acceptance or approval. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** process(es) for submission of OM, including updates/revisions, to Authority for acceptance/approval.
- ☐ **Interviewed** responsible management representative(s).
- ☐ **Examined** examples of acceptance/approvals of recent revisions to the cabin (OM).
- ☐ **Other Actions** (Specify)

Guidance

The OM contains a list of effective pages and, if applicable, displays evidence of approval or acceptance by the Authority.

The manual (or revisions) is (are) typically accepted or approved, as applicable, prior to issuance to cabin crew members and before any operational procedures contained in the manual are implemented.

In some states, the regulatory authority might have a passive process for providing acceptance of the manual. In such case, the process defines the procedural steps and provides a record of the completed steps and date of acceptance.

CAB 1.6.3

The Operator shall have a process to ensure cabin crew members are issued or have direct access to, as a minimum, those parts of the OM that address duties and responsibilities relevant to the safety and security of cabin operations. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** process(es) for ensuring cabin crew members are issued or have direct access to relevant parts of cabin OM.
- ☐ **Interviewed** cabin operations manager and/or designated management representative(s).
- ☐ **Examined** parts of OM that require direct access by cabin crew members during flight.
- ☐ **Observed** line cabin operations (focus: cabin crew has direct access to parts of OM with duties/responsibilities relevant to safety/security of cabin operations).
- ☐ **Other Actions** (Specify)

Guidance

The specifications in this provision are applicable to the OM whether issued or accessible in paper or electronic form.

CAB 1.6.4

The Operator shall have a process to ensure holders of the OM enter the most current amendments or revisions into the manual and maintain the manual in an up-to-date condition. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** process(es) that ensure cabin crew members record/enter revisions/amendments to OM to maintain up-to-date condition.
- ☐ **Identified/Assessed** process(es) for checking cabin crew member OM's (focus: validation that OM are maintained in up-to-date condition).
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Observed** line cabin operations (focus: cabin crew member OM amendments/revisions are up to date).
- ☐ **Other Actions** (Specify)

Guidance

When the OM is issued in paper form, a process (checking or other methods) is designed to ensure the manual is kept up to date by individual cabin crew members. For example, a process could be established whereby a periodic check of the OM of each cabin crew member is conducted on a scheduled basis (e.g. during recurrent training, line evaluation or preflight briefing).

When the OM is made accessible in electronic form, a process (checking or other method) is designed to ensure the electronically accessed manual is up to date.

The operator is responsible for amending onboard paper or electronic manuals. The cabin crew can cross check updates to either type of manual during their preflight check to ensure it contains the most recent updates, revisions and information.

CAB 1.6.5

The Operator shall ensure a minimum of one complete version of the OM as specified in [CAB 1.6.1](#) is accessible on board the aircraft for passenger flights and located in a manner that provides for:

- (i) If used directly for the conduct of cabin operations, immediate access by each cabin crew member;
- (ii) If used as a reference document only, unobstructed access by the cabin crew. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** onboard availability/access of OM to cabin crew members.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Observed** line cabin operations (focus: onboard accessibility of complete version of OM).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of [Electronic Flight Bag \(EFB\)](#), [Practical Manual](#).

The number of complete OMs on board the aircraft would be determined by how the manual is used by the cabin crew.

It is not envisaged that the cabin crew would refer to the OM during an emergency situation or when an immediate response is required (e.g. during critical stages of flight). Therefore, there is no requirement for the OM to be immediately available to cabin crew members while they are seated in crew seats.

The onboard OM may be in the form of hard printed copies or as electronic media installed on fixed or portable electronic devices.

Provision of the OM electronically, either within an Electronic Flight Bag (EFB) or installed on cabin crew personal electronic devices, can offer more immediate availability of the OM to cabin crew members within their working environment or on their person. In any case, one or more access terminals or devices would be located so the cabin crew has immediate and/or unobstructed access to the OM as applicable to the way the manual is used, the size of the aircraft, and the number of cabin crew members.

A safety risk assessment would typically be conducted to determine appropriate mitigations, policies and procedures to ensure sufficient charging of the device(s) for the duration of the flight and to address the possibility of a device malfunction preventing access to the OM.

Item (i) specifies the use of the onboard OM directly for the conduct of cabin operational functions (e.g. using checklists, making cabin announcements). When the OM is used in this manner, because each cabin crew member will require access at any time to perform their duties, it might be necessary to have more than one copy available depending on the size of the aircraft and the number of cabin crew members.

Item (ii) specifies the use of the onboard OM only as a reference manual, which would occur when a practical manual is used directly for the conduct of cabin operational functions (see [CAB 1.6.7](#)). For example, the OM might be used as a reference to perform a more detailed check of a policy or process. Where the OM is used only as a reference, a minimum of one copy, either electronic or

printed, would be required and located so cabin crew members always has access. The flight deck may be an acceptable location for the OM if there are no other suitable locations within the cabin.

CAB 1.6.6

The Operator shall ensure information in the OM pertaining to cabin crew duties and responsibilities is published in the designated common language(s) of the Operator, as specified in [CAB 3.1.3](#).

Auditor Actions

- ☐ **Identified/Assessed** use of designated common language(s) to present OM information pertaining to cabin crew duties/responsibilities.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Examined** parts of OM published in designated common language.
- ☐ **Observed** line cabin operations (focus: OM published in designated common language).
- ☐ **Other Actions** (Specify)

CAB 1.6.7

If the Operator publishes a practical manual for use by the cabin crew in the performance of cabin operations duties, the Operator shall ensure one or more copies of the up-to-date practical manual are on board the aircraft for passenger flights and located in a manner that provides for immediate access by each cabin crew member. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** onboard availability/access of practical manual to cabin crew members.
- ☐ **Interviewed** cabin operations manager/designated management representative(s).
- ☐ **Examined** practical manual used by cabin crew members.
- ☐ **Observed** line cabin operations (if applicable) (focus: one or more copies of up-to-date practical manual on board; cabin crew has immediate access to practical manual).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Practical Manual](#).

A practical manual (or QRH, QRM) is a condensed version of the OM designed for use by personnel in conducting frontline operations. It contains selected reference information, policies, procedures, illustrations, memory aids, checklists and/or other material necessary from the OM to ensure standardization in performing normal duties and addressing non-normal, abnormal and/or emergency situations.

A practical manual is typically required to be in the possession of each individual cabin crew member in electronic or printed format, or available at each cabin crew station or other location that ensures immediate access by each cabin crew member.

1.7 Records System

CAB 1.7.1

The Operator shall have a system for the management and control of cabin operations records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for:

- (i) Identification;
- (ii) Legibility;
- (iii) Maintenance;
- (iv) Retrieval;
- (v) Protection, integrity and security;
- (vi) Disposal, deletion (electronic records) and archiving. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** management and control system for operational records in cabin operations.
- ☐ **Examined** regulatory requirement(s) for management/control of operational records in cabin operations.
- ☐ **Interviewed** responsible management representative(s).
- ☐ **Examined** selected operational records in cabin operations.
- ☐ **Other Actions** (Specify)

Guidance

Refer to guidance associated with [ORG 2.6.1](#) located in ISM Section 1.

CAB 1.7.2

If the Operator uses an electronic system for the management and control of cabin operations records, the Operator shall ensure the system provides for a scheduled generation of backup record files. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** management and control system for electronic records in cabin operations.
- ☐ **Interviewed** responsible management representative(s).
- ☐ **Examined** selected record(s) of backup files for electronic records.
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 2.6.2](#) located in ISM Section 1.

1.8 (Intentionally open)**1.9 Quality Assurance Program****CAB 1.9.1**

The Operator shall have a quality assurance program that provides for the auditing and evaluation of the cabin operations management system and operational functions at planned intervals to ensure the organization is:

- (i) Complying with applicable regulations and standards;
- (ii) Satisfying stated operational needs;
- (iii) Identifying areas requiring improvement;
- (iv) Identifying hazards to operations;
- (v) Assessing the effectiveness of safety risk controls. **[SMS] (GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** quality assurance program in cabin operations (focus: role/purpose within organization/SMS; definition of audit program scope/objectives; description of program elements/procedures for ongoing auditing of management/operational areas).
- ☐ **Interviewed** responsible quality assurance program manager.
- ☐ **Interviewed** selected operational managers (focus: interface with quality assurance program).
- ☐ **Examined** selected cabin operations audit reports (focus: audit scope/process/organizational interface).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Quality Assurance \(QA\)](#).

Refer to Guidance associated with [ORG 2.1.1](#) located in ISM Section 1 for typical audit program requirements.

The specifications of this provision would typically apply to periodic audits of the training program, whether training is conducted by the operator or outsourced to an external service provider.

Audits are conducted at intervals that meet the requirements of the operator and/or the Authority.

CAB 1.9.2

The Operator shall have a process to ensure significant issues arising from cabin operations quality assurance and risk management are subject to management review in accordance with [ORG 4.1.1](#). **[SMS] (GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** process for management review of cabin operations quality assurance issues (focus: continual improvement of quality assurance program).
- ☐ **Interviewed** responsible quality assurance program manager.
- ☐ **Examined** selected records/documents of management review of cabin operations quality assurance program issues (focus: specific issues/changes identified and implemented to improve quality assurance program).
- ☐ **Other Actions** (Specify)

Guidance

Significant issues are typically defined by the individual operator and are regarded as those issues that could impact the safety, security and/or quality of cabin operations.

Refer to [ORG 4.1.1](#), [4.1.2](#), and associated guidance located in ISM Section 1.

CAB 1.9.3

The Operator shall have a process for addressing findings that result from audits conducted under the quality assurance program, which ensures:

- (i) Identification of root cause(s);
- (ii) Development of corrective action as appropriate to address findings;
- (iii) Implementation of corrective action in appropriate area(s) of cabin operations;
- (iv) Evaluation of corrective action to determine effectiveness. **(GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** process for addressing/closing cabin operations audit findings.
- ☐ **Interviewed** responsible quality assurance program manager.
- ☐ **Examined** selected audit reports/records (focus: identification of root cause, development/implementation of corrective action, follow-up to evaluate effectiveness).
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 2.1.7](#) located in ISM Section 1.

CAB 1.9.4

The Operator shall have an audit planning process and sufficient resources to ensure audits of cabin operations are:

- (i) Scheduled at intervals to meet regulatory and management system requirements;
- (ii) Conducted within the scheduled interval. **(GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** quality assurance audit planning process in cabin operations (focus: audits planned/scheduled/conducted in accordance with applicable internal/external requirements).

- ☐ **Identified/Assessed** audit resources (focus: availability of sufficient auditors/other resources to accomplish audit plan).
- ☐ **Interviewed** responsible quality assurance program manager.
- ☐ **Crosschecked** audit plan with selected audit reports to verify adherence to plan (focus: audits conducted in accordance with audit plan).
- ☐ **Other Action** (Specify)

Guidance

Refer to Guidance associated with [ORG 2.1.5](#) located in ISM Section 1.

1.10 Quality Control of Outsourced Operations and Products

CAB 1.10.1A

If the Operator has external service providers conduct outsourced cabin operations functions, the Operator *should* ensure a service provider selection process is in place that ensures:

- (i) Safety-relevant selection criteria are established;
- (ii) Service providers are evaluated against these criteria prior to selection. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** selection process for external service providers.
- ☐ **Interviewed** responsible manager in cabin operations.
- ☐ **Examined** selected records/documents that demonstrate application of the selection process.
- ☐ **Other Actions** (specify)

Guidance

The intent of this provision is for an operator to define relevant safety and security criteria for use in the evaluation and potential selection of cabin operations service providers. This is the first step in the management of external service providers and would take place prior to the operator signing an agreement with a provider. The process need be applied only one time leading up to the selection of an individual service provider.

Refer to the guidance associated with [ORG 1.6.1](#).

CAB 1.10.1B

If the Operator has external service providers conduct outsourced cabin operations functions, the Operator shall have a process to ensure a contract or agreement is executed with such external service providers. Contracts or agreements shall identify the application of specific documented requirements that can be monitored by the Operator to ensure requirements that affect the safety and/or security of cabin operations are being fulfilled by the service provider. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** processes for contract/agreement production/execution with external service providers that conduct outsourced cabin operations functions.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** selected cabin operations outsourcing contracts/agreements (focus: inclusion of or reference to specific requirements applicable to external service providers).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Operational Function \(Aircraft Operations\)](#) and [Outsourcing](#).

This provision only addresses cabin operations functions that are voluntarily outsourced to external service providers. An example of such a function would be the training of cabin crew members conducted by an external training organization.

Functions that are associated with the aircraft cabin but would not normally be conducted by the cabin operations organization (e.g. aircraft catering) are not addressed by this provision.

Refer to Guidance associated with [ORG 1.6.2](#) located in ISM Section 1.

CAB 1.10.2

If the Operator has external service providers conduct outsourced cabin operations functions, the Operator shall have a process to monitor such external service providers to ensure requirements that affect the safety and/or security of cabin operations are being fulfilled. **(GM)** ◀

Note: *IOSA registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).*

Auditor Actions

- ☐ **Identified/Assessed** (focus: monitoring process ensures provider fulfils applicable safety/security requirements).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** selected records/reports resulting from monitoring of cabin operations service providers (focus: monitoring process ensures provider fulfils applicable safety/security requirements).
- ☐ **Other Actions** (Specify)

Guidance

Monitoring and control of external organizations typically includes random sampling, product audits, supplier audits, or other similar methods.

Refer to Guidance associated with [ORG 2.2.1](#) located in ISM Section 1.

If an operator outsources any cabin operations function(s) to external service providers as specified in [CAB 1.10.1](#), then the operator would be required to meet the specifications of this provision.

CAB 1.10.3

If the Operator has external service providers conduct outsourced cabin operations functions, the Operator *should* include auditing as a process for the monitoring of external service providers in accordance with [CAB 1.10.2](#). **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** auditing processes used for monitoring external cabin operations service providers.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** selected records/reports resulting from auditing of cabin operations service providers (focus: audit process ensures provider is fulfilling applicable safety/security requirements).
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 2.2.2](#) located in ISM Section 1.

CAB 1.10.4

The Operator *should* have a process to ensure equipment or other operational products relevant to the safety of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier meet the product technical requirements specified by the Operator prior to being used in the conduct of operations. **(GM)** ◀

Auditor Actions

- ☐ **Identified/Assessed** processes for acceptance of products acquired for use in cabin operations.
- ☐ **Interviewed** responsible manager(s) in cabin operations.

- ☐ **Examined** selected product acceptance records (focus: products meet cabin operations technical requirements).
- ☐ **Other Actions** (Specify)

Guidance

Examples of products addressed by this provision could include:

- Operational manuals produced by external suppliers;
- Cabin door or passenger service unit training devices;
- Video training programs.

Refer to Guidance associated with [ORG 2.3.1](#) located in ISM Section 1.

1.11 Safety Management

Risk Management

CAB 1.11.1

The Operator shall have a hazard identification program in the cabin operations organization that includes a combination of reactive and proactive methods of hazard identification. **[SMS] (GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** safety hazard identification program in cabin operations (focus: program identifies hazards to aircraft operations; describes/defines method(s) of safety data collection/analysis).
- ☐ **Identified/Assessed** role of cabin operations in the organization-wide, cross-discipline safety hazard identification program (focus: participation with other operational disciplines).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Interviewed** person(s) that perform analysis of cabin operational data for the purpose of identifying hazards.
- ☐ **Examined** examples of hazards to aircraft operations that have been identified through data collection and analysis in cabin operations.
- ☐ **Other Action** (Specify)

Guidance

Refer to the IRM for the definitions of [Hazard \(Aircraft Operations\)](#), [Risk Management](#) and [Safety Risk](#).

Hazard identification is an element of the Safety Risk Management component of the SMS framework.

Refer to Guidance associated with [ORG 3.1.1](#) located in ISM Section 1.

CAB 1.11.2

The Operator shall have a safety risk assessment and mitigation program in the cabin operations organization that specifies processes to ensure:

- (i) Hazards are analyzed to determine corresponding safety risks to aircraft operations;
 - (ii) Safety risks are assessed to determine the requirement for risk mitigation action(s);
 - (iii) When required, risk mitigation actions are developed and implemented in cabin operations.
- [SMS] [Eff] (GM) ◀**

Assessment Tool

Desired Outcome

- The Operator maintains an overview of its cabin operations risks and through implementation of mitigation actions, as applicable, ensures risks are at an acceptable level.

Suitability Criteria (Suitable to the size, complexity and nature of operations)

- Number and type of analyzed hazards and corresponding risks.
- Means used for recording risks and mitigation (control) actions.
- Safety data used for the identification of hazards.

Effectiveness Criteria

- (i) All relevant cabin operations hazards are analyzed for corresponding safety risks.
- (ii) Safety risks are expressed in at least the following components:
 - Likelihood of an occurrence.
 - Severity of the consequence of an occurrence.
 - Likelihood and severity have clear criteria assigned.
- (iii) A matrix quantifies safety risk tolerability to ensure standardization and consistency in the risk assessment process, which is based on clear criteria.
- (iv) Risk register(s) across the cabin operations organization capture risk assessment information, risk mitigation (control) and monitoring actions.
- (v) Risk mitigation (control) actions include timelines, allocation of responsibilities and risk control strategies (e.g. hazard elimination, risk avoidance, risk acceptance, risk mitigation).
- (vi) Mitigation (control) actions are implemented to reduce the risk to a level of “as low as reasonably practical”.
- (vii) Identified risks and mitigation actions are regularly reviewed for accuracy and relevance.
- (viii) Effectiveness of risk mitigation (control) actions are monitored at least yearly.
- (ix) Personnel performing risk assessments are appropriately trained in accordance with [ORG 4.3.1](#).

Auditor Actions

- ☐ **Identified/Assessed** safety risk assessment and mitigation program in cabin operations (focus: hazards analyzed to identify/define risk; risk assessed to determine appropriate action; action implemented/monitored to mitigate risk).
- ☐ **Identified/Assessed** role of cabin operations in cross-discipline safety risk assessment/mitigation program (focus: participation with other operational disciplines).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Interviewed** person(s) that perform safety risk assessments in cabin operations.
- ☐ **Examined** selected records/documents that illustrate risk assessment and resulting risk mitigation action(s) in cabin operations.
- ☐ **Other Action** (Specify)

Guidance

Refer to the IRM for the definitions of [Risk Register](#), [Safety Risk](#), [Safety Risk Assessment \(SRA\)](#), [Safety Risk Management](#) and [Safety Risk Mitigation](#).

Risk assessment and mitigation is an element of the Safety Risk Management component of the SMS framework.

Potential hazards typically associated within cabin operations include, but are not limited to:

- Inadvertent slide deployment;
- Smoke/fire/fumes;
- Turbulence;
- Unruly passengers;
- Cabin crew injury/incapacitation;
- Carriage of lithium batteries in the cabin;
- Inflight product and services;
- Service of hot food and beverages.

Refer to Guidance associated with [ORG 3.2.1](#) located in ISM Section 1.

Operational Reporting

CAB 1.11.3

The Operator shall have an operational safety reporting system in the cabin operations organization that:

- (i) Encourages and facilitates cabin operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;
- (ii) Ensures mandatory reporting in accordance with applicable regulations;
- (iii) Includes analysis and cabin operations management action to address safety issues identified through the reporting system. **[SMS] (GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** operational safety reporting system in cabin operations (focus: system urges/facilitates reporting of hazards/safety concerns; includes analysis/action to validate/address reported hazards/safety concerns).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Interviewed** person(s) that perform operational safety report review/analysis/follow-up in cabin operations.
- ☐ **Examined** data that confirm an effective cabin operations safety reporting system (focus: quantity of reports submitted/hazards identified).
- ☐ **Examined** records of selected cabin operations safety reports (focus: analysis/follow-up to identify and address reported hazards/safety concerns).
- ☐ **Other Actions** (Specify)

Guidance

Safety reporting is a key aspect of SMS hazard identification and risk management.

Refer to Guidance associated with [ORG 3.1.2](#) located in ISM Section 1.

CAB 1.11.4

The Operator *should* have a confidential safety reporting system in the cabin operations organization that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations. **(GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** confidential safety reporting system in cabin operations (focus: system urges/facilitates reporting of events/hazards/safety concerns caused by humans; report/reporters are de-identified; includes analysis/action to validate/address reported hazards/safety concerns).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** records of selected cabin operations confidential safety reports (focus: report/reporter de-identification; analysis/follow-up to identify/address reported hazards/safety concerns).
- ☐ **Other Actions** (Specify)

Guidance

Refer to Guidance associated with [ORG 3.1.3](#) located in ISM Section 1.

Safety Performance Monitoring and Management

CAB 1.11.5

The Operator shall have processes in the cabin operations organization for setting safety performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) as means to monitor the achievement of its safety objectives and to validate the effectiveness of safety risk controls. **[SMS] (GM) ◀**

Auditor Actions

- ☐ **Identified/Assessed** program for setting SPIs and SPTs in cabin operations (focus: program defines the development and implementation of SPIs that are aligned with safety objectives).
- ☐ **Interviewed responsible** manager(s) in cabin operations.
- ☐ **Examined** selected SPIs (focus: SPIs and SPTs are being used to monitor operational performance toward effectiveness of risk controls and achievement of safety objectives).
- ☐ **Examined** records/documents that identify tracking of cabin operations SPIs and SPTs (focus: tracking used to assess/monitor operational safety performance, assess/validate risk control effectiveness).
- ☐ **Other Action** (Specify)

Guidance

Refer to the IRM for the definitions of [Safety Assurance](#), [Safety Objective](#), [Safety Performance Indicator \(SPI\)](#) and [Safety Performance Target \(SPT\)](#).

Setting SPIs that are consistent with safety objectives is an element of the Safety Assurance component of the SMS framework.

SPIs are used by an operator to track and compare its operational performance against the achievement of its safety objectives and to focus attention on the performance of the organization in managing operational risks and maintaining compliance with relevant regulatory requirements.

SPIs in cabin operations are usually expressed as a reduction in the rate or number of specifically identified occurrences or conditions. Examples could include inadvertent slide deployments, turbulence-related injuries in the cabin, fumes or fires, and rapid deplaning/emergency evacuation events.

SPTs define short-term and medium-term safety performance management desired achievements. They act as 'milestones' that provide confidence that the organization is on track to achieving its safety objectives and provide a measurable way of verifying the effectiveness of safety performance management activities. The setting of SPTs is normally accomplished after considering what is realistically achievable and, where historical trend data are available, the recent performance of the particular SPI.

It is not always necessary or appropriate to set or define SPTs as there could be some SPIs that are better monitored for trends rather than against a targeted number. Safety reporting is an example of when having a target could either discourage people not to report (if the target is not to exceed a number) or to report trivial matters to meet a target (if the target is to reach a certain number).

Refer to Guidance associated with [ORG 1.4.1](#) (safety objectives) and [ORG 1.4.2](#) (SPIs and SPTs) located in ISM Section 1.

2 Training and Qualification

General Guidance

Many of the provisions of this subsection contain specifications related to the recurring frequency of training and evaluation events for cabin crew members. Such provisions, with a few exceptions, define cycles or intervals for the completion of recurrent training and/or evaluation expressed in months since training was first completed or qualification was first established. It is important to note, however, that for the purpose of conformance with these provisions, such intervals are nominal and the actual interval may vary slightly. For example, an operator may adjust the frequency of evaluations to minimize overlap, provide scheduling flexibility, preserve the original qualification date, and/or ensure evaluations are consistently completed in accordance with the nominal cycle set forth by the State and/or applicable authorities. Accommodations of this nature are commonplace and vary widely by regulatory jurisdiction. In all cases, however, the auditor will make the determination of whether or not such accommodations fit within the nominal cycles established in each provision.

2.1 Training Program

CAB 2.1.1A

The Operator shall have a training and evaluation program that is approved or accepted by the Authority, and that ensures cabin crew members understand their responsibilities and are competent to perform the duties and functions associated with cabin operations. The cabin crew training program shall also, as a minimum, address:

- (i) Initial qualification;
- (ii) Continuing qualification;
- (iii) Re-qualification;
- (iv) If applicable, aircraft transition or conversion;
- (v) If applicable, other specialized training requirements;
- (vi) If applicable, each traditional training program requirement that is replaced by a requirement under an Advanced Qualification Program (AQP) as approved or accepted by the Authority. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirement for specified training/qualification courses applicable to each aircraft type in cabin crew training/evaluation program.
- ☐ **Identified/Assessed** program elements under AQP (as applicable); program has regulatory approval.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** training/qualification course curriculum (focus: inclusion of applicable training/qualification courses).
- ☐ **Examined** training/qualification records of selected cabin crew members (focus: completion of applicable training/qualification courses).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of [Advanced Qualification Program \(AQP\)](#) and [Continuing Qualification](#).

AQP incorporates the elements and specifications contained in [CAB 2.1.1B](#), [Table 5.2](#) and [Table 5.3](#).

CAB 2.1.1B

If the Operator conducts cabin crew training and evaluation in accordance with an AQP, such AQP shall be approved or accepted by the Authority and incorporate the applicable elements and specifications contained in [Table 5.2](#) and [Table 5.3](#). **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** cabin crew AQP (focus: regulatory approval, incorporation of elements/specifications in accordance with [Tables 5.2](#) and [5.3](#)).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** initial/recurrent/requalification/aircraft type course curricula/syllabi for training of cabin crew members.
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

An operator, in accordance with the requirements of the Authority, typically uses technical guidance for the development of an AQP. Such guidance might be derived from one or more of the following source references, as applicable:

- Office of the Federal Register, (2 October 1990), Special Federal Aviation Regulation 58—Advanced Qualification Program, Federal Register, Vol. 55, No. 91, Rules and Regulations (pp. 40262–40278).
- FAA 14 CFR Part 121, Subpart Y.
- FAA Advisory Circular 120–54A, Advanced Qualification Program (23 June 2006).
- FAA Advisory Circular 120–51 (3 January 1995), Crew Resource Management Training, Federal Aviation Administration, Washington DC: U.S. Department of Transportation.
- Any equivalent reference document approved or accepted by the Authority for the development of an advanced training and qualification program designed to conform to the specifications of [Table 5.2](#) and [Table 5.3](#).

CAB 2.1.2

The Operator shall ensure all cabin crew members complete an initial training course:

- (i) As part of the cabin crew qualification process for individuals who have not previously been qualified as a cabin crew member for the Operator;
- (ii) Prior to being assigned duties as a cabin crew member. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirements for completion of initial training by cabin crew members.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** records of initial training of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

An AQP may allow for deviations and/or an abbreviated curriculum for initial/new hire cabin crew training in a merger or acquisition situation.

CAB 2.1.3

The Operator shall ensure all cabin crew members complete a recurrent training course once every 12 months or, if applicable, in accordance with the Operator's AQP as specified in [CAB 2.1.1B](#) in order to remain qualified to perform duties as a cabin crew member. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirements for completion of recurrent training by cabin crew members.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** records of recurrent training of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

An operator typically has a process that tracks qualification requirements to ensure cabin crew members complete recurrent training in a timely manner to remain qualified.

The nominal cycle for the completion of the recurrent training course by each cabin crew member is 12 months and, during that period, each cabin crew member receives training in the subject areas applicable to the course for that 12-month period.

As a means of ensuring flexibility in the scheduling process, in some regulatory jurisdictions an operator may be permitted to increase the maximum cycle for the completion of recurrent training by cabin crew members up to 15 months with no change to the original training anniversary date of each cabin crew member. Such flexibility, however, would not alter the requirement for a basic 12-month recurrent training cycle for cabin crew members.

In the event a cabin crew member becomes unqualified for any reason (e.g., extended leave of absence), completion of re-qualification training would establish a new anniversary date (superseding the original anniversary date) upon which recurrent training would be based.

An AQP may have an approved extension to the duration of Continuing Qualification cycle if evidence substantiates the extension maintains or increases the level of safety for the operator. A Continuing Qualification cycle may be extended up to a maximum of 39 months. Additionally, an individual crewmember may be assigned an augmented or additional training and/or evaluation schedule based on performance during training, qualification or in line operations.

CAB 2.1.4

The Operator shall have a cabin crew requalification training course, which shall be completed:

- (i) By individuals who have failed to remain qualified as a cabin crew member;
- (ii) As part of the process to regain qualification to perform duties as a cabin crew member;
- (iii) If applicable, in accordance with the Operator's AQP as specified in [CAB 2.1.1B](#). **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirements for completion of requalification training by cabin crew members.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** records of requalification training of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

An operator typically has a process that tracks qualification requirements to ensure, when cabin crew members become unqualified for any reason, such crew members complete applicable requalification training prior to being assigned to perform duties as a cabin crew member.

An AQP typically includes remediation methodology in its approved documentation describing strategies that will be used to remediate unsuccessful testing, validation, or evaluation. Remediation may not require completion of a requalification course. An AQP may allow for flexibility of requalification requirements based on the Qualification Standards and additional parameters set by the operator. Any deviations from traditional training requirements will be included in its approved documentation.

[CAB 2.1.1B](#) addresses overall AQP elements and specifications, as well as Authority approval/acceptance requirements.

CAB 2.1.5

The Operator shall have aircraft type training, which shall be completed by cabin crew members as part of the process to qualify and remain qualified to perform cabin crew duties on each type of aircraft to which they may be assigned. As a minimum, subjects covered under aircraft type training shall include:

- (i) Aircraft systems;
- (ii) Exit locations and operation;
- (iii) Emergency equipment locations and operation;
- (iv) Emergency assignments;
- (v) Unique features of the aircraft cabin (as applicable for variants of a common aircraft type). **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirements for completion of aircraft type training by cabin crew members.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** course syllabus for aircraft type training of cabin crew members.

- ☐ **Examined** records of aircraft type training of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

An aircraft type training course for cabin crew members would include the description, locations and operation of an aircraft and its equipment.

Instruction in aircraft systems typically includes:

- Aircraft interior, passenger seats and restraints;
- Crew member seats and restraints;
- Aircraft-specific duties and responsibilities;
- Galley systems;
- Communication systems;
- Lighting systems;
- Oxygen systems.

Instruction on exit locations and operation addresses the types of exits on an aircraft.

Instruction on emergency equipment locations and operation addresses slides, rafts, slide/rafts, ramp slide/rafts, life jackets and other flotation devices.

Sub-specification iv): The term “emergency assignments” refers to specific duties assigned to cabin crew members during emergency situations.

A process, in accordance with requirements of the Authority, would be used to qualify cabin crew members that concurrently operate aircraft of different types or operate variants within one aircraft type. The qualification process would typically address the differences between variants or types.

CAB 2.1.6

The Operator shall require instructors and evaluators that train and/or evaluate cabin crew members to successfully complete an instructor and/or evaluator training course that ensures such instructors and evaluators have an adequate level of knowledge and standardization to provide, as applicable, instruction or evaluation in the cabin crew training program. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirements for completion of instructor/evaluator training by instructors/evaluator that deliver training courses to or evaluate cabin crew members.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** course curriculum/syllabus for training of cabin crew training instructors.
- ☐ **Examined** records of instructor training of selected cabin crew training instructors/evaluators.
- ☐ **Other Actions** (Specify)

Guidance

The syllabus for the cabin crew instructor training program typically focuses on instruction techniques and provides the level of technical knowledge relevant to the areas in which the individual instructor will deliver instruction.

An AQP typically distinguishes between instructor and evaluator duty positions. However, the instructor/evaluator role may be assumed by the same person. Distinct training is typically provided focusing on instruction and evaluation techniques.

CAB 2.1.7

The Operator shall ensure cabin crew training courses include testing or evaluation by written, oral or practical means to satisfy requirements for cabin crew members to demonstrate adequate knowledge, competency and proficiency to perform duties, execute normal, abnormal and emergency procedures, and operate emergency and lifesaving equipment. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** policy/requirement for testing/evaluation in training courses for cabin crew members.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** Testing and evaluation options used.
- ☐ **Examined** testing/evaluation records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Testing or evaluation, which may be accomplished using oral, written or practical means, ensures a thorough knowledge of and the ability to perform duty assignments and execute functions in the cabin.

Written tests and practical drills would be sufficiently thorough to ensure adequate coverage of all safety duties and functions to be performed in an emergency.

Written tests need not be lengthy (e.g. 10 multiple choice questions) provided test questions are drawn from a large pool of questions that address a broad range of subjects. If tests include questions on commercial subjects (e.g. procedures associated with food and beverage services), then testing methods would ensure there are a sufficient number of test questions to adequately evaluate knowledge of safety aspects.

Grading as part of evaluation would be calibrated such that high scores on non-safety issues do not override or mask low scores on important safety-related material.

Typically, the process includes grading standards that define the minimum passing score for all testing to measure and indicate the level of safety competency. Similarly, grading standards are needed when evaluating the performance of cabin crew members during practical training exercises.

Refer to [CAB 2.2.5](#), which contains specifications and guidance that address practical training exercises.

Approved AQP documentation typically identifies applicable testing/validation/evaluation strategies. Such strategies may include the following: train-to-proficiency, knowledge validation, cognitive skill validation, motor skill validation and operating experience, as well as first look and line evaluation.

Note: *Train-to-proficiency may occur in the form of instruction, review, practice or performance, and does not require data collection.*

CAB 2.1.8

The Operator shall ensure the completion of required training by cabin crew members is recorded and such records are retained in accordance with [CAB 1.7.1](#).

Auditor Actions

- ☐ **Identified/Assessed** means of maintaining records of training of cabin crew members.
- ☐ **Examined** regulatory requirement for retention of cabin crew member training records.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

2.2 Program Elements

General Guidance

Many of the provisions of this subsection make reference to cabin crew training conducted in accordance with an AQP that is approved or accepted by the Authority as specified in [CAB 2.1.1B](#).

If applicable, AQP allows development of proficiency-based training programs that encourage innovation in the methods and technologies used during instruction and evaluation, as well as in the efficient management of the training systems. Since these innovations may require some deviations from traditional regulations, the approved qualification standards may replace the applicable portions

of the existing regulations and/or training guidance. These deviations or variances will be defined in the approved AQP documentation.

Additionally, an approved AQP Entry Level Analysis may be documented to achieve the most effective use of training resources. An Entry Level Analysis may also be used to identify where training is not needed or to justify alternative curriculum tracks or modules targeted at expected differences in entry background.

In an AQP, criticality and currency determination guides how and when training objectives are trained, validated or evaluated. A task factor analysis will be documented within the approved training qualification standards.

Conformance Applicability (CA) Tables are embedded in certain provisions in this sub-section to indicate how aspects or factors relevant to cabin crew training and qualification must be addressed or satisfied for an operator to be in conformity with the provision. Each CA table contains four columns that address the following relevant aspects/factors:

- **Specific to Aircraft Type:** Indicates whether the training specified in the provision must account for or be tailored to aircraft type or crew position.
- **Included in Initial/Requalification Training:** Indicates whether the training specified in the provision must be included as part of initial and requalification training.
- **Included in Recurrent Training:** Indicates whether the training specified in the provision must be included as part of recurrent training/continuing qualification and, as applicable, specifies the maximum recurrent interval.
- **Conformance through AQP:** Indicates whether the specified training and/or evaluation, including the associated recurrent training/continuing qualification interval, if any, may be replaced by equivalent requirements as part of, as applicable, the operator's AQP.

CAB 2.2.1

The Operator shall ensure cabin crew members receive training or orientation to provide familiarity with basic aviation subjects relevant to cabin operations and cabin crew duties. Such training or orientation shall be part of the cabin crew initial training course and, as a minimum, address the following subject areas:

- (i) Applicable regulations;
- (ii) Aviation terminology;
- (iii) Basic theory of flight;
- (iv) Relevant aircraft systems;
- (v) Altitude physiology;
- (vi) Standard operating procedures for cabin operations on the ground and all phases of flight. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of training in basic aviation subjects in cabin crew initial training course.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial training course for cabin crew members.
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Training or orientation in aviation subjects typically would address, on a basic level:

- State, international and company-specific regulations;
- Aviation terminology and theory of flight necessary in the performance of cabin duties;
- Basic flight subjects such as major aircraft components, critical surfaces (including contamination), pressurization system, weight and balance, meteorology, turbulence, communications equipment and air traffic control;

- Subjects associated with altitude physiology, such as effects of altitude, hypoxia, the aircraft oxygen system and operation, gas expansion, depressurization and decompression sickness;
- Philosophy, structure and application of standard operating procedures.

If such training is delivered in a classroom setting, some of the content may be accomplished via distance and/or e-learning prior to attending the classroom portion.

Under an AQP, initial training may be referred to as indoctrination and qualification training.

CAB 2.2.2

The Operator shall ensure cabin crew members receive training that provides knowledge of safety policies and procedures associated with the preflight, in-flight and post-flight phases of cabin operations. **(GM)**

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP/ATQP/EBT
Yes*	Yes	Yes (every 24 months)	Yes
* Where multiple aircraft types are operated, this training shall cover all relevant aircraft-specific differences in safety equipment and/or safety and security procedures.			

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of preflight/inflight/post-flight safety training for cabin crew initial/requalification/recurrent training courses.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent training courses for cabin crew members, including regulatory requirement for frequency of recurrent training courses.
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Training in safety policies and procedures typically addresses:

- Crew coordination and communication;
- Sterile flight deck;
- Mandatory briefings;
- Safety checks;
- Passenger acceptance and handling;
- Cabin baggage;
- Personal electronic devices;
- Fueling with passengers on board;
- Turbulence;
- Flight and cabin crew member incapacitation;
- Flight deck access.

CAB 2.2.3

The Operator shall ensure cabin crew members receive training that provides the knowledge required to execute emergency procedures. Such training shall, as a minimum, address emergency procedures associated with:

- (i) Cabin fires;
- (ii) Smoke and fumes;

- (iii) Emergency landing (land and water);
- (iv) Planned cabin evacuation (land and water);
- (v) Unplanned cabin evacuation (land and water);
- (vi) Medical emergencies.

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
Yes*	Yes	Yes (every 24 months)	Yes
* Where multiple aircraft types are operated, this training shall cover all relevant aircraft-specific differences in safety equipment and/or safety and security procedures.			

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of cabin emergency procedures training in cabin crew initial/requalification/recurrent training courses.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent emergency procedures training courses for cabin crew members, including regulatory requirement for frequency of recurrent training courses.
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

CAB 2.2.4

The Operator shall ensure cabin crew members receive training that provides the knowledge required to understand the function and operation of cabin emergency equipment and to execute associated preflight checks. **(GM)**

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
Yes	Yes	Yes (every 24 months)	Yes

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of cabin emergency equipment training in cabin crew initial/requalification/recurrent training courses (focus: function/operation of equipment).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent emergency equipment training courses for cabin crew members, including regulatory requirement for frequency of recurrent training courses.
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Aircraft type-training courses may include training in the use of specific emergency equipment such as slides, rafts, slide/rafts and ramp slide/rafts.

CAB 2.2.5

The Operator shall ensure cabin crew members complete practical training exercises consisting of cabin drills and hands-on operation of cabin equipment. As a minimum, focus areas within the scope of practical training exercises shall include:

- (i) Cabin exit operations (normal and emergency) for each aircraft and exit type;
- (ii) Cabin emergency evacuation;
- (iii) If the operator uses aircraft equipped with cabin doors that have emergency egress slides:
 - (a) Initial training: Use of emergency egress slide(s);
 - (b) Requalification and recurrent training: Use of emergency egress slide(s) in accordance with requirements of the Authority.
- (iv) Firefighting;
- (v) Oxygen administration;
- (vi) If required, ditching. **(GM)**

Note: If applicable, cabin crew members may complete practical training exercises through participation in event management scenarios in accordance with the Operator's AQP as specified in [CAB 2.1.1B](#).

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
Yes	Yes	Yes*	Yes
* All focus areas within the scope of practical training exercises shall be addressed not less than once every 36 months.			

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of practical training exercises (cabin drills and hands-on operation of cabin equipment) in cabin crew initial/requalification/recurrent training courses.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent training exercises in courses for cabin crew members (focus: frequency of exercises/courses and regulatory requirement for frequency of recurrent training exercises/courses).
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Wet Drill](#).

Practical training exercises to satisfy this provision typically include procedures associated with the use of cabin systems and equipment, to include the public address and intercom systems, life-rafts, life preservers, PBE/smoke hoods, as well as operation of the door(s), deployment and use of emergency egress slide(s), fighting an actual or simulated fire, operation of hand fire extinguishers, passenger briefings and in-flight decompression (group drill).

Personal electronic devices powered by rechargeable lithium-ion (LI) batteries are common in the passenger cabin. The batteries in such devices have the potential for overheating (thermal runaway), explosion and fire. An operator might consider a practical training exercise that simulates a LI battery fire in the cabin, thus requiring the cabin crew members to implement firefighting procedures appropriate for this type of fire.

Hands-on practical training exercises might involve the use of actual aircraft emergency and lifesaving equipment or might be conducted using realistic and functional simulators or mock-ups.

A requirement for a practical training exercise for ditching is determined by the State. An operator that conducts over-water and/or long-range over-water flights would typically ensure cabin crew members complete practical training exercises in ditching.

An operator might elect to include a wet drill as part of initial training as a means of providing hands-on familiarization with ditching equipment and procedures. A wet drill would require cabin crew members to go into the water and then climb into a raft, or to board a raft in the water directly from an aircraft exit (with cabin crew members not going into the water).

When using the actual aircraft to conduct training in emergency exit operations, emergency operation can be simulated by disarming the exits and having the trainee accomplish all steps as though the door were armed.

Due to challenges and problems associated with using actual aircraft systems, cabin simulators or training mock-ups are typically used to the extent possible. If cabin exit simulators or training mock-ups are not available, practical hands-on drills are performed on board actual aircraft, which, to preclude disruption of training, would necessitate a documented program and aircraft schedule.

CAB 2.2.6

If the Operator uses pressurized aircraft, the Operator shall ensure cabin crew members receive training in high altitude depressurization. Such training shall provide:

- (i) An understanding of the effects on crew and passengers;
- (ii) The knowledge necessary to execute associated emergency procedures. **(GM)**

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
Yes*	Yes	Yes (every 24 months)	Yes
* Where multiple aircraft types are operated, this training shall cover all relevant aircraft-specific differences in safety equipment and/or safety and security procedures.			

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of high-altitude depressurization training in cabin crew initial/requalification/recurrent training courses.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent training courses for cabin crew members (focus: effects on crew and passengers, execution of associated emergency procedures and frequency of recurrent training courses).
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Training in depressurization may be conducted in the classroom, via distance and/or e-learning, as a practical exercise, or by using a combination of methods.

A video presentation on the effects of hypoxia and a re-enactment of an explosive depressurization to emphasize the visual effects on the crew and passengers is an example of one means of presenting depressurization training. A presentation that includes photos, accompanied by a group discussion, is another example of a means of presenting such material.

CAB 2.2.7

The Operator shall ensure cabin crew members receive training in dangerous goods awareness, recognition and emergency action. **(GM)**

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
No	Yes	Yes*	Yes
* All subjects within the scope of dangerous goods training shall be addressed not less than once within the 24-month period from the previous training in dangerous goods.			

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of dangerous goods training (awareness/recognition/emergency action) in cabin crew initial/requalification/recurrent training courses.
- ☐ **Examined** regulatory requirement for frequency of training in dangerous goods in cabin crew recurrent training.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent training courses for cabin crew members.
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

This provision specifies the minimum dangerous goods awareness training required for cabin crew members and is applicable to an operator regardless of whether such operator *transports or does not* transport dangerous goods.

The curriculum for dangerous goods training is determined by the operator and may vary depending on specific responsibilities and duty function(s).

Recurrent training in dangerous goods is completed within a validity period that expires 24 months from the previous training to ensure knowledge is current, unless a shorter period is defined by a competent authority. However, when such recurrent training is completed within the final 3 months of the 24-month validity period, the new validity period may extend from the month on which the recurrent training was completed until 24 months from the expiry month of the current validity period. If such recurrent training is completed *prior* to the final three months of the validity period, the new validity period would extend 24 months from the month the recurrent training was completed.

Refer to [DGR 1.5](#) and [Appendix H.6](#) for guidance that includes adapted task lists for well-defined job functions.

CAB 2.2.8

The Operator shall ensure cabin crew members receive training in human performance to gain an understanding of the human factors involved in conducting cabin safety duties and coordinating with the flight crew during the execution of onboard emergency procedures. **(GM)**

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
No	Yes	Yes (every 36 months)	Yes

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of cabin operations human performance training in cabin crew initial/requalification/recurrent training courses.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent training courses in human performance for cabin crew members (focus: cabin safety duties, coordination with flight crew during execution of onboard emergency procedures, regulatory requirements for frequency of recurrent training courses).
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of [Crew Resource management \(CRM\)](#), [Human Factors Principles](#) and [Human Performance](#).

Training in human performance usually includes basic human factors concepts and crew resource management (CRM).

CAB 2.2.9

If the Operator uses aircraft that require more than one cabin crew member, the Operator shall ensure cabin crew members receive training that provides the necessary awareness of other cabin crew assignments and procedures to assure fulfillment of all cabin crew duties in the event of an emergency situation.

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
No	Yes	Yes (every 24 months)	Yes

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of cabin crew assignments/procedures awareness training in cabin crew initial/requalification/recurrent training courses.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent training courses for cabin crew members (focus: awareness of other cabin crew assignments, fulfillment of cabin crew duties during emergency situations, regulatory requirements for frequency of recurrent training courses).
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

CAB 2.2.10

The Operator *should* ensure cabin crew members participate in joint training activities or exercises with flight crew members for the purpose of enhancing onboard coordination and mutual understanding of the human factors involved in addressing emergency situations and security threats. **(GM)**

Note: If applicable, cabin-flight crew training as specified in this provision may be accomplished through activities or exercises delivered independently to cabin and flight crew members in accordance with the Operator's AQP as specified in [CAB 2.1.1B](#).

Auditor Actions

- ☐ **Identified/Assessed** requirement for joint cabin crew/flight crew training activities/exercises.
- ☐ **Interviewed** responsible manager(s) in cabin operations.

- ☐ **Examined** curriculum/syllabus of joint cabin crew/flight crew training activities/exercises (focus: onboard coordination, mutual understanding of human factors involved in emergencies/security threats).
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Joint training provides a forum to focus on the coordination and communication necessary between the flight and cabin crews and the subjects associated with emergency procedures, security procedures and human factors. To the extent possible, such training would include joint practical training exercises. If such exercises are not possible, joint interactive discussion in the subject areas is an acceptable alternative.

The intent of this provision is that the specified training is delivered jointly to cabin and flight crew members together in a common location. However, under certain specific conditions, conformity with this provision may be accomplished through training delivered independently to cabin and flight crew members:

- When approved or accepted by the Authority under an AQP, or
- When the cabin crew training and flight crew training occurs at different geographical locations or on different training cycles.

When training is delivered independently under the above conditions, learning objectives are determined jointly through interdepartmental coordination and subsequently incorporated into the respective cabin crew and flight crew training curricula. It is possible that, although the learning objectives are determined jointly, the development of curricula and administration of the training occurs independently within each department.

CAB 2.2.11

The Operator shall ensure cabin crew members receive training that provides knowledge in first aid and inflight medical events. As a minimum, subjects within the scope of first aid training include:

- (i) Life-threatening medical emergencies;
- (ii) Cardiopulmonary resuscitation (CPR);
- (iii) Management of injuries;
- (iv) Management of illnesses;
- (v) First-aid equipment and supplies;
- (vi) If applicable, medical equipment and supplies. **(GM)**

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
No	Yes	Yes*	Yes
* All subjects within the scope of first aid training shall be addressed every 36 months.			

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of first aid training in cabin crew initial/requalification/recurrent training courses.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of initial/requalification/recurrent training in first aid for cabin crew members (focus: scope/content/frequency of training, regulatory requirements for frequency of recurrent training).
- ☐ **Examined** training records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

Under an AQP, initial training may be referred to as indoctrination and qualification training.

Training typically provides knowledge and skill in five subject areas appropriate for cabin crew members. Suggested subject areas are as follows:

1. Altitude physiology (working at altitude):
 - Changes in atmospheric pressure;
 - Relative hypoxia;
 - Trapped gas;
 - Decompression sickness;
 - Cabin depressurization;
 - Hyperventilation;
 - Cabin air quality.
2. Travel health:
 - Immunization;
 - Protection against infectious diseases;
 - Circadian rhythm and jet lag;
 - Fatigue management;
 - Personal safety (e.g. use of alcohol, other drugs, traffic safety).
3. Standards and regulations:
 - First aid training and equipment (ICAO standards and/or CAA regulations);
 - Reporting of communicable diseases (ICAO standards and WHO International Health Regulations);
 - Aircraft disinfection and disinsection (application of insecticide);
 - Biohazard waste disposal.
4. Procedures and resources:
 - Seeking medical advice (ground and/or in flight);
 - Medical equipment (e.g. first aid kit, medical kit, oxygen);
 - Death on board;
 - Birth on board;
 - Documentation to be completed;
 - PIC notification and communication.
5. First aid (problem recognition and management):
 - Assessing a casualty;
 - Lifesaving procedures:
 - Assess ABC (adult, child, infant);
 - Choking;
 - CPR (practical training);
 - Recovery position.
 - Medical problems:
 - The unconscious (underlying causes);
 - Suspected communicable diseases;
 - Respiratory disorders (asthma, hyperventilation, chronic lung diseases, persistent coughing);
 - Cardiovascular disorders (angina, heart attack, shock, DVT);
 - Abdominal problems (vomiting, diarrhea, pain, heartburn, bleeding);
 - Nervous system disorders (headache, seizure, stroke);

- Ear, nose and throat problems such as barotrauma (body damage caused by pressurization difference) and/or epistaxis (nose bleed);
- Behavioral/psychological disorders (panic attack, alcohol intoxication, irrational behavior);
- Other problems (diabetes, allergic reaction, pregnancy related).
- Trauma:
 - Wounds and bleeding (practical training);
 - Burns;
 - Head and neck injury;
 - Eye injury;
 - Musculoskeletal injury;
 - Chest and abdominal injury.

Initial training would typically address all the subject areas listed above.

Unless there were changes to the altitude physiology, travel health and regulations components, it would not be necessary to review these areas each year. However, in the event of changes, cabin crew members would typically be promptly advised, and such changes may then be addressed during the next recurrent training.

The procedures, resources and first aid subject areas may be addressed in recurrent training, to include testing and evaluation. Selected elements included in these subject areas would be addressed each year in recurrent training such that all elements are addressed during every 36-month period or, if applicable, in accordance with the Operator's AQP.

CPR is a lifesaving procedure that requires practice in order to maintain competence. Therefore, it is recommended that cabin crew members complete recurrent training in the most current CPR procedures on an annual basis.

It is recommended that elements chosen to be reviewed each year be built into practical scenarios. Scenario-based training is advantageous because:

- It requires the crew to function as a team;
- Scenarios might be designed to cover multiple aspects of first aid, as well as subjects from other areas, such as altitude physiology and regulations;
- It stimulates participation and improves retention.

Other training methods would also be acceptable as long as it can be reasonably established that cabin crew members have the knowledge and skills to apply first aid and lifesaving procedures at any given time.

CAB 2.2.12

The Operator shall ensure cabin crew members complete initial and recurrent security training as approved or accepted by the State, and in accordance with the Operator's security training program as specified in [SEC 2.1.1](#). Cabin crew security training shall address the following subject areas:

- (i) Determination of the seriousness of any occurrence;
- (ii) Causes of disruptive behavior on board and management of such types of incidents;
- (iii) Crew communication and coordination;
- (iv) Policy and procedures associated with flight deck access;
- (v) Appropriate self-defense responses;
- (vi) Use of non-lethal protective devices assigned to crew members for use as authorized by the State;
- (vii) Understanding the behavior of terrorists so as to facilitate the ability to cope with hijacker behavior and passenger responses;
- (viii) Situational training exercises regarding various threat conditions;
- (ix) Flight deck procedures to protect the aircraft;

- (x) Aircraft search procedures;
- (xi) As practicable, guidance on least-risk bomb locations. **(GM)**

Conformance Applicability			
Specific to Aircraft Type	Included in Initial/Requalification Training	Included in Recurrent Training	Conformance through AQP
No	Yes	Yes (every 36 months)	Yes

Note: Cabin crew members shall complete initial security training prior to being assigned to operational duties.

Auditor Actions

- ☐ **Identified/Assessed** cabin crew security training program (focus: approval/acceptance by the State; meets applicable requirements of other states).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** selected initial/recurrent training/qualification course curricula/syllabi (focus: security training is included; required subjects are addressed).
- ☐ **Examined** selected cabin crew member training/qualification records (focus: completion of security training training).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Security Program](#).

Cabin crew members are directly involved in the implementation of security measures and thereby require an awareness of obligations to the Security Program of the operator.

Crew security training would normally be in accordance with applicable regulations and/or the civil aviation security program of the State, and where no regulatory guidance exists, in accordance with the policy of the operator.

Specific subject areas included in recurrent security training are typically identified and derived from an analysis of actual or likely situations or trends experienced during line operations.

Fight deck access as specified in item (iv) would typically include persons authorized for flight deck access as well as flight deck entry/exit procedures.

Non-lethal devices as specified in item (vi) typically include handcuffs or restraints.

Training as specified in item (vii) typically addresses topics or tactics as appropriate for the operator that might be associated with or could be used to facilitate crew-passenger reaction to or interaction with hijackers (e.g. conflict management, use of passive or non-passive cooperation, understanding Stockholm Syndrome, identification of and response to hijacker types/motives).

Training exercises as specified in item (viii) are typically interactive in nature, and scenarios or situations (e.g. bomb threat, hijacking, unruly passenger) may be presented using various accepted training methods (e.g. live role playing, table top, computer-based training).

Training as specified in item (xi) is applicable to aircraft types that have designated least-risk bomb locations.

CAB 2.2.13

If the Operator uses aircraft that require more than one cabin crew member, the Operator shall ensure applicable cabin crew members have completed cabin crew leadership training (if applicable, as approved or accepted by the Authority) prior to being assigned to duties as a designated cabin crew leader, in accordance with [CAB 3.1.2](#).

Auditor Actions

- ☐ **Identified/Assessed** requirement for leadership training for cabin crew members assigned as cabin crew leader on aircraft that require more than one cabin crew member.

- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** curriculum/syllabus of leadership training course for cabin crew leaders.
- ☐ **Examined** training records of selected cabin crew members designated as cabin crew leader.
- ☐ **Other Actions** (Specify)

2.3 Line Qualification

CAB 2.3.1

The Operator shall ensure cabin crew members complete supervised line flight experience as part of the cabin crew initial qualification process and prior to being assigned unsupervised duties as a cabin crew member. Supervised line flight experience shall be completed during one or more actual line flight segments and shall require a cabin crew member to demonstrate an understanding of all responsibilities and competency to perform the duties and execute the procedures associated with cabin operations. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirement for supervised line flight experience as part of initial qualification (focus: completion required prior to being assigned to unsupervised duties).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** criteria/activities/responsibilities included in supervised line experience (initial qualification).
- ☐ **Examined** selected cabin crew member training/qualification records (focus: completion of supervised line training prior to being assigned to unsupervised duties).
- ☐ **Other Actions** (Specify)

Guidance

Supervised line flight experience is typically referred to as a familiarization flight or operating experience.

Where an operator uses more than one aircraft type, such supervised line experience may be accomplished on any one type.

Line flight experience (or familiarization flights) for cabin crew members, as part of the initial qualification process, may be conducted under the supervision of cabin crew members assigned cabin leadership responsibilities in normal line operations (e.g. purser, cabin leader, lead flight attendant, onboard leader or other similar positions) or specially qualified to conduct these particular supervisory responsibilities. This activity does not require the presence of a cabin crew instructor or evaluator to provide the necessary supervision; however, it is important the person conducting the supervision has received training and understands the responsibilities for the cabin crew position(s) being observed.

Line flight experience is normally conducted using a checklist that contains the duties and procedures that are being observed. The results of the observation are recorded. The checklist might be, but is not necessarily, retained with other cabin crew training records.

If permitted by the Authority, a group line indoctrination training flight conducted in the aircraft is an acceptable means of conforming to this provision if:

- The conduct of such training flight is defined by the Authority, including the training objectives that must be satisfied by cabin crew members;
- The operator conducts the training flight in accordance with all requirements defined by the Authority.

CAB 2.3.2

If the Operator uses aircraft that require only one cabin crew member, the Operator shall ensure cabin crew members complete supervised line flight experience on such aircraft as part of the cabin crew qualification or re-qualification process and prior to being assigned to perform unsupervised duties on an aircraft as the sole operating cabin crew member. **(GM)**

Auditor Actions

- ❑ **Identified/Assessed** requirement for completion of supervised line flight experience as part of initial qualification/requalification of cabin crew members with duties on aircraft that require only one cabin crew member (focus: completion required prior to being assigned to unsupervised duties).
- ❑ **Interviewed** responsible manager(s) in cabin operations.
- ❑ **Examined** criteria/activities/responsibilities included in supervised line experience (initial qualification/requalification single cabin crew member aircraft).
- ❑ **Examined** selected cabin crew member training/qualification records (focus: completion of supervised line training prior to being assigned to unsupervised duties).
- ❑ **Other Actions** (Specify)

Guidance

Requalification training is required when a cabin crew member has been absent from all flying duties for the period of time as determined by the Authority, and the last recurrent check has expired.

Supervised line flight experience might be referred to as a familiarization flight.

Because there is no backup or support from other cabin crew members on an aircraft requiring only one cabin crew member, it is important that each cabin crew member has some line experience on such aircraft under supervision prior to being assigned to duties in line operations as the sole cabin crew member on an aircraft.

Line flight experience for cabin crew members may be conducted under the supervision of cabin crew members assigned cabin leadership responsibilities in normal line operations (e.g. purser, cabin leader, lead flight attendant, onboard leader or other similar positions) or specially qualified to conduct these particular supervisory responsibilities. This activity does not necessarily require the presence of a cabin crew instructor or evaluator to provide the supervision.

CAB 2.3.3

The Operator *should* ensure cabin crew members complete supervised line flight experience as part of the cabin crew re-qualification process and prior to being assigned unsupervised duties on any aircraft requiring more than one cabin crew member. **(GM)**

Note: *If applicable, supervised line flight experience for cabin crew member requalification may be accomplished through use of a modified curriculum in accordance with the Operator's AQP as specified in [CAB 2.1.1B](#).*

Auditor Actions

- ❑ **Identified/Assessed** requirement for completion of supervised line flight experience as part of cabin crew requalification (focus: completion required prior to being assigned to unsupervised duties).
- ❑ **Interviewed** responsible manager(s) in cabin operations.
- ❑ **Examined** criteria/activities/responsibilities included in supervised line experience (requalification).
- ❑ **Examined** training/qualification records of selected cabin crew members (focus: completion of supervised line experience prior to being assigned to unsupervised duties).
- ❑ **Other Actions** (Specify)

Guidance

Requalification training is required when a cabin crew member has been absent from all flying duties for the period of time as determined by the Authority, and the last recurrent check has expired.

Supervised line flight experience is typically referred to as a familiarization flight.

This provision would be applicable to an operator that has aircraft in its fleet that require *two or more cabin crew members*.

Line flight experience for cabin crew members as part of the re-qualification training course may be conducted under the supervision of cabin crew members assigned cabin leadership responsibilities

in normal line operations (e.g. purser, cabin leader, lead flight attendant, onboard leader or other similar positions) or specially qualified to conduct these particular supervisory responsibilities. This activity does not necessarily require the presence of a cabin crew instructor or evaluator to provide the necessary supervision.

An approved AQP Entry Level Analysis may be documented to achieve the most effective use of training resources. An Entry Level Analysis may also be used to identify where training is not needed or to justify alternative curriculum tracks or modules targeted at expected differences in entry background.

CAB 2.3.4

The Operator *should* ensure cabin crew members receive a periodic line evaluation or check while performing their duties during line operations. **(GM)**

Note: *If applicable, a periodic line evaluation or check may be accomplished through use of a modified curriculum in accordance with the Operator's AQP as specified in [CAB 2.1.1B](#).*

Auditor Actions

- ☐ **Identified/Assessed** requirement for completion of periodic line evaluation/check of cabin crew members.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** process/criteria/content for periodic line evaluation/checks of cabin crew members.
- ☐ **Examined** training/qualification records of selected cabin crew members.
- ☐ **Other Actions** (Specify)

Guidance

The line evaluation check of cabin crew members is typically conducted by a cabin crew member who has been specially qualified and designated to conduct dedicated supervisory activities (e.g. evaluator, instructor, purser or other similar supervisory position).

The periodic line evaluation or check of cabin crew members is normally conducted using a checklist that contains the standards for performance that are being evaluated. The results of the evaluation or check would be recorded on the checklist, which is retained with other cabin crew qualification records.

2.4 SMS Training

CAB 2.4.1

The Operator shall have a program that ensures its cabin operations personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. **[SMS] (GM) ◀**

Note: *The specifications of this provision are applicable to personnel of the Operator that perform cabin operations functions.*

Auditor Actions

- ☐ **Identified/Assessed** SMS training program for cabin operations personnel (focus: program ensures training for the operator's cabin operations personnel as appropriate to individual SMS involvement).
- ☐ **Interviewed** SMS manager and/or designated management representative(s).
- ☐ **Examined** selected initial and recurrent training curricula/syllabi for management/non-management personnel (focus: training in individually relevant SMS duties/responsibilities).
- ☐ **Examined** selected management/non-management personnel training records (focus: completion of SMS training).
- ☐ **Other Action** (Specify)

Guidance

Refer to the IRM for the definition of [Operational Function \(Aircraft Operations\)](#).

SMS training is an element of the Safety Promotion component of the SMS framework.

CAB 2.4.2

If the Operator outsources cabin operations functions to external service providers, the Operator *should* have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training *should* be appropriate to individual involvement in the Operator's SMS. [SMS] (GM) ◀

Auditor Actions

- ❑ **Identified/Assessed** SMS training program for cabin operations (focus: program ensures training for applicable cabin operations personnel of external service providers as appropriate to individual SMS involvement).
- ❑ **Interviewed** SMS manager and/or designated management representative(s).
- ❑ **Examined** selected outsourcing contracts/agreements (focus: inclusion of requirement of SMS training for applicable service provider personnel).
- ❑ **Examined** selected records/reports resulting from monitoring of service providers (focus: monitoring process ensures applicable personnel of service providers have completed SMS training).
- ❑ **Other Actions** (Specify)

Guidance

SMS training is an element of the Safety Promotion component of the SMS framework.
Refer to Guidance associated with [ORG 4.3.2](#) located in ISM Section 1.

3 Line Operations

3.1 Cabin Crew Requirements

CAB 3.1.1

The Operator shall specify and require a minimum number of cabin crew members for each aircraft type to ensure a safe and expeditious aircraft evacuation and to perform the necessary functions in an emergency. Such minimum cabin crew specification(s) shall:

- (i) Be based on aircraft seating capacity or number of passengers carried;
- (ii) Be in accordance with minimum cabin crew requirements of the Authority;
- (iii) If the Operator has procedures for a temporary reduction of minimum cabin crew complement during a case of incapacitation or unforeseen circumstances at a stopover (layover) point where a replacement cannot be obtained, require such procedures to be approved or accepted by the Authority. (GM)

Auditor Actions

- ❑ **Identified/Assessed** minimum cabin crew specification(s) (focus: specifications cover each aircraft type; are based on aircraft seating capacity or number of passengers carried; are in accordance with requirements of the Authority).
- ❑ **Identified** regulatory requirement for minimum cabin crew complement for each aircraft type.
- ❑ **Interviewed** responsible manager(s) in cabin operations.
- ❑ **Examined** onboard documentation specifying minimum cabin crew requirements.
- ❑ **Observed** line cabin operations (focus: cabin crew complement in accordance with minimum cabin crew requirements).
- ❑ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of [State Acceptance](#) and [State Approval](#).

CAB 3.1.2

If the Operator uses aircraft that require more than one cabin crew member, the Operator shall ensure, for flights on such aircraft:

- (i) Designation of a suitably qualified cabin crew leader who has overall responsibility for the conduct and coordination of normal and emergency cabin procedures.
- (ii) A defined delegation of leadership duties during inflight rest periods and/or in the event of unexpected incapacitation of the cabin crew leader. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** means of designating cabin crew leaders for flights with more than one cabin crew member.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** responsibilities cabin crew leaders.
- ☐ **Observed** line cabin operations (focus: designation of a cabin crew leader).
- ☐ **Other Actions** (Specify)

Guidance

The position of cabin crew leader might have a different title or name according to the operator (e.g. purser, lead flight attendant, senior cabin crew member or onboard leader).

Suitably qualified cabin crew leaders are normally those with a prerequisite amount of experience as an operating cabin crew member, as defined by the operator (e.g. one year of full-time experience) and who have completed cabin crew leadership training as specified in [CAB 2.2.13](#).

New operators could be required to establish alternative minimum experience requirements.

Leadership duties would normally be delegated during incapacitation or inflight rest periods to a cabin crew member who has undergone the operator's cabin crew leadership training course or, if none have had leadership training, the most experienced cabin crew member.

CAB 3.1.3

The Operator shall have procedures to ensure communication between the cabin crew and flight crew during line operations is conducted in the designated common language(s) of the Operator, as specified in [FLT 3.1.1](#). **(GM)**

Auditor Actions

- ☐ **Identified/assessed** procedures for use of common language in line operations (focus: requirement that communication between cabin/flight crew is in designated common language(s).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew communication with flight crew in designated common language).
- ☐ **Other Actions** (Specify)

Guidance

The specifications contained in [FLT 3.1.1](#) require an operator to designate a common language that is used by flight crew members for communication with the cabin crew during line operations.

In cases when the cabin crew includes members who do not all speak the common language, cabin crew members would normally be assigned to work positions throughout the cabin to ensure any communication with the flight crew is conducted by members who speak the common language.

During long haul operations, the crew rest schedule is typically structured so a sufficient number of cabin crew members who speak the common language are available and in position to communicate with the flight crew when necessary.

Refer to [FLT 3.1.1](#) in Section 2 (FLT) of this manual.

CAB 3.1.4A

The Operator shall have a methodology for the purpose of managing fatigue-related safety risks to ensure fatigue occurring in one flight, successive flights or accumulated over a period of time does not impair a cabin crew member's alertness and ability to perform safety-related cabin duties. Such methodology shall consist of:

- (i) Flight time, flight duty period, duty period limitations and rest period requirements that are in accordance with the applicable prescriptive fatigue management regulations of the State, and/or,
- (ii) If applicable, the Operator's Fatigue Risk Management System (FRMS) approved or accepted by the State and established in accordance with [CAB 3.1.4B](#). **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirements/methodology for cabin crew fatigue management and/or FRMS in accordance with regulations of the State.
- ☐ **Identified/Assessed** FRMS (if applicable) (focus: approved/accepted by State, incorporates elements as specified in [CAB 3.1.4B](#)).
- ☐ **Identified/Assessed** tracking/scheduling processes (focus: processes take into account cabin crew time/flight duty period/duty period/rest period limitations in the duty assignment of cabin crew members).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Interviewed** selected scheduling personnel.
- ☐ **Examined** selected cabin crew duty assignment records/rosters (focus: examples of application of cabin crew fatigue management limitations/mitigations).
- ☐ **Observed** cabin crew scheduling operations (focus: scheduling includes management of fatigue-related safety risk).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Fatigue Risk Management System \(FRMS\)](#).

The intent of this provision is to ensure an operator establishes a methodology for the management of cabin crew member fatigue in a manner that:

- Is based upon scientific principles and knowledge;
- Is consistent with the prescriptive fatigue management and/or FRMS regulations of the State;
- Precludes fatigue from endangering safety of the flight.

Where authorized by the State, the operator may use a Fatigue Risk Management System (FRMS) in accordance with [CAB 3.1.4B](#) alone or in combination with prescriptive flight time, flight duty period, duty period limitations and rest period requirements as the means for managing fatigue-related risks.

Guidance for the implementation of an FRMS is contained in the IATA Fatigue Management Guide for Airline Operators and, as applicable, other reference documents approved or accepted by the State for the purpose of FRMS implementation (e.g. FAA, AC 120–103A–Fatigue Risk Management Systems for Aviation Safety).

CAB 3.1.4B

If the Operator uses an FRMS to manage cabin crew fatigue-related safety risks, the Operator shall incorporate scientific principles and knowledge within the FRMS, comply with any applicable requirements for managing cabin crew fatigue as established by the State or Authority and, as a minimum:

- (i) Define and document the FRMS policy;
- (ii) Incorporate risk management processes for fatigue hazard identification, risk assessment and risk mitigation;
- (iii) Develop and maintain effective FRMS safety assurance processes;
- (iv) Establish and implement effective FRMS promotion processes. **(GM)**

Auditor Actions

- ❑ **Identified/Assessed** FRMS policy/components/elements, compliance with fatigue risk management requirements of State/Authority.
- ❑ **Identified/Assessed** FRMS processes for cabin crew fatigue-related risk management data collection/analysis/hazard identification, safety risk assessment, safety risk mitigation/control.
- ❑ **Interviewed** responsible manager(s) in cabin operations.
- ❑ **Interviewed** selected personnel that perform cabin crew fatigue safety risk management functions.
- ❑ **Examined** selected examples of fatigue risk management (focus: hazard identified, risk assessed, mitigation action developed and implemented).
- ❑ **Observed** cabin crew scheduling operations (focus: scheduling includes management of fatigue-related safety risk in accordance with an approved FRMS).
- ❑ **Other Action** (Specify)

Guidance

The intent of this provision is to ensure fatigue occurring either in one flight, successive flights or accumulated over a period of time does not impair a cabin crew member's alertness and ability to safely perform safety-related cabin duties.

Where authorized by the State, the operator may use an FRMS as a means to determine that variations from prescriptive fatigue management policies demonstrate an acceptable level of safety. Guidance for the implementation of an FRMS is contained in the IATA Fatigue Management Guide for Airline Operators and, as applicable, other reference documents approved or accepted by the State for the purpose of FRMS implementation (e.g. FAA, AC 120–103A–Fatigue Risk Management Systems for Aviation Safety).

The applicability of this provision is limited to those operations wherein fatigue is managed in accordance with the FRMS as defined in the operator's FRMS documentation. It is important to note, however, that an FRMS may be used alone or in combination with prescriptive flight time, flight duty period limitations and rest period requirements as the means for managing fatigue related risks.

The components of an effective FRMS as specified in this provision are described in the following table.

FRMS Component	Item	Description
FRMS policy and documentation	(i)	<p>Policy:</p> <ul style="list-style-type: none"> • Defines FRMS Terms of Reference • Defines scope of FRMS operations • Identifies FRMS elements • Reflects shared responsibility • States safety objectives • Declares management commitment • Identifies lines of accountability <p>Documentation:</p> <ul style="list-style-type: none"> • Policy and objectives • Processes and procedures • Accountabilities, responsibilities and authorities • Mechanism for involvement of all stakeholders • FRMS training records • Planned and actual times worked

FRMS Component	Item	Description
		<ul style="list-style-type: none"> Outputs (findings, recommendations, actions)
Fatigue risk management processes	(ii)	<ul style="list-style-type: none"> Fatigue hazard identification (reactive/proactive/predictive processes) Safety risk assessment Safety risk mitigation
FRMS safety assurance processes	(iii)	<ul style="list-style-type: none"> FRMS performance monitoring Operational and organizational change management Continual FRMS improvement
FRMS promotion processes	(iv)	<ul style="list-style-type: none"> Training programs (for management, crew members and all other involved personnel under the FRMS) Communication plan (explains FRMS policies, procedures and responsibilities to all relevant stakeholders, and also describes communication channels)

CAB 3.1.4C

If the Operator uses an FRMS to manage cabin crew fatigue-related safety risks, the Operator *should* ensure the organizational activities specified in [CAB 3.1.4B](#) related to the management of cabin crew fatigue-related risks are integrated with the Operator's organizational safety management system (SMS) as specified in [ORG 1.1.10](#). (GM)

Auditor Actions

- ☐ **Identified/Assessed** integration of FRMS elements in organizational SMS.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Interviewed** selected personnel that perform cabin crew fatigue-related safety risk management functions.
- ☐ **Examined** selected examples of cabin crew fatigue-related hazards addressed/analyzed under organization-wide safety risk assessment/mitigation program.
- ☐ **Other Action** (Specify)

Guidance

The intent of this provision is to ensure the “tactical” organizational activities specified in [CAB 3.1.4B](#) interface with organizational safety risk management activities. This includes interfaces with SMS and Quality systems to ensure operational systems and processes are subjected to the organization's overarching safety and quality assurance processes.

Guidance for the integration of FRMS and SMS is described in the IATA/ICAO/IFALPA Fatigue Management Guide for Airline Operators.

CAB 3.1.5

The Operator shall have a process to ensure flight time, flight duty periods and rest periods for cabin crew members are recorded and retained for a minimum period of time in accordance with applicable regulations. (GM)

Auditor Actions

- ☐ **Identified** process for retention of duty and rest periods.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** time limits for retention of duty and rest periods.

- ☐ **Examined** selected records of duty and rest periods.
- ☐ **Other Actions** (Specify)

Guidance

For each cabin crew member, flight/duty time records would typically consist of:

- The start, duration and end of each flight duty period;
- The start, duration and end of each duty period;
- Rest periods;
- Flight time.

If computer software is used for cabin crew planning and scheduling, the operator would ensure the software provides appropriate warnings when individual flight segments or series of flight segments are projected to exceed applicable maximum or minimum limits.

CAB 3.1.6

The Operator shall consider the following as duty time for the purpose of determining required rest periods and calculating duty time limitations for operating cabin crew members:

- (i) Entire duration of the flight;
- (ii) Pre-operating deadhead time;
- (iii) Training period(s) immediately prior to a flight;
- (iv) Administrative or office time immediately prior to a flight (for cabin crew members that serve in a management function). **(GM)**

Auditor Actions

- ☐ **Identified** the means of calculation of duty time limitations for operating cabin crew members.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** criteria for calculating duty time and rest period limits.
- ☐ **Examined** selected records of duty times and rest periods.
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM of the definition of [Deadheading](#).

Training periods and administrative or office time before a flight, without an intermediate rest period before flying duty, is considered continuous duty time.

The intent of this provision is to ensure an operator considers non-flight duty time that is likely to induce fatigue into the calculation of duty time limitations and the determination of required rest periods.

CAB 3.1.7

The Operator shall have a policy that ensures cabin crew members, prior to being assigned to duty, will not be affected by factors that could impair human performance. Such factors include, as a minimum:

- (i) Pregnancy;
- (ii) Illness, surgery or use of medication(s);
- (iii) Blood donation;
- (iv) Deep underwater diving. **(GM)**

Auditor Actions

- ☐ **Identified** policy that ensures that, prior to being assigned to duty, cabin crew members will not be affected by factors that could impair human performance.
- ☐ **Interviewed** responsible manager(s) in cabin operations.

- ☐ **Examined** selected evidence of implementation of the policy (if available).
- ☐ **Other Actions** (Specify)

Guidance

The intent of this provision is to ensure an operator's policies address the "fitness for duty" of cabin crew members. Such policy typically assigns responsibility to the individual cabin crew member to report and remain "fit for duty" in accordance with the specifications.

3.2 Cabin Crew Policies and Procedures

CAB 3.2.1

The Operator shall have procedures that specify cabin crew functions, applicable to each aircraft type, and actions to be executed during an emergency or situation requiring an emergency evacuation.

Auditor Actions

- ☐ **Identified/Assessed** procedures for emergencies and emergency evacuations.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures that specify cabin crew functions/actions for an emergency/emergency evacuation situation).
- ☐ **Other Actions** (Specify)

CAB 3.2.2

The Operator shall have procedures to ensure a coordinated and expeditious cabin evacuation during aircraft fueling operations with passengers embarking, on board or disembarking. As a minimum, procedures shall require:

- (i) Cabin exits are designated for rapid deplaning or emergency evacuation, and routes to such exits are unobstructed;
- (ii) The area outside designated emergency evacuation exits is unobstructed;
- (iii) One cabin crew member or other qualified person is positioned by the boarding door(s);
- (iv) Means of communication are established among cabin crew members and with passengers;
- (v) A suitable method of communication is established between qualified persons that monitor passenger safety and personnel that have responsibility for fueling operations. **(GM)**

Auditor Actions

- ☐ **Identified** the specified procedures for cabin evacuation during aircraft fueling operations with passengers embarking, on board or disembarking.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew procedures to ensure coordinate/expeditious cabin evacuation during fueling operations with passengers on board).
- ☐ **Other Actions** (Specify)

Guidance

During fueling operations with passengers on board the aircraft, the designation of exits for rapid deplaning or evacuation takes into account various factors, which would typically include:

- Aircraft type (e.g. some aircraft types might require the designation of over-wing exits for evacuation);
- Number of cabin crew members on board;
- The method being used for passenger boarding and/or deplaning (e.g. boarding bridge, air stairs);
- Exterior obstructions (e.g. catering vehicle) that might render an exit unusable for an emergency evacuation;

- Interior obstructions (e.g. catering trolley) that might block the route to one or more emergency evacuation exits.

Cabin crew procedures ensure a method of communication is established.

- Among cabin crew members positioned throughout the cabin for the purpose of coordination should a passenger evacuation be required (when more than one cabin crew member is required to be on board);
- Between the cabin crew and passengers (one way) for the purpose of providing instructions should a passenger evacuation be required;
- Between the cabin crew and the flight crew (when the flight crew is on board) for the purpose of ensuring notification when fueling operations are in progress and when a passenger evacuation is required;
- Between the cabin crew and the flight crew and/or ground handling personnel for the purpose of ensuring notification when fueling operations must be discontinued for any reason.

CAB 3.2.3

The Operator shall have a procedure to ensure the cabin crew verifies that:

- Passenger and crew baggage in the passenger cabin is securely stowed;
- If applicable, cargo packages and/or passenger items being transported in passenger seats are properly secured. **(GM)**

Auditor Actions

- ☐ **Identified** procedure for cabin crew to verify cabin security (focus: baggage and cargo packages/passenger items are stowed or properly secured).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew procedure to verify baggage and cargo packages/passenger items are stowed or properly secured).
- ☐ **Other Actions** (Specify)

Guidance

The intent of this provision is for an operator to have a procedure for verification by the cabin crew that all baggage and, if applicable, cargo packages and/or passenger items being transported in passenger seats are stowed or properly secured.

Some operators might transport smaller cargo packages (e.g. mail, COMAT items) secured in cabin passenger seats.

Some operators might transport certain passenger items secured in cabin passenger seats. These types of items are typically large, valuable or fragile articles belonging to passengers that are not conducive to transport as checked baggage or appropriate for stowage in overhead bins/lockers (e.g. large musical instruments, certain electronic equipment, prominent trophies, works of art). Such items might thus be secured and carried in a dedicated cabin passenger seat (which might be purchased by the passenger-owner for the purpose of transporting the item).

Loading procedures and limitations for securing such items are defined in [GRH 3.4.12](#), which is located in Section 6 (GRH) of this manual.



CAB 3.2.4A

The Operator shall have procedures for the opening and closing of aircraft cabin access doors during normal operations. Such procedures shall define:

- Who is responsible for opening and closing aircraft cabin access doors;
- When doors should be opened and closed;
- Appropriate methods of communication and/or coordination between the cabin or flight crew and ground personnel to ensure safety is maintained during normal door operations. **(GM)**

Note: This provision is assessed in conjunction with [GRH 3.2.5](#) and, if applicable, [FLT 3.13.11](#).

Auditor Actions

- △ ☐ **Identified/assessed** procedures for opening and closing cabin access doors in conjunction with [GRH 3.2.5](#) and if applicable [FLT 3.13.11](#).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew procedures for opening/closing cabin access doors).
- ☐ **Coordinated** with FLT and GRH auditors (focus: complementary FLT and GRH procedures for opening and closing of aircraft cabin access doors).
- ☐ **Other Actions** (Specify)

Guidance

- △ Depending on aircraft size and type of operation, procedures may require that the flight crew, cabin crew or ground handling personnel are assigned responsibility for the opening and/or closing of aircraft cabin access doors.
- △ Procedures and associated responsibilities for opening and closing of cabin access doors can vary according to the situation (e.g. an operator may have different requirements for a flight with the cabin/flight crew on board versus an aircraft towing operation without crew on board).
- △ Procedures would address and mitigate safety hazards such as fall from height, entrapment and personnel injury during door operation.
- △ Conformity with this provision is assessed in conjunction with [GRH 3.2.5](#) and, if applicable, [FLT 3.13.11](#).

CAB 3.2.4B

If the Operator uses aircraft equipped with cabin doors that have an automatic slide or slide/raft deployment system, the Operator shall have cabin crew procedures for arming and disarming such door systems. **(GM)**

Auditor Actions

- ☐ **Identified** procedures for arming and disarming door systems.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew procedures for arming/disarming applicable cabin door slides/slide rafts).
- ☐ **Other Actions** (Specify)

Guidance

This standard addresses door systems that are designed to automatically deploy a slide or slide/raft for emergency evacuation if the door is opened with the system in the armed mode. Such door systems are typically armed once the door has been closed for flight and disarmed at the end of a flight and prior to the door being opened for passenger and/or crew deplaning.

Depending on the type of aircraft and door system, the pack that contains the slide or slide/raft might be mounted in the door itself, or might be mounted in the fuselage, tail cone or other location.

CAB 3.2.5

The Operator shall require cabin crew members to be seated with their safety harness fastened:

- (i) During the takeoff and landing phases of flight;
- (ii) Whenever the pilot-in-command (PIC) so directs. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirements and conditions for cabin crew members to be seated with their safety harness fastened.
- ☐ **Interviewed** responsible manager(s) in cabin operations.

- ☐ **Observed** line cabin operations (focus: cabin crew seated/safety harness fastened for takeoff/landing, when directed by PIC).
- ☐ **Other Actions** (Specify)

Guidance

The safety harness consists of the seat belt and shoulder straps.

CAB 3.2.6

The Operator *should* require cabin crew members to be seated with their safety harnesses fastened when the aircraft is taxiing, except to perform safety-related duties. **(GM)**

Auditor Actions

- ☐ **Identified** means of ensuring cabin crew are seated with safety harness fastened when aircraft is taxiing, except to perform safety-related duties.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew seated/safety harness fastened for taxi operations, except to perform safety duties).
- ☐ **Other Actions** (Specify)

Guidance

The intent of this provision is to minimize the risk of cabin crew injury and/or incapacitation in the event of a sudden stop or ground collision during aircraft taxi operations.

During departure taxiing, safety-related duties are those that are directly associated with completion of the passenger safety briefing and the securing of the cabin as defined in [CAB 3.2.7](#). Safety-related duties also include any response to an abnormal or medical situation. Duties associated with passenger service should be discontinued during taxi.

During arrival taxiing, safety-related duties are those that are associated with preparing the aircraft for arrival. Any passenger service duties should be delayed until after the aircraft has arrived at the gate.

CAB 3.2.7

The Operator shall have procedures for preparation of the cabin prior to takeoff and landing. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** procedures for cabin preparation prior to takeoff and landing.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew procedures for cabin preparation prior to takeoff/landing).
- ☐ **Other Actions** (Specify)

Guidance

Preparation of the cabin prior to takeoff and landing would require the cabin crew to visually verify certain conditions are in effect. Items checked by the cabin crew will vary according to aircraft type and equipment carried, but typically include:

- Passenger seat belts fastened;
- Tray tables and seat backs in a stowed and upright position;
- Cabin baggage and other carry-on items secure in designated areas;
- As applicable, in-flight entertainment system viewing screens off and stowed;
- Galleys, service carts/trolleys and associated equipment stowed or restrained.

CAB 3.2.8

The Operator shall have cabin crew procedures for providing passengers with instructions for appropriate action in the case of an in-flight emergency situation.

Auditor Actions

- ☐ **Identified** procedures for providing passengers with instructions for in-flight emergency situations.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew procedures for providing safety instructions to passengers).
- ☐ **Other Actions** (Specify)

CAB 3.2.9

If the Operator uses movable carts or trolleys for passenger service in the aircraft cabin, the Operator shall:

- (i) Ensure such carts or trolleys are equipped with braking devices;
- (ii) Have a process to ensure braking devices are operative;
- (iii) Have procedures to ensure unserviceable carts or trolleys are withdrawn for repair or replacement. **(GM)**

Auditor Actions

- ☐ **Identified** means of ensuring carts/trolleys are equipped with braking devices and undergo serviceability checks.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: movable service carts/trolleys have operative braking devices; procedures for withdrawal or replacement of unserviceable carts/trolleys).
- ☐ **Other Actions** (Specify)

Guidance

Braking devices on service carts or trolleys would typically be checked prior to the first flight of the day. If an operator uses external service providers for catering, the operator may delegate the serviceability of trolleys and service carts to the caterer(s). Under such circumstances, provisions under [CAB 1.10](#), Outsourcing and Product Control, would be applicable.

Should a cart or trolley become unserviceable during flight (e.g. defective braking device), procedures would typically ensure the trolley or cart is stowed and not used for cabin service. Additionally, tagging or labeling procedures would be implemented to ensure an unserviceable trolley or cart is easily identified and will be withdrawn for repair or replacement.

CAB 3.2.10

If the Operator uses movable carts or trolleys for passenger service in the aircraft cabin, the Operator shall have procedures to ensure such carts or trolleys are:

- (i) Stowed during the takeoff and landing phases of flight;
- (ii) Stowed when not in use;
- (iii) Stowed if feasible, or secured, during an emergency situation;
- (iv) Stowed if feasible, or secured, prior to or during turbulence;
- (v) Secured with braking device engaged at any time when stationary;
- (vi) Attended by cabin crew when used within the passenger cabin. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** procedures for stowage of carts/trolleys during takeoff/landing/emergencies/turbulence.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for stowage/securing of movable service carts/trolleys).
- ☐ **Other Actions** (Specify)

☐

Guidance

The term *stowed* means service carts or trolleys are moved into dedicated compartments (or sleeves) that are designed to lock such equipment in place and prevent any movement within the cabin.

The term *secured* means service carts or trolleys are positioned in the cabin, typically with brakes locked, in a manner that inhibits movement. Such action would be taken only when time constraints or cabin conditions are such that normal stowage is not feasible.

The term *attended* means that cabin crew members are actively using the cart or trolley in the aisle for onboard service. Service duties may include moving away from the cart or trolley temporarily, however the cabin crew member should be able to return to it quickly if necessary.

CAB 3.2.11 (Intentionally open)

CAB 3.2.12

If the Operator uses aircraft with electrical system circuit breakers that are accessible to cabin crew members, the Operator shall have procedures that specify limitations for resetting tripped circuit breakers by cabin crew members during flight. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** procedures specifying limitations for resetting tripped circuit breakers by cabin crew members during flight.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Interviewed** cabin crew members to confirm awareness of limitations for resetting tripped circuit breakers.
- ☐ **Other Actions** (Specify)

Guidance

Procedures and limitations with respect to resetting circuit breakers typically include:

- Authority to reset (normally from the PIC);
- Applicable type of equipment;
- Applicable conditions;
- Number of resets permitted.

3.3 Flight Deck Coordination

CAB 3.3.1

The Operator shall have a policy and associated procedures that define a sterile flight deck during critical phases of flight, to include:

- (i) A procedure for communication between the cabin crew and flight crew;
- (ii) A procedure for notification of the flight crew in the event of an emergency. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** policy and procedures that define a sterile flight deck during critical phases of flight.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: policy/procedures that define sterile flight deck, address cabin-flight crew communication).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definitions of [Critical Phase of Flight](#) and [Sterile Flight Deck](#).

The phases of flight when the operational state of the flight deck must be sterile would be defined by the operator or the State.

The operator also typically includes the policy and procedures associated with a sterile flight deck as part of cabin crew training as specified in [CAB 2.2.2](#).

CAB 3.3.2

If the Operator uses aircraft equipped with a flight deck door, the Operator shall have policies and/or procedures that are in accordance with requirements of the Authority and, as a minimum, define:

- (i) When the flight deck door must remain locked;
- (ii) The means used and actions necessary for cabin crew members to:
 - (a) Notify the flight crew in the event of suspicious activity or security breaches in the cabin;
 - (b) Gain entry to the flight deck. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** policies and/or procedures for flight deck access that are in accordance with requirements of the Authority.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: policies/procedures for cabin-flight crew that address locking/use of flight deck door, cabin crew entry to flight deck).
- ☐ **Other Actions** (Specify)

Guidance

The intent of this provision is to ensure the security of the flight deck by providing the flight crew and cabin crew with complementary policies and/or procedures:

- That ensure the flight crew is notified in the event of suspicious activity or a security breach in the cabin;
- For use by cabin crew members to gain entry to the flight deck when a lockable door is installed.

Such policies and/or procedures define the *actions* necessary to address the specifications of this provision.

The operator also typically includes the policy and procedures associated with a sterile flight deck as part of cabin crew training as specified in [CAB 2.2.2](#).

Policies and/or procedures related to flight deck security are considered sensitive information and are normally provided to relevant personnel in a manner that protects the content from unnecessary disclosure.

CAB 3.3.3

The Operator shall have procedures for communication and coordination between the cabin crew and flight crew to ensure a combined and coordinated process in addressing:

- (i) Passenger safety information;
- (ii) Cabin readiness prior to first aircraft movement, takeoff and landing;
- (iii) Arming or disarming of cabin door slides or slide rafts, if applicable;
- (iv) Preparation for and an encounter with turbulence;
- (v) Medical situations;
- (vi) Flight or cabin crew member incapacitation;
- (vii) Emergency evacuation;
- (viii) Abnormal situations;
- (ix) Emergency situations. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** procedures as specified in the standard for communication and coordination between the cabin crew and flight crew.

- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for cabin-flight crew communication/coordination to address cabin operational situations).
- ☐ **Other Actions** (Specify)

Guidance

Refer to the IRM for the definition of [Sterile Flight Deck](#).

Communication and coordination between the flight crew and cabin crew might be verbal or non-verbal and could be included as an integral part of specific normal, abnormal and emergency procedures.

Procedures normally include a flight and cabin crew coordination briefing prior to each flight addresses relevant safety subjects (e.g. sterile flight deck, security, aircraft technical issues, flight crew incapacitation, cabin depressurization, onboard fire, emergency evacuation, forced landing or ditching.)

Appropriate communication and coordination between the flight and cabin crews ensures cabin door slides or slide rafts are armed prior to first movement of the aircraft.

CAB 3.3.4

The Operator shall have procedures to ensure the cabin crew provides notification to the flight crew when a safety-related situation has been identified. **(GM)**

Auditor Actions

- ☐ **Identified** procedures to ensure cabin crew notification to the flight crew when a safety-related situation has been identified.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew procedures for safety notifications to flight crew).
- ☐ **Other Actions** (Specify)

Guidance

Examples of safety-related situations that typically require notification to the flight deck include:

- Unruly behavior by passenger(s);
- Injury to passenger or crew member;
- Medical emergencies, use of first aid or medical equipment;
- Fire, smoke or toxic fumes in the cabin;
- Failure of any emergency system or equipment.

In general, any occurrences that could pose danger to the aircraft or its occupants would be considered reportable to the flight deck.

Procedures typically specify certain critical phases of flight during which the cabin crew is prohibited from initiating any communication to the flight crew (e.g. takeoff and landing).

CAB 3.3.5

The Operator *should* have a policy and procedures that define and specify the requirements for standard wording, terminology, signals and/or verbal commands used for communication between cabin crew and flight crew during normal, abnormal and emergency situations. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** policy and procedure for a standardized means of communication between cabin crew and flight crew during normal, abnormal and emergency situations.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for standardized cabin-flight crew communication).
- ☐ **Other Action** (Specify)

Guidance

The intent of this provision is that communication between cabin crew and flight crew during abnormal and emergency situations is conducted using standardized methods of communication identified and defined in documentation available to applicable crew members.

Examples of such situations include:

- Cabin depressurization;
- Severe turbulence;
- Emergency evacuation;
- “Before impact” notification (forced/emergency landing or ditching);
- Crew member incapacitation;
- Unlawful interference.

CAB 3.3.6 (Intentionally open)

CAB 3.3.7

The Operator shall have procedures that ensure the cabin crew is notified:

- (i) When to be seated and secure themselves for takeoff;
- (ii) When the flight is in the descent phase;
- (iii) When to be seated and secure themselves for landing. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** procedures for cabin crew notifications (focus: cabin crew is notified when to be seated and secure themselves for takeoff/descent/landing).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: cabin crew notified prior to takeoff/descent/landing).
- ☐ **Other Actions** (Specify)

Guidance

The intent of this provision is to ensure the cabin crew has adequate time to prepare the cabin and secure themselves at their assigned crew station before takeoff and landing.

Notification may be provided through cabin announcements, interphone or other signals (e.g. cycling of fasten seatbelt signs/chimes) and may originate from the flight crew or be delivered by the cabin crew leader.

Notification of descent may be given at top of descent and/or later in the descent phase according to the operation.

On very short flights, notification of time of descent may be included in a briefing between the flight and cabin crew.

3.4 Cabin Operations Policies and Procedures

CAB 3.4.1

The Operator shall have a policy and procedures for the acceptance or non-acceptance, as well as onboard handling, of passengers who might require special handling by the cabin crew. Such policy and procedures shall be in accordance with applicable regulations and, as a minimum, address:

- (i) Passengers with disabilities or reduced mobility;
- (ii) Passengers with injuries or illness;
- (iii) Persons on stretchers;
- (iv) Infants and children, including unaccompanied children (UMNR) if accepted;
- (v) Inadmissible passengers, deportees, or persons in custody. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** the policy and associated procedures as specified in the standard for the acceptance and onboard handling of passengers requiring special attention by the cabin crew.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for addressing passengers that require special handling).
- ☐ **Coordinated** with FLT and CAB auditors (focus: complementary policy/procedures for passengers which require special handling).
- ☐ **Other Actions** (Specify)

Guidance

- ☐ A policy and associated procedures typically address the acceptance and onboard handling of passengers that might require special handling, or perhaps the refusal to board certain categories of passengers. For example, such policy and procedures might specify:
 - ☐ For passengers with disabilities: acceptance, refusal or limitations in accordance with requirements of the Authority; specific seat allocation; specialized equipment that would need to be available (e.g. onboard wheelchair); onboard safety briefing as applicable to the particular passenger's disability.
 - ☐ For infants and children: limitations, accepted supplemental restraint devices; specific seat allocation.
 - ☐ If unaccompanied children are accepted: Maximum number, minimum age, any special arrangement while on board, specific seat allocation.
 - ☐ If stretchers are accepted: Maximum number, escort requirements, associated equipment that would need to be available.
 - ☐ If deportees or passengers in custody are accepted: Maximum number, number of escort officers, specific seat allocation.

CAB 3.4.2

The Operator shall have a policy and associated procedures for addressing passengers that exhibit unruly behavior and/or interfere with a crew member prior to or during flight. Such policy and procedures shall be in accordance with local laws and regulations, and also specify reasonable measures for ensuring passengers obey lawful commands from the PIC and/or cabin crew for the purpose of securing the safety of the aircraft, persons on board and their property. As a minimum, the policy and procedures shall address:

- ☐ (i) Identification of passenger unruly behavior and interference;
- ☐ (ii) Identification of passengers showing signs of intoxication, whether from alcohol or other substances, which might contribute to unruly behavior and interference;
- ☐ (iii) Conditions under which passengers may be denied boarding, disembarked or restrained in accordance with the authority of the PIC;
- ☐ (iv) Reporting of instances of unruly behavior. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** the policy and associated procedures for identifying and addressing passengers that show signs of intoxication, exhibit unruly behavior and/or interfere with a crew member prior to or during flight.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for handling of unruly passengers, crew member interference).
- ☐ **Other Actions** (Specify)

Guidance

Policy and associated procedures would typically be published to ensure awareness by all applicable ground and flight personnel.

To ensure procedures are effective, guidelines are typically created to address all aspects of managing unruly behavior including recognition of intoxication, de-escalation techniques, different levels of unruly behavior and the appropriate responses for each.

An example policy and associated procedures to address unruly passengers is provided in the IATA Cabin Operations Safety Best Practices Guide.

The intent of item (iv) is that instances of passenger unruly behavior or interference are reported internally in accordance with [SEC 1.12.1](#) and [SEC 4.3.1](#). Such reporting is usually done for the purpose of performing trend analysis and developing appropriate mitigation measures. In addition, depending on the severity, some instances may be required to be reported to the applicable aviation security authority in accordance with [SEC 4.3.2](#).

CAB 3.4.3 (Intentionally open)

CAB 3.4.4

The Operator shall have cabin crew procedures that require all passengers to be seated with their seat belts (or harness or other restraint provided) fastened:

- (i) For the taxi, takeoff and landing phases of a flight;
- (ii) Prior to and/or during turbulence;
- (iii) When the PIC considers it necessary for the safety of the flight. **(GM)**

Auditor Actions

- ☐ **Identified** procedures that ensure all passengers are seated with seat belts/harnesses fastened during the flight phases specified in the standard.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for ensuring passengers seated/seat belt fastened for defined phases of flight/conditions).
- ☐ **Other Actions** (Specify)

Guidance

Procedures for turbulence normally require at least one briefing to passengers.

Briefings may be delivered using a variety of methods including passenger announcement, discussion, demonstration, audio/visual media or automated seat messages where such systems exist. Briefings may be directed to individual passengers, small groups or all passengers simultaneously.

On longer flights where multiple periods of turbulence might occur, operators typically determine a required number and frequency of briefings and/or visual checks by the cabin crew.

CAB 3.4.5

If the Operator conducts passenger flights with or without cabin crew, the Operator shall have procedures that require the secure restraint of infants during the phases of flight and conditions specified in [CAB 3.4.4](#). **(GM)**

Auditor Actions

- ☐ **Identified** procedures to ensure infants are securely restrained during the flight phases or conditions specified in [CAB 3.4.4](#).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for ensuring secure infant restraint for defined phases of flight/conditions)
- ☐ **Other Actions** (Specify)

Guidance

The term “infant” refers to small children as defined by the Authority. If the Authority does not have a definition, the operator would publish its own definition in the OM. An “infant” is typically defined as a child that is less than two years of age.

Some regulatory authorities require the use of child restraint devices, for which there is no universally accepted definition. The term “restraint devices” refers to any device that is accepted by the Authority and is used specifically to keep small children restrained in the aircraft cabin. Automobile seats approved for use on an aircraft, “loop belts” and “infant seat belts” are examples of child restraint devices.

Procedures would be in place to ensure infants are securely restrained. Such procedures typically include the use of infant restraint devices or could specify other means of restraint. If the Authority requires specific procedures (e.g. infants held by an adult who is occupying an approved seat or berth) or identifies an approved type of restraint device, the operator is required to be in compliance with those requirements.

CAB 3.4.6

If the Operator conducts passenger flights with or without cabin crew and uses aircraft that have passenger seats adjacent to cabin emergency exits, the Operator shall have guidance and procedures to ensure passengers seated in such seats meet any applicable requirements and restrictions.

Auditor Actions

- ☐ **Identified/Assessed** guidance and procedures to ensure passengers seated in seats adjacent to cabin emergency exits meet any applicable requirements and restrictions.
- ☐ **Observed** line cabin operations (focus: procedures that address passengers seated adjacent to emergency exits).
- ☐ **Other Actions** (Specify)

CAB 3.4.7 (Intentionally open)**CAB 3.4.8**

If the Operator conducts passenger flights with or without cabin crew, the Operator shall have guidelines and associated procedures to ensure control of the use of portable electronic devices in the passenger cabin. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** guidelines and associated procedures to ensure control of the use of portable electronic devices (PEDs) in the passenger cabin.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: guidance/procedures that address control of PED usage).
- ☐ **Other Actions** (Specify)

Guidance

Some portable electronic devices might adversely affect the performance of aircraft systems or equipment. An operator would typically have published guidelines that define relevant electronic devices, as well as associated procedures to ensure the use of such devices is controlled.

CAB 3.4.9 (Intentionally open)**CAB 3.4.10**

The Operator shall have cabin crew procedures that ensure passengers are briefed on matters related to safety, including turbulence, normal, abnormal and emergency situations. **(GM)**

Auditor Actions

- ☐ **Identified** procedures for briefings to passengers for situations as specified in the standard.

- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for passenger safety briefings as applicable to the situation).
- ☐ **Other Actions** (Specify)

Guidance

Briefings may be delivered using a variety of methods including passenger announcement, discussion, demonstration, audio/visual media or automated seat messages where such systems exist. Briefings may be directed to individual passengers, small groups or all passengers simultaneously.

CAB 3.4.11

The Operator shall have guidance and associated cabin crew procedures to ensure passengers:

- (i) Are informed and receive instruction on all restrictions pertaining to onboard smoking;
- (ii) Comply with the *Fasten Seat Belt* sign and, if applicable, the *No Smoking* sign.

Auditor Actions

- ☐ **Identified** guidance and procedures to ensure passengers are informed of all restrictions and instructions pertaining to on onboard smoking and Fasten Seat Belt/No Smoking signs.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** documentation of guidelines, PAs, safety video & associated procedure(s).
- ☐ **Observed** line cabin operations (focus: guidance/procedures to communicate smoking restrictions to passengers, address compliance with fasten seat belt/no smoking signs).
- ☐ **Other Actions** (Specify)

CAB 3.4.12

The Operator shall have cabin crew procedures and guidance to ensure passengers are familiar with location and use of:

- (i) Seat belts;
- (ii) Emergency exits;
- (iii) Life jackets (individual flotation devices), if required;
- (iv) Oxygen masks, where applicable;
- (v) Other emergency equipment provided for individual use, including safety information cards. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** guidance/cabin crew procedures to ensure passengers are familiar with the location and use of the safety and emergency equipment as specified in the standard.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Examined** documentation of guidelines, PAs, safety video & associated procedure(s).
- ☐ **Observed** line cabin operations (focus: procedures for ensuring passengers are familiar with cabin emergency equipment/systems).
- ☐ **Other Actions** (Specify)

Guidance

A demonstration video or an announcement on the cabin public address system are methods that ensure passengers are familiar with locations and the use of the specified items.

A safety information card, which is made available to each passenger, is typically used to supplement a demonstration or announcement.

Seat cushions that are designed to float are considered individual flotation devices.

CAB 3.4.13

The Operator shall have a cabin crew policy and procedures that ensure, as applicable to aircraft type and configuration, the delivery of oxygen to passengers:

- (i) Immediately following a depressurization;
- (ii) For treatment during a medical event where oxygen is required. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** policy/cabin crew procedures for the administration of oxygen.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations (focus: procedures for administration of oxygen from portable bottles/cabin system as applicable to aircraft type).
- ☐ **Other Actions** (Specify)

Guidance

Emergency oxygen for use following depressurization events may be available through automatically deployed oxygen masks. Cabin crew procedures during a depressurization on such aircraft usually require fitting their own mask first and instructing passengers to self-administer oxygen using the deployed masks.

For aircraft that are not fitted with automatically deployed oxygen masks, cabin crew procedures usually ensure that passengers who still require oxygen following the event are provided with oxygen from a portable supply or a mask fitted to a fixed aircraft system.

During a medical event where oxygen is appropriate for treatment, cabin crew procedures include using portable oxygen bottles or other oxygen supplying equipment, as applicable for the type of aircraft.

CAB 3.4.14

The Operator shall have a policy that defines the acceptance or non-acceptance of passengers that have the potential need for supplementary oxygen and, if such passengers are accepted, procedures for the administration and stowing of supplementary oxygen. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** policy for the acceptance or non-acceptance of passengers needing supplementary oxygen (focus: for acceptance of such passengers, cabin crew procedures for the administration/stowing of supplementary oxygen).
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Interviewed** cabin crew members (focus: confirmation of the awareness of the procedures for administration of supplemental oxygen).
- ☐ **Other Actions** (Specify)

Guidance

A policy would define whether the operator does or does not accept passengers with a pre-existing medical condition that requires the potential need for oxygen. If such passengers are accepted, the operator would normally have a process that permits arranging for and boarding an adequate oxygen supply prior to a flight. Additionally, procedures would ensure:

- The proper administration of such oxygen by crew members when needed;
- Oxygen equipment is properly stowed when not in use or when the seat belt sign is illuminated.

In some circumstances, if approved by the operator and the Authority, passengers may be allowed to carry on board and use their own oxygen equipment.

If an operator does not accept passengers that have the need for supplementary oxygen, the policy would clearly state such non-acceptance in order to ensure awareness among applicable passenger handling personnel.

CAB 3.4.15

The Operator shall ensure the immediate availability of procedures and associated checklist(s), applicable to each aircraft type, to be used for an in-flight search or inspection to discover concealed weapons, explosives, or other dangerous devices when sabotage or other type of unlawful interference is suspected. Such procedures shall contain:

- (i) Guidance for the course of action to be taken if a bomb or suspicious object is found;
- (ii) Least risk location(s) for a bomb or explosives specific to each aircraft type, if so designated by the manufacturer. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** procedures the operator uses for onboard bomb search or security inspection when an act of unlawful interference or sabotage is suspected.
- ☐ **Examined** selected records of completion of security searches, as appropriate.
- ☐ **Interviewed** responsible manager(s).
- ☐ **Other Actions** (Specify)

Guidance

In order to address the need to conduct a timely search or inspection of an aircraft, a checklist or other form of guidance (e.g. Bomb Threat Search Checklist, Aircraft Search Instructions) applicable to each aircraft type is immediately available, either located on board the aircraft or readily accessible through other means, for use by the cabin crew or other qualified personnel. Such checklist or instructions assist qualified personnel in carrying out a systematic search of the flight deck and/or cabin during flight to identify suspected or potentially dangerous devices or explosives. Instructions, which are specific to the aircraft type, specify predetermined structurally safe locations to move, if deemed appropriate, dangerous or potentially explosive articles. (Note: some aircraft types may not have designated least risk locations.)

The capability to undertake a systematic search for such items on board a cargo aircraft may be difficult due to limited access to many parts of the aircraft in flight. Opening containers and accessing pallets of cargo in flight also may not be possible and the availability of flight crew or other trained personnel to undertake such a search may be limited.

4 Cabin Systems and Equipment

4.1 Preflight Inspection/Non-serviceable Equipment Reporting

CAB 4.1.1

The Operator shall have procedures to ensure the availability, accessibility and serviceability of aircraft cabin emergency systems and equipment for passenger flights. Such procedures shall include a preflight inspection of systems and equipment, which, as a minimum, shall be conducted by the cabin crew or, if applicable, by the flight crew prior to the first flight:

- (i) After a new cabin crew has assumed control of the aircraft cabin unless there is a procedure for an onboard handover briefing (e.g. during transit stops) between a departing/inbound crew and a replacement/outbound crew that includes verification of the status of emergency systems and equipment;
- (ii) After an aircraft has been left unattended by a flight crew or cabin crew for any period of time unless the Operator has a process or procedure that ensures cabin emergency systems and equipment remain undisturbed while crew members are temporarily absent from the cabin. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** procedures to ensure the availability/accessibility/serviceability of aircraft cabin emergency systems and equipment for passenger flights.
- ☐ **Interviewed** responsible manager(s) in cabin operations.

- ☐ **Observed** line cabin operations (focus: procedures for preflight inspection of cabin emergency systems/equipment).
- ☐ **Other Actions** (Specify)

Guidance

The intent of this provision is to ensure an operator has procedures for a preflight inspection of cabin emergency systems and equipment that is accomplished by either the cabin crew or, as applicable, the flight crew under the circumstances specified.

Cabin preflight inspection procedures normally define the specific conditions of the preflight checks, including:

- The systems and equipment to be checked by the cabin and/or flight crew;
- The extent of such checks required to ensure availability, accessibility and serviceability.

The check of some cabin emergency systems and equipment may be accomplished by other operational disciplines (e.g. engineering and maintenance) as defined by the operator.

In some cases, emergency systems are continually monitored by built-in test equipment that is designed to alert the crew to a fault condition.

An operator typically includes associated guidance to ensure action is taken to address a condition where equipment is discovered as faulty, missing or does not satisfy operational requirements.

Discrepancies involving cabin systems and equipment are typically documented in a cabin log book or equivalent recording medium.

The cabin unattended period as specified in item (ii) is intended to apply to short periods of time during the same continuous crew duty period (e.g. crew temporarily leaving the aircraft while maintenance procedures are performed or for aircraft immigration checks during a turnaround).

CAB 4.1.2

The Operator shall have a process that permits the cabin crew to report the existence of non-serviceable aircraft equipment prior to and after the completion of a flight.

Auditor Actions

- ☐ **Identified/Assessed** process for cabin crew to report the existence of non-serviceable aircraft equipment prior to/after the completion of a flight.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Check** for process alignment with flight operations and Operations/cabin crew manuals.
- ☐ **Observed** line cabin operations (focus: process for cabin crew to report non-serviceable aircraft equipment prior to/after flight).
- ☐ **Other Actions** (Specify)

4.2 Safety Equipment Requirements

CAB 4.2.1

If the Operator conducts passenger flights with or without cabin crew, the Operator shall ensure all passenger aircraft in its fleet are provisioned with a safety information card accessible to each passenger, which contains appropriate information, instructions, restrictions or locations relevant to:

- (i) Seat belts;
- (ii) Emergency exits;
- (iii) If applicable, emergency escape path lighting;
- (iv) Life jackets (personal flotation devices), if required;
- (v) Passenger oxygen masks;
- (vi) Smoking restrictions.

Auditor Actions

- ☐ **Identified/Assessed** requirement for safety information cards containing the items specified in the standard.
- ☐ **Interviewed** responsible manager(s) in cabin operations.
- ☐ **Observed** line cabin operations or inspected static aircraft (focus: safety information card accessible to each passenger; contains appropriate information/instructions/restrictions).
- ☐ **Other Actions** (Specify)

CAB 4.2.2

If the Operator uses aircraft with more than 100 passenger seats on flight sector lengths of more than two hours, the Operator *should* ensure all such passenger aircraft in its fleet are equipped with a minimum of one medical kit, stored in a secure location, for use by medical doctors or individuals with appropriate qualifications or training. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirement for installation and locations of medical kit(s).
- ☐ **Interviewed** responsible manager(s).
- ☐ **Examined** aircraft emergency equipment list(s)/diagram(s).
- ☐ **Observed** line cabin operations or inspected static aircraft (focus: equipped with medical kit; secure location).
- ☐ **Other Actions** (Specify)

Guidance

See [Table 5.8](#) for the typical equipment contents of a medical kit on passenger aircraft.

CAB 4.2.3

The Operator *should* ensure all passenger aircraft in its fleet are equipped with one or more universal precaution kits for use by cabin crew members in managing:

- (i) Episodes of ill health associated with a case of suspected communicable disease;
- (ii) Cases of illness involving contact with body fluids. **(GM)**

Auditor Actions

- ☐ **Identified/Assessed** requirement for installation and locations of universal precaution kit(s).
- ☐ **Interviewed** responsible manager(s).
- ☐ **Examined** aircraft emergency equipment list(s)/diagram(s).
- ☐ **Observed** line cabin operations or inspected static aircraft (focus: equipped with universal precaution kit).
- ☐ **Other Actions** (Specify)

Guidance

See [Table 5.9](#) for the typical contents of a passenger aircraft universal precaution kit.