



OPERATIONS MANUAL PART E – (OME)

Issue / Revision / Date

01 / 00 / 25-Mar-24

Document No.

MAC-CAB-121U-OME-M-1/0



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.1	GACA APPROVAL

Issue	01
Revision	00
Date	1-Apr-24
Page	0-1

0. DOCUMENT ADMINISTRATION AND CONTROL

0.1 GACA APPROVAL

GACA eBook Vol.4

1. This official Mukamalah Aviation manual complies with stringent General Authority of Civil Aviation Regulations (GACAR). The General Authority solely approves its use within Mukamalah.
2. Should any discrepancies arise between this manual and GACAR requirements, prioritize the latter. In such cases, we will promptly update this manual, adhering to GACA eBook Vol.4, Ch.12, Sec. 4.
3. This manual's content is accurate as of Revision 0 of the List of Effective Pages (LEP), dated March 20, 2024.
4. This manual becomes "uncontrolled" when printed.



Name:		Date:
Title:		
Signature:		
Stamp:		



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.2 MANAGEMENT APPROVAL

Issue	01
Revision	00
Date	1-Apr-24
Page	0-2

0.2 MANAGEMENT APPROVAL

1. This manual is a part of the Company manual system and shall comply with provisions established in the Corporate Policy Manual, as applicable, for content, policy, writing standards and formatting.
2. Manual Owner: Director of Safety and Quality
3. Responsibility: Manual content and implementation.

Document Number:	MAC-CAB-121U-OME-M-1/0	
Title:	OPERATIONS MANUAL PART E – (OME)	
Issue / Revision:	01 / 00	

Prepared by:		Date:
Title:		
Signature:		

Reviewed by:		Date:
Title:		
Signature:		

Approved by:		Date:
Title:		
Signature:		



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-3

0.3 TABLE OF CONTENTS

0.	DOCUMENT ADMINISTRATION AND CONTROL.....	0-1
0.1	GACA APPROVAL	0-1
0.2	MANAGEMENT APPROVAL	0-2
0.3	TABLE OF CONTENTS	0-3
0.4	REVISION HIGHLIGHTS	0-19
0.5	RECORD OF NORMAL REVISIONS	0-20
0.6	RECORD OF TEMPORARY REVISIONS.....	0-21
0.7	LIST OF EFFECTIVE PAGES	0-22
0.8	DISTRIBUTION LIST	0-24
0.9	DOCUMENT STRUCTURE AND HIERARCHY	0-25
0.9.1	PREFACE.....	0-25
0.9.2	PUBLICATIONS HIERARCHY	0-26
0.9.3	MANUAL OWNER.....	0-26
0.9.4	DOCUMENT FORMAT AND STYLE GUIDE.....	0-26
0.10	REVISION CONTROL.....	0-27
0.10.1	SYSTEM OF AMENDMENT	0-27
0.11	ABBREVIATIONS, ACRONYMS & DEFINITIONS.....	0-28
0.11.1	ABBREVIATIONS AND ACRONYMS	0-28
0.11.2	DEFINITIONS.....	0-34
0.12	USE OF PROCEDURAL WORDS.....	0-40
1.	COMPANY ORGANIZATION	1-1
1.1	ORGANIZATIONAL STRUCTURE.....	1-1
1.2	NAME LIST OF NOMINATED POST-HOLDERS.....	1-2
1.2.1	NAME LIST OF NOMINATED DEPUTIES MANAGEMENT PERSONNEL	1-2
1.3	CABIN CREW DEPARTMENT ORGANIZATION STRUCTURE.....	1-3
1.3.1	DELEGATION OF NOMINATED MANAGEMENT PERSONNEL OF CABIN CREW DEPARTMENT 1-3	
1.4	RESPONSIBILITIES AND DUTIES OF OPERATIONS MANAGEMENT PERSONNEL	1-4
1.4.1	ACCOUNTABLE EXECUTIVE.....	1-4
1.4.2	DIRECTOR OF OPERATIONS	1-6
1.4.3	CHIEF PILOT	1-8
1.4.4	CABIN CREW SUPERVISOR (HEAD OF CABIN CREW)	1-9
1.4.5	CABIN CREW TRAINING SUPERVISOR	1-9
1.4.6	LEAD CABIN CREW	1-9
1.4.7	CABIN CREW	1-9



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-4

1.4.8	PILOT IN COMMAND AUTHORITIES, DUTIES AND RESPONSIBILITIES	1-10
1.4.9	FIRST OFFICER	1-11
1.5	QUALITY SYSTEM	1-12
1.5.1	INTRODUCTION	1-12
1.5.2	AUDITS OF CABIN OPERATIONS FUNCTIONS.....	1-12
1.5.3	CABIN CREW SELECTION	1-13
1.5.4	CABIN CREW INSTRUCTOR TRAINING COURSE.....	1-13
1.5.5	LINE CHECK	1-13
1.5.6	PRE-FLIGHT BRIEFING CHECK	1-13
1.5.7	INSTRUCTOR SELECTION PROCESS	1-14
1.5.8	RENEWAL OF CABIN CREW INSTRUCTOR	1-14
1.5.9	SUB-CONTRACTORS.....	1-14
1.6	CABIN CREW LEGAL REQUIREMENTS	1-15
1.6.1	OPERATING LANGUAGE.....	1-15
1.6.2	NOTICES TO CABIN CREW	1-15
1.6.3	CABIN CREW BULLETIN	1-15
1.6.4	MONITORING COMPETENCE OF CABIN CREW MEMBER.....	1-16
1.6.5	MINIMUM CABIN CREW COMPLEMENT	1-16
1.6.6	REDUCTION OF CABIN CREW COMPLEMENT	1-16
1.6.7	UTILIZATION OF CREW WHEN TRAVELLING AS PASSENGER AS ACTIVE CREW MEMBERS	1-17
1.6.8	ADDITIONAL CREW MEMBERS	1-17
1.6.9	PUBLIC STATEMENT BY CREW MEMBERS	1-17
1.6.10	USE OF MOBILE PHONE WHILE ON DUTY.....	1-17
1.6.11	PERSONAL CONDUCT WHILE ON DUTY.....	1-18
1.6.12	CABIN CREW CONTROLLED REST	1-18
1.6.13	SMOKING POLICY	1-18
1.6.14	SMOKING WHILE IN UNIFORM.....	1-18
1.6.15	ELECTRONIC CIGARETTES	1-18
1.7	CREW HEALTH PRECAUTIONS	1-19
1.7.1	GENERAL HEALTH PRECAUTIONS	1-19
1.7.2	FITNESS	1-19
1.7.3	FATIGUE.....	1-19
1.7.4	ILLNESS OR INCAPACITATION WHILE ON DUTY.....	1-20
1.7.5	ALCOHOL	1-20
1.7.6	NARCOTICS AND DRUGS	1-20
1.7.7	MEDICATION	1-21
1.7.8	IMMUNIZATION (VACCINATIONS)	1-21



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-5

1.7.9	SCUBA DIVING	1-21
1.7.10	BLOOD DONATION	1-21
1.7.11	SLEEP AND REST	1-21
1.7.12	SURGICAL OPERATIONS	1-22
1.7.13	CORRECTIVE EYE SURGERY (LASIK SURGERY)	1-22
1.7.14	EYESIGHT LIMITATIONS	1-22
1.7.15	HUMIDITY	1-22
1.7.16	PREGNANCY	1-22
1.7.17	SKIN CONTAMINATION	1-22
1.7.18	CIRCADIAN RHYTHM.....	1-23
1.7.19	MEALS ON-BOARD AND PRECAUTIONS	1-23
1.8	CABIN CREW DUTY TIME LIMITS AND REST REQUIREMENTS	1-24
1.9	FLIGHT TIME LIMITATIONS.....	1-25
1.9.1	INTRODUCTION	1-25
1.9.2	FLIGHT AND DUTY TIME LIMITATIONS AND REST REQUIREMENTS	1-25
1.10	ROLE OF THE AUTHORITY	1-26
2.	STANDARD OPERATIONS PROCEDURES	2-1
2.1	THEORY OF FLIGHT.....	2-1
2.1.1	INTRODUCTION	2-1
2.1.2	AIRCRAFT COMPONENTS	2-1
2.1.3	CONTROL SURFACES	2-1
2.1.4	MAJOR AIRCRAFT COMPONENTS	2-1
2.1.5	CRITICAL SURFACES – CONTAMINATION	2-1
2.2	STAGES OF FLIGHT	2-2
2.2.1	PHASES OF FLIGHT	2-2
2.2.2	CRITICAL STAGES OF FLIGHT.....	2-3
2.2.3	STERILE FLIGHT DECK POLICY.....	2-3
2.3	SAFETY GUIDELINES	2-5
2.3.1	COMPANY SAFETY AND QUALITY POLICY	2-5
2.3.2	EMPLOYEE'S RESPONSIBILITY FOR THE SAFETY	2-5
2.3.3	STANDARD OPERATING PROCEDURES.....	2-6
2.3.4	CHAIN OF COMMAND	2-7
2.4	CREW COMMUNICATION AND CO-ORDINATION	2-8
2.4.1	COMMUNICATIONS WITHIN THE COMPANY.....	2-9
2.4.2	SYSTEM OF PROMULGATION OF ADDITIONAL OPERATIONAL INSTRUCTIONS AND INFORMATION	2-9
2.5	PRE-FLIGHT BRIEFING GUIDELINES AND PROCEDURES	2-10



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL 0.3 TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0–6

2.5.1	INTRODUCTION	2-10
2.5.2	BRIEFING PROCESS AND SEQUENCE	2-11
2.5.3	JOINT BRIEFING WITH FLIGHT CREW	2-12
2.5.4	PRE-BOARDING BRIEFING	2-13
2.5.5	CABIN CREW KNOWLEDGE CHECK DURING BRIEFING.....	2-13
2.5.6	LAYOVER BRIEFING.....	2-14
2.5.7	CABIN CREW DOCUMENTS TO BE CARRIED WHILE ON DUTY	2-14
2.5.8	POST-FLIGHT BRIEFING.....	2-15
2.6	CABIN CREW SAFETY AND SECURITY CHECKS	2-16
2.6.1	GENERAL	2-16
2.6.2	REMOVABLE SAFETY EQUIPMENT CHECK	2-16
2.6.3	SEARCHING THE AIRCRAFT – SECURITY SEARCH/CHECKS	2-16
2.6.4	AIRCRAFT SYSTEM CHECKS	2-17
2.6.5	CABIN CREW AREA OF RESPONSIBILITY FOR SAFETY EQUIPMENT CHECK, SECURITY SEARCH, AND CABIN SECURE	2-18
2.7	PASSENGER BOARDING & SEAT ALLOCATION.....	2-19
2.7.1	SEATING POLICY	2-19
2.7.2	EXIT ROW SEATING ASSIGNMENTS.....	2-20
2.7.3	SPECIAL CATEGORIES PASSENGERS (SCP)	2-20
2.7.4	SEATING AND BRIEFING OF A DEAF PASSENGERS.....	2-20
2.7.5	SEATING AND BRIEFING OF VISUALLY IMPAIRED PASSENGERS	2-20
2.7.6	SEATING OF FAMILY GROUPS AND CHILDREN.....	2-21
2.7.7	PASSENGERS WITH MEDICAL COMPLICATIONS	2-21
2.7.8	CABIN CREW SEATING	2-22
2.7.9	CARRIAGE OF ANIMALS IN THE CABIN	2-22
2.7.10	SPECIAL LOAD IN THE CABIN SEAT	2-22
2.8	PRE-DEPARTURE PREPARATION	2-23
2.8.1	DOORS CLOSING PROCEDURES	2-23
2.8.2	DOOR ARMING	2-24
2.8.3	PASSENGER BRIEFING & SAFETY DEMONSTRATION	2-25
2.8.4	CABIN SECURE	2-26
2.8.5	CABIN CREW TAKE-OFF/LANDING SEATING POSITIONS	2-29
2.8.6	SILENT REVIEW.....	2-29
2.8.7	TAKE-OFF	2-30
2.9	AFTER TAKE-OFF/IN FLIGHT/POST LANDING	2-31
2.9.1	AFTER TAKE-OFF	2-31
2.9.2	IN FLIGHT	2-31



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-7

2.9.3	CABIN PREPARATION FOR LANDING	2-33
2.9.4	DISCONTINUED LANDING (GO AROUND)	2-33
2.9.5	POST LANDING AND TAXI	2-34
2.9.6	DOOR DISARMING	2-34
2.9.7	DOORS OPENING PROCEDURE	2-35
2.10	PASSENGER DEPLANING	2-37
2.10.1	DEPLANING PRIORITY	2-37
2.11	FUELING WITH PASSENGERS EMBARKING / ON BOARD/DISEMBARKING	2-38
2.11.1	FUELING PROCEDURES.....	2-38
2.12	TRANSIT STOPS	2-40
2.12.1	DOORS COVER.....	2-40
2.12.2	LEAVING THE AIRCRAFT DURING TRANSIT STOP.....	2-40
2.12.3	CREW CHANGE POINT (CONTINUING FLIGHT).....	2-40
2.13	UNAUTHORISED CARRIAGE.....	2-41
2.14	INTOXICANTS AND NARCOTIC SUBSTANCES	2-41
2.15	FLIGHT DECK PROCEDURES.....	2-42
2.15.1	ADMISSION TO THE FLIGHT DECK & JUMP SEAT USAGE	2-42
2.15.2	FLIGHT DECK DOOR.....	2-43
2.15.3	FLIGHT DECK ENTRY	2-43
2.15.4	FLIGHT DECK CREW ABSENCE FROM THE FLIGHT DECK	2-43
2.15.5	PASSENGER VISITS TO THE FLIGHT DECK.....	2-44
2.15.6	FLIGHT DECK CREW REFRESHMENTS	2-44
2.16	PORTABLE ELECTRONIC DEVICES (PED)	2-45
2.17	SPECIAL CATEGORIES OF PASSENGERS (SCP).....	2-47
2.17.1	CHILDREN & INFANTS.....	2-47
2.17.2	PASSENGERS WITH MEDICAL COMPLICATIONS	2-47
2.17.3	SICK PASSENGERS.....	2-47
2.17.4	PASSENGERS REQUIRING MEDICAL OXYGEN	2-48
2.17.5	PERSONS WITH REDUCED MOBILITY (PRM)	2-49
2.17.6	NEWBORN BABIES	2-52
2.17.7	INFANTS IN INCUBATORS.....	2-52
2.17.8	UNACCOMPANIED MINORS	2-52
2.17.9	PREGNANT PASSENGERS.....	2-52
2.18	SEATS, SAFETY BELTS & RESTRAINT SYSTEMS	2-52
2.18.1	ADULTS AND PASSENGERS OVER THE AGE OF 2 YEARS.....	2-53
2.18.2	CHILD RESTRAINT SYSTEMS (CRS)	2-54
2.19	TURBULENCE	2-57



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-8

2.19.1	UNANTICIPATED TURBULENCE (WITHOUT WARNING)	2-57
2.19.2	ANTICIPATED TURBULENCE	2-57
2.19.3	PROLONGED TURBULENCE.....	2-57
3.	SAFETY AND EMERGENCY EQUIPMENT.....	3-1
3.1	INTRODUCTION	3-1
3.1.1	PRE-FLIGHT SAFETY EQUIPMENT CHECK.....	3-1
3.2	OXYGEN EQUIPMENT	3-2
3.2.1	PORTABLE OXYGEN BOTTLE	3-2
3.2.2	PROTECTIVE BREATHING EQUIPMENT (PBE) – SCOTT.....	3-4
3.3	FIRE EXTINGUISHERS.....	3-6
3.3.1	HALON 1211 FIRE EXTINGUISHER	3-6
3.3.2	WATER (H ₂ O) EXTINGUISHER.....	3-8
3.3.3	LAVATORY FIXED FIRE EXTINGUISHER	3-9
3.4	MEGAPHONE.....	3-10
3.5	CRASH AXE.....	3-11
3.6	EMERGENCY FLASHLIGHT.....	3-12
3.7	EMERGENCY LOCATOR TRANSMITTER	3-13
3.7.1	FIXED EMERGENCY LOCATOR TRANSMITTER	3-13
3.7.2	PORTABLE EMERGENCY LOCATOR TRANSMITTER (IN N807XA)	3-13
3.8	CREW/PAX LIFE VESTS	3-14
3.9	SURVIVAL - LIFE RAFT OPERATION/CABIN CREW PROCEDURES.....	3-16
3.10	MEDICAL KIT, FIRST AID KIT, UNIVERSAL PRECAUTION KIT	3-20
3.10.1	EMERGENCY MEDICAL KIT IN THE FLIGHT DECK	3-20
3.10.2	FIRST AID KIT	3-22
3.10.3	UNIVERSAL PRECAUTION KIT (UPK)	3-23
3.11	AUTOMATED EXTERNAL DEFIBRILLATOR (AED)	3-25
3.12	SEAT BELT EXTENSION	3-27
3.13	SAFETY INFORMATION CARD.....	3-28
4.	EMERGENCY PROCEDURES	4-1
4.1	INTRODUCTION	4-1
4.1.1	CREW COORDINATION	4-1
4.2	EMERGENCY EVACUATION PROCEDURES.....	4-2
4.3	DEFINITION OF TYPES OF EMERGENCY SITUATIONS	4-2
4.3.1	PLANNED EMERGENCY	4-2
4.3.2	UNPLANNED EMERGENCY	4-3
4.3.3	PRECAUTIONARY	4-3
4.4	NOTIFICATION OF EMERGENCIES	4-4



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-9

4.4.1	PLANNED.....	4-4
4.4.2	UNPLANNED.....	9
4.5	INITIATION OF EVACUATIONS LANDING/DITCHING	4-11
4.5.1	INITIATED EVACUATION BY FLIGHT DECK CREW	4-11
4.5.2	INITIATED EVACUATION BY CABIN CREW (LIFE THREATENING SITUATIONS)	4-12
4.5.3	CABIN CREW COMMANDS (CCC).....	4-12
4.5.4	AUGMENTED CABIN CREW	4-13
4.5.5	EVACUATION SUMMARY	4-13
4.5.6	PASSENGER EVACUATION – CROWD CONTROL.....	4-14
4.6	EMERGENCY ON THE GROUND	4-18
4.6.1	EVACUATION REQUIRED	4-18
4.6.2	EVACUATION NOT REQUIRED.....	4-18
4.6.3	PRECAUTIONARY RAPID DEPLANING.....	4-19
4.6.4	UNAUTHORIZED OR UNWARRANTED EVACUATION	4-19
4.6.5	REJECTED TAKE-OFF	4-19
4.7	POST EVACUATION DUTIES	4-21
4.7.1	GROUND BASED EMERGENCY SERVICES	4-21
4.7.2	COMMUNICATION WITH EMERGENCY SERVICES.....	4-22
4.7.3	UNUSABLE EXITS.....	4-23
4.8	DITCHING.....	4-24
4.8.1	UNPLANNED DICHING	4-24
4.8.2	LEAD CABIN TO PASSENGER BRIEFING	4-24
4.8.3	UNPLANNED DITCHING.....	4-25
4.9	IMPACT POSITIONS.....	4-27
4.9.1	PASSENGER IMPACT POSITIONS	4-27
4.9.2	CABIN CREW IMPACT POSITIONS	4-28
4.10	CREW INCAPACITATION.....	4-28
4.10.1	PILOT INCAPACITATION	4-28
4.10.2	CABIN CREW MEMBER INCAPACITATION	4-31
4.11	DECOMPRESSION	4-32
4.11.1	INDICATIONS.....	4-32
4.11.2	ACTIONS TO BE TAKEN BY CABIN CREW	4-33
4.11.3	MONITORING PASSENGERS.....	4-34
4.11.4	ACTIONS TO BE TAKEN WHEN THE AIRCRAFT HAS LEVELLED OFF	4-34
4.11.5	NON-PRESSURIZATION.....	4-34
4.12	FIRE & SMOKE	4-36
4.12.1	THEORY OF FIRE AND SMOKE	4-36



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL 0.3 TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-10

4.12.2	CLASSIFICATION OF FIRES.....	4-38
4.12.3	SOURCES OF FIRE	4-38
4.12.4	GENERAL PROCEDURES FOR DEALING WITH AND IN-FLIGHT FIRE	4-39
4.12.5	FIRE-FIGHTING DRILL	4-40
4.12.6	FIRE-FIGHTING ACTIONS.....	4-40
4.12.7	FIRE SCENARIOS	4-42
4.12.8	EXTERNAL FIRES	4-46
4.13	PED INADVERTENTLY SLIPPED OR DROPPED IN ELECTRICALLY/MECHANICAL ADJUSTABLE SEAT	4-48
5.	PRACTICAL PROCEDURES - DRILLS	5-1
5.1	PLANNED & UNPLANNED EMERGENCY LANDING	5-1
5.1.1	PLANNED EMERGENCY LANDING (MINIMUM TIME PREPARATION)	5-1
5.1.2	UNPLANNED EMERGENCY LANDING.....	5-2
5.1.3	REJECTED TAKE-OFF	5-3
5.1.4	GROUND EVACUATION – MAIN EXITS	5-4
5.1.5	GROUND EVACUATION – OVERWING EXITS.....	5-5
5.1.6	DITCHING EVACUATION	5-6
5.1.7	COCKPIT - ASSIGNED DUTIES FOR EVACUATION.....	5-7
5.1.8	COCKPIT EVACUATION THROUGH WINDOW	5-8
5.2	FIRE AND SMOKE DRILLS	5-9
5.2.1	BASIC FIRE DRILL.....	5-9
5.2.2	FIRE-FIGHTING DRILL	5-10
6.	SURVIVAL	6-1
6.1	INTRODUCTION	6-1
6.2	BASIC PRINCIPLES OF SURVIVAL.....	6-2
6.2.1	PROTECTION	6-2
6.2.2	LOCATION.....	6-2
6.2.3	WATER	6-2
6.2.4	FOOD.....	6-2
6.3	SURVIVAL SITUATIONS	6-3
6.3.1	SURVIVAL ON LAND	6-3
6.3.2	DESERT REGIONS	6-3
6.3.3	TROPICAL REGIONS	6-4
6.3.4	ARTIC AND MOUNTAIN REGIONS.....	6-4
6.3.5	SURVIVAL AT SEA.....	6-5
6.4	HOT WEATHER SURVIVAL	6-7
6.4.1	SHADE	6-7



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL 0.3 TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-11

6.4.2	PLATFORM.....	6-7
6.4.3	CLOTHING.....	6-7
6.4.4	ACTIVITY	6-7
6.4.5	WATER	6-7
6.4.6	HEAT RELATED ILLNESSES	6-7
6.5	COLD WEATHER SURVIVAL	6-11
6.5.1	SHELTER.....	6-11
6.5.2	PLATFORM.....	6-11
6.5.3	CLOTHING.....	6-11
6.5.4	ACTIVITY	6-11
6.5.5	COLD RELATED ILLNESSES	6-11
6.6	SEARCH AND RESCUE PROCEDURES	6-14
6.6.1	SIGNALING	6-14
7.	MEDICAL AND FIRST AID.....	7-1
7.1	FIRST AID AIM	7-1
7.2	ROLES AND RESPONSIBILITIES	7-1
7.2.1	CREW COORDINATION	7-2
7.2.2	RECOGNIZING EMERGENCY FIRST AID.....	7-4
7.2.3	SCENE SAFETY	7-4
7.2.4	MINIMIZING INFECTION/CONTAMINATION	7-4
7.2.5	INFECTIOUS DISEASES	7-5
7.2.6	EMERGENCY ACTION STEPS.....	7-6
7.3	AGE DEFINITION	7-9
7.4	PRINCIPLES OF RESUSCITATION (CPR).....	7-10
7.4.1	CHAIN OF SURVIVAL	7-10
7.4.2	UNDERSTANDING THE CABD OF CPR.....	7-10
7.4.3	CHECKING FOR A PULSE (ADULT/CHILD ONLY).....	7-11
7.4.4	CHEST COMPRESSIONS	7-11
7.4.5	COMPRESSION-VENTILATION RATIO	7-13
7.4.6	OPENING THE AIRWAY	7-13
7.4.7	CPR SEQUENCE FOR ADULT/CHILD	7-17
7.4.8	CPR SEQUENCE FOR AN INFANT.....	7-19
7.5	AUTOMATED EXTERNAL DEFIBRILLATOR (AED)	7-19
7.5.1	DEFIBRILLATOR	7-19
7.6	CHOKING	7-22
7.6.1	ASSESSING SEVERITY OF A CHOKING ADULT/CHILD	7-22
7.6.2	TREATMENT	7-22



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.3 TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-12

7.6.3	CONSCIOUS CHOKING ADULT/CHILD	7-22
7.6.4	ASSESSING SEVERITY OF A CHOKING INFANT	7-23
7.6.5	TREATMENT	7-23
7.7	RECOVERY POSITION	7-25
7.8	MEDICAL EMERGENCIES.....	7-25
7.8.1	UNCONSCIOUSNESS	7-25
7.8.2	CARDIAC ARREST.....	7-26
7.8.3	HEART ATTACK	7-26
7.8.4	ANGINA	7-27
7.8.5	STROKE.....	7-27
7.8.6	ASTHMA.....	7-28
7.8.7	SHOCK.....	7-30
7.8.8	ALLERGIC REACTION/ANAPHYLAXIS	7-30
7.8.9	DIABETES.....	7-31
7.8.10	GASTRO-INTESTINAL PAIN	7-32
7.8.11	POISONING.....	7-34
7.8.12	EMERGENCY CHILDBIRTH	7-36
7.8.13	SPONTANEOUS ABORTION (MISCARRIAGE)	7-38
7.8.14	ECTOPIC PREGNANCY	7-38
7.9	OTHER MEDICAL CONDITIONS	7-39
7.9.1	INTOXICATION.....	7-39
7.9.2	HYPERVENTILATION.....	7-43
7.9.3	HYPOTHERMIA	7-43
7.9.4	HEAT STROKE	7-44
7.9.5	BURNS.....	7-44
7.9.6	WOUNDS AND BLEEDING	7-46
7.9.7	FRACTURES, DISLOCATIONS, SPRAINS AND STRAINS	7-49
7.9.8	INJURIES	7-50
7.9.9	7.9.9. DEEP VEIN THROMBOSIS (DVT)	7-53
7.10	PHYSIOLOGICAL EFFECTS OF FLYING	7-54
7.10.1	COMMON SIGNS AND SYMPTOMS	7-54
7.10.2	HYPOXIA	7-54
7.10.3	THE EFFECTS OF CABIN PRESSURE ON THE BODY	7-56
7.10.4	LOW HUMIDITY & DEHYDRATION.....	7-58
7.10.5	FATIGUE, SLEEP & CIRCADIAN RHYTHMS.....	7-58
7.10.6	AIR SICKNESS	7-59
7.11	THE USE OF DRESSINGS/BANDAGES AND SLINGS	7-60



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL 0.3 TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-13

7.11.1	APPLYING A GAUZE BANDAGE	7-60
7.11.2	APPLYING A BANDAGE COMPRESS	7-60
7.11.3	APPLYING ADHESIVE STRIPS (PLASTER).....	7-60
7.11.4	BANDAGES.....	7-60
7.12	DEATH ON BOARD	7-63
7.13	TRAVEL, HEALTH & HYGEINE.....	7-64
7.13.1	AIRCRAFT DISINFECTION	7-64
7.13.2	TROPICAL HYGIENE.....	7-64
7.13.3	TROPICAL DISEASES	7-65
7.13.4	SPECIFIC DISEASES.....	7-67
8.	B737 AIRCRAFT SPECIFICATIONS	8-1
8.1	AIRCRAFT FAMILIARIZATION.....	8-1
8.2	AIRCRAFT EMERGENCY EQUIPMENT SP CONFIGURATION	8-2
8.3	AIRCRAFT EMERGENCY EQUIPMENT NORMAL CONFIGURATION	8-3
8.4	AIRCRAFT EMERGENCY EQUIPMENT NORMAL CONFIGURATION – N807XA.....	8-4
8.5	CC POSITION B737-800 NORMAL/EMERGENCY DEMONSTRATION.....	8-5
8.6	CABIN CREW DUTIES CHART (NORMAL) – TABLE 5-2	8-6
8.7	CABIN CREW STATIONS	8-7
8.8	CABIN CREW STATIONS AND JUMPSEATS.....	8-8
8.8.1	PREFLIGHT CHECK.....	8-9
8.9	EXITS.....	8-10
8.9.1	DOORS – GENERAL.....	8-10
8.9.2	CABIN EXITS	8-10
8.9.3	FLIGHT DECK WINDOW EXIT	8-10
8.9.4	VIEWING WINDOW.....	8-10
8.9.5	ASSIST HANDLES	8-10
8.9.6	DOOR OPENING AND CLOSING	8-10
8.9.7	DOOR BUSTLE.....	8-11
8.9.8	REQUIRED PLACARDS.....	8-11
8.9.9	RED WARNING FLAG.....	8-11
8.9.10	DOOR SAFETY STRAP	8-12
8.9.11	OVERWING EXITS.....	8-12
8.9.12	CABIN DOOR PREFLIGHT	8-12
8.9.13	DOORS – NORMAL OPERATION – INTERIOR	8-12
8.9.14	INOPERATIVE DOOR/WINDOW	8-13
8.9.15	DOORS – NORMAL OPERATION – EXTERIOR	8-13
8.9.16	SLIDE ARMING/DISARMING.....	8-13



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-14

8.9.17	DOORS - EMERGENCY OPERATION – INTERIOR	8-14
8.9.18	IF AN INFLATED SLIDE DEFlates.....	8-14
8.10	AIRCRAFT EMERGENCY EQUIPMENT/SYSTEM	8-15
8.10.1	EVACUATION DEVICES OVERVIEW	8-15
8.10.2	SLIDES	8-15
8.10.3	EVACUATION SLIDES DEPLOYED	8-15
8.10.4	OVERWING EXIT.....	8-15
8.10.5	FLIGHT DECK QUICK DONNING OXYGEN.....	8-16
8.10.6	ESCAPE ROPE.....	8-17
8.10.7	COMMUNICATION SYSTEM.....	8-18
8.10.8	INTERPHONE/PUBLIC ADDRESS.....	8-18
8.10.9	ANNOUNCEMENT SYSTEM	8-19
8.10.10	CALL LIGHT PANEL INDICATOR	8-20
8.11	AIRCRAFT LIGHTING	8-21
8.11.1	EMERGENCY LIGHTING	8-21
8.11.2	MASTER CONTROL SWITCH	8-21
8.11.3	ALTERNATE CONTROL SWITCH	8-21
8.11.4	TYPES AND LOCATIONS OF EMERGENCY LIGHTS.....	8-22
8.11.5	PHOTO LUMINESCENT STRIPS	8-22
8.11.6	EXTERIOR EMERGENCY LIGHT	8-23
8.11.7	EMERGENCY LIGHTING SYSTEM	8-23
8.12	SEATING	8-23
8.12.1	PASSENGER SEATING – NORMAL CONFIGURATION	8-23
8.12.2	BUSINESS CLASS PASSENGER SEATING	8-24
8.13	OVERHEAD STORAGE BINS	8-25
8.14	PASSENGER SERVICE UNIT	8-25
8.15	OXYGEN SYSTEMS.....	8-25
8.15.1	CABIN DROP-DOWN OXYGEN SYSTEMS.....	8-26
8.16	ORDINANCE SIGNS	8-27
8.17	CABIN CREW CONTROL PANEL.....	8-27
8.17.1	ATTENDANT CONTROL PANEL LOCATIONS	8-28
8.17.2	ATTENDANT CONTROL PANEL FEATURES	8-29
8.17.3	ATTENDANT CONTROL PANEL – SOFT KEY CONTROLS AND LAYOUT	8-30
8.17.4	ATTENDANT CONTROL PANEL – DISPLAY CONTROLS	8-31
8.17.5	LOCK SCREEN FUNCTION (SCREENSAVER)	8-32
8.18	GALLEYS - B737-800 FWD AND AFT GALLEY	8-32
8.18.1	LATCHES	8-33



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-15

8.18.2	STOWAGE COMPARTMENTS	8-34
8.19	ELECTRICAL PANEL	8-35
8.19.1	CIRCUIT BREAKERS	8-35
8.20	SINK DRAIN BLOCKAGE	8-35
8.21	COFFEE MAKERS/ BEVERAGE MAKERS	8-35
8.22	OVENS.....	8-35
8.23	WATER SHUTOFF VALVES.....	8-37
8.23.1	LAVATORY WATER SHUTOFF VALVE	8-37
8.24	LAVATORIES	8-37
8.24.1	NOTABLE LAVATORY FEATURES INCLUDE.....	8-38
8.24.2	LAVATORY PREFLIGHT CHECK	8-38
8.24.3	LAVATORY SMOKE DETECTION	8-38
8.25	FLIGHT DECK FEATURES	8-39
8.25.1	FLIGHT DECK WINDOWS	8-39
8.25.2	FLIGHT DECK DOOR.....	8-40
8.25.3	FLIGHT DECK VIDEO SURVEILLANCE SYSTEM	8-40
8.26	B737 BRIEFINGS/FORMS	8-41
8.26.1	PRE-DEPARTURE BRIEFING	8-41
8.26.2	STANDARD BRIEFINGS	8-42
8.26.3	B737 EMERGENCY ANNOUNCEMENTS	8-43
8.27	B737 EMERGENCY EQUIPMENT CHECKLISTS	8-45
8.27.1	EMERGENCY EQUIPMENT CHECKLIST GUIDE.....	8-45
9.	DANGEROUS GOOD	9-1
9.1	GENERAL PHILOSOPHY	9-1
9.2	RESPONSIBILITIES	9-3
9.2.1	MUKAMALAH AVIATION	9-3
9.3	LIMITATIONS.....	9-4
9.3.1	DANGEROUS GOODS FORBIDDEN FOR TRANSPORT ON AN AIRCRAFT	9-4
9.3.2	DRY ICE (CARBON DIOXIDE, SOLID)	9-4
9.3.3	SEGREGATION	9-4
9.4	HIDDEN DANGEROUS GOODS.....	9-5
9.5	GENERAL EXCEPTIONS.....	9-9
9.5.1	AIRWORTHINESS AND OPERATIONAL ITEMS	9-9
9.5.2	DANGEROUS GOODS CARRIED BY PASSENGERS AND/OR CREW.....	9-9
9.5.3	ELECTRONIC CIGARETTES CONTAINING BATTERIES	9-9
9.5.4	PROVISIONS FOR DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW	9-10
9.5.5	ITEMS NOT ALLOWED TO BE CARRIED BY PASSENGERS AND/OR CREW	9-13



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-16

9.6	CLASSES AND PACKING GROUPS.....	9-14
9.6.1	DANGEROUS GOODS CLASSES.....	9-14
9.6.2	PACKING GROUPS	9-14
9.6.3	HAZARD LABEL EXAMPLES	9-14
9.7	MARKING AND LABELLING.....	9-19
9.7.1	MARKING	9-19
9.7.2	HANDLING LABEL EXAMPLES	9-20
9.7.3	MULTIPLE HAZARDS AND LABELLING	9-23
9.7.4	GLOBALLY HARMONIZED SYSTEM (GHS) LABELS.....	9-23
9.8	LITHIUM BATTERIES.....	9-25
9.8.1	LIMITATIONS.....	9-25
9.8.2	CABIN CREW AWARENESS	9-29
9.9	EMERGENCY PROCEDURES	9-30
9.9.1	FLIGHT DECK CREW DANGEROUS GOODS INCIDENT ACTIONS	9-30
9.9.2	CABIN CREW DANGEROUS GOODS INCIDENT ACTIONS	9-31
9.9.3	AFTER LANDING	9-32
9.10	REPORTING PROCEDURES	9-34
9.11	CONDITIONS FOR CARRYING WEAPONS, MUNITIONS OF WAR & SPORTING WEAPONS ..9-35	
9.11.1	SPORTING WEAPONS AND AMMUNITION	9-35
9.11.2	AMMUNITION FOR SPORTING WEAPONS	9-35
10.	SECURITY.....	10-1
10.1	CORPORATE SECURITY POLICY AND COMMITMENT	10-1
10.2	CREW RESPONSIBILITIES	10-2
10.2.1	PILOT-IN-COMMAND RESPONSIBILITIES	10-2
10.2.2	LEAD CABIN CREW RESPONSIBILITIES.....	10-2
10.3	CREW BAGGAGE	10-3
10.3.1	CREW BAGGAGE SECURITY	10-3
10.3.2	CREW BAGGAGE IN PASSENGER CABIN.....	10-3
10.4	ADDITIONAL SECURITY PROCEDURES.....	10-4
10.4.1	HEIGHTENED SECURITY PROCEDURES.....	10-4
10.4.2	INTERNATIONAL STATION WITH HIGH-RISK SECURITY ALERT	10-4
10.5	PREVENTIVE MEASURES AND TRAINING	10-5
10.5.1	ROUTINE SEARCHES OF THE AIRCRAFT	10-5
10.5.2	ACCESS TO AIRCRAFT	10-5
10.5.3	ADMISSION TO FLIGHT DECK	10-6
10.6	HIGH RISK SECURITY MEASURES (HRSMS)	10-7



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-17

10.7	DISRUPTIVE/UNRULY PASSENGERS	10-8
10.7.1	DEFINITIONS	10-8
10.7.2	CLASSIFICATIONS	10-8
10.7.3	LEVELS OF UNRULY ACTS	10-9
10.7.4	PROCEDURES	10-9
10.7.5	PIC RESPONSIBILITIES.....	10-10
10.7.6	CABIN CREW RESPONSIBILITIES.....	10-11
10.8	SECURITY PROTECTION IN THE AIR	10-12
10.8.1	BOMB THREAT	10-12
10.8.2	HIJACKING.....	10-15
10.9	CARRIAGE OF FIREARMS/WEAPONS.....	10-17
10.10	SECURITY CONTROL OF INADMISSIBLE PASSENGERS, DEPORTEES, AND PRISONERS	10-18
10.10.1	INADMISSIBLE PASSENGERS.....	10-18
10.10.2	DEPORTEES.....	10-18
10.10.3	PRISONERS AND PASSENGERS UNDER JUDICIAL OR ADMINISTRATIVE DETENTION	10-19
10.10.4	TRANSIT OF INADMISSIBLE PASSENGERS, DEPORTEES, AND ESCORTED PRISONERS	10-19
11.	APPENDICES.....	11-2
11.1	APPENDIX 01 CABIN CREW FORMS AND CHECKLISTS	11-2
11.2	APPENDIX 02 CARRY-ON BAGGAGE	11-1
11.2.1	GENERAL	11-1
11.2.2	AUTHORITY AND RESPONSIBILITY.....	11-1
11.2.3	CBP POLICY	11-1
11.2.4	PERSONAL ITEMS AWARENESS	11-2
11.2.5	CHILD RESTRAINT SYSTEMS (CRS)	11-3
11.2.6	WHEELCHAIRS	11-2
11.2.7	CARRIAGE OF LIVE ANIMALS AND SERVICE ANIMALS	11-3
11.2.8	FOOD AND BEVERAGES.....	11-5
11.2.9	CBP CANES.....	11-5
11.2.10	CBP STOWAGE.....	11-6
11.2.11	UNSUITABLE CARRY-ON ITEMS.....	11-6
11.2.12	CBP COMPLIANCE	11-6
11.2.13	PASSENGER INFORMATION	11-8
11.2.14	CARRIAGE OF CARGO IN PASSENGER COMPARTMENTS – BLOCKED SEAT BAGGAGE....	11-8
11.2.15	ASSISTIVE DEVICES	11-9
11.2.16	SMART BAGGAGE.....	11-9
11.2.17	CREW MEMBER AND CARRY-ON BAGGAGE POLICY	11-10
11.2.18	ORTHOTIC POSITIONING DEVICES	11-10



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.3	TABLE OF CONTENTS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-18

11.2.19	PORTABLE OXYGEN CONCENTRATORS (POC).....	11-11
11.2.20	LIABILITY FOR CARRIAGE.....	11-13
11.2.21	DANGEROUS GOODS IN CHECKED AND CARRY-ON BAGGAGE.....	11-14
11.3	APPENDIX 03 EXIT SEATING PROGRAM.....	11-16
11.3.1	AUTHORITY AND RESPONSIBILITY.....	11-16
11.3.2	EXIT SEATING	11-16
11.3.3	POLICY.....	11-16
11.3.4	REQUIREMENTS	11-16
11.3.5	PROCEDURES	11-19



OPERATIONS MANUAL PART E – (OME)

		Issue	01
0	DOCUMENT ADMINISTRATION AND CONTROL	Revision	00
0.4	REVISION HIGHLIGHTS	Date	1-Apr-24
		Page	0–19

0.4 REVISION HIGHLIGHTS

This table summarizes the major changes that are made to each revision and not all changes. Throughout each review cycle, subsequent entries may change, prior entries or proposed changes may be held, disregarded and/or made obsolete. This is a summary of input received throughout the duration. Changes throughout the manual are indicated by vertical revision bars.

Note: The vertical bar (change bar) in the margin indicates a change, addition, or deletion in the adjacent text for the current revision of that page only.



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL

0.5 RECORD OF NORMAL REVISIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-20

0.5 RECORD OF NORMAL REVISIONS



OPERATIONS MANUAL PART E – (OME)

		Issue	01
0	DOCUMENT ADMINISTRATION AND CONTROL	Revision	00
0.6	RECORD OF TEMPORARY REVISIONS	Date	1-Apr-24
		Page	0-21

0.6 RECORD OF TEMPORARY REVISIONS



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL

0.7 LIST OF EFFECTIVE PAGES

Issue	01
Revision	00
Date	1-Apr-24
Page	0-22

0.7 LIST OF EFFECTIVE PAGES

Approved by:	
Name:	
Title:	
Sign & date:	
Stamp:	



OPERATIONS MANUAL PART E – (OME)

- 0 DOCUMENT ADMINISTRATION AND CONTROL
0.7 LIST OF EFFECTIVE PAGES

Issue	01
Revision	00
Date	1-Apr-24
Page	0–23

INTENTIONALLY LEFT BLANK



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.8 DISTRIBUTION LIST

Issue	01
Revision	00
Date	1-Apr-24
Page	0-24

0.8 DISTRIBUTION LIST

Doc Holder / Location	Type Of Format	Copy Number
Master Copy		
Director of Flight Operations		
Chief Pilot		

Note:

Electronic Notification to Staff:

Digital versions of all current Company and Technical documentation are published in DMS for easy access to employees.

Printed Copies:

Any printed copies of this document are uncontrolled documents and are to be marked "Uncontrolled When Printed". The only exception to this is for the Controlled, printed copies of this document that have been distributed in detail.



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.9	DOCUMENT STRUCTURE AND HIERARCHY

Issue	01
Revision	00
Date	1-Apr-24
Page	0–25

0.9 DOCUMENT STRUCTURE AND HIERARCHY

0.9.1 PREFACE

This manual is issued in accordance with regulations 4, 5, 7, 91, 109, 117, 119 and 121 of the General Authority of Civil Aviation (GACA) of the Kingdom of Saudi Arabia. It also complies with the terms and conditions of the Operator's Certificate and Operations Specifications issued to the Company by the Authority. The term 'the Company' or 'Mukamalah Aviation' in this document refers to Mukamalah Aviation Company Ltd.

This Manual is intended to ensure on-going effectiveness in achieving desired operational outcomes and ensure continuous improvement of processes and procedures. It also reflects management's commitment to quality, security, and safety as a fundamental guiding principle. The manual emphasizes the organization's commitment to a just culture, where human error is not punished, and communication channels are open to allow information to flow freely across the organization.



OPERATIONS MANUAL PART E – (OME)

0	DOCUMENT ADMINISTRATION AND CONTROL
0.9	DOCUMENT STRUCTURE AND HIERARCHY

Issue	01
Revision	00
Date	1-Apr-24
Page	0–26

0.9.2 Publications Hierarchy

All Mukamalah Aviation manuals fall in the documentation hierarchy below:

1. **Level 1: Corporate and governance level policy documents.**
2. **Level 2: Division/department level policy, process, and procedure documents.**
3. **Level 3: Instructions, checklists, and forms.**

Manuals at the top of the hierarchy set parameters that lower-level manuals must comply with.

The following flowchart sets out the types of information, their level in the documentation hierarchy.



Figure 1 – MAC Publication Hierarchy

0.9.3 Manual Owner

Refer to CPM section 2.6.4.

0.9.4 Document Format and Style Guide

Refer to CPM section 2.6.2.



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.10 REVISION CONTROL

Issue	01
Revision	00
Date	1-Apr-24
Page	0–27

0.10 REVISION CONTROL

0.10.1 System of Amendment

Refer to CPM section 2.6.2.4.



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL

0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0–28

0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

0.11.1 Abbreviations and Acronyms

A	
AC	Advisory Circular
A/C	Aircraft
ACARS	Aircraft Communications Addressing and Reporting System
ADS	Automatic Dependent Surveillance
AED	Automated External Defibrillator
AFM	Aircraft Flight Manual
AFT	Rear
AIB	Aviation Investigation Bureau
AOSC	Aircraft Operator Security Coordinator
APU	Auxiliary Power Unit
AST	Arabian Standard Time
ATC	Air Traffic Control
ATIS	Automatic Terminal Information Service
ATT&S	Aviation Technical Training and Standards
AvDocs	Aviation Documents iPad Application
B	
B737	Boeing 737-800
C	
C	Celsius
CB	Circuit Breaker
CC	Cabin Crew
CCMOME	Cabin Crew Manual - OME
CCS	Cabin Crew Supervisor
CDL	Configuration Deviation List
CG	Center of Gravity
CO2	Carbon Dioxide
CPAT	Computer Presentations and Training Inc.



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL

0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0–29

CPDLC	Controller-Pilot Data Link Communications
CPR	Cardiopulmonary Resuscitation
CRM	Crew Resource Management
CSS	Cabin Safety Specialist
CVR	Cockpit Voice Recorder
D	
DFO	Director of Operations
DI	Delegated Inspector
DMI	Deferred Maintenance Items
DOT	Department of Transportation
E	
ECP	Exposure Control Plan
EFL	Emergency Flashlight
ELS	Emergency Light Switch
ELT	Emergency Locator Transmitter
ERP	Emergency Response Plan
ET	Eastern Time
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
ETP	Equal Time Point
F	
F	Fahrenheit
FAK	First Aid Kit
FD	Flight Deck
FDR	Flight Data Record
FMS	Flight Management System
FWD	Forward
FW	Fixed Wing
G	
GACA	General Authority of Civil Aviation



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL

0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-30

GACAR	General Authority of Civil Aviation Regulations
H	
HF	High Frequency
HM	Hazardous Materials
H	Hours
I	
IAW	In Accordance With
ICAO	International Civil Aviation Organization
ICK	Infection Control Kit
IEP	Internal Evaluation Program
IMC	Instrument Meteorological Conditions
ISA	International Standard Atmosphere
K	
KFIA	King Fahd International Aerodrome
Kenyon	Kenyon International Emergency Services, Inc.
L	
L/H	Left Hand
LMS	Learning Management System
LRBL	Least Risk Bomb Location
LOA	Letter of Agreement
M	
MC	Master Control
MCD	Main Cabin Door (1L)
MDP	Master Display Panel
MEL	Minimum Equipment List
MSL	Mean Sea Level
N	
N/A	Not Applicable
NEF	Nonessential Equipment and Furnishing
NOTAM	Notice to Airmen
O	



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL

0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0–31

O ²	Oxygen
OAT	Outside Air Temperature
OMA	Operations Manual Part A – General Operating Matters
OMB	Operations Manual Part B – Aircraft Operating Matters
OMC	Operations Manual Part C – Route, Area and Aerodromes
OMD	Operations Manual Part D – Crew Training
OME	Operations Manual Part E – Cabin Crew Manual
OMF	Operations Manual Part F – Electronic Flight Bag Procedures
OOK	Out of Kingdom
OWE	Overwing Exit
P	
PA	Public Address System
PBE	Protective Breathing Equipment
PDSC	Pre-departure Service Checks
PIC	Pilot in Command – The pilot responsible for the operation and safety of an aircraft during flight
POI	Principal Operation Inspector
POB	Portable Oxygen Bottle
PSU	Passenger Service Unit
Q	
QA	Quality Assurance
QC	Quality Control
QRH	Quick Reference Handbook
R	
RII	Required Inspection Items
RON	Remain Over Night
RVR	Runway Visual Range
S	
SATCOM	Satellite Communication System
SELCAL	Selective Call System
SIC	Second in Command



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL

0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-32

SDRS	Service Difficulty Reporting System
SMS	Safety Management System
T	
TCE	Training Center Evaluator
TEM	Threat Error Management
T.E.S.T	Type of Emergency. Evacuation, is one expected? Signals—500' be seated, 50' brace, evacuate. Time remaining.
U	
UTC	Coordinated Universal Time
UM	Unaccompanied Minor(s)
U/V	Universal
V	
VHF	Very High Frequency
VMC	Visual Meteorological Conditions
W	
WOCL	Window of Circadian Low



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-33

INTENTIONALLY LEFT BLANK



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-34

0.11.2 Definitions

A	
Aerodrome:	An area of land or water, including any buildings, installations, and equipment, designated wholly or partly for the arrival, movement, or departure of aircraft.
Aerodrome/standby reserve:	A defined duty period during which a flight crew member is required to be at an aerodrome for a possible assignment.
Aircraft accident:	An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which: <ol style="list-style-type: none">1. A person is fatally or seriously injured as a result of:<ol style="list-style-type: none">a) Being in the aircraft, orb) Direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or2. The aircraft sustains damage or structural failure which:<ol style="list-style-type: none">a) Adversely affects the structural strength, performance, or flight characteristics of the aircraft, andb) Would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to a single engine, (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or3. The aircraft is missing or is completely inaccessible.
Aircraft incident:	Any occurrence that is not included in the definition of an aircraft accident, and is associated with the operation of an aircraft and affects, or has the potential to affect, safe operation thereof.
Airman:	A person holding, or required to hold, a current and valid certificate or authorization issued under GACAR Part 61, 64, 65 or 66.
Augmented Crew:	A flight crew that has more than the minimum number of flight crewmembers required by the aircraft type certificate to operate the aircraft to allow a flight crewmember to be replaced by another qualified flight crew member for an in-flight rest.



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-35

C

Cabin Crew:	An appropriately qualified crew member other than flight crew or technical crew member, who is assigned by an operator to perform duties related to the safety of passengers and flight during operations. Cabin Crew are the designated crew to enforce all safety rules and regulations.
Check pilot (airplane):	A person who is qualified, and permitted, to conduct flight checks or instruction in an aircraft or in a flight simulation training device (FSTD) for a particular airplane type.
Competency:	A combination of skills, knowledge and attitudes required to perform a task to the prescribed standard.
Crewmembers:	A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the pilot-in-command of the aircraft, but who shall not act as a flight crew member. A person assigned to duty on an aircraft during a flight duty period.

D

Deadhead transportation:	Transportation of a flight crew member as a passenger or non-operating flight crew member, by any mode of transportation, as required by a certificate holder, excluding transportation to or from suitable accommodation. All time spent in deadhead transportation is duty and is not rest.
Duty Period:	Any task that an airman performs as required, including but not limited to flight duty period, pre and post-flight duties, administrative work, training, deadhead transportation, aircraft positioning on the ground, aircraft loading, aircraft servicing, dispatch duties, and air traffic control duties.

E

Evaluator:	A person employed by a training center certificated under GACAR Part 142 who is authorized by the President to perform tests for certification, added ratings, authorizations, and proficiency checks, as authorized under the certificate holder's training specification.
Evidence based training (EBT):	Training and assessment method based on operational data that is characterized by developing and assessing the overall capability of a trainee across a range of core competencies rather than by measuring the performance in individual events or maneuvers.
Examiner:	Any person who is authorized by the President to conduct examinations or tests for a medical certificate or airman certificate, rating, or endorsement.

F

Fatigue (of persons):	A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair an airman's alertness and ability to safely operate an aircraft or perform safety-related duties.
-----------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-36

Flight crew member:	A crew member performing duties as a pilot or flight engineer.
Flight duty period (FDP):	<p>A period that begins when a flight crew member is required to report for duty with the intention of conducting a flight, a series of flights, or positioning or ferrying flights, and ends when the aircraft is parked after the last flight and there is no intention for further aircraft movement by the same flight crew member.</p> <p>A flight duty period includes the duties performed by the flight crew member that occur before a flight segment or between flight segments without a required intervening rest period.</p> <p>Examples of tasks that are part of the flight duty period include deadhead transportation, training conducted in an aircraft or flight simulator, and aerodrome/standby reserve, if the above tasks occur before a flight segment or between flight segments without an intervening required rest period.</p>
Flight time:	For an airplane, the total time from the moment an airplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight;
Flight training equipment:	Full flight simulators (FFS), flight training devices (FTD), and aircraft.
Flight training:	Flight crew member training received from an authorized instructor in an aircraft in flight or using a flight simulation training device (FSTD) or aviation training device (ATD).

G

Ground training:	Crew member training, other than flight training, received from an authorized instructor.
------------------	-------------------------------------------------------------------------------------------

I

Initial training:	The training required for crew members who have not qualified and served in the same capacity on another aircraft for the company.
Instructor:	A person assigned by the company to provide instruction to flight crewmembers, or for purposes of GACAR Part 143, a person employed by a training center and designated to provide instruction in accordance with Subpart C of that part.

K

Knowledge test:	Means a test on the knowledge areas required for an airman certificate or rating.
-----------------	-----------------------------------------------------------------------------------

L

Lead Cabin Crew	Lead cabin crew is defined as the designated cabin crew onboard as a lead for all cabin crew onboard who is the liaison with the pilot-in-command.
-----------------	----------------------------------------------------------------------------------------------------------------------------------------------------

M

MAY DAY	A distress call that is used to signal a life-threatening emergency.
Mukamalah Patient	All Company employees and dependents, and all authorized contractor personnel.



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-37

N	
Non-Mukamalah Patient:	All residents of Saudi Arabia who are not Company employees, dependents, or authorized contractors. All seamen not holding a Saudi Arabian Government Visa.
Night	The hours between the end of evening civil twilight and the beginning of morning civil twilight, or such other period between sunset and sunrise as may be prescribed by the appropriate authority.
Non-Flying duties:	Any task that a crewmember performs before and after flight duties assigned by the Company.
O	
OOK:	Outside Of Kingdom
P	
Pilot in Command (PIC)	The pilot designated by the operator or in the case of general aviation the owner as being in command and charged with the safe conduct of a flight.
Post Flight time:	The period after actual block in of the last flight in a duty period until the crewmember is considered free of all duties, it is 30 minutes after the block in of a flight.
Q	
Qualification Management System (QMS)	The system used by the company to maintain training and qualification records for each individual assigned to flight or maintenance activities.
R	
Related aircraft differences training:	The flight crew member training required for aircraft with different type certificates that have been designated as related by the President.
Report time:	The time that a flight crew member is required to report for an assignment.
Requalification training:	The training required for crew members previously trained and qualified, but who have become unqualified due to not having met, within the required period, the applicable standards checks, recurrent training, or proficiency check requirements.
Reserve availability period:	A duty period during which a flight crew member is on short call reserve to be available to receive an assignment for a flight duty period.
Reserve cabin crew member:	A cabin crew member who is required to be available to receive an assignment for duty.
Rest facility:	A bunk or seat accommodation installed in an aircraft that provides a flight crew member with a sleep opportunity.
Rest Period:	A continuous and defined period of time, subsequent to and/or prior to duty, during which airmen are free of all duties.
S	



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-38

Scheduled Departure Time:	The planned block time for a flight, based on Company scheduling.
Second in Command (SIC)	A licensed pilot serving in any piloting capacity other than as pilot-in-command but excluding a pilot who is onboard the A/C for the sole purpose of receiving flight instructions (also known as Co-pilot)
Short-call reserve:	A period of time in which a flight crew member is assigned to a reserve availability period.
T	
Task familiar:	Describes a flight crew member who is familiar with and can satisfactorily accomplish the duties of a particular crew duty position, though not qualified for that duty position. For example, an SIC candidate who performs the duties of the PIC during simulator training.
Time in service:	With respect to maintenance records, the time from the moment an aircraft leaves the surface of the earth until it touches it at the next landing.
Training center:	An organization certificated under GACAR Part 142 that provides training, testing, and checking of pilots, flight instructors, ground instructors, and flight engineers subject to the requirements of the GACAR.
Training program:	The collection of courses, courseware, facilities, equipment, and personnel necessary to accomplish a specific training objective. It may include a core curriculum and a specialty curriculum.
Training time:	For purposes of recording flight crew member experience, means training received: 1. In flight from an authorized instructor, 2. On the ground from an authorized instructor, or 3. In a flight simulation training device (FSTD) from an authorized instructor.
U	
Unforeseen operational circumstance:	An unplanned event of insufficient duration to allow for adjustments to schedules, including un-forecast weather, equipment malfunction, or air traffic delay that is not reasonably expected.
Upgrade training:	The training required for flight crew members who have qualified and served as second in command or flight engineer on a particular aircraft type, before they serve as pilot in command or second in command, respectively, on that aircraft.
W	
Window of Circadian Low (WOCL):	A period of maximum sleepiness that occurs between 0200 and 0559 during a physiological night.



OPERATIONS MANUAL PART E – (OME)

- 0 DOCUMENT ADMINISTRATION AND CONTROL
0.11 ABBREVIATIONS, ACRONYMS & DEFINITIONS

Issue	01
Revision	00
Date	1-Apr-24
Page	0-39

INTENTIONALLY LEFT BLANK



OPERATIONS MANUAL PART E – (OME)

0 DOCUMENT ADMINISTRATION AND CONTROL
0.12 USE OF PROCEDURAL WORDS

Issue	01
Revision	00
Date	1-Apr-24
Page	0–40

0.12 USE OF PROCEDURAL WORDS

Refer to CPM section 2.3



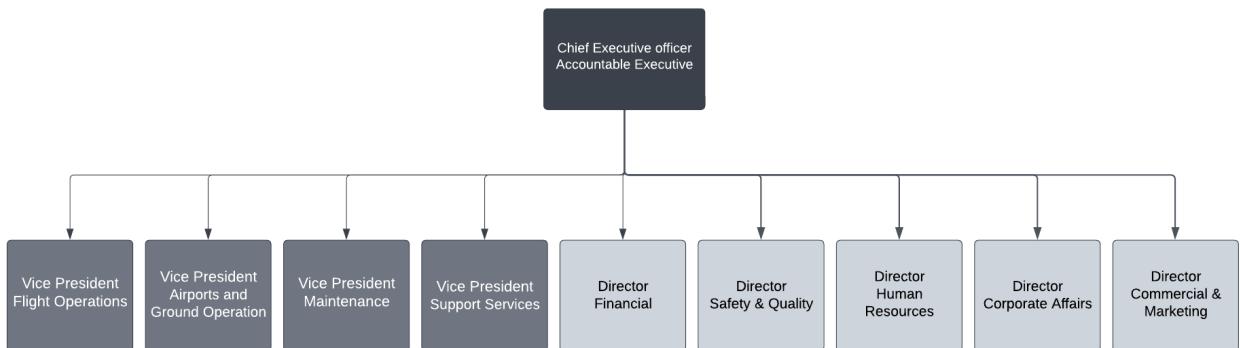
OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION
1.1 ORGANIZATIONAL STRUCTURE

Issue	01
Revision	00
Date	25-Mar-24
Page	1-1

1. COMPANY ORGANIZATION

1.1 ORGANIZATIONAL STRUCTURE





OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION
1.2 NAME LIST OF NOMINATED POST-HOLDERS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-2

1.2 NAME LIST OF NOMINATED POST-HOLDERS

List of Nominated Post Holders			
Position	Name	Phone Number	Email Address
Accountable Executive	Khalid Alnatour	00-966-50-484-5726	khalid.natour@mukamalah.com
Director of Operations	Yaser Badr	00-966-50-561-2758	Yaser.Badr@mukamalah.com

1.2.1 NAME LIST OF NOMINATED DEPUTIES MANAGEMENT PERSONNEL

List of Nominated Deputies Management Personnel	
Management Position	Deputy Position
Accountable Executive	Director of Operations
Director of Operations	Chief Pilot
Chief Pilot	Fleet Captain
Director of Maintenance	Maintenance Manager
Manager of SMS	Safety Officer
Cabin Crew Supervisor	Senior Cabin Crew



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION	Issue	01
1.3	CABIN CREW DEPARTMENT ORGANIZATION STRUCTURE	Revision	00
		Date	25-Mar-24
		Page	1-3

1.3 CABIN CREW DEPARTMENT ORGANIZATION STRUCTURE

1.3.1 Delegation of Nominated Management Personnel of Cabin Crew Department



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION	Issue	01
1.4	RESPONSIBILITIES AND DUTIES OF OPERATIONS MANAGEMENT PERSONNEL	Revision	00
		Date	25-Mar-24
		Page	1-4

1.4 RESPONSIBILITIES AND DUTIES OF OPERATIONS MANAGEMENT PERSONNEL

1.4.1 Accountable Executive

The Accountable Executive (AE) has the accountability for operational quality, safety and security performance, and the authority to take action to ensure the management system is effective, his authority also includes financial control, to make policy decisions, provide adequate resources, resolve operational quality, safety, and security issues and, in general, ensure necessary system components are in place and functioning properly.

The AE is ultimately responsible for setting the Company policies and objectives, and for ensuring operations are conducted in accordance with conditions and restrictions of the Operator Certificate (OC), and in compliance with requirements of applicable authorities (i.e. regulations), as well as its own policies and procedures, which may exceed existing regulations or address areas that are not regulated.

The Accountable Executive shall have a full understanding of the following materials with respect to the Company operation:

1. Aviation safety standards and safe operation practices;
2. GACARs
3. The Company operations specifications
4. All appropriate maintenance and airworthiness requirements of the GACAR; and
5. The manuals required by GACA.

1.4.1.1 Accountable Executive Qualifications

1. The Accountable Executive (AE) has the accountability for operational quality, safety, and security performance, and the authority to take action to ensure the management system is effective. His authority also includes financial control, to make policy decisions, provide adequate resources, resolve operational quality, safety and security issues and, in general, ensure necessary system components are in place and functioning properly.
2. The Accountable Executive shall be qualified in accordance with the Company Corporate requirements and shall have a full understanding of the following materials with respect to the Company operation:
 - a. Aviation safety standards and safe operating practices;
 - b. Applicable GACARs
 - c. Company's approved Operating Certificate and Operations Specifications
 - d. All appropriate maintenance and airworthiness requirements of the GACAR; and
 - e. The Company manuals.

1.4.1.2 Accountable Executive Authority

The Accountable Executive has the following authority:



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION	Issue 01
1.4	RESPONSIBILITIES AND DUTIES OF OPERATIONS MANAGEMENT PERSONNEL	Revision 00
		Date 25-Mar-24
		Page 1-5

1. Has the authority to ensure the allocation of resources necessary to manage safety and security risks to aircraft operations.
2. Financial control, to make policy decisions, provide adequate resources, resolve operational quality, safety, and security issues and, in general, ensure necessary system components are in place and functioning properly in accordance with the Company mission statement.
3. Ensure the allocation of resources necessary to manage safety and security risks to aircraft operations.
4. Ensure that the Company continues to meet applicable requirements, the accountable executive is authorized to designate a Director/Manager with the responsibility for monitoring compliance. The role of such Director/Manager would be to ensure that the SMS activities of the Company are monitored for compliance with the applicable regulatory requirements, as well as any additional requirements as established by the Company, and that these activities are being carried out properly under the supervision of the relevant head of functional area.
5. Full control of the human resources required for the operations authorized to be conducted under the operations certificate;
6. Final authority over operations authorized to be conducted under the operations certificate.

1.4.1.3 Accountable Executive Duties and Responsibilities

The Accountable Executive (AE) has the following duties and responsibilities:

1. Irrespective of other functions, has ultimate responsibility and accountability on behalf of the Company for the implementation and maintenance of the safety management system (SMS) throughout the organization.
2. Has overall responsibility and is accountable for ensuring operations are conducted in accordance with conditions and restrictions of the Operator Certificate (OC), in compliance with applicable regulations and Company standards.
3. Establishing the company policy, objectives, targets and commitment to safety, security, and quality.
4. Achieving Company targets with regard with cost and profitability
5. Improving the company performance standards at a continuous basis to ensure customer satisfaction and expectations.
6. Determining and defining with senior management where improvements are required.
7. Allocation of resources as needed to ensure that all operations and maintenance activities are properly financed and carried out to meet or exceed Company standards that fulfil regulations set by GACA authority.
8. Safety, Security and Quality Management Systems within the organization by establishment, implementation and monitoring for Safety, Security and Quality activities and processes and ensuring conformity with all regulatory requirements and Company standards & procedures.
9. Manages improvement projects which are proposed by the Company Safety Review Board.



OPERATIONS MANUAL PART E – (OME)

		Issue	01
		Revision	00
		Date	25-Mar-24
1	COMPANY ORGANIZATION		
1.4	RESPONSIBILITIES AND DUTIES OF OPERATIONS MANAGEMENT PERSONNEL	Page	1-6

10. Allocate resources.

1.4.2 Director of Operations

The Director of Operations is directly responsible to GACA and to the company to ensure that all related activities are carried out in accordance with GACA Regulations and the Company's Operations Manuals.

1.4.2.1 Director of Operations Qualifications

The Director of Operations shall meet the following minimum qualification requirements:

1. Education:
 - a. Bachelor's degree, Science, Engineering or Economics preferred. MBA is preferred.
 - b. Hold an airline transport pilot certificate with appropriate type rating.
 - c. Have experience as PIC in an aircraft of a similar size or complexity as the aircraft listed in the Company operating certificate.
 - d. Have at least three years of supervisory or managerial experience in a position that exercised operational control over any operations conducted under GACAR Part 121.
2. Knowledge and Experience:
 - a. 15+ years' experience as flight crew
 - b. Min 5000 hrs. flight time of which 2000 hrs. as PIC.
3. License and Certificates:
 - a. Airline Transport Pilot Certificate with Multiengine rating
 - b. FCC Certificate (if applicable)
 - c. Medical Certificate
4. The Director of Operations shall be qualified in accordance with GACA Management Personnel Qualifications, and shall meet the following minimum qualification requirements:
 - a. Hold an Airline Transport Pilot Certificate.
 5. Have experience as PIC in an aircraft of a similar size or complexity as one of the aircraft used in the certificate holder's operation (previous DO experience); and
 6. Have at least three years of supervisory or managerial experience in a position that exercised operational control over any operations conducted under GACAR Part 121.
 7. Must have a thorough knowledge of Company's standards, policies and procedures as well as GACA and International Regulations. Must have a good knowledge of policies as they pertain to the aviation industry, including aviation maintenance.
 8. Meets the requirements of GACAR Pilot in Command Qualifications and Recent Experience;

1.4.2.2 Director of Operations Duties and Responsibilities

1. The Director of Flight Operations has the following key duties and responsibilities:



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION	Issue	01
1.4	RESPONSIBILITIES AND DUTIES OF OPERATIONS MANAGEMENT PERSONNEL	Revision	00
		Date	25-Mar-24
		Page	1-7

- a. Establish and administer practices and procedures within established department policies, which have as their purpose the highest safety standards and quality of service. Progressively and critically review policies for appropriateness and contribution to attainment of department objectives.
 - b. Administer operating policies to ensure compliance with applicable government regulations.
 - c. Administer and coordinate all activities for an efficient and cost-effective operation.
 - d. Select and maintain authorized complement of operations personnel.
 - e. Select and provide for the training, development, and guidance of personnel to meet department management needs.
 - f. Monitor the operation's activities and ensure coordination with other department efforts and commitments in a timely manner.
 - g. Administer and constantly review operations personnel policies, practices, and procedures to develop and maintain high morale and a cost-effective operation.
2. Basic Functions:
- 3. Administer and control flight operations to ensure that the highest safety and service standards are maintained in a cost-effective manner. Those operations are conducted within established department policy and in compliance with the regulations of the General Authority of Civil Aviation (GACA) and the Kingdom of Saudi Arabia
 - 4. Establish and implement operating practices and procedures in compliance with GACA Regulations, to attain department objectives within the framework of established policies.
- **Reports to: Accountable Executive**



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION	Issue	01
1.4	RESPONSIBILITIES AND DUTIES OF OPERATIONS MANAGEMENT PERSONNEL	Revision	00
		Date	25-Mar-24
		Page	1-8

1.4.3 Chief Pilot

1. Chief Pilot is an internally nominated management personnel accepted by GACA.
2. The Chief Pilot reports to the Director of Operations and is responsible for the safe and professional standards of the flight crew.
3. The Chief Pilot is directly responsible to GACA and to the DO to ensure that all related flight operations are carried out in accordance with GACA Regulations and the Company's Operations Manual.
4. Assists the Director of Operations in the overall administration of their appropriate flight operational activities and crew training.

1.4.3.1 Chief Pilot Qualifications

The Chief Pilot FW shall be qualified in accordance with Company Standards, and shall meet the following minimum qualification requirements:

1. Education:
 - a. Bachelor's degree, Science, Engineering or Economics preferred. MBA is preferred.
 - b. Knowledge and Experience:
 - c. 15+ years' experience as flight crew
 - d. 5+ years' experience in risk management tools
 - e. Minimum 5000 hrs. flight time of which 1000 hrs. as PIC on one of the types under his division.
2. License and Certificates:
 - a. Airline Transport Pilot Certificate with Multi-engine rating
 - b. FCC Certificate
 - c. First Class Medical Certificate
 - d. Hold a GACA Airline Transport Pilot certificate with appropriate ratings for at least one of the aircraft used in the certificate holder's operation.
 - e. Have at least 3 years' experience, within the past 6 years, as PIC of an aircraft operated under GACAR Part 121.

1.4.3.2 Chief Pilot Duties and Responsibilities

1. The Chief Pilot has the following key accountabilities and responsibilities:
 - a. Performs all managerial functions common to the organization level such as Accountability Reports, Personnel actions, training, and development of staff members.
2. Responsible for coordinating with Aircraft and Crew Scheduling, Flight Dispatch Supervisor, Flight Attendants Supervisor and Safety Pilot. Responsible for updating the Company Flight Operations



OPERATIONS MANUAL PART E – (OME)

1

COMPANY ORGANIZATION**Issue****01**

1.4

RESPONSIBILITIES AND DUTIES OF**Revision****00****OPERATIONS MANAGEMENT PERSONNEL****Date****25-Mar-24****Page****1-9**

Manual, maintaining the Jeppesen Navigational Manuals, and all airplane flight and operating manuals.

3. Maintains close liaison with the Aircraft Maintenance Division to assist in troubleshooting airplanes and related equipment.
4. Pilots company airplanes as PIC when required to meet flight schedules and maintain flight proficiency.
5. Establishes types of airplanes to be used in the performance of regular or special assignments, and practices or procedures to be followed. Prepares the Division's manpower and operating budgets.
6. Administers airplane pilots' type ratings and annual proficiency checks as required by GACA.
7. Basic function: Supervises airplane flight crews for company owned or leased aircraft to assure that the highest airline standards are maintained concerning safety and operating efficiency.
 - Reports to: Director of Operations

1.4.4 Cabin Crew Supervisor (Head of Cabin Crew)

The Cabin Crew Supervisor reports to the Director of Operations and is responsible for the safety and security management of the cabin operations and the daily operation of the Cabin Crew and he is accountable to the Director of Operations for ensuring the safety and security of cabin operations.

1.4.4.1 Qualification, Duties and Responsibilities

1.4.5 Cabin Crew Training Supervisor

1.4.5.1 Qualification, Duties and Responsibilities

1.4.6 Lead Cabin Crew

1.4.6.1 Qualification, Duties and Responsibilities

1.4.7 Cabin Crew

1.4.7.1 Qualification, Duties and Responsibilities



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION	Issue	01
1.4	RESPONSIBILITIES AND DUTIES OF OPERATIONS MANAGEMENT PERSONNEL	Revision	00
		Date	25-Mar-24
		Page	1-10

1.4.8 Pilot in Command Authorities, Duties and Responsibilities

The captain exercises the final authority in relation to the operation of the aircraft. He is responsible for its safety as well as that of the passengers, crew, and cargo. Therefore, he must take all measures required for safety and/or security during all phases of the flight.

1. The responsibilities of the captain are as follows:
 - a. Responsible for the safety of the aircraft, its occupants and cargo from the time he arrives onboard, until he hands over the aircraft to the authorized ground personnel or the next flight crew taking charge or when the aircraft is parked, locked and sealed;
 - b. Responsible for the operation and safety of the aircraft from the moment the aircraft is ready to move for the purpose of taking-off until the moment it finally comes to rest at the end of the flight and the engine(s) are shut down;
 - c. Has the authority to give all operationally required commands (i.e. passenger restraint, passenger offloading... etc.) if he deemed it necessary for the purpose of securing the safety of the aircraft and of persons or property carried therein. All persons carried on the aircraft shall obey such commands;
 - d. Has the authority to disembark any person, baggage or any part of the cargo, which in his opinion, may represent a potential hazard to the safety of the aircraft or its occupants;
 - e. Not to permit any person to be carried on-board the aircraft who appears to be under the influence of alcohol or drugs to the extent that the safety of the aircraft or its occupants is likely to be endangered;
 - f. Has the right to refuse transportation of inadmissible passengers, deportees or persons in custody if their carriage pose any risk to the safety of the aircraft or its occupants;
 - g. Responsible for ensuring security procedures at the aircraft and pertinent to the particular flight have been completed prior to departure, during transit and before leaving the aircraft;
 - h. Ensure that all operational procedures and checklists are compiled in accordance with the Operations Manual. In an emergency situation that requires immediate decision and action, he may take any measures deemed necessary under the circumstances. In such cases he may deviate from rules, operational procedures and methods in the interest of safety;
 - i. Not to permit any crew member to perform any activity during take-off, initial climb, final approach and landing except those duties required for the safe operation of the aircraft;
 - j. Ensure that, during a particular flight, the entire crew adheres to duty and rest time limitations as detailed in the Flight Time Limitations Chapter (OMA);
 - k. After completion of the flight, the aircraft is handover to the next flight crew taking charge or to the authorized ground personnel or in the absence of an engineer or responsible person, the aircraft is properly secured; and



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION	Issue	01
1.4	RESPONSIBILITIES AND DUTIES OF	Revision	00
	OPERATIONS MANAGEMENT PERSONNEL	Date	25-Mar-24
		Page	1-11

- I. In absence of the Company ground handling personnel, the passengers, crew, cargo and the aircraft are taken care of.

Notwithstanding his overall responsibility, he is authorized to delegate tasks to his crew and to other suitable personnel. It is his duty to co-ordinate, supervise and check the tasks of his crew. He encourages teamwork and ensures that his crew members receive all information essential for the performance off their tasks.

1.4.9 First Officer

The First Officer will:

1. Act as the Captain's deputy.
2. Assist the Captain in the safe and efficient conduct of the flight.
3. Assume the command in the event of the captain's incapacitation.

1.4.9.1 Authorities, Duties and Responsibilities



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION
1.5	QUALITY SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	1-12

1.5 QUALITY SYSTEM

1.5.1 Introduction

1. A quality assurance system for cabin crew is established and maintained as part of the overall Mukamalah Aviation quality assurance program, in accordance with the requirements of GACAR. The Company Operations quality assurance program is detailed in Operations Manual Part A.
2. The cabin crew quality assurance system is designed to monitor all activities of cabin crew department, to detect deviations from set rules and standards, as part of the broader principles prescribed in the operations quality assurance program.
3. The Quality Assurance System also has processes in the cabin operations organization for setting performance, continually monitor and assess operational safety and security outcomes. Continual improvement of operational safety and security performance. Appropriate corrective or preventive actions that address the relevant compliance issues have been implemented and are being monitored for effectiveness. Measures to monitor the safety performance of the organization and to validate the effectiveness of risk controls. The detailed process is documented in Mukamalah Aviation Safety Manual.
4. It will enable Mukamalah Aviation to monitor compliance with the relevant GACA regulations and requirements, and any other standards established by Mukamalah Aviation or the GACA to ensure safe and effective operations.
5. A quality assurance system covers the following:
 - a. Complying with applicable regulations and standards;
 - b. Satisfying stated operational needs;
 - c. Identifying undesirable conditions and areas requiring improvement;
 - d. Identifying hazards to operations;
 - e. Assessing the effectiveness of safety risk controls.

1.5.2 Audits of Cabin Operations Functions

1. To ensure the following items are taken care during and after the audits of Cabin Operations Functions:
 - a. Identification of root cause(s);
 - b. Development of corrective action as appropriate to address findings;
 - c. Implementation of corrective action in appropriate operational area(s);
 - d. Evaluation of corrective action to determine effectiveness.
2. Self-audit of cabin crew activities and procedures shall be carried out once in 12 months to ensure that these are effective, up to date and in compliance with company requirements and GACA standards.
3. All self-audit checklists are referenced in the Forms. Audit findings and Corrective Action Plan Audit are followed and corrected by Head of Cabin Crew. Audit records are kept 5 years. The quality Department have



OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION 1.5 QUALITY SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	1-13

a process to ensure significant issues arising from audits of cabin operations functions are subject to management review.

1.5.3 Cabin Crew Selection

1. Quality control for cabin crew begins at the selection stage for cabin crew.
2. The cabin crew selection process assesses not only the individual skills and experience, but also the personality, attitudes, and aptitudes of the applicants. Accordingly, cabin crew is employed after a thorough selection process, which includes an interview with the Cabin Crew Selection Board.

1.5.4 Cabin Crew Instructor Training Course

All cabin crew instructors shall successfully complete an instructor-training course that ensures such instructors have an adequate level of knowledge and standardization to provide instruction in the cabin crew training program.

1.5.5 Line Check

1. Cabin Safety is a direct result of safe and conformant procedures followed by cabin crew in the conduct of a flight. The periodic line check is orientated towards safety, compliance, and quality control.
2. The Periodic line check is doing once a year for in-flight competency check and once every 2 years for ground competency check. Periodic Line Check focuses on individual performance of cabin crew in their respective roles and their effectiveness at inculcating a safety culture in the cabin that is compliant with the safety and security standards set by the Company. The LCC will be also assessed in his role as a team leader.
3. Each year, cabin crew member shall pass a cabin crew member inflight competency check in Cabin Crew in flight sectors competency check form (MAC-CAB-121U-CLXX-0) which he/she satisfactorily performs the duties and responsibilities of a cabin crew member on the aircraft type. In-flight competency check shall be given by a certified cabin crew instructor for at least one flight (2 sectors).
4. Customer focus, cost efficiency, initiative, creative problem solving, empathy, and overall competency are also assessed, but it is the safety and compliance aspects that are directly relevant to operational quality requirements.
5. A form is used for reporting and feedback. Debriefing shall be given at the end of the check. The forms in use for the periodic line checks are initial Cabin Crew Competency Check – will be done after successful completion of the Initial Training course by the instructor.
6. These forms are handed over to the Training Department after correct documentation and feedback to the crew has been completed for record and filing purposes.

1.5.6 Pre-Flight Briefing Check

1. Pre-flight briefing check is an important factor in the development, maintenance, and refinement of high operating standards, and can provide a valuable indication of the effectiveness of standard, and quality control.
2. Pre-flight briefing checks are conducted periodically by the Head of Cabin Crew, Cabin Crew Instructor.
3. Pre-flight briefing check shall assess the presentation skills of the LCC and check the knowledge of cabin crew members in aspect of safety, survival, and first-aid procedures.
4. A form is used for reporting and feedback. Debriefing shall be given at the end of the check.



OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION
1.5 QUALITY SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	1-14

1.5.7 Instructor Selection Process

GACAR 143.39

1.5.8 Renewal of Cabin Crew Instructor

1.5.9 Sub-Contractors



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION
1.6	CABIN CREW LEGAL REQUIREMENTS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-15

1.6 CABIN CREW LEGAL REQUIREMENTS

1.6.1 Operating Language

1. English is the recognized operating language of Mukamalah Aviation and thus all written instructions of Mukamalah Aviation will be in English language. All crew members shall be competent to read, understand and communicate in English language.
2. During the recruitment phase, all crew members' command of English language shall be assessed in fulfillment of the Company standards.
 - a. All communication with the flight crew and cabin crew including normal, abnormal and emergency situations shall be in English language.
 - b. All passengers are orally briefed in Arabic and English by the appropriate crewmember.
 - c. All announcements are to be made in Arabic then English.

1.6.2 Notices To Cabin Crew

1. The Company will update this manual as necessary. A record will be maintained in the Electronic Flight Bag (EFB). The manual holder will receive a notice via Electronic Flight Bag, or operational memo. The revision will be annotated on the revision record page in the front of the master manual.
2. For safety reasons, an immediate revision of approved material in the Cabin Crew Manual may be required before there is an opportunity to coordinate the revision with GACA and receive proper approvals.
3. When emergency revisions to approved manuals and operational procedures are made, the Company must notify GACA of the revision at the earliest practical opportunity, preferably the first working day after the action. Cabin Crew will be notified via Cabin Crew Bulletin.
4. This manual is not intended to be a static document.
 - a. It is not, nor will it ever be, in "final form."
 - b. Suggestions to improve this manual are encouraged and should be discussed with the Cabin Crew Supervisor.
 - c. Suggestions should be submitted to the Cabin Crew Supervisor for approval using the Manual Revision Request Form in this section.
 - d. The Cabin Crew Supervisor will complete the Manual Revision Request Form and return it to the submitter.
 - e. If adopted, the suggestion will be incorporated into the manual via an operations bulletin or a revision.

1.6.3 Cabin Crew Bulletin

1. Minor changes to policies and procedures will be published as Cabin Crew Bulletins.
2. The Cabin Crew Supervisor will notify all affected employees when a Cabin Crew Bulletin is being released.
3. The bulletins will be maintained in the Cabin Crew Bulletins section at the front of each manual.



OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION 1.6 CABIN CREW LEGAL REQUIREMENTS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-16

4. Not all bulletins will be incorporated into a revision.
5. During the manual revision process, the status of all current bulletins will be described. It is the responsibility of each Cabin Crew to review current Cabin Crew Bulletins.

1.6.4 Monitoring Competence of Cabin Crew Member

1. The Training and Checking program permit to ensure that each crew member is competent in performing his operational duties. Monitoring of the validities of the licenses and qualification through AIM system (i.e. an electronic database) ensure that crew members without valid required licenses or qualifications cannot be nominated as a crew member on a flight; the AIM system allows Crew Scheduling Department to issue timely reminders of expiries.
2. Periodic line checks are conducted, and performance appraisal conducted also allows assessing cabin crew member's competence and adherence to airlines policies and procedures.

1.6.5 Minimum Cabin Crew Complement

GACAR 121.753 (4)

1. In accordance with the GACR Part 121 requirements and with regards to the fleet cabin configuration for aircraft having a seating capacity of more than 100 passengers—2 cabin crew members plus 1 additional cabin crew member for each unit (or part of a unit) of 50 passenger seats above a seating capacity of 100 passengers. Therefore, the minimum cabin crew during fueling or refueling, aircraft parking at the gate and aircraft moving are **4** cabin crew members.

NOTE: For Cabin Crew complement reduction, refer to 1.6.6

2. A LCC shall be nominated whenever more than one cabin crew member is assigned for the flight. The Crew Scheduling department shall assign a LCC for each flight who is qualified to conduct the duties of a LCC (refer to 1.4.6 for qualification requirements).
3. In the event that the LCC becomes unable to perform his duties during the flight e.g. due to medical reason, he shall be succeeded by a cabin crew member nominated by the LCC during the pre-flight cabin crew briefing. Decision of LCC shall be based on his overall evaluation of crew leadership and competency during the briefing. The LCC shall inform the Pilot in Command of a cabin crew nomination.

1.6.6 Reduction of Cabin Crew Complement

In the event of cabin crew incapacitation down route, non-availability of cabin crew or an unforeseen circumstance, the required minimum number of cabin crew may be reduced subject to the following conditions:

1. Passengers' reduction shall be applied by every 50 or fraction of 50 passengers for 1 cabin crew (e.g. 3 cabin crew = 150 passengers);
2. A waiver (One off Authorization) shall be granted by GACA before aircraft departure with the reduced cabin crew.

NOTE: Infants up to 2 years of age shall not be considered towards the calculation of passenger's reduction numbers.

When operating with 3 cabin crew members, the LCC crew shall occupy the FWD RH jump seat.



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION
1.6	CABIN CREW LEGAL REQUIREMENTS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-17

1.6.7 Utilization of Crew When Travelling as Passenger as Active Crew Members

In the event of flight crew or cabin crew travelling as passenger on the flights, and a need arises to utilize the crew travelling as passengers to partake active crew duties and functions, for any unforeseen circumstances, ensure the crew are complied with the following:

1. The commander of the flight is informed and has approved utilizing the passenger (crew member) for active duty on the flight;
2. The crew travelling as passenger accepts to operate on the flight(s);
3. The crew have a valid license and medical with them;
4. The crew is fit to fly, i.e. not consumed alcohol, not under medication, and is sufficiently rested to undertake flight duties;
5. The commander should submit a full report stating the reason for utilizing crew.

1.6.8 Additional Crew Members

1. Additional crew members mean crew carried in addition to the minimum operating crew, with specific operational duties to perform in-flight and shown on the crew list as normal operating crew.
2. They must be trained in, and be proficient to perform their assigned duties. The additional crew members solely assigned to specialist duties to whom the requirements for cabin crew are not applicable include Escorts, Ground engineers (or technical staff), Medical personnel, Security staff ... etc.
3. Where there are crew members, other than cabin crew members, who carry out their duties in the passenger cabin of an aircraft, they shall:
 - a. Not wear the same uniform as the cabin crew members;
 - b. Not occupy required cabin crew assigned stations; and
 - c. Not impede the cabin crew members in their duties.

NOTE: A Cabin Crew member undertaking a familiarization flight shall be additional to the minimum cabin crew complement.

1.6.9 Public Statement by Crew Members

No crew members shall make statements to the press, media or public, unless they are authorized by Mukamalah Aviation.

1.6.10 Use of Mobile Phone While on Duty

Cabin crew shall switch OFF mobile telephone when reporting for duty and shall ensure that it is not used at any time while on duty. If any crew member is found using mobile telephone while on duty, he shall be subject to disciplinary action. Personal iPads are not permitted on board the aircraft for any purposes.

NOTE: Only LCC can use their mobile phones as and when required for company related work purposes such as asking briefing questions and during disruptive times similar to delays, diversions, fog etc.



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION
1.6	CABIN CREW LEGAL REQUIREMENTS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-18

1.6.11 Personal Conduct While on Duty

Cabin crew shall always remain alert while on duty. Therefore, cabin crew are not permitted at any time on-board the aircraft to engage in any rest/relaxation activities such as knitting, sleeping, appearing to be sleeping, reading or the use of personal electronic devices or playing device. If any crew member is found engaged in any such activities while on duty, he shall be subject to disciplinary action.

1.6.12 Cabin Crew Controlled Rest

To be Provided from MAC

1.6.13 Smoking Policy

Smoking is not permitted at any time on board the aircraft either in the passenger cabin or the cockpit and on the airport ramp or apron, or on the apron transport.

1.6.14 Smoking While in Uniform

All cabin crew members must refrain from smoking from the time they check-in for any flying duty. Cabin crew members must proceed to the aircraft immediately as soon as the briefing is over and that should not be delayed due to cabin crew smoking.

1.6.15 Electronic Cigarettes

Electronic Cigarettes are not allowed to be used on the aircraft either by passengers or cabin crew members. Electronic cigarette consists of the following:

1. LED light cover.
2. Battery (houses the circuitry).
3. Atomizer (heating element).
4. Cartridge (mouthpiece).



OPERATIONS MANUAL PART E – (OME)

1

COMPANY ORGANIZATION

Issue 01

1.7

CREW HEALTH PRECAUTIONS

Revision 00

Date 25-Mar-24

Page 1-19

1.7 CREW HEALTH PRECAUTIONS

1.7.1 General Health Precautions

1. A crew member's sickness/illness, his feeling unwell/indisposed or the impairment of his senses and reflexes by narcotics, drugs or pharmaceutical preparations/medicaments have quite often contributed to incidents and accidents. Therefore, crew health is of the highest importance and has a direct impact upon flight safety. This is reflected in very stringent requirements for regular medical examinations and medical certificates. It hardly needs to be mentioned that living a healthy life consciously is in the self-interest of every crew member.
2. A crew member shall not perform duties on an aircraft at any time when he is aware of any decrease in his medical fitness which might render him unable to safely exercise his duties. The following factors shall be considered while undertaking flying duties by crew members:
 - a. Alcohol and psychoactive substance use;
 - b. Pregnancy;
 - c. Illness or use of medication(s);
 - d. Blood donations;
 - e. Surgery;
 - f. Deep sea diving;
 - g. Fatigue.

1.7.2 Fitness

1. No person shall act as a crew member knowing that his physical deficiency or mental condition is such that it could endanger the safety of the aircraft or its occupants.
2. Crew members shall not undertake flying duties while under the influence of alcohol, narcotics, drugs or any medicine that was not approved by an Authorized Medical Examiner.

1.7.3 Fatigue

GACAR §121.143, PART 121 Appendix G (a) (2)

1. Fatigue is a threat to aviation safety because of the impairments in alertness and performance it creates. Fatigue is defined as "non-pathologic state resulting in a decreased ability to maintain function or workload due to mental or physical stress". The term fatigue is generally used to describe a range of experiences such as sleepy, tired or being exhausted.
2. Any crew member shall not commence flight duty or continue a flight duty after an intermediate landing if he is aware that he is too fatigued or will be too fatigued before next landing.
3. The basic responsibility in fatigue management rests with the individual crew member who shall report for duty in a reasonably rested state and in an emotionally fit state to perform his expected duty. This includes attention to factors such as sleep, personal fitness, health, lifestyle and activities prior to flight. Due allowance for any adverse effects of these factors should be considered to ensure that fatigue which would significantly



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION
1.7	CREW HEALTH PRECAUTIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-20

affect operating performance is not encountered during flight duties. In case of fatigue, crew members must seek medical advice.

1.7.4 Illness or Incapacitation While on Duty

1. Any crew member who becomes ill or incapacitated while on flight duty or during a stopover period at an outstation must report to the Commander at the earliest opportunity. If the commander is not available, the crew member must leave a message.
2. The captain should be aware that a sudden deterioration in health might be an indication of the onset of a dangerous or infectious complaint. Carriage of a flight crew or cabin crew member who is ill is not authorized without permission from the medical examiner. Carriage of ill crew member could prejudice the Company's position in several ways:
 - a. International health regulations;
 - b. Liability to the staff member concerned, should a serious illness ensue;
 - c. Invalidation of the insurance of the aircraft.
3. The captain must ensure that a doctor is called at the earliest opportunity to examine the concerned crew member.
4. A certificate must be obtained stating whether the individual is fit for duty, or alternatively for travel. The captain is authorized to arrange any tests necessary to ascertain the condition of the individual concerned.
5. The Commander will inform the station manager or his representative.
6. A written report must be submitted by the Captain and the LCC as soon as practicable after return to the main base.
7. The captain has an overall responsibility for ensuring that all the crew are fit for duty, even if a report of sickness is not received. Where any doubt exists, the captain must ensure that the individual concerned is seen by a doctor and that the report from that doctor is forwarded to the main base, if possible, on the flight concerned and, failing this, at the earliest opportunity.
8. In case of the captain being incapacitated, the normal devolution of command to the First Officer applies. In the event of LCC incapacitation, a cabin crew member nominated by the SCCM will take over the duties of LCC (refer to 1.6.5 for LCC deputization).

1.7.5 Alcohol

1. No Alcohol will be permitted on any of the Company flights.
2. The Company will not allow any person to board an aircraft if that person appears to be intoxicated.
3. The Lead CC will bring issues concerning alcohol to the attention of the PIC. The PIC will make the final decision.

1.7.6 Narcotics And Drugs

The Company will not transport illegal drugs unless authorized by the government or GACA. This includes the carriage of narcotic drugs, marijuana, and depressants or stimulant drugs or substances.



OPERATIONS MANUAL PART E – (OME)

1

COMPANY ORGANIZATION

Issue

01

1.7

CREW HEALTH PRECAUTIONS

Revision

00

Date

25-Mar-24

Page

1-21

1.7.7 Medication

The effects and side effects of medication may be harmful to Flight Safety. If a crew member finds it is necessary to take, or has been prescribed some form of medication, his fitness to fly must be suspected and he must seek medical advice before commencing or continuing with flying duties.

1.7.8 Immunization (Vaccinations)

1. Vaccination shall be taken at least 24 hours before commencing any flight duty. If there is a strong reaction to the vaccination, a doctor shall be consulted who will determine the crew member's fitness for flight duty.
2. All crew members are responsible for the validity of their vaccination certificates. All data concerning the period of validity of a vaccination are given in the Vaccination Card. All crew members shall present their vaccination certificates to the appropriate authorities when required to do so.
3. The crew members are recommended to be immunized against the following:

Vaccination Type	Validity Period
Yellow Fever	120 months: Begin 10 days after vaccination.
Cholera	06 months: Begin 07 days after vaccination.
Plague	06 months: Begin 07 days after vaccination.
Typhoid A and B	36 months: Begin 12 days after vaccination.
Smallpox	36 months: Begin 08 days after vaccination.
Malaria	Tablets as prescribed.
Hepatitis A	1st Dosage, 2nd Dosage: 6 to 12 months (protection for 10 years).
Hepatitis B	1st Dosage, 2nd after 1 month, 3rd Dosage: 1 to 12 months (protection for 10 years).

1.7.9 Scuba Diving

Flying in a pressurized aircraft after deep sea diving can result in The Bends (i.e. decompression sickness). A crew member should not practice deep sea diving to a depth exceeding 10 meters within **48 hours** before commencing any flight duty.

1.7.10 Blood Donation

Crew members should not normally act as blood donors. If, for any reason, they have done so, they shall advise scheduling immediately following each donation, and shall not undertake flying duties for at least **24 hours** after blood donation.

1.7.11 Sleep And Rest

Although the controls on flight and duty periods are intended to ensure that adequate opportunities are provided for crew members to obtain rest and sleep, individuals should ensure that proper advantage is taken of such opportunities. A crew member shall not perform duties on an aircraft if he knows or suspects that he is suffering from fatigue or feels unfit to the extent that the flight may be endangered.



OPERATIONS MANUAL PART E – (OME)

1	COMPANY ORGANIZATION
1.7	CREW HEALTH PRECAUTIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-22

1.7.12 Surgical Operations

Crew members who have undergone surgery shall not operate in an Mukamalah Aviation aircraft until declared medically fit to do so by an Authorized Medical Examiner.

1.7.13 Corrective Eye Surgery (Lasik Surgery)

Before embarking on eye surgery, crew members shall consult the Authorized Medical Examiner. Full recovery from the procedure can take up to 6 months. If a crew member does not consult with Authorized Medical Examiner, the GACA will consider a crew members' medical certificate disqualified. (TO REVIEW WITH MAC)

1.7.14 Eyesight Limitations

If cabin crew have limitations with regards to their eyesight, they are required to wear a visual correction and to carry spare set of spectacles with them while operating flying duties. It is the duty of LCC to check back of the medical card or certificate for the same.

1.7.15 Humidity

- As the altitude increases the atmosphere contains less moisture than on the ground. Occupants in the aircraft may find that they will suffer from dry eyes, nose, mouth and throat.
- It is important that adequate levels of fluids are consumed regularly to avoid dehydration. Drinking too much fluid may cause the body to excrete liquid and can then lead to further dehydration. Fruit juice and water help to rehydrate the body and should be consumed often.

NOTE: Caffeine, carbonated drinks and alcohol can increase the risk of dehydration and should be consumed in moderation and if possible completely avoided.

Continued dehydration will cause the body to become fatigued.

1.7.16 Pregnancy

- Any crew member who becomes pregnant must immediately, upon becoming aware of such pregnancy, notify her management.
- Certification of "unfitness to fly" shall be in writing from the attending physician and shall indicate the expected date of delivery.
- Upon receipt of such a notice, the crew member shall be removed from flying duties.

1.7.17 Skin Contamination

- In aviation there have been events where when skin in contact with Kerosene and other aviation fuels have produced adverse effects. This can give rise to a skin reaction or dermatitis which may, in certain instances, be serious.
- The reaction of the skin will vary from person to person and may depend upon the duration of contact.
- There is a greater danger of a serious reaction if clothing or anything in contact with the skin is soaked with aviation fuel and remains in contact.
- Immediate first-aid treatment is important and should consist of removal of contaminated clothing etc., as soon as possible, followed by copious washing of the skin with cold water only.



OPERATIONS MANUAL PART E – (OME)

1

COMPANY ORGANIZATION

1.7

CREW HEALTH PRECAUTIONS

Issue 01

Revision 00

Date 25-Mar-24

Page 1-23

5. This can be followed later by the use of soap and water using normal washing facilities.

1.7.18 Circadian Rhythm

1. It is a well-established fact that our bodies have a diurnal cycle or rhythm. This means that our chemical, psychological and physiological activities are high during our normal waking hours, and are low during our normal sleeping hours. They reach the lowest point at about 3 to 5 in the morning.
2. When we fly across time zones, i.e. either East to West or West to East, we may interrupt our diurnal cycle.
3. To minimize the tiring effects of interruption to our day-night biological cycle we should:
 - a. When away from home adhere as much as possible to home time for sleeping, eating and bowel function (if on short layover); and
 - b. Take adequate rest before flight.

1.7.19 Meals On-Board and Precautions

1. Sensible precautions should be taken to avoid the risk of food poisoning to reduce the possibility that both pilots could become incapacitated.
2. Operating an aircraft safely and efficiently with total coordination between all crew is a primary responsibility that lays with the crew on-board any flight.
3. One of the factors that may affect the safety of an aircraft in-flight is the possibility of food poisoning or an allergic reaction from food consumed on-board the aircraft or on ground prior to the flight. These medical conditions can seriously affect or weaken crew members to the point where they are unable to perform their duties.
4. The following safety practices shall be adhered to by all crew members:
 - a. Crew shall ensure that pilots are not consuming the same type of food to avoid incapacitation due to the risk of food poisoning.
 - b. The Crews are allowed to bring their own food on-board and given an additional allowance to cover for the expenses of their food & drink.



OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION 1.8 CABIN CREW DUTY TIME LIMITS AND REST REQUIREMENTS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-24

1.8 CABIN CREW DUTY TIME LIMITS AND REST REQUIREMENTS

GACAR 121.1041

Table below specifies cabin crew duty period limits and required rest.

- No duty assignment unless minimum rest is provided
- No duty during required rest
- Transportation for duty at another location does not count as rest
- 24 consecutive hours free of duty per week
- Exceedances due to circumstances beyond airline control are permitted
- Boarding and deplaning count towards duty time

Duty Period in hours	Rest Required
14 hours	12 hours *
(*) The rest period required under the above point may be scheduled or reduced to 10 consecutive hours	
14 – 16 hours *	12 hours (Note 1)
(*) One additional cabin crew member assigned above the minimum complement.	
16 – 18 hours **	12 hours (Note 1)
(**) Two additional cabin crew members assigned above the minimum complement.	
18 – 20 hours ***	12 hours (Note 1)
(***) Three additional cabin crew members assigned above the minimum complement.	

Duty Period in hours	Rest Required
Note 1	The rest period required above may be scheduled or reduced to 10 consecutive hours if the cabin crew member is provided a subsequent rest period of at least 14 consecutive hours; this subsequent rest period must be scheduled to begin no later than 24 hours after the beginning of the reduced rest period and must occur between the completion of the scheduled duty period and the commencement of the subsequent duty period.
	If Mukamalah Aviation elects to reduce the rest period to 10 hours as authorized by note 1 above, Mukamalah Aviation may not schedule a cabin crew member for a duty period of more than 14 hours during the 24-hour period commencing after the beginning of the reduced rest period.



OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION
1.9 FLIGHT TIME LIMITATIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	1-25

1.9 FLIGHT TIME LIMITATIONS

1.9.1 Introduction

1.9.1.1 Purpose

1.9.1.2 AIM

1.9.1.3 Applicability

1.9.1.4 Responsibilities for the Control of Flight, Duty, and Rest Time

1.9.1.4.1 The Company

1.9.1.4.2 Crew Members

1.9.2 Flight And Duty Time Limitations and Rest Requirements

GACAR §121.1041, §121.143, PART 121 Appendix G (a) (2)

1.9.2.1 Calculation of a Flying Duty Period

1.9.2.2 Standard Reporting Time

1.9.2.3 Maximum FDP

1.9.2.4 Rest Periods

GACAR §121.143, PART 121 Appendix G (a) (2)

1.9.2.5 DAYS-OFF

1.9.2.6 Absolute Limits on Flying Hours



OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION
1.10 ROLE OF THE AUTHORITY

Issue	01
Revision	00
Date	25-Mar-24
Page	1-26

1.10 ROLE OF THE AUTHORITY



OPERATIONS MANUAL PART E – (OME)

1 COMPANY ORGANIZATION

1.10 ROLE OF THE AUTHORITY

Issue	01
Revision	00
Date	25-Mar-24
Page	1-27

INTENTIONALLY LEFT BLANK



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.1 THEORY OF FLIGHT

Issue	01
Revision	00
Date	25-Mar-24
Page	2-1

2. STANDARD OPERATIONS PROCEDURES

2.1 THEORY OF FLIGHT

2.1.1 Introduction

1. Aviation history was made in 1903 when the Wright brothers flew the first heavier than air aircraft. Whilst it was only off the ground for less than one minute it was the start of modern aviation. Passenger travel began in the 1920's and the industry's first stewardess was hired in 1930.
2. Have you ever wondered how an aircraft gets off the ground? We tend to take it all for granted. The answer lies in the knowledge of physics. Like a bird, there are four basic forces acting on an aircraft during its flight these are:
 - a. Thrust.
 - b. Lift.
 - c. Drag.
 - d. Gravity.
3. Birds have wings of almost infinitely variable geometry giving lift to keep them airborne and thrust to propel them forward.
4. Aircraft wings are designed in such a way to take advantage of this principle. A cross section of a wing shows the upper surface to be curved and the bottom to be straight. The air passing over the top of the wing has further to go than the air passing under the wing. For the top air to get to the back of the wing at the same time as the bottom air must move faster.
5. This causes an area of relatively low pressure above the wing compared with relatively high pressure below the wing. When there is more pressure under the wing than over it, lift is created. This air movement happens when the aircraft moves forward.
6. The force moving the aircraft forward is called thrust and is created by the propellers or jet engines. Air is drawn in, compressed, and combined with fuel producing energy to rotate and power the fan of the engine. The rest of the energy escapes at the rear of the engine as a continuous and powerful exhaust jet-providing thrust. The cycle is self-sustaining.
7. The weight of any aircraft determines the amount of lift required to fly.
8. The jet engine must apply the amount of thrust required to move the aircraft quickly enough down the runway to provide the necessary lift.
9. Air cannot flow quickly around large, bulky objects – this creates drag. Drag is a force that slows the aircraft down. When drag exceeds thrust, the aircraft's speed is decreased. The larger the aircraft the greater the lift needed.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.1 THEORY OF FLIGHT

Issue	01
Revision	00
Date	25-Mar-24
Page	2-1

2.1.2 Aircraft Components

2.1.2.1 Fuselage

The main body of the aircraft is called fuselage. This is where all passengers and cargo are carried.

2.1.2.2 Wings

1. The wings fixed into the fuselage which are called right wing and left wing, are designed to generate the upward force (lift) to make the aircraft fly. Additionally, they are usually where the fuel tanks are placed. Under the wing, the main landing gears are attached, and engines are installed.
2. The forward section of the wing is called the LEADING EDGE, and the rear section is called the TRAILING EDGE. The trailing edge is where the flaps and ailerons are fitted (refer to section on flight controls).

2.1.2.3 Vertical Stabilizer

The vertical stabilizer (or fin) gives the aircraft directional stability. This will keep the aircraft pointed to the direction placed. This surface also has the rudder attached to give directional control (refer to the section on flight control).

2.1.2.4 Horizontal Stabilizer

The horizontal stabilizer located in the tail of an aircraft, it has one of the primary controls hinged to the trailing edge, which governs the motion of an aircraft pitch.

2.1.2.5 Aerofoil, Lift

1. Aircraft essentially fly by creating a pressure differential between the upper and lower surfaces of the wing, so that a net force acts upward (called lift) to oppose the weight of the aircraft.
2. There are two types of pressure: static and dynamic. As the name suggest, dynamic pressure varies with speed but static does not. Writing this as a formula we get:

$$\text{TOTAL PRESSURE} = \text{STATIC PRESSURE} + \text{DYNAMIC PRESSURE}$$

3. The shape of the airfoil is designed so that the air must travel further over the top surface of the wing in the same time consequently, it must travel faster. When this occurs, the dynamic pressure increases, and the static pressure decreases on the upper surface. As mentioned, the difference in pressure acting over the wing will produce a force acting upwards.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.1 THEORY OF FLIGHT

Issue	01
Revision	00
Date	25-Mar-24
Page	2-1

2.1.3 Control Surfaces

2.1.3.1 Ailerons

By moving in different directions on each wing, the aileron reduces the amount of lift on the down going wing and increase the lift on the up going wing, causing the aircraft to roll around its longitudinal axis inclining which is then used to turn the aircraft.

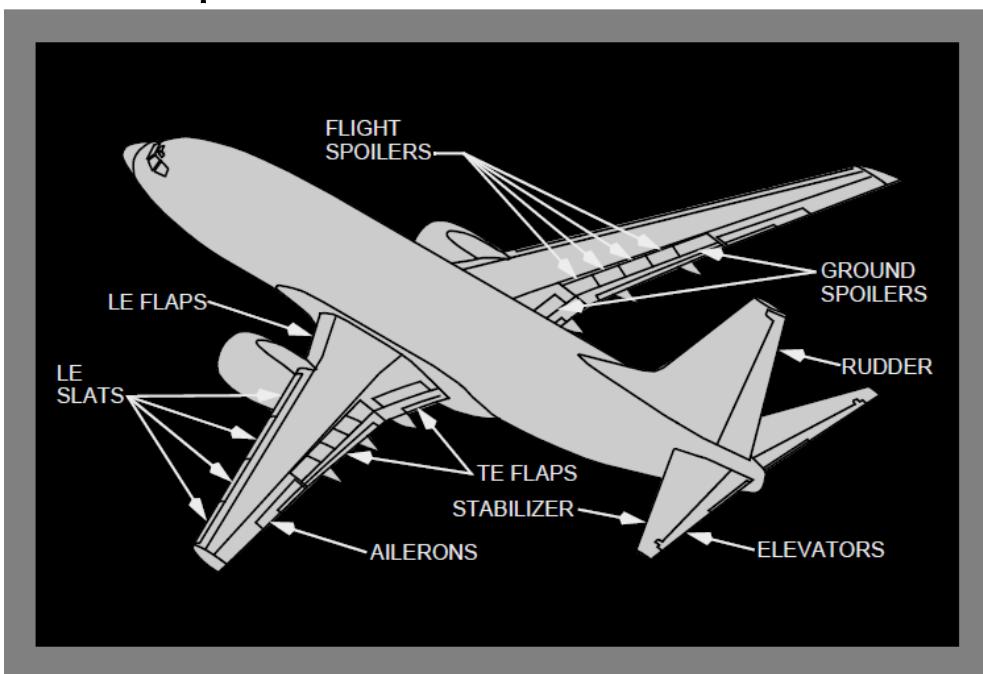
2.1.3.2 Elevator

By altering the force acting on the tail, the elevators cause the nose to raise or lower as required. Raising the nose will also increase the angle of attack on the wing and can be used to put the aircraft into a climb or descent.

2.1.3.3 Rudder

The rudder generates an unbalanced side load on the tail of the aircraft, causing yaw around the normal axis. Use of rudder is sometimes referred to as directional control.

2.1.4 Major Aircraft Components



2.1.5 Critical Surfaces – Contamination

The critical surface defined as the full length of the wing which house flap, slats, aileron, elevator, and rudder. If any of these areas have any deposits (e.g. ice) which might adversely affect the performance and controllability of the aircraft, immediately notify the captain for corrective action.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.2 STAGES OF FLIGHT

Issue	01
Revision	00
Date	25-Mar-24
Page	2-2

2.2 STAGES OF FLIGHT

2.2.1 Phases of Flight

1. Pre-departure:

The crew will commence pre-flight checks and prepare the aircraft to receive passengers. All or part of the crew can be on-board. There may also be ground handling, engineering, catering and cleaning staff on and around the aircraft, and some external ground equipment such as fuelling vehicle, ground power unit, air conditioning unit and a servicing cart connected.

2. Boarding:

Boarding begins when the first passenger enters the aircraft, and ends when all the aircraft doors have been closed

3. Pushback:

Pushback is an airport procedure during which an aircraft is pushed backwards away from an airport gate by external power. Pushbacks are carried out by special, low-profile tow vehicle called pushback truck. Pushback ends when the tow truck is disconnected from the aircraft.

4. Taxi before Take-off:

Taxi for take-off begins with the pushback from the gate and ends when the aircraft begins the take-off roll.

5. Take-off and Initial Climb:

Take-off begins when the take-off roll starts. Take-off may be commenced from a stationery position, or the aircraft can be accelerated without stopping as it turns on to the active runway, this is known as a "Rolling" take-off. Take-off ends when the landing gears are retracted.

6. Top of Climb:

Top of Climb is a stage where the maximum planned aircraft altitude is reached and the aircraft has levelled off

7. Cruise:

Cruise begins when the seat belt signs are switched OFF and ends when the seat belt signs are switched ON before descent or recycled if they have already been ON due to turbulence.

8. Top of Descent and Descent:

Top of Descent begins when the aircraft initially starts to descent. Descent ends before the approach.

9. Approach:

Approach begins at 10,000 ft. (approximately 10 minutes before touchdown), and ends when cabin secure signal is given to the cockpit crew by the LCC.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.2 STAGES OF FLIGHT

Issue	01
Revision	00
Date	25-Mar-24
Page	2-3

10. Final Approach:

Final Approach begins when the cockpit crew has recycled the seat belt signs which is an indication for the LCC to make a PA 'CABIN CREW TAKE YOUR SEATS FOR LANDING'.

11. Landing:

Landing begins when the cabin crew are required to take their seats and ends when the aircraft has landed and has left the active runway.

12. Taxi after Landing:

Taxi after Landing begins when the aircraft leaves the active runway and ends when the seat belt signs have been switched off after the final parking position is reached and the aircraft has come to a complete stop.

13. Disembarkation:

Disembarkation begins when the jet way or step ladder is positioned and ends when the last passenger has left the aircraft.

14. After Passenger Disembarkation:

After Passenger Disembarkation begins when all the passengers have disembarked, and ends either at the next boarding, or when the cabin crew leave the aircraft after performing the security check.

2.2.2 Critical Stages of Flight

The most critical stages of flight are:

1. Take-off;
2. Approach; and
3. Landing.

2.2.3 Sterile Flight Deck Policy

1. A sterile cockpit is a period of limited or no contact between cabin crew and flight crew unless abnormal conditions exist which needs the attention of the flight deck crew.
2. Sterile cockpit policy must be observed from pushback, during taxi, take-off, landing, flight below 10,000 feet AGL and any other phases of flight at the discretion of the captain.
3. The aim of the sterile cockpit policy is to enable the flight crew focus on their duties without being distracted by non-safety related matters. Distracting flight crew with non-safety related issues can lead to the omission of important tasks such as obtaining clearances to cross active runways, the correct read back of altitude restrictions and the correct completion of checklist actions.
4. When sterile cockpit is applied, calls from the cabin crew or entry into the cockpit are restricted unless safety related matters occurs e.g. Fire or smoke in the cabin, abnormal noises or vibrations, Observation of fuel or other fluid leaks, Cabin not Secure for take-off or landing.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.2 STAGES OF FLIGHT

Issue	01
Revision	00
Date	25-Mar-24
Page	2-4

5. Should an emergency situation arise during the sterile cockpit, any cabin crew shall communicate the same to the flight deck using the 'EMER CALL' push-button on the interphone; under no circumstances cabin crew shall attempt to enter the flight deck personally.

NOTE: In normal operations the LCC communicates with the flight crew on behalf of the cabin crew. In the case of an abnormal or emergency situation being discovered, the first cabin crew member to discover a safety related situation must report it to the flight crew.

2.2.3.1 Cabin/Cockpit Communication During Critical Phases of Flight

1. In the event of an emergency situation that becomes evident to the Cabin Crew during the critical phases of take-off and approach/landing, Cabin crew shall use their best judgment if they consider it necessary to inform the Flight crew.
2. Contacting the Flight crew during the critical phases of take-off and approach/landing shall be infrequent i.e. attempt to establish contact and allow the Flight crew time to respond as they may be busy or otherwise unable to instantly respond.
3. As a general rule:
 - a. **Take-off:** From the start of engine spool up, during the take-off roll, and until the gear up chime is heard, Cabin crew shall refrain from making any calls to the Flight crew.
 - b. **Approach and Landing:** Cabin crew may contact the flight crew at any time during the approach phase but shall refrain from making contact from the time the landing gears are extended down until the aircraft has landed, turned off the active runway and slowed down to taxi speed.



OPERATIONS MANUAL PART E – (OME)

2	STANDARD OPERATIONS PROCEDURES
2.3	SAFETY GUIDELINES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-5

2.3 SAFETY GUIDELINES

2.3.1 Company Safety and Quality Policy

1. Mukamalah Aviation is fully committed to regard Safety and Quality as its foremost priority, and to continuously strive to maintain and improve the safety and quality standards of its practices, processes, services and products.
2. Under the direction of the Accountable Manager, all Management members are responsible for ensuring that their subordinates fully adhere to these Safety and Quality Standards.
3. Mukamalah Aviation always recognized Safety and Quality as a prime consideration for all the staff.
4. The Safety & Quality Policy outlines the methods and processes that the Company uses to achieve desired Safety and Quality outcomes and the status of compliance. Those outcomes are further established and defined throughout the programs and procedures described within the manual.
5. Corporate Safety & Quality Policy describes the Company's commitment towards safe and secure operations; it outlines the general approach and methods that the Company organization uses to achieve desired safety and quality outcomes and compliance status. The creation of a positive Safety and Quality culture begins with a clear and unequivocal direction from the Accountable Manager.
6. Safety and Quality Policy Statement signed by the Accountable Manager can be found in both Quality Management Manual (QMM) and Safety Management Manual (SMM). The Safety and Quality Policy Statement is displayed in the company premises.
7. For the practical purpose, all manuals are published in electronic format accessible to all managerial and non-managerial employees of the Company. The below policy is accessible to all employees through these manual and other operational and maintenance manuals and where required by local regulations must be presented in Mukamalah Aviation premises and workspaces.

2.3.2 Employee's Responsibility for The Safety

8. Each employee of Mukamalah Aviation is responsible for the Safety. The following list the responsibility and accountability of an Employee:
 1. Performing only those technical functions for which they are trained.
 2. Observing/following/supporting established safety and health policies, practices, procedures and operational requirements.
 3. Operating only that equipment on which they have been trained and are qualified to operate.
 4. Using required personal protective equipment.
 5. Availing oneself of safety and health training.
 6. Following the established procedures to transport, acquire, use and dispose of hazardous cargo or materials.
 7. Keeping work areas free of any potential hazards.
 8. Notifying management of unsafe conditions directly or through anonymous reporting.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.3 SAFETY GUIDELINES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-6

9. Reporting occupational injuries and illnesses and aircraft damage in accordance with Company policy.

In addition to the above general responsibilities, the cabin crew also has the following responsibilities for the safety:

1. Each cabin crew should ensure that for each flight duty he carries all valid relevant documents including cabin crew license and medical certificate with appropriate rating(s) for the purpose of the flight.
2. Execute the duties that are related to the safety of the aircraft and its occupants.
3. Execute the duties in accordance with the instructions and procedures given in the Cabin Crew Manual.
4. Not authorized to perform any activities during the critical phases of flight other than silent review and safety related duties.
5. Inform the Captain immediately of anything that might become a hazardous situation in the passenger cabin e.g. unusual passenger behavior, fire, smoke, unusual vibrations, unusual heat inside the aircraft, wing contamination ... etc. Such situations must be reported using Incident Report and a copy of the report shall be communicated to the captain concerned.

2.3.3 Standard Operating Procedures

The Standard Operating Procedures (SOPs) are a major contribution to flight safety. SOPs are specifications for conducting actions; they specify a progression of steps to help operational personnel perform their tasks in a logical, efficient and, most importantly, in an error-resistant way.

The SOP's can be effective catalysts to drive performance improvement and improve organizational results. Therefore, it is very important to train the cabin crew on SOPs so that they are actually aware of why and how SOPs can play an important role in fulfilling the cabin crew duties with the regulatory requirements.

The Cabin crew SOPs are developed in accordance with Mukamalah Aviation policies, procedures, and the GACA requirements. SOPs are normal cabin crew procedures for standard aircraft operations which are composed of inspections, cabin preparations, and normal procedures. Any incompatibility of the procedures and practices must be reported; this will guarantee that procedures remain compatible.

Every cabin crew member must fulfill their duties in accordance with the SOPs, any deviation may result in disciplinary actions.



OPERATIONS MANUAL PART E – (OME)

2	STANDARD OPERATIONS PROCEDURES
2.3	SAFETY GUIDELINES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-7

2.3.4 Chain of Command

The Captain as Pilot in Command (PIC) is in charge of the aircraft always and is responsible for the safety of the passengers, crewmembers, cargo and the aircraft. He has full control and authority over the operation of the aircraft and the conduct of all crewmembers under his command.

All the crew members are under the direct supervision of the Captain and are directly responsible to him for the performance of their duties pertaining to that flight, from the reporting time of the flight to the time of termination and return to base.

Situations may arise in emergencies when the Captain may no longer be able to exercise his authority. Therefore, it is important that all crewmembers must understand the order of seniority:

1. Captain (PIC)
2. First Officer (F/O)
3. Lead Cabin Crew (LCC)
4. Senior Cabin Crew (SCC3)
5. Cabin Crew 2 (CC2)
6. Cabin Crew 4 (CC4)



OPERATIONS MANUAL PART E – (OME)

2 **STANDARD OPERATIONS PROCEDURES**
2.4 **CREW COMMUNICATION AND CO-
ORDINATION**

Issue	01
Revision	00
Date	25-Mar-24
Page	2-8

2.4 CREW COMMUNICATION AND CO-ORDINATION

The proper execution of any Flight Operations plan demands constant vigilance, cross checking and sharing of information. All cabin crew must operate as a well-knitted team with the primary consideration being operational safety of the aircraft at all times. This is particularly vital during emergency, adverse weather conditions, and in the vicinity of terrain.

Communication between flight crew and cabin crew is of the utmost importance. Cabin crew should never be reluctant to contact the Captain, even during take-off, climb, descent and landing, or when the flight crew are busy, to inform the flight crew about a situation or condition, which affects the safe operation of the aircraft. When emergency calls are made to the flight crew, ensure the urgency of the situation is made clear to the Captain and accurate facts are passed with minimum delay.

If a cabin crew becomes aware of anything significant with which he disagrees or that causes him concern, he must bring it to the attention of the Captain. This is to ensure that the Captain is aware of the factors and judgments that could affect his decisions.

Events which may affect the safety of the operation, as well as cases of illness or the use of emergency equipment, must be reported immediately to the flight crew. This applies also to unusual perceptions (e.g. noise, odors, observations ... etc.).

Whenever the Captain gives a command, the cabin crew shall execute the command as given.

However, if the command does not fit the situation, the cabin crew initiates and proposes a discussion with the Captain as to the best course to follow prior to execution of the command. Under such circumstances, application of CRM will benefit the crew members.

NOTE: Ref. to 2.2.3 – Sterile Flight Deck Policy.

The pre-flight briefing is the starting point of crew communication and coordination. Therefore, it is essential to perform a good Flight crew/Cabin crew briefing which should include the following topics:

- **Sterile cockpit rules**
- **Turbulence procedures**
- **Any unusual circumstances expected during the flight**
- **Flight deck entry procedures**
- **Review of emergency communication procedures**



OPERATIONS MANUAL PART E – (OME)

2	STANDARD OPERATIONS PROCEDURES
2.4	CREW COMMUNICATION AND CO-ORDINATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-9

2.4.1 Communications Within the Company

Communication within Mukamalah Aviation is the corner stone of successful performance:

- Manuals, Instructions, directives, meetings shall be the tools of effective communications.
- Meeting minutes shall be recorded and distributed to all attendees.
- Positive response, to answer back in writing, to all issues raised shall be implemented.
- Implementation of non-punitive reporting system, so all employees are encouraged to disclose safety incidents.
- Communication within the cockpit can be affected by the CRM which means the relative strength and forcefulness Between the Flight Crew Members. The Gradient Between the Commander and His Crew Should Be Neither Too Steep nor Too Shallow. This Will Lead to Free and Unreserved Communication Which Is Necessary for Safe Aircraft Operation.
- To Handle an Emergency Situation Correctly and So Possibly Prevent an Accident, The Commander Must Show Good Leadership Qualities. The Commander Is Responsible for Good Crew Resource Management Within the Whole Crew and He Shall Promote Good Communication.

NOTE: English language is the designated common language used in all Mukamalah Aviation Manuals, Directives, and communications among crewmembers while on duty.

2.4.2 System of Promulgation of Additional Operational Instructions and Information

Promulgation of information that may be of an operational nature but supplementary to that Contained in the Operations Manual should be made available in the following ways:

- Temporary Revisions.
- E-mail.
- Messaging System.
- Telephone.



OPERATIONS MANUAL PART E – (OME)

2	STANDARD OPERATIONS PROCEDURES
2.5	PRE-FLIGHT BRIEFING GUIDELINES AND PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-10

2.5 PRE-FLIGHT BRIEFING GUIDELINES AND PROCEDURES

2.5.1 Introduction

Cabin Crew must be provided with a safety briefing prior to the commencement of a flight. For flights in base, the briefing will be provided in areas dedicated to such activity. For multi-sector medium & long haul flights, after each full rest period, the briefing should be provided down route in an area that is practical and that affords privacy.

The briefing is the most appropriate opportunity for a senior crew member to start building relationship with the crew and to start building a team.

To have an effective briefing, it should be well planned in advance from home & well conducted in the briefing room. To ensure this, the company has in place all the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy cabin operations safety and security requirements.

At the briefing, Senior Cabin Crew member needs to set the goals for the flight, motivate the crew and self too. It is important to create a positive atmosphere along with the participating environment, an open communication, and to cover all the mandatory requirements.

Remember that the Senior Cabin Crew member sets the tone of the flight starting from the briefing.

The Lead Cabin Crew will cover the following:

1. Allocation of Cabin Crew to specific seats in the passenger cabin, where applicable, to take account of the requirement that each passenger cabin area is operated by a Cabin Crew Member experienced in the conduct of the safety-related duties.
2. Safety reminders that address any recent changes to safety-related issues or any continuing problem areas.
3. For briefings out of base, Cabin Crew are required to answer satisfactorily at least one question on aircraft safety, first aid, or security, prior to the commencement of a flight.
4. Lead Cabin Crew must ensure he is using the most recently updated version of "Pre-Flight Briefing Questions" which is available on the [Cabin Crew Portal](#).
5. For briefings at outstations, the Cabin Senior is required to facilitate a safety discussion relevant to the aircraft type for all crew. This will be when and where practicable following multi-sector rest periods.
6. Action is to be taken by the Lead Cabin Crew, if it should become apparent that any Cabin Crew displays inadequate knowledge of safety-related matters.



OPERATIONS MANUAL PART E – (OME)

2

STANDARD OPERATIONS PROCEDURES

Issue

01

2.5

PRE-FLIGHT BRIEFING GUIDELINES AND
PROCEDURES

Revision

00

Date

25-Mar-24

Page

2-11

2.5.2 Briefing Process and Sequence

The time allocated for the briefing is 15 minutes. Lead Cabin Crew must effectively utilize this time to ensure the success of the briefing and the flight.

When conducting the pre-flight briefing, cabin senior should follow and observe the following:

1. Greeting – Team introduction including spoken languages
2. Check of Cabin crew fit to fly
3. Check of cabin crew all documents including medical limitation. i.e Corrective eyewear
4. Check of image and uniform
5. Lead Cabin Crew to check the knowledge of the cabin crew as per the guideline provided in the Briefing Questions file.
6. Check of Latest Memo related to Safety, First Aid, Security, and Service ONLY
7. Cabin Senior to give crew working position based on the following guidelines:
8. Male/Female ratio:
9. In the Case of 2 males and 2 females cabin crew in the flight, one female crew at the FWD (can be the LCC) & one female cabin crew at the AFT.
10. With respect to the above role, crew experience must be taken in to consideration whenever possible.
11. EX: avoid whenever possible assigning two new crew together at the AFT stations.

NOTE: Lead Cabin Crew must take into consideration customers profile when allocating cabin crew positions

12. Lead Cabin Crew to give the following flight information:
13. Pax load.
14. Flying time.
15. Discussion of special procedures related to the flight such as:
16. Water control and water uplifting.
17. Landing Cards.
18. Customs Forms.
19. Special announcement (Miqat, Iftar, landing to or taking off...etc.)
20. Discussion of Flight and customers profile.
21. LCC to request crew to come up with one common goal for today's flight and discuss how to achieve it.
22. LCC MUST seek cabin crew feedback and contribution on how to achieve the best results in the flight in terms of safety and customer satisfaction. LCC must be customer and business oriented. This could include but NOT LIMITED to SOME of following examples:



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.5 PRE-FLIGHT BRIEFING GUIDELINES AND PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-12

23. High number of Special meals.
24. Stowage of PAX hand baggage in the cabin OHS and under the seat, and monitoring access of cabin baggage.
25. Smoking and drinking passengers.
26. High demand on catering service.
27. Families and seating issues.
28. Male/Female seating issues.
29. Fun onboard.
30. Highlight & Discussion of the monthly briefing, focusing on the monthly campaign topic.
31. Repetition of SOP shall be avoided during the briefing which could be time wasting. Example of subject to be avoided:
 32. Checking catering.
 33. Passing checks.
 34. Sitting for takeoff.
 35. Securing the cabin.
 36. Breaking of the seals.

The above points should be only highlighted upon department instruction.

37. Highlight of CRM and Team communication and coordination.

Lead Cabin Crew shall nominate one cabin crew to deputize him in case of his incapacitation or absence.

Decision of Lead Cabin Crew shall be based on his overall evaluation of crew leadership and competency during the briefing.

2.5.3 Joint Briefing with Flight Crew

The purpose of this briefing is to establish effective communication between the flight deck crew and Cabin Crew. An ideal developed team must share knowledge relating to flight operations, review individual responsibilities, share personal concerns and have a clear understanding of expectations. This should include guidelines for emergency communication, reporting any safety related information and flight deck entry procedure.

The timing and nature of the briefing should be determined by the PIC so that the briefing will not affect the flight's timely departure or unduly interrupt the Cabin Crew's preparation for departure. If a briefing room is not available, the PIC may elect to brief the LCC alone or the whole crew on the aircraft.

Upon flight origination or whenever a crew change occurs, the PIC will conduct a verbal briefing, preferably with all the Cabin Crew members. However, pre-flight duties, passenger boarding, rescheduling, etc., may make it impractical to brief the entire Cabin Crew complement. Regardless of time constraints, company policy is that the PIC must brief the LCC.

The PIC will inform the LCC when there are significant changes to the operation of the flight after the briefing has been conducted.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.5 PRE-FLIGHT BRIEFING GUIDELINES AND
 PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-13

2.5.4 Pre-Boarding Briefing

If time permits, a mini briefing between all cabin crew to be conducted before passenger boarding. In this briefing some of the following subject or any other subjects can be discussed:

1. Additional information received from flight crew such as:
 - a. Short Taxi: How to secure the cabin in timely manner to avoid delays
 - b. Turbulence: Precautions to be taken during the flight
 - c. Expected delay:
 - i. Customer Care
 - ii. PR with customers
 - iii. Quantity of food & beverages (F & B) available on board
 - iv. If needed, to order more F & B
 - v. How to minimize the delay during boarding and transit... etc.
2. Additional information received from Ground Staff such as:
 - a. Deportees.
 - b. Sick passengers.
 - c. Wheelchair passengers.
 - d. Boarding from one or two doors.
 - e. Group traveling.
3. Any other information or subjects, which are safety, customer service related, or any other important point that the senior deem as important to discuss.

2.5.5 Cabin Crew Knowledge Check During Briefing

1. LCC will be asking only ONE question EITHER on Safety, First Aid, Security, or SOP for each cabin crew member.
2. LCC will be subject to a knowledge check by the Head of Cabin Crew.
3. All questions asked must be from the briefing questions file.
4. If the answer is correct the LCC moves on to the next cabin crew member with a new question.
5. If the answer is not explained well, the LCC should ask the crew member to elaborate on the answer.
6. If the crew member does not give a satisfactory answer, the answer will be deemed incorrect.
7. If the cabin crew fails to give the correct answer, only then the LCC ask another crew member to answer the same question.



OPERATIONS MANUAL PART E – (OME)

2 **STANDARD OPERATIONS PROCEDURES**
2.5 **PRE-FLIGHT BRIEFING GUIDELINES AND
PROCEDURES**

Issue	01
Revision	00
Date	25-Mar-24
Page	2-14

8. Should a cabin crew fail to give a complete answer for the given question; the same question should NOT be directed to another cabin crew member. The correct answer should be clarified for the benefit of all crew members by the Lead Cabin Crew.
9. If a crew member fails to give correct and complete answer, the LCC will take a note of that and proceed on asking other crew members.
10. Crew member who failed to give a correct and complete answer will be asked additional questions to assess his/her competency.

A maximum of two additional questions only shall be asked as per below procedure.

2.5.6 Layover Briefing

Prior to the start of flight after layover/night stops at outstations, LCC shall conduct a pre-flight briefing which should cover documents check, check of mental and physical fitness/preparedness of all the crew, grooming checks and flight info. There is no requirement for questions to be asked, however if required safety bulletins (if required or applicable) can be discussed.

2.5.7 Cabin Crew Documents to Be Carried While on Duty

Cabin crew must carry the following legal/travel valid documents whenever reporting for flight duty:

1. Valid passport (at least 6 months' validity).
2. Mukamalah Aviation ID Card.
3. GACA license and medical certificates.

NOTE: It is the responsibility of the individual to always carry the above valid documents whenever reporting for flight duty.

Any documentation missing shall result in an offload of the crew.

The loss of any personal document must be reported immediately to the Head of Cabin Crew. When leaving the Company all documents, which have been provided by the Company, must be returned to the Company.



OPERATIONS MANUAL PART E – (OME)

2	STANDARD OPERATIONS PROCEDURES
2.5	PRE-FLIGHT BRIEFING GUIDELINES AND PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-15

2.5.8 Post-Flight Briefing

After flight, the post-flight briefing is conducted by the LCC with the CCM in a briefing room before signing out for the flight.

The objective is for the Lead Cabin Crew to give one-to-one feedback, if required, on the performance of crew during the flight and to discuss the targets achieved in flight. Any additional information which must be written by the Lead Cabin Crew in the cabin flight report is also discussed in the post-flight briefing.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.6 CABIN CREW SAFETY AND SECURITY CHECKS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-16

2.6 CABIN CREW SAFETY AND SECURITY CHECKS

GACAR §121.1185

2.6.1 General

It is the responsibility of all Cabin Crew members to carry out pre-flight and security checks in their area of responsibility before each flight sector in their assigned exit/part of the cabin. Pre-flight and security checks shall be conducted whenever an aircraft is left unattended by crewmembers for any period of time. (See Aircraft Type Specific Section). The Passenger Address (PA) and interphone systems must be checked to ensure they are operational at all crew stations.

Checklists are available onboard under designated cabin jump seats and in CCQRHs that are kept onboard.

2.6.2 Removable Safety Equipment Check

Detailed checks for removable safety equipment are outlined in Chapter 3 of this manual. The LCC must be informed of any discrepancy in the quantity and condition of any equipment. The LCC must then report any discrepancies to the Commander/Engineer so that these may be rectified, or if this is not practical, then entered in Cabin Discrepancy Log. For Cabin Crew area of responsibility, refer to Section 2.6.5.

2.6.3 Searching The Aircraft – Security Search/Checks

GACAR §121.1229

Pre-flight security check should include:

1. Passenger Cabin:
 - a. All stowage compartments, such as coat compartments, storage compartments, safety and emergency equipment compartments and magazine/newspaper racks;
 - b. Overhead compartments/bins and ceiling compartments. Pillows, blankets, etc., should be removed and checked;
 - c. Cabin Crew seat compartments, crew rest areas and crew storage areas;
 - d. Passenger seat pockets, between 5% and 10% of life vest pouches, tray table stowage area and surrounding areas (areas beneath seats, between seats and between seats and walls).

NOTE: In case of any sharp object/edge or suspicious item is found, the LCC must notify the PIC of the discrepancy.

2. Lavatory Compartments:
3. Lavatory racks, drawers, compartments, storage areas,
4. Toilet seats,
5. Waste containers and areas behind them.
6. Galleys:
7. Galley compartments,



OPERATIONS MANUAL PART E – (OME)

2

STANDARD OPERATIONS PROCEDURES

2.6

CABIN CREW SAFETY AND SECURITY CHECKS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-17

8. Ovens,
9. Beverage/meal carts,
10. Storage areas,
11. Ceiling compartments,
12. Waste containers and commissary items.

Following satisfactory completion of the security check, Cabin Crew members must sign the “On-Ground CC Cabin Security Check/Search Form”, and in case of any sharp object/edge or suspicious item is found, the LCC/PIC must be informed immediately. See Section of Security.

Pre-flight and security checks are required to be conducted whenever an aircraft is left unattended by the Cabin Crew members for any period of time.

2.6.4 Aircraft System Checks

2.6.4.1 Emergency Light Check

Emergency Light must be checked by Cabin Crew before commencing their first sector of the day.

Whenever Cabin Crew board an A/C to operate a sector or series of sectors Cabin Crew must perform Emergency Light Check as part of their Pre-Flight Check.

1. Emergency Light Check shall be performed bed as per the following sequence:
 - a. Senior Cabin Crew announces via PA system: “Emergency Light Check”.
 - b. Senior Cabin Crew to switch the Emergency Light ON.
 - c. Other crew shall proceed to their designated areas and check that all Emergency Lights are ON.
 - d. Cabin Crew will give the thump up to the Lead Cabin Crew from their designated area.
 - e. When the Lead Cabin Crew receives the Thump up from all Cabin Crew, he must give the thump up back to the Cabin Crew after which they can proceed to their other duties.

For Cabin Crew area of responsibility, refer to Section 2.6.5.

NOTE: Cabin Crew must report to the Lead Cabin Crew any damaged or inoperative Emergency Light.

Lead Cabin Crew shall inform the captain immediately and reported to the ground Engineer.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.6 CABIN CREW SAFETY AND SECURITY CHECKS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-18

2.6.4.2 Interphone Check

As part of the Pre-Flight Check, Cabin Crew must check and ensure that all interphones are functioning properly. Interphone Check shall be performed as per the following sequence:

1. Lead Cabin Crew announces via PA system: "Interphone Check".
2. Lead Cabin Crew to initiate all attendant/conference call.
3. All cabin crew shall answer from their respective stations.
4. When all crew pick up their handsets, LCC will state: (Interphone Check).
5. Starting from the nearest Cabin Crew to the LCC on the LHS, each crew shall respond in order: (Loud and Clear)
6. When all Cabin Crew respond as required, LCC will state: "Confirmed" and end the call.
7. The AFT crew then shall call the fwd. crew as well for the interphone check.

For Cabin Crew area of responsibility, refer to Section 2.6.5.

2.6.5 Cabin Crew Area of Responsibility for Safety Equipment Check, Security Search, and Cabin Secure

2.6.5.1 Cabin Crew Area of Responsibility



OPERATIONS MANUAL PART E – (OME)

2

STANDARD OPERATIONS PROCEDURES

Issue 01

2.7

PASSENGER BOARDING & SEAT ALLOCATION

Revision 00

Date 25-Mar-24

Page 2-19

2.7 PASSENGER BOARDING & SEAT ALLOCATION

GACAR §121.757

Passengers shall not be boarded unless:

1. The required minimum safety Cabin Crew member complement for the flight are on board the aircraft;
2. All safety and security checks have been concluded satisfactorily prior to passenger boarding;
3. Cabin Crew members must be at their assigned boarding stations. Aircraft Type Specific Section refers.

Arrangements should be made in association with Ground Handling, for the pre-boarding of passengers with seating restrictions such as Special Categories of Passengers (SCP) and parents travelling with infants, in order to ensure that they are properly seated where, in the event of an emergency, they will not hinder an evacuation.

LCC shall ensure that at least one (1) main cabin door remains open to provide for passenger egress during boarding.

NOTE: The PIC will advise the Cabin Crew if there are any restrictions' applicable to passenger seating which will affect the loading and balance of the aircraft. Passengers should be seated accordingly for take-off and landing and confirmation must be given to the PIC by the LCC.

2.7.1 Seating Policy

GACAR §91.49, §121.1221, §121.1229

All Cabin Crew members must be ready and visible in the cabin to welcome passengers.

Passengers must be directed to their assigned seats and assisted with stowing carry-on baggage in the assigned location such as under the seats or in the overhead compartments.

Each passenger who has reached his/her second Gregorian birthday must occupy a separate seat on board the aircraft.

An infant who has not reached his/her second Gregorian birthday may be held by an adult who is occupying a seat. The seatbelt will be fastened around the adult only, and not around the infant.

A seatbelt provided for an occupant of a seat may not be used by more than one person at any time.

NOTE: Passengers are allowed to change their seats provided the following conditions are met:

- i. The cabin doors have been closed for departure;
- ii. The aircraft has not started to move;
- iii. They remain within the same or lower class of service;
- iv. The loading and balance of the aircraft is not affected (See paragraph 2.7);
- v. They conform to the seating restrictions associated with Emergency exit seating.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.7 PASSENGER BOARDING & SEAT ALLOCATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-20

2.7.2 Exit Row Seating Assignments

GACAR §121.1245

1. Exit seat means:
 - a. Each seat having direct access to an exit; and
 - b. Each seat in a row of seats through which passengers would have to pass to gain access to an exit, from the first seat inboard of the exit to the first aisle inboard of the exit;
 - c. A passenger seat having “direct access” means a seat from which a passenger can proceed directly to the exit without entering an aisle or passing around an obstruction (such as a bulkhead, lavatory, closet, or galley).
2. Before take-off and before landing, Cabin Crew members must check that passengers seated in an exit row:
 3. Are more than 15 years of age;
 4. Are not responsible for young children or another passenger;
 5. Can communicate with Cabin Crew members and other passengers;
 6. Are physically able to operate the exit;
 7. Do not have some condition that might prevent them from operating the exit, e.g. pregnancy, blind, deaf, etc.;
 8. Do not have some condition that may cause them harm if they perform functions that may be listed on the Passenger Exit Seating Information Card, i.e. reach, grasp, pull, turn or lift;
 9. Can understand operating instructions;
 10. Are willing to operate the exit in an emergency, if the Cabin Crew member is incapacitated;

If a passenger does not meet all the above requirements, inform the LCC immediately, so that passenger can be re-seated for take-off and landing.

2.7.3 Special Categories Passengers (SCP)

Deaf passengers would benefit from being given a Safety Information Card to look at and when applicable, the Cabin Crew member conducting the safety demonstration in their area must make sure they are clearly visible to a deaf passenger as they will need to observe the equipment being used.

If communication becomes difficult it might be necessary to write things down for them.

2.7.4 Seating and Briefing of a Deaf Passengers

Deaf passengers would benefit from being given a Safety Information Card to look at and when applicable, the Cabin Crew member conducting the safety demonstration in their area must make sure they are clearly visible to a deaf passenger as they will need to observe the equipment being used.

If communication becomes difficult it might be necessary to write things down for them.

2.7.5 Seating And Briefing of Visually Impaired Passengers

GACAR §121.1249



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.7 PASSENGER BOARDING & SEAT ALLOCATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-21

Visually impaired passengers must not be allocated seats in an emergency exit row, they must be guided to their seat, thus allowing them to count the number of rows from the door.

Whether the passenger is blind or partially sighted, they must be given a personal briefing of all safety and equipment procedures and permitted to feel and familiarize themselves with safety equipment.

1. The operation of the seatbelt;
2. The operation and location of oxygen masks;
3. The operation and location of their life vest; (GACAR §121.1253)
4. The location of their nearest exit;
5. Location of the Attendant call button.

A blind passenger cannot see your approach; therefore, introduce yourself by using the passenger's name or by a gentle touch on their arm.

These passengers should be advised not to open overhead compartment to retrieve their bag without assistance.

2.7.6 Seating of Family Groups and Children

The separation of family groups, especially those travelling with children, may pose problems in-flight and especially in the event of an emergency situation.

Where possible children should be seated in the same row as the accompanying adult.

2.7.6.1 Children

Children must not play around in the cabin and aisles as they may get injured if there is sudden turbulence/decompression. They are required to be in their seats, with seatbelts fastened, even if the FASTEN SEAT BELT sign is OFF.

2.7.7 Passengers With Medical Complications

GACAR §121.1241 (b) (2)

The acceptance of the passenger who cannot sit upright for a medical reason and his escort is limited to the following aircrafts and classes:

- a. Ground agent must notify LCC about the existence of any passenger who is unable to sit upright for medical complications;
- b. Passenger who cannot sit upright for a medical reason shall be escorted by a person who has full knowledge of the situation to assist while traveling;
- c. Passengers who are unable to sit upright for medical consideration shall be excluded from turning seat back to upright position and stowing footrest policy during taxi, takeoff, landing and during fueling with passengers embarking/ on-board/ disembarking;
- d. Cabin Crew shall ensure that the reclined seat he/she is occupying does not obstruct any passenger's access to the aisle or an emergency exit;
- e. Cabin Crew shall ensure that passenger who cannot sit upright for a medical reason and his escort shall not occupy an emergency exit seat.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.7 PASSENGER BOARDING & SEAT ALLOCATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-22

2.7.8 Cabin Crew Seating

1. The following are the seating regulations for Cabin Crew members assigned to operate as operating Cabin Crew members:
 - a. Each Cabin Crew member will have an assigned jump seat in the cabin, augmented Cabin Crew members might have an assigned jump seat and/or a seat in the cabin;
 - b. One Cabin Crew member is allowed to be seated on a single jump seat;
 - c. No more than two Cabin Crew members are allowed to be seated on a double jump seat;
 - d. All jump seats are equipped with seatbelts and shoulder harness;
 - e. All Cabin Crew members should ensure that all seatbelts and shoulder harnesses are stowed when not in use.

2.7.9 Carriage of Animals in The Cabin

The carriage of pets and falcons in the cabin is permitted under provisions detailed in the Ground Operations Manual (GOM).

2.7.10 Special Load in the Cabin Seat

1. A passenger may pay Seat Baggage Charges for safe carriage of delicate, large or expensive items.
2. The maximum weight of blocked seat baggage shall not exceed 75 kgs. per seat.
3. Seat Baggage must not be placed in an exit seat and must not restrict passenger movement.
4. It should be secured in the seat by the seat belt or seat belt extension.
5. If the article is too large to be properly secured in a seat, it must not be accepted.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.8 PRE-DEPARTURE PREPARATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-23

2.8 PRE-DEPARTURE PREPARATION

GACAR §121.1221

Cabin Crew members should be alert throughout the boarding process and prior to departure.

A Cabin Crew member should be positioned at any open door all the while passengers are boarding and until given the command to close the door, and one Cabin Crew member should always be in the vicinity/area of one door or pair of doors prior to departure.

All exit areas and aisles should be clear of any galley equipment, e.g. carts, carry-on baggage, service items at all times. Particular care must be taken during the boarding process and all carts must be stowed before taxi, take-off and landing. (*GACAR §91.55*)

A pre-recorded passenger announcement must be played, or made by a Cabin Crew member, if the recording is not applicable, during the initial phase of the boarding process and immediately after the completion of boarding but before closing the aircraft doors.

All announcements are to be made in Arabic then English. Welcome and Landing announcements may be made in the third language as per departure or destination language (if possible).

2.8.1 Doors Closing Procedures

LCC shall conduct a walk around on the cabin before getting the PIC permission for doors to be closed. LCC will ensure that all ground personnel have disembarked by announcing on the PA:

"GROUND PERSONNEL KINDLY LEAVE THE AIRCRAFT"

Cabin Crew shall inform LCC if any ground personnel still on board and LCC shall ensure that all ground personnel have left the aircraft. And then will announce on the PA: Once all ground personnel have left the aircraft, the LCC will announce on the PA:

"CABIN CREW CLOSE AND ARM ALL DOORS FOR DEPARTURE"

Each Cabin Crew assigned for a door shall close the assigned door as per the assigned door responsibility. Refer to aircraft specific section.

Once the doors are closed, DO NOT OPEN ANY DOOR without the PIC's permission.

*NOTE: If the ground handling staff signals to reopen the door, inform the PIC and ask for his permission.
For Door Re-Opening Procedures refer to paragraph 2.9.7.3*



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.8 PRE-DEPARTURE PREPARATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-24

2.8.2 Door Arming

GACAR §121.1189, §121.1229

When instructed to do so, Cabin Crew members assigned to a door must ARM the door after the doors are closed for departure and all ground service equipment has been removed, prior to taxi. This ensures that the slides are in the ARMED mode when the aircraft is in-flight so that in the event of an emergency evacuation, the slides will be deployed automatically.

Cabin Crew members must not share their responsibility with another Cabin Crew member. They are solely responsible for ensuring that the door selection mode is made on the command from the LCC and for cross-checking that the opposite door is in the correct mode, once the procedure for their own door is complete.

A Cabin Crew member who is responsible for 2 (two) doors (applicable on certain aircraft types), must carry out the ARMING and DISARMING of both doors. Aircraft Type Specific Section refer.

As soon as the LCC confirms that all ground personnel have left the aircraft, the LCC will instruct the Cabin Crew via the PA system using the following phrase:

"CABIN CREW CLOSE AND ARM ALL DOORS FOR DEPARTURE"

Those Cabin Crew members assigned to a door, must then:

1. ARM their assigned door (See Aircraft Type Specific Section - method of ARMING the door).
2. After ARMING their assigned door(s), the Cabin Crew member will go across to the opposite door and check physically/visually that the door is ARMED. If the opposite door is not ARMED or its assigned Cabin Crew member is not available, the LCC must be informed.

Further information on the operation of doors and exits can be found in the Aircraft Type Specific Section.

2.8.2.1 Door Reporting Procedure

2.8.2.1.1 Cabin Crew Door Reporting to Lead Cabin Crew

All Cabin Crew members assigned to a door must inform the LCC that the doors are ARMED and CROSSED. Door reporting procedures vary by aircraft type. See Aircraft Type Specific Sections.

NOTE: When there is no second Cabin Crew member positioned at the opposite door the single Cabin Crew member can only report that both doors have been ARMED.

2.8.2.2 Inoperative Door/Exit

If a door/exit is inoperative, the passenger capacity might need to be reduced. This would be in accordance with the Aircraft Minimum Equipment List (MEL).

The inoperative door must be labeled with a 'NO EXIT' sign. The sign should be placed above the viewing window.

The emergency exit and/or exit marking sign and lights associated with the affected door/exit must be obscured.

The following procedures should be followed by the Cabin Crew:

1. All Cabin Crew members must be aware of the inoperative door/exit;
2. During the safety demonstration passengers should be advised of the inoperative door/exit;



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.8 PRE-DEPARTURE PREPARATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-25

3. Prior to landing a PA should be made to remind passengers of the inoperative door/exit;
4. In an emergency, the Cabin Crew member responsible for the inoperative door/exit must be in attendance at the door/exit to redirect passengers to the nearest useable exit.

2.8.3 Passenger Briefing & Safety Demonstration

GACAR §91.45, §91.55, §121.529, §121.1233, §121.1249, §121.143, PART 121 Appendix G (b) (12)

1. Passengers must be briefed on the following:
 - a. GACA regulations prohibit smoking anywhere on board the aircraft, lavatories, and tampering, disabling or destroying of smoke detectors (the 'NO SMOKING' Signs where fitted, remaining ON at all times); (*GACAR §121.529*)
 - b. The use of seatbelts;
 - c. The location of emergency exits;
 - d. Seat backs upright, tray tables stowed and leg rest & footrest stowed; (*GACAR §121.1241*)
 - e. Carry-on baggage stowed under the seats or in the overhead compartments; (*GACAR §91.51, §91.53, §121.1241, §121.1221*)
 - f. The use of oxygen, if cabin pressurization is lost. The location of the oxygen masks and the method of putting them on; (*GACAR §121.1257*)
 - g. The location of Safety Information Card;
 - h. The use of Portable Electronic Devices (PEDs);
 - i. Passengers seated in exit seats may be called upon to assist in an emergency. Information regarding exit seating can be found on the Passenger Exit Seating Information Card (where applicable) and the Safety Information Cards placed inside the seat pocket;
 - j. GACA requires all passengers to comply with the lighted signs, posted placards and instructions of crew.
2. Some passengers will require an individual briefing. Refer to Paragraph 2.7.1;
3. For extended over water operation, the passengers must be briefed on the following prior to take-off: (*GACAR §121.217, §121.1253*)
 - a. The location and use of life vests for adults, children and infants and flotation seat cushions;
 - b. The location of slide/rafts and life rafts.

NOTE: Passengers seated in areas where they cannot see a manual demonstration (where applicable) must be individually briefed on the emergency aspects mentioned in the safety demonstration announcement.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.8 PRE-DEPARTURE PREPARATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-26

2.8.4 Cabin Secure

GACAR §121.529, §121.1241

During a taxi, before take-off and landing or whenever the FASTEN SEAT BELT sign is ON (such as during turbulence), the cabin is required to be in a secure condition.

Cabin Crew members must ensure that the cabin is secured for take-off and landing. Each individual Cabin Crew member is responsible for securing their areas of responsibility.

The LCC will make an interphone call to all cabin stations to inform the Cabin Crew members to secure the cabin and check passengers' seatbelts. For more information regarding all cabin stations call, refer to the aircraft specific section.

LCC shall walk through the cabin before take-off and/or landing to ensure the completion of the secure check.

2.8.4.1 Passenger Seats, Seatbelts & Restraint Devices

GACAR §121.1241

All passengers must occupy a seat and have their seatbelt or restraint system securely fastened. Passengers under the age of two (2) years must be seated on an adult's lap. The adult's seatbelt must not be secured around the infant.

NOTE: When a passenger wishes to sleep, especially if they are covered by a blanket or similar, they should be asked to secure their seatbelt over the covering so that it can be checked without disturbing the passenger.

More information on seats, seatbelts and restraint devices can be found in Section 2.18.

2.8.4.2 Cabin Checks Area

GACAR §91.55 §121.1241

Cabin Crew members MUST check the following:

1. Seat backs in the upright position;
2. Leg and/or foot rests stowed (where applicable);
3. All food, beverage or tableware (e.g. plates, cutlery, etc.) provided by Mukamalah Aviation are not located at any seat;
4. Tables re-stowed and secured in place;
5. All movie screens correctly stowed for take-off and landing;
6. Armrests down;
7. Window shades open;
8. All compartments securely closed;
9. Carry-on baggage is stowed in an appropriate stowage and must not obstruct aisles, emergency exits; (GACAR §121.1229)
10. All items of cabin safety equipment are stowed in an appropriate stowage;
11. All loose service items stowed; (GACAR §121.1229)



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.8 PRE-DEPARTURE PREPARATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-27

12. All exits, aisles, cross aisles, and escape paths must be free from any obstruction that could hinder an evacuation;
13. Crew Rest Compartments checked, secured and locked (where applicable);
14. All lavatories checked, secured and locked;
15. All galleys are secured; (*GACAR §121.1229*)
16. Curtains and partitions are secured open for taxi, take-off and landing.

2.8.4.2.1 Passenger & Crew Baggage

GACAR §91.51, §91.53, §121.1221

1. Appropriate stowage for carry-on baggage are as follows:
 - a. Overhead compartments (except those designated for the stowage of safety equipment only);
 - b. Under a seat (provided it is equipped with a restraint bar).

Carry-on baggage must be of a size and suitable weight to be adequately and securely stowed in the appropriate stowage. Placards displaying weight limitations for overhead compartments and wardrobes must be observed.

Baggage must not be stowed under a seat unless the seat is equipped with a restraint bar and the baggage is of such a size that it fits entirely under the seat and is adequately restrained by the restraint bar. Baggage must not remain on the floor either in front or behind a bulkhead, or behind passenger legs.

If the article is too large to be properly secured as seat baggage it must not be accepted in the cabin.

2.8.4.2.2 Cabin Crew Responsibilities

GACAR §121.1221, §121.1229

1. Cabin Crew members are responsible for:
 - a. Ensuring carry-on baggage is properly stowed, to include restraint straps where available, in an approved stowage compartment, placarded for maximum weight or under a passenger seat, prior to closing the last door for departure;
 - b. Compartments are not overloaded by either volume or weight of baggage. Items stowed in the overhead compartments fit securely and that the compartments close without using force and there is little or no chance of baggage and other articles falling out of the compartment when they are opened;
 - c. Heavy or large items are not placed in overhead compartments to avoid injury or damage;

NOTE: Passengers carrying unusual or fragile items should be briefed that they are responsible for ensuring these items are securely packed to withstand normal handling.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.8 PRE-DEPARTURE PREPARATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-28

- c. Carry-on baggage does not hinder the possible use of any safety or emergency equipment, or block aisles or spaces between seats which could, in the event of an emergency, slow down the evacuation of the aircraft or obstruct evacuation routes, or cause a potential injury or hazard to passengers and crew;
- d. Carry-on baggage is not placed near safety and emergency equipment or in a compartment where emergency equipment is stowed;
- e. Carry-on baggage is not placed in lavatories, crew rest areas, galley areas or prayer area (if applicable);
- f. No blankets on any emergency exit seat;
- g. No used / unused pillows, blankets or any other item is obstructing the aisle;
- h. Passengers arm mounted screens stowed and secure;
- i. Flexible travel canes of visually impaired passengers may be stowed under a row of seats, between a non-emergency exit window seat and the fuselage, or beneath any two non-emergency exit window seats, provided the cane is flat on the floor and does not protrude into the aisle or block an exit;
- j. Excess or oversized carry-on baggage identified by the Cabin Crew must be reported immediately to the LCC who will coordinate with the ground agent to remove the baggage from the passenger cabin and reloaded as checked baggage in the cargo compartment;

NOTE: In the event an excess or oversized carry-on baggage is reloaded in the cargo compartment the Cabin Crew members must remind the passenger to remove any personal items needed during the flight, e.g. medicines and any dangerous goods items that are not permitted as checked baggage.

- k. LCC will inform the PIC whenever excessive 'carry-on baggage' is transferred to the cargo compartment, as adjustments must be made to the load sheet;
- l. Co-ordinating with the LCC, prior to closing the doors, to confirm that all baggage is properly stowed.

2.8.4.3 Galleys & Galley Equipment

GACAR §91.55, §121.1229

1. All carts, trolleys and containers are properly secured in their correct designated stowage, latches fixed and footbrakes applied;
2. All doors must be secured closed;
3. Catering supplies securely stowed in their appropriate stowage.

NOTE: Carts and trolleys must never be left parked out of proper location and unattended at any time in flight.

2.8.4.4 Lavatory Compartments

The lavatory compartments must be checked before the safety demonstration takes place and before take-off and landing to ensure that they are unoccupied.

Lavatory compartments are locked for take-off and landing.

2.8.4.5 Electronic Equipment (PED)



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.8 PRE-DEPARTURE PREPARATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-29

PEDs that are permitted to be used in-flight must not be used until the aircraft is safely airborne, after the approach has commenced, or any time the “No PED” sign is illuminated. A PA will be made advising passengers of this requirement during boarding, during the safety demonstration and before landing.

Cabin Crew members shall ensure that all PEDs are switched off or on flight mode as part of the cabin secure check.

Cabin Crew own PEDs shall be switched off or on flight mode.

2.8.4.6 Cabin Secure Check

Once each Cabin Crew member has completed the cabin secure check in their area of responsibility the LCC shall double check during his walk through the cabin.

2.8.4.6.1 Passing Cabin Secure to The Flight Deck Crew

Once the LCC has double checked the cabin secure checks he will advise the PIC that the cabin is secure and ready for take-off, either via the interphone or via a ‘cabin ready’ button. See Aircraft Type Specific Section.

The cabin secure check for take-off must not be given to the PIC prior to the aircraft taxing.

2.8.5 Cabin Crew Take-Off/Landing Seating Positions

GACAR §121.753

Once the cabin secure check has been completed all Cabin Crew members must be seated at their assigned position with their seatbelt and harness securely fastened.

Whenever occupying their assigned jump seat, all Cabin Crew members should remain vigilant at all times during taxi, take-off and landing and must refrain from talking to their colleagues or becoming distracted by reading or writing.

All Cabin Crew members must remain at their assigned crew stations during taxi, take-off and landing, and whenever directed by the PIC, except to perform duties related to the safety of the aircraft and its occupants such as fire/smoke, illness/injury to an individual or to perform actions as directed by the PIC.

2.8.6 Silent Review

In order to remind themselves of the actions to be taken in an emergency all Cabin Crew members should conduct a ‘silent review’ of their emergency duties and procedures before each take-off and landing. During this review, Cabin Crew members must consider the following checklist:

The following abbreviation to be used to remember the sequence “**OLDABC**”

- **O**peration of exits
- **L**ocation of equipment
- **D**rill (Brace for impact)
- **A**ble-Bodied Passengers and persons with reduced mobility
- **B**race Position
- **C**ommands.

NOTE: Removal of emergency equipment- the four W's (Who collects, What to collect, Where to collect, What to delegate to the pre-selected potential ABP's).



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.8 PRE-DEPARTURE PREPARATION

Issue	01
Revision	00
Date	25-Mar-24
Page	2-30

During this period of flight, the Cabin Crew shall:

- Be seated with seat belt and harness securely fastened.
- Refrain from talking to other Crew or passengers.
- Not fall asleep or read.
- Concentrate on action to be taken in an emergency situation.

2.8.6.1 Cabin Lights

All cabin lighting (including galley lights) must be dimmed for take-off and landing at night. This is so that passengers can pre-adjust to the lower level of lighting in the event of an evacuation being required.

The cabin lighting should not be dimmed until the cabin has been secured prior to take-off and not returned to normal until the aircraft comes to a complete stop on arrival.

NOTE Passengers need to be advised that this is normal procedure during the hours of darkness.

2.8.7 Take-Off

Cabin Crew members will be advised by the flight deck crew that the aircraft has been cleared for take-off by the following PA:

"CABIN CREW – PLEASE BE SEATED FOR TAKE-OFF"

There are no defined procedures during take-off, however, Cabin Crew must be vigilant throughout the take-off roll and during the critical phase of flight.

Cabin Crew members should conduct a silent review as described in paragraph 2.8.6 of this Section and observes passenger aircraft behavior.



OPERATIONS MANUAL PART E – (OME)

2

STANDARD OPERATIONS PROCEDURES

2.9

AFTER TAKE-OFF/IN FLIGHT/POST LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-31

2.9 AFTER TAKE-OFF/IN FLIGHT/POST LANDING

2.9.1 After Take-Off

All Cabin Crew members will remain in their assigned seats until the FASTEN SEAT BELT sign is switched OFF.

Once the FASTEN SEAT BELT sign is switched OFF, passengers must be briefed to keep their seatbelts fastened at all times when seated.

Cabin Crew members must close the curtains and partition viewing windows between the classes of service, however, the use of window shades in-flight is to be left to the passenger's discretion but must be open DURING TAXI, TAKE-OFF AND LANDING.

2.9.1.1 Spraying The Cabin

On some sectors it is a requirement that the aircraft be sprayed with an insecticide spray. The appropriate announcement must be made before spraying the cabin and the spray must be completed immediately after take-off.

2.9.2 In Flight

In order to ensure that adequate levels of cabin safety and security are maintained, at least one Cabin Crew member must be available in each zone of the aircraft at all times throughout the flight. Once the service is completed, at least one station per zone must be covered by a Cabin Crew member.

2.9.2.1 Cabin & Galleys

A walk through check of each zone of the aircraft must be conducted approximately every fifteen (15) minutes.

Surveillance must include:

1. Observation of all areas of the cabin and galleys to ensure there are no signs of smoke, fumes, fire, etc.;
2. Monitoring passengers are complying with smoking regulations; (GACAR §121.529)
3. Ensuring that children are not playing with matches or lighters;
4. Monitoring passengers for any unusual behavior;
5. Ensuring that the stowage containing safety and emergency equipment are free of obstruction;
6. Monitoring children to ensure that they are not interfering with any safety and emergency equipment;
7. Check for smoke /fire in the vicinity of overhead compartments, passenger seats, In-flight Entertainment equipment (IFE) and PSUs;
8. Monitoring that PEDs are being used in accordance with limitations, and, in particular, that mobile phones are not being used with the exception of those operating in flight safe mode or where applicable.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.9 AFTER TAKE-OFF/IN FLIGHT/POST LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-32

2.9.2.2 Lavatory Compartments

Lavatory compartments must be checked at least every fifteen (15) minutes throughout the flight to ensure that:

1. There is no indication of fire or smoke;
2. There is no water leak;
3. The compartment is free from messages or suspicious articles;
4. The smoke detectors have not been tampered with and are free from obstruction;
5. The waste bin flaps remain serviceable, the bin is not over full and there are no smoldering cigarette butts inside;
6. The toilet flush is functioning (i.e. not permanently running), there are no hot spots around the area of the flush motor and the pan is not blocked;
7. The temperature of the hot water is not too hot (due to overheating);
8. There is hot water in the system. If there is no hot water, the heater must be switched off;
9. The compartment is clean and tidy, combustible material is contained, and all service items must be replenished regularly;
10. Excess water should be drained from the sink to avoid overflows.

NOTE: If, for any reason a lavatory becomes unserviceable, this must be brought immediately to the attention of the LCC.

Cabin Crew members are not permitted to reserve/block a lavatory for their personal use.

2.9.2.3 Flight Deck

Cabin Crew must exercise extreme caution when moving in and out of the flight deck.

An approved audio procedure shall be decided by the PIC and discussed in the Cabin Crew briefing. It may be in the form of an interphone communication from a Cabin Crew station to the flight deck. A decision is necessary to confirm the frequency of the contact with the flight deck crew during flight.

NOTE: If a flight deck crew member needs to leave the flight deck for any reason a Cabin Crew member must be available in the flight deck until the return of the crew member (2 (two) man flight deck crew operation).

When controlled rest in the flight deck is being undertaken by a member of the flight deck crew, the PIC should brief the Cabin Crew on when rest is being taken and what monitoring is required (if applicable).



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.9 AFTER TAKE-OFF/IN FLIGHT/POST LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-33

2.9.2.4 Onboard Cabin Crew Rest

1. On flights with an augmented crew complement, the following conditions apply:
 - a. Every effort must be made to segregate the rest facilities for male and female Cabin Crew members;
 - b. Equal rest periods will be scheduled for all operating Cabin Crew members;
 - c. The appropriate rest facilities allocated for this purpose must be for the exclusive use of the operating Cabin Crew members. The LCC must never accept the seating of any passenger, deadheading and ACM crewmembers in the Cabin Crew rest area;
 - d. At least 1 (one) Cabin Crew member is to be on duty at all times in each zone;
 - e. One Cabin Crew member must remain in the vicinity of the flight deck at all times to monitor the flight deck crew and the flight deck security door;
 - f. The PIC must be informed when the LCC is taking a rest and which Cabin Crew member is assuming their duties during their rest period;
 - g. Cabin Crew members are not permitted to move around the cabin in civilian clothes;
 - h. Cabin Crew members proceeding to take their rest, must fully brief their colleagues regarding passengers' requests, etc.

2.9.3 Cabin Preparation for Landing

The flight deck crew will switch the seatbelt sign to ON at 10,000 feet, unless a higher altitude is considered necessary by the PIC. A cycling of the seatbelt sign will take place if the seatbelt sign is already ON, due to turbulence.

At that time Cabin Crew members must ensure they conduct a cabin secure and follow cabin secure reporting procedures as described in paragraph 2.8.4 of this Section.

1. Passengers need to be advised to terminate the use of PEDs.;
2. Cabin lights must be adjusted according to the time of day/night.

The LCC will announce the following:

"CABIN CREW TAKE YOUR SEATS FOR LANDING"

If not already done so, Cabin Crew members should go immediately to their assigned seat and fasten their seatbelts and shoulder harness. The procedures for a silent review as laid down in paragraph 2.8.6 should be followed.

2.9.4 Discontinued Landing (Go Around)

Due to operational reasons, it might be necessary for the PIC to discontinue the landing. Cabin Crew members should remain seated and secured. The LCC should make a PA to the passengers.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.9 AFTER TAKE-OFF/IN FLIGHT/POST LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-34

2.9.5 Post Landing and Taxi

After landing, Cabin Crew members must remain in their seats with their seatbelts and shoulder harnesses fastened until the aircraft has turned off the runway. Those Cabin Crew members not assigned to a door may only leave their seats to carry out safety related duties.

Passengers must be briefed to remain seated until the aircraft is parked at the gate and the FASTEN SEAT BELT sign is turned OFF.

If passengers are not complying with the seatbelt ON policy, the following announcement shall be made by the LCC after arrival announcement and shall be repeated if passengers are not complying.

"Ladies and Gentlemen, in compliance with safety regulations, your seatbelts shall remain fastened until the aircraft comes to a complete stop and the seatbelt sign is turned OFF". Thank you.

Those Cabin Crew members assigned a door responsibility must remain in their seats with their seatbelt fastened until the aircraft has come to a complete stop at the parking position, the engines have been shut down and the seatbelt sign switched OFF.

2.9.5.1 Announcement Policy

In the event that no Cabin Crew member speaks the language of a large group of passengers, a representative of that group may, under the supervision of LCC, use the PA to translate information of an essential nature.

In aircraft where pre-recorded announcements are not accessible while seated in an assigned crew seat, all after landing announcements must be made by PA.

If a safety information sign remains illuminated for a period of time, periodic announcements should be made.

2.9.6 Door Disarming

As soon as the aircraft arrives at its final parking position, the PIC will switch off the FASTEN SEAT BELT sign, The LCC shall DISARM assigned door (when applicable) then instruct the Cabin Crew via the PA system to DISARM their assigned doors using the following phrase:

"CABIN CREW DISARM YOUR DOOR AND CROSS CHECK"

Those Cabin Crew members assigned to a door, must then:

1. DISARM their assigned door (See Aircraft Type Specific Section - method of DISARMING the door);
2. After DISARMING their assigned door, the Cabin Crew member will go across to the opposite door and check physically/visually that the door is DISARMED. If the opposite door is not DISARMED or its assigned Cabin Crew member is not available, the LCC must be informed.

Further information on the operation of doors and exits can be found in the Aircraft Type Specific Section.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.9 AFTER TAKE-OFF/IN FLIGHT/POST LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-35

2.9.6.1 Door Reporting Procedure

2.9.6.1.1 Cabin Crew Door Reporting to Lead Cabin Crew

All Cabin Crew members assigned to a door must inform the LCC that the doors are DISARMED and CROSSED CHECKED. Door reporting procedures vary by aircraft type. See The Aircraft Type Specific Section.

NOTE: When there is no second Cabin Crew member positioned at the opposite door the single Cabin Crew member can only report that both doors have been DISARMED.

2.9.7 Doors Opening Procedure

In order to eliminate accidental slide deployments, the following Cabin Crew Door Opening “Buddy” procedure should be followed:

2.9.7.1 Normal Opening

The LCC shall be contacted for permission before opening any door and to confirm with him that the door is in the DISARMED/PARKED position.

Two (2) Cabin Crew members shall be present when opening aircraft doors during normal operations. The Cabin Crew member responsible for the door shall act as the ‘Door Operator’, the other Cabin Crew who is responsible for the cross check shall act as a ‘Door Checker’.

1. The Door Operator shall:
 - a. Not rush to open the door;
 - b. Visually check door is in DISARMED mode;
 - c. Verbally state: ‘DOOR DISARMED’, to be heard by the Checker;
 - d. The Door Operator opens the door after hearing the Checker verbally state ‘CLEAR TO OPEN THE DOOR’.
2. The Door Checker shall:
 3. Visually check and ensure the door is in DISARMED mode;
 4. Verbally confirm to Operator ‘DOOR DISARMED’;
 5. Advise Operator, ‘CLEAR TO OPEN THE DOOR’.

The door checker should remain present and close to the arming lever where the door opening can be closely observed. At any time during the process, should the Door Operator inadvertently reach for the arming lever or the door opening handle when not appropriate as per SOPs, the Door Checker must verbally warn and/or physically intervene to prevent any inadvertent action.

Prior to opening the door, the ground handling agent makes two (2) knocks on the door to indicate that the passenger steps/mobile/jet way is in position.

2.9.7.2 Opening Procedure to Improve Ventilation

If the aircraft is parked with passengers on board and a prolonged delay is expected, the PIC may allow opening of the doors to improve ventilation. Before opening the door, the assigned Cabin Crew member (Door Operator), will ensure that:



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.9 AFTER TAKE-OFF/IN FLIGHT/POST LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-36

The door is DISARMED;

1. The Door Checker has visually checked that the door is DISARMED;
2. The Door checker has confirmed 'DOOR DISARMED';
3. The Door Checker has advised the Door Operator 'CLEAR TO OPEN DOOR';
4. If there are no passenger steps, mobile lounge or a jet way in position:
 - a. Door safety strap must be attached across the door;
 - b. A Cabin Crew member must stand guard at the open door

2.9.7.3 Re-Opening Procedure

After closure of aircraft doors and if the ground handling staff signals to re-open the door, the PIC's permission must be obtained first.

Following PIC's permission to reopen the door, the Cabin Crew member responsible for the door shall strictly follow the Normal Opening procedure as in paragraph 2.9.7.1 and contact the LCC to confirm that the door is in the DISARMED/PARKED position before re-opening the door.

If the LCC is required to reopen a door, they must confirm with the opposite door Cabin Crew member that their door is disarmed.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.10 PASSENGER DEPLANING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-37

2.10 PASSENGER DEPLANING

After opening the door, the designated Cabin Crew member must ensure that the means of deplaning is correctly positioned, the area immediately outside the door is secure and free from obstructions and that there is a member of ground staff to supervise the passengers deplaning process.

The number of Cabin Crew members on board is at least 4 Cabin crew.

If steps are being used and they are slippery or icy, ask for another unit. If other units are not available, brief the passengers to be extra careful while deplaning. The agent should stand at the foot of the stairs and be ready to assist.

At airports where the aircraft is serviced by mobile lounges and no jet ways are available i.e. Jeddah, one Cabin Crew member must be positioned next to the AFT left door (the door should not be armed) on all aircraft at all times when passengers are on board and the aircraft is parked.

Cabin Crew members must be positioned by each door according to their positions outlined in Aircraft Type Specific Section.

2.10.1 Deplaning Priority

Priority for deplaning on arrival must be given to passengers in First Suite and Business Class, followed by Guest Class passengers.

Once all passengers have deplaned, a full security check must be completed prior to any cleaning/catering or ground staff being allowed to board the aircraft.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.11 FUELING WITH PASSENGERS EMBARKING / ON
BOARD/DISEMBARKING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-38

2.11 FUELING WITH PASSENGERS EMBARKING / ON BOARD/DISEMBARKING

GACAR §121.1259, §121.143, PART 121 Appendix G (a) (46)

Fueling may take place with passengers on board if local authority regulations permit. When advised by the mechanic that fueling will take place, a flight deck crew member shall:

1. Advise the LCC to prepare the aircraft for fueling with passengers on board;
2. One flight deck crew member must remain in the flight deck to handle communications and in case there is a need to effect fire protection, fire-fighting procedures, and if necessary initiate and order an evacuation.

Indications for fueling with passengers on board:

1. Flight deck crew will recycle the NO SMOKING signs to ON;
2. Switch the FASTEN SEAT BELT signs to OFF.

2.11.1 Fueling Procedures

GACAR §121.1259, §121.143, PART 121 Appendix G (a) (9)

The LCC will ensure that:

1. At least minimum Cabin Crew members complement required for the flight are on board the aircraft;
2. If a jet way is in use:
3. The cabin door leading to the jet way will be open and a Cabin Crew member stationed at that door. In addition,
4. Steps will be positioned at an AFT door, preferably on the opposite side from where the fueling is taking place, with the door open and a Cabin Crew member stationed at that door.

OR

5. The AFT door on the opposite side from where the fueling is taking place will be ARMED and a Cabin Crew member stationed at that door.
6. If a jet way is not in use:
7. two (2) main cabin doors will be open, preferably one forward and one aft of the aircraft, and a Cabin Crew member stationed at these doors. The remaining doors will be closed and DISARMED;
8. Steps or integral air stairs (where applicable) will be positioned at the open doors (In the absence of air stairs, mobile lounges may be used).
9. The areas outside the designated exits, as specified in (b) and (c) above, are unobstructed.

Once the above procedures are completed and the LCC informs the flight deck crew member that the cabin is prepared for fueling, the mechanic will be advised to initiate fueling.

Once the mechanic advises that fueling is completed the flight deck crew member must switch the FASTEN SEAT BELT sign ON and the LCC must be informed that fueling is completed.

2.11.1.1 Cabin Crew Responsibilities During Fueling



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.11 FUELING WITH PASSENGERS EMBARKING / ON BOARD/DISEMBARKING

Issue	01
Revision	00
Date	25-Mar-24
Page	2-39

GACAR §121.1259, §121.143, PART 121 Appendix G (a) (9)

1. A PA announcement that fueling will take place so that passengers are briefed to keep their seatbelts unfastened until the fueling has been completed and not to smoke on board;
2. Ensure the FASTEN SEAT BELT sign is OFF;
3. Ensure the 'NO SMOKING/NO PED" sign is ON;
4. Passengers must be briefed to remain seated with seatbelts unfastened, seat backs upright and footrests stowed;
5. Ensure that no matches, lighters or any spark producing equipment are used;
6. Ensure all PEDs are switched OFF;
7. Ensure the aisles and access to the door or jet way are kept clear of passengers, carry-on baggage or any other articles;
8. Ensure cabin lighting is adequate so as to identify exits;
9. All Cabin Crew members need to remain vigilant, and if vapor is detected inside the aircraft, or any other hazards which might arise, the LCC and the flight deck crew must be informed and fueling must be stopped immediately;
10. When instructed by the flight deck crew, stop passenger boarding if in progress and disembark passengers via open exit(s);
11. Evacuate passengers if necessary;

NOTE: When the flight deck crew are terminating duty while passengers are in transit/remaining on board, the inbound operating First Officer shall remain on board to facilitate the above mentioned refueling procedures until the next operating flight deck crew takes over (crew duty legality permitting).



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.12 TRANSIT STOPS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-40

2.12 TRANSIT STOPS

During transit stops, depending on local authority regulations, passengers may or may not be required to remain on board the aircraft.

If passengers do remain on board and refueling is taking place, then the procedures for refueling with passengers on board as described in paragraph 2.11, must be complied with.

Whenever passengers remain on board during a transit stop, passengers must be made aware of the restrictions to their activities.

2.12.1 Doors Cover

Cabin Crew members must remain at their positions and monitor passengers during transit stops. At least one Cabin Crew member must remain in the vicinity of each or pair of doors to facilitate a rapid evacuation should the necessity arise.

2.12.2 Leaving The Aircraft During Transit Stop

When the Cabin Crew are on a round trip flight, they must not leave the aircraft to conduct personal business in the airport terminal.

2.12.3 Crew Change Point (Continuing Flight)

GACAR §121.757

Cabin Crew members must not leave the aircraft until the new crew has boarded.

The new crew must be fully briefed regarding any matter pertaining to the passenger belongings, status of emergency systems and equipment or any other information relevant to the continuing flight.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.13 UNAUTHORISED CARRIAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	2-41

2.13 UNAUTHORISED CARRIAGE

Prior to boarding, during transit stops, and after passengers have disembarked, Cabin Crew members should complete a full security search. The cabin, lavatory compartments and galleys must be checked thoroughly to ensure that no person has hidden themselves on board the aircraft. They must also make sure that they check for hidden packages or items or cargo that may have been left in the cabin, under the seats and in all compartments.

Cabin Crew members should be vigilant at all times and IDs of ground personnel should be checked prior to their boarding and that a security check is completed once they have completed their duties and have disembarked.

For more information, see Security Chapter.

2.14 INTOXICANTS AND NARCOTIC SUBSTANCES

1. Mukamalah Aviation does not serve or permit passengers to carry or drink alcoholic beverages on its flights.
2. A person must not board an Mukamalah Aviation aircraft if they appear to be intoxicated or under the influence of any narcotic substance as it could cause the safety of the aircraft and its occupants to be endangered.
3. A passenger appearing intoxicated may be a diabetic suffering from insulin shock. The passenger shall be offered some fruit juice with a little sugar added. More information on diabetes can be found in Chapter 7.
4. Care should be taken not to antagonize a passenger by stating that they are drunk, nor should such a statement be made. The correct sentence may be “he appears to be intoxicated”, which he is likely to deny;
5. No passenger may use any narcotic substances on board the aircraft;
6. Narcotic substances may not be boarded on the aircraft in luggage or carry-on baggage.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.15 FLIGHT DECK PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-42

2.15 FLIGHT DECK PROCEDURES

GACAR §121.1169

During passenger flights, the flight deck door will remain closed and locked any time the aircraft doors are closed, except when it is necessary to permit access and egress by authorized persons.

No person may unlock or open the flight deck door unless:

A person authorized to be on the flight deck uses an approved audio procedure and an approved visual device to verify that:

1. The area outside the flight deck door is secure, and
2. If someone outside the flight deck is seeking to have the flight deck door opened, and the person is not under duress.

After these requirements have been satisfactorily completed, the flight deck crew member in charge on the flight deck authorizes the door to be unlocked and open.

NOTE: An approved audio procedure shall be decided by the PIC and discussed in the Cabin Crew briefing. It may be in the form of an interphone communication from a Cabin Crew station to the flight deck.

2.15.1 Admission To the Flight Deck & Jump seat Usage

GACAR §121.1145, §121.1157

Admission of persons to the flight deck is subject to the PIC permission.

1. No person may be allowed in the flight deck if their presence may disturb the normal duties of the operating crew.
2. During flight, no person is allowed to enter the flight deck and use jump Seat (flight deck observer seat) except:
 - a. Crewmembers;
 - b. Check pilots, Flight Operations Standards & Quality personnel, Performance Engineers on official duty, and Flight Dispatchers on route/equipment qualification as applicable;
 - c. GACA flight operation inspectors or an authorized representative of the AIB, who is performing official duties;
 - d. A flight mechanic assigned to the flight and his presence in the flight deck is required, provided he has a seat in the passenger cabin;
 - e. A technical representative of the aircraft manufacturer, or its components, who is required to monitor the equipment or operating procedures;
 - f. Authorized ATC personnel;
 - g. Other personnel whose presence is essential for Mukamalah Aviation operations, as specifically authorized by the VP Flight Operations; (GACAR §121.529, §121.1153)



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.15 FLIGHT DECK PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-43

- h. An agent of a Government Security Service who is assigned the duty of protecting a person aboard an aircraft, when he considers it necessary in the performance of his duty to ride on the flight deck of the aircraft. (*GACAR §121.1153*).
- 3. All persons mentioned above are subject to the emergency authority of the PIC and may be excluded from the flight deck in the interests of safety.;
- 4. When all cabin doors are closed and aircraft is ready for departure, no person is allowed to enter the cockpit until ten minutes after Takeoff and ten minutes before Landing; unless instructed by the PIC;
- 5. Whenever, In performing the duties of conducting an inspection, a GACA inspector presents an official Aviation Safety Inspector credential to the PIC of an aircraft operated by a certificate holder the inspector must be given free and uninterrupted access to the flightdeck of that aircraft.

NOTE: Cabin Jump seats are available for crew members in uniform

2.15.2 Flight Deck Door

GACAR §121.1165

When all cabin doors are closed and the aircraft is ready for departure, no person is allowed to enter the flight deck until 10 (ten) minutes after take-off and 10 (ten) minutes before landing, unless instructed by the PIC.

The flight deck door shall remain closed and locked for the duration of the flight.

2.15.3 Flight Deck Entry

Cabin Crew members shall ensure that the flight deck door is closed and locked immediately after entry/exit during flight.

For entry into the flight deck the following applies:

1. The signal which has been pre-arranged by the PIC before departure should be used;
2. The flight deck door is closed and locked immediately after entry/exit during flight;
3. Dim the forward lights before opening the flight deck door at night;
4. Cabin Crew members should ensure that passengers refrain from gathering/queuing near the flight deck door.

2.15.4 Flight Deck Crew Absence from The Flight Deck

If a flight deck crew member needs to leave the flight deck for any reason, a Cabin Crew member must be available in the flight deck until the return of this crew member.

The door is only to be opened after a visual confirmation through the peep hole 'view port' or camera (where fitted) that it is the crew member returning to the flight deck.

Cabin Crew members are reminded to ensure they are refreshed on the use of the flight deck crew oxygen system, if required, without the flight deck crew's assistance. For description and operation of the system, refer to Aircraft Type Specific Section.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.15 FLIGHT DECK PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	2-44

2.15.5 Passenger Visits to The Flight Deck

Passenger visits to the flight deck are not permitted under any circumstances.

2.15.6 Flight Deck Crew Refreshments

In order to avoid detriment to a crew member's performance and to avoid the effects of dehydration, both flight deck crew and Cabin Crew members should drink water every 30 to 40 minutes.

2.15.6.1 Precautions When Serving Drinks and Meal

The following precautions should be taken when serving food and drink to the flight deck crew:

1. During flight, pilots at the controls shall be provided different meals; however, if they choose the same meal, 45 minutes must elapse before the other pilot is served.
2. Flight deck crew must always be made aware whenever food and drinks are left in the flight deck for their consumption;
3. Drinks must never be passed over electrical or control panels (they should be passed outboard of each pilot's seat) nor should they be placed where they could spill on to electrical equipment;
4. Meals must always be served on a tray;
5. All items of food and drink must be removed from the flight deck for take-off, landing and during turbulence and at the top of descent.

NOTE: Drinks must be carried one at a time (by hand).

Carbonated drinks must be opened in the galley and poured into a suitable drinking receptacle.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.16 PORTABLE ELECTRONIC DEVICES (PED)

Issue	01
Revision	00
Date	25-Mar-24
Page	2-45

2.16 PORTABLE ELECTRONIC DEVICES (PED)

GACAR §91.25

Portable Electronic Devices (PEDs) can interfere with aircraft navigation, communication and electronic systems, if they are operated on board.

The following table details the requirements regarding the use of PEDs. If any abnormal indication of failure occurs involving the aircraft electronic equipment or systems, the PIC will request that all PEDs be turned off immediately; an announcement must be made accordingly. Cabin Crew members must then check that all PEDs are turned off or on flight mode. The LCC will give the PIC details of the type, make, model and seat number of the PEDs which were in use at the time of the occurrence as the PIC will need this information when submitting an Air Safety Report (ASR).

May not be operated at any time					
May be operated above 10,000 feet and /or Fasten Seat Belt Sign Off					
May be operated above 10,000 feet and No PED sign off (*)					
May be operated during extended taxi delay (**)					
May be operated when the passenger entry door is open					
May be operated at all times					
AM/FM radios					X
Cellular Phones (****)	✓	✓	✓	✓	
Compact disc players	✓	✓	✓	✓	
Airline installed equipment (***)	✓				
Digital/cassette tape player/recorders	✓	✓	✓	✓	
Electric shavers	✓				
Electric watches	✓				
GPS receivers utilizing external wires (i.e. Suction cups)		✓	✓	✓	
GPS receivers that do not utilize external wires	✓				
Hand-held computer games		✓	✓	✓	
Hearing aids	✓				
Heart pacemakers and other implanted medical devices	✓				
Medical support devices	✓				
Noise reduction headphones	✓				
Pagers – One-way	✓				
Pagers – Two-way		✓	✓	✓	



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.16 PORTABLE ELECTRONIC DEVICES (PED)

Issue	01
Revision	00
Date	25-Mar-24
Page	2-46

Peripheral devices for computers or games connected by a cable (i.e. printer/fax, external drives)						✓
Personal computers and an external mouse, if applicable		✓	✓	✓	✓	
Personal Digital Assistants that do not use two-way communication		✓	✓	✓	✓	
Personal Digital Assistants that use two-way communication(i.e. Palm VII)		✓	✓	✓		
Personal life support systems	✓					
Remote control toys						✓
Talking toys which emit electromagnetic waves		✓	✓	✓	✓	
Televisions						✓
VHF scanner receivers						✓
Video recorders/playback systems		✓	✓	✓	✓	
Wireless mouse						✓
Transmitters [amateur, citizens band (CB), two-way]						✓

* Applicable to aircraft equipped with NO PED sign only;

** During extended taxi delays and at the discretion of the PIC, the marked devices may be used, provided that:

- An announcement is to be made explaining the use of these devices;
- Another announcement is to be made to advise passengers to use flight mode or switch off their PEDs before the aircraft can resume motion.

*** Telephones, video equipment, etc. Except as placard (i.e. In-seat video equipment);

**** Cellular phones may be operated above 10,00 feet and/or FASTEN SEAT BELT sign off provided that it is on flight mode, or the aircraft is equipped with Connectivity system.



OPERATIONS MANUAL PART E – (OME)

2

STANDARD OPERATIONS PROCEDURES

2.17

SPECIAL CATEGORIES OF PASSENGERS (SCP)

Issue	01
Revision	00
Date	25-Mar-24
Page	2-47

2.17 SPECIAL CATEGORIES OF PASSENGERS (SCP)

Persons requiring special conditions, assistance and or devices when carried on board the aircraft shall be considered as Special Categories of Passengers.

There are now various regulations regarding access to air travel for disabled people and those with reduced mobility.

2.17.1 Children & Infants

Children are defined as a passenger over the age of 2 years, but under the age of 12 years.

Infants are defined as a passenger under the age of 2 years.

Infants should not be seated in an exit row.

2.17.2 Passengers With Medical Complications

The PIC and LCC will be advised by Traffic personnel as soon as possible that a passenger with medical complications will be carried. Such notification will include the passengers name, destination and any type of special attention required for the flight.

Some passengers with medical complications must be accompanied by an attendant and may require a medical certificate (a written statement from the passenger's physician saying that the passenger is capable of completing a flight safely, without requiring extraordinary medical assistance during the flight).

Any passenger whose medical condition is such that there is reasonable doubt that the individual can complete the flight safely without requiring extraordinary medical assistance during the flight must be accompanied by an assistant or carer.

Listed are some examples, however, not limited to:

1. A person travelling on a stretcher or incubator;
2. A person who, because of a mental disability, is unable to comprehend or respond appropriately to safety instructions from Cabin Crew members, including the safety briefing; *GACAR §121.1241*
3. A person with mobility impairment so severe that the person is unable to assist in his or her own evacuation of the aircraft;
4. A person who has both severe hearing and severe vision impairments, that they are unable to establish some means of communication with the Cabin Crew members, including the safety briefing.

2.17.3 Sick Passengers

Where sickness is known sufficiently before travel, special arrangements will be made (such as the provision of medical oxygen, for example. In this case the operating Cabin Crew members will be notified of any special provisions that might be required, including any special seating requirements, or a valid Medical form.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.17 SPECIAL CATEGORIES OF PASSENGERS (SCP)

Issue	01
Revision	00
Date	25-Mar-24
Page	2-48

2.17.3.1 Undeclared Sick Passengers

GACAR §121.1237

At the time of boarding, if any Cabin Crew member has reasons to believe that a passenger is not fit for travel, they must assess the medical condition of the passenger by:

1. The mental or physical appearance;
2. Abnormal breathing pattern, cannot talk properly or appears confused;
3. Unusual behavior;
4. Any indication which leads to the conclusion that the passenger might have undergone medical treatment/surgery;
5. The passenger appears to be sweating, limping, confused and refuses to answer the enquiries or asking for special assistance.

In situations where any of these symptoms are recognized the Cabin Crew member shall immediately inform the LCC. The LCC should notify the PIC and refer this passenger to a Ground Services Supervisor.

If the passenger is declared unfit for travel, he/she shall be refused carriage.

2.17.4 Passengers Requiring Medical Oxygen

GACAR §91.225

Passengers who require Medical Oxygen may use their own oxygen concentrator or Mukamalah Aviation will provide oxygen a medical oxygen kit to be used in the aircraft.

If Mukamalah Aviation is providing oxygen equipment:

The LCC will notify the PIC whenever a medical oxygen kit is installed on board.

The LCC will ensure that:

1. Cabin Crew members know how to operate the oxygen equipment (See Chapter 3 Safety & Emergency Equipment);
2. The oxygen provided is standard Mukamalah Aviation Unit

NOTE: Chemically generated oxygen units will not be used by passengers for medical purposes.

3. The number of oxygen cylinders for medical use on board is the same as shown on the load sheet;
4. A mask is attached to the required outlet on each oxygen unit, as shown on the medical certificate;
5. The unit is secured and does not obstruct any emergency exit or aisle;
6. The passenger or his/her assistant has an Mukamalah Aviation certificate indicating the rate of flow needed in liters per minute and the total maximum quantity per hour;
7. The passenger and/or his/her assistant know how to operate the unit without the assistance of a Cabin Crew member;
8. Cabin Crew members should be aware that passengers should not take these kits with them when leaving the aircraft.



OPERATIONS MANUAL PART E – (OME)

2

STANDARD OPERATIONS PROCEDURES

2.17

SPECIAL CATEGORIES OF PASSENGERS (SCP)

Issue 01

Revision 00

Date 25-Mar-24

Page 2-49

More information on the use of medical/portable oxygen can be found in Chapter 7 First Aid.

2.17.5 Persons With Reduced Mobility (PRM)

A person's whose mobility is reduced by any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment and any other disability.

2.17.5.1 Wheelchair Passengers

Cabin Crew members must be vigilant and co-ordinate with Ground Personnel to ensure that wheelchair passengers are seated so that their comfort and convenience are ensured.

If required, the cabin wheelchair is available for such passengers' use during the flight.

On all flights, a compartment in the aircraft cabin will be dedicated and placarded for the use of personal wheelchair stowage under the following conditions:

1. Only one (1) personal wheelchair per location;
2. Weight shall not exceed 23kg;
3. Shall be collapsible;
4. Shall fit in the compartment without removing the wheels;
5. Shall be tagged with 'Incapacitated Baggage ID Tag'

Collapsible wheelchairs that do not exceed dimensions (56W/45D/25H) and weight of 9kg can be accepted in the guest cabin and shall be stowed in the overhead stowage compartments.

Wheelchair passengers are classified according to their condition:

Code	Condition
WCHR	Passengers who can ascend/descend steps and make their own way to/from their cabin seats but cannot walk long distances.
WCHS	Passengers who cannot ascend/descend steps but can make their own way slowly to/from their cabin seats.
WCHC	Passengers who are completely immobile and require wheelchairs to/from the aircraft and to/from their cabin seats.

The WCHC passenger shall be accompanied for assistance during the flight. Escort shall be at least 16 years old, physically and mentally able and willing to evacuate the disabled passenger in case of an emergency and shall be seated in adjacent seats.

Wheelchair passengers must not be seated on an emergency exit or on aisle seats.

Cabin Crew members are reminded of the following:

1. Speak to them at eye level;
2. Never push a wheelchair without asking first;
3. Help with baggage, stow crutches, sticks or wheelchair cushions;
4. Explain where the nearest toilet is and advise of the use of the on board wheelchair;



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.17 SPECIAL CATEGORIES OF PASSENGERS (SCP)

Issue	01
Revision	00
Date	25-Mar-24
Page	2-50

5. Explain the facilities of the disabled toilet;
6. Assist with food and drinks if necessary.

Seating restrictions apply as for any SCP Paragraph 2.7.3

2.17.5.2 Stretcher Passengers

Passengers on stretchers must be accompanied by an attendant.

The passenger must have a valid medical report on the scheduled date of departure. In the case of non-availability of a medical report, the LCC must inform the PIC.

The LCC will ensure that:

1. Not more than 1 (one) stretcher cases may be accepted per flight leg;
2. The stretcher is properly secured and does not obstruct any emergency exit or aisle and is provided with curtains, enough pillows and blankets to make the passenger feel comfortable for the duration of the flight;
3. All possible assistance is given to the stretcher passenger and the person(s) accompanying them;
4. A Cabin Crew member will be delegated to attend to the stretcher passenger to ensure that the harness is secured prior to take-off, landing and during turbulence, and will brief the attendant fully on the requirements in relation to a decompression. The attendant must be advised that they should fit their own mask first before assisting the stretcher passenger;
5. In the event of an evacuation, the procedures described in Chapter 4 will apply.

NOTE: In flight it may be necessary to adjust the seatbelt/straps on the stretcher, to ensure that they do not become too tight as the cabin pressure changes.

NOTE: On return flights to kingdom, maintenance may decide to keep stretcher onboard and uninstall it in kingdom and PIC shall be informed.



OPERATIONS MANUAL PART E – (OME)

2

STANDARD OPERATIONS PROCEDURES

2.17

SPECIAL CATEGORIES OF PASSENGERS (SCP)

Issue	01
Revision	00
Date	25-Mar-24
Page	2-51

2.17.5.3 Stretcher And/or Wheelchair Limitation

No limitation on the number of wheelchairs passengers accepted on board, however one stretcher is permitted on each flight leg.

2.17.5.3.1 Passenger Mobile Lounge

Mukamalah Aviation provide mobile lounge to escalate and land passengers with special needs from the aircraft. Advance arrangements are required for this service.

2.17.5.4 Visually Impaired Passengers

Most passengers are not completely blind as they may have some vision; therefore it is not always easy to tell if they have a sight problem.

Cabin Crew members should:

1. Guide passengers by walking slightly in front and allow them to hold your arm, advising of any steps or obstacles;
2. En-route, brief on the location of the nearest lavatory;
3. When they reach their seat, put their hand on the back of the seat;
4. Tell them when you move away;
5. Stow carry-on baggage ensuring they take any items out they may require;
6. Assist with food and drink as necessary;
7. Physically demonstrate the location and use of call buttons.

For seating and safety briefing, refer to 2.7.5

2.17.5.5 Hearing Impaired Passengers

You may only know if you are carrying a deaf passenger if they pre-notify. Some may be totally deaf or have an impairment that makes hearing faint or distorted.

Cabin Crew members should:

1. Speak clearly at an even pace and always face the passenger;
2. Show them the location of the nearest toilet;
3. Personally inform them when PAs are made;
4. Write out landing times, temperatures, goodbyes and thank you for flying with us.

For seating and safety briefing, refer to 2.7.1



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.18 SEATS, SAFETY BELTS & RESTRAINT SYSTEMS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-52

2.17.6 Newborn Babies

Newborn babies can be accepted for travel after the first week from their birth date. Babies of more than 48 hours old can be accepted for travel provided that medical clearance is obtained stating that the baby is in good health and does not need an incubator or medical oxygen.

2.17.7 Infants In Incubators

Specially designed incubators may be provided by Mukamalah Aviation for transportation of sick infants.

The LCC will ensure that:

1. The unit is properly secured and does not obstruct any emergency exit or aisle;
2. The seat next to the unit is occupied by the attendant nurse, who will always travel with the unit when it is in use;
3. That passengers comply with the smoking regulations.

2.17.8 Unaccompanied Minors

An unaccompanied minor (UM) is a child between the ages of 5 (five) and 12 (twelve) years, who is travelling without a parent or guardian or is not accompanied by a passenger aged over 16th years.

A child who is between the ages of 12 (twelve) and 15 (fifteen) years who is travelling alone may also be dealt with as an unaccompanied minor at the parents' request.

The maximum number of unaccompanied minors carried shall not exceed the number of working Cabin Crew on those particular flights.

2.17.9 Pregnant Passengers

The carriage of pregnant passengers' is subject to the following conditions:

1. Pregnant ladies are authorized to travel up to the 8th month without medical clearance;
2. Medical clearance will be required if:
 - a. Childbirth is expected in less than 4 weeks;
 - b. Uncertainty exists over the progress of the pregnancy and the date of delivery;
 - c. There were previous multiple births and childbirth complications are expected;
 - d. The medical certificate must be issued within 10 days of the flight date.

NOTE: The LCC shall include this information in the Flight Report.

If a Cabin Crew member suspects that an embarking passenger is pregnant, they should inform the LCC immediately. The LCC shall inform the PIC and Ground Personnel. The lady will be refused carriage if the pregnancy is 35 weeks and above.

2.18 SEATS, SAFETY BELTS & RESTRAINT SYSTEMS

GACAR §91.49, §121.1241

Passengers must occupy a designated passenger seat and wear an approved seatbelt which is attached to that seat for take-off, landing or whenever the FASTEN SEAT BELT sign is illuminated.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.18 SEATS, SAFETY BELTS & RESTRAINT SYSTEMS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-53

All seats and their associated seatbelts and harnesses are manufactured to withstand the stresses of an aircraft accident. Seats are upholstered in fire retardant materials and are equipped with either a harness for crew jump seats or a seatbelt for passenger seats.

2.18.1 Adults And Passengers Over the Age of 2 Years

GACAR §91.49

All passengers must occupy a seat and have their seatbelt or restraint system securely fastened. Passengers under the age of 2 (two) years must be seated on an adult's lap. The adult seatbelt must not be secured around the infant.

2.18.1.1 Seatbelts

Seatbelts are equipped with quick release buckles and are adjustable to varying girths to accommodate passengers of most builds. If a passenger cannot be secured due to physical size an extension seatbelt must be used.

2.18.1.2 Extension Seatbelts

An extension seatbelt must be used when a normal seatbelt is not long enough. When attached to the existing seatbelt it lengthens the seatbelt thus accommodating the fuller figure.

Passengers requiring an extension seatbelt must not be seated adjacent to an emergency exit, unless it is clear that they will NOT hinder an emergency evacuation.

Where the passenger requires two (2) seats, the passenger should be seated next to a window.

Extension seatbelt shall be returned to its original location after passengers deplaning. For more information about extension seatbelt locations, refer to location of Safety and Emergency Equipment of Aircraft Type Specific Section.

2.18.1.3 Passengers With Special Needs

Passengers (over 18years) who have physical challenges that require the support and security of a CRS or device in order to travel safely on an aircraft, may request an exemption to the FAA's regulations that require each passenger to be properly secured by a safety belt. This request may also be made by an airline on the passenger's behalf.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.18 SEATS, SAFETY BELTS & RESTRAINT SYSTEMS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-54

2.18.2 Child Restraint Systems (CRS)

GACAR §121.1241

Children from birth to 40 pounds, regardless of age may use approved child restraint devices for take-off, landing and in flight.

The FAA strongly urges airlines to secure a child in a CRS based on the child's weight.

A guideline is given in the next page:

Child's Weight	Child Restraint Device
Less than 20 LBS	Rear facing CRS
20 LBS to 40 LBS	Forward facing CRS
22 LBS to 44 LBS	Cares Child Safety Device
More than 40 LBS	Aircraft seatbelt

The FAA prohibits passengers from using booster seats and harness vests, and lap held restraint systems during ground movement, take-off and landing because it is considered that they do not provide the best protection.

NOTE: There is no regulation prohibiting the use of a booster seat or harness vest (or other non-approved devices) for a lap child during the cruise portion of the flight only.

2.18.2.1 Baby Bassinet

On some aircraft, baby bassinets are provided for passengers travelling with infants for use during the flight.

Whenever a passenger requests a baby bassinet, a Cabin Crew member must ensure the following:

1. The passenger with infant must be seated in front of the bulkhead that is provided with a baby bassinet fitting;
2. Upon the parent's request, baby bassinet must be installed after take-off;
3. Check that the baby bassinet is not damaged and its material is not torn;
4. Check that pins and corresponding holes in the related monument are not defective, damaged or blocked;
5. Once the seatbelt sign is ON for landing it must be collected and stowed.

2.18.2.2 Car Type Safety Seats

GACAR §121.1241

Car type safety seats are an assembly consisting of a shaped seat on which a child or infant is restrained and which rests on an aircraft seat anchored only by the passenger seatbelt.

The seat must be designed so that a child can easily and quickly be secured in or removed from the seat. It must have a single release-type harness that at least secures a child's lap, torso and shoulders and must be of such a design as to prevent unreasonably easy release by the child occupying the seat.

2.18.2.2.1 Restrictions

GACAR §91.49, §121.1241



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES 2.18 SEATS, SAFETY BELTS & RESTRAINT SYSTEMS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-55

The child is accompanied by a parent, adult, or attendant designated by the child's parent or guardian to attend to the safety of the child during flight.

The CRS must bear one or more labels as follows:

1. Seats manufactured to US standard between January 1, 1981 and February 1985 must bear the label:
"This child restraint system conforms to all applicable Federal motor vehicle standards".
2. Seats manufactured to US standards on or after February 26 1985, must bear two labels:
"This child restraint system conforms to all applicable Federal Motor Vehicle Standards", and
"This restraint is certified for use in motor vehicles and aircraft."
3. Seats that do not qualify under U.S. standards must bear the following markings:
 - a. That the seat was approved by a foreign government;
 - b. That the seat was manufactured under the standards of the United Nations;
 - c. That the seat or child restraint device furnished by the certificate holder was approved by the FAA through type Certificate or Supplemental Type Certificate, or
 - d. A child restraint device manufactured by AmSafe Inc. (CARES Part No. 4082) and approved by the FAA, and bear the FAA approval markings.

2.18.2.2.2 Location

GACAR §121.1241

1. The device must be confined and attached to a single passenger seat. To avoid obstructing the movement of neighboring passengers, the CRS should be positioned in either a window seat or another location which may be acceptable provided only responsible adults occupy seats next to the infant/child;
2. The CRS should not be located in an aisle seat or in a row of seats immediately forward of, or aft of, or in the same row as an emergency exit;
3. More than one CRS may be placed in a row of seats if the children are from the same family travelling in a group;
4. No other passenger may occupy the same passenger seat with an infant/child seat;
5. A passenger who has purchased a seat for the CRS and the device is approved, must be allowed to use it. If the passenger has not purchased a seat for the device, an empty seat may be used if available. If a passenger seat is not available, the device must be properly stowed as carry-on or checked baggage;
6. The CRS must be secured to a forward facing passenger seat.

2.18.2.2.3 Installation

GACAR §121.1241

1. The device may be used either aft facing (for infants 20lbs and under) or forward facing (for infants/children over 20lbs). Manufacturer's instructions must be followed. These instructions are placarded on the side or back of the device;



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.18 SEATS, SAFETY BELTS & RESTRAINT SYSTEMS

Issue	01
Revision	00
Date	25-Mar-24
Page	2-56

2. The device must be attached to a single seat using the standard seatbelt (and extension if necessary) at all times during the flight. It must be secured through the seatbelt guide as indicated on the placard/seat;
3. The buckle of the seatbelt must be easily accessible for release, is not twisted and is located midway between the sub frame;
4. The seatbelt must not be installed such that the seatbelt is secured over the child;
5. While in use all infant/child seat straps, especially shoulder straps should always be in place per instructions whenever the FASTEN SEAT BELT sign is ON;
6. During an emergency evacuation, the device should remain attached to the passenger seat and only the infant/child should be removed from the aircraft.

2.18.2.3 Child Harness Device (Cares)

GACAR §121.1241

The CARES Child Safety Device is the only FAA approved harness type restraint for children weighing between 22lbs and 44 lbs. This type of device provides an alternative to using a hard backed seat and is approved only for use on aircraft. The CARES child Safety Device is not approved for use in motor vehicles.

2.18.2.4 Children With Special Needs

GACAR §121.1241

Most children who use a CRS weight 40lbs or less. However, there are some children with physical challenges who weigh more than 40lbs and need the support and security of a CRS or device so they can travel safely on an aircraft.

Airlines must allow a passenger who is under the age of 18 to use an approved CRS that is properly labeled, appropriate for the passenger's weight, and as long as the passenger is properly secured in the CRS.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES

2.19 TURBULENCE

Issue	01
Revision	00
Date	25-Mar-24
Page	2-57

2.19 TURBULENCE

Turbulence is a disturbance in the smooth flow of air. It can be caused by adverse weather, certain types of cloud formation or by the passage of a large aircraft through the air. Turbulence can occur from the take-off stage through to the approach and landing and can vary from a slight buffeting to violent changes of altitude and airspeed.

The aircraft may encounter air turbulence with or without warning. In an unanticipated or anticipated turbulence, the flight deck crew may use the following signals:

1. FASTEN SEAT BELT signs ON;
2. PA announcement.

LCC will contact the flight deck crew for instructions and follow the appropriate steps.

2.19.1 Unanticipated Turbulence (Without Warning)

1. Discontinue all service and secure carts and trolleys by quickest means possible. Twist carts slightly to wedge between seats, if necessary;
2. Cabin Crew members should sit in the nearest empty seat and fasten seatbelt. If there are no empty seats available, they should sit on the floor and hold the seat legs;
3. Command passengers to sit down and fasten seatbelts;
4. Remain seated until informed by the PIC that you may move about the cabin;
5. Check the passengers for injuries and the cabin for damage.

LCC may request that the FASTEN SEAT BELT sign be switched ON and that the Cabin Crew should sit down if they feel unsafe.

2.19.2 Anticipated Turbulence

1. Make a PA announcement directing passengers to return to their seats and fasten their seatbelts;
2. Ensure passengers standing in the prayer area or lavatory areas to comply quickly;
3. Check the passengers have their seatbelts fastened;
4. LCC should inform the PIC that the passengers are seated with their seatbelts fastened and the cabin is secure;

If the PIC allows the service to be continued, a hot beverage service should be suspended, and Cabin Crew members should be prepared to secure the carts and trolleys as quickly as possible if turbulence becomes severe.

However, if the LCC feels it unsafe to continue the service, he must notify the PIC.

2.19.3 Prolonged Turbulence

If prolonged turbulence is experienced or when passengers do not comply with the lighted sign/given instructions, the turbulence PA must be made periodically, advising passengers to remain seated and to ensure that their seatbelts are securely fastened.



OPERATIONS MANUAL PART E – (OME)

2 STANDARD OPERATIONS PROCEDURES
2.19 TURBULENCE

Issue	01
Revision	00
Date	25-Mar-24
Page	2-58

INTENTIONALLY LEFT BLANK



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.1 INTRODUCTION

Issue	01
Revision	00
Date	25-Mar-24
Page	3-1

3. SAFETY AND EMERGENCY EQUIPMENT

GACAR §121.143, PART 121 Appendix G (b) (10)

3.1 INTRODUCTION

This section contains descriptions of the various types of portable safety and emergency equipment carried on Mukamalah Aviation aircraft. The use and operation of such equipment is also detailed in this section, together with Cabin Crew pre-flight serviceability checks where they are appropriate.

It is the responsibility of every Cabin Crew member to check that the correct number of each item are on board, they are correctly stowed and serviceable.

3.1.1 Pre-Flight Safety Equipment Check

Crew members shall carry out a safety equipment check in their area of responsibility.

The safety equipment check shall be carried out before every flight and/or every time crew members take over an aircraft immediately after boarding the aircraft.

Pre-flight safety equipment check is carried out to ensure:

1. Serviceability of the equipment;
2. The respective equipment is secured and easily accessible when needed; and
3. That equipment is not being used as a cover for hiding suspicious items as a part of security search.

While checking equipment, cabin crew must:

- Remove shoes before standing on passenger seats.
- Not stand or sit on the armrest of the seats.

Cabin crew shall report to the LCC immediately any discrepancies in location, quantity or condition of any equipment during pre-flight checks or if they are unable to check serviceability of the equipment.

When on ground LCC shall inform the Ground Engineer who will change/replenish the equipment according to the Minimum Equipment List (MEL) or re-secure the equipment. In the event of any discrepancies, the Captain shall be informed, and entry shall be made in the Cabin Defect Log.

Passengers And Cabin Crew Shall Not Stow Any Items or Hand Luggage In The Safety Equipment Stowage Compartments, In Order To Ensure Easy Access To The Safety Equipment At All Times.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.2 OXYGEN EQUIPMENT

Issue	01
Revision	00
Date	25-Mar-24
Page	3-2

3.2 OXYGEN EQUIPMENT

3.2.1 Portable Oxygen Bottle

GACAR §91.223, §121.509

The portable oxygen bottle provides oxygen for the following purposes:

1. Cabin crew post-decompression use.
2. Crew and passengers therapeutic use.

Preflight Check:

1. Amount
2. Secure
3. Carry strap attached
4. mask attached to HI flow outlet
5. Between 1750 to 1800 PSI
6. Last inspection date

If used inflight, do not allow the pressure to drop below 500 PSI; change bottle if necessary to continue medical treatment. In the event of decompression, this reserve oxygen supply (500 PSI) is required for post decompression use by CCs.

When administering oxygen to an infant, flow rate should be 2L per minute (low flow). When administering oxygen to a child or adult, flow rate should be 4L per minute (high flow).

NOTE: all Cabin Crew shall immediately be re-enforcing 'no smoking' if and when oxygen is being administered for first aid passenger(s) are well as if and when oxygen masks drop from overhead panel in case of a decompression.

AGE	FLOW RATE (OUTLET)	DURATION
Infant	Low flow 2L per minute	Up to 60 minutes
Child and Adult	Hi flow 4L per minute	Up to 30 minutes

How to use POB:

1. Enforce no smoking by announcing and observing at all times
2. Inform the flight deck.
3. Obtain bottle from stowage. Ensure mask is attached to the correct outlet.
4. Secure the bottle on you using the carry strap and re-check PSI.

Oxygen Administration to Crew/Passengers:



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.2 OXYGEN EQUIPMENT

Issue	01
Revision	00
Date	25-Mar-24
Page	3-3

1. Remove grease/makeup from face.
2. Turn bottle to fully on.
3. Check mask assembly check that oxygen is flowing (pinch the bag).
4. Place the mask over nose and mouth secure mask with elastic bands by pulling the elastics.
5. Secure the bottle under the seat and ensure the gauge is visible.
6. If possible, monitor the casualty or delegate the responsibility to another passenger to monitor the casualty and the PSI.
7. Oxygen system masks are one type drop down and portable bottles for cabin crew and passengers.
8. Keep flight deck informed of the situation. Request EMS if necessary.
9. When PSI reaches 500 or landing is imminent, remove the mask and turn off the bottle.
10. Place the bottle back into its stowage.
11. Place the used mask into an airsick bag and mark "USED."
12. Inform flight deck of the situation and advise oxygen administration has been complete.

Components:

1. Pressure gauge, 1,750 to 1,800 PSI.
2. 2 outlets (HI 4L) and (LO 2L).
3. 2 masks.
4. Shut-off valve.
5. Carry strap.

How to Attach/Detach Mask:

1. Plug the mask in to the appropriate outlet.
2. Push and turn the plug clockwise.
3. Push and turn counter-clockwise and pull out to detach.

Amount and Location:

1. Two POBs in the front closet AC left at 1L station.
2. Two POBs behind last row of seats AC right.

NOTE 1: When the AC is parked in cold weather for extended period of time, oxygen condenses and PSI may be showing lower PSI. Allow few minutes for the bottle to warm up and PSI may return to its original PSI.

NOTE 2: Individual passengers are prohibited to carry their own medical oxygen. The Company operations will not permit the use of oxygen bottles except what is carried onboard. Exception is made during air ambulance operations.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.2 OXYGEN EQUIPMENT

Issue	01
Revision	00
Date	25-Mar-24
Page	3-4

3.2.2 Protective Breathing Equipment (PBE) – Scott

GACAR §121.1185

The PBE is a hood device used to protect crewmembers from the effects of smoke, carbon dioxide or harmful gases, and oxygen deficiency while attempting to locate and/or extinguish an inflight fire.

The hood completely encloses the head and seals at the neck area with a thin elastic band. Shroud extends downward from the neck area to protect the user from direct flame contact.

Duration of the chemically supplied oxygen system is approximately **15 minutes**.

Limitations:

1. Be aware that this device does not provide full body protection.
2. The user must be cognizant of an inherent sense of invincibility while wearing the hood.

Pre-flight Check:

1. Correct stowage & quantity
2. Check validity.
3. Humidity Indicator is **BLUE** that is visible from a small clear window.
4. Last inspection date (if applicable).



Amount and Location:

1. Two under FWD CC station.
2. Two under AFT AC left CC station.
3. One in the flight deck behind PIC.

Amount and Location N807XA:

1. Two under FWD CC station.
2. Two above CC station L
3. Two above CC station R
4. One in the flight deck behind PIC

Operation:

1. Remove unit from case.
2. Tear off red pull strip and remove unit from bag.
3. Pull out actuation ring. Do not use unless you hear gas flow.
4. Bend forward, grasp hole in neck seal with thumbs, insert chin into hole and pull hood across face and overhead.
5. Pull hood down until headband firmly engages forehead. Remove all hair and clothing between neck and seal. Using fingers, be certain neck seal makes firm contact completely around neck.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.2 OXYGEN EQUIPMENT

Issue	01
Revision	00
Date	25-Mar-24
Page	3-5

- Normal operation causes gas flow noise inside the hood. When noise stops, immediately move to a non-hazardous area, and remove hood.



Step 1



Step 2



Step 3



Step 4



Step 5



Step 6

After Use:

The used PBE should be placed in a metal container for the duration of the flight.

At the completion of the flight, the PBE must be handed over to maintenance for an authorized disposal.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.3 FIRE EXTINGUISHERS

Issue	01
Revision	00
Date	25-Mar-24
Page	3-6

3.3 FIRE EXTINGUISHERS

3.3.1 Halon 1211 Fire Extinguisher

GACAR §91.303, §121.143, PART 121 Appendix G (b) (10)

1. Liquid gas agent which vaporizes on release and extinguishes fire;
2. The Halon fire extinguisher is effective on all types of fires. It is most effective on electrical, fuel, oil, grease, etc;
3. It is most effective in reaching sources of fire even in hard to reach locations such as behind a panel or an obstruction;
4. Halon extinguishes the fire as it smothers and chemically prevents the oxygen in the air from being used by the fire;
5. Halon vapour reduces the possibility of flash back (fire restarting).

Duration: 8 to 12 seconds.

Pre-Flight Check:

1. Correct stowage and quantity;

NOTE: If the Halon Extinguisher found to be re-located in another location during the preflight check, LCC shall inform the PIC immediately.

2. The safety pin is inserted between the lever and the handle. A plastic strip is secured through the safety pin, around the lever and the handle;

NOTE: If plastic strip is missing, report it to the PIC immediately.

3. The pressure gauge needle is in the **GREEN** zone.

Halon 1211 may work on all 4 classes of fire:

1. **Class A:** Combustible materials (wood, paper, plastic, etc.).
2. **Class B:** Rechargeable lithium batteries (iPhones, etc).
3. **Class C:** Electrical.
4. **Class D:** Class D fires are non-rechargeable lithium batteries such as ELT in aircraft, etc.

Weight: 3.5 lb (1.6 kg).

Range: 8 to 12 feet (3.5 meters).

NOTE: When almost empty, a hissing sound will be heard. This shall alert the user that the extinguisher is getting empty and backup extinguisher may be needed.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT
3.3 FIRE EXTINGUISHERS

Issue	01
Revision	00
Date	25-Mar-24
Page	3-7

Operation:

1. Release from brackets.
2. Twist the pin and pull.
3. Hold extinguisher upright and aim the hose at the base of the fire.
4. Squeeze the handle to discharge the extinguisher.
5. As you move closer towards the fire, move the hose from side to side in a sweeping motion.
6. Aim at base of fire.

After Use:

1. Place the unit back into its stowage.
2. Tag extinguisher as used.
3. Advise PIC.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.3 FIRE EXTINGUISHERS

Issue	01
Revision	00
Date	25-Mar-24
Page	3-8

3.3.2 Water (H₂O) Extinguisher

This extinguisher may be used on burning materials such as paper, cardboard, fabric, wood, plastics, rug, luggage and clothing fires.

1. It extinguishes the fire by reducing the temperature;
2. It can be used for dampening down after a fire has been extinguished by using a HALON extinguisher;
3. It comprises of water and anti-freeze propelled by a carbon dioxide (CO₂) cartridge. Twisting the cartridge holder in a clockwise direction (to the right) causes the carbon dioxide cartridge to be punctured by a piercing pin assembly, releasing the charge of carbon dioxide, which pressurizes the extinguishing agent.

Duration: approximately **30 seconds.**

Pre-Flight Check:

1. Correct stowage and quantity;

NOTE: If the water extinguisher found to be re-located in another location during the preflight check, LCC shall inform the PIC immediately.

2. Check the wire is inserted through the upper part of the neck, the rim of the handle is not broken and it is secured with a lead seal;
3. Look through the hole in the handle to ensure the presence of the CO₂ cartridge.

Operation:

1. Remove from brackets.
2. Twist handle clockwise completely to break wire seal/puncture CO₂ cartridge.
3. Hold extinguisher upright and aim at base of the flame.
4. Depress lever and discharge extinguisher using a sweeping motion.
5. Stand as close to the fire as safely possible; attempt to move closer as the fire is reduced.
6. Range: 10 ft
7. Used on class "A" fire or lithium batteries to prevent thermal runaway.

Amount and Location:

1. 1 in the closet AC facing 1L station.
2. 1 above AFT Jumpseat aircraft L.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.3 FIRE EXTINGUISHERS

Issue	01
Revision	00
Date	25-Mar-24
Page	3-9

3.3.3 Lavatory Fixed Fire Extinguisher

Halon 1211 is a liquefied gas that works by disrupting the chemical reaction occurring during a fire. It does not freeze, stain fabric, or cause cold burn or corrosion.

This extinguisher is an automatic fixed Halon 1211 fire extinguisher and it is heat sensitive. When the temperature exceeds 80°C, the extinguisher will discharge all of its contents into the lavatory waste bin.

When 1211 is discharged in the waste bin, the embers should be cooled with non-flammable liquid (e.g., soft drink, coffee, hot/cold water, Juice).

Duration: 5 seconds.

Preflight Check: Inspected by maintenance.

Amount and Location:

1 extinguisher located above the waste bin, one above each LAV. waste bin.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.4 MEGAPHONE

Issue	01
Revision	00
Date	25-Mar-24
Page	3-10

3.4 MEGAPHONE

GACAR §91.221

1. Megaphone is carried to accommodate operational regulation. When the PA becomes unserviceable the aircraft may be dispatch provided the aircraft is fitted with a serviceable megaphone and the Interphone is serviceable.
2. When Megaphone becomes unserviceable and PA is unserviceable, one of the two must be repaired before the flight. There is no MEL relief for both unserviceable PA and Megaphone.
3. When Megaphone is discovered to be unserviceable, inform the PIC.

Preflight Check:

1. Amount.
2. Secure.
3. Operable.
4. Ensure strap is attached and not frayed

Purpose:

1. One being a replacement for an unserviceable PA system.
2. This equipment may also be used post evacuation for crowd control.

How to use:

1. Take it out of the stowage bin.
2. Ensure the volume is set to an appropriate level.
3. Hold the microphone against your mouth.
4. Push the trigger button to talk.
5. When finished addressing, release the button.

Amount and Location:

1. One in the FWD closet AC right at 1R station.
2. One located behind last row of seats AC left.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.5 CRASH AXE

Issue	01
Revision	00
Date	25-Mar-24
Page	3-11

3.5 CRASH AXE

The crash axe is used for firefighting, as a survival tool, and for clearing debris around the exit. The sharp end of the crash axe may be used to pry panels away from the fuselage so that a fire extinguisher may be inserted and deployed to fight a fire. The other end may be used as a survival tool. For your added protection, the handle of the axe is insulated with dolomite rubber handgrips.

Extreme caution should be taken when using the crash axe to cut away aircraft panels, as there may be electrical lines behind them. It will primarily be operated by a member of the flight deck unless the CC is instructed to utilize by the PIC.

Preflight Check:

1. Amount
2. Secure.

Amount and Location:

1. One Crash Axe and It is located in the flight deck behind the PIC seat. It is secured in brackets and by snaps.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT
3.6 EMERGENCY FLASHLIGHT

Issue	01
Revision	00
Date	25-Mar-24
Page	3-12

3.6 EMERGENCY FLASHLIGHT

1. The flashlight is provided to assist in carrying out evacuations (i.e., dense smoke or dark environment).
2. These flashlights must be operable at all times.
3. The flashlight can be activated manually when it is removed from the retention bracket through a slide switch located on the flashlight body.

Duration: Two hours.

Pre-Flight Check:

1. Amount
2. Secure in bracket and that charges the flashlight while not in use.
3. DME type: Red light flashes once every 8 sec.
4. Operable (White and bright in color).

To use in smoke filled cabin:

1. Crouch down
2. Hold flashlight at eye level.
3. Aim without movement.

The EFL may be used in a night evacuation, but not required. It is a great piece of equipment to take off the aircraft for future use, until help arrives:

1. Hold at eye height.
2. Move in a sweeping motion to prevent vision impairment.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT
3.7 EMERGENCY LOCATOR TRANSMITTER

Issue	01
Revision	00
Date	25-Mar-24
Page	3-13

3.7 EMERGENCY LOCATOR TRANSMITTER

3.7.1 Fixed Emergency Locator Transmitter

1. The Aircraft are equipped with a fixed Emergency Locator Transmitter (ELT).
2. The Emergency Locator Transmitter (ELT) assists in the location of the airplane during search and rescue operations.
3. The ELT may be manually or automatically activated. In both cases, a red-light flashes on the cockpit panel to indicate the ELT's activation. Manual activation may be performed when any switch is set to the ON position.

Controls and Indicators:

The ELT is located in the tail section of the aircraft, and the controls are located in the flight deck.

Pre-Flight Check:

Conducted by flight crew

The control switch has two positions:

1. ON: Activates the ELT.
2. ARM: Allows the ELT to be automatically activated.

NOTE: The TEST/RESET function is provided by pressing ON, waiting 1 second and then pressing ARM.

RESET function allows ELT deactivating, after a manual or automatic activation.

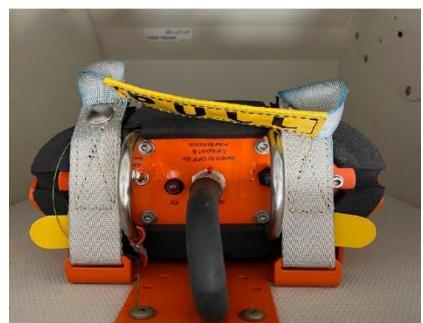
During TEST/RESET function, the ELT alert light flashes to indicate that the system is transmitting.

3.7.2 Portable Emergency Locator Transmitter (in N807XA)

1. N807XA AC is equipped with 2 portable Emergency Locator Transmitter (ELT).

Preflight Check:

1. Amount
2. Secure
3. Toggle is in ARMED position
4. Antennae present and stowed properly
5. Red flashing light



Amount and Location:

1. One in overhead bin first row AC L overhead bin
2. One in overhead bin 13th row AC R overhead bin



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT 3.8 CREW/PAX LIFE VESTS

Issue	01
Revision	00
Date	25-Mar-24
Page	3-14

3.8 CREW/PAX LIFE VESTS

The Aircraft are equipped with individual crew and passenger life vests. These vests are to be used in a water evacuation for flotation. Crew life vests must be secured on a person prior to conducting the passenger evacuation. All crew stations and passenger seats are fitted with one vest.

NOTE: There are two spare life vests located in the last row overhead ACL

NOTE: Infant life vest to be carried only if and when flight dictates overwater and beyond 100 nautical miles.

1. Components:

- a. Two carbon dioxide cartridges (for automatic inflation).
- b. Two red tubes for oral inflation and manual deflation.
- c. Battery powered light.
- d. Single strap and a clip at the end.

2. Operational Procedures (Adult):

- a. Remove from the stowage.
- b. Tear paper tab to open sealed plastic bag.
- c. Place life vest overhead.
- d. Wrap strap around waist and secure at waist.
- e. Pull to tighten.
- f. Pull red "inflation" tabs only when leaving the aircraft.
- g. Battery powered light activates when water enters the battery chamber.

3. Operational Procedures (Child):

- a. Remove from the stowage.
- b. Tear paper tab to open sealed plastic bag.
- c. Place life vest overhead.
- d. Wrap strap around waist under the leg and secure at waist.
- e. Pull to tighten.
- f. Pull red "inflation" tab" one side only when leaving the aircraft.

NOTE: The Company does not have infant life vest. Should there be a flight over water exceeding 50 nautical miles beyond the shoreline, infant life vest to be carried onboard.

NOTE: If life vest does not inflate, inflation tubes are provided on each side of vest for oral inflation.

4. Operational Procedures (Infant):



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.8 CREW/PAX LIFE VESTS

Issue	01
Revision	00
Date	25-Mar-24
Page	3-15

- a. When placed it will be located, in overhead bin row 28 AC L, at least 5.
- b. Remove from the stowage
- c. Tear paper tab to open seal plastic bag
- d. Place life vest overhead
- e. Wrap strap, secure around at waist.
- f. Pull to tighten
- g. Instruct guardian to pull red inflation tabs one side only when leaving the aircraft.

5. Amount and Location:

- a. 3 in the flight deck, behind each pilot seat: two behind PIC seat, one behind SIC seat.
- b. 1 under each CC jump seat behind the panel.
- c. 1 under each passenger seat or between the seats.
- d. 2 in last overhead bin AC left.

6. Preflight Check:

- a. Amount
- b. Secure



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT
3.9 SURVIVAL - LIFE RAFT OPERATION/CABIN CREW
PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	3-16

3.9 SURVIVAL - LIFE RAFT OPERATION/CABIN CREW PROCEDURES

1. GACARs require that 50 nautical miles from land over water operation (flight) are equipped with life rafts and survival equipment.
2. B737-800 will be fitted with a minimum number of life raft(s) as per number of souls onboard. One life raft is able to accommodate up to 36 souls with an overload capacity of 54.
3. When fitted with a life raft, primary location will be over the wing exit rows in the overhead bin(s) row 13. As a secondary location, additional life rafts are to be stored in row 2 overhead bins.
4. These locations are easy and safe access for cabin crews in case of inadvertent water landing (ditching).





OPERATIONS MANUAL PART E – (OME)

3

SAFETY AND EMERGENCY EQUIPMENT

3.9

SURVIVAL - LIFE RAFT OPERATION/CABIN CREW PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	3-17

5. Life rafts with survival equipment are carried on all flights when the routing takes the aircraft more than 50 nautical miles beyond shoreline.
6. Life vests/flotation devices are carried on flights when the routing takes the aircraft more than 50 nautical miles.
7. Life Vests/Rafts will be utilized only if an unplanned/Planned emergency (ditching) occurs. The life Vests/Rafts is designed to provide a safe and reliable flotation device in the event of an emergency ditching.
8. When evacuating in a ditching, crewmembers are responsible for the door/window exits, crewmembers must board the raft immediately after all evacuation procedures are completed.
9. How to use:
 - a. Remove from the stowage;
 - b. Tie the activating lanyard to the seat strut/door assist handle;
 - c. Open the exit;
 - d. Grab the raft and throw the raft as far as you possible can;
 - e. Once the raft is inflated, instruct your passengers to remove shoes and to jump in the water and climb on the raft using a boarding aid; there are two, one on each side.

NOTE: If the raft does not inflate, one should immediately jump and yank the activating rope until the raft is fully inflated.

10. During evacuation in the water:
 - a. Passenger and Crew to remove all shoes and sharp items prior to boarding the raft to prevent the raft from becoming unserviceable.
 - b. Ensure all passengers have their life vest on.
 - c. Ensure no one inflates the vest inside the aircraft.
 - d. Vests should be inflated once one is outside of the aircraft.
11. Duties and Responsibilities:
 - a. Primary overwater exit should be considered first.
 - b. CC3 and CC4 to do the following:
 - i. When it is planned ditching, wear your vest during the demonstration and do not take it off
 - ii. When unplanned, put on your life vest before proceeding in the cabin
 - iii. Obtain the raft from overhead bin row 13
 - iv. CC3 Tie the lanyard to chair
 - v. CC4 assess and if safe open the exit row 13
 - vi. CC 3 and CC4 get the raft and throw as far as possible



OPERATIONS MANUAL PART E – (OME)

3 **SAFETY AND EMERGENCY EQUIPMENT**
3.9 **SURVIVAL - LIFE RAFT OPERATION/CABIN CREW
PROCEDURES**

Issue	01
Revision	00
Date	25-Mar-24
Page	3-18

3. Secondary exit 1L/1R whichever is more useable to;

- i. When it is planned ditching, wear your vest during the demonstration and do not take it off
- ii. When unplanned, Put on your life vest before proceeding in the cabin
- iii. Lead CC and CC2 to obtain the raft from row 2 overhead bin
- iv. Lead CC Tie the lanyard to door assist handle
- v. CC2 assess and if safe open the exit 1L/1R whichever is more safe
- vi. Lead CC and CC2 get the raft and throw as far as possible
- vii. Before throwing the raft out for inflation, CC to detach the slide.
- viii. If raft does not inflate, CC2 to pull the lanyard further to activate the raft inflation
- ix. Direct passengers to leave the AC and only inflate the vest when outside
- x. Direct passenger to board the raft and help others

12. Onboard Life Raft Duties:

- a. Ensure all shoes and sharp items are removed;
- b. All CCs to enter the raft to balance the raft;
- c. CC4 to command all passengers to remove shoes/sharp items;
- d. CC2 to cut the mooring line using the cutting knife;
- e. CC3 retrieve survival kit;
- f. CC3 and CC4 to set up canopy; get three rods each;
- g. CC2 get one rod and set up canopy;
- h. CC 2 get ELT and activate;
- i. Lead get one rod and center rod extender;
- j. Lead get signaling devices and make sure you have the sea dye and flare.

13. After setup is complete:

- a. CC3 to do headcount;
- b. All CCs to help covering the raft;
- c. CC4 to retrieve CCK items and provide first aid to injured;
- d. Calm occupants;
- e. Secure and use signaling devices as needed;
- f. If the crewmembers are not assigned to the door/window exits, they should get out the aircraft and board the raft and help the others.



OPERATIONS MANUAL PART E – (OME)

3

SAFETY AND EMERGENCY EQUIPMENT

Issue **01**

3.9

SURVIVAL - LIFE RAFT OPERATION/CABIN CREW

Revision **00**

PROCEDURES

Date **25-Mar-24**

Page **3-19**

- g. One raft may be overloaded with one extra person, they may transfer to another raft ONLY after all rafts have been gathered together and well away from the sinking aircraft.

14. Survival Kit Contents:

- a. 1 Aerial Flares
- b. 1 Age Limited Kit (container/case which holds the first aid contents)
- c. 1 Bailing Bucket
- d. 1 Basic Module (container/case which holds the survival/first aid kit contents for the life raft)
- e. 6 Canopy Rods
- f. 1 Canopy
- g. 1 Flashlight Assemblies
- h. 1 Life Raft Survival Manual
- i. 1 Hand Pump with adapter
- j. 1 Raft Repair Kits
- k. 1 Rod Extender
- l. 1 Sea Dye Marker
- m. 1 Signal Mirror
- n. 1 Sponge
- o. 1 Utility Knife
- p. 12 Drinking Water Pouches
- q. 1 Whistle
- r. 1 Portable Emergency Locator Transmitter



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.10 MEDICAL KIT, FIRST AID KIT, UNIVERSAL PRECAUTION KIT

Issue	01
Revision	00
Date	25-Mar-24
Page	3-20

3.10 MEDICAL KIT, FIRST AID KIT, UNIVERSAL PRECAUTION KIT

3.10.1 Emergency Medical Kit in the Flight Deck

1. General
 - a. Based on Appendix B to GACAR part 91 medical kit, airplane having more than 20 seats, at least one medical kit should be placed and be equipped onboard the aircraft.
 - b. Location and contents of medical supplies.
2. Amount and Location: One/Flight deck, behind the PIC seat.
3. Content: As per GACAR 91 Appendix B list.
4. Preflight Check:
 - a. Amount,
 - b. Secured
 - c. Sealed
 - d. Last inspection/expiration date.
5. Location
 - a. Kits should be distributed as evenly as practicable throughout the passenger cabin. They must be readily accessible to crew members.
 - b. The medical kit, when carried, must be stored in an appropriate secured location to prevent unauthorized entry or use.
 - c. Medical supplies must be stored in a manner to keep them free from dust, moisturize, humidity and damaging temperatures.
 - d. Use of this kit is strictly prohibited to anyone who is not certified medical care giver. Medical kit is only used when it is advised by licensed medical doctor, only then the kit is brought and used as applicable to the medical need.
6. Medical Kit content
 - a. Equipment
 - i. List of contents
 - ii. Stethoscope
 - iii. Sphygmomanometer (electrical preferred)
 - iv. Airways, oropharyngeal (three sizes)
 - v. Syringes (appropriate range of sizes)
 - vi. Needles (appropriate range of sizes)
 - vii. Intravenous catheters (appropriate range of sizes)



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT
**3.10 MEDICAL KIT, FIRST AID KIT, UNIVERSAL
PRECAUTION KIT**

Issue	01
Revision	00
Date	25-Mar-24
Page	3-21

- viii. Antiseptic wipes
- ix. Gloves (disposable)
- x. Needle disposable box
- xi. Urinary catheter
- xii. System for delivering intravenous fluids: including alcohol sponges and tape scissors
- xiii. Venous tourniquet
- xiv. Sponge gauze
- xv. Tape adhesive
- xvi. Surgical mask
- xvii. Emergency tracheal catheter (or large gauge intravenous cannula)
- xviii. Umbilical cord clamp
- xix. Thermometers (nonmercury)
- xx. Basic life support cards
- xxi. Bag valve mask
- xxii. Flashlight and batteries
- xxiii. Cardiopulmonary resuscitation (3 sizes)
- xxiv. Saline solution: 500 cc
- xxv. Self-inflating manual resuscitation device with three masks
- b. Medication
 - i. Epinephrine 1:1 000
 - ii. Antihistamine: injectable and tables – 25 mg
 - iii. Dextrose 50% (or equivalent) injectable 50 mL
 - iv. Nitroglycerin tables, or spray
 - v. Major analgesic
 - vi. Sedative anticonvulsant: injectable
 - vii. Antiemetic: injectable



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT
3.10 MEDICAL KIT, FIRST AID KIT, UNIVERSAL
 PRECAUTION KIT

Issue	01
Revision	00
Date	25-Mar-24
Page	3-22

3.10.2 First Aid Kit

GACAR §91. Appendix B-1

1. First Aid Kit is a kit that contains most essential items to treat a wound until further treatment is available. For content, see the FAK checklist inside the kit. The content is as follows for aircraft seating more than 20 seats.
2. Amount and Location:
 - a. Three first aid Kits
 - b. Two at FWD emergency equipment closet at 1R door AC right
 - c. One located behind last row of seats AC left
3. After Use:

CCs must enter all necessary information into the QSMS report for restocking. CCs inform Maintenance Department upon arrival at home base to ensure the first aid kit is restocked and released.
4. Preflight Check:
 - a. Amount
 - b. Secure
 - c. Sealed
 - d. Stocked (If the seal is broken, open the kit and check against content list in the kit.)
 - e. Expiration date
5. First Aid Kit Contents:



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.10 MEDICAL KIT, FIRST AID KIT, UNIVERSAL PRECAUTION KIT

Issue	01
Revision	00
Date	25-Mar-24
Page	3-23

First Aid Kit (FAK) Contents	
Required Items	Quantity
Adhesive bandage compresses, 1 inch	16
Antiseptic swabs, 10 MM 20	20
Ammonia inhalants, 6 MM	10
Bandage compresses, 4-inch	8
Triangular bandage compresses, 40-inch	5
Arm splint, non-inflatable	1
Leg splint, non-inflatable	1
Roller bandage, 4-inch	4
Adhesive tape, 1-inch roll	2
Bandage scissors	1
Protective Latex/Non-permeable gloves	1 pair

3.10.3 Universal Precaution Kit (UPK)

A UPK is provided on board all aircraft to be used by Cabin Crew members in cleaning up any biological liquid spill on the aircraft caused by any person.

Location of the UPK can be found next to the Doctor Emergency Kit.

PRE-FLIGHT CHECK

1. Correct stowage and quantity;
2. Sealed, not damaged.

NOTE: The LCC is responsible for ensuring that the required number of UPKs are available on board and ready for use.

OPERATION

1. Put on gloves, apron and face mask;
2. Sprinkle the absorbent powder evenly over the spill. (*the spill will thicken into a gel state*);
3. After 1 minute, use the handle scraper to scoop the contaminated gel into the scoop bag and seal the bag;
4. Wipe the affected area thoroughly with the surface cleaner towelette;
5. Wipe the area clean with the absorbent towels;
6. Remove gloves, apron and face mask;
7. Clean your hands with the antiseptic towelette;



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT
**3.10 MEDICAL KIT, FIRST AID KIT, UNIVERSAL
PRECAUTION KIT**

Issue	01
Revision	00
Date	25-Mar-24
Page	3-24

8. Place all used and contaminated items in the biohazard bag and tie securely.

More information regarding scene safety and managing clinical waste can be found in Section 7 First Aid.

CONTENTS

The following is a list of the contents of the UPK:

1. Dry powder that converts small liquid spills into gel;
2. Germicidal disinfectant for surface clearing;
3. Skip wipes for post mortem care;
4. Face mask;
5. Disposable gloves;
6. Protective apron;
7. Large absorbent towels;
8. Pick up scoop with scraper;
9. Biohazard scoop bag with handle scraper;
10. Instruction pamphlet.



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.11 AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

Issue	01
Revision	00
Date	25-Mar-24
Page	3-25

3.11 AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

1. B737-800s are equipped with one Automated External Defibrillator (AED).
 - a. If cardiac arrest was witnessed, immediately give one pericardial thump.
 - b. Notify PIC that AED use in progress.
 - c. Open the AED lid, the status lights will show the self-test cycle.
 - d. Prepare patient's chest by cutting or unfastening upper part of chest clothing.
 - e. If wet, dry off area before placing the pads.
 - f. If extremely hairy, rough shave the hair.
 - g. Place two electrodes.
 - h. Remove liner from sticky electrodes before placement.
 - i. Placement picture is on the package.
 - j. Upper right chest and lower left chest.
 - k. Either electro pads in either position is acceptable.
 - l. Be sure electro-pads are plugged into the AED.
 - m. Start AED rhythm analysis.
 - n. Do not touch the patient or backboard during the analysis cycle.
 - o. Shock delivery.
 - p. AED will notify you if and when to press the flashing shock button.
 - q. Stand clear, ensure no one is in contact with the patient.
 - r. It will shock up to three times if needed.
 - s. Do not touch the patient during the entire shock cycle.
 - t. Check pulse at carotid.
 - u. If no pulse, conduct CPR for one cycle, then go back to AED rhythm analysis.
 - v. If still no pulse after two AED rounds, continue CPR and notify PIC.
 - w. If pulse and breathing return, then assist ventilation as necessary, monitor patients and notify PIC.
 - x. Remove old leads and connect new pairs of leads to AED and close the lid after medical personnel arrive.
 - y. Inform PIC that the AED was used and the pads need to be replaced.
2. Preflight Check:
 - a. Amount



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.11 AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

Issue	01
Revision	00
Date	25-Mar-24
Page	3-26

- b. Secure
- c. Serviceability Indicator: Green check is on (in N807XA: green light is flashing)

3. Content:

- a. AED unit
- b. 2 Pads
- c. 2 disposable razors
- d. 1 battery pack
- e. Instruction card

4. Location: FWD Equipment Cupboard at 1R station (in N807XA: overhead bin row 1 AC R)



OPERATIONS MANUAL PART E – (OME)

3 SAFETY AND EMERGENCY EQUIPMENT

3.12 SEAT BELT EXTENSION

Issue	01
Revision	00
Date	25-Mar-24
Page	3-27

3.12 SEAT BELT EXTENSION

1. Seat belt extensions are available for passengers where normal restraint systems are inadequate, they may also be used to secure an oxygen bottle at passenger seat. It is important to physically check to ensure that is the correct type.
2. Location:
 - a. Nine in FWD closet AC right at 1R station
 - b. Nine in last overhead AC left.
3. It is the CCs' responsibility to check this equipment before each flight.
4. Ground crew and maintenance personnel have no responsibility over this item. It is the utmost importance to look after the inflight equipment and keep them well maintained at all times.
5. Preflight Check:
 - a. Amount
 - b. Secure
 - c. Correct type for the aircraft



OPERATIONS MANUAL PART E – (OME)

3

SAFETY AND EMERGENCY EQUIPMENT

3.13

SAFETY INFORMATION CARD

Issue

01

Revision

00

Date

25-Mar-24

Page

3-28

3.13 SAFETY INFORMATION CARD





OPERATIONS MANUAL PART E – (OME)

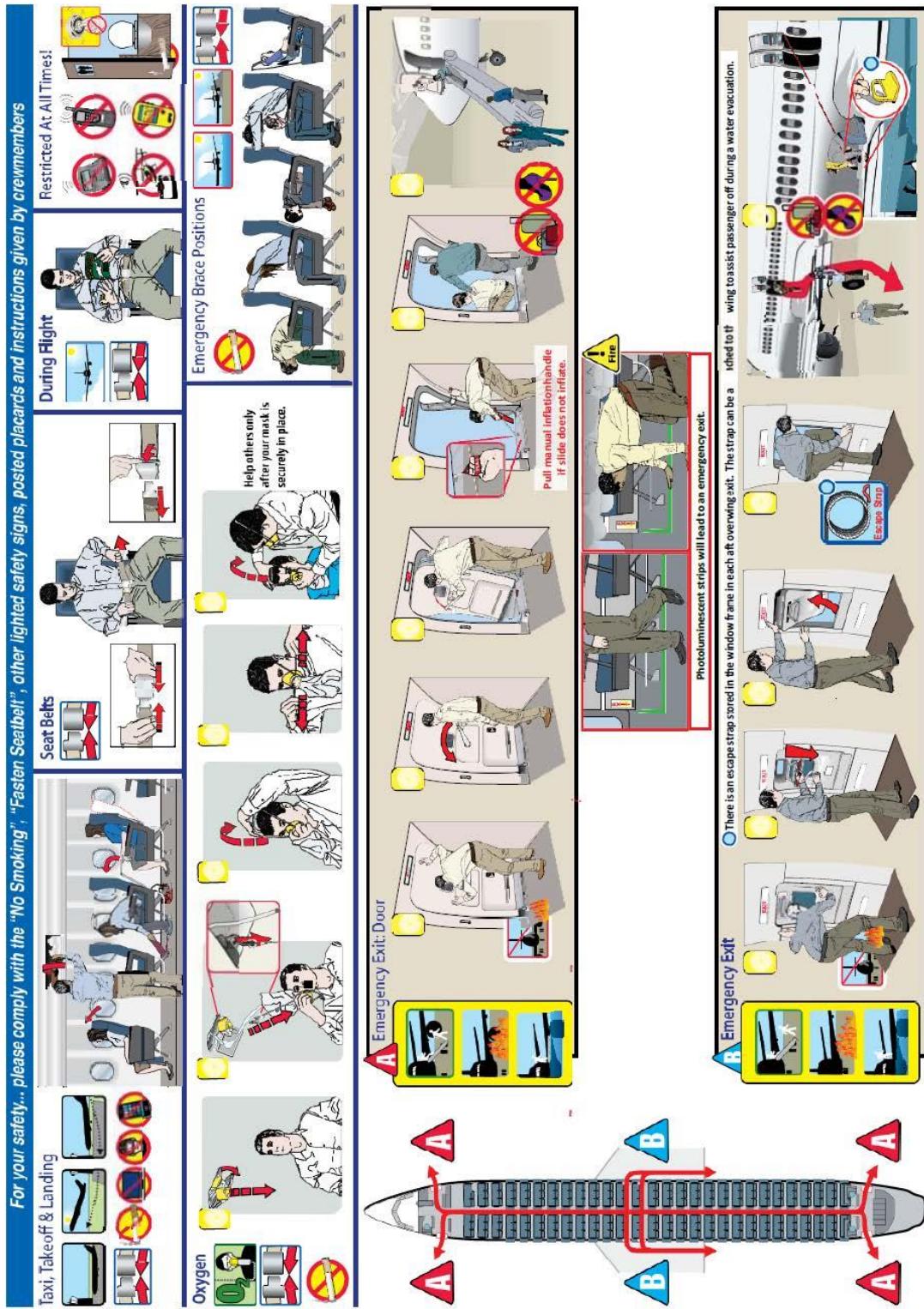
3

SAFETY AND EMERGENCY EQUIPMENT

3.13

SAFETY INFORMATION CARD

Issue	01
Revision	00
Date	25-Mar-24
Page	3-29





OPERATIONS MANUAL PART E – (OME)

4 **EMERGENCY PROCEDURES**
4.1 **INTRODUCTION**

Issue	01
Revision	00
Date	25-Mar-24
Page	4-1

4. EMERGENCY PROCEDURES

GACAR §121.176, GACAR §121.143, PART 121 Appendix G (b) (10)

4.1 INTRODUCTION

This section outlines procedures for handling various emergencies that could threaten the safety of passengers and crew. These guidelines aim to protect and save lives in such situations.

While no plan can cover every eventuality, these procedures address the most likely scenarios. If circumstances dictate, cabin crew must rely on their judgment and initiative to adapt these guidelines and ensure the best outcome for flight safety.

Following standard procedures is crucial during any emergency, with continuous updates provided to the pilot in command (PIC).

Time is of the essence in emergencies. Cabin crew must be thoroughly familiar with drills, emergency equipment location, and its operation. Any cabin emergency must be reported to the PIC immediately.

This section provides general instructions for crew communication, cabin preparation, and crew duties for:

- **Rapid aircraft evacuation**
- **Handling passengers during forced landings (Land or Ditching)**
- **Other emergencies**

For more specific details on your duties in emergencies, please refer to the Aircraft Type Specific Section.

NOTE 1: A forced landing on the ground is referred to as an 'Emergency Landing' and a forced landing on water is referred to as a 'Ditching'.

NOTE 2: When handling an emergency situation it is important that Cabin Crew are vigilant to other safety hazards.

4.1.1 Crew Coordination

Cabin Crew members have a crucial role in identifying and reporting unusual situations onboard. They should never assume the flight crew is aware of such situations, as they can quickly escalate into emergencies. Always report any concerns, no matter how minor, to the Lead Cabin Crew member (LCC) or directly to the Pilot-in-Command (PIC).

Effective emergency response relies on close collaboration between the flight crew and cabin crew. The urgency level, priority order, and overall management of the situation must be discussed and coordinated between both parties. While structured briefing concepts like TEST. (Type of Emergency, Evacuation, is one expected? Signals—500' be seated, 50' brace, evacuate, Time remaining) help ensure clear communication, all cabin crew are encouraged to question any unclear instructions to promote safety and effective response.

NOTE: Crew Resource Management (CRM) techniques will aid the successful resolution of emergency situations.



OPERATIONS MANUAL PART E – (OME)

4	EMERGENCY PROCEDURES
4.2	EMERGENCY EVACUATION PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	4-2

4.2 EMERGENCY EVACUATION PROCEDURES

GACAR §121.761, §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11)

Every take-off and landing has the potential to develop into an emergency situation. In the event of an emergency landing, it is critical that all Cabin Crew members are mentally prepared for a normal situation to escalate into an emergency situation.

All Cabin Crew members must be alert during the critical phases of the flight. A silent review, on take-off and landing will help to increase a Cabin Crew member's awareness and achieve mental preparation if an event occurs.

Cabin Crew members' duties in the event of an emergency evacuation are designed to facilitate the rapid and safe egress of passengers from the passenger cabin. These duties include:

1. Responding to any briefing given by the PIC or LCC
2. Briefing passengers in their area of responsibility
3. Securing the cabin in their area of responsibility
4. Individual preparation for impact
5. After the evacuation command has been given, opening the door for which they have responsibility (see Aircraft Type Specific Section);
6. Aiding the evacuation of passengers
7. Directing passengers away from the aircraft;
8. Administering First Aid;
9. Assisting ground emergency services as required

4.3 DEFINITION OF TYPES OF EMERGENCY SITUATIONS

GACAR §121.143, PART 121 Appendix G (a) (46)

There are two types of emergency situations that may result in the need to evacuate passengers – Planned Emergency and unplanned Emergency.

4.3.1 Planned Emergency

GACAR §121.143, PART 121 Appendix G (a) (46)

Planned emergency situation is one where there is adequate time to prepare passengers and the cabin for landing/ditching and possible evacuation. If there is only a limited time available before landing, it is important that Cabin Crew members complete the most important steps first.



OPERATIONS MANUAL PART E – (OME)

4	EMERGENCY PROCEDURES	Issue	01
4.3	DEFINITION OF TYPES OF EMERGENCY SITUATIONS	Revision	00
		Date	25-Mar-24
		Page	4-3

4.3.2 Unplanned Emergency

GACAR §121.143, PART 121 Appendix G (a) (46)

Unplanned Emergency situation is when there is no time to prepare passengers and the cabin for landing/ditching and possible evacuation.

Unplanned emergencies can occur on the ground or in-flight requiring an immediate landing, ditching or stopping of the aircraft and the possible evacuation of passengers with no time to prepare. The success of the evacuation will depend entirely on the ability of the Cabin Crew members to respond effectively. An example of this would be a sudden and severe accident on take-off or landing.

4.3.3 Precautionary

During a precautionary landing, which occurs due to a non-critical issue requiring the aircraft to land at the nearest suitable airport, cabin crew typically won't be required to evacuate passengers after landing. However, it's important to remain vigilant and prepared for any unforeseen circumstances.



OPERATIONS MANUAL PART E – (OME)

4 EMERGENCY PROCEDURES

4.4 NOTIFICATION OF EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	4-4

4.4 NOTIFICATION OF EMERGENCIES

GACAR §121.143, PART 121 Appendix G (a) (46)

4.4.1 Planned

GACAR §121.213, §121.143, PART 121 Appendix G (a) (46)

If the flight deck crew need to advise the Cabin Crew members of an existing or potential emergency situation, time permitting, they will make a PA (ALERT CALL) to the cabin.

4.4.1.1 Alert Call

GACAR §121.213, §121.143, PART 121 Appendix G (a) (46)

The following PA will only be used in an emergency situation and requires the LCC to go immediately to the flight deck:

"Lead to the Interphone/Flight Deck"

4.4.1.1.1 Lead Cabin Crew and Cabin Crew

GACAR §121.143, PART 121 Appendix G (a) (46)

10. Once the CCs hear "Lead to the Interphone/Flight Deck", Lead CC to conduct TEST briefing over the interphone.
11. Obtain Planned Emergency Landing cards (TEST cards) from under CC jump seat.
12. Cabin Crews will:
 - CC 2 will turn cabin lights bright and secure the FWD lavatory and galley.
 - CC 3 secure AFT galley and pull circuit breakers.
 - CC 4 vacate and lock AFT lavatory and turn cabin and galley lights to bright.
13. Once briefing is complete, Lead CC is to (if possible) to collect all loose items from the flight deck, go to the back of the galley to advise/relay other CCs of TEST information received from FD. Lead CC to ask CCs for acknowledgment of the brief.
14. Once all Galleys/Lavatories are secured, CC 2, 3, and 4 to obtain planned emergency landing card from under each CC jump seat.
15. CCs to assume PA position in cabin:
 - Lead CC: FWD galley facing AFT for PA.
 - CC 2: Row 1 facing AFT in the center aisle.
 - CC 3: Row 10 facing AFT in the center aisle.
 - CC 4: Row 20 facing AFT in the center aisle.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.4

NOTIFICATION OF EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	4-5

4.4.1.2 PIC to Lead Cabin

GACAR §121.213, §121.143, PART 121 Appendix G (a) (46)

When the PIC is briefing the LCC T.E.S.T style briefing should be used. This briefing is a two-way of communication system and is structured to ensure that PIC delivers positive information which can be understood by the LCC.

4.4.1.2.1 T.E.S.T Briefing

GACAR §121.213, §121.143, PART 121 Appendix G (a) (46)

T	Type of Emergency
E	Evacuation, is one expected?
S	Signals—500' be seated, 50' brace, evacuate
T	Time remaining

The LCC will acknowledge the briefing from the PIC by repeating back the full instructions given, and must ask for clarification on anything not understood or missed as access to information at a later stage will be restricted, since the flight deck crew will be involved in landing the aircraft.

It is important to confirm with the PIC time available, as this time should be taken from the T.E.S.T briefing being given. The synchronization of watches between the PIC and the LCC could be beneficial.

4.4.1.3 Lead Cabin to Cabin Crew

GACAR §121.213, §121.143, PART 121 Appendix G (a) (46)

Following receiving the briefing from the PIC, the LCC will leave the flight deck and repeat the briefing to all other Cabin Crew members, adding any specific instructions that apply. The LCC must be satisfied that all Cabin Crew members understand the information contained in the briefing and they are aware of the time available on their watch e.g. 25 minutes from the time on your watch.

For briefing positions see Aircraft Type Specific Section.

Once Cabin Crew members have been briefed, passengers will be informed of the situation by the PIC or the LCC, at the request of the PIC.

NOTE: The cabin lights must be set to BRIGHT in order to alert passenger's attention and to have maximum lighting for cabin preparation.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.4

NOTIFICATION OF EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	4-6

4.4.1.4 PRECAUTIONARY LANDING BRIEFING

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46))

If the PIC has briefed the LCC on a precautionary landing (see paragraph 4.3.3), the LCC's briefing to the Cabin Crew members will be to prepare the aircraft only. Passengers will not be briefed; however, it would be beneficial for all Cabin Crew members to make a mental note of the location of able-bodied passengers (ABPs) in their area of responsibility.

Once seated in their assigned jump seats with their seat belt and shoulder harness fastened, Cabin Crew members should adopt take-off and landing position and conduct their silent review.

After landing and when the aircraft is either in its parking position or at normal taxiing speed, all Cabin Crew members should remain in their seats and await further instructions from the PIC.

4.4.1.5 Lead Cabin to Passengers Briefing

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46))

In-flight entertainment and connectivity systems will be switched off by flight deck crew.

Prior to the commencement of the briefing, Cabin Crew members should be in their emergency demonstration positions. Aircraft Type Specific Section refer.

This briefing will normally be given by the LCC over the PA system; however, the LCC will select the most appropriate Cabin Crew members for the Arabic/English/Native language announcement and brief them on which part of the color-coded passenger briefing will be used. If the briefing has to be cut short and preparation time is limited, use the RED sections only.

All instructions must be given in a positive and professional manner – when referring to exits, or fitting life vests, the Cabin Crew member demonstrating must match their actions to the announcement and be in view of all passengers.

NOTE: If the PA is inoperative, the megaphone will be used.

4.4.1.6 ABLE BODIED PERSONS (ABP) BRIEFING

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))

An able-bodied person is a passenger, who in the opinion of the Cabin Crew member, is competent enough to assist. An ABP should be appointed and briefed on the operation of an exit in the event of an evacuation if a Cabin Crew member becomes incapacitated and to assist in the cabin where necessary.

The following criteria should be considered when selecting passengers to act as ABPs:



OPERATIONS MANUAL PART E – (OME)

4

4.4

EMERGENCY PROCEDURES NOTIFICATION OF EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	4-7

1. Dead heading flight deck crew or Cabin Crew, or Mukamalah employees;
2. Physically able persons willing to assist;
3. People with the ability to understand instructions.

4.4.1.6.1 ABPS For Doors, Overwing Exits And Crowd Control

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))

Each Cabin Crew members who is responsible for a door/exit will brief a minimum of 2 (two) ABPs.

Passenger seating restrictions should ensure that those sitting adjacent to emergency exits are ABPs, however, if anyone is hesitant to assist then they will have to be replaced by a willing ABP and subsequently re-seated.

The following are general guidelines when briefing ABPs:

1. Use clear and simple language;
2. Establish eye contact;
3. After assigning a duty to an ABP, ask ABP to repeat the instructions to ensure that instructions are fully understood.

When briefing ABPs at the doors/exits, instruct them together, however, they can be given specific duties.

The briefing should include:

1. How to open Cabin Crew jump seat belt and harness;
2. How to open the door/exit;
3. Holding passengers back whilst the door/exit is opened and slide is inflating;
4. Being first out of the door/exit to assist passengers;
5. Two ABPs to stand on either side at the bottom of the slide and help passengers to their feet;
6. If enough ABPs are selected, ask 2 (two) ABPs to go to a safe meeting point. This should be upwind from the immediate scene, but does not obstruct or hinder the access of emergency vehicles to the aircraft;
7. ABPs should also be positioned in the cabin to control the flow of passengers to door/exits in use.

4.4.1.6.2 ABPs For Buddy System

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))

ABPs should be seated on an aisle seat next to passengers with reduced mobility and passengers who may have difficulty evacuating e.g. pregnant, elderly, unaccompanied minors.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.4

NOTIFICATION OF EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	8

4.4.1.6.3 ABPs Assisting with The Removal of Survival Equipment

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))

If possible Cabin Crew members should assign additional ABPs to assist with carrying other important survival equipment, such as, survival kit, first aid kit, ELT, megaphone, water and blankets.

4.4.1.7 Controlling A Pair of Doors

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46))

Where a single Cabin Crew member is responsible for the control of a pair of doors an ABP can be briefed on the opening of the opposite door.

If the opposite door is not opened by an ABP the single Cabin Crew member is responsible for the control of both doors but, upon being given the command to evacuate, should operate their assigned door first, proceed according to the evacuation drill then leave their assigned door and open the opposite door and commence an evacuation managing commands to evacuate passengers from both doors.

4.4.1.8 Cabin Secure Check

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))

Cabin Crew members will ensure:

1. All service carts are secured in approved locations;
2. Galley power is OFF and compartments are locked;
3. All curtains/partition viewing windows (if available) are open and secured;
4. Loose items are secured in approved stowage compartments.

If more time is available:

5. Move passengers nearer to the doors if possible;
6. Practice the impact position and review the Safety Information Card;
7. Check all seat belts are fastened;
8. Ensure all passengers have complied with the instructions given in the announcement;
9. Review after landing/evacuation plan of action.

Once the passenger and ABP briefings have been completed, Cabin Crew members must ensure their area of responsibility (Aircraft Type Specific Section refer) is secure and then pass their checks to the LCC.

Cabin Crew members should go to their assigned jump seat positions, fasten their seat belt and shoulder harness and be prepared to adopt the impact position.

4.4.1.9 Cabin Lighting

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))

Cabin lights should be dimmed for landing on night flights (see Section 2 paragraph).

4.4.1.10 Indication for Cabin Crew to Be Seated

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.4

NOTIFICATION OF EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	9

At approximately 10 minutes to landing, the flight deck crew will indicate that all Cabin Crew members should be seated. The indication given will be the flashing of the “NO SMOKING/NO PED” signs or by making the PA:

“CABIN CREW TAKE YOUR ASSIGNED SEATS FOR LANDING”

Cabin Crew response should be to go immediately to their assigned jump seat and fasten their seat belt and shoulder harness.

4.4.1.11 Brace for Impact

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))

The First Officer will make a PA announcement 30 seconds before touchdown:

“BRACE FOR IMPACT”

If the PA system is inoperative, the signal to BRACE will be given by flashing the FASTEN SEAT BELT signs several times.

Cabin Crew members should adopt the IMPACT (BRACE) position at this time and remain in this position until the aircraft has come to a complete stop.

4.4.1.12 Cabin Crew Response

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46), PART 121 Appendix G (b) (11))

Upon adopting the IMPACT (BRACE) position, Cabin Crew members should continually shout the following command to passengers until the aircraft comes to a complete stop:

“BEND OVER, STAYDOWN”

After the aircraft has landed, there may be more than one impact and deceleration forces may be severe. It is important that the IMPACT position is held until the aircraft has finally stopped.

If the situation is not considered life threatening, Cabin Crew members should await further instructions from the flight deck crew.

4.4.2 Unplanned

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46))

If an emergency arises while the aircraft is already on the ground, such as after a rejected take-off or after a landing, the PIC will initiate any required action including an evacuation.

In the event of an unplanned emergency landing, there will be no time to carry out the amount of preparation normally considered adequate for such an emergency. In the event of an unplanned emergency, the cabin will be secure as it will have previously been prepared for take-off or landing by the Cabin Crew and all Cabin Crew members should be secured in their assigned jump seat and be mentally prepared for any situation.

With an immediate unplanned landing, such as immediately after take-off or immediately before landing, the PIC will announce via the PA system:

“BRACE FOR IMPACT”



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.4

NOTIFICATION OF EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	10

Cabin Crew members will immediately adopt the IMPACT position and alert passengers shouting the positive command:

"BEND OVER, STAY DOWN"

After the aircraft has landed, there may be more than one impact and deceleration forces may be severe. It is important that the IMPACT position is held until the aircraft has finally stopped.

If the situation is not considered life threatening, Cabin Crew members should await further instructions from the flight deck crew.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.5

INITIATION OF EVACUATIONS

Revision

00

LANDING/DITCHING

Date

25-Mar-24

Page

4-11

4.5 INITIATION OF EVACUATIONS LANDING/DITCHING

(GACAR §121.143, PART 121 Appendix G (a) (46))

4.5.1 Initiated Evacuation by Flight Deck Crew

(GACAR §121.143, PART 121 Appendix G (a) (46))

If an emergency evacuation is necessary and unless the situation is clearly life threatening (catastrophic), the PIC will normally give the evacuation command via the PA system and/or the evacuation alarm system.

After the aircraft comes to a complete stop after any type of emergency, time may elapse before the flight deck crew are able to communicate with the Cabin Crew, as they maybe completing any drills and assessing the situation. Cabin Crew members should remain seated and await instructions.

4.5.1.1 Evacuation Required

(GACAR §121.143, PART 121 Appendix G (a) (46))

As soon as a decision has been made to initiate an evacuation the PIC will announce:

"EVACUATE, EVACUATE, EVACUATE"

and/or

EVACUATION ALARM

If an evacuation alarm is not available and the PA system has failed, the evacuation may be initiated by megaphone or other voice commands.

4.5.1.2 No Evacuation Required

(GACAR §121.143, PART 121 Appendix G (a) (46))

In the event that the PIC's decision is not to evacuate the aircraft then Cabin Crew members will hear the call:

"ATTENTION CREW, AWAIT INSTRUCTIONS"

All Cabin Crew members should remain seated and await instructions from the PIC.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.5

INITIATION OF EVACUATIONS

Revision

00

LANDING/DITCHING

Date

25-Mar-24

Page

4-12

4.5.2 Initiated Evacuation by Cabin Crew (Life Threatening Situations)

(GACAR §121.143, PART 121 Appendix G (a) (46))

A life threatening (catastrophic) situation may be classified as a situation that has resulted in serious damage to the aircraft and possible death to any of its occupants. Cabin Crew members must, therefore, be prepared to initiate an evacuation without an order from the flight deck crew. It is difficult to define a life threatening (catastrophic) situation; the following examples have been clearly defined and require immediate action:

1. Landing on water (ditching);
2. Uncontrolled cabin fire and/or smoke;
3. Severe structural damage to the aircraft (e.g. breakages in the fuselage).

In such situations the flight deck crew might be incapacitated. If there is no evacuation command from the flight deck crew or it is absolutely obvious that life will be lost unless an evacuation commences immediately, Cabin Crew should initiate an evacuation without further command.

There are examples of certain abnormal occurrences which might appear to be an emergency, but which happen frequently in normal operations and may NOT require an evacuation.

1. Flames coming out of an engine exhaust on start-up, followed by the stopping of the engine. This is known as a 'wet start' and is particularly noticeable at night;
2. A loud bang from one or more engines as take-off power is applied. This is sometimes accompanied by flames coming out of both the engine intake and exhaust, and is known as a 'compressor stall';
3. A rapid but steady deceleration on take-off or landing. Take-off may have to be abandoned as a precautionary measure, or the landing run shortened due to airfield limitations.

All abnormal incidents must be reported to the PIC immediately.

4.5.3 Cabin Crew Commands (CCC)

(GACAR §121.143, PART 121 Appendix G (a) (46))

In an emergency situation it is extremely important that Cabin Crew members show an assertive attitude in order to reinforce leadership and keep control of the situation.

Positive commands are verbal instructions aimed at directing the passengers during the emergency.

Even if passengers are unable to see you it is vital that the appropriate command is given at the appropriate time.

General guidelines when giving positive commands:

1. Use a loud, clear voice;
2. Be as assertive and authoritative as possible;
3. Use eye contact where possible;
4. Use appropriate hand signals and body language;



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.5

INITIATION OF EVACUATIONS

Revision

00

LANDING/DITCHING

Date

25-Mar-24

Page

4-13

5. Repeat commands as necessary.

Cabin Crew members must react immediately and release their seatbelt and shoulder harness, stand up and shout the following command to the passengers:

"LEAVE EVERYTHING BEHIND, OPEN SEAT BELTS, COME THIS WAY"

While shouting to the passengers, Cabin Crew members must:

CANCEL	Horn
CHECK	No Hazard or fire outside the door
CHECK	Door is ARMED
OPERATE	Open Door & Pull Manual Inflation Handle
EXERCISE	Crowd control through the exits using positive commands

For more information, see Aircraft Type Specific Section.

4.5.4 Augmented Cabin Crew

(GACAR §121.143, PART 121 Appendix G (a) (46))

Where extra crew are carried over the required Cabin Crew complement, they should be used as ABPs. (Aircraft Type Specific Section – Duties & Responsibilities refer).

This may involve:

1. Assisting at a usable door;
2. Moving into and around the cabin, if conditions permit, to re-direct passengers to usable doors/exits to balance passenger flow to all usable doors/exits;
3. If not assisting at a door they should move into the cabin and take up a position where they can;
4. Establish usable doors/exits;
5. Encourage and assist passengers, using verbal commands and/or positive arm movements towards all usable doors/exits to maintain a balance flow from the cabin;
6. Assist in encouraging passengers approaching doors/exits to leave their baggage behind. Note that a battle with a passenger over a piece of carry-on baggage may be more detrimental to the rapid evacuation of the aircraft than allowing the passenger to take it with them;
7. Assist in collecting all necessary survival equipment, where applicable and only if time permits.

4.5.5 Evacuation Summary

(GACAR §121.143, PART 121 Appendix G (a) (46))

TO BE ADDED



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.5

INITIATION OF EVACUATIONS

Revision

00

LANDING/DITCHING

Date

25-Mar-24

Page

4-14

4.5.6 Passenger Evacuation – Crowd Control

(GACAR §121.143, PART 121 Appendix G (a) (46))

Crowd control is a vital part of an emergency evacuation. It is essential that passengers are quickly and positively directed, using assertive commands, towards the nearest suitable doors/exits.

The control of passenger movement begins when they have been instructed to open their seat belts and move to their nearest door/exit.

People react to emergency situations in various ways. One reaction is known as Negative Panic. A person who is affected by Negative Panic does little or nothing to escape from the danger around them. This person requires strong directional leadership, which may be in the form of positive commands and physical handling.

The commands given to passengers as they reach an exit must be SHORT, CONCISE, phrased in a POSITIVE MANNER and be appropriate for the door/exit being used.

Cabin Crew members should note that where doors and exits are fitted with dual lane slides, they should establish a dual lane flow of passengers. Aircraft Type Specific Section refer.

Examples of commands that can be used:

"LEAVE EVERYTHING BEHIND"	"COME THIS WAY"	"OPEN SEAT BELTS"
"JUMP & SLIDE"	"SIT & SLIDE"	
<i>"Stay On Your FEET KEEP Moving"</i>		"FORM TWO LINES"
"GO BACK"	"GO FORWARD"	"GO ACROSS"

Assertive behavior from Cabin Crew members creates positive reactions from passengers, they are:



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.5

INITIATION OF EVACUATIONS

Revision

00

LANDING/DITCHING

Date

25-Mar-24

Page

4-15

1. More responsive;
2. More organized;
3. Trusting of a Cabin Crew member who is in command of the situation.

When your cabin area is clear of passengers, assess conditions and take appropriate actions to redirect passengers, then leave by the nearest available door/exit.

4.5.6.1 Assisting Passengers in An Evacuation

(GACAR §121.143, PART 121 Appendix G (a) (46))

When assisting passengers through doors and/or exits, all physical contact should be kept below shoulder level, preferably in the small of the back or even lower. If passengers sit down, do not bend down to them, but use your foot or knee in their backs to tip them onto the slide. Passengers can, if necessary, be pushed out in any position.

Passengers evacuating with children and infants should be encouraged to place them in between their legs and hold onto them on the slide.

Encourage passengers to leave carry-on baggage behind and women to remove high-heeled shoes.

Baggage dropped in the aisle or at the bottom of the slide will cause obstruction and injury, and highheeled shoes will damage the slide. In an planned evacuation, all loose articles, including high heeled shoes, will have been stowed before landing in the passenger's carry-on baggage so the problem should not arise.

4.5.6.2 Special Categories of Passengers (SCP)

(GACAR §121.143, PART 121 Appendix G (a) (46))

In the event of an evacuation, the main objective will be to get the maximum number of passengers out of the aircraft as quickly as possible.

Any SCP could impede the flow of passengers from the aircraft and prejudice the survival chances of the other passengers. For these reasons SCPs with reduced mobility must be evacuated last so as not to impede or obstruct the doors/exits for other passengers.

If a SCP is not accompanied, it might be necessary to appoint an ABP to help them leave the aircraft.

Many passengers and crew members may be severely injured during the impact and become incapacitated. If it is safe to do so Cabin Crew members and ABPs could assist in their evacuation.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES**Issue****01**

4.5

INITIATION OF EVACUATIONS**Revision****00****LANDING/DITCHING****Date****25-Mar-24****Page****4-16**

4.5.6.3 Passenger Re-Direction

(GACAR §121.143, PART 121 Appendix G (a) (46))

If an exit is or becomes unusable (e.g. door will not open, slide does not inflate), it must be guarded by a Cabin Crew member and passengers re-directed to other usable exits. Cabin Crew members must assess the availability of usable exits and, if possible, visually determine that a passenger flow has been established before redirecting passengers. Short concise commands must be used, such as:

"GO BACK" "GO FORWARD" "GO ACROSS" "NO EXIT – GO THAT WAY"

In addition to verbal commands, positive arm movements must be used to direct passengers furthest away from you, as they will prevent passengers immediately around you from moving.

4.5.6.4 Dried Up Exit

(GACAR §121.143, PART 121 Appendix G (a) (46))

If there are no more passengers approaching your exit and/or the exit across from you, the passenger flow has dried up. Dried-up exits occur mainly in areas with less density of passengers, for example First Suite/Business Class. You should assess the conditions and take appropriate actions to re-direct passengers.

This may mean moving into the cabin to assess evacuation progress at other usable exits, and where necessary, re-direct passengers, using positive verbal commands and arm movements to maintain an equal flow to each exit.

NOTE: You should only move from your exit after assessing that conditions in the cabin are safe to do so and when there are no passengers in the immediate vicinity.

4.5.6.5 Exit by-Pass.

(GACAR §121.143, PART 121 Appendix G (a) (46))

Exit By-Pass means sending passengers past a usable exit to another usable exit. It is used to maintain a balanced flow to all usable exits.

When using exit by-pass, avoid disrupting passenger flow to your exit and re-direct passengers singly or in small groups. Only re-direct passengers that will be able to exit the aircraft through another usable exit sooner than the last passenger exits through the door closest to you.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.5

INITIATION OF EVACUATIONS

Revision

00

LANDING/DITCHING

Date

25-Mar-24

Page

4-17

4.5.6.6 Dedicated Assist Space

(GACAR §121.143, PART 121 Appendix G (a) (46))

Each entry door has a dedicated assist space located adjacent to the door opening. During an evacuation, and in order to facilitate a rapid evacuation, the assist space allows the Cabin Crew member to stand between the Cabin Crew seat and the door frame without blocking the exit in any way. To prevent exit blocking, it is important that the Cabin Crew member stands well back in the assist space area and holds onto the assist handle located on the door frame.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.6

EMERGENCY ON THE GROUND

Revision

00

Date

25-Mar-24

Page

4-18

4.6 EMERGENCY ON THE GROUND

(GACAR §121.143, PART 121 Appendix G (a) (46))

If the PIC decides it is necessary to declare a possible emergency on the ground, the PIC will make the following announcement:

"ATTENTION CREW, AWAIT INSTRUCTIONS"

This call will only be made when there is a serious problem which could result in an evacuation of the aircraft. On hearing the call, Cabin Crew members must disengage from their duties and go to their assigned door of responsibility, or, if already seated with their seat belt and shoulder harness fastened, remain in their assigned jump seat. Cabin Crew members should remain alert and await instructions from the PIC.

4.6.1 Evacuation Required

(GACAR §121.143, PART 121 Appendix G (a) (46))

Once the situation has been evaluated, the PIC will communicate with the LCC and/or all Cabin Crew members. If an evacuation is necessary, then the command to evacuate the aircraft will be given:

"EVACUATE, EVACUATE, EVACUATE"

and/or

EVACUATION ALARM

If the aircraft is still parked and the doors are ARMED, the Cabin Crew members must take extra care to assess any hazards that may impede the deployment of the slide, e.g. jet way, steps, etc.,).

If there are hazards which impede the evacuation slide being deployed, the exit should not be used and passengers should be redirected to an alternative exit until the exit is clear.

4.6.2 Evacuation Not Required

(GACAR §121.143, PART 121 Appendix G (a) (46))

If an evacuation is deemed unnecessary the PIC will inform the LCC and/or all the Cabin Crew members giving the following PA call:

"ATTENTION CREW, AWAIT INSTRUCTIONS"

On hearing this call, Cabin Crew members should remain alert, seated at their assigned jump seat with their seat belt and shoulder harness fastened, and await further instructions from the PIC.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.6

EMERGENCY ON THE GROUND

Revision

00

Date

25-Mar-24

Page

4-19

4.6.3 Precautionary Rapid Deplaning

(GACAR §121.143, PART 121 Appendix G (a) (46))

On rare occasions a situation can develop during boarding or deplaning which requires an immediate deplaning of the passengers but not an evacuation via the slides, flight deck crew will make the PA:

"ATTENTION CREW, RAPID DEPLANE"

On hearing this PA, the LCC, will make a PA to the passengers to disembark the aircraft as soon as possible leaving personal effects behind, through the nearest available boarding door. If boarding is still taking place, then it must be stopped immediately. Cabin and lavatory compartments must be checked to ensure all passengers have disembarked. Cabin Crew members will then wait to be briefed by the PIC and/or the LCC.

4.6.4 Unauthorized or Unwarranted Evacuation

(GACAR §121.143, PART 121 Appendix G (a) (46))

Cabin Crew members must establish and maintain control in the event of an unauthorized or unwarranted (unneeded) evacuation initiated by a passenger or Cabin Crew member. After carefully considering the consequences of stopping an evacuation, Cabin Crew members should:

1. Use the PA system or megaphone, if necessary, to establish control and reduce panic and confusion. Commands such as: "REMAIN SEATED", "FALSE ALARM" and "STAY CALM" may be used;
2. Cabin Crew members with door responsibilities should remain at their assigned stations;
3. Other Cabin Crew members should move into the cabin and assertively take command (if applicable);
4. Notify the PIC immediately and keep him updated of the situation.

4.6.5 Rejected Take-Off

(GACAR §121.143, PART 121 Appendix G (a) (46))

A rejected take-off occurs when the flight deck crew decides to reject the take-off by applying maximum braking and reverse thrust. Depending upon when the rejected take-off takes place on the runway and what speed the aircraft is travelling, the braking action may be very severe and associated with significant airframe vibration.

After the aircraft has come to a complete stop, all Cabin Crew members should remain in their assigned jump seat with their seat belt and shoulder harness fastened and await further instructions. The PIC may give a command:

"ATTENTION CREW, AWAIT INSTRUCTIONS"

All Cabin Crew members should initially assess the cabin and outside conditions. The interphone should not be used at this stage as this could prevent important instructions being relayed from the PIC or LCC, however, they should not hesitate to report anything unusual (such as fire or smoke in the cabin) to the PIC as they might not be aware of a possible escalating situation in the cabin.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.6

EMERGENCY ON THE GROUND

Revision

00

Date

25-Mar-24

Page

4-20

If no further action is required, the PIC and/or the LCC will inform Cabin Crew members to return to normal operations.

As soon as possible the PIC will inform the passengers what has happened. If, however, the situation has developed into a further emergency requiring an evacuation, the PIC will initiate an evacuation using the procedures described in paragraph 4.6.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.7

Post Evacuation Duties

Issue	01
Revision	00
Date	25-Mar-24
Page	4-21

4.7 POST EVACUATION DUTIES

(GACAR §121.143, PART 121 Appendix G (a) (46))

Once all passengers have been evacuated, they must be directed 50 to 100 meters upwind and assembled in groups well away from the aircraft in a protected area. The megaphone may be used to assist in crowd control. A head count must be carried out and first aid offered where possible and practical.

1. No smoking must be enforced and the crew must try to remain in control until the Rescue Services take over;
2. The PIC will coordinate with Rescue Personnel/LCC to ensure maximum safety of passengers and crew;
3. Do not disturb any wreckage or allow anyone to do so except to remove the injured;
4. Do not make any statements;
5. Do not discuss anything about insurance or admit liabilities.

4.7.1 Ground Based Emergency Services

(GACAR §121.143, PART 121 Appendix G (a) (46))

1. Ground based emergency services include:
2. Fire Services – based at all airports of operation;
3. Ambulance Services – may or may not be based at an airport;
4. Local Police – may or may not be based at an airport;
5. Military Personnel – may or may not be based at an airport;
6. Medical Services including hospitals;
7. Air Traffic Control.



OPERATIONS MANUAL PART E – (OME)

4 EMERGENCY PROCEDURES

4.7 Post Evacuation Duties

Issue	01
Revision	00
Date	25-Mar-24
Page	4-22

4.7.2 Communication With Emergency Services

(GACAR §121.143, PART 121 Appendix G (a) (46))

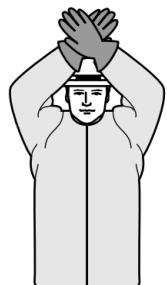
The following hand signals are established as the minimum required for emergency hand signals for emergency communications between airport Rescue and Fire-fighting Service (RFFS) personnel and Cabin Crew:

- **Recommend Evacuation**



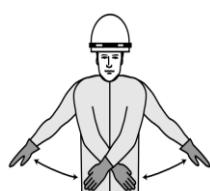
Evacuation recommended based on RFFS and incident Commanders assessment of external situation Arm extended from body and held horizontal with hand upraised at eye level. Execute beckoning arm motion angled backward. Non-beckoning arm held against body. Night - same with wands

- **Recommend Stop**



Recommend evacuation in progress to be halted. Stop airplane movement or other activity in progress Arms in front of head, crossed at wrists . Night – same with wands

- **Emergency Contained**



No outside evidence of dangerous conditions or all clear.
Arms extended outward and down at 45° angle arms moved inward below waistline simultaneously until wrists crossed then extended outward to starting position. Night – same with wands



OPERATIONS MANUAL PART E – (OME)

4

4.7

EMERGENCY PROCEDURES

Post Evacuation Duties

Issue	01
Revision	00
Date	25-Mar-24
Page	4-23

4.7.3 Unusable Exits

(GACAR §121.143, PART 121 Appendix G (a) (46))

An unusable exit is an exit which cannot be opened or operated in the normal way. It might be inoperable due to unsuitable flotation characteristics in a ditching.

Should an exit be unusable for any reason, passengers must be re-directed to an alternative exit.

4.7.3.1 Factors Affecting the Use of An Exit or Escape Slide

(GACAR §121.143, PART 121 Appendix G (a) (46))

A fire outside is one of the most serious threats to an aircraft and certainly a factor which would prevent the opening of an exit. This is one of many considerations that a Cabin Crew member will have to assess before making the decision to operate an exit.

Observing out of a door or passenger window or listening to passenger information will assist with the decision.

There are additional factors which will affect the use or continued use of an escape slide, e.g. unusual aircraft attitude, ground conditions/obstructions.

If your exit is unusable, cross your hands over your head and direct passengers to another usable exit, using the positive commands.

Throughout the evacuation process the slides must be continually monitored to ensure that they have not been affected by fire or damaged by ground conditions.

4.7.3.2 Landing Gear Conditions

(GACAR §121.143, PART 121 Appendix G (a) (46))

Consideration must be given to the unusual aircraft attitude due to abnormal landing conditions.

This has been taken into consideration by aircraft designers and evacuation slides have been designed so that all aircraft doors can be used.

The slides might be more steep or shallower depending upon whether the aircraft has a nose gear collapse, a tail tipped situation or main gear collapse. Aircraft Type Specific Section refer.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.8

DITCHING

Issue	01
Revision	00
Date	25-Mar-24
Page	4-24

4.8 DITCHING

(GACAR §121.213, §121.217, §121.143, PART 121 Appendix G (a) (46))

4.8.1 Unplanned Ditching

(GACAR §121.213, §121.217, §121.143, PART 121 Appendix G (a) (46))

A planned ditching is a very rare situation and procedures as per an planned emergency landing will be followed. See paragraph 4.4.1. Additional information is as follows:

4.8.2 Lead Cabin to Passenger Briefing

(GACAR §121.213, §121.217, §121.143, PART 121 Appendix G (a) (46))

In-flight entertainment and connectivity systems will be switched off by flight deck crew.

Prior to the commencement of the briefing, Cabin Crew members should be in their emergency demonstration positions. Aircraft Type Specific Section refer.

This briefing will normally be given by the LCC over the PA system; however, the LCC will select the most appropriate Cabin Crew members for the Arabic/English/Native language announcement and brief them on which part of the color-coded passenger briefing will be used. If the briefing has to be cut short and preparation time is limited, use the RED sections only.

All Cabin Crew members must inform passengers where to find their life vest and demonstrate to passengers to use their life vest. Extra information and assistance must be given to infants. Passengers must be informed that they inflate their life vest when told to do so as they leave the aircraft.

All instructions must be given in a positive and professional manner – when referring to exits, or fitting life vests, the Cabin Crew member demonstrating must match their actions to the announcement and be in view of all passengers.

NOTE: If the PA is inoperative, the megaphone will be used.

4.8.2.1 ABPs For Doors, Overwing Exits and Crowd Control

(GACAR §121.143, PART 121 Appendix G (a) (46))

ABPs must be briefed as for an unplanned emergency landing, (see paragraph 4.4.1.6), however, the briefing should include the following:

1. Do not open any exit if the level of the water is above the exit sill;
2. As passengers evacuate the aircraft, check life vests are inflated by giving the command:
"INFLATE LIFE VEST"
3. Assist in the deployment of life rafts (where applicable), Aircraft Type Specific Section refer;
4. Board the slide raft (where applicable) and encourage passengers to move along the slide raft and inflate their life vests;

NOTE: Ditching is a life-threatening situation and Cabin Crew members and ABPs can only assist SCPs or passengers with reduced mobility if it is safe to do so.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.8

DITCHING

Issue	01
Revision	00
Date	25-Mar-24
Page	4-25

4.8.3 Unplanned Ditching

(GACAR §121.213, §121.143, PART 121 Appendix G (a) (46))

There will be many potential dangers involved with an unplanned ditching. The presence of water will increase panic, evacuation and survival problems.

In the event of an unplanned emergency ditching, the cabin will be secure as it will have previously been prepared for take-off or landing by the Cabin Crew and all Cabin Crew members should be secured in their assigned jump seat and be mentally prepared for any situation.

With an immediate unplanned landing on water is imminent, such as immediately after take-off or immediately before landing, the PIC will announce via the PA system:

"BRACE FOR IMPACT"

Cabin Crew members will immediately adopt the IMPACT (BRACE) position and alert passengers shouting the positive command:

"BEND OVER, STAYDOWN"

After the aircraft has landed, there may be more than one impact and deceleration forces may be severe. It is, therefore, important that the IMPACT (BRACE) position is held until the aircraft has finally stopped. For Initiation of an Emergency Evacuation Landing/Ditching see paragraphs 4.5.1/4.5.2.

Ditching is considered a life-threatening situation Cabin Crew members should immediately commence an evacuation without having a PA or evacuation alarm signal from the flight deck crew.

Their first priority is to check that the water level is below the door sill. Cabin Crew members must shout POSITIVE commands to the passengers:

"LIFE VEST IS UNDER YOUR SEAT" Or

"LIFE VEST IS UNDER CENTER ARMREST" (where applicable) Or

"LIFE VEST IS LOCATED TO THE SIDE OF YOUR SEAT" (where applicable)

And

"PUT ON YOUR LIFE VEST"

Every effort must be made to board passengers directly onto a slide raft (where fitted) or onto a life raft (where applicable). See Aircraft Type Specific Section. As passengers evacuate the aircraft, check life vests are inflated by giving the command:

"INFLATE LIFE VEST"

1. Passengers should be directed to crawl to the bottom end of the slide and sit down with their backs against the buoyancy chambers. ABP should be able to assist;
2. While the evacuation is in place Cabin Crew members should always be assessing the conditions inside the aircraft;
3. Those Cabin Crew members in the vicinity of the flight deck must check the flight deck crew have evacuated the aircraft;



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.8

DITCHING

Issue	01
Revision	00
Date	25-Mar-24
Page	4-26

4. Collect survival equipment (where applicable) e.g. ELT, Megaphone, survival kits, etc., if it is safe to do so. Commanding slide rafts, the detachment of slide rafts, the use of life rafts and slide raft transfer (where applicable) will be covered in Aircraft Type Specific Section.

The use of flotation and survival equipment will be covered in Chapter 3 Safety and Emergency Equipment. Information on Survival can be found in Ch. 6. For Cabin Crew Emergency Checklists refer to Appendix 01.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

Issue

01

4.9

IMPACT POSITIONS

Revision

00

Date

25-Mar-24

Page

4-27

4.9 IMPACT POSITIONS

(GACAR §121.143, PART 121 Appendix G (a) (46))

In most high impact accidents, the body will be thrown forward and downward. Assuming a protective position can effectively reduce injuries by keeping the head, arms, and legs as close as possible to where they would be forced to in the impact. The impact position to be assumed depends on whether the seat is forward facing or rearward facing.

In all cases, seat belts and/or shoulder harnesses must be tightly fastened, and passengers' seat backs must be in the upright position.

4.9.1 Passenger Impact Positions

(GACAR §121.143, PART 121 Appendix G (a) (46))

The following impact positions must be adopted by passengers:

4.9.1.1 Forward Facing Seats

(GACAR §121.143, PART 121 Appendix G (a) (46))

1. Seat back must be upright and seat belt fastened;
2. Feet must be placed flat on the floor and slightly rearwards with knees together;
3. Upper body should be bent forward as far as possible with the chest close to the thighs and knees;
4. Hands on top of the head with elbows tucked into the face.

4.9.1.1.1 Special Forward-Facing Impact Position

Some passengers e.g. very tall, large or those suffering from a disability or medical complication, e.g. Pregnancy, could find the above forward-facing impact positions difficult. The following can be considered:

1. Seat back must be upright and seat belt fastened;
2. Feet must be placed flat on the floor and slightly rearwards with knees together;
3. Cross one hand over the other, hold the top of the seat back in front and support the head between the bent elbows;

NOTE: If a passenger is seated where it is not possible to reach the seat back in front, then, if time permits, re-seat the passenger.



OPERATIONS MANUAL PART E – (OME)

4 EMERGENCY PROCEDURES

4.10 CREW INCAPACITATION

Issue	01
Revision	00
Date	25-Mar-24
Page	4-28

4.9.1.2 Adult With Infant Impact Position

The following impact position should be adopted by those passengers travelling with an infant seated on their lap.

1. Seat back must be upright and seat belt fastened;
2. Feet placed flat on the floor and slightly rearwards with knees together;
3. Lay the infant across the lap with one arm supporting the infants head;
4. The parent should lean forward over the infant and protect their own head with the other

4.9.2 Cabin Crew Impact Positions

Cabin Crew must ensure that their seat belt and shoulder harness are securely fastened and that the lap strap is tightened low on the hips.

4.9.2.1 Forward Facing Jump Seat

1. Jump seat with inertial reel shoulder harness:
 - a. Sit back in the seat;
 - b. Rest chin on sternum;
 - c. Arms and hands should be positioned in laps or hold onto the side of the jump seat but should not be holding onto their restraint systems.
2. Jump seat with no inertial reel shoulder harness:
 3. Tight shoulder harnesses as tight as possible, Lean against shoulder harness;
 4. Rest chin on sternum;
 5. Arms and hands should be positioned in laps or hold onto the side of the jump seat but should not be holding onto their restraint systems.

4.9.2.2 AFT Facing Jump Seat

1. The head is placed firmly against the headrest;
2. Feet placed flat on the floor and slightly forward of the knees;
3. Brace hands firmly against the seat.

4.10 CREW INCAPACITATION

4.10.1 Pilot Incapacitation

In the event that a member of the flight deck crew becomes incapacitated the FCM member who is in control of the aircraft will require assistance from a Cabin Crew member, especially when the aircraft is operating a two-pilot operation.

All Cabin Crew members need to be prepared to deal with this type of emergency at any time, especially during the first critical minutes. Incapacitation may be TOTAL or SUBTLE:

1. TOTAL incapacitation is obvious, however, it usually happens suddenly;



OPERATIONS MANUAL PART E – (OME)

4 EMERGENCY PROCEDURES

4.10 CREW INCAPACITATION

Issue	01
Revision	00
Date	25-Mar-24
Page	4-29

2. SUBTLE incapacitation is more difficult to detect. The person may be conscious, but not functioning normally.

The PIC will summon a Cabin Crew member to the flight deck using the ALERT call refer to paragraph 4.4.1.1.

Whichever Cabin Crew arrives on the flight deck must be prepared to conduct the pilot incapacitation drill.

4.10.1.1 Pilot Incapacitation Drill

On entering the flight deck the first Cabin Crew member should wait for confirmation from the PIC before proceeding with the following drill:

Instruct the second Cabin Crew member to obtain the Automated External Defibrillator (AED) and a portable oxygen bottle from the cabin and return to the flight deck as soon as possible. The defibrillator must remain at a location near to the casualty but outside the flight deck;

1. If he is breathing:
 - a. Place an arm across the pilot's chest to hold him back in the seat;
 - b. Slide the seat fully aft using the horizontal lever;
 - c. Move legs and feet away from the aircraft controls, especially the rudder pedals;
 - d. The incapacitated pilot should already have the lap strap part of his full harness fastened;
 - e. Proceed to fasten the pilots harness making sure that arms are secured within the safety harness;
 - f. The inertial reel must then be locked;
 - g. In the event that it is considered necessary the seat can be reclined fully by using the recline lever to administer first aid if required;
 - h. If the incapacitated pilot needs oxygen, use the quick donning oxygen mask located in the flight deck until a portable oxygen bottle is obtained from the cabin.

NOTE: When reclining the seat after the harness has been locked consideration should be given to releasing the inertia locking lever and loosening the shoulder harness.

If the incapacitated pilot is semi-conscious, and the PIC considers it necessary, it might be possible to remove him from his seat to another position in the flight deck.

2. if he is not breathing and in consultation with the pilot in control:
3. Prepare casualty for removal from pilot seat and flight deck;
4. With assistance and using safe lifting techniques the pilot must be removed from the flight deck.
Consider:
 5. Weight/size of pilot
 6. Personal limitations



OPERATIONS MANUAL PART E – (OME)

4 EMERGENCY PROCEDURES

4.10 CREW INCAPACITATION

Issue	01
Revision	00
Date	25-Mar-24
Page	4-30

7. Proximity to flight controls

Once outside the flight deck follow First Aid procedures as detailed in Section 7.4 Principles of Resuscitation (CPR) and use of Automated External Defibrillator(AED)

NOTE: A medical volunteer may be permitted to the flight deck at the discretion of the Commander or the pilot in control.

When operating with only two flight deck crew and one becomes incapacitated, for safety and security reasons, a Cabin Crew member is required to remain in the flight deck for the duration of the flight.

ASSISTING WITH DRILLS

If a Cabin Crew member is required to read out drills from a checklist, the PIC will brief the Cabin Crew member on the drills section to be read out and the signals to be used:

Thumbs up	Commence reading drill item
Open hand	Stop immediately

After reading each item, wait for the signal before continuing with the next item. If interrupted, repeat the last item, and then continue.

NOTE: Cabin Crew members must never occupy a pilot's seat under any circumstances.



OPERATIONS MANUAL PART E – (OME)

4 **EMERGENCY PROCEDURES**
4.10 **CREW INCAPACITATION**

Issue	01
Revision	00
Date	25-Mar-24
Page	4-31

4.10.2 Cabin Crew Member Incapacitation

(GACAR §121.143, PART 121 Appendix G (a) (15))

If a Cabin Crew member becomes unconscious or incapacitated, the other Cabin Crew member must apply the following procedures:

1. Administer first aid using the first aid equipment provided such as First Aid Kit or AED, as required;
2. Get help from another Cabin Crew member to inform the LCC, who will inform the PIC of the situation;

If the incapacitated Cabin Crew member is the LCC the following applies:

1. The PIC must be directly informed by a Cabin Crew member, who will also PA for a doctor;
2. The SNF will assume the position as the acting LCC. In the case of the LCC is a SNF, the most senior Cabin Crew member will assume the LCC duties;
3. Cabin Crew positions will be re-assigned in accordance with the Cabin Crew complement if minimum Cabin Crew are carried.

If a doctor is available, the PIC must verify the doctors' credentials, allow treatment using the airline provided DEK and/or divert to the nearest suitable airport.



OPERATIONS MANUAL PART E – (OME)

4

4.11

EMERGENCY PROCEDURES

DECOMPRESSION

Issue	01
Revision	00
Date	25-Mar-24
Page	4-32

4.11 DECOMPRESSION

(GACAR §121.143, PART 121 Appendix G (a) (15))

In order to function properly, the human body requires a certain amount of oxygen. It is necessary, therefore, that an adequate supply of oxygen is provided for passengers and crew when aircraft fly at high altitudes. The further the aircraft gets away from the earth's surface as it climbs, the lower the air pressure becomes. As the air pressure decreases, so the air becomes thinner and there is a corresponding reduction in the amount of oxygen it contains.

At high altitudes in the aircraft the required amount of oxygen is provided by pressurizing the cabin.

De-pressurization at high altitude is referred to as "decompression".

See Aircraft Type Specific Section– Oxygen Systems.

4.11.1 Indications

4.11.1.1 Slow Decompression

Slow decompression can be caused by a window/door seal leak or a fault in the pressurization system. Symptoms of shortage of breath, palpitations and light-headedness may be noticed. If these are noticed the flight deck crew must be informed.

As the aircraft cabin altitude rises up to 10,000 ft., the FCM receive an audible and visual warning on the flight deck and immediately don oxygen masks.

4.11.1.1.1 Cabin Indications

The following indications are given in the cabin (see Aircraft Type Specific Section).

4.11.1.2 Rapid Decompression

A rapid/explosive decompression can be caused by a sudden loss of cabin pressure resulting from an explosion, cargo door failure, or anything which causes damage to the aircraft structure leaving an opening.

If a rapid decompression occurs at 35,000ft your Time of Useful Consciousness is extremely limited and could be as short as 20 seconds.

4.11.1.2.1 Cabin Indications

If the cabin altitude rises to 14,000ft the passenger drop down oxygen masks will deploy in the cabin, galley areas and crew rest areas (where applicable). Indications in the cabin may include:

1. Sudden metallic clang or boom;
2. Immediate dense fogging in the cabin (temporary; due to cold air from outside mixing with warm cabin air);
3. Strong rush of air as the cabin equalizes with the pressure outside;
4. Dust and debris in the area being blown out by the "rush" of air;
5. Sudden drop in temperature;



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.11

DECOMPRESSION

Issue	01
Revision	00
Date	25-Mar-24
Page	4-33

6. Passenger drop-down oxygen mask deploy;
7. SEAT BELT and NO SMOKING/NO PED signs illuminate.

NOTE: On some aircraft types, the PA volume increases and an emergency taped announcement will be broadcast. See Aircraft Type Specific Section.

4.11.1.2.2 Personal Signs and Symptoms

First signs during the decompression may include:

1. Severe pains in the ears, sinuses and stomach as gases inside the body try to escape to equalize the pressure;
2. Feeling of chest expansion followed by forced exhalation of breath;
3. Feeling of coldness and faintness or nausea;
4. Difficulty in speaking.

4.11.2 Actions To Be Taken by Cabin Crew

In the event that a decompression has occurred, the flight deck crew, having donned their oxygen masks will make a PA:

"ATTENTION CREW, EMERGENCY DESCENT"

All Cabin Crew members should respond immediately and:

1. Pull down and don the nearest drop down oxygen mask;
2. Take the nearest seat and fasten seat belt;
3. If there is no seat available, sit on a passenger's lap and hold on;
4. Remain seated until advised by the PIC.

NOTE: If at any time the passenger drop down oxygen masks are deployed in the cabin and there is no PA from the FCM (and the aircraft attitude does not change), when it is safe, the nearest Cabin Crew member to the flight deck will don a portable oxygen bottle and gain emergency access to the flight deck to check the FCM are on oxygen.



OPERATIONS MANUAL PART E – (OME)

4 EMERGENCY PROCEDURES
4.11 DECOMPRESSION

Issue	01
Revision	00
Date	25-Mar-24
Page	4-34

4.11.3 Monitoring Passengers

During the emergency descent Cabin Crew must remain on oxygen and strapped in and ensure that passengers:

1. Have an oxygen mask fitted;
2. Remain seated with seat belts fastened.

You can achieve this by shouting commands to the passengers.

4.11.4 Actions To Be Taken When the Aircraft Has Levelled Off

Once the aircraft has descended to a safe altitude, the PIC will advise Cabin Crew members that oxygen is no longer required. PIC will give a PA call:

"ATTENTION CREW, SAFE ALTITUDE"

This PA is a signal to Cabin Crew that they can move around the cabin.

The LCC and/or the nearest Cabin Crew member to the flight deck should report to the PIC. The prompt arrival of the Cabin Crew member ensures that immediate assistance is available to the flight deck crew, in the event of a pilot incapacitation. Co-ordination with the FCM is essential and the LCC should inform the PIC of the situation in the cabin regarding any damage or passenger injury.

4.11.4.1 Checking Passengers and Cabin Secure

Cabin Crew members will go to their respective areas of responsibilities and those responsible for the galleys should ensure that all electrical power is switched off and then assist in the cabin.

4.11.4.2 Priorities For Assisting Passengers

1. Check lavatories to ensure no one is unconscious behind closed doors. If a passenger is in a lavatory compartment, then move them to the nearest available seat;
2. Fit masks and check breathing of any passengers who appear unconscious;
3. Administer first aid as necessary;
4. Checks seat belts are fastened and strictly enforce "NO SMOKING";
5. Once the oxygen is no longer required, Cabin Crew members should ask all passengers to remove their masks. Passengers who still require oxygen must be placed on therapeutic/portable oxygen.

*NOTE: Dropped down oxygen masks must not be re-stowed in the oxygen compartment.
Information on oxygen systems can be found in Aircraft Type Specific Section – Oxygen Systems.*

4.11.5 Non-Pressurization

In the event of an aircraft system malfunction, there may be a situation whereby the oxygen system does not function correctly, and the aircraft does not pressurize.

Eventually the oxygen masks will drop down but there may be other signs and indications prior to that event.



OPERATIONS MANUAL PART E – (OME)

4 EMERGENCY PROCEDURES
4.11 DECOMPRESSION

Issue	01
Revision	00
Date	25-Mar-24
Page	4-35

Cabin Crew members should remain aware and if they experience or notice any of the indications of a lack of oxygen, they should immediately contact the flight deck crew.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.12

FIRE & SMOKE

Issue

01

Revision

00

Date

25-Mar-24

Page

4-36

4.12 FIRE & SMOKE

A fire and/or smoke within the cabin, lavatory compartments, galleys or crew rest areas (where applicable) is one of the most dangerous situations than can take place on an aircraft. Not only are their obvious factors, such as smoke and extreme heat, most fires can be accompanied by toxic fumes which, when inhaled, can cause incapacitation or death.

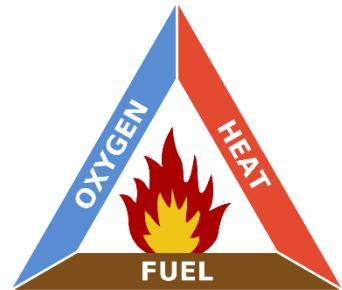
Should a fire and/or smoke be discovered, immediate action must be taken to extinguish it. This must involve:

1. Identifying the type and source of the problem and its location;
2. Collecting the appropriate fire-fighting equipment;
3. Fighting the fire;
4. Contacting the PIC.

4.12.1 Theory of Fire and Smoke

Combustion is a chemical reaction. All fires consist of three elements:

- **FUEL:** Any substance that will burn
- **HEAT:** Heat causes the fuel to be raised above its combustion temperature
- **OXYGEN:** This is supplied from the surrounding air



Removal of any one element of the fire triangle will result in the fire being extinguished.

- **Removing fuel will starve the fire.**
- **Removing oxygen will smother the fire.**
- **Removing heat will cool the fire.**

Combustion is a chemical reaction. All fires consist of three elements. The basic principle of fire extinguishing is to take away one of these elements.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.12

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-37

4.12.1.1 Smoke Development

The first indication that something is wrong is often the smell or sight of smoke, or a warning from a smoke detector.

Smoke is generally a mixture of fine solid particles, droplets of water and other liquids, and products given off by the material involved in the fire. Smoke and heat will rise up to the ceiling of the cabin and then spread sideways.

Smoke can travel a considerable distance from the actual source of the fire and the volume of smoke present will often be of no indication of the actual size of the fire. Small fires can produce smoke for long periods of time in an aircraft and can completely fill the aircraft with smoke which can make firefighting very difficult.



OPERATIONS MANUAL PART E – (OME)

4 EMERGENCY PROCEDURES

4.12 FIRE & SMOKE

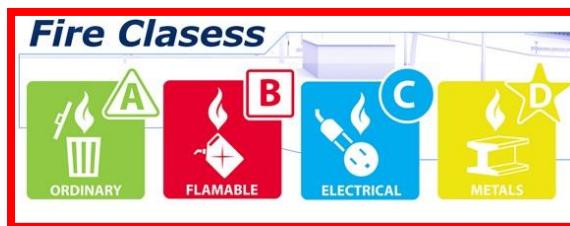
Issue	01
Revision	00
Date	25-Mar-24
Page	4-38

4.12.2 Classification of Fires

Fires are classified internationally as follows:

- Class A: Materials such as wood, paper, plastic, rubber, and textile fabrics.
- Class B: Flammable Liquids such as oils, greases, tars, oil-based paints and lacquers, spirits and flammable gases.
- Class C: Live Electrical Equipment.
- Class D: Combustible Metals such as sodium, magnesium and titanium all used in aircraft construction.

Although electricity does not burn, it is classed as a type of fire because of its dangerous reaction with some extinguishing agents.



4.12.3 Sources of Fire

List below are examples of possible fire sources on board an aircraft but not limited to:

4.12.3.1 Passenger Cabin

1. Overhead Compartment;
2. Air conditioning;
3. Electrical faults;
4. Faulty lights;
5. External fire affecting the cabin;
6. Passengers smoking;
7. PED and Lithium batteries;
8. In-Flight Entertainment systems;
9. Seat cushion/carpet/curtains.



OPERATIONS MANUAL PART E – (OME)

4

4.12

EMERGENCY PROCEDURES

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-39

4.12.3.2 Galleys

1. Oven/Microwave – electrical faults, foreign objects, overspill of fat or grease;
2. Water boilers – electrical faults;
3. Waste bags;
4. Galley curtains

4.12.3.3 Passenger Carry-on Baggage

1. Perfume;
2. Lighters and lighter fuel;
3. Matches;
4. Gas cartridges

4.12.3.4 Lavatory Compartment

1. Passengers smoking;
2. Toilet flush motors;
3. Electrical faults, e.g. water heater;
4. Waste bins.

It is very important, therefore, for Cabin Crew members to frequently check, during flight, all areas of the cabin, galleys, lavatory compartments and crew rest areas (where applicable) for hazards that might result in a fire.

4.12.4 General Procedures for Dealing with and In-Flight Fire

Quick assessment and actions by both the flight deck crew and Cabin Crew members will determine the outcome of the emergency. Cabin Crew members must deal with a fire or smoke situation immediately and locate the source of the smoke and/or fire as quickly as possible and take action. The FCM will require accurate and concise information from the Cabin Crew members as the situation develops (see paragraph 4.12).



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.12

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-40

4.12.4.1 Fire-Fighting Equipment

Equipment	Use
Halon Fire Extinguisher	Any Type of fire on board the aircraft
Water Fire Extinguisher	Any Type of Fire Except Electrical
Fire Gloves	To Protect hands if hot materials have to be handled
Protective Breathing Equipment (PBE)	To allow proper breathing and protect from smoke inhaling
Crash Axe	To help lever open panels and inaccessible areas
Nonflammable liquids	Any non-flammable liquid such as water, minerals, tea, coffee, etc., which can be used to extinguish and/or cooled down a Class A material.

4.12.5 Fire-Fighting Drill

This drill is based around three roles and these clearly defined roles should be adopted upon the discovery of a fire/smoke situation on board the aircraft.

1. Fire-Fighter;
2. Communicator;
3. Coordinator.

NOTE: In the event the three roles scenario is impossible due to minimum Cabin Crew complement or incapacitation, the second Cabin Crew member shall assume the roles of Communicator and Coordinator at the same time

4.12.6 Fire-Fighting Actions

4.12.6.1 Fire-Fighter

The Cabin Crew member who discovers the fire, or is informed of the fire by a passenger, is the 'FIRE-FIGHTER' and must immediately tackle the fire, and:

1. Identify source and type of fire;
2. Switch off any electrical supply involved;
3. Collect appropriate fire-fighting equipment, such as Halon Extinguisher, Protective Breathing Equipment (PBE), fire gloves;
4. Don PBE if smoke is present to avoid incapacitation by smoke inhalation;
5. Fight the fire immediately;



OPERATIONS MANUAL PART E – (OME)

4

4.12

EMERGENCY PROCEDURES

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-41

- SIMULTANEOUSLY with the above action, the 'Fire-fighter' must attract the attention of a second Cabin Crew member who becomes the 'Communicator'.

4.12.6.2 Communicator

The second Cabin Crew member must alert the PIC and attract the attention of another crew member who becomes the 'Co-ordinator'. Having alerted the PIC (See Aircraft Type Specific Section – Communication Systems) the 'Communicator' must keep him fully informed of the situation.

Upon calling the PIC, the 'Communicator' must say his/her name and identify the location of the call then inform the PIC about the following.

NATURE	What type of fire/smoke it is and if it is visible or not
LOCATION	In relation to Doors
SEVERITY	How bad the situation is
ACTION	What action is being taken and how many extinguishers have been used

The PIC needs to establish an awareness of the situation therefore, it is best practice for the 'Communicator' to stay on the interphone and update the PIC.

4.12.6.3 Co-ordinator

The 'Coordinator' is responsible for taking overall charge of the situation and:

- Bringing any back-up fire-fighting equipment to the 'Fire-Fighter' such as additional Halon Extinguisher, crash axe;
- Removing portable oxygen from the area;
- Keeping the 'Communicator' informed;
- Moving the passengers as appropriate and reassuring/controlling remaining passengers;
- Utilizing any other crew members as appropriate;
- Ensures fire is extinguished and smoldering material cooled down.

Once the fire has been extinguished the LCC must report in person to the PIC to inform him of the situation and any other issues relating to the passengers and the cabin.

Depending upon the severity of the situation it might be necessary for another Cabin Crew member to take over the role of the 'Fire-Fighter'.

For information on fire-fighting equipment see Section 3 Safety & Emergency Equipment.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.12

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-42

4.12.6.4 Controlling Passengers

Other Cabin Crew members should act as crowd controllers and carry out their duties in a calm, but assertive manner.

1. It is important that at least one Cabin Crew member stays visible in each zone;
2. Move passengers away from the source of the smoke – double up in seats if necessary;
3. If smoke becomes dense in the cabin, Cabin Crew members not involved in the fire drill should distribute wet cloths to those passengers being affected by the smoke to protect the nose and mouth. Passengers should be encouraged to bend forward and keep the head at armrest level.

NOTE: Masks associated with cabin oxygen systems and portable oxygen bottles do not protect a person from smoke or fumes and must NOT be used in any fire/smoke situation.

4.12.7 Fire Scenarios

Cabin Crew members must be aware that when operating a Halon Extinguisher in a confined space, e.g. galley, lavatory, or the flight deck, always use protective breathing equipment (PBE).

4.12.7.1 Lavatory Compartment

Each lavatory compartment is fitted with a smoke detection system. To ensure that smoke detector systems are in working order they must form part of a Cabin Crew member's pre-flight check and continue to be checked as part of the lavatory surveillance during flight. Section 2 refers.

More information on aircraft smoke detector systems can be found in Aircraft Type Specific.

Lavatory waste bins are protected against fire by a heat-activated fire extinguisher that ejects a burst of halon above the waste bin when a fire is sensed. Do not tamper with the nozzle that is set to eject the halon above the waste bin. Cabin Crew members must ensure that the waste bin compartment doors and flaps spring load into the closed position.

The temperature of the outside of the lavatory compartment door can give an immediate indication of the severity of a lavatory fire. Use the back of your hand to gently touch the outside of the door and assess how hot it is.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.12

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-43

4.12.7.1.1 Lavatory Compartment Door Is Cool/Warm

1. If the door is cool, this will indicate that the fire is at an early stage;
2. Have a Halon extinguisher and fire gloves ready;
3. Open the door slowly with caution, not more than a few centimeters, using the door as protection;
4. Discharge a short burst of the Halon extinguisher into the lavatory compartment, close the door and leave for 30 seconds;
5. Don PBE and enter the lavatory compartment;
6. Enter the lavatory with caution – stay down low below smoke levels for optimum visibility;
7. Locate the fire sources and carefully remove panel(s) (if necessary use the crash axe and fire gloves);
8. If the fire re-ignites, discharge more Halon and repeat as necessary;
9. Check all surrounding areas for fire. This may include removing the waste bin or other units;
10. To prevent re-ignition, use water to cool down the fire or a water extinguisher where appropriate;
11. Monitor the area and keep passengers away until the aircraft has landed.

4.12.7.1.2 Lavatory Compartment Door is Hot

This would indicate that the fire is severe and at a critical stage:

1. Don PBE and fire gloves, have a Halon extinguisher ready;
2. Bend down to minimize exposure to fire and smoke;
3. Open door slowly and cautiously, not more than a few centimeters, using the door or bulkhead as protection;
4. Fully discharge the extinguisher into the lavatory compartment and immediately close the door - leave for 30 seconds; Discharge another extinguisher if necessary, into the lavatory compartment;
5. When there are no flames visible, enter the lavatory, keeping low and locate the source of the fire, carefully removing panels where necessary;
6. If the fire re-ignites, discharge Halon extinguisher as necessary;
7. Check all surrounding areas, removing waste bins and other units if necessary;
8. To prevent re-ignition, use water to cool down or a water extinguisher where appropriate;
9. Monitor the area and keep passengers away for the duration of the flight.

NOTE: If the fire source is of an electrical nature, water, or a water extinguisher should not be used.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.12

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-44

4.12.7.1.3 Waste Container Fire

If smoke is present, then pour water or use a water extinguisher (if carried) into the waste container. If flames are present, collect a Halon extinguisher, PBE and fire gloves and follow procedures.

4.12.7.1.4 Oven Fires

The procedures for dealing with an oven fire are as follows:

1. Switch off all electrical supplies;
2. Keep the door closed. In most cases the fire will self-extinguish;
3. Standby and monitor the situation with a Halon extinguisher and fire gloves. If the situation worsens:
4. Don PBE;
5. Open the door slowly, using the door or bulkhead as protection, enough to insert the nozzle of the extinguisher into the oven;
6. Deliver a few short blasts of halon and immediately close the door;
7. Monitor the situation and repeat the procedure if necessary;
8. Carefully check any contents that have been on fire for signs of smoldering;
9. Cool down with water or a water extinguisher (if carried);
10. Check all surrounding areas for signs of fire or heat - be aware of the possibility of heat from the back of the oven which could mean that the cause of the fire is elsewhere;
11. Continue to monitor for the duration of the flight.

4.12.7.1.5 Overhead Compartment

1. Collect a Halon extinguisher, PBE, fire gloves, and crash axe;
2. Partially open the overhead compartment, ensuring the contents do not fall out;
3. Discharge a Halon extinguisher into the overhead compartment, close and monitor for 30 seconds;
4. Re-open the overhead compartment slowly, ensure the fire is out;
5. Remove the contents and use water or water extinguisher (if carried), then cool contents down. Ensure this is accomplished away from electrical sources;
6. Check adjacent overhead compartments and surrounding areas for signs of heat, smoke or fire and take appropriate action;
7. Continuously monitor for the duration of the flight.



OPERATIONS MANUAL PART E – (OME)

4

4.12

EMERGENCY PROCEDURES

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-45

4.12.7.1.6 Carry-On Baggage

1. Immediately cool the area with water or a water extinguisher (if carried). If flames are present, carefully discharge a halon extinguisher into the area;
2. Check contents for further smoldering, ensuring that they are thoroughly cooled down;
3. Check surrounding area and monitor for the duration of the flight.

4.12.7.1.7 Paper, Fabric, Furnishings Including Seat Fire

As long as Cabin Crew monitor the cabin it is likely they will discover a seat cushion or fabric fire in its early stages. If a person's clothing is on fire, they must be wrapped in a blanket or a coat to smother the flames. Administer first aid if required.

1. Immediately cool it down with water, or a water extinguisher (if carried). If flames are present, carefully discharge a Halon extinguisher into the area;
2. Continue to cool down with water or a water extinguisher (if carried) and check for further smoldering;
3. Check surrounding area and monitor for the duration of the flight.

4.12.7.1.8 Electrical Fires Including in Flight Entertainment Systems

In the case of an electrical fire there is likely to be a smell of burning followed by smoke prior to the appearance of any flames.

When communicating a possible electrical fire to the PIC it is important to inform him of the smell and color of the smoke.

1. Immediately isolate the electrical supply by switching off the power and/or, if directed by the PIC, pulling the circuit breakers;
2. Discharge short bursts of halon in or around the unit and close any door if possible;
3. If the unit or monitor is attached to the seat - move passengers and other relevant equipment away and standby with another extinguisher until it is ensured that the fire is extinguished;
4. Re-assure passengers and give first aid if necessary;
5. Monitor the area for the remainder of the flight.

4.12.7.1.9 Concealed Fires

If a fire occurs in an area that is difficult to access, then the source of the fire will be much more difficult to find. If smoke is present from behind panels in the cabin, the Cabin Crew members must search for 'hot spots' using the back of the hand to test panels for temperature. The reason that the back of the hand is used is that it is more sensitive to heat than the palm or fingers.

The source of the fire could be some distance from the location of the smoke. If Cabin Crew consider they have found the source:

1. Don a PBE and fire gloves;



OPERATIONS MANUAL PART E – (OME)

4

4.12

EMERGENCY PROCEDURES

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-46

2. Lever open any panels or alternatively pierce a small hole in the paneling using the crash axe, being careful not to damage cables, wiring or pipes;
3. Discharge a Halon extinguisher behind the paneling towards the source of the fire;
4. Replace paneling immediately to contain the halon;
5. Monitor for the duration of the flight.

Where this situation differs from other fire/smoke scenarios is that it is very difficult to know whether or not the fire has been put out, therefore, on receiving information from the Cabin Crew members the PIC will seriously be considering diverting the aircraft to the nearest suitable airfield.

4.12.7.1.10 Flight Deck Fires

The PIC will initiate the flight deck fire drill for any fires involving instrumentation displays.

For fire/smoke in other areas, the fire is most likely to be electrical and the PIC will isolate the relevant electrical circuits and use a Halon extinguisher to extinguish the fire.

The PIC may require the assistance of a Cabin Crew member to bring additional back up equipment and extinguishers from the cabin; this assistance may be requested by using the interphone.

For information on the location of safety and emergency equipment see Aircraft Type Specific Section.

4.12.7.2 Lithium Battery Fires

Lithium batteries are installed in a wide range of portable electronic devices and the likelihood of a fire involving a lithium battery is relatively low as the manufacturers include three levels of protection.

More information on lithium batteries can be found in Dangerous Goods Chapter.

4.12.7.2.1 Lithium Battery Procedure

If a lithium battery fire should occur, follow the standard procedure for fire-fighting and obtain and use the correct fire extinguisher (see paragraph 4.12.4.1).

NOTE: Although halon has been found to be ineffective against lithium battery metal fires, it is an effective agent in fighting the subsequent fire of surrounding materials, or in fighting lithium ion battery fires.

1. Remove external electrical power from the device (if applicable);
2. Wet the device with water or other non-flammable liquid to cool and prevent ignition of adjacent cells;
3. Do not move the device until it is cool;
4. Immerse totally the device in water.

4.12.8 External Fires

Any unusual circumstances outside the aircraft, either during the flight or while on the ground must be reported to the PIC immediately. This includes signs of fire, smoke, unusual noises and smells.



OPERATIONS MANUAL PART E – (OME)

4

EMERGENCY PROCEDURES

4.12

FIRE & SMOKE

Issue	01
Revision	00
Date	25-Mar-24
Page	4-47

Cabin Crew members must be alert to passengers' reaction to any situation occurring outside the aircraft that Cabin Crew members might not be aware of.

If an external fire, smoke or other unusual circumstances are observed by either the Cabin Crew members or passengers, accurate details must be provided to the PIC immediately.

4.12.8.1 Auxiliary Power Unit (APU)

The APU is an extra engine in the tail unit of the aircraft. It supplies electrical power and air conditioning while the aircraft is on the ground.

An APU fire may require the emergency evacuation of the passengers. Cabin Crew members will therefore be informed immediately by the flight deck crew or, in their absence by Ground Engineers.



OPERATIONS MANUAL PART E – (OME)

4

4.13

EMERGENCY PROCEDURES

PED INADVERTENTLY SLIPPED OR DROPPED IN ELECTRICALLY/MECHANICAL ADJUSTABLE SEAT

Issue	01
Revision	00
Date	25-Mar-24
Page	4-48

4.13 PED INADVERTENTLY SLIPPED OR DROPPED IN ELECTRICALLY/MECHANICAL ADJUSTABLE SEAT

If a passenger claims that his/her PED slipped or dropped in electrically/mechanical adjustable seat the following shall apply:

1. Inform FCM and keep them updated of the situation;
2. Ask the passenger to identify the PED, and where they suspect it may have slipped into, and if they have moved the seat since;
3. Conduct a thorough search where the item was slipped or dropped;
4. If the PED is located at a place which cannot be reached by hand and needs a technical assistance:
 - a. Passenger should be seated in another seat if possible;
 - b. Cabin Crew and passenger shall not adjust/move any part of the affected seat to prevent safety hazards;

NOTE: Affected area shall be monitored.

- c. Passenger shall be advised that the matter will be solved after reaching the arrival station and requires maintenance assistance;
- d. Inform FCM about the affected seat number; Log entry shall be made in the Aircraft Maintenance Logbook by FCM.



OPERATIONS MANUAL PART E – (OME)

5

5.1

PRACTICAL PROCEDURES - DRILLS

PLANNED & UNPLANNED EMERGENCY LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	5-1

5. PRACTICAL PROCEDURES - DRILLS

5.1 PLANNED & UNPLANNED EMERGENCY LANDING

5.1.1 Planned Emergency Landing (Minimum Time Preparation)

PREPARE CABIN	<ul style="list-style-type: none">Open cabin dividerStow and secure all loose equipment and cabin baggage.
PREPARE PASSENGERS	<ul style="list-style-type: none">Seat back uprightTray table stowedSeat belt onExits are clear
CABIN SECURE	Pass checks as appropriate.
PREPARE YOURSELF	<ul style="list-style-type: none">Live Vest ON if ditching.Remove sharp objects, spectacles, and strap in.
BRACE 500 feet A Above ground level	On command from Flight Deck " BRACE FOR IMPACT ".
SHOUT	Shout and keep shouting " BRACE, BRACE, Heads down, Stay down " until the aircraft has come to a complete stop.
ACTION	Evacuation Drill as appropriate



OPERATIONS MANUAL PART E – (OME)

5

5.1

PRACTICAL PROCEDURES - DRILLS

PLANNED & UNPLANNED EMERGENCY LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	5-2

5.1.2 Unplanned Emergency Landing

In the case of an abnormal or emergency situation during the takeoff or landing such as:

- Imminent impact or,
- Aircraft damage.

The command to brace for impact should be given as a minimum warning to passengers.

The brace command can be initiated by the flight crew or the cabin crew.

BRACE COMMANDS - UNPLANNED EMERGENCY LANDING

FLIGHT CREW	CABIN CREW
<p>If the flight crew are aware of imminent impact:</p> <p>- Using PA announce</p> <p style="text-align: center;">"BRACE FOR IMPACT"</p>	<p>If the cabin crew are aware of imminent impact, or on the command of the flight crew:</p> <ul style="list-style-type: none">- Cabin crew must adopt their brace position and shout <p style="text-align: center;">"HEADS DOWN, STAY DOWN"</p> <ul style="list-style-type: none">- Repeat the brace commands until the aircraft has come to a complete stop.



OPERATIONS MANUAL PART E – (OME)

5

5.1

PRACTICAL PROCEDURES - DRILLS

PLANNED & UNPLANNED EMERGENCY

LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	5-3

5.1.3 Rejected Take-Off

In the event of a rejected takeoff, the cabin crew should proceed as follows:

CABIN CREW	REMAIN SEATED WITH HARNESS SECURED The cabin crew must remain seated in their jump seats, until the aircraft comes to a complete stop.
COCKPIT CREW INSTRUCTIONS	The Commander will make a - PA "ATTENTION CREW AT STATIONS",

- If the cabin crew suspects or notices the development of an emergency situation (based on passenger reactions, smoke, noises, odors, aircraft attitude...):

CABIN CONDITIONS	ASSESS When the aircraft comes to a complete stop, and if necessary, the cabin crew can leave their jump seats to further assess any conditions and/or passenger reactions.
------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

- If the cabin crew determines that there is an emergency situation:

CABIN CREW	IMMEDIATELY NOTIFY COCKPIT CREW The cabin crew must immediately notify the cockpit crew of the cabin conditions, and of the nature of the emergency.
COCKPIT CREW INSTRUCTIONS	FOLLOW



OPERATIONS MANUAL PART E – (OME)

5

5.1

PRACTICAL PROCEDURES - DRILLS PLANNED & UNPLANNED EMERGENCY LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	5-4

5.1.4 Ground Evacuation – Main Exits

When the aircraft has finally stopped	
LOOK	Check for outside conditions after releasing seat belt and shoulder harness.
LISTEN	For one of the below commands: <ul style="list-style-type: none">– Evacuation command "EVACUATE, EVACUATE"– Cancel of Evacuation Command "CREW AND PASSENGERS REMAIN SEATED"
INITIATE	Evacuation, if circumstances dictate
SHOUT	Commands " OPEN SEAT BELTS, OPEN SEAT BELTS "
OPEN	Door, if safe to do so
PULL	Red manual inflation handle
CHECK	Escape Slide / Slide Raft properly inflated
EVACUATE	Passengers " COME THIS WAY, JUMP AND SLIDE "
CHECK	All passengers are off
REMOVE	Survival and useful equipment (only if safe to do so)
EVACUATE	Yourself



OPERATIONS MANUAL PART E – (OME)

5

5.1

PRACTICAL PROCEDURES - DRILLS

PLANNED & UNPLANNED EMERGENCY

LANDING

Issue

01

Revision

00

Date

25-Mar-24

Page

5-5

5.1.5 Ground Evacuation – Overwing Exits

When the aircraft has finally stopped	
LOOK	Check for outside conditions.
LISTEN	For one of the below commands: <ul style="list-style-type: none">– Evacuation command " EVACUATE, EVACUATE"– Cancel of Evacuation Command " CREW AND PASSENGERS REMAIN SEATED"
INITIATE	Evacuation, if circumstances dictate
SHOUT	Commands " OPEN SEAT BELTS, OPEN SEAT BELTS "
OPEN	Over-wing exit, if safe to do so
EVACUATE	Passengers, directing them AFT " COME THIS WAY LEGBODY LEG, RUN "
CHECK	All passengers are off
EVACUATE	Yourself



OPERATIONS MANUAL PART E – (OME)

5

5.1

PRACTICAL PROCEDURES - DRILLS
PLANNED & UNPLANNED EMERGENCY
LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	5-6

5.1.6 Ditching Evacuation

When the aircraft has finally stopped	
LOOK	Check for outside conditions and check the water level is safe.
LIFE JACKET	On (if unprepared)
SHOUT	Commands "OPEN SEAT BELTS, OPEN SEAT BELTS". "LIFEJACKET ON, LIFEJACKET ON"(if unprepared)
OPEN	Door, if safe to do so
PULL	Red manual inflation handle
CHECK	Escape Slide / Slide Raft inflated
If Aircraft Equipped with Escape Slide	
DETACH	The Escape Slide
EVACUATE	Passengers commanding them "COME THIS WAY.INFLATE LIFE JACKET, JUMP INTO THE WATER, GRASP THE NEAREST SLIDE"
If Aircraft Equipped with Slide Raft	
EVACUATE	Passengers commanding them "COME THIS WAY.INFLATE LIFE JACKET, CRAWL ON HANDS AND KNEES"
CHECK	All passengers are off
CHECK	All Passengers Boarded the Slide Raft
REMOVE	Survival and useful equipment (only if safe to do so)
LEAVE	The aircraft yourself
SEPARATE	The Escape Slide / Slide Raft by cutting the mooring line
FIX	Canopy

NOTE: In case of ditching the Crew member must never re-enter the aircraft



OPERATIONS MANUAL PART E – (OME)

5

5.1

PRACTICAL PROCEDURES - DRILLS PLANNED & UNPLANNED EMERGENCY LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	5-7

5.1.7 Cockpit - Assigned Duties for Evacuation

- If it is NOT POSSIBLE to reach the passenger cabin :
 - The cockpit crew should evacuate the aircraft via the cockpit clear view windows, by using escape ropes.
 - On ground, each crewmember must help passengers, and direct them away from the aircraft.
- If it is POSSIBLE to reach the passenger cabin :

CAPT	<ul style="list-style-type: none">– Is the last person to leave the cockpit: Proceeds to the cabin and, helps with passenger evacuation, as necessary?– Is the last person to leave the aircraft: Checks that all persons have evacuated the aircraft?– Evacuates the aircraft, via the rear door, or any other available exit, if he/she cannot reach the rear door.– On ground, he/she takes command of operations until rescue units arrive.
F/O	<ul style="list-style-type: none">– Proceeds to the cabin, and takes the emergency equipment.– Evacuates the aircraft, using any available exit.– Helps passengers on ground, and directs them away from the aircraft.



OPERATIONS MANUAL PART E – (OME)

5

5.1

PRACTICAL PROCEDURES - DRILLS
PLANNED & UNPLANNED EMERGENCY
LANDING

Issue	01
Revision	00
Date	25-Mar-24
Page	5-8

5.1.8 Cockpit Evacuation Through Window

OPENING THE SLIDING WINDOW	
HANDLE	PUSH DOWN AND PULL BACK Pulling the handle backwards, opens the sliding window.
COCKPIT EVACUATION WITH ESCAPE ROPE	
ESCAPE ROPE STOWAGE	OPEN The escape rope stowage is located above the sliding window, on either side of the overhead panel.
ESCAPE ROPE	UNROLL Unroll the escape rope until the red flag appears, and throw it through the window.
SEAT	STEP ON
ESCAPE ROPE	GRASP Grasp the escape rope firmly with both hands, and slide down along the rope.



OPERATIONS MANUAL PART E – (OME)

5

5.2

PRACTICAL PROCEDURES - DRILLS

FIRE AND SMOKE DRILLS

Issue	01
Revision	00
Date	25-Mar-24
Page	5-9

5.2 FIRE AND SMOKE DRILLS

5.2.1 Basic Fire Drill

Basic Fire Drill	
FIGHT (Fighter)	The fire using the correct extinguisher.
SUMMON (Assistant)	Assistance. Order other assistants to:-
INFORM (Communicator)	The Captain: <ol style="list-style-type: none">Where the fire is.What is burning?Type and Number of Fire Extinguisher usedDensity and color of smoke.Action taken and whether successful.
MOVE (Crowd controller)	Passengers and portable oxygen away.
STAND BY (Assistant)	With another extinguisher.
<u>When the fire is out:</u>	
WATCH	The fire area until the aircraft has landed.
REASSURE (Crowd controller)	The passengers.
GIVE	First aid where necessary.



OPERATIONS MANUAL PART E – (OME)

5

5.2

PRACTICAL PROCEDURES - DRILLS FIRE AND SMOKE DRILLS

Issue	01
Revision	00
Date	25-Mar-24
Page	5-10

5.2.2 Fire-Fighting Drill

The Fire Drill involves three CC and these roles must be clearly defined upon discovery of the fire:

- Fire Fighter,
- Communicator; and
- Coordinator

FIRE FIGHTER

The Crew member who discovers the fire or is informed of the fire by a passenger.

Other Crewmembers	ALERT
Firefighting Equipment	EQUIP
Source of the Fire	LOCATE
Fire Extinguisher	DISCHARGE AT BASE OF FIRE
Firefighting Effort	MAINTAIN UNTIL THE FIRE IS OUT

COMMUNICATOR

The Communicator must alert the PIC and Purser, if not already involved, as quickly as possible on the interphone of the following:

Flight Crew	NOTIFY IMMEDIATELY VIA INTERPHONE Use the interphone, to prevent smoke from contaminating the cockpit. Give the following information: <ul style="list-style-type: none">• Location• Source• Severity/Density (color of smoke/odor)• Firefighting progress• Number of fire extinguishers used• Time firefighting action started.
Communication With Flight Crew	MAINTAIN
Instructions From Flight Crew	MAINTAIN



OPERATIONS MANUAL PART E – (OME)

5

5.2

PRACTICAL PROCEDURES - DRILLS FIRE AND SMOKE DRILLS

Issue	01
Revision	00
Date	25-Mar-24
Page	5-11

CO-ORDINATOR

Must be prepared to replace the Firefighter, and exchange roles as required

BRING	back-up firefighting equipment to the Fire Fighter,
REMOVE	Portable oxygen from the area,
KEEP	the Communicator informed,
MOVE	the passengers as appropriate and reassuring/controlling remaining passengers,
UTILIZE	any other crew members as appropriate; and
ENSURE	the fire is extinguished and smoldering material damped down



OPERATIONS MANUAL PART E – (OME)

5

5.2

PRACTICAL PROCEDURES - DRILLS
FIRE AND SMOKE DRILLS

Issue	01
Revision	00
Date	25-Mar-24
Page	5-12

5.2.2.1 Lavatory Fire/Smoke Drill

Feel The Lavatory Door with The Back Of Your Hand	
Lavatory Door Cold to Touch	
Lavatory Door	Open Slowly with Caution
Source Of Smoke/Fire	Locate
Basic Firefighting Procedure	Apply
Fire Extinguisher	Discharge At Base of Fire
Smoke	Reset
Lavatory Door Hot to Touch	
PBE	DON
Firefighter	PROTECT Stay low and crouch down, using the door panel as protection against smoke and heat
Lavatory Door	OPEN SLIGHTLY Just enough to pass the nozzle of the extinguisher.
Fire Extinguisher	DISCHARGE
Lavatory Door	CLOSE
Firefighting	REPEAT AS NECESSARY
Affected Lavatory	MONITOR FOR THE REMAINDER OF THE FLIGHT

NOTE: It is advised to use the back of your hand as it is more sensitive to heat and to prevent your palm from injury so as to help you fight the fire effectively.

Back-Up may take over the duties of the Fire Fighter if required.

Never enter an enclosed smoke-filled area without wearing a smoke hood.



OPERATIONS MANUAL PART E – (OME)

5

5.2

PRACTICAL PROCEDURES - DRILLS
FIRE AND SMOKE DRILLS

Issue	01
Revision	00
Date	25-Mar-24
Page	5-13



OPERATIONS MANUAL PART E – (OME)

6

6.1

SURVIVAL

INTRODUCTION

Issue	01
Revision	00
Date	25-Mar-24
Page	6-1

6. SURVIVAL

6.1 INTRODUCTION

Not all emergency landings occur near built up areas and therefore the possibility of a large group stranded in a remote location is always a possibility. The number of trained personnel to look after the group will be limited. An emergency landing may occur on land or in the sea. It may result in perils, such as drowning, starvation, oxygen deficiency, heat or cold.

All members of the crew will be suffering from various degrees of stress and strain. In most cases help will arrive in a few hours and at the most 12-48 hours.

The relevant authorities will aim to locate the site and save as many lives as possible. The method by which this is done will depend on the country in which the incident occurs.

Although basic survival strategies and techniques are applicable anywhere, conditions vary widely around the world. It is essential to know as much as possible about conditions in any region in which a forced landing may be expected.

A general knowledge of what you may expect in different climates will greatly increase your ability to handle the survival situations, if an accident results in finding yourself in totally unfamiliar surroundings, such as:

1. Desert Regions;
2. Tropical Regions;
3. Arctic and Mountain Regions;
4. Survival at Sea.



OPERATIONS MANUAL PART E – (OME)

6

6.2

SURVIVAL

BASIC PRINCIPLES OF SURVIVAL

Issue	01
Revision	00
Date	25-Mar-24
Page	6-2

6.2 BASIC PRINCIPLES OF SURVIVAL

Survival depends on two basic factors:

1. The will to survive;
2. Knowledge.

The will to survive varies considerably in human beings. Throughout history, evidence has shown that individuals have withstood extreme conditions for a considerable time. Everyone is different, but if the following points are kept in mind, survival chances are increased:

1. Have and maintain a positive mental attitude;
2. Keep occupied – mentally and physically;
3. Push negative thoughts out of your mind;
4. Conserve energy.

The essence of survival is adaptability. Work with your environment and not against it. It is also important to remain highly motivated and rested. Tiredness can lead to mistakes.

Survival prospects are greatly improved if priority is given to:

1. Protection;
2. Location:
3. Water;
4. Food.

6.2.1 PROTECTION

Protect yourself and other crew members and passengers from any hostile environment, e.g. danger of fire, smoke, unsafe conditions, sun, wind, rain, wild animals, cold and hot temperatures, etc.

6.2.2 LOCATION

Activate an ELT, attract attention of rescuers using mirrors, flares, sea dye-markers. Use rocks stones or brightly colored materials to create markers on ground, build fires, use life vests, etc.

6.2.3 WATER

Liquids should be given in small quantities and frequently. Rationing will have to be strictly enforced if necessary. Conserve water by only issuing it in the first 24 hours to replace fluid loss to bleeding, burns or sickness.

6.2.4 FOOD

Any food items should be given in small quantities and frequently. Rationing will have to be strictly enforced if necessary.



OPERATIONS MANUAL PART E – (OME)

6

6.3

SURVIVAL

SURVIVAL SITUATIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	6-3

6.3 SURVIVAL SITUATIONS

6.3.1 SURVIVAL ON LAND

1. After everyone has safely evacuated from the aircraft, the next concern will be to stay alive. The terrain and weather conditions of the crash site will determine the necessary actions for survival;
2. When all danger of any fire has passed and the reliability of the aircraft allows, re-entry may be possible in order to remove useful items and equipment for survival. Re-entering the aircraft can be accomplished by using the re-entry strap/handles that are fitted on all slides and slide/rafts;
3. Detach slides/rafts. These will provide excellent shelter and provide survival kits. However, leave at least one slide or slide/raft attached for any subsequent re-entry;
4. Attend to those injured, giving priority to those casualties with major injuries;
5. To help rescuers to locate survivors:
 - a. Activate an ELT as soon as possible;
 - b. Make patterns on the ground;
 - c. Light fires;
 - d. Use flares when rescuers are in the vicinity.
6. Ration water and food:
 - a. Divide up and keep an inventory if possible.
 - b. Keep a log:
 - i. A diary of events;
 - ii. A list of survivors names;
 - iii. First Aid treatment given and if possible a list of names and locations of fatalities.
7. Maintain a 24-hour watch:
 - i. Allocate watch periods to crew members as well as passengers;
 - ii. Never allow individuals to wander off in search of help/water/food

6.3.2 DESERT REGIONS

Deserts are large, dry, barren areas where temperatures vary tremendously from intensely hot during the day to very cold at night and the following need to be considered:

1. Lack of water

Desert Regions are characterized by lack of water. The aim, therefore, is to minimize heat absorption and loss of water from the body.

2. Temperature Extremes



OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.3

SURVIVAL SITUATIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	6-4

Temperatures are high during the day, but at night they fall rapidly. Exposure to sun, wind and heat increases the body temperature and as the body temperature rises, the body starts sweating to cool off. Sweating reduces the level of water in the body so it is important to drink as much water as possible to avoid dehydration.

3. Dust Storms

Wind in the desert can reach hurricane force, throwing up dense clouds of dust and sand. This makes breathing difficult and can adversely affect the eyes.

6.3.2.1 Protection

As well as following the procedures laid down in paragraph 6.2.1, consideration should be given to the following:

1. Do not waste water, drink small sips of water when thirsty;
2. Keep head and back of the neck covered;
3. Protect eyes, nose and mouth when necessary;
4. Get into the shade as soon as possible to reduce sweating and loss of body water;
5. Keep shelters safe from snakes, scorpions, spiders, etc.;
6. Unless habitation is close by, it is better to stay near the aircraft and wait for rescue.

Distances in the desert can be deceptive. Habitation that appears close by may actually be too far away to reach.

6.3.3 Tropical Regions

Tropical regions are characterized by:

1. High temperatures and humidity;
2. Heavy rainfall, often accompanied by thunder and lightning;
3. Hurricanes and typhoons develop over sea areas;
4. Tropical day and night are of equal length, darkness falls quickly and day break is equally sudden.

6.3.3.1 PROTECTION

Follow up to the procedures laid down in paragraph 7.2.1, consideration should be given to the following:

1. Take shelter from rain, sun and insects;
2. Malaria carrying mosquitoes and other insect pests are the immediate dangers of the tropics, protect yourself against bites;
3. Do not leave the landing site without carefully marking your route. Use a compass to know In what direction you are going

6.3.4 Artic And Mountain Regions

The principles of artic and mountain (winter and cold weather) survival must be applied in any region where freezing temperatures, high winds and a covering of snow prevail at various times.



OPERATIONS MANUAL PART E – (OME)

6

6.3

SURVIVAL

SURVIVAL SITUATIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	6-5

Arctic terrain can range from bare ice caps to coniferous forests with areas between characterized by steep slopes. Cliffs and heights may be vertical in extent and can cause isolated peaks, single ridge, glaciers, and snowfields.

6.3.4.1 Protection

Follow up to the procedures laid down in paragraph 7.2.1, consideration should be given to the following:

1. If no other form of shelter is available, a trench can be dug in the snow to keep out freezing winds. If the body temperature falls to 95° (35°C) death usually occurs unless re-warming is started immediately;
2. Light a fire as soon as possible. Collect wood, gasoline, oil etc. and build a fire at a safe distance;

NOTE: Three fires lit form the tips of a triangle which is the international distress signal.
3. Stay dry by keeping snow out of your shoes, gloves and clothing; avoid open water;
4. Overexertion causes perspiration which will freeze inside your clothing, thus decreasing effective insulation and reducing chances of survival;
5. Always remove outer clothing when working or moving. When you stop, put them on to avoid chilling. If you have shelter at night, keep hands and feet dry;
6. Avoid snow blindness, which is caused by reflected light from the snow. It can be intensely painful and is nearly always a temporary affliction;
7. Deal with frostbite as soon as possible as in its later stages, the tissues are permanently damaged when defrosted and usually lead to subsequent amputation. Treatment is simply to warm the affected part and circulation should then return;
8. Where there is snow and ice, the amount of water available is endless, however:
 - a. Never eat snow or ice as it will reduce body temperature and cause soreness to lips, gums and tongue;
 - b. Whenever possible, melt ice rather than snow, as ice produces more water in less time.
 - c. In summer, protect yourself from insects. Keep dry

6.3.5 Survival at Sea

Survival at sea is very much dependent on the use of slide/rafts. Body heat reduces rapidly once a person is wet, so keeping as dry as possible will prolong survival time considerably. Water and food supplies will be limited so careful allocation of these must be enforced.



OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.3

SURVIVAL SITUATIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	6-6

6.3.5.1 Protection

To help maintain body warmth, whether in the water or in the raft, adopt the H.E.L.P. position (heat escape lessening positioning) and huddle together with arms linked and held with hands at shoulder height, with elbows close to the body.

1. Retrieve crew members and passengers from the water;
2. Do not remove the life vests but slightly deflate them for comfort if necessary;
3. If items of clothing are wet replace with dry clothing if possible. If not, wring out wet clothing thoroughly to dry them and then put them back on. Do not discard any clothing under any circumstances;
4. Never drink sea water, unless it has been desalinated;
5. Secure all equipment, items of food, etc., to prevent loss overboard;
6. Try to keep the inside of the slide/raft as dry as possible using bailing buckets and sponges;
7. Erect a canopy (Information on slide/rafts can be found in Aircraft Type Specific Section);
8. Inspect the slide/raft for leaks as often as possible and mend with the appropriate devices

6.3.5.2 Location

1. Activate an ELT as soon as possible;
2. Use sea dye markers when rescuers are in the vicinity;
3. Maintain a continuous 24-hour watch, allocating no longer than four hour periods;
4. It is not practical or desirable to navigate the slide/raft. It is better to stay in the vicinity of the aircraft and be influenced by the winds and currents. If the winds and currents are favorable and you drift towards land, pull out the sea anchor to facilitate drift;
5. There will be signs of approaching land long before it is seen. These include:
 - a. Flocks of birds and bird sounds;
 - b. An increase in floating debris or vegetation;
 - c. Cumulus clouds that gather in one place in an otherwise clear sky, as they tend to gather above hills;
 - d. A change in sea color e.g. by silt.
6. Use signaling mirrors and flares when it is considered necessary;

NOTE: Care should be taken when fishing as sharks have been known to attack swimmers and rafts, etc. If a shark is sighted, you should stop fishing immediately and remain still and keep quiet.

Information on slide/raft management can be found in Aircraft Type Specific Section.



OPERATIONS MANUAL PART E – (OME)

6

6.4

SURVIVAL

HOT WEATHER SURVIVAL

Issue	01
Revision	00
Date	25-Mar-24
Page	6-7

6.4 HOT WEATHER SURVIVAL

The body absorbs heat by:

RADIATION - from the rays of the sun.

CONDUCTION - from contact with hot surfaces, ground etc.

CONVECTION - from the hot wind.

The body also generates heat during physical activity. Taking steps to minimize sweating is the key to surviving in the desert.

6.4.1 Shade

Stay out of the sun as much as possible during the day. Get under the shade of a wing, or use a canopy or other suitable material to give protection from the direct rays of the sun. Keep the canopy open to allow air to circulate.

6.4.2 Platform

Build a platform by using slide/rafts, seat cushions, blankets, pillows, etc. The purpose of a platform is to create a barrier between the body and the hot ground. Sit on the platform rather than lie down as heat transfer into the body will be less with a raised platform.

6.4.3 Clothing

Keep at least one layer of clothing on to protect against heat, wind, and sunburn. If available, use clothing made of natural fibers, such as cotton, silk, etc. Use a cloth to cover the head and back of the neck.

Wear sunglasses during the day. If sunglasses are not available, use an eye shade made of cloth with slits to protect from sun glare.

6.4.4 ACTIVITY

Physical activity produces sweating. Limit your activity during the day. If you must move about in the heat, move slowly. Non-essential activity should be done in the early morning, late evening or night hours which are cooler.

6.4.5 WATER

Try to carry as much drinking liquids from the aircraft as possible. You can get along for weeks without food, but you can't live long without water especially in hot areas. Water might need to be rationed. Some passengers might require more water than others, especially small children elderly and injured persons. If there is plenty of drinking fluid, then drink often as much as your thirst dictates to remain mentally alert. This is especially important for crew members.

6.4.6 Heat Related Illnesses

Uncontrolled sweating without replacement of water can lead to health problems. If left, untreated, one problem may progress into another. Minor heat cramps can develop into heat exhaustion and finally heat stroke. Any heat related illness, if recognized in its early stages, can usually be reversed.

It is recommended to perform any work activity at night and rest during the day.

6.4.6.1 Heat Cramps



OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.4

HOT WEATHER SURVIVAL

Issue	01
Revision	00
Date	25-Mar-24
Page	6-8

This is the least severe of all heat-related illnesses and is often the first signal that the body is having trouble with the heat.

6.4.6.1.1 Symptoms

1. Muscle cramps, often in the abdomen or legs;
2. Heavy perspiration;
3. Light headedness; weakness.

6.4.6.1.2 Treatment

1. Have the victim rest on his back in cool shaded area with his/her feet elevated 8 to 12 inches;
2. Cool down by fanning and applying cool, wet cloths;
3. Give cool water to drink. Do not give liquids that contain caffeine. Salt should not be given, it can make the situation worse;
4. Lightly stretch the muscle.

6.4.6.2 Heat Exhaustion

This is a more severe condition and often affects people who are in a hot and humid climate, e.g. tropical.

6.4.6.2.1 Symptoms

1. Cool, pale or RED, moist skin (even if the victim's internal temperature is rising, his/her skin may still be cool);
2. Dilated pupils (larger than normal);
3. Headaches;
4. Extreme thirst;
5. Nausea, vomiting;
6. Irrational behaviour;
7. Weakness, dizziness;
8. Unconsciousness.

6.4.6.2.2 Treatment

1. Have the victim rest on his back in cool shaded area with his/her feet elevated 8 to 12 inches;
2. Cool by fanning and applying cool wet cloths;
3. If conscious give half a glass full of water to drink every 15 minutes. Do not give liquids that contain caffeine. Salt should not be given; it can make the situation worse;
4. Monitor for signs of shock, including bluish lips and fingernails and a decreasing alertness;
5. If the victim has a seizure, protect him/her from injury and give first aid for convulsions. (See Section 7 First Aid);



OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.4

HOT WEATHER SURVIVAL

Issue	01
Revision	00
Date	25-Mar-24
Page	6-9

6. If consciousness is lost, give first aid for unconsciousness. (See Section 7 First Aid).

6.4.6.3 Heat Stroke

This is the least common heat related illness but the most severe. It develops when the body systems are overwhelmed by heat and begin to stop working.

6.4.6.3.1 Symptoms

1. Raised body temperature;
2. Dry, hot, RED skin;
3. Dark urine;
4. Small pupils;
5. Rapid, shallow breathing;
6. Extreme confusion;
7. Weakness;
8. Seizures;
9. Unconsciousness.

6.4.6.3.2 Treatment

1. Have the victim rest on his back in a cool shaded area with his/her feet elevated 8 to 12 inches;
2. Cool down by fanning and applying cool wet cloths;
3. If the victim has a seizure, protect him/her from injury and give first aid for convulsions. (See Section 7 First Aid);
4. If consciousness is lost, give first aid for unconsciousness. (See Section 7 First Aid).



OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.4

HOT WEATHER SURVIVAL

Issue	01
Revision	00
Date	25-Mar-24
Page	6-10

6.4.6.4 Sunburn

Most people will have sunburn at some time, but in excess this can be dangerous. Keeping out of the sun is the best advice.

6.4.6.5 Insect Bites

Most insect bites can be treated with antihistamine cream if available. The juice of a lemon rubbed into the area may also aid relief. The victim should be monitored.

6.4.6.6 Hygiene

Personal hygiene is most important in any survival situation, especially in hot climates, as the surroundings will become unsanitary very quickly. Changes of clothing may not be available.

Washing, if possible should be encouraged and regular checks of the body should be carried out paying particular attention to the area between the toes under the arms and between the legs.



OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.5

COLD WEATHER SURVIVAL

Issue	01
Revision	00
Date	25-Mar-24
Page	6-11

6.5 COLD WEATHER SURVIVAL

Exposure to an extremely cold environment can be life threatening. It is therefore important to keep warm, dry and sheltered from natural elements such as wind, rain and cold.

6.5.1 Shelter

Do not shelter inside the aircraft, it will be too cold. Parts of the fuselage can be utilized to make a better insulated shelter. Slide/rafts can be used with canopies erected to provide protection from the wind and rain. Seat cushions provide additional insulation and protection.

6.5.2 Platform

Do not sit or sleep directly on the ground. Use slide/rafts, life vests, seat cushions, etc., as platforms.

6.5.3 Clothing

Body heat and layers of clothing will keep you warm but avoid sweating. Wear loose clothing, as tight-fitting clothes cut off circulation, increasing the danger of freezing. Cover ears, neck, head, hands, and feet.

6.5.4 Activity

Do not over exercise, however, moving around will help circulation and avoid frostbite. Huddle together to share body warmth.

6.5.5 Cold Related Illnesses

The likelihood of a cold-related illness depends on factors such as physical activity, clothing, wind, humidity, temperature, a person's age and state of health.

6.5.5.1 Frostbite

This is the freezing of body parts that have been exposed to the cold. Severity depends on the air temperature, length of exposure and the wind. It can cause the loss of fingers, hands, arms, toes, feet and legs.

6.5.5.1.1 Symptoms

1. Mild frostbite:
 - a. Skin is RED and painful (early frostbite) or
 - b. WHITE and numb (tissue has started to freeze).
2. Severe frostbite:
 - a. Blisters, gangrene (Blackened tissue that died after blood vessels froze);
 - b. Hard, frozen skin (frostbite can penetrate all the way down to blood vessels and bone).



OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.5

COLD WEATHER SURVIVAL

Issue	01
Revision	00
Date	25-Mar-24
Page	6-12

6.5.5.1.2 Treatment

1. Move the victim to a warmer place;
2. Remove any constricting clothes or jewelry;
3. Remove any wet clothing and replace with dry if available;
4. Handle the area gently. Do not break any blisters or massage/rub the frostbitten area;
5. Rewarm the frostbitten area for at least 30 minutes. To re-warm hands or feet, place them in warm (not hot) water. Keep circling the water to aid the rewarming process. To re-warm other areas that cannot be placed in water, apply warm (not hot) compresses. Rewarming is complete when the skin is soft and sensation returns;
6. Apply dry, sterile dressing to the frostbitten area. Put dressing between the affected fingers or toes;
7. Move defrosted area as little as possible;
8. Prevent refreezing by wrapping the rewarmed areas;
9. Stay with the victim until medical help arrives.

6.5.5.2 Hypothermia

Hypothermia develops when the entire body cools because its ability to keep warm fails. This can result from prolonged exposure to cold, windy weather and rain as well as immersion in cold water.

Air temperature does not have to be below freezing to develop this cold-related illness. If care is not given death can occur

6.5.5.2.1 Symptoms

1. Mild Hypothermia:
 - a. Shivering;
 - b. Urge to urinate;
 - c. Loss of co-ordination;
 - d. Confusion, areas of the body that are usually warm (e.g. armpits) are cold.
2. Severe Hypothermia:
 - a. Shivering has stopped;
 - b. Stumbling;
 - c. Muscle stiffness;
 - d. Desire to be left alone;
 - e. Irregular, slow heart beat;
 - f. Drowsiness;
 - g. Weakness;



OPERATIONS MANUAL PART E – (OME)

6

6.5

SURVIVAL

COLD WEATHER SURVIVAL

Issue	01
Revision	00
Date	25-Mar-24
Page	6-13

- h. Confusion;
- i. Slurred speech;
- j. Difficulty seeing;
- k. Uncooperative or irrational behavior.

6.5.5.2.2 Treatment

1. Start by caring for any life threatening problems;
2. Handle the victim gently. People with hypothermia are at risk of cardiac arrest. (See Section 7 First Aid);
3. Prevent the victim from becoming any colder. Find shelter, if necessary;
4. Remove any wet or constricting clothes and replace them with dry clothing if available;
5. Rewarm the victim, cover the head and neck. Use blanket, if available keep in body heat. Use your own body heat to aid the rewarming process;
6. Apply warm compresses to the neck, chest wall, and groin;
7. If the victim is alert and can easily swallow, give warm, sweetened fluids to aid in the rewarming process;
8. Stay with the victim until medical help arrives.



OPERATIONS MANUAL PART E – (OME)

6

6.6

SURVIVAL

SEARCH AND RESCUE PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	6-14

6.6 SEARCH AND RESCUE PROCEDURES

By international agreement Rescue Coordinate Centers (RCCs) link up with Air Traffic Control Centers to provide world-wide coverage of land, air and sea.

To monitor the progress of all commercial flights, a signal is sent each time an aircraft departs or arrives at an airport. On departure, the signal sent is the actual time of departure (ATD) together with the estimated time of arrival (ETA) at the intended destination. On arrival, the actual time of arrival (ATA) is sent.

Before a flight can depart a flight plan is produced and this lists the intended planned route or track of a flight. The flight plan also states elapsed flying time between specified points along the route.

If a flight fails to report at any one of the specified points, a procedure will be followed to try to trace the whereabouts of the aircraft. This will finally mean that the search and rescue services will be dispatched.

There are three phases of the search and rescue procedure:

1. Uncertainty Phase

This starts 30 minutes after an aircraft has failed to report at a scheduled point or time.

2. Alert Phase

This starts from one hour after a point or position report is not received.

3. Distress Phase

This runs from the time when an aircraft is believed to be in imminent danger. A search will commence after the ETA has passed or when a "Mayday" is received.

When alerted the RCC has at its disposal a wide range of military and civilian aircraft as well as other professional and voluntary rescue services. Helicopters, amphibian aircraft, mountain rescue, boats, ships, etc., will then carry out the rescue as required, depending on the location and survival circumstances.

6.6.1 Signaling

It is important to try and make the position of the crash site as noticeable as possible from the air.

One of the best means is the wrecked fuselage. The possibility of spreading the cabin trim and baggage around the area should not be overlooked.

Survivors should use some or all of the following methods when trying to attract the attention of the rescue services:

1. Fire distress flares or cartridges;
2. Use an object with a bright flat surface such as a signal mirror;
3. Flash a light;
4. Fly anything in the form of a flag;
5. Deploy fluorescent markers to leave a trail in the sea such as sea dye markers;
6. Light a fire to produce flame and smoke;
7. On land, use life vests as these are brightly colored, especially good on snow;



OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.6

SEARCH AND RESCUE PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	6-15

8. Lay out ground air visual signals – these signals should be as large as possible (at least 2.5m/8ft long) and be formed from strips of fabric, pieces of wood, stones or similar materials.

6.6.1.1 Audio Signals

Radios, mobile phones and whistles are some of the methods you can use to signal your presence to rescuers. The aircraft ELT should be erected as soon as possible.

6.6.1.2 Codes and Signals

6.6.1.2.1 Save our Souls (SOS)

Lights or flags may be used to send an SOS – three dots, three dashes, three dots.

6.6.1.2.2 Ground To Air Visual Signal Code

MESSAGE	CODE/SYMBOL
Requires assistance	V
Require medical assistance	X
No, or negative	N
Yes, or affirmative	Y
Proceeding in this direction	↑

6.6.1.2.3 Air To Ground Signals

An aircraft will acknowledge that the ground signals have been understood by:

1. During the Hours of Daylight – rocking its wings;
2. During the hours of darkness – flashing its landing or navigation lights ON and OFF twice.

The absence of the above signals from the aircraft indicates that the ground signal has not been understood.





OPERATIONS MANUAL PART E – (OME)

6

SURVIVAL

6.6

SEARCH AND RESCUE PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	6-16

INTENTIONALLY LEFT BLANK



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.1

FIRST AID AIM

Issue	01
Revision	00
Date	25-Mar-24
Page	7-1

7. MEDICAL AND FIRST AID

First Aid is the immediate assistance or treatment given to a person who has been injured or suddenly taken ill, with minimal or no medical equipment, before qualified medical help is available.

As part of the Cabin Crew member safety role, you may be called upon to deal with an actual or potential life-threatening emergency, sometimes miles away from specialist medical help.

It has been shown that effective first aid can make a great difference to the ill person's comfort or survival.

Some first aid situations can seem very unpleasant and you may feel an inability to cope. This is a common and natural feeling.

By following your first aid training it will enhance your confidence and help you to deal with and control the situation. However, despite your best efforts some casualties may not respond to treatment as certain conditions can inevitably lead to death even in the best medical hands.

7.1 FIRST AID AIM

The key guiding principles and purpose of First Aid is often given in the '3 Ps'. These three points govern all the actions undertaken by a first aider:

1. Prevent further injury;
2. Preserve life;
3. Promote recovery.

7.2 ROLES AND RESPONSIBILITIES

The roles and responsibilities of Cabin Crew members are continuously evolving. It is important that the assistance you provide is appropriate and safe. The Cabin Crew member must understand their role as an immediate care provider.

These include the following:

1. Protect yourself; put on protective equipment, especially impermeable gloves;
2. Assess the situation while getting some history of what happened from witnesses;
3. Assess responsiveness. Casualties can be quickly assessed and prioritized on the "AVPU" scale and this will help make decisions about their care. The scale stands for:
 5. ALERT (casualty can communicate);
 6. VOICE (casualty cannot talk but responsive to voice command);
 7. PAIN (casualty is responsive to voice or pain);
 8. UNRESPONSIVE (does not respond to voice or pain).
4. Treat the casualty to the limit of your training;
5. Utilize the medical equipment carried on the aircraft, such as:
 - a. First Aid Kits (FAK);



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.2

ROLES AND RESPONSIBILITIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-2

- b. Automated External Defibrillator (AED);
- c. Universal Precaution Kit (UPK);
- d. Portable oxygen bottles (POB);

The PIC may, upon verification of a Doctor's credentials, allow the airline Doctor's Kit to be opened.

More information on first aid equipment and the contents of the FAK can be found [in Section 3 Safety & Emergency Equipment](#)

7.2.1 Crew Coordination

GACAR §91.253

LCC should inform PIC of all illness and injuries or death on board.

Whether professional medical advice is available or not a decision needs to be reached:

1. The situation is satisfactorily resolved;
2. The situation is containable with available resources, but further medical assistance will be required on the scheduled landing;
3. Professional help is required urgently and should be sought as quickly as possible.

It is the responsibility of Cabin Crew members to keep the PIC informed at all times, in order that critical decisions can be made taking into account other operational factors.

If the PIC determines that an unscheduled landing is necessary, the following information should be given to the PIC:

1. Full name of passenger, nationality, date of birth and sex;
2. Home address;
3. Station of embarkation and destination;
4. General nature of the condition or major symptoms (if known);
5. Medication or treatment given;
6. Medical facilities needed (if known)

Medical diversions will most likely be required in the following cases:

1. Continuing unconsciousness.
2. Unrelieved breathing difficulties.
3. Severe unrelieved pain.
4. Uncontrolled bleeding.
5. Major injury, including shock.
6. Disturbed behavior that includes a risk to passengers and/or crew.



OPERATIONS MANUAL PART E – (OME)

7
7.2

MEDICAL AND FIRST AID ROLES AND RESPONSIBILITIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-3

7. Impending birth.
8. Any uncontrolled condition giving cause for concern.

7.2.1.1 Action Plan

A medical action plan should be used for any medical situation that occurs on board the aircraft. It assists in avoiding confusion and problems with communication. The action plan consists of the following actions:

7.2.1.1.1 First Cabin Crew Member

1. Assess the passenger;
2. Call for help either verbally or by pressing the call button repeatedly.

7.2.1.1.2 Second Cabin Crew Member

1. Gets the attention of another Cabin Crew member informing them of the nature/severity and location of the incident;
2. Obtain appropriate medical equipment (i.e. Portable Oxygen Bottle, First Aid Kit (FAK), Pocket Mask and AED);
3. Return to the scene to assist

7.2.1.1.3 Third Cabin Crew Member

1. Informs the LCC and the PIC as quickly as possible;
2. Makes an announcement requesting the assistance of an on board medical volunteer (doctor, nurse, emergency medical staff)

7.2.1.1.4 Other Cabin Crew Members

LCC will retrieve the Doctor Emergency Kit (DEK) in the event that it is required by a medical doctor.

PIC must authorize the opening of the DEK. More information on the DEK can be found in SECTION 3.

Other Cabin Crew members can be used to gather information for reporting purposes and/or possible handover, and for assisting with family and friends who may need comforting.

7.2.1.2 Administering Medication To Passengers

Always follow the manufacturer's instructions if any medical substances are used, and record the following:

1. Name of the person treated;
2. Name of drug and dosage given;
3. Date and time administered;
4. Record the name of the person who has provided the assistance. Before any medical substance is administered, always show the passenger the packaging, drug dosage and directions for use. The recordings of drugs administered and their dosage/timings will be useful for handing over to medical professionals either on board the aircraft or on the ground.



OPERATIONS MANUAL PART E – (OME)

7

7.2

MEDICAL AND FIRST AID

ROLES AND RESPONSIBILITIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-4

7.2.2 Recognizing Emergency First Aid

Medical emergencies are often signaled by something unusual around or within the casualty that catches your attention such as:

Unusual noises – screams, yells, moans, or a call for help;

Unusual sights – Something that looks out of the ordinary (e.g. spilled medicine container);

Unusual odours – odours that are stronger than usual or unrecognized odours;

Unusual appearance of behavior – unconsciousness, difficulty in breathing, clutching the throat or chest, sweating for no apparent reason or uncharacteristic skin color.

7.2.2.1 Limitations

Cabin Crew members should not undertake any medical procedures that they have not received proper instruction for and are not expected to give anything else other than emergency in-flight medical care to a casualty.

7.2.3 Scene Safety

The priority in any emergency is scene safety, the emphasis being placed upon the Cabin Crew member not becoming another casualty. Never put your own life or the life of others in danger. If it is unsafe, do not attempt to give first aid.

Before dealing with a casualty, the Cabin Crew member must rapidly assess the risks involved.

These risks can include dangers such as:

1. Confined spaces.
2. Toxic fumes.
3. Falling items.
4. Fire.
5. Falls from Height.
6. Infection.
7. Chemical spills.
8. Extreme conditions.

7.2.4 Minimizing Infection/Contamination

The close contact necessary between a Cabin Crew member and a casualty means that there is a risk of contamination by bodily fluids. It is almost impossible to know who may be carrying blood-borne viruses such as HIV or Hepatitis B/C. Standard safety precautions, such as hand washing, wearing gloves, minimising mouth-to-mouth contact during artificial ventilation and the careful handling of sharp objects should always be observed.



OPERATIONS MANUAL PART E – (OME)

7

7.2

MEDICAL AND FIRST AID

ROLES AND RESPONSIBILITIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-5

7.2.5 Infectious Diseases

Diseases that can pass from one person to another are called infectious diseases. They develop when bacteria or viruses invade the body and cause illness. More information on infectious diseases can be found [in paragraph 7.13 of this Section](#).

7.2.5.1 Bloodborne Pathogens/Precaution

Blood borne pathogens are infectious micro-organisms present in blood that can cause disease in humans. These pathogens include, but are not limited to, hepatitis B (HBV), hepatitis C virus (HCV) and human immunodeficiency virus (HIV), the virus that causes AIDS.

7.2.5.2 Airborne Pathogens/Precaution

There are three types of airborne pathogens:

1. Viral;
2. Bacterial;
3. Fungal.

Meningitis, influenza, pneumonia and tuberculosis are all examples of diseases transmitted through the air.

An Infectious person's cough or sneeze can send tiny droplets of moisture into the air that contain the pathogen. These contaminants can remain airborne for several hours. Exposure does not always result in infection.

7.2.5.3 Prevention Guidelines

1. Avoid contact with blood and other body fluids or objects that may be soiled with blood and other body fluids;
2. Use protective CPR breathing barriers (Laerdal pocket mask);
3. Use barriers, such as disposable gloves between the persons' blood or body fluids and yourself;
4. Before putting on protective equipment, such as disposable gloves, cover any of your own cuts, scrapes or sores with a bandage;
5. Do not eat, drink or touch your mouth, nose or eyes when giving care or before you wash your hands after care has been given;
6. After treating the passenger dispose of all soiled items and immediately wash your hands using soap and friction.

7.2.5.3.1 Sharp Object Injury

Sharp contaminated objects represent a risk to any Cabin Crew member assisting a casualty i.e. hypodermic needles or broken glass, especially when in unlikely places.

On discovery of hypodermic needles, make a note of the location and time that it was found.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.2

ROLES AND RESPONSIBILITIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-6

Handling should always be avoided unless absolutely necessary. Always ensure when handling sharp contaminated objects that gloves are worn to eliminate skin contact. Needles should be placed in a the contaminated sharp container which can be found in the Doctors Emergency Kit (DEK), see [Section 3.12.2](#).

If accidental injury from a sharp contaminated object occurs, ensure you carry out the following:

1. Encourage bleeding of the injured site;
2. Thoroughly wash the area with soap and mild warm water (do not scrub);
3. Cover the injured area with a clean dressing

7.2.5.4 Clinical Waste

Waste produced by a casualty is known as clinical waste; it can be infectious and spread disease.

Clinical waste should be handled and disposed of carefully. This waste may include soiled material used during a medical emergency such as gloves, soiled dressings, used medical equipment and spilled blood/tissue/fluids.

A universal Precaution kit (UPK) should be used for handling clinical waste and for the disposal of all non-sharp clinical waste. Sharp disposal box should be used for needles or other sharp objects.

Information on the contents of the UPK can be found in Section 3.10.3.

7.2.5.5 Mouth To Mouth

The possible transmission of infection from mouth-to-mouth resuscitation is minimal. However, use of special face masks or shields will help to prevent body fluid contact when conducting rescue breaths.

7.2.6 Emergency Action Steps

When responding to an emergency situation, remain calm and apply the three emergency action Steps.

7.2.6.1 Check

Check the scene and the person and make sure the area is safe. You cannot help the person if you become a casualty yourself. Consider the risks as laid down in paragraph 6.2.3 and ask yourself the following questions:

1. Is it safe?
2. Is immediate danger involved?
3. What happened?
4. How many people are involved?
5. Is anyone else available to help?
6. What is wrong?

7.2.6.2 Call

Call for help if the person has any of the following conditions:

1. Unconsciousness or an altered level of consciousness, such as drowsiness or confusion;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.2

ROLES AND RESPONSIBILITIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-7

2. Breathing problems (not breathing normally or no breathing);
3. Chest pain, discomfort or pressure lasting more than a few minutes that goes away and comes back, or that radiates to the shoulder, arm, neck, jaw, stomach or back;
4. Persistent abdominal pain or pressure;
5. Severe external bleeding (bleeding that spurts or gushes steadily from a wound);
6. Vomiting blood or passing blood;
7. Severe (critical) burns;
8. Suspected poisoning;
9. Seizures;
10. Stroke;
11. Suspected or obvious injuries to the head, neck or spine;
12. Painful, swollen, deformed areas (suspected broken limb) or an open fracture.

7.2.6.3 Care

After calling for help, immediately go back to the injured or ill person. Check the person for life threatening conditions by checking for an open airway, breathing and circulation – this is called ABCs.

A: CHECK AIRWAY: Use head-tilt/chin lift method. It lifts the tongue away from the back of the throat and opens the airway.

B: CHECK BREATHING:

1. Place your ear near the person's mouth and nose;
2. Look for the chest to rise and fall;
3. Listen for breathing and feel for air coming out of the person's nose and mouth;
4. If the person is not breathing, you MUST give two breaths to get air into the lungs. See paragraph **7.2.5.5** prevention guidelines on mouth to mouth contact;
5. If the person has a pulse, but not breathing, you will need to breath for them. This is called RESCUE BREATHING.

C: CHECK CIRCULATION:

1. If the person is not breathing, you MUST find out if the heart is beating;
2. Feel for the pulse;
3. If the person does not have a pulse you will need to give Cardiopulmonary Resuscitation (CPR) immediately;
4. If you can feel a pulse and it is very faint, scan the person from head to toe, checking for severe bleeding (always check the pulse first then control the breathing).

NOTE: Life threatening conditions MUST be treated before serious conditions



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.2

ROLES AND RESPONSIBILITIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-8

7.2.6.4 GENERAL GUIDELINES

If the person is breathing:

1. Do no further harm;
2. Monitor the person's breathing and consciousness;
3. Administer oxygen if required;
4. Help the person rest in the most comfortable position and reassure;
5. Prevent the person from getting chilled or overheated;
6. Give any specific care as needed



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.3

AGE DEFINITION

Issue	01
Revision	00
Date	25-Mar-24
Page	7-9

7.3 AGE DEFINITION

Based on the physiological and recognition approach, the following general age groups have been developed when dealing with first aid:

1. Infant is anyone who appears to be under 1 year of age;
2. Child is anyone who appears to be between the age of 1 year and puberty (1 to 8 years old);
3. Adult is anyone who is above the age of puberty (above 8 years old).

NOTE: The age definition used here is for medical reference and use and may not apply for commercial purposes.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.4

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-10

7.4 PRINCIPLES OF RESUSCITATION (CPR)

When the heart stops beating (cardiac arrest) the casualty loses consciousness and breathing stops within seconds.

All body cells must have a constant oxygen supply. The brain, which controls all body functions, begins to fail after 3 to 4 minutes without oxygen.

The heart can stop for many reasons. Common causes are heart attack, drowning, choking, drug overdose, severe injury, brain damage, severe electric shock or smoke inhalation.

Cardio-pulmonary resuscitation (CPR) is a Life Saving Technique useful in many medical emergencies, including the above. It is a combination of chest compressions and rescue breathing.

CPR has two purposes. By breathing into the casualty's lungs and compressing the chest, you will:

1. Keep the lungs supplied with oxygen;
2. Keep the blood circulating and carrying oxygen to the brain, heart and other parts of the body.

Delays in starting CPR will lessen the chances of the casualty's survival.

7.4.1 Chain of Survival

The Chain of Survival for adults consists of five links:

1. Recognition of a cardiac arrest;
2. Early CPR to keep oxygen-rich blood flowing and to help delay brain damage and death;
3. Early defibrillation with an AED to help restore an effective heart rhythm and significantly increase the casualty's chance of survival;
4. Early advanced life support using advanced medical personnel who can provide the proper tools and medication needed to continue the lifesaving care;
5. Post resuscitation care.

7.4.1.1 Pediatric Chain of Survival

The pediatric chain of survival is similar to the adult. The five links include the following:

1. Prevention of arrest;
2. Early, high quality CPR;
3. Rapid response to get help on the way – no matter the casualty's age;
4. Effective advanced life support;
5. Post resuscitation care.

7.4.2 Understanding The CABD of CPR

CPR consists of four main parts:

Compressions: CPR begins with compressions delivered hard and fast in the middle of the casualty's chest at a rate of at least 100-120 per minute.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.4

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-11

Airway: Tilt the casualty's head by the forehead back and lifting the chin to open the airway.

Breathing: Each breath given to the casualty should be a normal breath for the rescuer and delivered over 1 second while looking for the casualty's chest to rise.

Defibrillation: Does the casualty need defibrillation? As soon as an AED becomes available it should be turned on and its instructions followed.

Cycles of 30 compressions and 2 breaths should be continued until the emergency medical assistance takes over care of the casualty, or the casualty starts to wake up, move, open eyes and to breathe normally.

7.4.3 Checking For a Pulse (Adult/Child Only)

Once the airway and breathing has been assessed and stabilized, the casualty's circulation can be evaluated.

Skin color: Pale skin (or mucus membranes in dark skinned individuals) may indicate shock, flushed skin may indicate a high temperature or high blood pressure;

Temperature: Normal skin is warm and dry and can be assessed by touching the casualty, cold, clammy skin indicates diminished blood supply;

Pulse: the wave of blood as it travels through the blood vessels. It may be fast, slow, strong, weak, regular or irregular, depending on the casualty's underlying condition. The easiest pulse to check is the 'carotid' pulse. An average adult pulse rate is 60-100 beats per minute, with children's rates being variable. The pulse rate should be recorded.

7.4.3.1 Carotid Pulse

Slide 2 fingers into the groove between the trachea and the muscle at the side of the neck.

7.4.4 Chest Compressions

Correct chest compression technique is essential for quality CPR. Effective chest compressions provide blood flow to the casualty's heart and brain. To ensure an even rhythm of compressions, count "one, two, three, four" up to ten, and repeat three times.

1. Make sure the casualty is lying on his/her back on a firm flat surface;
2. Kneel at the side of the casualty (between shoulder and head);

NOTE: If space is limited at the sides of the casualty then chest compressions can be performed by straddling the casualty.

3. Put the heel of one hand on the centre of the casualty's bare chest between the nipples;
4. Put the heel of your other hand on the top of the first hand;
5. Straighten your arms and position your shoulders directly over your hands;
6. Push hard and push fast, pressing down 5 cm or 2 inches of the chest with each compression. Shallow compressions may not produce adequate blood flow;
7. At the end of each compression, make sure you allow the chest to recoil or re-expand completely. Incomplete chest recoil will reduce blood flow;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.4

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-12

8. Deliver compressions at a rate of at least 100 compressions per minute;
9. Depending on the size of the child's body, use 1 or 2 hands compressions, pressing down 5 cm or 2 inches of the chest.



OPERATIONS MANUAL PART E – (OME)

7

7.4

MEDICAL AND FIRST AID

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-13

7.4.5 Compression-Ventilation Ratio

The universal compression-ventilation ratio when giving CPR is 30 compressions and 2 breaths for all casualties.

7.4.6 Opening The Airway

Breathing emergencies may be caused by airway obstruction, injuries to the chest or lungs, poisonous substances, burns and shock. Rescuing breathing is a way of breathing air into someone's lungs when natural breathing has stopped or a person cannot breathe properly on his or on her own.

This is also known as Artificial Respiration.

The following procedure should be followed when opening the airway and giving breath to an adult and a child of one year or older.

7.4.6.1 Performing The Head Tilt-Chin Lift

1. Make sure the casualty is lying on his or her back on a firm surface;
2. Kneel at the side of the victim (between shoulder and the head);

NOTE: If space is limited at the sides of this casualty, then the head tilt-chin lift procedure can be performed by kneeling down at the top of the head.
3. Place one hand on the casualty's forehead and push with your palm to tilt the head back;
4. Place the fingers of your other hand under the bony part of the lower jaw near the chin. Lift the jaw to bring the chin forward.

7.4.6.1.1 Modified Jaw Thrust Maneuver

The modified jaw-thrust maneuver is used to open the airway when a casualty is suspected of having a head, neck or spinal injury.

To perform this maneuver on an adult, kneel above the casualty's head and:

1. Put one hand on each side of the casualty's head with the thumbs near the corners of the mouth pointed toward the chin, using the elbows for support;
2. Slide the fingers into position under the angles of the casualty's jawbone without moving the head or neck;
3. Thrust the jaw upward without moving the head or neck to lift the jaw and open the airway.

7.4.6.2 Check For Breathing

When checking for breathing take at least 5 seconds but no more than 10 seconds.

- a) Look, for the chest to rise and fall;
- b) Feel for breaths on your skin;
- c) Listen, for the sounds of breathing. Do not confuse agonal (occasional gasps) breathing with normal breathing, see paragraph 6.4.;
- d) No breathing - give 2 normal breaths (see paragraph 6.4.6.3).



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.4

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-14



OPERATIONS MANUAL PART E – (OME)

7

7.4

MEDICAL AND FIRST AID

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-15

7.4.6.2.1 Agonal Breaths

Agonal breaths are isolated or infrequent gasping that occurs in the absence of normal breathing in an unconscious casualty.

These breaths can occur after the heart has stopped beating and are considered a sign of cardiac arrest. Agonal breaths are NOT normally breathing. If the patient is demonstrating agonal breaths, you need to care for the casualty as if he or she is not breathing at all.

7.4.6.2.2 RESPIRATORY ARREST

If the casualty is not breathing but has a definitive pulse, the casualty is in respiratory arrest. To care for a casualty experiencing respiratory arrest, you must give ventilation (rescue breaths).

Giving ventilation is a technique to supply oxygen to a casualty who is in respiratory arrest. Give ventilation every 5 to 6 seconds for an adult, each ventilation lasting about 1 second and making the chest rise.

NOTE: When giving ventilations, it is critical to avoid over ventilation and hyperventilation of a casualty by giving ventilations at a rate and volume greater than recommended.

7.4.6.3 PERFORMING MOUTH-TO-MOUTH BREATHING

Mouth to mouth breathing is a quick, effective way to provide oxygen to the casualty.

1. Using the hand on the forehead, pinch the nose, closed with your thumb and index finger;
2. Take a normal breath and tightly seal your lips around the casualty's mouth;
3. Give one breath (blow for 1 second), watch for the chest to rise as you give the breath. If the chest does not rise, repeat head tilt-chin lift;
4. Give a second breath. Watch for the chest to rise and fall.

7.4.6.4 PERFORMING MOUTH-TO-MASK BREATHING

1. Position yourself at the casualty's side and assemble the mask and valve;

NOTE: If space is limited at the sides of this casualty then the mouth-to-mask procedure can be performed by kneeling down at the top of the head.

2. Place the mask on the casualty's face, using the bridge of the nose as a guide for correct position;
3. Seal the mask against the face, using your hand that is closer to the top of the casualty's head and place the index finger and thumb along the border of the mask;
4. Place the thumb of your other hand along the lower margin of the mask;
5. Place the remaining fingers of your hand closer to the casualty's neck along the bony margin of the jaw and lift the jaw;
6. Perform head tilt-chin lift to open the airway;
7. While you lift the jaw, press firmly around the outside margin of the mask to seal the mask against the face. Give 2 normal breaths (1 second per breath). Watch for the chest rise and fall;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.4

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-16

8. For a very small child, make sure you give only enough air to make the child's chest rise. More information on the Pocket Mask can be found in [*SECTION 3 Safety & Emergency Equipment.*](#)



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.4

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-17

7.4.6.5 PERFORMING MOUTH-TO-STOMA BREATHING

1. Place your ear above the stoma;
2. Look, feel and listen;
3. Breathe into the stoma. Watch for the chest to rise and fall.

7.4.6.6. PERFORMING MOUTH-TO-NOSE BREATHING

This is a procedure which might need to be performed when a casualty is bleeding from the mouth, or when mouth-to-mouth is ineffective.

1. Tilt the casualty's head;
2. Push in on the casualty's chin to close the mouth;
3. Seal your mouth over the casualty's nose and give 2 breaths – one breath per second.

7.4.7 CPR SEQUENCE FOR ADULT/CHILD

For First Aid purposes a child is classified as being between Age 1 and the onset of puberty. Normally based upon 8 years of age. See *paragraph 6.3 Age Definition*.

1. Make sure that the area is safe, protect the casualty and others on the scene from possible danger;
2. Make sure the casualty is lying on his/her back on a firm surface and kneel at the side of the casualty;
3. Check responsiveness: Tap the casualty on the shoulder and shout "ARE YOU OK?";
4. If the casualty does not respond, shout "HELP GET AED";
- 9.
10. **NOTE:** An AED should not be used for children under 8 years old.
 1. Check for breathing and movement by opening the casualty's airway (head tilt-chin lift)– take at least 3 to 5 seconds;
 2. If the casualty is not breathing normally, check carotid pulse (5-10 seconds), **see paragraph 6.4.2;**
 3. If a pulse is present but the casualty is not breathing normally, provide rescue breaths (one breath every 5-6 seconds, about 10-12 breaths per minute). More information on respiratory arrest can be found in **paragraph 6.4.6.2.2;**
 4. If the casualty is not breathing normally and no pulse is present, give immediate chest compressions as laid down in **paragraph 6.4.4**, followed by 2 rescue breaths. Each breath should last for one second;
 5. Continue 5 cycles of 30 chest compressions and 2 rescue breaths. After 2 minutes re-check breathing and pulse.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.4

PRINCIPLES OF RESUSCITATION (CPR)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-18

NOTE: CPR should continue until an AED arrives and is ready to use, advanced medical help takes over, or the casualty shows an obvious sign of life.

If CPR is required to be given to a woman in the later stages of pregnancy, she should be tilted at least 15 degrees on her left side in order to relieve the pressure on the blood vessels and assist the return of blood to the heart. This can be achieved by placing a rolled up blanket under her right hip.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.5

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-19

7.4.8 CPR Sequence for An Infant

For First Aid purposes an infant is classified from birth to age 1 year. See paragraph 7.3 Age Definition.

1. Make sure the infant is lying on his or her back on a firm surface;
2. Kneel at the side of the infant (between shoulder and head);
3. Gently tap the shoulder or flick the insole of the infant's foot;
4. Shout: "BABY ARE YOU OK?";
5. Shout for help;
6. Place one hand on the infant's forehead and push with your palm to tilt the head back;
7. With one finger of your other hand, lift the chin. Check for breathing – Look, listen and feel for no more than 10 seconds.
8. h) If the infant is not breathing, take a normal breath and tightly seal your lips around the infant's mouth and nose;
9. Give 2 breaths (1 second per breath) every 3 seconds, and watch for the chest as you give a breath. If chest does not rise, repeat as stated in d) above.

NOTE: Make sure you give only enough air to make the infant's chest rise.

10. Check for Brachial pulse by placing 2 fingers on the inside of the upper arm, press gently. Take a least 5 seconds but no more than 10 seconds.
11. If the infant is not breathing normally and no pulse is present, give immediate chest compressions as laid down in paragraph 7.4.4, followed by 2 rescue breaths, taking the following into consideration:
 12. Hand placement: Draw an imaginary line between the nipples, place two fingers (ring and middle fingers) below the nipple line and press down 1/3 to 1/2 inches of the chest.
 13. Make sure to allow for full chest recoil;
 14. After 2 minutes or 5 cycles of CPR, recheck the pulse;
 15. If no pulse is found, restart cycles of 30 compressions and 2 breaths.

Cabin Crew member Checklists can be found in [Appendix A of this Section](#).

7.5 AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

The only effective treatment for sudden cardiac arrest caused by ventricular fibrillation is the delivery of an electrical shock by an AED.

Time is critical; each minute of delay before defibrillation reduces survival by about 10 per cent.

This is the third link in the Cardiac Chain of Survival (see paragraph 7.4.1).

7.5.1 Defibrillator

7.5.1.1 Casualty Preparation for The AED



OPERATIONS MANUAL PART E – (OME)

7

7.5

MEDICAL AND FIRST AID

AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-20

1. Do not use the AED in wet conditions, move the casualty to a dry area; remove wet clothing from the torso and dry the casualty's chest;
2. Remove any medication patches (wearing gloves to avoid skin contact) and any jewelry that may come into contact with the pads;

Ensure that oxygen is removed to avoid possible explosion or fire hazard; No oxygen should be used within 10 feet of an AED at the moment the AED is being used to deliver a shock to a person;

3. Do not place the defibrillation pads directly over an implanted device, i.e. a pacemaker, and place the pads at least one inch from any implanted device;
4. Remove clothing from casualty's upper torso;
5. Remove excessive hair from electrode sites by using the shaving tool;
6. Clean skin and dry with a towel.

7.5.1.2 OPERATION

1. Establish that the casualty is in cardiopulmonary arrest (no response, no breathing, no pulse);
2. Break the plastic seal and unfasten the AED's cover case snaps;
3. Press ON/OFF button to turn the AED on:
 - i. GREEN LED illuminates;
 - ii. Voice prompt sounds guiding you through the rescue process and simultaneous messages appear on the LCD panel;
4. Place electrodes firmly on into the casualty's upper right and lower left chest;
5. Connect electrodes to AED.
6. When the AED is ready you should stop CPR and allow the AED to analyse the casualty's heart rhythm:
 - A. Turn on AED. Attach electrodes pads to casualty's bare chest
 - B. Do not touch the casualty – analysing rhythm
 - C. Shock advised? Stand clear – deliver shock
 - D. Shock delivered? Start CPR and follow AED instructions.
7. Follow the voice prompts and displayed messages:

"CONNECT ELECTRODES"- when casualty has either not been connected to the AED or connected incorrectly;

"STAND CLEAR, ANALYZING NOW" – when casualty is connected to the AED and ECG analysis occurs within 6-9 seconds, do not touch the casualty or cables;

"PREPARING TO SHOCK" – this message appears in the LCD when an ECG shockable rhythm is detected and a shock is advised. The AED will charge automatically;



OPERATIONS MANUAL PART E – (OME)

7

7.5

MEDICAL AND FIRST AID AUTOMATED EXTERNAL DEFIBRILLATOR (AED)

Issue	01
Revision	00
Date	25-Mar-24
Page	7-21

"STAND CLEAR, PUSH SHOCK BUTTON" – voice prompts and message appears when charging is complete and the RED shock button flashes. Clear everyone away from the casualty and press the RED flashing button;

NOTE: If the shock button is not pressed within 15 seconds, the AED disarms the shock button and a message appears in the screen;

"ENERGY DELIVERED" – this message is displayed after every shock;

"START CPR" – a voice prompt starts immediately after the shock and a message appears with a CPR countdown timer. At the end of CPR time, the AED automatically reanalyzes the heart rhythm;

"NO SHOCK ADVISED" – a voice prompt and a message appear when the AED detects a no shockable rhythm. the AED will prompt to start CPR. Perform CPR until the casualty has returned natural circulation or the device automatically re-analyses the heart rhythm.

8. Continue to follow voice prompts until the casualty has returned to natural circulation or advanced emergency medical assistance arrives. Even if casualty has returned to natural circulation the electrodes should remain attached to the chest.

NOTE: Do not use this AED on children less than 8 years of age and/or 25 kg.

After use, the enclosed LIFEPAK 1000 Defibrillator Form must be completed by the user.

7.5.1.3 Precautions

1. Do not use electrodes that have been removed from their foil package for more than 24 hours. Dried electrodes may cause casualty skin burns;
2. Do not reposition the electrodes once applied. If repositioned is necessary, replace electrodes;
3. Do not move the AED during analysis as this may affect the ECG signal resulting in an inappropriate decision;
4. The approximate level of charge in the battery appears on the screen when the device is ON. Replace battery when charge level indicator gauge displays one bar;
5. Avoid spilling any fluid on the device or accessories;
6. Move PEDs away from AED to avoid electrical/radio frequency interference.
7. If a person is touching the casualty or any conductive material such as metal structures on the floor, wall or galley which is in contact with the casualty during defibrillation, the delivered 'shock' may be partially discharged through that person or other conductive material. Clear everyone away from contact with the person and other conductive material before discharging the defibrillator.

NOTE: Non-conductive materials should be used to isolate the casualty.

For information on pre-flight checks on the AED see Section 3. For location of the AED see Aircraft Specific Section.



OPERATIONS MANUAL PART E – (OME)

7 MEDICAL AND FIRST AID 7.6 CHOKING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-22

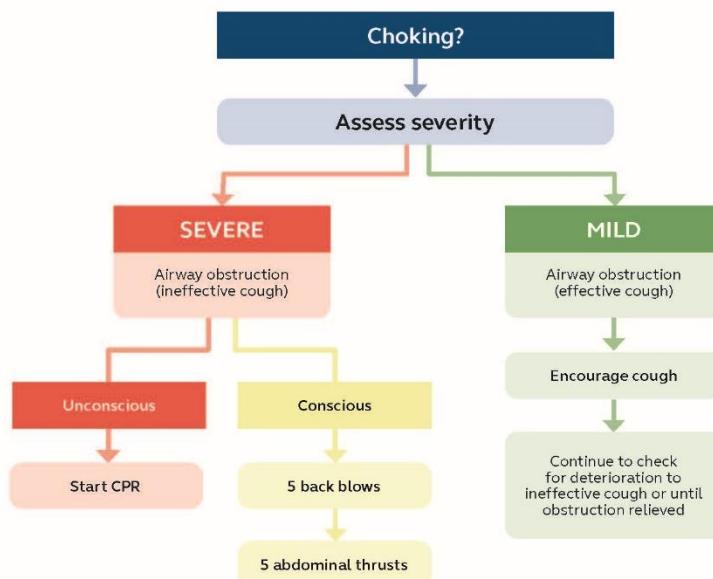
7.6 CHOKING

Choking is a common and potentially fatal medical emergency. Death can follow in a few minutes if the blockage cannot be dislodged naturally by coughing. Being able to recognize when someone is choking is the key to saving the casualty.

There are two types of obstructions that you need to know about:

1. Partial Airway Obstruction
11. The casualty may be able to speak, and can cough forcefully to dislodge the object. They may also wheeze between breaths or clutch his/her throat with one or both hands;
2. Complete airway obstruction
3. The casualty is unable to speak, cough or breathe. They may make high pitched noises.

7.6.1 Assessing Severity of a Choking Adult/Child



7.6.2 Treatment

7.6.3 Conscious Choking Adult/Child

1. Do not interfere if the person is coughing;
2. Confirm the person is choking by asking them: "ARE YOU CHOKING"?
3. Stand behind the casualty, placing the fist of one hand on the casualty's abdomen, slightly above the naval but below the breast bone;
4. Grasp the fist with the other hand;



OPERATIONS MANUAL PART E – (OME)

7

7.6

MEDICAL AND FIRST AID CHOKING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-23

5. Deliver 5 (five) quick upward thrusts into the casualty's abdomen;
6. If the casualty is lying down, perform abdominal thrust on the floor;
7. Deliver abdominal thrusts until the object is expelled or the casualty becomes unconscious.

If you cannot reach far enough around the patient to give effective abdominal thrusts, or if the casualty is pregnant or known to be pregnant, give chest thrusts.

To perform chest thrusts:

1. From behind the casualty, place the thumb side of the fist against the lower half of the sternum and the second hand over the fist;
2. Give quick inward thrusts.

7.6.3.1 Unconscious Choking Adult/Child

1. Call for help and open airway;
2. Open the casualty's mouth widely, slide one finger inside and try to hook the object out, if the object can be seen;
3. If you do not see the object, immediately commence CPR;
4. Regularly check inside the mouth every time the airway is opened and if the object becomes visible, using a finger sweep, remove it. Do not perform a 'blind' finger sweep.;
5. Continue CPR until an AED can be used.
6. If there is a pulse, but no breathing, start rescue breathing at a rate of 1 (one) breath every 5 seconds, for 12 to 10 cycles or 1 minute, then check the breathing.

7.6.4 Assessing Severity of a Choking Infant

7.6.5 Treatment

7.6.5.1 Conscious Chocking Infant

1. Kneel or sit the infant on your lap;
2. Hold the infant face down with the head lower than the chest, resting on your forearm;
3. Support the infant's head and jaw with your hand;
4. Rest your forearm on your lap or thigh to support the infant;
5. Deliver 5 back blows forcefully in the middle of the back between the infant's shoulder blades, using the heel of your hand;
6. Place your free hand on the infant's back, supporting the back of the infant's head with the palm of your hand;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.6

CHOKING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-24

7. Turn the infant and hold the infant on his/her back with your forearm resting on your thigh.
8. Keep the head lower;
9. Deliver up to 5 chest thrusts just below the nipple line using your ring and middle finger only;
10. Repeat the sequence until the object is expelled out; the infant can cough, cry or breathe or the infant becomes unresponsive.

NOTE: If at any stage the casualty begins to breathe normally, place in the recovery position; monitor and record breathing, circulation and level of response every 10 minutes.

7.6.5.2 Unconscious Choking Infant

1. Place the infant on a firm flat surface and summon help if not already done so;
2. Open the airway and remove the object if it can be seen by sliding the small finger inside and try to hook the object out;
3. Commence CPR immediately by using the ring and middle fingers;
4. Regularly check inside the mouth every time the airway is opened and if the object becomes visible, using a finger sweep, remove it. Do not perform a 'blind' finger sweep;

NOTE: If at any stage the casualty begins to breathe normally, place in the recovery position; monitor and record breathing, circulation and level of response every 10 minutes.

Cabin Crew member Checklists can be found in [Appendix A of this Section](#).



OPERATIONS MANUAL PART E – (OME)

7

7.7

MEDICAL AND FIRST AID RECOVERY POSITION

Issue	01
Revision	00
Date	25-Mar-24
Page	7-25

7.7 RECOVERY POSITION

The recovery position supports the 4th link in the chain of survival, see paragraph 7.4.1 – Post Resuscitation care. The recovery position promotes good circulation, it maintains airway open and provides the best drainage in case of vomiting

- 1) Lay the casualty on his/her back, arms in surrender position. Kneel at his/her left side;
- 2) Raise the right knee;
- 3) Hold it steady and with your right hand, Bring the casualty's right arm across the chest to above the left shoulder;
- 4) Move back, steady yourself, ready to roll the casualty;
- 5) Roll the casualty onto the left side by pulling on the hand and knee;
- 6) Bring the casualty's right arm and leg out. Tilt the head back to ensure a clear airway and check breathing; Bringing the casualty's right arm and leg out, acts as a stabilizer and prevents further rolling;
- 7) Tilt the head so that any fluids or vomit drain away without causing choking;
- 8) Ensure the casualty is safe and warm, do not leave unattended.
- 9) If the casualty is an infant, open his/her airway and cradle him in your arms with his/her head down.

NOTE: Do not put casualties with a suspected head, back or neck injury in a recovery position.

7.8 MEDICAL EMERGENCIES

There are many conditions that people may suffer from and many emergencies that can occur on board an aircraft. These conditions can also be time critical problems that need urgent assessment and treatment and often further professional medical assistance will be required.

7.8.1 Unconsciousness

Unconsciousness is an abnormal state resulting from an interruption to the brain's normal activity. The causes may be known or unknown. A casualty who does not respond is unconscious and must always take priority over a conscious casualty.

7.8.1.1 FAINTING

Fainting is a sudden and temporary loss of consciousness that results when the brain is temporarily deprived of oxygen. Usually caused by fear, emotional stress, standing for too long, exhaustion or lack of food.

SIGNS OF FAINTING

1. Changes in the level of consciousness;
2. Falling down;
3. Dimming of vision.

TREATMENT



OPERATIONS MANUAL PART E – (OME)

7

7.8

MEDICAL AND FIRST AID MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-26

1. Lie the casualty down if possible and raise their legs to increase the flow of blood to the brain and heart;
2. Loosen tight clothing and keep the casualty warm;
3. If the casualty does not regain consciousness, check ABCs;
4. Do not allow the casualty to stand up until they have fully recovered.

If the casualty has not fainted but tells you that he/she feels faint, place them in a seated position and lower his/her head to a level between the knees.

7.8.2 Cardiac Arrest

Cardiac Arrest may be caused by primary respiratory arrest, direct injury to the heart, disturbance in heart rhythm, use of drugs and coronary heart diseases. Cardiac Arrest is LIFE THREATENING.

SIGNS AND SYMPTOMS

1. Unresponsive;
2. Not breathing normally;
3. Occasional agonal gasps (see paragraph 7.4.6.2.1)

TREATMENT

- a) Immediately commence CPR; see paragraph 7.4.
- b) Immediate Defibrillation; see paragraph 7.5.

7.8.3 Heart Attack

A heart attack occurs when an area of the heart muscle is deprived of blood flow and oxygen, for long periods (usually more than 20 to 30 minutes) and the muscle starts to die.

If a large part of the heart is not getting enough blood, the heart may not be able to pump blood, the heart may not be able to pump at all, the casualty is in cardiac arrest and CPR must be started immediately; see paragraph 7.4.6.

SIGNS AND SYMPTOMS

1. Chest discomfort and pain in the center of the chest that may spread to one or both shoulders, arms, jaw, back or neck (most common);
2. Skin feels cold and clammy and ashen GREY colored;
3. Difficulty breathing;
4. Nausea and vomiting

TREATMENT

1. Calm and reassure the casualty;
2. Help the casualty to rest in a comfortable position;
3. Loosen any tight clothing around the neck, chest and waist;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-27

4. Administer oxygen;
5. If the casualty becomes unresponsive, assess ABCs. Be prepared to commence CPR and use the AED.

7.8.4 ANGINA

Angina occurs when the coronary arteries become narrow (which is due to the build-up of cholesterol and fats) and the flow of blood is restricted to the heart muscle. An angina attack occurs when the reduced blood flow causes the heart muscle to spasm due to the lack of oxygen.

This condition is most common in the elderly and is brought on through stress or exertion. The attacks usually only last a few minutes and the pain ceases if the casualty rests, and/or takes their medication. Casualties who suffer from angina will carry medication with them, usually in the form of a spray. This should take effect within a few minutes.

SIGNS AND SYMPTOMS

Similar to those of a heart attack. If the casualty is a known angina sufferer and pain persists following rest and medication, suspect a heart attack.

TREATMENT

1. Rest and reassure the casualty;
2. Make the casualty comfortable and loosen tight clothing around the waist, chest and neck;
3. Continually assess;
4. If the pain persists or returns, suspect a heart attack.
5. If the casualty becomes unresponsive, assess ABCs. Be prepared to commence CPR and use the AED

7.8.5 Stroke

A stroke is a condition that occurs when the blood flow to the brain is interrupted long enough to cause damage.

Stroke is a temporary or permanent loss of functioning in a region of the brain caused by an interruption in the blood supply to the brain.

SIGNS AND SYMPTOMS

1. Severe sudden headache;
2. Dizziness and confusion;
3. Paralysis on one side of the body;
4. Drooping of the mouth and dribbling saliva;
5. One side of the face does not move as well as the other side;
6. Difficulty in speaking;



OPERATIONS MANUAL PART E – (OME)

7 MEDICAL AND FIRST AID 7.8 MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-28

7. Unconsciousness;
8. One arm does not move or one arm drifts down;
9. Unequal pupils.

TREATMENT

1. Assess the casualty's ABCs;
2. Help the casualty rest in the most comfortable position;
3. Do not give anything to eat or drink;
4. If the casualty vomits, place him/her on one side;
5. If the casualty becomes unconscious, monitor ABCs and put him/her in a recovery position, taking into considering any paralysis which may have occurred;
6. The stroke casualty requires immediate emergency medical assistance within 3 hours.

7.8.6 Asthma

Asthma is a condition marked by recurrent attacks of breathing difficulty. Asthma is controlled with medication that is usually carried by the casualty which opens the airway and makes breathing easier.

An attack can be brought on by allergies, chemical irritants, infections, emotional stress, exercise or extreme temperatures.

Acute, severe asthma is potentially life-threatening and if not treated promptly may be rapidly fatal.

SIGNS AND SYMPTOMS

1. Difficulty with breathing – using of neck and shoulder muscles;
2. Attack of Wheezing;
3. Rapid pulse;
4. Inability to complete a sentence in one breath;
5. Restlessness, drowsiness and confusion;
6. Chest tightness and coughing;
7. Bluish colour to lips.

TREATMENT

1. Help the casualty take his/her medication if the casualty states that he/she is having an asthma attack and has medication or an inhaler;
2. The casualty is required to identify the medication if unable to administer it without assistance;
3. Advise the casualty to rinse his/her mouth afterward, to help reduce unwanted side effects (mouth thrush);



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-29

4. Administer oxygen;
5. If the casualty becomes unresponsive, assess ABCs. Be prepared to commence CPR and use the AED.

NOTE: Lack of response to their inhaler medication is a serious sign.

7.8.7. SEIZURES

A seizure is an involuntary sudden change in sensation, behavior, muscle activity, or level of consciousness. It results from overactive brain cells, generally caused by an acute head injury, disease, fever or infection.

The seizure may be caused by a condition called epilepsy.

SIGNS AND SYMPTOMS

1. Sudden unconsciousness, often letting out a cry;
2. The body becomes rigid for a few seconds and breathing may cease;
3. Mouth and lips may turn BLUE;
4. Uncontrolled muscle contractions called convulsions occur. The muscles being jerking movements and can become vigorous;
5. The jaw may be clenched and breathing may be noisy;
6. Saliva may appear out of the mouth, blood stained if lips and tongue have been bitten;
7. Loss of bladder or bowel control;
8. Consciousness can be regained in a few minutes.

TREATMENT

1. Protect the casualty from injury but do not restrain;
2. Lay the casualty down;
3. Place a pillow or your hand beneath the casualty's head;
4. If the casualty vomits, roll him or her on one side;
5. When the seizure is over, check the casualty's ABCs, loosen tight clothing;
6. Reassure the victim;
7. Fatigue is often experienced upon wakening, after the seizure and the casualty may fall into a deep sleep.

NOTE: Do not hold or restrain the casualty;

Do not try to put anything between the casualty's teeth.

7.8.6.1 Seizures In Children



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-30

Seizures in children are most often the result of a raised body temperature (usually due to an infection). Although seizures can be alarming, they are rarely dangerous if properly dealt with.

Take the child to a cool environment (such as a galley area) and remove any clothing or covering. Do not cool directly with air vents or water.

When the child recovers, they will require medication to reduce the temperature.

7.8.7 Shock

Shock is a condition in which the circulatory system (heart, blood and blood vessels) fails to provide adequate oxygen-rich blood to the body. Shock may result from trauma, heatstroke, allergic reactions, severe infection, poisoning or other causes.

The casualty may be conscious or unconscious.

SIGNS AND SYMPTOMS

1. Fast weak pulse. Breathing may be slow and shallow, or hyperventilation (rapid or deep breathing) may occur;
2. The skin is cool and clammy; it may appear pale or GREY;
3. The eyes lack lustre and may seem to stare.

TREATMENT

1. Control any external bleeding as soon as possible;
2. Lay the casualty on his/her back;
3. Elevate the legs about 12 inches if you do not suspect head or neck injuries, or broken hip or leg bones;
4. Maintain normal body temperature;
5. If casualty vomits, place him or her on one side;
6. Administer oxygen if required;
7. Monitor ABCs.
8. If the casualty becomes unresponsive, assess ABCs. Be prepared to commence CPR and use the AED.

7.8.8 Allergic Reaction/Anaphylaxis

Allergic reaction is the body's defensive response to certain substances called allergens. It ranges from mild to serious (caused by insect stings, medicine) and can be local, general, immediate, or delayed.

Serious allergic reactions can cause anaphylactic shock.

7.8.8.1 Anaphylactic Shock

Anaphylactic shock is the name given to a condition where a severe allergic reaction affects the whole body. Anaphylaxis is a severe, life-threatening hypersensitivity reaction.



OPERATIONS MANUAL PART E – (OME)

7

7.8

MEDICAL AND FIRST AID MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-31

It is characterized by rapidly developing life-threatening airway and/or breathing and/or circulation problems usually associated with skin changes. It is a serious and potentially fatal condition.

Anaphylaxis can be triggered by a broad range of factors, but those most commonly identified include food, drugs and venom.

The allergic reaction causes histamine to be released into the body, which dilates the blood vessels and constricts the air passages. Blood pressure falls dramatically and breathing becomes difficult.

The tongue and neck can swell increasing the risk of hypoxia.

The amount of oxygen reaching the vital organs becomes severely reduced. The casualty will urgently need oxygen and a lifesaving injection of adrenaline.

SIGNS AND SYMPTOMS

1. Feeling of tightness in the chest and throat;
2. Breathing difficulty due to swelling of the air passages;
3. Swelling of the face, neck and tongue;
4. Difficulty in swallowing;
5. Skin rash, RED bumps on the skin and itching;
6. Dizziness and confusion;
7. Nausea, vomiting;
8. Unconsciousness.

TREATMENT

1. Take steps to minimize shock;
2. Help the casualty to self-administer his/her life saving epinephrine (Epi-pen);
3. Administer oxygen, loosen tight clothing.
4. Check ABCs; if necessary, begin rescue breathing or CPR.

7.8.9 Diabetes

Diabetes is a condition, in which the body fails to regulate the concentration of sugar (glucose) in the blood. Insulin, which is a hormone, produced by the pancreas helps glucose enter the cells of the body.

In diabetes two very different emergencies can arise.

1. Hyperglycaemia – Prolonged high blood sugar. Unconsciousness, which can lead to a diabetic coma and eventually death. This condition requires urgent medical treatment.
2. Hypoglycaemia – Blood sugar levels fall below normal, brain function is affected rapidly.

SIGNS AND SYMPTOMS



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-32

Changes in the level of consciousness;

1. Dizziness;
2. Drowsiness;
3. Confusion;
4. Rapid pulse;
5. Rapid breathing.

TREATMENT

You do not have to decide which condition the casualty has.

If the casualty is conscious:

Give him/her sugar either dry or dissolved in a glass of water, fruit juice, no-diet drink.

If the casualty is unconscious:

1. Do not give anything by mouth;
2. Monitor ABCs and maintain normal body temperature;
3. If casualty is breathing, put him/her in the recovery position;
4. Continue monitoring until emergency medical assistance is available.

NOTE: If the passenger is not carrying their own medication, a PA call must be made for an emergency medical assistance and consideration given to utilizing the drugs carried in the Doctor Emergency Kit.

7.8.10 Gastro-Intestinal Pain

7.8.10.1 Food Poisoning

Food poisoning; is usually caused by consuming food or drink that is contaminated with bacteria or viruses.

Some food poisoning is caused by poisons (toxins) from bacteria already in the food. The salmonella or E. coli group of bacteria, which are found mainly in meat, are common causes of food poisoning.

Toxic food poisoning is frequently caused by poisons produced by the staphylococcus group of bacteria. Symptoms usually develop rapidly, potentially within 2 to 6 hours of eating the affected food.

One of the dangers of food poisoning is the loss of body fluids which in turn causes dehydration if they are not replaced quickly.

SIGNS AND SYMPTOMS

1. Nausea and vomiting;
2. Cramping abdominal pains;
3. Diarrhoea (possibly blood stained);



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-33

4. Headache or fever;
5. Features of shock;
6. In and out of consciousness.

TREATMENT

1. Give frequent sips of water;
2. Seat the casualty near a toilet;
3. Supply plenty of sick bags and remove any used ones (wearing gloves);
4. Monitor ABCs and seek emergency medical assistance if symptoms persist.

An expansion on food poisoning refer to [Section 6.13 Travel, Health & Hygiene](#).

7.8.10.2 Acute Appendicitis

The appendix is a short tube on the lower right hand side of the casualty's abdomen attached to the lower end of the intestine. Inflammation usually occurs when the tube becomes blocked or ulcerated. If the appendix bursts, peritonitis will develop.

SIGNS AND SYMPTOMS

1. Intense steady pain in the lower right abdomen which is aggravated by movement;
2. Nausea and vomiting;
3. Loss of appetite;
4. Bad breath;
5. Fever.

TREATMENT

1. Make the casualty as comfortable as possible;
2. Reassure and keep warm, but do not overheat;
3. Do not give any medicine, anything to drink or eat as an operation may be necessary;
4. Treat this condition as serious and immediate emergency medical assistance is required.

7.8.10.3 Perforated Gastric Ulcer

SIGNS AND SYMPTOMS

1. Acute pain;
2. Vomiting;
3. Loss of colour;
4. Cold and clammy skin;
5. Pulse rapid and weak;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-34

6. Breathing fast;
7. Thirsty.

TREATMENT

1. Make the casualty as comfortable as possible;
2. Monitor ABCs;
3. Do not give any medicine, anything to drink or eat as an operation may be necessary;
4. Treat this condition as serious and immediate emergency medical assistance is required.

7.8.11 Poisoning

A poison is any substance; solid, liquid or gas that causes injury or death when introduced into the body. There are four main ways a person can be poisoned; by swallowing, by inhaling, by absorbing through the skin, and by injection.

SIGNS AND SYMPTOMS OF SWALLOWED POISON

1. Nausea and vomiting;
2. Diarrhoea;
3. Chest or abdominal pain;
4. Breathing difficulty;
5. Seizure and loss of consciousness.

TREATMENT

1. Monitor casualty's ABCs;
2. Avoid unprotected mouth to mouth;
3. Induce vomiting to empty the stomach;
4. Do not induce vomiting if casualty has swallowed corrosives.

SIGNS AND SYMPTOMS OF INHALED POISON;

1. Burning sensation in the throat;
2. Breathing difficulty and chest pain;
3. Cyanosis, loss of consciousness

TREATMENT

1. Protect yourself and move the casualty for fresh air immediately;
2. Monitor the casualty's ABCs, and start rescue breathing if casualty is not breathing;
3. Administer oxygen and treat for shock



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-35

SIGNS AND SYMPTOMS OF ABSORBED POISON

1. Skin redness;
2. Itching;
3. Burning;
4. Rash;
5. Inflammation;
6. Irregular pulse;
7. Possible shock

TREATMENT

1. Put on gloves;
2. Move the casualty from the source of poison;
3. Brush any dry chemicals from the skin;
4. Rinse with water.

7.8.11.1 Treatment Following Exposure to Dangerous Goods

Emergency treatment of acute poisoning is facilitated if a sample of the chemical/poison is available together with the name and formula of the poison. Poison chemicals can be absorbed through breathing (inhalation), swallowing and/or through the skin.

INHALATION

1. Remove casualty from contaminated area;
2. Keep warm and quiet, do not panic;
3. If breathing, administer oxygen;
4. If breathing has stopped, start CPR;
5. Summon medical assistance.

INGESTION

1. If the casualty is lying down, turn him/her over to one side to prevent aspiration of vomit into the lungs;
2. Summon medical assistance.

SKIN CONTACT

1. Dilute the contaminating substance with large amounts of water;
2. Remove contaminated clothing. Gloves must be worn;
3. For chemical burns to the eyes see paragraph 7.9.8.6;
4. Summon medical assistance.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID**Issue****01**

7.8

MEDICAL EMERGENCIES**Revision****00****Date****25-Mar-24****Page****7-36**

7.8.12 Emergency Childbirth

Childbirth is neither illness nor disease. It is a normal, natural process. The possibility of childbirth on board the aircraft is minimal. If the situation does arise, then it must be kept well under control.

7.8.12.1 Signs of Baby Birth

1. Painful contractions, less than three minutes apart;
2. Strong desire to push down;
3. Bloody discharge from the vagina which may be associated with the rupture of water bag (amniotic sac);
4. Irregular breathing.

7.8.12.2 General Care

1. Calm and reassure the mother;
2. Request medical assistance;
3. Establish a clean environment for delivery;
4. Monitor the mother and the baby after delivery.

7.8.12.3 Preparation For Delivery

1. Reassure the mother and ask her to breath slowly and deeply especially during contractions;
2. Prepare the birthing area:
 - i. Cover the floor with a plastic sheet and blankets lined with towels;
 - ii. Provide a pillow for the mother's head, extra blankets, dry clean towels and sanitary towels;
 - iii. Prepare a baby bassinet and plastic bags;
 - iv. Have portable oxygen available.
4. Move the mother to the prepared area;
5. Advise her to remove uncomfortable clothing, lie down on her back, bend her knees and spread them apart;
6. Support her head with pillows and cover her with a blanket;
7. Encourage her to breathe deeply and slowly specially during contractions;
8. Wash your hands thoroughly with soap and water; put on sterile gloves. Watch for the emergence of the top of the baby's head at the vagina. Be prepared to support the baby's head as it emerges. Do not touch the vagina at any time.

7.8.12.4 Delivery Of Baby



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-37

1. As the baby's head is born, it normally faces down; it then usually turns so that its nose is toward the mother's thigh;
2. As soon as the baby's head is visible, support the head with your hands;
3. When the head is born, check to see if the umbilical cord is around the baby's neck. If it is, use two fingers to slip the cord over the shoulder;
4. To help the lower shoulder out, support the head in an upward position. As the shoulders emerge, be prepared for the rapid appearance of the rest of the baby's body;
5. No attempt should be made to pull the baby from the vagina. If the amniotic membranes cover the head after the baby emerges, move the sac away from the baby's face to enable the baby to breathe. Avoid touching the mother's anus during delivery. Use the cleanest cloth available to receive the baby. If possible, note and record the time of birth;
6. As soon as the baby is completely delivered, pick it up to allow mucous and fluid to drain from its nose and mouth. Be sure that you have a firm hold, because a new-born baby is
12. very slippery. Grasp the baby at the ankles, slipping one of your fingers between them and support the baby's shoulders with your other hand, with your thumb and middle finger around the baby's neck and your forefinger supporting the baby's head. You can place a towel around the ankles to give you a better grip;
7. Do not pull on the cord when picking up the baby. Raise the baby's hips slightly higher than its head for drainage, and lie the baby on its side at the level of the birth canal or lower (do not place the baby on the mother's abdomen at this time);
8. Wipe away any blood and mucous from the nose and mouth with sterile gauze or a gloved finger;
9. If the baby does not breathe on its own at this point, stimulate it by rubbing its back gently or by slapping the soles of its feet; commence CPR if necessary.
10. As soon as the baby is breathing and crying, wrap it in a blanket. Wrap the baby so that only its face is exposed. Do not pull on the cord, place the baby on the mother's abdomen; help her hold the baby there in a side-lying position;
11. Do not worry about tying or cutting the cord. When the baby first cries, the circulation from baby to cord normally ceases, and clots form to seal off the umbilical blood vessels. No harm will result and this will prevent improper tying and/or cutting of the cord.

7.8.12.5 Delivery Of The Placenta

1. Place one hand on the mother's abdomen, and feel for a definite contraction. The contracting uterus should feel like a hard grapefruit-sized ball. Wait for the delivery of the placenta. The placenta is usually delivered within ten (10) minutes;
2. When the placenta appears at the vagina, grasp it gently, and rotate it. Do not pull, but slowly and gently guide the placenta and the attached membranes (foetal sac) from the mother's body;
3. Put the placenta in a plastic bag and place it next to the baby. Wrap the baby and the placenta together in a blanket, and place both next to the mother's chest;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.8

MEDICAL EMERGENCIES

Issue	01
Revision	00
Date	25-Mar-24
Page	7-38

4. Check the amount of vaginal bleeding. A small amount (one or two cups or less than 500 millimetres) is normal;
5. Examine the skin between the anus and the vagina (perineal area) for lacerations and apply pressure to any bleeding tears;
6. Place two sanitary towels over the vaginal and perineal area, touching only the outer surface and placing the towels from the vagina toward the anus. Help the mother place her thighs together to hold the towels in place;
7. Elevate the feet if needed;
8. Massage the mother's lower abdomen to help contract the uterus. Do this by feeling the abdomen until you note a "grapefruit-size" object. This is the uterus. Rub this area, using a circular motion. This will help the uterus contract, thereby controlling bleeding. If the mother desires to nurse the baby, let her do so because this will also help to control the bleeding;
9. Continue to give the mother lots of comfort and emotional support. Cover the mother and baby for warmth, but do not overheat. Complications are more likely to develop in a cold, stressed infant.

7.8.13 Spontaneous Abortion (Miscarriage)

Spontaneous abortion (miscarriage) of the foetus or embryo often occurs at week 8 or 12 from the first day of the last menstrual period. However, it can occur in pregnancy up to 28 weeks.

SIGNS

1. Passage of tissue;
2. Heavy vaginal bleeding;
3. Cramp like pain in lower abdomen;
4. History of pregnancy.

TREATMENT

1. Monitor ABCs;
2. Treat for shock;
3. Take any tissue, bloody sheets and place in a plastic bag;
4. Give sanitary towels.

7.8.14 Ectopic Pregnancy

This occurs when a fertilized egg implants in an abnormal position, that is somewhere other than the uterine wall, which results in bleeding either into the uterus or the abdominal cavity.

SIGNS

1. Severe abdominal pain, often described as cramp-like or stabbing, which can radiate to the shoulder tip;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.9

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-39

2. Vaginal bleeding which has the appearance of dark brown;
3. The casualty could have a high temperature and show signs of shock.

TREATMENT

1. Rest, support and reassurance;
2. Shock management if present;
3. Early referral to medical assistance.

NOTE: This is a potentially fatal cause of abdominal pain in a woman of childbearing age.

7.9 OTHER MEDICAL CONDITIONS

7.9.1 Intoxication

Intoxication can be accidental or deliberate. The two major common forms of intoxication that may be encountered are alcohol and drugs.

7.9.1.1 Alcohol Intoxication

Small quantities of alcohol generally produce a slight change of mood, prolonged intake can result in physical and mental abilities becoming severely impaired and deep unconsciousness can occur. An unconscious casualty is in danger of inhaling and choking on vomit.

SIGNS AND SYMPTOMS

1. History of alcohol ingestion;
2. Strong smell of alcohol on breath;
3. Nausea and vomiting;
4. Impaired level of consciousness;
5. Flushed warm moist face;
6. Deep, noisy breathing;
7. Late signs include: shallow breathing, weak rapid pulse, dilated pupils that react poorly to light and convulsions.

TREATMENT

1. Monitor ABCs;
2. If the casualty is unresponsive, but breathing normally, place in the recovery position and administer oxygen;
3. Protect the casualty from the cold, insulate him from the ground and cover with coat or blanket;
4. Seek medical assistance.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

Issue

01

7.9

OTHER MEDICAL CONDITIONS

Revision

00

Date

25-Mar-24

Page

7-40

NOTE: Even if the casualty's breath smells strongly of alcohol, other causes of unconsciousness should be suspected, for example, diabetes, head injury or physical illness.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.9

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-41

7.9.1.2 Drug Abuse

Drug intoxication is the misuse or overuse of any medication or drug. A drug is a substance including caffeine, nicotine, alcohol (see paragraph 6.9.1), medication or illegal preparations that affect body functions.

Drug overdose symptoms vary widely, depending on the specific drug used. The following table itemises certain drugs and their possible effects.

CATEGORIES	SUBSTANCE	POSSIBLE EFFECTS
Stimulants	Caffeine, cocaine, nicotine and amphetamines	Increased mental and physical activity
Depressants	Alcohol, sleeping pills, tranquilizers and anti histamines	Decreased mental and physical activity Promote sleep
Narcotics	Morphine and heroin	High addictive May cause coma and death
Inhalants	Gasoline, kerosene and glue	Loss of feeling and slurred speech Damage to the heart lungs and brain.

SIGNS AND SYMPTOMS

1. Hallucinations, agitation, convulsion and unconsciousness;
2. Abdominal cramping, nausea and vomiting while not fully conscious;
3. Fever;
4. Irregular breathing and pulse;
5. Depression;
6. Aggressive violent behaviour

TREATMENT

1. If the casualty is unconscious, check ABCs.
2. If the casualty is not breathing normally, commence CPR;
3. If the casualty is breathing normally, carefully place him/her in the recovery position and monitor ABCs;
4. If the casualty is conscious, loosen clothing, keep warm and provide reassurance;
5. Try to keep the casualty calm;
6. If an overdose is suspected, prevent him/her from taking more drugs;
7. If the casualty is having seizures, treat as for convulsions (paragraph 6.8.7);



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

Issue

01

7.9

OTHER MEDICAL CONDITIONS

Revision

00

Date

25-Mar-24

Page

7-42

-
8. Continue monitoring and try to determine what drugs were taken and when. Save any available pill bottles or other drug containers.



OPERATIONS MANUAL PART E – (OME)

7

7.9

MEDICAL AND FIRST AID

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-43

7.9.2 Hyperventilation

Hyperventilation is an increased rate and depth of breathing, resulting in an abnormal lowering of carbon dioxide in the blood. It is characterized by over-breathing or breathing rapidly.

SIGNS AND SYMPTOMS

1. Anxiety associated with deep and rapid breathing;
2. Dizziness, confusion and unusual behavior;
3. Numbness and/or tingling of the hands and feet or the area around the mouth.

TREATMENT

1. Reassure and help the casualty to calm down;
2. Instruct the casualty to relax and slow down their breathing rate;
3. Take to a quiet area (preferably a galley area);
4. If the breathing doesn't slow down, have him/her breathe into a paper bag or closed cupped hands.

NOTE: Hyperventilation is not always caused by anxiety, it may be the result of a serious condition, such as a diabetic coma, shock, head or spinal injury, infection lung disease, asthma, or exercise. Hyperventilation will not kill but can be mistaken for hypoxia which can be lethal. If in doubt give oxygen.

7.9.3 Hypothermia

Hypothermia is an uncontrolled lowering of the core body temperature below 35°C. It occurs when the body loses more heat than it produces. More information on signs and symptoms and treatment for hypothermia can be [found in Section 6 Survival, Search and Rescue](#).

SIGNS AND SYMPTOMS

1. Shivering, followed by decreased muscle function, or the absence of shivering;
2. Decreased level of consciousness.

TREATMENT

1. Do not allow any physical exertion;
2. Immediately begin rewarming the casualty;
3. Move him/her to a warm environment, remove wet clothing and wrap all exposed body surfaces with anything at hand, including blankets, clothing, newspapers, etc.
4. Active rewarming may be achieved by placing the casualty near a heat source and placing bottles of warm, but not hot water in contact with the skin;
5. Check ABCs for a least one minute;
6. Consider putting the casualty into the 'shock' position ([see paragraph 7.8.8](#));



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID**Issue****01**

7.9

OTHER MEDICAL CONDITIONS**Revision****00****Date****25-Mar-24****Page****7-44**

7. Monitor ABCs as there is a risk of cardiac arrest (see paragraph 7.8.2).

7.9.4 Heat Stroke

Heat stroke and heat exhaustion are both caused by excessive heat, but their symptoms are in such direct contrast that mistaken diagnosis is most unlikely.

For information on signs and symptoms and treatment refer to [Section 6 Survival Search & Rescue](#).

7.9.5 Burns

A burn is one of the most common injuries Cabin Crew members may encounter. Burns are injuries resulting from exposure to heat, chemicals, electricity or radiation. The severity of a burn depends on the temperature of the sources causing the burn, how long the skin was exposed to the source, location and extent of the burn, and the casualty's age and medical condition.

7.9.5.1 Classification (Types of Burns)

7.9.5.1.1 Superficial (First Degree Burn)

1. These involve only the top layer of the skin;
2. The skin is RED and dry;
3. Usually painful.

Superficial burns usually heal well if prompt first aid is given and they do not require medical attention unless extensive.

7.9.5.1.2 Partial Thickness (Second Degree Burn)

1. Deeper than a superficial burn;
2. The skin is RED and has blisters;
3. The skin may appear wet if blisters are open;
4. Usually painful.

A partial thickness burn does require medical attention.

7.9.5.1.3 Full Thickness (Third Degree Burn)

1. These burns extend through the skin and into the structure below the skin;
2. The burn may look brown, charred (BLACK) or WHITE;
3. Very painful or relatively pain less if the nerve ending in the skin is destroyed.

A full thickness burn is life threatening and requires immediate medical assistance.

TREATMENT

1. Cool the burned area immediately for a minimum of 10 (ten) minutes with lots of cool water to reduce the pain and take out the heat;
2. Remove any jewellery or clothing which is near to the area of the burn;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.9

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-45

3. Cover the burned area using dry sterile dressings (see Section 3 First Aid Kit) or a clean cloth and loosely bandage in place to prevent infection;
4. Full thickness burns that cover more than one body part treat for shock (see paragraph 7.8.8);
5. Monitor ABCs and shock;
6. For partial or full thickness burns emergency medical assistance is required.



OPERATIONS MANUAL PART E – (OME)

7

7.9

MEDICAL AND FIRST AID

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-46

7.9.5.2 Treatment For Chemical Burns

1. Make sure it is safe to approach the casualty;
2. Put on gloves;
3. Flush the chemicals off the casualty's skin surface with cool, running water for 15 minutes or more;
4. If the burning chemical is a powder-like substance, such as lime, brush it off the skin before flushing;
5. Remove clothing or jewelry that has been contaminated by the chemical;
6. Wrap the burned area loosely with dry, sterile dressings or clean cloth;
7. Monitor ABCs and shock, emergency medical assistance is required.

For chemical burns to the eye refer to [paragraph 7.9.8.6](#).

7.9.6 Wounds And Bleeding

A wound is an injury that breaks the skin and allows blood to escape and germs to enter. Bruises, abrasions (grazes), lacerations, incisions (cuts), and burns are all examples of wounds.

Bleeding occurs when any of the blood vessels are cut or torn; it may be external, that is visible, or internal.

7.9.6.1 Minor Wounds

Minor wounds are very common and are something that a Cabin Crew member is likely to have to deal with at some time during their career.

TREATMENT

1. Put on protective gloves;
2. Clean the wound using a wound cleaning fluid or fresh tap water;
3. Cover the wound with a sterile or clean dressing (see Section 3 First Aid Kits);
4. Secure the dressing in place and check circulation every 10 minutes;
5. Advise the casualty to look out for signs of infection.

7.9.6.2 Major Wounds

Major wounds can be classified as anything that cannot be treated by a simple wound dressing and therefore needs further specialist medical assistance.

Types of treatment of major wounds, relating to injuries to the chest, abdomen and major bleeding are covered in the next few paragraphs.

7.9.6.3 Bleeding

Bleeding is the escape of blood from a ruptured blood vessel both externally from an open wound and internally from a ruptured vessel. Whilst damage to minor vessels may produce only a small amount of blood loss, rupture of a major vessel can lead to a loss of several liters of blood, which untreated, can result in shock or even death.



OPERATIONS MANUAL PART E – (OME)

7

7.9

MEDICAL AND FIRST AID

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-47

7.9.6.3.1 Treatment For Minor Bleeding

1. Put on protective gloves, survey the scene and check for foreign bodies;
2. Apply direct pressure over wound;
3. Elevate the injured part above the level of the heart;
4. Remove constricting clothing or jewellery;
5. Apply adhesive or dry sterile dressing;
6. If there is a foreign body in the wound do not remove but apply pressure either side and care should be taken applying a dressing around the foreign object;
7. Do not elevate if a broken bone is suspected.

7.9.6.3.2 Severe External Bleeding

A severe bleed is serious and must be controlled immediately. The seriousness of the bleed will be obvious from the spurting of blood from the wound and when all measures have been taken to control it.

TREATMENT

1. Put on protective gloves, survey the scene and check for foreign bodies;
2. Apply direct pressure over wound;
3. If there is a foreign body in the wound do not remove but apply pressure either side and care should be taken applying a dressing around the foreign object;
4. Elevate the injured part above the level of the heart;
5. Remove constricting clothing or jewellery;
6. Apply adhesive or dry sterile dressing;
7. Use a pressure bandage and cover dressing completely, using overlapping turns. Tie or tape bandage in place

NOTE: If the blood soaks through the bandage, place more dressings over the wound and bandage over them.

8. Apply pressure to a pressure point if bleeding does not stop;
9. Maintain direct pressure and elevation;
10. Locate brachial artery (arms) or femoral artery (legs);
11. Apply pressure by squeezing artery against underlying bone;
12. Take steps to minimize shock (see paragraph 7.8.8 refers);
13. Monitor ABCs and seek emergency medical assistance.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.9

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-48

7.9.6.3.3 Internal Bleeding

Internal bleeding is the escape of blood into spaces in the body. Usually caused by violent blunt force, fractured bones. It is hard to recognize an internal bleed.

SIGNS AND SYMPTOMS

1. Signs of shock;
2. Large amount of swelling around the area of the injury;
3. Bleeding from nose, mouth, ears or other body openings;
4. Marked degree of tenderness around the abdomen.

TREATMENT

1. If the injury appears to be a simple bruise, apply cold pack to help reduce the pain and swelling;
2. If you suspect more internal severe internal bleeding, monitor ABCs;
3. Help the casualty rest in the most comfortable way;
4. Maintain body temperature;
5. Do not try to replace protruding organs;
6. Monitor ABCs and shock (see paragraph 7.8.8 refers);
7. Seek immediate emergency assistance.

7.9.6.4 Nose Bleed

A nose bleed occurs when blood vessels inside the nostrils are ruptured. Nose bleeds can be dangerous if the casualty loses a lot of blood.

SIGNS AND SYMPTOMS

Blood coming out from the nostrils.

TREATMENT

1. Put on gloves;

Sit the casualty upright with their head slightly forward;

2. Pinch the soft part of the nose for at least 10 minutes and ensure that they breathe through their mouth. They should spit any blood which collects in their mouth in a sick back;
3. Loosen any restrictive clothing;
4. Warn the casualty not to blow their nose or sniff as this may disturb the blood clots;
5. If the nose bleed persists apply an ice pack to the bridge of the nose and repeat for a further 10 minutes;
6. If there is still bleeding, seek medical assistance.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.9

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-49

7.9.6.5 Bleeding From The Ear

TREATMENT

1. Cover the ear with a sterile dressing held tightly in place but do not plug the ear;
2. Treat for shock;
3. Seek medical assistance.

7.9.7 Fractures, Dislocations, Sprains And Strains

7.9.7.1 Fractures

Fractures are breaks or cracks in bones. They are defined as closed or open.

1. Closed fractures leave the skin unbroken;
2. An open fracture involves an open wound. Fractures can be accompanied by internal injuries. For example, casualties with fractured ribs can also have injuries to the lungs.

7.9.7.2 Dislocations

A dislocation is an injury in which a bone is separated or displaced from its normal position at the joint, and may involve damage to the ligaments around the joint.

7.9.7.3 Soft Tissue Injuries

7.9.7.3.1 Sprains and Strains

A sprain is the partial or complete tearing of ligaments and other tissues at a joint.

A strain is stretching and tearing of muscle or tendon fibres.

TREATMENT

1. Sometimes it is difficult to tell whether an injury is a fracture, dislocation, sprain or strain. Since you cannot be sure, always care for it as a fracture.
2. Do not move the casualty unless necessary;
3. Control any bleeding first but do not elevate (open fracture);
4. Apply the splint so that it immobilizes the fractured bone and the joints below and above the fracture;
5. Check circulation before and after splinting;
6. Apply a cold pack and elevate (closed fracture);
7. Monitor ABCs and treat from shock.
8. Seek medical assistance.

TREATMENT

This treatment is based on using an acronym as **PRICE**:

Protect the casualty's limb by splinting the joint.



OPERATIONS MANUAL PART E – (OME)

7

7.9

MEDICAL AND FIRST AID

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-50

Rest: advise the casualty not to walk or stand on a sprained ankle or knee.

Ice: apply ice pack as soon as possible for the first 24 hours to reduce pain, swelling and muscle spasm. To prevent cold injury, limit each application of cold to periods of 20 minutes and place a barrier, such as a thin towel between the ice pack and the skin.

Compression: wrap the injured area with elastic bandage to limit internal bleeding.

Elevation: raise the injured area to control bleeding and minimize swelling.

NOTE: Heat compression may be used after 24 hours.

7.9.8 Injuries

7.9.8.1 Chest Injuries

Chest injuries may involve the bones that form the chest cavity causing a rib fracture. It may also involve organs in the cavity itself, e.g. lungs. It may range from a simple to a life-threatening injury.

Chest injuries may result from falls, crushing or penetrating forces.

SIGNS AND SYMPTOMS

1. Severe pain at the site of the injury;
2. Difficulty in breathing; the casualty's breath may be shallow;
3. Coughing up blood;
4. Bruising;
5. Obvious deformity

TREATMENT

1. Have the casualty rest in a position that will make breathing more comfortable;
2. Immobilize the injured area supporting it with a pillow or folded blanket. Bind the casualty's arm to the injured side of the chest;
3. Take steps to minimize shock;
4. If the chest injury involves an open wound:
 - i. Control bleeding;
 - ii. Cover the wound with dressing that doesn't allow air to pass through it, e.g. folded piece of cloth;
 - iii. Tape the dressing in place, except for one side that is to remain loose. This will prevent air from entering the wound during inhalation and allows air to escape during exhalation, thus keeping the injured lung from collapsing.
5. Monitor ABCs, see medical assistance.

7.9.8.2 Abdominal Injury

Depending upon the underlying structures affected, abdominal injuries can result in significant hemorrhage.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.9

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-51

SIGNS AND SYMPTOMS

1. The abdomen may be rigid, tender, distended or irregularly shaped;
2. Rapid, pulse and shallow breathing;
3. Nausea, vomiting or vomit blood;
4. Pain, and abdominal cramping;
5. Bruising of the abdomen or back;
6. Open wound and penetrations may be evident

TREATMENT

1. Control bleeding and address all open wounds;
2. If organs are protruding, cover them with sterile dressing;
3. Keep the casualty warm;
4. Do not remove impaled objects. Dress the wound around the impaled object to control bleeding;
5. Do not give anything to eat or drink;
6. Treat for shock, administer oxygen;
7. Monitor ABCs and seek medical assistance

7.9.8.3 Head Injury

Head Injuries are categorized as open or closed. Head injuries may be accompanied by a break in the skull, bleeding and brain damage.

SIGNS AND SYMPTOMS

1. Confusion;
2. Disorientation;
3. Unresponsiveness;
4. Blood or fluid leakage from the ears or nose, and/or bruising around the eyes or behind the ears;
5. Deformity or fracture of the head.

TREATMENT

1. Do a primary survey;
2. Maintain the casualty's ABCs;
3. Control bleeding;
4. If there is an embedded object, immobilize it with soft bulky dressing and dress the wound with sterile dressing;



OPERATIONS MANUAL PART E – (OME)

7

7.9

MEDICAL AND FIRST AID

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-52

5. Put the casualty in recovery position and monitor;
6. Seek immediate medical assistance.

7.9.8.4 Spinal Injury

Spinal injuries can result from any force that pushes the spine beyond its normal abilities.

SIGNS AND SYMPTOMS

1. Pain when moving;
2. Obvious deformity of the spine;
3. Loss of response to pain;
4. Loss off sensation or paralysis of extremities;
5. Impaired breathing, with little or no chest movement;
6. Symptoms of shock.

TREATMENT

1. Monitor ABCs;
2. Give CPR if necessary, but do not move the casualty;
3. Seek immediate medical assistance.

7.9.8.5 Eye Injury

Injuries to the eye can involve the bone and the tissue surrounding the eye, or the eyeball. Small foreign objects such as dust, grit and loose eyelashes can cause irritation and even scratch the outer surface of the eye.

SIGNS AND SYMPTOMS

1. The eye is producing tears
2. Pain in the eye;
3. The casualty may have difficulty opening the eye, because light irritates it more

TREATMENT

1. Place the casualty's head back and to the side of the effected eye and advise not to rub the eye;
2. Gently separate the upper and lower eyelids with your finger and thumb;
3. Irrigate the loose foreign body from the eye using eyewash or fresh tap water.

NOTE: If the foreign object is embedded, penetrating or protruding, do not attempt to remove – seek medical advice.

7.9.8.6 Chemical Burn Injury

Chemicals such as acids or alkalis can cause serious damage to the eye. Alkali is particularly dangerous as it can cause permanent blindness.



OPERATIONS MANUAL PART E – (OME)

7

7.9

MEDICAL AND FIRST AID

OTHER MEDICAL CONDITIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-53

TREATMENT

1. Lean the casualty towards the affected side and advise not to rub eye (casualty's contact lenses should be removed);
2. Open the eyelids;
3. Immediately begin irrigation – after wiping away any chemical from the nose irrigate the eye from nose outwards to prevent contamination of the unaffected eye;
4. Seek emergency medical assistance.

NOTE: Following the initial treatment for loose foreign objects and chemical burns to the eye, and if medical assistance is not immediately available, make the casualty as comfortable as possible.

7.9.9 7.9.9. Deep Vein Thrombosis (DVT)

Conditions inside an aircraft cabin may restrict movement which in turn, inhibits the circulatory system. A thrombosis (blood clot in the vessel) can occur when movement is significantly restricted or when an individual is inactive for long periods.

It may occur in arteries or in the veins, especially when the blood flow is stagnant or sluggish.

Thrombosis of the deep veins is dangerous because there is a risk of a portion of the clot breaking off and being carried in the blood circulation to the lungs (most common), heart or brain, forming an embolism and causing restriction or prevention of the blood supply reaching those organs.

There are certain risk factors that increase the chances of developing DVT at any age, these are:

1. Dehydration;
2. Trauma (accident, surgery, etc.,);
3. Smoking;
4. Obesity;
5. Family history or blood clots;
6. Immobilisation (bed rest, inactivity);
7. Oral Contraceptives;
8. Treatment for cancer;
9. Excessive Alcohol;
10. Hormone Replacement Therapy (HRT);
11. During pregnancy or following child birth.

SIGNS AND SYMPTOMS

1. Pain, swelling, reddening of the affected limb;
2. Burning sensation in area affected;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.10

PHYSIOLOGICAL EFFECTS OF FLYING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-54

3. Tenderness in area affected, especially lower limbs;
4. If the casualty displays any of the above, immediate action must be taken.

TREATMENT

1. Determine medical history;
2. The casualty must rest with leg in an elevated position;
3. Give water to prevent dehydration;
4. Monitor ABCs, seek medical assistance.

7.10 PHYSIOLOGICAL EFFECTS OF FLYING

The atmosphere is a mixture of gasses in instant motion. It is composed of approximately 78 per cent nitrogen, 21 per cent oxygen, and 1 per cent other gases. At high altitude the pressure, temperature decrease and expansion of gases mean that the volume of oxygen we breathe will be reduced.

A person affected by oxygen deficiency can believe that he/she is actually working more efficiently than is actually the case.

The physical condition resulting from acute oxygen deficiency is known as hypoxia. Hypoxia produces a variety of reactions in the body.

The physiological effects of a decompression in flight on a person, are due to a lack of oxygen and the expansion of gases trapped in the body cavities, following the fall in cabin pressure.

1. The reduced oxygen partial pressure causes hypoxia;
2. The reduced total pressure will cause gas expansion causing:
 - i. Trapped gas, mainly in the middle ear, the sinuses and the bowels;
 - ii. Evolved gas causing decompression sickness.
3. The reduced temperature will cause hypothermia.

7.10.1 Common Signs And Symptoms

1. Sudden expansion of the chest causing difficulty in breathing;
2. Cold sensation;
3. Sinuses and ears may feel full momentarily and painful;
4. Abnormal distension causing discomfort and pain;
5. Toothache.

7.10.2 Hypoxia

Hypoxia is a lack of sufficient oxygen on the body cells or tissues caused by an inadequate supply of oxygen, inadequate transportation of oxygen, or inability of the body tissues to use oxygen.

FACTORS AFFECTING HYPOXIA



OPERATIONS MANUAL PART E – (OME)

7

7. MEDICAL AND FIRST AID 7.10 PHYSIOLOGICAL EFFECTS OF FLYING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-55

1. High altitude;
2. Rate of descent;
3. Ambient temperature;
4. Physical activity;
5. Physical fitness, emotional state and acclimatization;
6. Carbon monoxide uptake among tobacco smokers;
7. Alcohol and drugs;
8. Reduced blood flow.

SIGNS AND SYMPTOMS

Signs and symptoms vary from person to person, but one of the earliest effects of hypoxia is impairment of judgment. Other symptoms can include one or more of the following:

1. Exceptional feeling of wellbeing (euphoria);
2. Mental confusion, hallucination, memory loss, seizure and tunnel vision;
3. Discolouration at the finger nail beds (cyanosis);
4. Poor judgement and performance;
5. Air hunger, headache, sleepiness, or fatigue;
6. Loss of muscle co-ordination;
7. Light headedness or dizzy sensations and restlessness. Tingling, numbness, or warm sensations;
8. Unconsciousness;
9. Death (if situation unrelieved).

TREATMENT

1. Give oxygen immediately and for the rest of the flight;
2. Monitor ABCs.

TIME OF USEFUL CONSCIOUSNESS

The time of useful consciousness (TUC) refers to the time available to individuals to perform their tasks, after they have been deprived of oxygen, but are still aware of their environment and capable of controlling their actions.

It is important for all Cabin Crew members to realize that the TUC is different for each individuals, and can also depend on the:

1. Altitude;
2. Individual's state of health;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.10

PHYSIOLOGICAL EFFECTS OF FLYING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-56

- Amount of activity.

NOTE: The table is only a guideline; and provides average values that can increase or decrease. For example, the TUC for a Cabin Crew member involved in moderate activity is significantly less, compared to a passenger that is sitting.

7.10.3 The Effects of Cabin Pressure on The Body

Expanding or contracting gas in certain body cavities during altitude changes can result in abdominal pain, toothache, or pain in the ears and sinuses if the person is unable to equalize the pressure changes. Above 25,000ft, distention can produce particularly severe gastrointestinal pain.

7.10.3.1 Gastrointestinal Pain

The expansion of swallowed air and gas in the gastro intestinal tract at high altitude which causes abdominal pain and discomfort.

TREATMENT

Advise the person to walk slowly and inhale from the nose and exhale from the mouth.

7.10.3.2 Decompression Sickness (DCS)

When the pressure on the body drops sufficiently, nitrogen comes out of the body as a solution and forms bubbles which can have adverse effects on some body tissues. (For more information on decompressions refer to SECTION 4).

PREVENTION

Refer to SECTION 1 for procedures in relation to the period of time which should be allowed to enable the body to rid itself of excess nitrogen.

7.10.3.3 Ears

Ear distress results from the inability to equalize the pressure in the middle ear cavity with the cabin pressure.

If the Eustachian tube is blocked due to a cold, sore throat or nasal allergic condition, the difference in pressure can build up and lead to a blocked ear. This produces ear pain and loss of hearing if not treated and in severe cases the excess pressure may force the eardrum to perforate.

SIGNS AND SYMPTOMS

1. Symptoms may vary from simple popping of the ears to increasing pain;
2. Impaired hearing;
3. In extreme cases perforation of the ear drum can occur, signalled by a possible bloody or fluid discharge from the ears or nose;

TREATMENT

1. Encourage swallowing, i.e. sipping on a drink or sucking a sweet;
2. Encourage yawning and swallowing to open the Eustachian tube;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.10

PHYSIOLOGICAL EFFECTS OF FLYING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-57

3. If the Eustachian tube is still not open, advise the passenger to close mouth, pinch their nose with the finger and thumb (Valsalva's Manoeuvre) and blow through their nose. Ask the passenger to blow and then suddenly remove the pinching digits with a view to attempting to blow air through the nostrils. This should be carried out every few seconds;
4. Apply hot compress against the painful side of the face.

7.10.3.4 Sinuses

Sinuses are located under the eyes (cheekbones) above the eyes and at the back of the nose.

The sinuses open separately into the nose by means of small passages. If those passages are obstructed, pain will result due to pressure in the sinuses. This can create severe and persistent pain being relieved by gentle blowing of the nose or by use of a decongestant.

7.10.3.5 Toothache

Trapped air in a tooth cavity can expand due to pressure changes. Imperfect fillings, damaged root canals and abscesses may also produce pain at altitude.

SIGNS AND SYMPTOMS

1. Pain and discomfort in the affected tooth;
2. Blood discharge from the tooth.

TREATMENT

1. Place a small gauze pad on the wound and ask the casualty to press or bite;
2. Apply hot compress against the painful side of the face.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID
7.10 PHYSIOLOGICAL EFFECTS OF FLYING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-58

7.10.4 Low Humidity & Dehydration

As the altitude increases the atmosphere contains less moisture than on the ground. Occupants in the aircraft may find that they will suffer from dry eyes, nose, mouth and throat.

It is important that adequate levels of fluids are consumed regularly to avoid dehydration. Drinking too much fluid may cause the body to excrete liquid and can then lead to further dehydration. Fruit juice and water help to rehydrate the body and should be consumed often.

NOTE: Caffeine, carbonated drinks and alcohol can increase the risk of dehydration and should be consumed in moderation and if possible, completely avoided.

Continued dehydration will cause the body to become fatigued.

7.10.5 Fatigue, Sleep & Circadian Rhythms

People suffering from fatigue may find that their abilities to carry out tasks are impaired. A reduction in alertness or performance can reduce efficiency and may even post a risk to safety.

Fatigue is usually caused by a lack of sleep or disturbances.

Fatigue may also be a result of illness, stress, medication, dehydration, alcohol, extreme temperatures or lack of oxygen.

Performance can be affected in different ways. Reaction times are slower along with a reduction in situation awareness. Decision making will be more difficult than normal and distractions are more likely to happen and an experience of boredom may be felt.

To help reduce the effects of fatigue and disturbance to the internal body clock (circadian rhythms) there are preventative measures that can be taken:

1. Before reporting for a duty, try and get the best possible sleep;
2. If possible, sleep when you feel tired;
3. Short sleeps (naps) can help and can improve alertness and performance whilst decreasing the time of continuous wakefulness;
4. Avoid alcohol, extreme temperatures and periods of boredom;
5. The use of sleep inducing medications should be avoided.

7.10.5.1 Sleep Physiology

Sleep is a physiological need that is essential to human survival. Sleep is a highly complex process that enables us to perform on a day to day basis. Sleep is divided into cycles during which time the physiological and mental activities slow down.

The deepest sleep occurs during the first third of the normal night time sleep pattern. Disturbance to sleep can add to a feeling of tiredness and disorientation.

Good sleep habits are essential. To aid good sleep:

1. Create a restful and comfortable environment;
2. Develop pre-sleep habits;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.10

PHYSIOLOGICAL EFFECTS OF FLYING

Issue	01
Revision	00
Date	25-Mar-24
Page	7-59

3. Do not eat or drink excessively before bed, equally do not go to bed hungry;
4. Avoid caffeine and alcohol.

7.10.5.1.1 Circadian Rhythms

The body has a natural 24-hour rhythm known as 'Circadian Rhythm'. There are internal mechanisms that control this which can be influenced by external factors.

Exposure to day light is important for the rhythm with the morning advancing it, and the evening slowing it down. Work and rest times are also vital as well as social interaction.

These rhythms determine sleep patterns as well as other bodily functions such as temperature and digestion. There are normal cycles of sleep triggered by the body throughout a 24-hour period.

When crossing many time zones these bodily functions can be affected but the body will naturally recover.

These disruptions are known as jet lag and a period of time, depending on how many time zones are crossed, should be allowed to re-adjust.

7.10.6 Air Sickness

The motion of the aircraft turbulence, poor ventilation or digestive disorders may cause airsickness.

SIGNS AND SYMPTOMS

1. Nausea and vomiting;
2. Dizziness;
3. Fainting.

TREATMENT

1. Move the casualty to the centre of the cabin if possible;
2. Recline the seat fully aft and open an air vent (if possible);
3. Place a damp cool towel over the casualty's eyes;
4. Ensure the casualty has a plentiful supply of sick bags;
5. Used sick bags should be disposed of appropriately.



OPERATIONS MANUAL PART E – (OME)

7

7.11

MEDICAL AND FIRST AID

THE USE OF DRESSINGS/BANDAGES AND SLINGS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-60

7.11 THE USE OF DRESSINGS/BANDAGES AND SLINGS

A dressing is used to protect a wound and prevent infection, but also to allow healing. A dressing should be large enough to totally cover the wound, with a safety margin of about 2.5 cm on all sides beyond the wound. A sterile dressing may be used to control bleeding from a major wound or to absorb any discharge from a minor wound.

A bandage is a material that is used to hold a dressing in place and support an injured area e.g. small adhesive compress, roller bandage and bandage compress.

A bandage compress is a special dressing that consists of a pad attached to the middle of a strip of bandaging material.

Dressings and bandages can be held in place by adhesive tape or an improvised cloth.

Gauze pads are used several ways when applying a dressing, or to hold compresses or splint in place; Different types/sizes of dressing and bandages are provided in the first aid kit on board the aircraft. For more information on the contents of the First Aid Kit refer to SECTION 3.

Triangular bandages, in addition to a sling, can be used as a sterile compress in the absence of a compress bandage, to support fractures and dislocations or when applying splints.

7.11.1 Applying A Gauze Bandage

1. Secure with several overlying wraps;
2. Overlap the bandage keeping it snug;
3. Cut and tape, tie into place or secure with a safety pin.

7.11.2 Applying A Bandage Compress

1. Wash your hands, put on gloves and remove bandage compress from envelope and unroll the short end of the bandage until the end of dressing is visible. Do not touch the compress;
2. Place the gauze side on to the wound;
3. Hold the sterile pad in place over the injury and use the long end of the roller bandage to secure it;
4. Use a safety pin or a reef knot to secure the two ends of the bandage together over the pad.

7.11.3 Applying Adhesive Strips (Plaster)

1. Wash your hands and carefully open the sterile pack;
2. Gently pull back the plastic covers until the dressing pad is exposed;
3. Place the dressing on the wound and pull the plastic covers further back until the plaster is secured in place.

7.11.4 Bandages

Bandages support muscle or joint injuries, secure dressings or apply pressure to control bleeding. Once applied, check circulation; press the skin until pale; if the color does not return, loosen the bandage.



OPERATIONS MANUAL PART E – (OME)

7

7.11

MEDICAL AND FIRST AID

THE USE OF DRESSINGS/BANDAGES AND SLINGS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-61

7.11.4.1 Ankle Bandages

1. Wind the bandage around the ankle and take it diagonally across the foot. Bring it around the ball of the foot to the base of the big toe;
2. Pass the bandage across the top of the casualty's foot and back around the ankle. Make another straight turn around the ankle;
3. Continue figure of eight turns around the foot and ankle until they are covered. Make a final turn around the ankle and secure with either a tape, safety pin or tuck in the remainder of the bandage.

7.11.4.2 Hand Bandages

1. To begin making a hand bandage, place the injured hand around a cloth ball;
2. Use of cloth or rolled bandage to apply a circumferential wrap. Do not forget to place padding between the fingers;
3. Use adhesive tape or a cloth strip to anchor the bandage and separate the fingers;
4. The complete wrap leaves the fingertips exposed, so that they can be checked for adequate circulation.

7.11.4.3 Tying A Reef Knot

Always use a reef knot to secure a bandage. A reef knot will not slip and are more comfortable because they lie flat against the casualty and are easy to undo.

1. Take one end of the bandage in each hand. Carry the right end over the left;
2. Pass, what is now the left end, under and through the gap;
3. Carry what is the right end over the left; pass sit through the gap and pull knot tight to secure it.

7.11.4.4 Splints

Before splinting, remove clothing or cut it away and assess the extremity for circulation, movement and sensation.

Following splinting, re-assess circulation, movement.

Splint an injury in the position you find it.

Apply the splint so that it immobilizes the fractured bone and the joints above and below the fracture. Check circulation before and after splinting.

Any device used to immobilize a fracture or dislocation is a splint. A splint may be soft or rigid.

Non inflatable leg and arm splints are carried in the aircraft First Aid Kits (see SECTION 3 First Aid Kits).

NOTE: If there are no splinting supplies available, splint the broken part of the body to another part, e.g. a broken arm can be splinted to the chest. A fractured leg can be splinted to the uninjured leg.

1. Place the splint under the injured area and joints which are above and below the injured area;



OPERATIONS MANUAL PART E – (OME)

7

7.11

MEDICAL AND FIRST AID

THE USE OF DRESSINGS/BANDAGES AND SLINGS

Issue	01
Revision	00
Date	25-Mar-24
Page	7-62

2. Secure the splint above and below injury with folded triangular bandages or roller bandages and tie end together with knots;
3. If a splint is not available you can use folded magazines, newspapers, boards etc.;
4. Soft materials such as blankets, towels or pillows, can be used as a soft splint. Place several folded triangular bandages above and below the injured area;
5. Position the splint and carefully fold or wrap soft objects around injured area;
6. Secure the splint above and below injury with folded triangular bandages or roller bandages and tie end together with knots;
7. When using an uninjured part of the body:
8. Place several folded triangular bandages above and below injured area;
9. Carefully move uninjured limb next to the injured limb and tie bandages securely;
10. A pillow or rolled blanket can be placed between the limbs.

7.11.4.5 Slings

Triangular bandages are used for arm slings/elevation slings.

1. Support the injured arm;
2. Place it across the chest so that the fingers reach the other shoulder;
3. Lay a triangle bandage over the casualty's arm with one end over the shoulder and the point past the elbow;
4. Tuck the base of the bandage under the casualty's forearm and elbow and take the lower end of the bandage around the casualty's back and upwards to the other shoulder;
5. Tie both ends of the bandage together in the hollow above the collar bone using a reef knot; Tuck the point in; twist it, or use a safety pin;
6. Check the circulation in the thumb.

Arm slings support the arm, wrist, hand injuries or immobilize arms if there is a chest injury.

Elevation slings raise arms to control bleeding and swelling, or are used if the collar bone and or ribs are broken.

Elevate the arm and place is across the chest so that the fingers reach the other shoulder.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.12

DEATH ON BOARD

Issue	01
Revision	00
Date	25-Mar-24
Page	7-63

7.12 DEATH ON BOARD

Information on managing a death on board is referred to in **SECTION 2**.

If death is certified by a qualified medical doctor. Cabin Crew members should inform the doctor that a 'body bag' is available inside the Doctor's Emergency Kit.

The LCC and preferably 2 (two) male Cabin Crew members will be required to assist the doctor in moving the body into the bag and to reposition the body bag as necessary. If available, family members of the deceased may be asked to assist.

All aircraft from Base will be dispatched with the following:

1. One Universal Precaution Kit (UPK)

The UPK will contain a disposal bag suitably marked.

On a flight with a full passenger load, the used body bag will be placed in a window seat at the rear of the zone in which the passenger was travelling. The seat can be reclined consistent with safety.

Seat belt extensions are to be used as required to secure the body bag in the seat.

If sufficient seats are available, the used body bag will be placed across the seats and secured by seat belts;

The body bag should not be placed on the floor of the cabin or in any crew rest area as it cannot be secured for landing and/or would obstruct an evacuation.

Regardless of the seriousness of the case the LCC will complete all relevant paperwork which must be dually signed by the LCC and the PIC and should be submitted to In-flight Services.



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.13

TRAVEL, HEALTH & HYGEINE

Issue	01
Revision	00
Date	25-Mar-24
Page	7-64

7.13 TRAVEL, HEALTH & HYGEINE

Few passengers contract infectious diseases on the aircraft, most originating elsewhere. Particular care should be taken regarding hygiene in hot countries.

7.13.1 Aircraft Disinfection

Aircraft disinfection is permitted under International Law in order to protect public health, agriculture and the environment. The World Health Organization (WHO) and ICAO stipulate two approaches for aircraft disinfection.

1. Spraying the cabin with an aerosolized insecticide, while the passengers are on board; or
2. Treating the aircraft's interior surfaces with a residual insecticide when passengers are not on board.

These regulations require all airlines to disinfect aircraft when travelling from designated countries in which there is a risk of disease being spread by insects, e.g. malaria, dengue fever.

Where disinfection is required to be carried out with passengers on board, they should be informed of the procedure via a PA announcement prior to the spraying of the cabin. This gives passengers the opportunity to cover their eyes and noses if they wish. The spray dissipates from the cabin and aircraft in a few minutes.

1. Single shot cans contain the appropriate amount of insecticide per aircraft type;
2. Cabin doors and overhead compartments should be shut and a cabin address made before beginning treatment;
3. Walk through the cabin holding the can above shoulder height and aim the spray above the heads of the passengers. Take care to spray the galleys and the lavatory compartments as well as the main cabin.

The LCC must ensure that the serial numbers on the spray can should be noted on all relevant flight paperwork for inspection by Port Health.

Saudi Arabia Ministry of Health requires certain vaccinations to be met before obtaining a visa for the HAJJ and UMRAH. [\(For more information refer to the Saudi Arabia Ministry of Health Website.\)](#)

7.13.2 Tropical Hygiene

Particular care should be taken regarding hygiene in hot countries. The following advice and cautions should always be followed:

7.13.2.1 FOOD AND DRINK

Sensible precautions should be taken in the consumption of:

1. Drinking water;
2. Milk;
3. Soft drinks and beverages;
4. Ice;
5. Fruit;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.13

TRAVEL, HEALTH & HYGEINE

Issue	01
Revision	00
Date	25-Mar-24
Page	7-65

6. Salads and raw vegetables;
7. Meats;
8. Fish.

7.13.2.2 Bathing

Fungus diseases are common in hot humid climates so only bathe in purified pools or the open sea. When bathing, it is advisable to plug your ears to prevent fungus infection of the ear canal.

7.13.3 Tropical Diseases

Tropical diseases are not confined entirely to the tropics but they can occur almost anywhere.

However, their incidence and frequency are influenced by local factors. Tropical diseases are mainly transmitted in the following ways:

1. Through insect stings or bites;
2. Through healthy skin by other parasites;
3. Through food and drink;
4. From the ground;
5. Person to person.

7.13.3.1 Insects

The following insects transmit disease:

7.13.3.1.1 Mosquitoes

A mosquitoes' period of feeding is often undetected; the bite only becomes apparent because of the immune reaction it provokes. When a mosquito bites a human, she injects saliva and anticoagulants. For any given individual, with the initial bite there is no reaction but with subsequent bites the body's immune system develops antibodies and a bite becomes inflamed and itchy within 24 hours.

When a mosquito bites the saliva and anti-coagulants may also contain disease-causing viruses or other parasites.

This cycle can only be interrupted by killing the mosquito, isolating infected people while they are infectious or vaccinating the exposed population.

Listed below are fever/viruses transmitted by Mosquitoes, however, the list is not exhaustive:

1. Malaria;
2. **YELLOW** Fever;
3. Dengue Fever;
4. Sandfly Fever;
5. West Nile Virus;
6. Chikungunya;



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.13

TRAVEL, HEALTH & HYGEINE

Issue	01
Revision	00
Date	25-Mar-24
Page	7-66

7. Zika Virus.

Nearly 700 million people get a mosquito borne illness each year resulting in greater than one million deaths.



OPERATIONS MANUAL PART E – (OME)

7

7.13

MEDICAL AND FIRST AID

TRAVEL, HEALTH & HYGEINE

Issue	01
Revision	00
Date	25-Mar-24
Page	7-67

7.13.3.1.2 Tsetse Fly (Central Africa)

The Tsetse fly transmits Sleeping Sickness.

7.13.3.1.3 Lice

Lice transmit:

1. Typhus;
2. Spotted Fever Relapsing fever.

7.13.3.1.4 Protective Measures

1. Sleeping quarters should be free of insects;
2. Use mosquito nets over beds. These nets should be taut, and should not come in contact with the body;
3. Use insecticide;
4. Protect the skin by using an insect repellent.

7.13.3.2 Diseases Contracted Through Skin

The following diseases are contracted through the skin:

7.13.3.2.1 Bilharzia

Aquatic snails act as intermediaries. The larvae of worms pass from such snails into the water and, on contact with the skin, into the human body.

7.13.3.2.2 Weil's Disease

The germs of this disease are excreted in rat's urine. They can penetrate the skin of bathers.

7.13.3.2.3 Fungus Diseases

Fungus is present in tropical and sub-tropical inland waters, in shallow rivers and lakes, but hardly ever in seawater.

7.13.3.2.4 Protective Measures

The following protective measures to avoid contact through the skin should be followed:

1. Avoid inland water;
2. Bathe only in pools with purified water or in the sea;
3. Use ear plugs;
4. Wear shoes when walking around the edge of a swimming pool.

7.13.4 Specific Diseases

7.13.4.1 Yellow Fever



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.13

TRAVEL, HEALTH & HYGEINE

Issue	01
Revision	00
Date	25-Mar-24
Page	7-68

1. **YELLOW** fever is an acute infectious virus disease occurring in tropical and sub-tropical zones;
2. The virus that causes the disease is transmitted by the bite of a mosquito;
3. **YELLOW** fever occurs particularly in tropical Africa and South and Central America;
4. The fever is characterized by the sudden onset of a fever, with a slow pulse, the face is flushed, eyes infected, gums congested, tongue **RED** and pointed;
5. Vomiting and constipation are common and jaundice appears after the third day;
6. An inoculation valid for a period of 10 years is available.

*NOTE: According to the WHO all aircraft, ships and various means of transportation coming from countries infected with **YELLOW** fever are required to declare a valid certificate stating extermination and termination of insects from board. (see paragraph 7.13.1 refers).*

7.13.4.2 Malaria

1. Infection takes place through the bite of an infected anopheles mosquito;
 2. Prevalent anywhere;
 3. An acute, sometimes chronic, often recurrent disease, characterized by periodic paroxysms of chills followed by high fever and sweating due to the presence of parasites in the blood;
 4. Malaria can be fatal if treatment is delayed;
 5. Prophylactic drugs are only effective as long as they are taken regularly.
13. For preventive measures see paragraph 7.13.3.1.4

7.13.4.3 Dengue Fever

Dengue fever is spread by several species of mosquito. They typically bite during the early morning and evening. It can also be transmitted via infected blood products and through organ donation. In countries such as Singapore, the risk is estimated to be between 1.6 and 6 per 10,000 transfusions. A vertical transmission (from mother to child) during pregnancy or at birth has been reported.

The symptoms typically begin three to fourteen days after infection.

The symptoms could include: high fever, headache, vomiting, muscle and joint pains and a characteristic skin rash. The alternative name for dengue is "break bone fever".

Mild symptoms are generally uncomplicated but generally include a high fever.

In some people the disease proceeds to a critical phase as the fever resolves and can become life threatening.

Travelers, returning from endemic areas are unlikely to be aware that they have the fever due to its long incubation time.

7.13.4.4 Meningococcal Meningitis



OPERATIONS MANUAL PART E – (OME)

7

7.13

MEDICAL AND FIRST AID

TRAVEL, HEALTH & HYGEINE

Issue	01
Revision	00
Date	25-Mar-24
Page	7-69

Meningococcal meningitis is an infection found globally. There are an estimated 1.2 million cases and 135,000 deaths worldwide each year.

Most survivors make a full recovery without long term after effects but some are left with disabilities or with problems that can alter their lives. The disease can affect anyone of any age, but mainly affects babies, pre-school children and young people.

The bacteria that causes the virus are common and live naturally at the back of the nose and throat.

For most people this bacterium is harmless because most of us have a natural resistance.

The symptoms can appear quickly or over several days. Typically, they develop within 3-7 days after exposure.

Symptoms include:

1. Sudden onset of fever;
2. Headache; and stiff neck.

Other additional symptoms can occur:

- i. Nausea;
- ii. Vomiting;
- iii. Photophobia (sensitivity to light);
- iv. Altered mental status (confusion).

7.13.4.5 Poliomyelitis

Poliomyelitis is a highly infectious viral disease, which mainly affects young children. The virus is transmitted by person-to-person mainly through fecal-oral route or, less frequently, by a common vehicle (e.g. contaminated water or food), and multiplies in the intestine, from where it can invade the nervous system and can cause paralysis.

Initial symptoms of polio include:

1. Fever;
2. Fatigue;
3. Headache;
4. Vomiting;
5. Stiffness in the neck; and
6. Pain in the limbs.

There is no cure for polio and can only be prevented by immunization. Polio vaccine given multiple times can protect a child for life.

Polio cases have decreased over the past 25 years. Today, only 2 countries in the world have never stopped transmission of polio (Pakistan and Afghanistan).



OPERATIONS MANUAL PART E – (OME)

7

MEDICAL AND FIRST AID

7.13

TRAVEL, HEALTH & HYGEINE

Issue	01
Revision	00
Date	25-Mar-24
Page	7-70

People coming from these areas are requested by Saudi Arabia to vaccine children less than 15 years of age before coming to the Kingdom.



OPERATIONS MANUAL PART E – (OME)

8

8.1

B737 AIRCRAFT SPECIFICATIONS AIRCRAFT FAMILIARIZATION

Issue	01
Revision	00
Date	25-Mar-24
Page	8-1

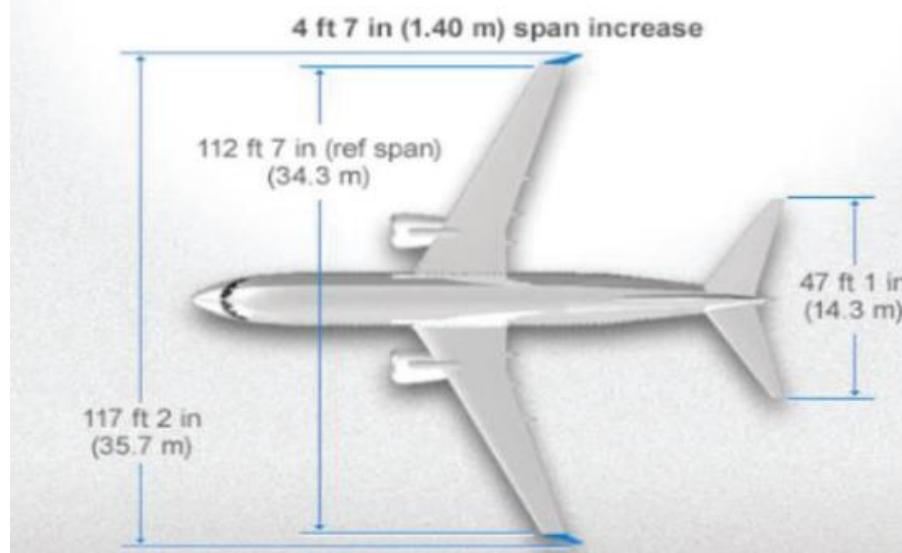
8. B737 AIRCRAFT SPECIFICATIONS

8.1 AIRCRAFT FAMILIARIZATION

The B737 is a twin engine, single cabin passenger jet aircraft. Seating configuration is generally 168 seats; according to need, the seating arrangement may be modified to a reduced capacity. The Company operates 737-800, passenger-only which can be configured as all first-class seating, mixed classes, with a reduced seating capacity of 142 seats (SP-Configuration).

Boeing 737-800	
Registration Number	Serial Number
N801XA	61781
N802XA	61782
N803XA	61797
N804XA	61784
N805XA	61785
N806XA	61786
N807XA	63406

737-800 with Blended Winglets



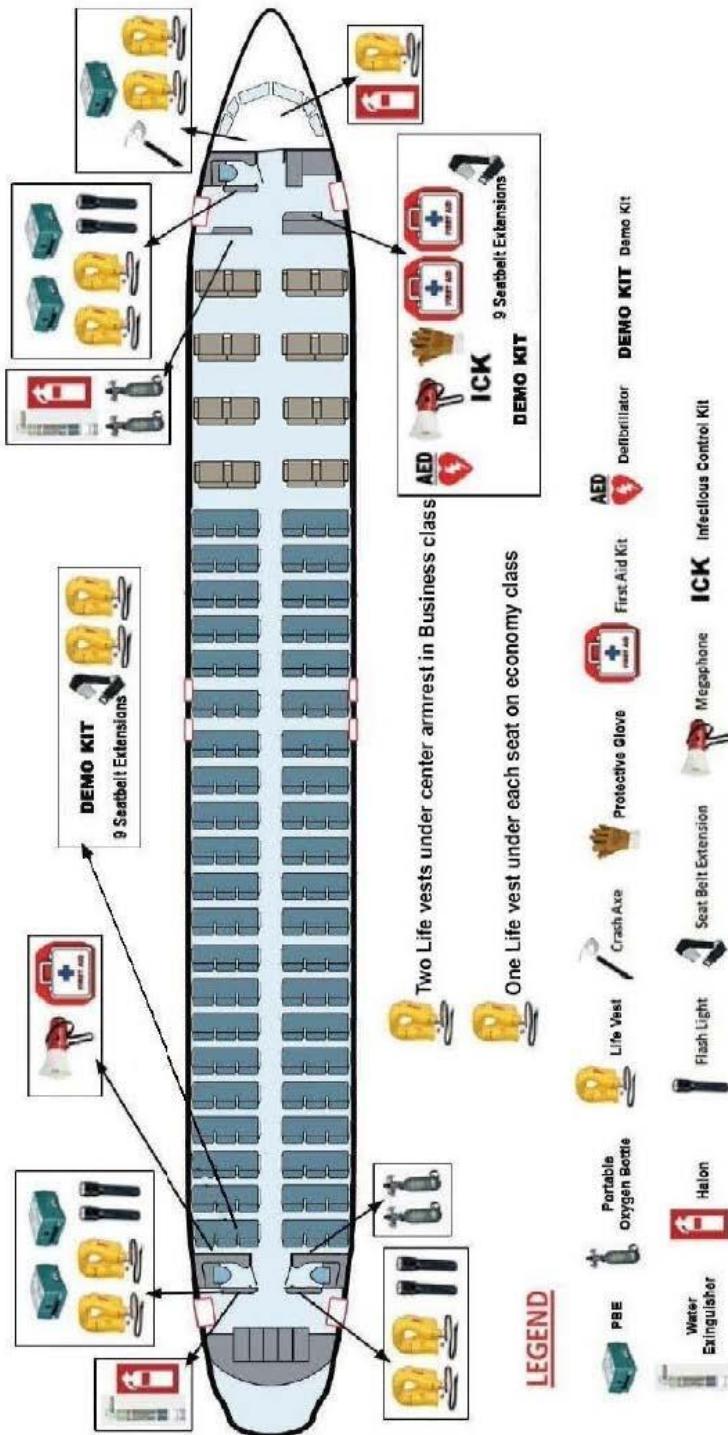


OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS
8.2 AIRCRAFT EMERGENCY EQUIPMENT SP
 CONFIGURATION

Issue	01
Revision	00
Date	25-Mar-24
Page	8-2

8.2 AIRCRAFT EMERGENCY EQUIPMENT SP CONFIGURATION





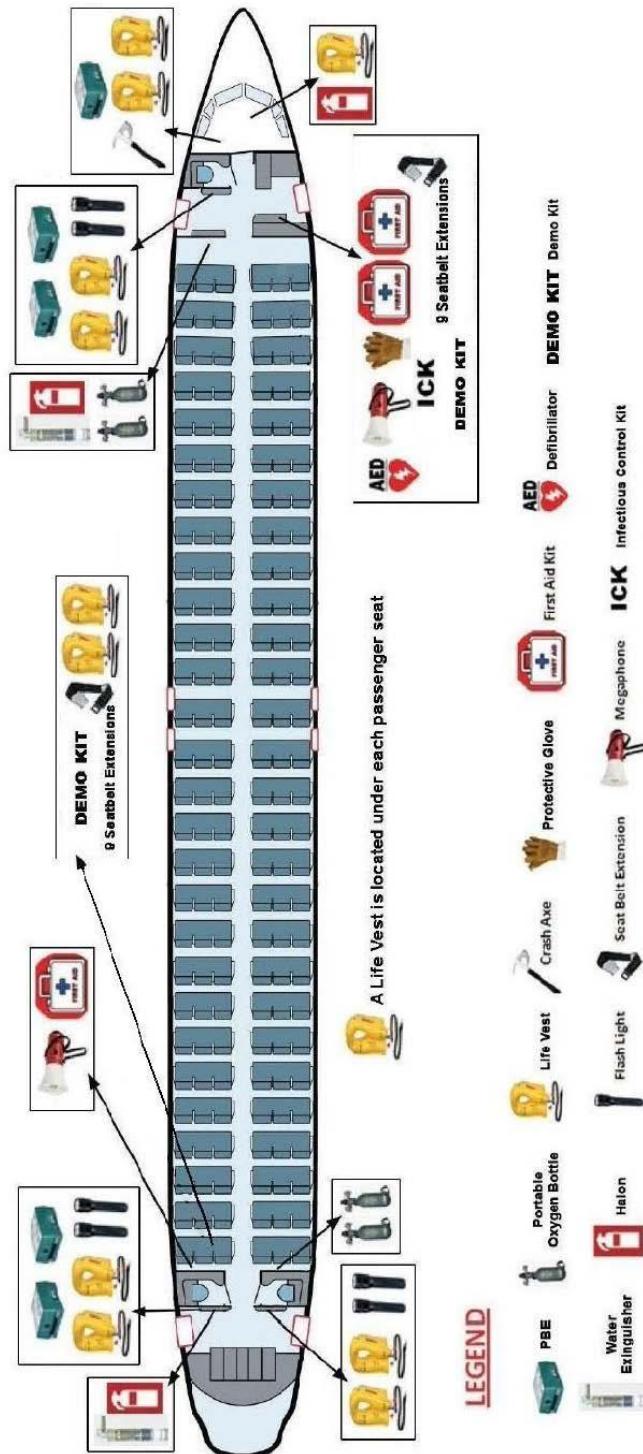
OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.3 AIRCRAFT EMERGENCY EQUIPMENT NORMAL CONFIGURATION

Issue	01
Revision	00
Date	25-Mar-24
Page	8-3

8.3 AIRCRAFT EMERGENCY EQUIPMENT NORMAL CONFIGURATION





OPERATIONS MANUAL PART E – (OME)

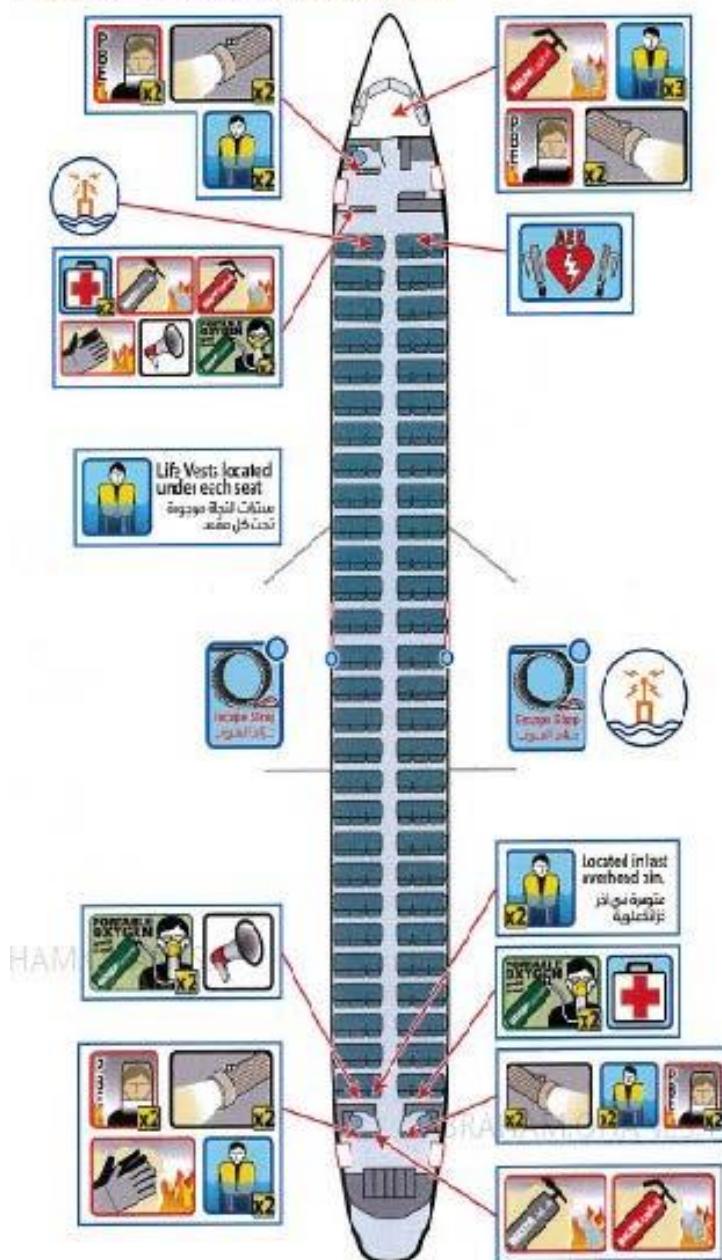
8 B737 AIRCRAFT SPECIFICATIONS

8.4 AIRCRAFT EMERGENCY EQUIPMENT NORMAL CONFIGURATION – N807XA

Issue	01
Revision	00
Date	25-Mar-24
Page	8-4

8.4 AIRCRAFT EMERGENCY EQUIPMENT NORMAL CONFIGURATION – N807XA

معدات الطوارئ / Emergency Equipment



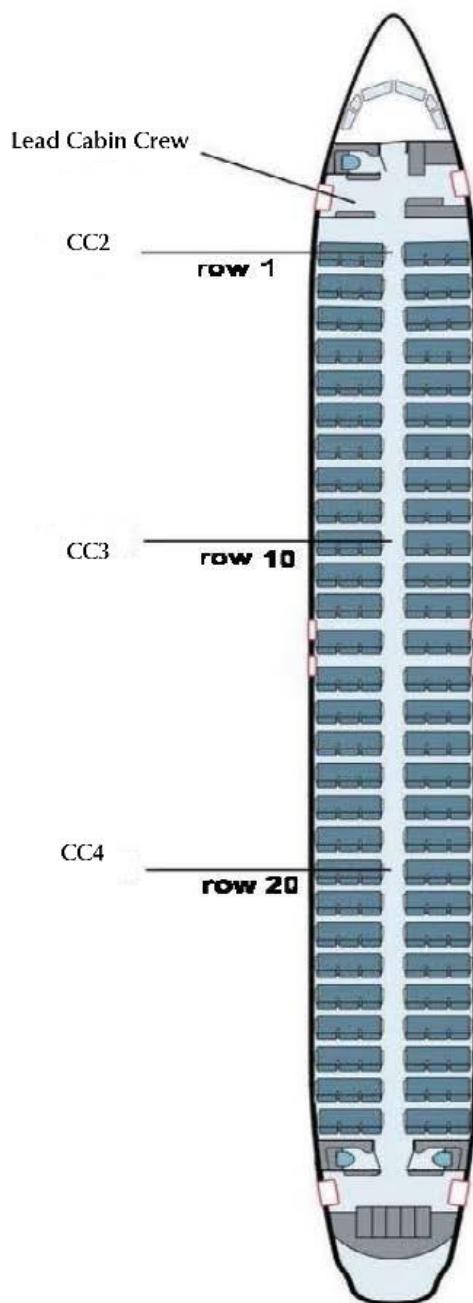


OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS
8.5 CC POSITION B737-800 NORMAL/EMERGENCY
DEMONSTRATION

Issue	01
Revision	00
Date	25-Mar-24
Page	8-5

8.5 CC POSITION B737-800 NORMAL/EMERGENCY DEMONSTRATION





OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.6 CABIN CREW DUTIES CHART (NORMAL) – TABLE

5-2

Issue	01
Revision	00
Date	25-Mar-24
Page	8-6

8.6 CABIN CREW DUTIES CHART (NORMAL) – TABLE 5-2

TBA



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.7 CABIN CREW STATIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-7

8.7 CABIN CREW STATIONS

The B737-800 is equipped with three (3) CC stations.

The stations are located within the immediate vicinity of the cabin exits and emergency equipment compartment arms reach.

Each station is equipped with:

1. 1L Station (LEAD CC and CC2)
 - a. PBE/Life Vest/Flash-Light/TEST card/Fire Extinguisher/POB
2. 2L Station (CC3)
 - a. PBE/Life Vest/Flash-Light/TEST card/Fire Extinguisher
3. 2R Station (CC4)
 - a. Life Vest/Flash-Light/TEST card

CC Jump seat: CC Jump seats are bulkhead mounted, AFT facing and designed for double occupancy. Jump seat must be occupied by the assigned CCs for all taxi, takeoffs, landing phases, and inflight at the discretion of the PIC in the event of turbulence. Jump seats are never to be occupied by passengers, except in case of an irregular or emergency situation.

NOTE: No other person can occupy cabin crew jump seat unless that person is a certified cabin crew in uniform and/or instructed by PIC.

- a. Preflight:
 - i. Entire unit firmly mounted to bulkhead.
 - ii. Seat retracts automatically when unoccupied.
 - iii. Seat belt/shoulder harness present, secure, and fitted to size.
 - iv. Shoulder harness inertia reels lock when pulled rapidly.
 - v. Seat belt not frayed.
 - vi. Overhead emergency O2 compartment closed.
- b. If all conditions are not met, the Jump seat will be considered inoperative. Notify the Lead CC/PIC. If the Jump seat cannot be repaired while on the ground:
 - i. Reseat the passenger to another available passenger seat; or
 - ii. Remove the passenger from the aircraft if empty seat is unavailable. The CC will sit in the closest passenger aisle seat to the assigned emergency exit;
 - iii. The designated passenger seat for a displaced crewmember must be placarded: "For CC use only."



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.8 CABIN CREW STATIONS AND JUMPSEATS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-8

NOTE: Inoperative jump seat procedure only works inflight. (If on ground consider the inoperative jump seat as a no-go item).

8.8 CABIN CREW STATIONS AND JUMPSEATS

1. The B737-800 is equipped with three CC stations (FWD A/C Left, AFT A/C Left, and AFT A/C Right). The stations are located within the immediate vicinity of the cabin exits. Each station is equipped with:
 - a. Retractable Jumpseat.
 - b. Combination seat belt and shoulder harness.
 - c. Interphone/public address (PA) unit.
 - d. Stowage compartments for equipment.
 - e. Life vest-under each seat bottom.
 - f. CC control panel.
 - g. Oxygen compartment (overhead service unit).
 - h. Portable emergency equipment.
2. The CC jump seat is the designated crewmember seat in the cabin. All jump seats face AFT in the cabin. This seat is required to be fitted with a shoulder harness that can be adjusted. The shoulder harness on the CC seat can be adjusted to the occupant size by pushing the buckle down and by adjusting buckle straps to tighten.
3. The CC seats provide restraint and support for the CCs while allowing access to required safety and communication equipment when seated. Seats are located in close proximity to exits.
4. The CC restraint system is a four-point system with a single point lift handle buckle release. The seats and restraint systems are self-stowing.
5. The seat portion is spring-loaded and automatically retracts to stow when the occupant releases the harness and stands up. If it fails to do so, the jump seat becomes unserviceable and must be repaired before departure. The aircraft may not depart with passengers onboard with unserviceable CC jump seat, however the PIC has the final decision regarding unserviceability.
6. The jump seat is strictly used by CCs, however, due to preflight check requirements, jump seat is considered to be part of an equipment list. It is the occupant's responsibility to check the serviceability.
7. When jumpseat not in use, restrain system (shoulder harness and buckle to be safeguarded so it does not fray or get damaged.
8. Jumpseat features are:
 - a. Shoulder harness
 - b. Lap belt
 - c. Release buckle
 - d. Self fold away seat pan
 - e. Headrest



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.8 CABIN CREW STATIONS AND JUMPSEATS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-9

9. Amount and Location:

Three CC jump seat:

- e. One double seat at 1L AFT facing
- f. One double seat at 2L AFT facing
- g. One double jumpseat 2R AFT facing

10. U/S Jumpseat (Inflight):

If the Jumpseat becomes unserviceable inflight, CCs must inform the PIC of the following:

- h. 1L jumpseat inop: Lead CC occupies row 1 AC left aisle seat and CC 2 occupies row 1 AC right aisle seat.
- i. 2L jumpseat is inop: CC 3 occupies 2R jumpseat outboard. 2R jumpseat is inop: CC 4 occupies 2L inboard
- j. Communication remains same.
- k. Upon arrival, the Jumpseat must be repaired before passenger carrying flights.

8.8.1 Preflight Check

1. Amount
2. Secure
3. Harness attached and fitted to size
4. Harness not frayed/defective
5. Seat folds away



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS
8.9 Exits

Issue	01
Revision	00
Date	25-Mar-24
Page	8-10

8.9 EXITS

8.9.1 Doors – General

1. When each CC is assigned a position onboard B737-800, each CC shall be responsible for specific door onboard.
2. No other cabin crew can or shall be operating and/or take charge unless it is deemed necessary for the safety of the flight to operate other door/window in an evacuation or other emergency situation.
3. Lead CC is assigned to 1L door (FWD AC L door, MCD)
4. CC 2 is assigned to 1R door (FWD AC R door) across 1L door
5. CC 3 is assigned to 2L door (AFT AC L door)
6. CC 4 is assigned to 2R door (AFT AC R door) across 2L door

8.9.2 CABIN EXITS

1. There are eight exits on the B737-800: four are considered primary and floor level as they are equipped with slides, permitting for rapid egress in an emergency.
2. For identification purposes, the primary exits are referred to as 1L/1R/2L/2R.
3. The four overwing exits are referred to as overwing LEFT FWD and AFT and overwing RIGHT FWD and AFT.
4. All four primary doors are identical in characteristics and operation. The 1L/2L exits are identical in size and shape, however, 1R/2R are slightly shorter in height.
5. Due to the curvature of the forward doors and angle of door hinge movement, opening a forward door requires additional force to initiate door movement.
6. Doors 1L/2L used primarily for boarding and deplaning while doors 1R/2R are used primarily for medical lift, catering and service.

8.9.3 Flight Deck Window Exit

Flight Deck window exits are a last means of escape when egress from a primary exit or overwing exit is not possible.

8.9.4 Viewing Window

For assessing safe or dangerous conditions prior to door opening.

8.9.5 Assist Handles

1. Each door is equipped with two assist handles that are used for bracing and/ or leverage in door opening/closing, referred to as the forward and door assist handle.
2. The forward assist handle is attached to the sidewall panel, used for bracing/protective position.
3. The door assist handle is attached to the door, used for leverage during opening and closing of the door.

8.9.6 Door Opening and Closing

All main cabin doors open/close by rotating the door handle (follow direction of arrow).



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS
8.9 Exits

Issue	01
Revision	00
Date	25-Mar-24
Page	8-11

8.9.7 Door Bustle

The door bustle is a removable, hinged casing on the lower portion of the door covering, protecting the escape slide.

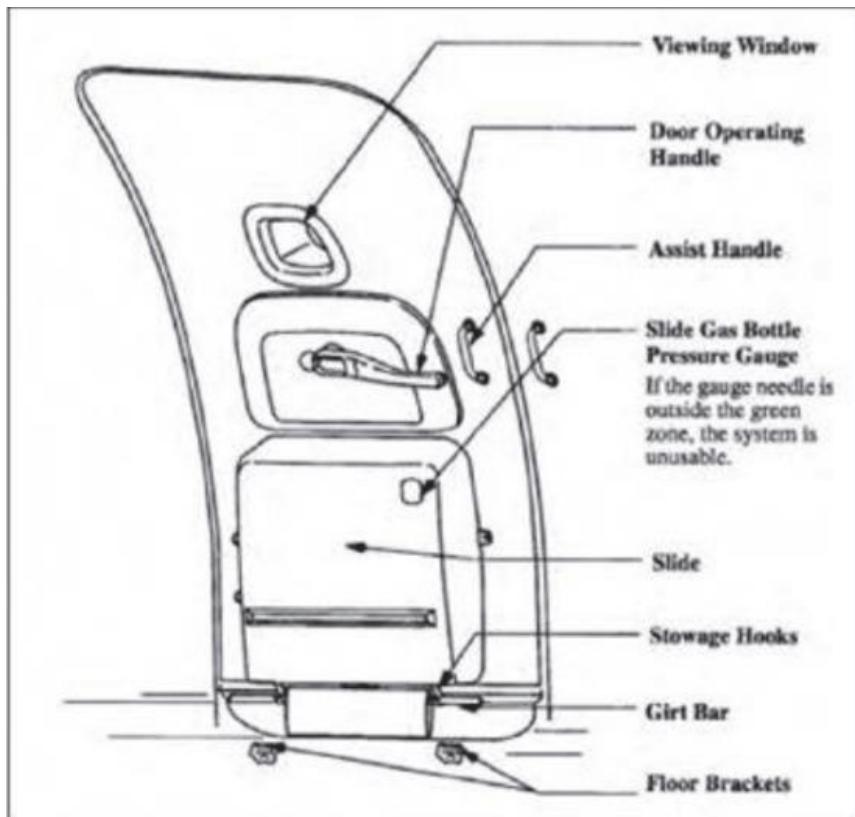
8.9.8 Required Placards

Placards are attached to each door and bustle indicating exit, door operation and type of evacuation device provided.

8.9.9 RED WARNING FLAG

A red warning flag is attached above the viewing window at each door. The warning flag is positioned across the viewing window when the girt bar is attached to the floor brackets. This visual warning alerts persons inside and outside the aircraft the door is armed and the slide will deploy if the door is opened.

WARNING: WHEN OPENING THE DOOR FROM THE INSIDE OR OUTSIDE WITH THE DOOR SLIDE ARMED WILL AUTOMATICALLY INFLATE THE SLIDE AND CAUSE INJURY OR DEATH TO PERSONS STANDING OUTSIDE THE DOOR.





OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.9 Exits

Issue	01
Revision	00
Date	25-Mar-24
Page	8-12

8.9.10 Door Safety Strap

Door safety strap fitted inside the door frame. Strap should be secured across the door when the door is open. Regardless of passengers or not, when the door is open, this strap shall always remain across.

8.9.11 Overwing Exits

1. There are four Type III overwing emergency exits, two on each side of the fuselage. They are canopytype exits, held in place by mechanical locks and may be opened internally or externally.
2. Exit rows are not obstructed
3. Exit sign is illuminated
4. Window is not obstructed
5. Properly closed
6. Handle is down, locked, and covered.

8.9.12 Cabin Door Preflight

1. Red strap present, secure, and properly stowed
2. Required placards
3. Door handle and assist handles firmly attached
4. Door bustle secure
5. Pressure gauge needle in green zone
6. Sweeper seal intact

8.9.13 Doors – Normal Operation – Interior

1. Opening
 - a. Ensure girt bar is not attached to floor brackets.
 - b. Assess outside conditions.
 - c. Rotate door handle 180 degrees to open position (direction of arrow). Use assist handles to push the door fully open until the gust lock engages.

NOTE: If the Forward Entry Door is partially opened and then closed, there is potential for injury to personnel as the forward door will move into the cabin with significant force. The motion of the door can also result in the door's forward lower latch roller contacting and damaging the threshold light on the lavatory wall.

2. Closing
 - a. Ensure stair truck are present.
 - b. For door 1L: push down on the yellow gust lock lever to release.
 - c. For doors 1R, 2L, 2R: push down on the yellow gust lock button to release.
 - d. Rotate the door handle forward to close.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.9 Exits

Issue	01
Revision	00
Date	25-Mar-24
Page	8-13

- e. Push down firmly on the door handle to ensure door seal and lock door into place (handle should be horizontal when properly closed).

**WARNING: KEEP FINGERS AWAY FROM DOORFRAME WHEN CLOSING DOOR.
DOOR CLOSES RAPIDLY AFTER INITIAL MOVEMENT.**

8.9.14 Inoperative Door/Window

B737 has no MEL for any inoperative doors or windows. If any door or window becomes unserviceable, the plane will be grounded until the door or window is fully serviceable.

8.9.15 Doors – Normal Operation – Exterior

1. Opening
 - a. Look through viewing window to ensure warning flag is not present.
 - b. CC to cross check prior to opening
 - c. Ensure girt bar is not in floor brackets by visual inspection of door area.
 - d. Grab recessed T-handle and pull outward until handle fully extends.
 - e. Rotate handle AFT 90 degrees until door cracks open.
 - f. Continue rotation of T-handle until door opens. Open fully by pushing out door then pushing door open until gust lock engages.

**WARNING: CHECK DOOR FROM VIEWING WINDOW PRIOR TO OPENING TO MAKE
SURE RED FLAG IS NOT IN PLACE.**

2. Closing
 - a. Standing inside the aircraft, push down the gust lock to allow movement of door.
 - b. Pull door inboard until door is half closed then step outside the aircraft.
 - c. Push door closed to the maximum closed point.
 - d. Grasp and fully extend T-bar and rotate handle forward until door is closed and locked.
 - e. Stow girt-bar in its space.

**WARNING: KEEP FINGERS AND HANDS AWAY FROM THE DOORFRAME WHEN
CLOSING DOOR. DOOR CLOSES RAPIDLY AFTER INITIAL MOVEMENT.**

8.9.16 Slide Arming/Disarming

1. To Arm
 - a. Make sure no obstruction present
 - b. Press down firmly on door handle to ensure door is fully closed.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.9 Exits

Issue	01
Revision	00
Date	25-Mar-24
Page	8-14

- c. Secure red warning strap over window.
 - d. Release girt bar from lower bustle brackets.
 - e. Press girt bar securely in floor brackets, ensuring this side down is facing the floor
 - f. The protective cover for the manual inflation handle is exposed.
 - g. Tug on the edge of the girt bar fabric to ensure girt bar is properly secured in brackets.
2. To Disarm
 - a. Cross check doors, 2nd CC to be present beside the 1st CC to check
 - b. Press floor bracket release tabs.
 - c. Lift girt bar and stow in bustle brackets.
 - d. Secure red warning strap above window area on snap holder.

8.9.17 Doors - Emergency Operation – Interior

1. Assess outside conditions.
2. Verify girt bar is attached to floor brackets.
3. Rotate door handle and open door.
4. Use assist handles to fully open and secure door out; additional force will be needed as slide is attached to floor brackets.
5. Slide is designed to automatically inflate.
6. Pull red manual inflation handle located on the girt strip.
7. If automatic and manual inflation fail, redirect to usable exit.

8.9.18 If an Inflated Slide Deflates

1. It may be used as an apron slide.
2. Direct two able-bodied passengers to climb down the slide as a rope.
3. Direct the two passengers to use the hand-holds located on the side of the slide and hold it taut as the remaining passengers exit one at a time. Commanding passengers to “sit and slide” as they exit the aircraft via the apron slide.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.10 AIRCRAFT EMERGENCY EQUIPMENT/SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	8-15

8.10 AIRCRAFT EMERGENCY EQUIPMENT/SYSTEM

8.10.1 Evacuation Devices Overview

1. The B737 is equipped with four automatic inflation slides designed to assist all occupants in a rapid egress from the aircraft in an emergency. Each slide is equipped with a manual back-up inflation system.
2. The slide is equipped with an inflation cylinder and lanyard. Inflation is initiated when the door is opened with the slide, attached to the floor brackets, becomes separated from the door bustle and drops, providing sufficient tension to the inflation lanyard causing the cylinder to release air pressure into the slide, inflating the evacuation device.

8.10.2 Slides

1. Slides are located at the left and right, forward and rear entry doors. When inflated on land, the slide serves as a single lane escape slide. The slide is not designed to be a raft when inflated in water, yet may be used as a flotation device in an unplanned water landing. The slides are constructed of a nonflammable rubberized material and rectangular in shape.
2. All slides feature the following:
 - a. Red manual inflation handle on the girt strip.
 - b. Quick detach handle to release the slide in an unplanned water landing.
 - c. Handholds on the sides of the slide.
3. Inflation: Automatic inflation occurs when a main cabin door is opened completely with the door armed.

8.10.3 Evacuation Slides Deployed

1. When the evacuation slides are deployed under any conditions, (aircraft is level) the slide will reach the ground and be at an acceptable angle for usage. Should the aircraft be in an unusual attitude (e.g., nose up or one wing down) the usability of the elevated slide must be rapidly assessed by the CCs and a decision made whether the evacuation route is usable or the need to redirect exits.

8.10.4 Overwing Exit

1. There are four overwing emergency exits, two on each side of the fuselage. They are canopy type exits, held in place by mechanical locks and may be opened internally or externally. They are automatically locked by an electrical system during takeoff, inflight and landing and unlock on the ground to allow for opening the exit in an emergency.
2. There is an escape strap stored in the upper aft corner of the window frame of each AFT overwing exit. The strap can be attached to an eyelet (D/ring) on the wing to assist passengers off during a water evacuation. The window exits are for emergency use only and are capable of being opened from inside or outside the aircraft. The seating in this area is restricted to those passengers who would qualify as an ABP. The window exits cannot be opened when the aircraft is pressurized.
3. Operation of Overwing Exit:
 - a. To open door:



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

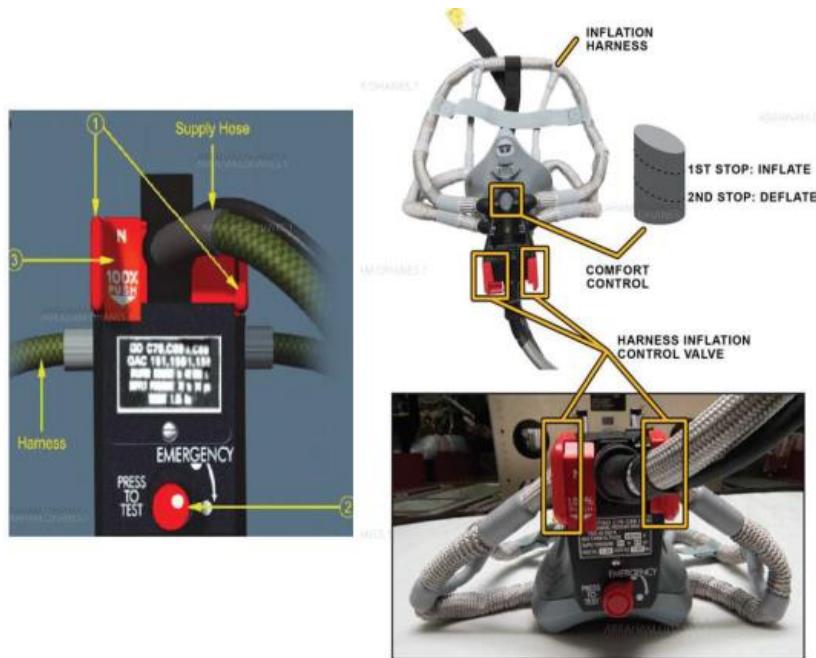
8.10 AIRCRAFT EMERGENCY EQUIPMENT/SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	8-16

- i. Reach under the handle cover
- ii. Pull handle down and inward
- iii. Door opens out and up automatically
- iv. Instruct passengers to leave through the window, LEG BODY LEG
- v. Follow the Arrows and slide back of the wing
- vi. Get away from the AC upwind

8.10.5 Flight Deck Quick Donning Oxygen

1. Each B737-800 seating station in the flight deck is equipped with a supplemental oxygen system. The full face quick-donning oxygen mask is located on the left and right side along the aircraft sidewall panel. The AFT center observer seat oxygen mask is located on the right side wall adjacent to the seat.
2. Operation:
 - a. Don mask.
 - b. Ensure regulator switches are correctly positioned breathe normally.
3. Preflight Check:





OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.10 AIRCRAFT EMERGENCY EQUIPMENT/SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	8-17

8.10.6 Escape Rope

1. This piece of equipment is designed to assist passengers and crew to leave the aircraft through an exit which may be high off the ground.
2. Purpose: The escape rope is used only to assist in an evacuation, and may not be removed from the aircraft as it is firmly anchored to an attach point close to the window exit.
3. Specifications: The escape rope is made of nylon webbing and is 1.5 inches wide with a knot every 12 inches. Total length of the rope is 15 feet. The knot is to assist in maintaining a grip on the rope.
4. Location: An escape rope is fitted in a compartment right above each pilot seat in the flight deck.

NOTE: When leaving the flight deck hatch using the rope, caution should be taken not to wrap the rope around your hand as this will result in crushing injuries to the hand, and may trap the person using the rope. The rope should be used in a hand- under-hand fashion.

5. How to Use:
 - a. Open flight deck escape hatch.
 - b. Pull protective panel off.
 - c. Remove rope and deploy through hatch.
 - d. Fold armrest down on both crew seat to climb through the hatch.
 - e. Exiting the window via LEG-BODY-LEG, slowly lower yourself and start climbing the rope facing the aircraft.
 - f. Instruct passenger to climb down using rope hand-under-hand.
6. Preflight Check:
 - a. Flight Deck crew performs this check.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.10 AIRCRAFT EMERGENCY EQUIPMENT/SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	8-18

8.10.7 Communication System

1. Interphone and Passenger Address System

The interphone and passenger address system is integrated into one telephone-type handset which provides for making cabin to cabin calls and cabin to flight deck calls. A specific single number will connect the call to the desired location. A three-digit code, 2-2-2 for pilot alert, will chime three times and connect to the flight deck, or join any communications being made between the flight deck and another crew station.

2. Operation:

- a. Lift handset and press appropriate code to initiate the call;
- b. Press reset button after call completion and stow handset.

3. Codes:

- a. 2 will connect the cabin to the flight deck.
- b. 5 will connect attendant to attendant.
- c. 8 is the PA system. Use of the PA will override the passenger entertainment system, allowing all announcements to be heard.

4. 2-2-2 will connect to the flight deck as an emergency call.

NOTE: If a flight deck PA announcement is made, it will override any other PA announcement.

8.10.8 Interphone/Public Address

1. Each CC station is equipped with one Interphone/PA system.

2. Each CC is responsible for ensuring the Interphone/Public Address is operational.

3. Preflight Check:

- a. Each station must call the other to ensure telephone will dial and connect with sound.
- b. From any one of the CC stations, CCs can call the flight deck by pressing 2-2-2 to ensure operation of the pilot alert system.
- c. The PA system must be tested by the designated CC for proper operation.
- d. CC 4 to give thumbs up in the cabin when the PA system is being tested by Lead CC and CC3.

NOTE: If a cabin PA system is found inoperative during preflight or inflight, notify the Lead CC. If correction cannot be made, the Lead CC will make all announcements from the operational cabin PA system. If the cabin and flight deck PA systems are inoperative, all safety briefings will be made orally to all passengers except for appropriate announcements made by pre-recorded announcement player when required and if operational.

4. Crew Interphone Call:

When the flight deck calls the CCs or a call is placed from one CC to the other, a high low chime will be heard. The call light panel will illuminate a pink light.

5. To Reset: Press the reset button on the hand phone and stow in holder.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.10 AIRCRAFT EMERGENCY EQUIPMENT/SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	8-19

8.10.9 Announcement System

1. B737-800 is fitted with one media loader. The system is located above 1L station jumpseat.
2. Announcements:
 - a. Boarding announcement
 - b. Safety video
 - c. After takeoff announcement
 - d. Turbulence
 - e. Initial descent
 - f. Final approach
 - g. Arrival



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.10 AIRCRAFT EMERGENCY EQUIPMENT/SYSTEM

Issue	01
Revision	00
Date	25-Mar-24
Page	8-20

8.10.10 Call Light Panel Indicator

1. The Master call panel indicator is a series of colored lights that indicate the source of the call. The panels are located on the ceiling at the forward and rear galley/cabin intersection. When a call is made, a chime will be heard with a corresponding associated call light.

Passenger Call:

1. Initiated by pressing the CC call button on the overhead passenger service unit. A single chime will be heard. A white light will illuminate at the passenger seat and the call light panel will illuminate a blue light.
2. To reset: Press the illuminated CC call button at the passenger's PSU.

Lavatory Call:

1. If the CC call button is pressed, a single chime will be heard. Amber light will illuminate outside the corresponding lavatory and the call light panel will illuminate amber light.
2. To reset: Press the amber light illuminated at the corresponding lavatory.
3. Pink light: Call from CC or flight deck.
4. Blue light: Call from passenger seat.
5. Amber light: Passenger call from lavatory or smoke detector



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.11 AIRCRAFT LIGHTING

Issue	01
Revision	00
Date	25-Mar-24
Page	8-21

8.11 AIRCRAFT LIGHTING

8.11.1 Emergency Lighting

1. The aircraft is equipped with floor path photo luminescent lighting as well as an EMRG lighting system. These lights are in place to assist crew and passengers in an evacuation. The system has 20 minutes duration and runs independently from the aircraft's power.
2. ELS is set to ARM position prior to each flight by the flight crew, and it will activate upon aircraft power loss. In addition, an alternate ELS switch is operated by the CC and it is located above the aft CC Interphone by door 2L. The switch is guarded with a clear plastic cover. CC3 is responsible to activate in an Emergency.
3. Components have been strategically placed in the cabin and exterior so that some form of lighting is effective to provide guidance and assistance to passengers attempting to find an exit even under dense smoke conditions or at night during an evacuation.

8.11.2 Master Control Switch

1. The emergency lights are controlled by means of the master control switch which is located in the flightdeck. This switch has 3 positions:

Table 5-6 – Master Control Switch

Control	Description
OFF	Self-explanatory.
ON	Emergency lights are selected to ON.
ARM	When in this position, if the aircraft suffers a loss of ground power or engine power, the emergency lights will automatically activate. Power is provided by an emergency battery and will provide enough power to provide lighting for approximately 20 minutes.

8.11.3 Alternate Control Switch

- A. In the event that the ARM system fails, there is an ALT light switch which is located in the AFT galley above CC jumpseat. CC3 is responsible for activation if there is a failure.

Table 5-7 – Alternate Control Switch

Control	Description
ARM	Always in this position for ARM flight
ON	Used in an EMRG if lights do not activate automatically.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.11 AIRCRAFT LIGHTING

Issue	01
Revision	00
Date	25-Mar-24
Page	8-22

2. How to use:
 - a. Lift the clear plastic cover;
 - b. Press button once;
 - c. Light will activate.
3. Preflight Check
 - a. Switch is covered and in ARM position with green light.
 - b. Turn ELS ON/OFF.
4. To test the system, just press and hold the TEST push button and check the cabin lights.

8.11.4 Types and Locations of Emergency Lights

1. The emergency lighting system is designed to provide adequate illumination to assure a safe and rapid evacuation of crewmembers and passengers.
2. Emergency lighting consists of internal and external lights. The system is comprised of:
 - a. Cabin/cockpit emergency lights.
 - b. Passageway lights.
 - c. Exit locator signs.
 - d. Exit marker signs.
 - e. Exit identifier signs.
 - f. Exterior emergency lights.
3. The Emergency Lighting System shall be checked daily in order to verify proper functioning of the system components. Test can be initiated either from the forward CC Panel by pressing the Emergency Lights test switch or from the cockpit ELS switch by selecting it to the ON position.
4. The proper function of all emergency lights and emergency exit signs shall be checked visually.

8.11.5 Photo Luminescent Strips

1. Passageway emergency lights are photo-luminescent strips that are charged prior to the first flight of the day by means of the interior cabin lighting.
2. Luminescence time is not limited if during flight either daylight or cabin lighting exist in the cabin.
3. Photo-luminescent strips are installed along the passenger cabin floor to provide means of identifying the emergency escape path even in dense smoke conditions.
4. For 15 minutes of ceiling and entrance cabin lighting exposure in BRIGHT mode the strip luminescence will be available for several hours.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.12 Seating

Issue	01
Revision	00
Date	25-Mar-24
Page	8-23

8.11.6 Exterior Emergency Light

1. External emergency lighting is provided by each of the escape slides located at each of the four doors of the airplane.
2. NOTE: The flight deck has an additional switch to activate the emergency egress lights. The PIC is responsible for operation of this switch.

8.11.7 Emergency Lighting System

1. Located at the AFT CC panel, the emergency light switch will activate all emergency lights at the exit areas, related signs and seat mounted escape path lighting. The emergency lighting system will activate automatically when aircraft power is lost, engines shut down or activated by pressing the emergency light switch button. CC3 is responsible for the operation of the switch.
2. NOTE: The flight deck has an additional switch to activate the emergency egress lights. The PIC is responsible for operation of this switch.

8.12 SEATING

8.12.1 Passenger Seating – Normal Configuration

1. Seating configuration is three seats across per section. There is a single aisle from the front to the rear of the aircraft.
 - a. All seats have reclining capabilities except those immediately forward of the overwing exits.
 - b. A tray table is located on the back of each seat.
 - c. Seats in the most forward row 1 and row 13 and 14 seats, tray table is in armrest, cover lifts up to expose the tray table.
 - d. Above each row of seats is a passenger service unit that comes equipped with emergency oxygen masks, air vents, reading lights and a CC call button and call light.
 - e. All other Arm rests are movable to assist mobility passengers to be moved and in an emergency to be easy to be assisted.
 - f. To use, press the button below the armrest and lift the arm rest up for use.
 - g. Each set of three seats equipped with in-seat power outlets with dual power/USB outlets.
2. Preflight Check:

Seat rows secure by pressing down on each aisle seat to check for movement. If seat does not feel firmly attached, notify the Lead CC. Safety information card (one per seat) is present at each seat. Seat belts (both halves) are present and secure.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.12 Seating

Issue	01
Revision	00
Date	25-Mar-24
Page	8-24

8.12.2 Business Class Passenger Seating

1. Seating configuration is two across per row. There is a single aisle from the front to the rear of the aircraft.
 - a. All seats have two reclining capabilities.
 - i. Footrest
 - ii. Seatback
 - b. A tray table is located in inboard for the window seat and outboard on the aisle seat armrest. Tray table is in armrest, cover lifts up to expose the tray table. Tray table is also rotatable outwards. Tray table slides and adjusts FWD and AFT.
 - c. Headrest is adjustable UP/DOWN and bends at both sides for additional comfort.
 - d. Under the center armrest, there is a cup holder.
 - e. Under the center armrest, there are two life vests, one for each passenger. To access the life vest, pull the tab down, and retrieve the life vest from stowage.
 - f. Above each row of seats is a passenger service unit that comes equipped with emergency oxygen masks, air vents, reading lights, a CC call button and call light.
 - g. Each seat will have a seat pocket at the back of the seat. Pocket is restricted to "literature use only." The bulkhead seats have the safety cards inside the designated pockets on the bulkhead.
 - h. Each seat is equipped with in-seat power outlets with dual power/ USB outlets; one on the outboard armrest and one on the inboard armrest. When the outlet is in use, a blue light will illuminate on the side of the seat (visible from the aisle) that one or both power outlets in use.

NOTE 1: During takeoff/landing and anytime the crew instructs, all seatbacks are to be in the upright position, footrest needs to be retracted back, tray tables and cup holders are to be restowed. The location and operation of the life vest is included on the Safety Briefing card.

NOTE 2: All sixteen seats (when installed), face forward. Passenger primary and secondary brace positions shall remain the same as listed in the Cabin Crew Manual.

2. Preflight Check:

Seat rows secure by pressing down on each aisle seat to check for movement. If seat does not feel firmly attached, notify the Lead CC. Safety information card (one per seat) is present at each seat. Seat belts (both halves) are present and secure.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.13 OVERHEAD STORAGE BINS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-25

8.13 OVERHEAD STORAGE BINS

- Overhead stowage bins are provided for stowing and securing passenger, crewmember and company belongings. They are located throughout the main cabin, attached to the interior left and right side of the fuselage.
- All bins can be opened and secured closed by a latch lever located on the bottom center of each unit. Most bins are double units; two bin doors sealing one stowage compartment.
- All bins are placarded with designated weight restrictions which must be enforced.
- Should a bin not secure closed properly or the required weight restriction placards not be present, all access to the bin must be appropriately secured closed, sealed and placarded: "Inoperative - Do Not Use."

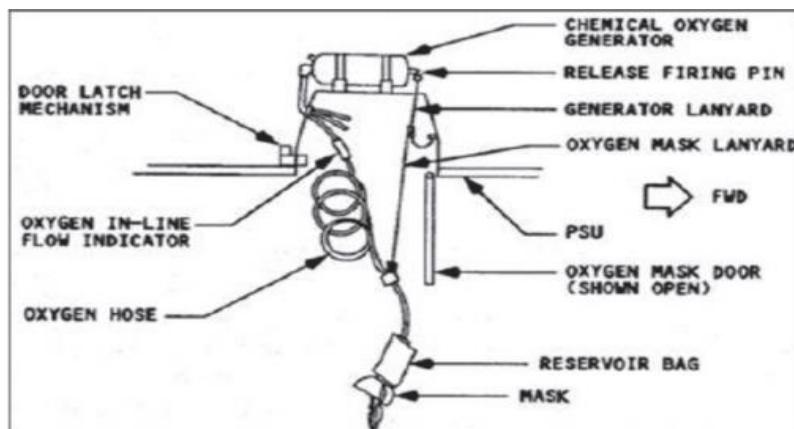
NOTE: Should the affected compartment be used for the stowage of emergency equipment, notify the PIC and include in the briefing that the affected bin contains aircraft emergency equipment.

8.14 PASSENGER SERVICE UNIT

Passenger Service Units are located below the overhead stowage bins, aligned with each seat row. Each unit contains fresh air vents, reading lights, CC call buttons and emergency oxygen masks.

8.15 OXYGEN SYSTEMS

- NOTE: Oxygen system masks are one type drop down and portable bottles for cabin crew and passengers.
- The aircraft is equipped with two independent oxygen systems: A flight deck system that provides oxygen on demand to individual masks at any altitude and the cabin system which provides emergency oxygen to all passenger seats, CC stations and lavatories.
- NOTE: B737-800 aircraft have chemical generating oxygen in the cabin.
- View of passenger service unit emergency oxygen system and all components identified:





OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.15 Oxygen Systems

Issue	01
Revision	00
Date	25-Mar-24
Page	8-26

5. NOTE: Passenger service units contain four (4) oxygen masks.

8.15.1 Cabin Drop-Down Oxygen Systems

1. When the aircraft is pressurized, the emergency system is automatically armed and there is an appropriate level of oxygen provided within the cabin. Oxygen is chemical generator type.
 - a. The cabin is normally pressurized, equivalent to 8,000 feet MSL. Should decompression occur above 14,000 feet, masks will drop automatically from all overhead passenger service units.
 - b. The oxygen system is supplied by individual chemical oxygen generators. They can be manually activated by the flight crew at any altitude by pushing the passenger oxygen switch. Lead CC should immediately re-enforce no smoking.
2. Method of how drop-down oxygen is dropped
 - a. System is programmed and fitted when cabin altitude reaches 14,000ft. All oxygen panels will open and drop for passenger use.
 - b. Electronically and manually pilots will be able to command the system by pressuring the electric switch for oxygen masks to drop.
 - c. Oxygen compartments can be opened manually by releasing the drawer latch by using a thin open into a pin hole of the compartment cover
3. Each passenger service unit contains four (4) oxygen masks. CC stations and lavatories are equipped with two oxygen masks.
 - a. Pulling on one mask activates the flow of oxygen to all masks in the unit.
 - b. A green in-line flow indicator confirms oxygen flow to each mask.
 - c. Once the flow starts it cannot be switched off.
 - d. Approximate duration of oxygen flow is 12 minutes.
4. Donning of oxygen masks:
 - a. Grab the mask, pulling it firmly downward to start the flow of oxygen.
 - b. Slip the elastic band over the head. Ensure the mask covers your nose and mouth.
 - c. If vail or mask is on his/her face, mask of face covering should be removed before donning the oxygen mask.
 - d. Adjust the mask fitting by pulling the elastic band tabs on both sides of the mask.

NOTE: If the masks fail to drop from a passenger service unit, the cover of the oxygen compartment can be opened manually by releasing the door latch by using a thin object (hairpin, thin stick, etc.) into the pinhole of the compartment cover.

NOTE: Drop down oxygen shall not be used if and when cabin is filled with smoke.

NOTE: Chemical generating oxygen cylinders produce heat. No person shall touch the cylinder



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

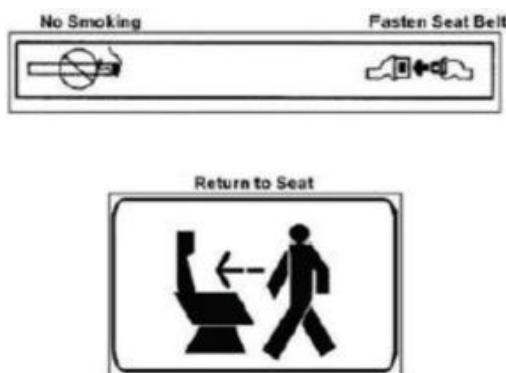
8.16 ORDINANCE SIGNS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-27

8.16 ORDINANCE SIGNS

[GACARs 125.227]

1. Ordinance signs are controlled by the flight deck, located in the lavatory and between passenger service units. When the signs are illuminated or switched off a single chime will be heard. Passengers are required to comply with the instructions whenever the signs are illuminated.



2. Ordinance signs are instructions commanded by the PIC through the use of illuminated signs throughout the aircraft, indicating passengers are not permitted to smoke, must return to their seat and must fasten their seat belt.
3. When signs remain on for a period of time, periodic announcements to be made to ensure compliance of the illuminated sign. This does not include smoking sign.
4. Periodic announcements are to be made if and when or anytime the seatbelt sign is on.

8.17 CABIN CREW CONTROL PANEL

1. The CC Control Panel (ACP) integrates several passenger cabin control and monitoring functions.
2. The ACP allows CCs to monitor and control cabin features such as cabin lighting, water/waste monitoring, cabin temperature, emergency lighting, etc. Each ACP consists of two parts:
 - a. An Integrated Switch Assembly (ISA) consisting of push button control switches and indicators.
 - b. LCD touch screen with software controls and displays.





OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.17 Cabin Crew Control Panel

Issue	01
Revision	00
Date	25-Mar-24
Page	8-28

8.17.1 ATTENDANT CONTROL PANEL LOCATIONS

A. There are two ACPs on the airplane. One is located above the attendant station at the forward entry door and one above the attendant station forward of the aft entry door.





OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.17 Cabin Crew Control Panel

Issue	01
Revision	00
Date	25-Mar-24
Page	8-29

8.17.2 Attendant Control Panel Features



1. Integrated Switch Assembly

Switches and indicators are provided on both forward and aft panels.

2. LCD Touch Screen Switches/Indicators

The touch screen display, will be dependent on the version of loadable software installed into the system. Touch panel controls include:

- a. Lighting
- b. Passenger Services
- c. Environment
- d. Maintenance



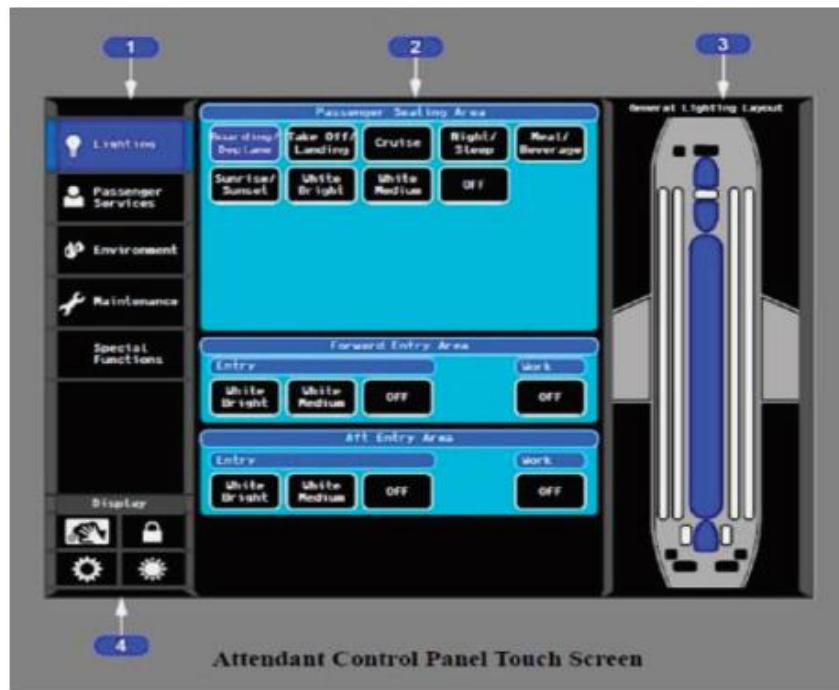
OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.17 Cabin Crew Control Panel

Issue	01
Revision	00
Date	25-Mar-24
Page	8-30

8.17.3 Attendant Control Panel – Soft Key Controls and Layout



Main Menu Section:

MAIN MENU control soft keys include:

- Lighting
- Passenger Services
- Environment
- Maintenance
- Special Functions

Control Function Titles and Soft Keys

General Lighting Layout

Graphical depiction of cabin lighting and selected lighting scene(s).

Display Controls:

Clean Screen function - Causes the touch screen to ignore user input for cleaning.

Lock Screen function - locks LCD touch screen panel.

Screen brightness control.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS
8.17 Cabin Crew Control Panel

Issue	01
Revision	00
Date	25-Mar-24
Page	8-31

8.17.4 Attendant Control Panel – Display Controls

Display controls are located on the lower left Main Menu of the ACP.

Clean Screen Function:



Touching the Clean Screen soft key:

The screen freezes for 30 seconds to allow for cleaning or adjusting.

A graphic and counter shows in the center of the touchscreen and counts down from 30 seconds to zero.

When the counter reaches zero, previous screen redisplays.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.18 Galleys - B737-800 FWD and AFT Galley

Issue	01
Revision	00
Date	25-Mar-24
Page	8-32

8.17.5 Lock Screen Function (Screensaver)

1. Touching the Lock Screen soft key immediately activates the screen saver.



2. Exit the screen saver mode by touching any two corners within 3 seconds.

NOTE: AFT ACP only has access to lighting and environment (Water level and vacuum waste)

8.18 GALLEYS - B737-800 FWD AND AFT GALLEY

1. The B737-800 is equipped with two set of galleys. One at the rear of the plane facing forward, and one at the front AC right facing aft.
2. The AFT galley is the primary galley storage unit for catering supplies.
3. The galleys have stowage provisions for storing and preparing food and beverages. Each galley is equipped with a coffee maker, drain, oven, KSSU, waste bin(s), and stowage space. The AFT galley has 5 trolleys stowed under the counter surface.
4. Trash bins are in each galley with removable bins. The bins must be lined with a waste bag for use.
5. The flapper must be operational and allow for a complete sealing of the trash bin. If flapper does not close appropriately, the waste bin should not be used. Excessive amounts of liquids should be poured in the lavatory sink.
6. Trolleys are for serving meals and beverages when applicable. They must be stowed for taxi, takeoff, landing, and whenever not being utilized inflight. Trolleys are never to be left unattended in the aisle.
7. Preflight Check: CCs must ensure each trolley breaking system is functional. Press on the red pedal, to release press on the green pedal.
8. Inflight:
 - a. FWD Galley is fitted with 2 Circuit breakers
 - b. AFT Galley is fitted with 7 Circuit breakers
 - c. During taxi, takeoff, landing turbulence and at any time the trolley is not in use the red latches to be secured and the red break is ON.
 - d. Storage bins are used for the storage of dry supplies, beverages, cups, ice, coffee pots, etc.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.18 Galleys - B737-800 FWD and AFT Galley

Issue	01
Revision	00
Date	25-Mar-24
Page	8-33

9. Emergency: All service trolleys must be stowed secured and latched.
10. Unserviceability: CCs must advise PIC.
11. During taxi, takeoff, landing turbulence and at any time the trolley is not in use, the trolley must be secured with its approved securing primary/secondary devices.

B737-800 FWD and AFT Galley



8.18.1 Latches

1. All stowage bins, compartments and trolleys must be properly positioned to inhibit inadvertent movement of galley equipment. This includes all primary and secondary latches.
2. Sliding latches must expose a green dot (if any) on the sliding latch to ensure the unit is properly secured. For taxi, takeoff, turbulence, whenever not in use and for landing, all stowage bins must be closed and secured



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.18 Galleys - B737-800 FWD and AFT Galley

Issue	01
Revision	00
Date	25-Mar-24
Page	8-34

8.18.2 Stowage Compartments

GACAR §91.55

1. Designated overhead compartments in the passenger cabin are reserved for the stowage of aircraft emergency equipment.
 - a. First overhead bin AC right contains one AED.
 - b. Aft overhead bin AC left contains demo kit and 9 seat belt extensions.
2. Luggage or any other cabin item shall not be placed in a compartment containing emergency equipment that would restrict or interfere with the accessibility of any emergency equipment.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS
8.19 ELECTRICAL PANEL

Issue	01
Revision	00
Date	25-Mar-24
Page	8-35

8.19 ELECTRICAL PANEL

1. Each galley has circuit breakers for individual electrical utilities. If a fire involves galley equipment, the circuit breaker should extend out, cutting the power supply. If not, the power source must be switched off and the designated circuit breaker pulled out manually to cut all electrical power to the unit.

8.19.1 Circuit Breakers

1. Circuit breakers (CBs) are fitted in both galleys. Periodic checks to be made to see if any CB is out of its position which will have white rim visible. CB are not to be reset inflight. Do not attempt to reset.

Notify the PIC immediately and follow PIC instruction.

8.20 SINK DRAIN BLOCKAGE

1. To prevent blockage, do not put solid waste in the sink drain or pour milk/juice together as when combined, the milk/juice will curdle and create drain blockage.
2. When disposing beverages that are thick in consistency (e.g., tomato/orange juice), dilute with water during disposal.
3. Water shut-off.

NOTE: When the water over flows and does not stop in 5 seconds, you must turn the water shut- off valve above the coffee maker.

8.21 COFFEE MAKERS/ BEVERAGE MAKERS

1. Coffee makers are located in each galley. They should be turned off when not in use.
2. How to use:
 - a. Turn system ON.
 - b. Turn warmer ON.
 - c. Push safety lever all the way UP.
 - d. Pull coffee plate out.
 - e. Place the pouch and re-stow the coffee plate.
 - f. Push the safety lever all the way down.
 - g. Press Brew.

NOTE: Use extra caution when pulling the pot, the pot is extremely hot. Additionally, when using the hot water, you must place the cup well under the tap, as the water is extremely hot.

8.22 OVENS

1. There are four ovens in total, one in the FWD galley and three in the AFT galley for the preparation of meals.
2. How to use:



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.22 OVENS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-36

- a. Turn system to ON.
- b. Place the meals inside the oven.
- c. Close and latch the oven door.
- d. Select the Celsius or Fahrenheit.
- e. Select the desired cooking time by turning the timer clockwise.
- f. Call for back up:
 - i. For heavy smoke situation, other CCs to advise passenger to breathe through clothing and keep their head down.
 - ii. During smoke and fire, advise passengers to relocate.

NOTE 1: Use extra caution when pulling the meals as the metal gets extremely hot. Do not touch contents with bare hands.

NOTE 2: Do not heat the oven when empty.

NOTE 3: Always check oven and ensure oven is filled with meals and no other items (i.e. dry ice/cloth/flasks/plastic, etc.) prior to heating the oven. Use gloves, or thick cloth to hold and remove items.





OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS 8.23 WATER SHUTOFF VALVES

Issue	01
Revision	00
Date	25-Mar-24
Page	8-37

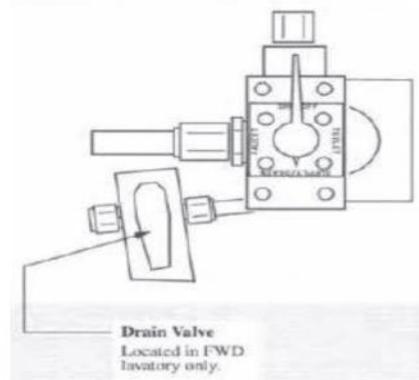
8.23 WATER SHUTOFF VALVES

There are two Water shut off valves one in the FWD galley and one in the AFT galley. Close the valve in the event of a water leak.



8.23.1 Lavatory Water Shutoff Valve

There is a water shutoff valve located under the sink. It controls the water flow to the sink and the toilet. The selector permits flow/shutting off of the desired utility.



8.24 LAVATORIES

1. There are three lavatories in the aircraft. One at the FWD left side behind CC station. Two in the AFT section behind each last row of seats facing each other.
2. Lavatories are not to be occupied/used during taxi, takeoff, landing or whenever the fasten seat belt sign is illuminated. They are never to be used for storage of any kind (e.g., luggage, trash, etc.). Each lavatory contains a toilet, wash basin, mirror, and all the necessary vanity items and disposal units. All lavatories contain two oxygen masks which will deploy in the event of cabin depressurization. The lavatories have provisions for handicapped passengers



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.24 LAVATORIES

Issue	01
Revision	00
Date	25-Mar-24
Page	8-38

8.24.1 Notable Lavatory Features Include

1. Aft lavatory doors are bi-fold doors that can be locked/unlocked from the outside and inside. Forward lavatory doors are single panel in design that can be locked/unlocked from the outside and inside.
2. Vacant/Occupied sign is visible when lavatory is Vacant/Occupied.
3. Lavatory door removal: Should a passenger become trapped inside, the door can be removed by pulling down on the upper hinge pin/ retractable slider located on the upper and lower left side of the door. (Bi-fold doors only).
4. CC call button: Illuminates an amber light on the call panel indicator and above the lavatory door of requested assistance.

8.24.2 Lavatory Preflight Check

1. Toilet flushes properly.
2. Water flows from sink faucets.
3. Appropriate amenities.
4. Light activates when the door is closed and locked.
5. Cleanliness.
6. Waste bin flapper forms a tight seal.
7. Waste door properly closed.
8. Waste bin smoke detector heat indicators not black.
9. Steady green light on the smoke detector is visible.

8.24.3 Lavatory Smoke Detection

1. Lavatories smoke detection system consists of one smoke sensor installed on each lavatory ceiling. If smoke is detected at either lavatory:
 1. An alarm sounds in the lavatory where the smoke has been detected.
 2. An amber light on the call light panel will be activated, giving a visual indication of smoke being detected in the lavatory from anywhere throughout the passenger cabin.
2. A smoke detector continuously monitors the lavatory whenever there is a power to the aircraft. The detector provides both visual and auditory warnings when smoke density exceeds a predetermined level.
3. Visual and auditory indicators when smoke is present:
 - a. Continuous high pitch tone and continuous red light from the detector.
 - b. A lavatory amber colored call reset switch light on the outside face of the lavatory will flash continuously.
 - c. Call light panel will illuminate amber.
 - d. A pulsating chime will broadcast through the PA system.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.25 FLIGHT DECK FEATURES

Issue	01
Revision	00
Date	25-Mar-24
Page	8-39

- e. The environment menu on the FWD and AFT Attendant Call Panel (ACP) immediately displays, and the Menu Selection button flashes orange continuously. A smoke detection warning message appears.

NOTE: Reset is performed manually at the activated detector.

4. Preflight check: A steady green light is present.

8.25 FLIGHT DECK FEATURES

1. Flight Deck Door: The flight deck is separated from the main cabin by an electrically locked door. Blowout panels are designed to relieve/balance pressure in the flight deck in the event of decompression.
 - a. A viewfinder allows flight deck occupants to see the main cabin without door opening.
 - b. Flight Deck door is fitted with locking mechanism to allow pilots to select a switch "ACCEPT" or "REJECT" when one is to enter the flight deck.
 - c. On the door frame, there is a locking switch when selected LOCK by switching down.
 - d. Before closing the flight deck door, select to off and close the flight deck door to ensure the flight deck door is closed.
2. Seating: There are three seats in the flight deck: PIC-left seat, SIC-right seat, and a retractable observer seat between the two, AFT. All seats are equipped with a seat belt, shoulder harness and a strap attached underneath, center, to be attached to a quick-release buckle.
3. Observer Seat: The seat is stowed in the flight deck entry door area, right side, with a release latch allowing the seat to fold down. The back support extends upward and locks into brackets in the door frame.

NOTE: There is an additional observation seat behind the PIC's seat, however, it is not included for standard usage according to the Company policy/procedures

8.25.1 Flight Deck Windows

1. The flight deck windows can be opened from inside the aircraft and used during an emergency for evacuation. There is an escape strap located in a compartment above each window.
2. To evacuate through the window:
 - a. Assess outside conditions.
 - b. Squeeze window handle mechanism and rotate handle AFT.
 - c. Slide window opens along the track until the locking pin engages.
 - d. Remove the escape strap from the overhead compartment and throw out the window.
 - e. Exit leg-body-leg holding onto the strap at all times. Climb out the window and down the escape strap to the ground



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.25 FLIGHT DECK FEATURES

Issue	01
Revision	00
Date	25-Mar-24
Page	8-40

NOTE: There are removable window shades available to keep sunlight out of the flight deck while the aircraft is parked on the ground.



8.25.2 Flight Deck Door

1. The door giving access to the flight deck compartment has the following features:
 - a. Door is bullet proof and intrusion resistant.
 - b. Viewing pip-hole.
 - c. Interior locking mechanism latch (On the door)
 - d. Key entry mechanism cabin side (On the door)
 - e. Blow-out panel (On the door)
 - f. Override switch (On the door frame from inside)
 - g. Operation switch on the middle right side console.
2. The codes and operation details are excluded due to security reasons. Consult your PIC on a daily basis.
3. In the flight deck, the locking switch is selected to LOCK when the flight deck door is closed.

8.25.3 Flight Deck Video Surveillance System

1. A video surveillance system provides the flight crew with immediate real time video surveillance of the area outside the flight deck entrance and between door 1 left and 1 right. This provides FD crew to identify Cabin Crews or flight crew prior to opening the door.
2. A display unit or EFB displays images from three different cameras in the area near the flight deck entrance.
3. All Cabin Crews are required to call the FD identifying themselves (i.e Capt. I am XXX XXX) may I enter?).
4. After this call, press 1 and press enter. This will send a message to FD crew one is at the door seeking permission to enter.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS
8.26 B737 BRIEFINGS/FORMS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-41

8.26 B737 BRIEFINGS/FORMS

8.26.1 Pre-departure Briefing

GACAR 125.461

1. Welcome aboard the Company's Boeing 737-800 aircraft. We encourage everyone to follow along with the safety briefing card located in your seat back pocket as the safety features of the aircraft are explained.
2. As we prepare for takeoff, all carry-on baggage should be stored in an overhead bin or under the seat in front of you, window blinds should be up, your seatback and tray table should be in the upright, locked position, and the aisle should be clear of any baggage.
3. Please make sure your seat belts are fastened. To fasten, insert the flat metal end into the buckle. Pull on the loose end to tighten, and to release your seat belt, lift the metal flap up.
4. Your seat belt should be worn low and tight across your lap. Please remain seated with your seat belt securely fastened whenever the seat belt sign is on.
5. We recommend you keep your seat belt fastened throughout the flight.
6. Please make certain any electronic devices are switched off. The use of goggles and laptop computers are prohibited during taxi, takeoff and landing.
7. Smoking, including the use of electronic cigarettes, is not allowed anywhere on the aircraft at any time. The General Authority of Civil Aviation requires passenger compliance with lighted passenger information signs, posted placards and crewmember instructions.
8. Tampering with, disabling or destroying lavatory smoke detectors is strictly prohibited.
9. It is unlikely, but if cabin pressure changes during flight, the panels above your seat will open and oxygen masks will drop from overhead. To activate the flow of oxygen, reach up and pull the mask towards you.
10. Place the mask over your nose and mouth with the elastic band around your head, pulling the ends of the straps to tighten and breathe normally.
11. If you are seated next to someone requiring assistance, make sure your own mask is secure before helping others. The bag might not inflate, but rest assured, oxygen is flowing.
12. Please take a moment and review all possible brace positions that are clearly illustrated in the safety features card.
13. There are eight emergency exits on this aircraft. Two at the front, two at the rear, and four window exits in the middle of the aircraft, two on each side. All door exits are equipped with emergency evacuation slides.
14. Should there be a loss of power, or if cabin visibility is reduced, automatic floor path lights will guide you to exits.
15. Please take a moment to locate the nearest emergency exit, keeping in mind, it may be behind you.
16. In the unlikely event of a water landing:

A life vest is located either under your seat or between your seats.



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.26 B737 BRIEFINGS/FORMS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-42

To use, reach down and remove the vest from its stowage compartment. Remove the vest by pulling the tab on the top of the sealed pouch then unfold and slip the vest over your head and wrap the strap around your waist and tighten by pulling on the loose end of the strap.

Inflate the vest by pulling on the red tabs at the bottom of the vest. Your life vest should only be inflated as you leave the aircraft.

Should the vest require additional air, there are two red manual inflation tubes located on each side of the vest.

Your life vest is also equipped with a light that illuminates when in contact with the water.

17. Applicable to extended over water operation (life raft):

In case of water landing, life rafts will be used and they are located in the overhead bin.

Crew will retrieve and deploy the rafts once the aircraft comes to a stop and taken out and deployed.

Follow cabin crew instructions and only inflate your vest once you are outside of the AC.

18. The aircraft is equipped with two types of fire extinguishers spread around the cabin.

The water fire extinguisher is used for paper, cloth and plastic fires. To use, twist the handle clockwise until it will not turn anymore, then aim at the base of the fire while squeezing the handle.

A Halon fire extinguisher is also on the aircraft and can be used on any type of fire. To use, pull the pin and squeeze the handle while aiming at the base of the fire.

19. Once again, please ensure your cabin baggage is safely stowed, electronic devices are switched off, seat backs are up, tray tables are locked and window shades are open.

20. We will be taking off shortly. Before we do, the CCs will move through the cabin carrying out a final safety check. On behalf of your entire flight crew, we wish you a pleasant flight.

8.26.2 Standard Briefings

1. Turbulence Briefing

"The captain has informed that we may be encountering an area of turbulence. Please stay seated and make sure your seat belts are fastened tight and low around your hips. We are all advised to remain seated until further notice."

2. After Takeoff Announcement

a. (Above 10,000 ft or when advised by the PIC) "Ladies and gentlemen, you may now use an approved portable electronic device. Please remain seated and keep your seatbelt fastened at all times. In a few moments once the seat belt sign is off, we will be coming through the cabin to offer you a snack and a drink. Relax and enjoy the rest of the flight."

b. Periodic announcements shall be made if the sign remains on as a reminder to all passengers

3. Seat Belt Sign On or Off



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.26 B737 BRIEFINGS/FORMS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-43

- a. "The captain has turned the seat belt sign ON. Please make sure your seat belt is securely fastened and remain seated. Thank you."
- b. "The seat belt sign has been turned OFF. However, we do recommend that you keep your seat belt fastened at all times while seated in the event of unexpected turbulence. Thank you."

4. Final Descent Briefing

"As we make our final descent, please make sure your seat belts are securely fastened, seatbacks and tray tables are in the full upright and locked position and the area around your feet is clear. If you have taken any carry-on items out during the flight, please return them to the proper stowage location. Please turn off and stow all portable electronic devices. I will come through the cabin one final time to pick up all remaining service items."

5. Arrival

- a. "For your continued safety, please stay seated until we have arrived at the (gate) and the Captain has turned off the fasten seat belt sign. As you leave, please check around your seat and in the seatback pocket to make sure you take all your belongings with you. Use caution when opening the overhead bins as items may have shifted during flight."
- b. "Please hold on to the handrail as you walk down the ramp. On behalf of the Company, we would like to thank you for flying with us. Have a nice day!"

8.26.3 B737 Emergency Announcements

8.26.3.1 Planned Emergency Announcement

"May we have your attention. The Captain has instructed us to prepare the cabin for an evacuation, we will be making an emergency landing in approximately _____ minutes."

"I will now review some safety information. Please pay attention to your crew member's instructions."

- a. Fold up the tray tables in front of you.
- b. Fold your armrests down.
- c. Ensure all seat backs are in the upright position.
- d. Remove sharp objects and stow securely.
- e. Place all carry-on items under the seat in front of you or in an overhead bin.
- f. Fasten your seat belts low and tight.

"Before landing, the Pilot will shout "BRACE, BRACE, BRACE". When you hear this command, take your brace position."

"To do this, bend down, wrap your arms under your knees and get your head as low as possible. Try this position now once."

"If this is difficult for you to do: Cross your arms, lean forward with your hands on the seat in front of you and put your head on your arms. Try this position now once."

"Once you take the brace position for emergency landing, stay in this position until the aircraft comes to a complete and final stop."



OPERATIONS MANUAL PART E – (OME)

8 B737 AIRCRAFT SPECIFICATIONS

8.26 B737 BRIEFINGS/FORMS

Issue	01
Revision	00
Date	25-Mar-24
Page	8-44

"The aircraft may bounce more than once so you must stay in your brace position until the aircraft stops completely."

"When you hear "OPEN SEAT BELTS," you must leave your personal belongings and get out through the nearest exit."

"There are 8 emergency exits on this aircraft, 2 doors at the front of the cabin 2 windows at row 13, 2 windows at row 14 over the wings and 2 doors at the back of the cabin."

"All exits are marked with red and white signs. Lights on the floor will lead the way to the exits. Check the nearest exit to your seat."

"Each seat is fitted with a personal life vest and it is located under each seat, or between the seats reach and pull your vest now."

"Take it out of the bag and place the vest over your head and secure at the waist. Inflate your vest when you leave the aircraft."

8.26.3.2 Unplanned Water Landing

"Each seat is equipped with a personal life vest and it is located either under your seat or between your seats, reach and pull your vest now."

"Take it out of the bag and place the vest over your head and secure at the waist. Inflate your vest when you leave the aircraft."

Pause

"YOU MUST LEAVE ALL PERSONAL BELONGINGS BEHIND and REMOVE SHOES PRIOR TO LEAVING THE AIRCRAFT."



OPERATIONS MANUAL PART E – (OME)

8

B737 AIRCRAFT SPECIFICATIONS

Issue

01

8.27

B737 EMERGENCY EQUIPMENT CHECKLISTS

Revision

00

Date

25-Mar-24

Page

8-45

8.27 B737 EMERGENCY EQUIPMENT CHECKLISTS

8.27.1 Emergency Equipment Checklist Guide

To verify whether or not a piece of equipment is operational, you may need to look for different things depending on the type/piece of equipment. If something is missing or is not operational, the Lead CC must be informed. Checks for emergency equipment on the Company's B737-800 as follows:

TBA



OPERATIONS MANUAL PART E – (OME)

9

9.1

DANGEROUS GOOD**GENERAL PHILOSOPHY**

Issue	01
Revision	00
Date	25-Mar-24
Page	9-1

9. DANGEROUS GOOD

GACAR §91.27, §121.143

Dangerous goods are articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in IATA Dangerous Goods Regulations (IATA DGRs) or which are classified according to IATA DGRs. More information on the carriage of dangerous goods can be found in the Special Loads Manual (SLM) Dangerous Goods.

The IATA Dangerous Goods Regulations are based on the requirements of ICAO, Annex 18, which governs the Safe Transport of Dangerous Goods by Air, and on the associated Technical Instructions No. 9284. They also contain all of the STATE and OPERATOR VARIATIONS and are in some cases more restrictive than ICAO.

Mukamalah Aviation, by compliance with the current IATA Dangerous Goods Regulations, IATA Live Animals Regulations, satisfies all the requirements stipulated under *ICAO, GACAR Section 18 and the SLM*. The SLM is the property of Mukamalah Aviation and is the system wide document that provides regulatory and procedural guidance, to all concerned, for the carriage of special loads, including dangerous goods.

9.1 GENERAL PHILOSOPHY

1. Dangerous goods can be safely transported by air transport provided certain principles are strictly followed. These principles and procedures include:
 - a. Dangerous goods classification determines the acceptability of the articles and substances for air transport as well as the conditions for their transport;
 - b. Some dangerous goods have been identified as being too dangerous to be carried on any aircraft under any circumstances; others are forbidden under normal circumstances but may be carried with specific approvals; some are restricted to carriage on cargo aircraft only and most dangerous goods, however, can be safely carried on passenger aircraft as well, provided certain requirements are met;
 - c. Packaging is the essential component in the safe transport of dangerous goods by air. IATA DGR provides packing instructions for all dangerous goods acceptable by air with strict limitations on permitted quantities within the different packages so as to minimize the risk, should an incident occur;
 - d. Training related to job-function, is an essential element in maintaining a safe regulatory regime. It is a mandatory requirement for all individuals involved in the preparation or transport of dangerous goods by air, to be properly trained to ensure that they are able to carry out their responsibilities;
 - e. The proper declaration of dangerous goods ensures their correct acceptance, handling and loading, and aids to the correct response if an incident/accident occurs;
 - f. The PIC must know what is on board the aircraft in order to properly deal with any emergencies which may occur;



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

9.1

GENERAL PHILOSOPHY

Issue	01
Revision	00
Date	25-Mar-24
Page	9-2

- g. Information regarding 'Hidden Dangerous Goods' must also be conveyed to passengers and shippers to assist them in recognizing dangerous goods, which they are not permitted to carry on their person or in their baggage and which may not be readily recognizable as being dangerous;
- h. When Mukamalah Aviation operates out of, through another state, or lands in another country it must comply with the regulations of that country;
- i. All Dangerous goods accidents or incidents must be reported to the state of origin and to the state which the aircraft is flying over at the time of the incident and the state in which they will be landing. All relevant company documentation should be completed by the PIC.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD RESPONSIBILITIES

9.2

Issue	01
Revision	00
Date	25-Mar-24
Page	9-3

9.2 RESPONSIBILITIES

GACAR §121.143, PART 121 Appendix G (d) (2)

1. The shipper, is legally responsible for ensuring that any consignment of dangerous goods offered for air transport are properly identified, classified, packed, marked, labeled and documented and are not prohibited for transport by air (*IATA DGR*).
2. The shipper is also responsible to Mukamalah Aviation for full compliance with the IATA DGRs as well as regulations of the State of origin, transit and destination.
3. All relevant persons involved in its preparation must have received training to enable them to carry out their responsibilities.

9.2.1 Mukamalah Aviation

The airline is responsible for the training, recurrent training and record keeping, in accordance with the regulations of all categories of personnel in the aspects of dangerous goods that apply to them and with which they need to be familiar.

9.2.1.1 PASSENGER INFORMATION

Mukamalah Aviation should have information on those dangerous goods which may be carried by passengers in accordance with (*IATA DGR*) available prior to the check-in process, on their web sites or other sources of information.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD LIMITATIONS

9.3

Issue	01
Revision	00
Date	25-Mar-24
Page	9-4

9.3 LIMITATIONS

A number of limitations are placed on dangerous goods which are permitted to be transported by air. These limitations are established by IATA Regulations. The Kingdom of Saudi Arabia and Mukamalah Aviation can impose further restrictions called VARIATIONS via the SLM. However, the most restrictive of all these regulations must be followed to carry dangerous goods safely.

9.3.1 Dangerous Goods Forbidden For Transport On An Aircraft

Any article or substance which, as presented for transport, is liable to explode, dangerously react, produce a flame, or dangerous evolution of heat or dangerous emission of toxic, corrosive or flammable gases or vapours under conditions normally encountered in transport, must not be carried on aircraft under any circumstances.

9.3.2 Dry Ice (Carbon Dioxide, Solid)

Dry ice is primarily used for cooling and due to its very low temperature (about -79°C) can cause severe burns to skin upon direct contact. When the solid dry ice converts directly to gaseous carbon dioxide it takes in heat from its surroundings. The resulting gas is heavier than air and can cause suffocation in confined areas as it displaces air. Packages containing solid dry ice must be designed and constructed so as to prevent build-up pressure to the release of carbon dioxide gas.

9.3.3 Segregation

Storing of dangerous goods must be in accordance with the IATA DGR. There are limitations on what can or cannot be carried on the same aircraft and/or in the same cargo hold.

Information on the segregation of different classes of dangerous goods can be found in *SLM and IATA DGR*.



OPERATIONS MANUAL PART E – (OME)

9

9.4

DANGEROUS GOOD**HIDDEN DANGEROUS GOODS**

Issue	01
Revision	00
Date	25-Mar-24
Page	9-5

9.4 HIDDEN DANGEROUS GOODS

GACAR §121.143, PART 121 Appendix G (a) (37)

Cargo declared under a general description may contain hazardous articles that are not apparent. Such articles may also be found in baggage. Cargo acceptance staff must confirm from the shippers that the contents of any cargo does not contain any dangerous goods.

Passenger check-in staff should seek confirmation from the passengers that the contents of their checked and carry-on baggage do not contain any dangerous goods. Passengers may not be aware that their items are considered dangerous and are not permitted.

Cabin Crew members should maintain awareness and vigilance while assisting in the stowage of carry-on baggage in the cabin prior to the flight. Cabin Crew members should seek confirmation from passengers about the contents of any item where there are suspicions that it may contain dangerous goods.

Some typical examples are listed below:

EXAMPLE	
AIRCRAFT ON GROUND (AOG) SPARES AIRCRAFT SPARE PARTS/AIRCRAFT EQUIPMENT	May contain explosives (flares or other pyrotechnics), chemical oxygen generators, unserviceable tire assemblies, cylinders of compressed gas (oxygen, carbon dioxide, nitrogen or fire extinguishers), paint adhesives, aerosols, life-saving appliances, first aid kits, fuel in equipment, wet of lithium batteries, matches, etc.
AUTOMOBILES, AUTOMOBILE PARTS/SUPPLIES	Car, motor, motorcycles parts may contain ferromagnetic material which may not meet the definition for magnetized materials but which may be subject to special stowage requirements due to the possibility of affecting aircraft instruments (see SLM/IATA DGR). May also contain engines, including fuel cell engines, carburetors or fuel tanks which contain or have contained fuel, wet batteries, compressed gasses in tire inflation devices, fire extinguishers, shocks/struts with nitrogen, air bag inflator/air bag modules, flammable adhesives, paints, sealants and solvents etc.,
BATTERY POWERED DEVICES/EQUIPMENT	May contain wet or lithium batteries (see IATA DGR).
BREATHING APPARATUS	May indicate cylinders of compressed air or oxygen, chemical oxygen generators or refrigerated liquefied oxygen.



OPERATIONS MANUAL PART E – (OME)

9

9.4

DANGEROUS GOOD**HIDDEN DANGEROUS GOODS****Issue****01****Revision****00****Date****25-Mar-24****Page****9-6**

CAMPING EQUIPMENT	May indicate flammable gasses (butane, propane, etc.), flammable liquids (kerosene, gasoline, etc.), flammable solids (hexamine, matches, etc.) or other dangerous goods.
--------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------

EXAMPLE	
CHEMICALS	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides and toxic or corrosive substances.
COMAT (COMPANY MATERIALS)	Such as aircraft parts, may contain dangerous goods as an integral part .
CYLINDERS	May indicate compressed or liquefied gas
CYROGENIC (LIQUID)	May indicate compressed or liquefied gas.
DENTAL APPARATUS	May contain flammable resins or solvents, compressed or liquefied gas, mercury and radioactive materials.
DIAGNOSTIC SPECIMENS	May contain infectious substances.
DIVING EQUIPMENT	May contain cylinders (such as scuba tanks, vest bottles, etc.) of compressed gas (air, oxygen, etc.), high intensity diving lamps which can generate extremely high heat when operated in air. In order to be carried safely, the bulb or battery must be disconnected.
ELECTRONIC/ELECTRICAL EQUIPMENT	May contain magnetized materials or mercury in switch gear and electron tubes, wet batteries, lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.
ELECTRICALLY APPARATUS	POWERED Wheelchairs, lawn mowers, golf carts, etc., may contain wet batteries or lithium batteries or fuel cells or fuel cell cartridges that contain or have contained fuel.
EXPEDITIONARY EQUIPMENT	May contain explosives (flares), flammable liquids (gasoline) flammable gas (propane, camping gas) or other dangerous goods.
FILM CREW AND MEDIA EQUIPMENT INCLUDING SPECIAL EFFECTS EQUIPMENT	May contain explosive pyrotechnic devices, flammable substances, generators incorporating internal combustion engines, wet batteries, lithium batteries, fuel, heat producing items, etc.
FROZEN EMBRYOS	May contain refrigerated liquefied gas or carbon dioxide, solid (dry ice).
FROZEN FRUIT, VEGETABLES, ETC.	May be packed in carbon dioxide, solid (dry ice).



OPERATIONS MANUAL PART E – (OME)

9
9.4
DANGEROUS GOOD
HIDDEN DANGEROUS GOODS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-7

FULES	May contain flammable liquids, flammable solids or flammable gases
FUEL CONTROL UNITS	May contain flammable liquids
HOT AIR BALLOON	May contain cylinders with flammable gas, fire extinguishers, engines internal combustion, batteries, etc
HOUSEHOLD GOODS	May contain items meeting any of the criteria for dangerous goods including flammable liquids such as solvent based paint, adhesives, polishes, aerosols, (for passengers, those not permitted under IATA DGR), bleach, corrosive oven and drain cleaners, ammunition, matches, etc.
INSTRUMENTS	May contain barometers, manometers, mercury switches, rectifier tubes, thermometers, etc., containing mercury.

EXAMPLE	
LABORATORY/TESTING EQUIPMENT	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances, lithium batteries, cylinders of compressed gas, etc.
MACHENARY PARTS	May contain adhesives, paints, sealants, solvents, wet and lithium batteries, mercury, cylinders of compressed or liquefied gas etc
MEDICAL SUPPLIES/EQUIPMENT	May contain items meeting any of the criteria for dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances or lithium batteries.
PASSANGER BAGGAGE	May contain items meeting any of the criteria for dangerous goods. Examples include fireworks, flammable household liquids, corrosive oven or drain cleaners, flammable gas or liquid lighter refills or camping stove cylinders, matches, ammunition, bleach, aerosols (those permitted under IATA DGR), etc.
PHARMACEUTICALS	May contain items meeting any of the criteria for dangerous goods, particularly radioactive material, flammable liquids, flammable solids, oxidizers, organic peroxides and toxic or corrosive substances.
PHOTOGRAPHIC SUPPLIES	May contain items meeting any of the criteria for dangerous goods, particularly heat producing devices, flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or



OPERATIONS MANUAL PART E – (OME)

9

9.4

DANGEROUS GOOD**HIDDEN DANGEROUS GOODS**

Issue	01
Revision	00
Date	25-Mar-24
Page	9-8

	corrosive substances or lithium batteries.
REFRIGERATORS	May contain liquefied gases or an ammonia solution.
REPAIR KITS	May contain organic peroxides and flammable adhesives, solvent based paints, resins, etc.
SAMPLES FOR TESTING	May contain items meeting any of the criteria for dangerous goods, particularly infectious substances, flammable liquids, flammable solids, oxidizers, organic peroxides and toxic or corrosive substances.
SPORTING GOODS/SPORTS TEAM EQUIPMENT	May contain cylinders of compressed or liquefied gas (air, carbon dioxide, etc.), lithium batteries, propane torches, first aid kits, flammable adhesives, aerosols, etc.
TOOL BOXES	May contain explosives (power rivets), compressed gases or aerosols, flammable gases (butane cylinders), flammable adhesives or paints, corrosive liquids, lithium batteries, etc.
VACCINES	May be packed in carbon dioxide, solid (dry ice)

More information and examples of items containing 'hidden' dangerous goods can be found in *Special Loads Manual (SLM)*.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

9.5

GENERAL EXCEPTIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-9

9.5 GENERAL EXCEPTIONS

9.5.1 Airworthiness And Operational Items

GACAR §121.143, PART 121 Appendix G (d) (2)

1. Approval is not required for dangerous goods which are required to be on board the aircraft such as:
 - a. Items for airworthiness for operating reasons or for the health of passengers or crew, such as batteries, fire extinguishers, first aid kits, insecticides, air fresheners, life rafts, escape slides, life-saving appliances, portable oxygen supplies, PBEs, passenger service units;

NOTE: Dangerous goods intended as replacement for those mentioned in (a) above must be carried in accordance with the SLM, except when consigned by Mukamalah Aviation.

- b. Consumer Goods: Aerosols, perfumes, colognes, liquefied gas lighters and portable electronic devices containing lithium ion or lithium metal cells or batteries provided that the lithium batteries meet the provisions of IATA DGR, carried aboard an aircraft for use or sale on the aircraft during the flight, or series of flights, but excluding non-refillable gas lighters and those lighters liable to leak when exposed to reduced pressure;
- c. Carbon Dioxide Solid (dry ice): quantities of dry ice are allowed on board the aircraft for use in food and beverage service.

NOTE: Items intended for replacement of those mentioned in (b) and (c) above, must be transported in accordance with the SLM, except when authorized by GACA.

- d. Electronic devices such as electronic flight bags, personal entertainment devices, credit card readers containing lithium metal or lithium-ion cells or batteries and spare lithium batteries for such devices carried aboard an aircraft for use on the aircraft during the flight or series of flights, provided that the batteries meet the provisions applicable to the carriage of portable electronic devices containing lithium or lithium ion cells or batteries by passengers. Spare lithium batteries must be individually protected so as to prevent short circuits when not in use.

NOTE: Battery powered devices and spare batteries intended as replacement for those referred to in (d) above, must be transported in accordance with the provisions laid down in the SLM.

Conditions for the carriage of electronic devices and for the carriage of spare batteries can be found in Section 2.

9.5.2 Dangerous Goods Carried By Passengers And/Or Crew

GACAR §121.143, PART 121 Appendix G (d)

Basically, dangerous goods are forbidden to be carried by passengers or crew with the exception of a small number of allowed items. These allowed items may be carried with the application of certain limitations.

9.5.3 Electronic Cigarettes Containing Batteries

GACAR §121.143, PART 121 Appendix G (d) (2)



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

9.5

GENERAL EXCEPTIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-10

1. Electronic cigarettes including e-cigarettes and other personal vaporizers containing batteries when carried by passengers or crew for personal use, must be carried in carry-on baggage only. Recharging of these devices and/or batteries on board the aircraft is not permitted and the passenger/crew member must take measures to prevent accidental activation.
2. Spare batteries must be individually protected to prevent short circuits by placement in the original retained packaging or by otherwise insulating terminals, e.g. taping over exposed terminals or placing each battery in a separate plastic bag or protective pouch, and carried in carry-on baggage only.

9.5.4 Provisions For Dangerous Goods Carried by Passengers Or Crew

GACAR §121.143, PART 121 Appendix G (a) (37), PART 121 Appendix G (d) (2)

Dangerous goods must not be carried in or as passengers or crew checked or carry-on baggage except as otherwise provided below:



OPERATIONS MANUAL PART E – (OME)

9

9.5

DANGEROUS GOOD GENERAL EXCEPTIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-11

Permitted in or as carry-on baggage						
Permitted in or as checked baggage						
Permitted on one's person						
The approval of the operator(s) is required						
The pilot in-command must be informed of the location						
NO	YES	NO	YES	NO	Ammunition (cartridges for weapons), securely packaged (in Division 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg gross weight per person for that person's own use. Allowances for more than one person must not be combined into one or more packages.	
YES	YES	NO	YES	NO	Avalanche rescue backpack, one (1) per person, containing a cartridge of compressed gas in Division 2.2. May also be equipped with a pyrotechnic trigger mechanism containing no more than 200 mg net of Division 1.4S. The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves. Allowances for more than one person must not be combined into one or more packages.	
YES	NO	NO	NO	NO	Batteries, Spare/loose, including lithium metal or lithium ion cells or batteries, for portable electronic devices must be carried in carry-on baggage only. Articles which have the primary purpose as a power source, e.g. power bank are considered as spare batteries. These batteries must be individually protected to prevent short circuits.	
NO	YES	NO	YES	NO	Camping stoves and fuel containers that have contained a flammable liquid fuel, with empty fuel tank and/or fuel container (see IATA DGR 2.3.2.5 for details).	
YES	YES	NO	YES	NO	Chemical Agent Monitoring Equipment when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see IATA DGR 2.3.4.4).	
FORBIDDEN				Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are forbidden on the person, in checked and carry-on baggage.		
YES	YES	NO	YES	NO	Dry ice (Carbon dioxide, solid), in quantities not exceeding 2.5 kg per person when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice.	
YES	NO	YES	NO	NO	Electronic cigarettes (including e-cigarettes, e-pipes, other personal vaporizers) containing batteries, must be individually protected to prevent accidental activation.	
FORBIDDEN				Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person.		
YES	YES	YES	NO	NO	Fuel cells and spare fuel cartridges, powering portable electronic devices (e.g. cameras, cellular phones, laptop computers and camcorders), see IATA DGR 2.3.5.10 for details.	
YES	YES	YES	YES	NO	Gas cartridges, small, non-flammable containing carbon dioxide or other suitable gas in Division. Up to two (2) small cartridges fitted into self-inflating safety device such as a life-jacket or vest. Not more than one (1) device per passenger, and up to two (2) spare small cartridges per passenger, not more than four (4) cartridges up to 50 ml water capacity for other devices (see IATA DGR 2.3.4.2).	
YES	YES	YES	NO	NO	Gas cylinders, non-flammable, non-toxic worn for the operation of mechanical limbs. Also, spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.	
YES	YES	YES	NO	NO	Hair curlers containing hydrocarbon gas, up to one (1) per passenger or crew-member, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.	
YES	YES	NO	YES	NO	Heat producing articles such as underwater torches (diving lamps) and soldering irons. (See IATA DGR 2.3.4.6 for details).	



OPERATIONS MANUAL PART E – (OME)

9

9.5

DANGEROUS GOOD GENERAL EXCEPTIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-12

Permitted in or as carry-on baggage						
Permitted in or as checked baggage						
Permitted on one's person						
The approval of the operator(s) is required						
The pilot in-command must be informed of the location						
YES	YES	NO	NO	NO	Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material containing only non-dangerous goods.	
YES	YES	NO	NO	NO	Internal combustion or fuel cell engines, must meet A70 (see IATA DGR 2.3.5.15 for details).	
YES	YES	YES	NO	NO	Lamps, energy efficient when in retail packaging intended for personal or home use.	
YES	YES	YES	NO	NO	Lithium Batteries: Portable electronic devices containing lithium metal or lithium ion batteries, including medical devices such as Portable Oxygen Concentrators (POC) and consumer electronics such as cameras, mobile phones, laptops and tablets, when carried by passengers or crew for personal use (see IATA DGR 2.3.5.9). Batteries must not exceed 2 g for lithium metal batteries and 100 Wh for lithium ion batteries.	
NO	YES	NO	YES	NO	Lithium Batteries: Security-type equipment containing lithium batteries (see IATA DGR 2.3.2.6 for details).	
YES	NO	NO	YES	NO	Lithium Batteries, spare/loose with a watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for consumer electronic devices and PMED or with a lithium content exceeding 2 g but not exceeding 8 g for PMED only. Maximum of two spare batteries in carry-on baggage only. These batteries must be individually protected to prevent short circuits.	
YES	YES	YES	YES	NO	Lithium Battery-Powered electronic devices Lithium ion batteries for portable (including medical) electronic devices, a watt-hour rating exceeding 100 Wh but not exceeding 160 Wh. For portable medical electronic devices only, lithium metal batteries with a lithium content exceeding 2 g but not exceeding 8 g.	
NO	NO	YES	NO	NO	Matches, safety (one small packet) or a cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage. Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters are forbidden.	
NO	YES	NO	YES	NO	Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with non-spillable wet batteries or with batteries which comply with Special Provision A123 or A199, (IATA DGR 2.3.2.2).	
NO	YES	NO	YES	YES	Mobility Aids: Battery-powered wheelchairs or other similar mobility devices with spillable batteries or with lithium batteries (see IATA DGR 2.3.2.3 and 2.3.2.4 for details).	
YES	NO	NO	YES	YES	Mobility Aids: Battery powered mobility aids with lithium ion batteries (collapsible), lithium-ion battery must be removed and carried in the cabin (see IATA DGR 2.3.2.4(d) for details).	
NO	YES	NO	NO	NO	Non-flammable, non-toxic aerosols in division 2.2, with no subsidiary risk, for sporting or home use. The total net quantity of all above mentioned articles must not exceed 2 kg or 2 L, and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents.	
YES	YES	YES	NO	NO	Non-radioactive medicinal or toilet articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol.	
YES	YES	YES	YES	YES	Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight. Note: Liquid oxygen systems are forbidden for transport.	
NO	YES	NO	NO	NO	Permeation Devices, must meet A41 (see IATA DGR 2.3.5.16 for details).	



OPERATIONS MANUAL PART E – (OME)

9

9.5

DANGEROUS GOOD GENERAL EXCEPTIONS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-13

Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
Permitted on one's person					
The approval of the operator(s) is required					
The pilot in-command must be informed of the location					
YES	YES	NO	NO	NO	Portable electronic devices containing non-spillable batteries, batteries must meet A67 and must be 12 V or less and 100 Wh or less. A maximum of 2 spare batteries may be carried (see IATA DGR 2.3.5.13 for details).
YES	YES	YES	NO	NO	Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person, or radiopharmaceuticals contained within the body of a person as the result of medical treatment.
FORBIDDEN			Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in IATA DGR 2.3.2.6 are totally forbidden. See entry in IATA DGR 4.2 – List of Dangerous Goods.		
YES	YES	NO	NO	NO	Specimens, non-infectious packed with small quantities of flammable liquid, must meet A180 (see IATA DGR 2.3.5.14 for details).
YES	YES	YES	NO	NO	Thermometer, medical or clinical, which contains mercury, one (1) per passenger for personal use, when in its protective case.
YES	NO	NO	YES	YES	Thermometer or barometer, mercury filled carried by a representative of a government wthier bureau or similar official agency (IATA DGR 2.3.3.1 for details).

NOTE 1: Fuel cell systems used to power portable electronic devices such as cameras, cellular phones, laptop computers and camcorders. The Fuel Cell Cartridge is used to charge the Fuel Cell System. A maximum of two (2) spare fuel cell cartridges are allowed for a passenger.

NOTE 2: The Dry Ice Tag 935-6962 must be attached to each package of checked baggage of Dry Ice.

9.5.5 Items Not Allowed to Be Carried by Passengers And/or Crew

GACAR §121.143, PART 121 Appendix G (a) (37), PART 121 Appendix G (d) (2)

1. Camping stoves and fuel containers that have contained a flammable liquid fuel;
2. Oxygen or air, gaseous, cylinders required for medical use and owned by passengers. Mukamalah Aviation will provide the passenger with the required cylinders during the flight;

NOTE: Personal medical oxygen devices that utilize liquid oxygen are forbidden on the person, in checked or carry-on baggage.

3. Infectious Substances: patient specimens, diagnostic specimens, clinical specimens, biological substances (human or animal), whether subject to regulation or exempt from regulation, must be manifested as cargo and will not be permitted in the aircraft cabin;
4. Wheelchairs or other battery powered mobility devices with spillable batteries will not be accepted for carriage as checked baggage.



OPERATIONS MANUAL PART E – (OME)

9

9.6

DANGEROUS GOOD**CLASSES AND PACKING GROUPS**

Issue	01
Revision	00
Date	25-Mar-24
Page	9-14

9.6 CLASSES AND PACKING GROUPS

GACAR §121.143, PART 121 Appendix G (d) (2)

1. Dangerous goods are divided into nine (9) classes of articles which meet defined criteria and three (3) packing groups.
2. Certain classes are divided into divisions to allow for easier classification.
3. It is the Shipper's responsibility to ensure that each item is identified correctly, classified into one of the 9 (nine) classes, including identification of any subsidiary risk, and to assign each item to one of 3 (three) packing groups.
4. The UN classes relate to the TYPE of hazard and the UN Packing Groups relate to the DEGREE of danger.

9.6.1 Dangerous Goods Classes

GACAR §121.143, PART 121 Appendix G (d) (2)

CLASS	DESCRIPTION
Class 1	Explosives
Class 2	Gases
Class 3	Flammable Liquids
Class 4	Flammable Solids; Substances liable to spontaneous combustion; substances which h in contact with water, emit flammable gases.
Class 5	Oxidizing substances and organic peroxides
Class 6	Toxic and infectious substances
Class 7	Radioactive materials
Class 8	Corrosives
Class 9	Miscellaneous dangerous goods

Classes 1,2,4,5 and 6 are sub-divided into Divisions. Class 1 is also divided into Compatibility Groups A, B,C,D,E,F,G,H,J,K,L,N and S, depending upon what they contain, i.e. Division 1.4S, where the Class is 1, the Division is 4 and the Compatibility Groups is S.

9.6.2 Packing Groups

GACAR §121.143, PART 121 Appendix G (d) (2)

Packing Group I	High Danger (X)
Packing Group II	Medium Danger (Y)
Packing Group III	Low Danger (Z)

9.6.3 Hazard Label Examples

GACAR §121.143, PART 121 Appendix G (d) (2)

1. The Shipper is responsible for all necessary labeling for all consignments of dangerous goods in compliance with the IATA DGR. He is also responsible for the elimination of all irrelevant labels on any package or over package and to use only durable labels of the approved design and specification, which are inscribed in a durable manner.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD**Issue****01**

9.6

CLASSES AND PACKING GROUPS**Revision****00****Date****25-Mar-24****Page****9-15**

2. Mukamalah Aviation is responsible should any label become detached, lost or illegible, to replace that label in accordance with the information provided on the "Shippers Declaration for Dangerous Goods".

NOTE: The above paragraph does not apply if the label is detached, lost, or illegible at the time of acceptance (IATA DGR refers).

9.6.3.1 CLASS 1 – Explosives

GACAR §121.143, PART 121 Appendix G (d) (2)

These are divided into 6 (six) divisions relating to the type of hazard. Examples are Ammunition, TNT, Dynamite or Torpedoes. The vast majority of Class 1 dangerous goods are forbidden for carriage by air.

Class 1.4 can be carried on passenger aircraft.

Explosives (Passenger Aircraft).



This label identifies explosives of Division 1.4. Under IATA DGR only Class 1.4S are permitted to be carried on passenger aircraft.

9.6.3.2 CLASS 2 – Gases

GACAR §121.143, PART 121 Appendix G (d) (2)

May be found on passenger or cargo aircraft.

Division 2.1 – Flammable Gas



Identifies flammable gases such as some aerosol products, petroleum products, butane (gas lighter refills), propane, hydrogen and gases containing ethyl or methyl compounds.

Division 2.2 Non-flammable, Nontoxic Gas



Identifies non-flammable, nontoxic gases such as some aerosol products, compressed gases such as air, carbon dioxide, nitrogen or oxygen and the gases used in fire extinguishers. Some of these may have a subsidiary risk as well.

Division 2.3 Toxic gas





OPERATIONS MANUAL PART E – (OME)

9

9.6

DANGEROUS GOOD

CLASSES AND PACKING GROUPS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-16

Identifies gases that are toxic or corrosive to humans and can endanger health.

9.6.3.3 CLASS 3 – Flammable Liquids

(GACAR §121.143, PART 121 Appendix G (d) (2))

May be found on passenger or cargo aircraft.



Identifies a wide range of products that include perfume products, paints, thinners, cleaning fluids, liquid polishes, alcohol, glues, cements, varnishes, shellac and ethyl and methyl products. These may have a subsidiary risk label in addition, especially as many may be corrosive as well.

9.6.3.4 CLASS 4 – Flammable Solids

(GACAR §121.143, PART 121 Appendix G (d) (2))

May be found on passenger or cargo aircraft.



Division 4.1 Identifies solids, other than explosives, which, under conditions encountered in transport, are readily combustible, or may cause, or contribute to fire through friction. Examples are matches, most resins and nitrocellulose films. Self-reactive substances of Division 4.1 must be protected from direct sunlight and all sources of heat and be placed in adequately ventilated areas.



Division 4.2

Identifies substances that are liable to spontaneous combustion or substances that are liable to spontaneous heating.



Division 4.3 Identifies substances which, on contact with water emit flammable gases, or substances which, by interaction with water, are liable to become spontaneously flammable or give off flammable gases in dangerous quantities.

9.6.3.5 CLASS 5 – Oxidizing Substances, Organic Peroxides

(GACAR §121.143, PART 121 Appendix G (d) (2))



OPERATIONS MANUAL PART E – (OME)

9

9.6

DANGEROUS GOOD

CLASSES AND PACKING GROUPS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-17

May be found on passenger or cargo aircraft.

This class has 2 divisions:



Division 5.1 Oxidizers

Identifies substances which are not necessarily combustible themselves but by yielding oxygen, cause and contribute to the combustion of other materials. Examples are bromates, chlorates, nitrates, certain liquids and gases.



Division 5.2 Organic Peroxides

Identifies the basic derivatives of hydrogen peroxide. They are thermally unstable substances, which may give off heat causing self-accelerating decomposition. They may also be liable to explosive decomposition, rapid burning, and sensitivity to impact or friction, react dangerous with other substances or cause damage to the eyes.

NOTE: Although the description makes these substances sound extremely dangerous, they are usually inhibited or desensitized in some way by the addition of organic liquids or water

9.6.3.6 CLASS 6 – Toxic And Infectious Substances

GACAR §121.143, PART 121 Appendix G (d) (2)

May be found on passenger or cargo aircraft.

This class has 2 divisions



Division 6.1 Toxic Substances

Identifies substances liable either to cause death or injury or harm to human or live animals' health if swallowed, inhaled or by skin contact. Examples are highly concentrated ammonia solutions, phenols, aniline, arsenic and cyanide compounds. (*More examples can be found in the (SLM)*).



Division 6.2 Infectious Substances

Identifies substances containing viable microorganisms or their toxins which are known, or suspected, to cause disease in animals or humans. Live animals or human vaccines are considered as biological products and not infections substances.

9.6.3.7 CLASS 7 – Radioactive

GACAR §121.143, PART 121 Appendix G (d) (2)



OPERATIONS MANUAL PART E – (OME)

9

9.6

DANGEROUS GOOD

CLASSES AND PACKING GROUPS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-18

Maybe found on passenger or cargo aircraft.

Radioactive material are substances that spontaneously or continuously emit certain types of ionizing radiation which can be harmful to health but which cannot be detected by any of the human senses.

If radioactive material does not comply with the requirements of IATA DGR it can only be carried under special arrangements.

Prior approval is required for the carriage of radioactive material to Saudi Arabia unless it is intended for medical purposes. For more information on radioactive and fissile material, refer to the SLM.

Class 7 is divided into categories and labeled accordingly.



Category I

Identifies packages with a radiation level of not more than (0.005 msv/h) 5 micro Sieverts per hour (0.5 mrem/h) at any point on the surface of the package.



Category II

Identifies packages that exceed the limits imposed by Category I but the radiation level that does not exceed (0.5msv/h) 500 micro Sieverts per hour (50mrem/h) at any point on the external surface of the package.

Category III

Identifies packages that exceed the limits imposed by Category II but the radiation level that does not exceed (2.0msv/h) 2,000 micro Sieverts per hour (200mrefm/h) at any point on the external surface of the package.



Fissile

Identifies packages containing fissile material. This label to be used in addition to other hazard labels. Criticality Safety Index required.

Fissile Radioactive Material will not be accepted for carriage on board Mukamalah Aviation aircraft.

9.6.3.8 CLASS 8 – Corrosives

GACAR §121.143, PART 121 Appendix G (d) (2)

May be found on passenger or cargo aircraft.



OPERATIONS MANUAL PART E – (OME)

9
9.7

DANGEROUS GOOD MARKING AND LABELLING

Issue	01
Revision	00
Date	25-Mar-24
Page	9-19

Defined as substances which, in the event of leakage, can cause severe damage by chemical action when in contact with living tissue or can materially damage other freight or the means of transport.



Identifies corrosives such as acids, hydrazine, certain fire extinguisher charges, some paint and varnish removers, wet cell batteries, mercury and many cleaning compounds

9.6.3.9 CLASS 9 – Miscellaneous

GACAR §121.143, PART 121 Appendix G (d) (2)

May be found on passenger or cargo aircraft.



This class covers substances or articles which, during transport, present a hazard that cannot be put into the other classes. This class includes magnetic material and other regulated substances which may be liquid or solid and which have either anesthetic, noxious or other similar properties which could cause extreme annoyance or discomfort to passengers, flight crew and Cabin Crew members.

Examples include such items as asbestos, dry ice, life saving devices,

lithium batteries.

9.7 MARKING AND LABELLING

GACAR §121.143, PART 121 Appendix G (d) (2)

Cabin Crew members should be able to identify packages of dangerous goods by recognizing the marking and labeling used on the packages.

9.7.1 Marking

GACAR §121.143, PART 121 Appendix G (d) (2)

Every package of dangerous goods must be marked with:

1. Proper Shipping Name;
2. UN or ID Number;
3. The full name and address of the Shipper and Consignee;
4. Package Specification Markings, when UN specification packaging is used.

An example of package specification markings:
UN in a circle – Tested in 6 different ways to meet UN standards; 4G – Type of box – Fiber board; X – High Danger package – box tested up to 20 KG gross mass weight; S – Could contain inner solids or packages



OPERATIONS MANUAL PART E – (OME)

9
9.7

DANGEROUS GOOD MARKING AND LABELLING

Issue	01
Revision	00
Date	25-Mar-24
Page	9-20

absorbent material, bubble wrap, polystyrene; 04
Year of manufacture; GB - Country of manufacture
UK; 5241 – Manufacturer code



9.7.2 Handling Label Examples

GACAR §121.143, PART 121 Appendix G (d) (2)

Handling labels are used either alone or in addition to hazard labels, as appropriate. These labels facilitate the handling and stowage of the package.



OPERATIONS MANUAL PART E – (OME)

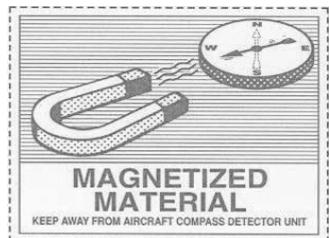
9

9.7

DANGEROUS GOOD**MARKING AND LABELLING**

Issue	01
Revision	00
Date	25-Mar-24
Page	9-21

9.7.2.1 Magnetized Material

GACAR §121.143, PART 121 Appendix G (d) (2)

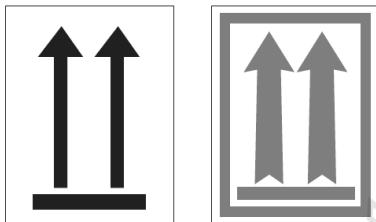
This label identifies magnetic materials and is the only label to be used on magnetized material packages. It must replace the Class 9 hazard Label on such packages.

9.7.2.2 CARGO AIRCRAFT ONLY

GACAR §121.143, PART 121 Appendix G (d) (2)

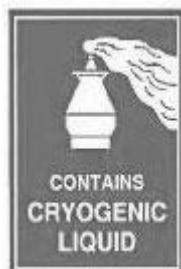
Identifies packages which must not be loaded on passenger aircraft.

9.7.2.3 PACKAGE ORIENTATION (THIS WAY UP)

GACAR §121.143, PART 121 Appendix G (d) (2)

This label indicates which way up the package must be placed and must be used on packages containing liquid dangerous goods.

9.7.2.4 CRYOGENIC LIQUIDS

GACAR §121.143, PART 121 Appendix G (d) (2)

The label highlights that gas (refrigerated liquefied gas) which may flow from a venting device, because it is very cold, resulting in water vapor condensation in the air which can look like smoke. May cause cold burn injuries if spilled or leaked.



OPERATIONS MANUAL PART E – (OME)

9

9.7

DANGEROUS GOOD

MARKING AND LABELLING

Issue	01
Revision	00
Date	25-Mar-24
Page	9-22

9.7.2.5 KEEP AWAY FROM HEAT

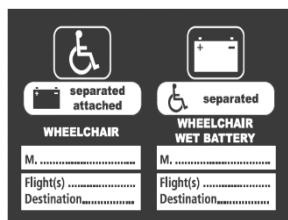
GACAR §121.143, PART 121 Appendix G (d) (2)



Identifies packages and over packs containing self-reactive substances in Division 4.1 and Division 5.2. Organic Peroxides that must be protected from direct sunshine and stored in a cool, well-ventilated place, away from all sources.

9.7.2.6 WHEELCHAIR LABEL

GACAR §121.143, PART 121 Appendix G (d) (2)



May be used in case the battery is removed from the wheelchair.

The label is in two parts; Part A remains with the wheelchair.

When a battery has been removed, Part B may be used to assist in identifying the battery and to help in returning the battery to the wheelchair.

9.7.2.7 RADIOACTIVE MATERIAL, EXCEPTED PACKAGED

GACAR §121.143, PART 121 Appendix G (d) (2)



Excepted packages of radioactive material must be labeled with this handling label.

9.7.2.8 LITHIUM BATTERIES

GACAR §121.143, PART 121 Appendix G (d) (2)



Packages containing lithium batteries packed according to packing instructions that are not subject to other additional requirements of these regulations, must bear a "Lithium Batteries" handling label. The label must show "lithium metal batteries" or "lithium ion batteries", as applicable. If the package contains both types of batteries, the label must show "lithium metal and lithium ion batteries".



OPERATIONS MANUAL PART E – (OME)

9

9.7

DANGEROUS GOOD

MARKING AND LABELLING

Issue	01
Revision	00
Date	25-Mar-24
Page	9-23

9.7.3 Multiple Hazards And Labelling

GACAR §121.143, PART 121 Appendix G (d) (2)

Some substances exhibit more than one hazard. These hazards will be classified as primary and subsidiary hazards. When there is more than one hazard, the subsidiary risk(s) label(s) must be shown in addition.

9.7.3.1 DRY ICE

GACAR §121.143, PART 121 Appendix G (d) (2)

Dry Ice Baggage Tag.

Crew and passenger checked baggage containing dry ice must be marked to identify that the baggage contains dry ice and show the quantity of dry ice or identifies that this is 2.5kg of dry ice or less.

9.7.3.2 LIMITED QUANTITIES

GACAR §121.143, PART 121 Appendix G (d) (2)

All packages of Dangerous Goods defined as "Limited Quantities" can be accepted on MUKAMALAH AVIATION subject to the provisions of IATA DGR and must be marked with a "Limited Quantities" label.



ENVIRONMENTAL HAZARDOUS

GACAR §121.143, PART 121 Appendix G (d) (2)



Identifies packages containing environmentally hazardous substances. More information on Multiple Hazard Labels can be found in the *SLM*.

9.7.4 Globally Harmonized System (Ghs) Labels

GACAR §121.143, PART 121 Appendix G (d) (2)

There is a globally harmonized system of classification and labeling of chemicals (GHS) labels. Products bearing the following GHS labels are classified as dangerous goods.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

9.7

MARKING AND LABELLING**Issue****01****Revision****00****Date****25-Mar-24****Page****9-24**

Explosive	Gasses Under Pressure	Flammable	Oxidizer Organic Peroxide	Toxic	Corrosive	Aquatic Toxicity

The GHS pictograms, as shown above, may indicate products which are dangerous goods for transport. There are however, national and regional differences which may mean that packages bearing such pictograms are not classified as dangerous goods in transport.

A product bearing the GHS corrosive label is not classified as dangerous goods if the single word DANGER and hazard statement CAUSES SERIOUS EYE DAMAGE applies.

Products bearing the following GHS labels ARE NOT classified as dangerous goods.

Harmful	Respiratory

More information of GHS labels can be found in the *SLM*.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

9.8

LITHIUM BATTERIES

Issue	01
Revision	00
Date	25-Mar-24
Page	9-25

9.8 LITHIUM BATTERIES

GACAR §121.143, PART 121 Appendix G (d) (2)

1. The term 'Lithium Batteries' refers to a family of batteries with different chemistries comprising many types of cathodes and electrolytes. They are separated into:
 - a. Lithium Metal Batteries are generally a type of primary (non-rechargeable) batteries that have lithium metal or lithium compounds as an anode. Lithium metal batteries are generally used to power watches, calculators, cameras, etc.;
 - i. Examples of Lithium Metal Batteries:



AA cells



CR123A cells

- b. Lithium Ion Batteries are a type of secondary (re-chargeable) battery commonly used in consumer electronics such as mobile telephones, laptop computers;
 - i. Examples of Lithium Ion Batteries:



Laptop battery

9.8.1 Limitations

GACAR §121.143, PART 121 Appendix G (d) (2)

9.8.1.1 General

(GACAR §121.143, PART 121 Appendix G (d) (2))

1. Lithium batteries must not be carried by passengers or crew:
 - a. As or in checked baggage;
 - b. As or in carry-on baggage; or
 - c. On their person.
 - d. Except as noted in 9.8.1.2.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

Issue

01

9.8

LITHIUM BATTERIES

Revision

00

Date

25-Mar-24

Page

9-26

9.8.1.2 Lithium Batteries Carried by Passengers and Crew

(GACAR §121.143, PART 121 Appendix G (d) (2))

Wheelchairs/Mobility Aids with lithium batteries. Lithium batteries are permitted on aircraft as checked baggage only and with the approval of Mukamalah Aviation.

The PIC must be informed of the location of the mobility aid with an installed battery or the location of the lithium battery when removed and carried in the cabin. More information regarding wheelchairs and mobility aids can be found in SLM.

9.8.1.3 Goods Acceptable with Mukamalah Aviation Approval As Carry-On Baggage

(GACAR §121.143, PART 121 Appendix G (d) (2))

1. Lithium-Ion Batteries:

- a. Lithium-ion batteries exceeding a watt hour rating of 100Wh, but not exceeding 160Wh, may be carried as spare batteries in carry-on baggage, or in equipment in either checked or carry-on baggage. No more than two individually protected spare batteries per person may be carried.

2. Portable Medical Electronic Devices

3. Portable medical electronic devices (AED), Nebulizers, containing lithium metal or ion cells or batteries may be carried in carry-on baggage only by passengers for medical use as follows:

4. No more than two spare batteries may be carried in carry-on baggage only. Spare batteries must be individually protected to prevent short circuits. Each installed or spare battery must not exceed the following:
 5. Lithium metal batteries, a lithium content of not more than 8g; or
 6. For lithium-ion batteries, a watt hour rating of not more than 160 Wh.

NOTE: Portable medical devices which meet the limits found in IATA DGR are permitted in checked baggage.

7. The following are other goods which are acceptable without Mukamalah Aviation approval:

8. Cardiac Pacemakers/Radio-pharmaceuticals;
9. Portable Electronic Devices (including medical devices) containing batteries.

9.8.1.4 Lithium Batteries in Mukamalah Aviation Property

(GACAR §121.143, PART 121 Appendix G (D) (2))

1. The provisions contained in these regulations do not apply to the following articles and substances:

- a. Aircraft Equipment;
- b. Battery Powered Electronic Equipment;
- c. Aircraft Spares

More information can be found in *the SLM*.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

9.8

LITHIUM BATTERIES

Issue	01
Revision	00
Date	25-Mar-24
Page	9-27

9.8.1.5 DANGEROUS GOODS IN LIMITED QUANTITIES – LITHIUM BATTERIES

GACAR §121.143, PART 121 Appendix G (d) (2)

Lithium batteries are not permitted to be transported under the provisions of dangerous goods in limited quantities.

9.8.1.6 CLASSIFICATION

GACAR §121.143, PART 121 Appendix G (d) (2)

Lithium batteries and cells are classified under Class 9 – Miscellaneous Dangerous substances and Articles.

9.8.1.7 Packing

GACAR §121.143, PART 121 Appendix G (d) (2)

Refer to *IATA DGR* for complete information in Packing Instructions.

9.8.1.8 Marking And Labelling

GACAR §121.143, PART 121 Appendix G (d) (2)

The shipper is responsible for all necessary marking and labeling of each package of lithium batteries and each over pack containing lithium batteries in compliance with IATA DGR.

Packages containing lithium batteries must bear Class 9 – Miscellaneous Dangerous Goods Marking and a “Lithium Battery” Handling Label, see *paragraphs 9.6.3.9 and 9.7.2.8*, and must show which lithium batteries are contained in the package, plus a telephone number for additional information.

NOTE: The information on the lithium battery handling label must be in English. Additionally, if required, the wording in English may be supplemented by an accurate printed translation in Arabic language.

9.8.1.9 Passenger Check-In

GACAR §121.143, PART 121 Appendix G (d) (2)

As stated previously, spare lithium batteries are not permitted in checked baggage. If for some reason, there is a need for carry-on baggage to be loaded in the hold (e.g. because cabin baggage stowage areas are full), ground staff or Cabin Crew members should ask the concerned passenger,

whether their baggage contains spare lithium batteries and, if it does, the batteries must be removed and carried in the cabin.

Where passengers advise Cabin Crew members that they have spare lithium batteries in their checked baggage, this must be brought to the attention of ground staff if the aircraft is still at the gate so that the bag can be retrieved. If the aircraft has commenced push back or is in flight, the Cabin Crew member should report the matter to the PIC.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

9.8

LITHIUM BATTERIES

Issue	01
Revision	00
Date	25-Mar-24
Page	9-28

9.8.1.10 Carriage Of Small Vehicles Powered With Lithium Batteries

GACAR §121.143, PART 121 Appendix G (d) (2)

Items marked with a GREEN “ ✓ ” are OK to pack as noted.

Items marked with a RED “ ✗ ” are prohibited from your carry-on and/or checked baggage.

TYPE OF BATTERY	CARRY-ON BAGGAGE		CHECKED BAGGAGE	
	Installed in Equipment	Spares	Installed in Equipment	Spares
Lithium Ion 'small'	✓	✓	✓	✗
Lithium Ion 'large'	✓	✓	✓	✗
Lithium Metal	✓	✓	✓	✗

ITEM(S)	CARRY-ON BAGGAGE	CHECKED BAGGAGE
Battery Operated Self Balancing Devices – hover boards, two-wheel electric boards, gliders, electric unicycles, or intelligent scooters	✗	✗

NOTE: Ground cargo and check-in staff shall not allow small lithium battery powered vehicles both as checked baggage and carry-on baggage.

For more information, refer to SLM.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

Issue

01

9.8

LITHIUM BATTERIES

Revision

00

Date

25-Mar-24

Page

9-29

9.8.2 Cabin Crew Awareness

1. Cabin Crew members should be alert for any dangerous goods that may be brought into the aircraft by passengers, whether intentionally or not. Many passengers are not aware of the regulations regarding their carriage and use. Possible signs of their presence could be determined by:
 - a. A bad smell or odour;
 - b. Abnormal noise, e.g. escaping gas;
 - c. Certain types of passenger carry-on baggage, e.g. rucksacks may have camping gas equipment.
2. Extremely hot spots on the cabin floor may indicate a problem with undeclared dangerous goods carried as cargo.
3. Since aerosols can explode when subjected to even very low heat, where avoidable, they should not be carried. If they are carried, they should be stowed away from potential sources of heat, e.g. ovens and other electrical equipment.

9.8.2.1 Handling Dangerous Goods Discovered In The Cabin

1. In the event that a Cabin Crew member suspects that there may be dangerous goods in a passenger's carry-on baggage either before take-off or in-flight, they must:
 - a. Clarify the contents of the baggage with the owner of the bag;
 - b. Immediately inform the LCC and the PIC;
 - c. Await further instructions from the LCC and/or the PIC
2. If, during the loading or unloading of the aircraft, it becomes apparent that there is an item of cabin baggage leaking an unknown substance, the PIC or LCC must inform the handling agent to immediately attend the aircraft. The handling agents have procedures for the removal of baggage that contains suspected dangerous goods.



OPERATIONS MANUAL PART E – (OME)

9
9.9DANGEROUS GOOD
EMERGENCY PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	9-30

9.9 EMERGENCY PROCEDURES

In the event of an accident or incident in flight involving any spillage, leakage or breakage of any dangerous goods or package believed to contain dangerous goods, the following actions should be taken.

9.9.1 Flight Deck Crew Dangerous Goods Incident Actions

So that Cabin Crew members may anticipate the likely sequence of events following a dangerous goods incident on board an Mukamalah Aviation aircraft, the following is a summary of the FCM's likely actions.

Keep The Flight Deck Door Locked

NOTE: Terrorists have been known to use diversionary tactics when attempting to execute an attack. Section 10 Security refers.

Complete Appropriate Aircraft Emergency Drill for Fire, Smoke or Fume Removal.

Refer to the *SLM or OMA*.

No Peds/No Smoking and Fasten Seat Belt Signs "On"

The NO PED/NO SMOKING signs will remain ON.

The FASTEN SEAT BELT signs will be switched ON to minimize movement around the cabin. Although, where necessary the Cabin Crew members may move passengers away from the incident area.

Consider Landing As Soon As Possible

Because of the difficulties and possible consequences of any dangerous goods incident, the FCM will consider landing as soon as possible.

Consider Turning Off Non-Essential Electrical Power

As the incident may be caused by electrical problems or as electrical systems may be affected the FCM will consider turning OFF all non-essential electrical systems.

If Possible, Identify The Substance And Determine Emergency Response Drill Code

Identify the substance, then follow the Drill/Letter Codes shown in the *SLM*.

If Situation Permits, Notify ATC of The Dangerous Goods Being Carried

If an in-flight emergency occurs and the situation permits, the PIC will inform ATC about the dangerous goods on board, their location and quantity. This will allow the airport authorities to put the appropriate emergency response in place ready for the aircraft's arrival.

Disembark Passengers and Crew

If it has not been necessary to complete an emergency evacuation after landing, passengers and crew should disembark before further action is taken to deal with the dangerous goods incident.

Complete All Relevant Paperwork



OPERATIONS MANUAL PART E – (OME)

9
9.9

DANGEROUS GOOD
EMERGENCY PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	9-31

9.9.2 Cabin Crew Dangerous Goods Incident Actions

GACAR §121.143, PART 121 Appendix G (a) (37)

Inform The Pic Immediately and Keep Him Informed

Any incident involved suspected dangerous goods should be notified immediately to the PIC who should be kept informed of all actions taken and their effect.

Identify The Item

Find out who is the owner of the item and ask them to identify what the item is. Ask them to identify the potential hazards. The passenger may be able to give some guidance on the hazard(s) involved and how these could be dealt with.

9.9.2.1 In Case of Fire, Smoke Or Fumes

GACAR §121.143, PART 121 Appendix G (a) (37)

Use Standard Firefighting Procedures

The firefighting procedure as described in *Section 4* applicable to the situation must be used when dealing with a fire involving dangerous goods.

NOTE: In general, water should not be used on a spillage or when smoke or fumes are present since it may spread the spillage or increase the rate of fuming or smoking

9.9.2.2 In Case of Spillage Or Leakage

GACAR §121.143, PART 121 Appendix G (a) (37)

Collect Useful Items/Personal Protective Equipment

Collect useful items such as absorbent fabric/paper, large polythene bags.

Hand should always be protected before touching suspicious packages or items. Fire protective gloves or oven gloves covered with polythene bags are likely to give suitable protection. A PBE should always be used when attending to an incident involving smoke, fumes or fire.

Move Passengers Away from The Area

Cabin Crew members should take prompt action if smoke or fumes develop and move passengers where possible, away from the immediate area and if necessary provide wet towels or cloths and instruct them to breathe through them.

Place Dangerous Goods Item in Polythene Bags

In the case of a spillage of known or suspected dangerous goods in powder form, leave everything undisturbed. Cover the area with polythene bags and keep the area isolated until after landing. In most circumstances it will be better to move the item(s) and the item(s) should be placed in a polythene bag. Tie the bag securely and keep upright.

Stow The Polythene Bag

If there is a catering container, empty any contents and place on the floor with the door upwards. Place the polythene bags containing the dangerous goods items and any contaminated paper towels, etc., in the box and close the door.



OPERATIONS MANUAL PART E – (OME)

9
9.9

DANGEROUS GOOD
EMERGENCY PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	9-32

Take the box and place it in the rearmost lavatory compartment wedging it firmly in place to keep it upright and lock the door and placard as inoperative.

NOTE: By using the lavatory compartment, any fumes will be vented away from the passengers and crew.

Treat Contaminated Seat Cushions/Covers/Articles In The Same Manner As The Dangerous Goods Item

Any of the above which have been contaminated by dangerous goods should be removed and treated in the same manner as the dangerous goods item.

Monitor Items That Are Stowed Away

Monitor items that are stowed away and contaminated furnishings regularly for any signs of leakage, smoke or fumes.

9.9.2.3 In Case of A Lithium Battery Fire

(GACAR §121.143, PART 121 Appendix G (a) (37))

Procedures for dealing with a lithium battery fire can be found in *Section 4*.

9.9.3 After Landing

Advise Ground Personnel/Emergency Services of The Dangerous Goods Items And Where They Are Stowed

Upon arrival take the necessary steps to identify to ground staff and/or emergency services where the dangerous goods items have been stowed.

Make An Appropriate Entry In The Aircraft Cabin Log Book.

LCC shall immediately report all accidents or incidents involving dangerous goods.
The memory aid **Oh Its SPILLED** sums up the spillage procedure as follows:

MEMORY AID		PROCEDURES
Oh	OXYGEN	NO SMOKING, FCM should don on 100% oxygen breathing apparatus if fire, fumes or smoke are present or suspected. Cabin Crew members should use a PBE. For passengers the use of a wet towel or cloth over the nose and mouth will filter out most of the smoke of fumes.

Memory Aid		Procedures
Its	IDENTIFY	The identification can be achieved by markings and labels on the package or the NOTOC and then FCM can identify the DRILL CODE & LETTER from the tables.
S	SUMMON	Summon Fire and HAZMAT Services or inform ATC.
P	PROTECTION	Put on protective clothing and gloves.
I	INFORM	Inform all other crew members and move passengers and other Cabin Crew members from the area.



OPERATIONS MANUAL PART E – (OME)

9

9.9

DANGEROUS GOOD EMERGENCY PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	9-33

L	LOCATION	Locate the source of the problem and if possible (and permitted) move the item to a safe area, preferably a lavatory compartment as it is vented to outside. The lavatory compartment should then be locked from the outside. NOT FOR RADIOACTIVE MATERIALS.
L	LOCALIZE	Surround or mop up spillage to localize damage.
E	EMERGENCY SERVICES	Provide emergency services with details of spillage and your actions taken.



OPERATIONS MANUAL PART E – (OME)

9

DANGEROUS GOOD

Issue

01

9.10

REPORTING PROCEDURES

Revision

00

Date

25-Mar-24

Page

9-34

9.10 REPORTING PROCEDURES

FCM shall immediately report all accident and incidents involving dangerous goods using the Flight Crew Dangerous Goods Accident/Incident Report Form.

1. This report shall include the details known at that time and should include the following:
 - a. Name of the PIC or the person reporting the accident/incident;
 - b. Date, time (UTC) and location at which the accident/incident occurred or was discovered;
 - c. Flight no. aircraft registration, last point of departure, next point of landing, the geographical position of the aircraft if the accident/incident occurred during flight and position of dangerous goods in the aircraft.
 - d. Description of the accident/incident, including any fatality, injury or damage;
 - e. Description of the dangerous goods consignment (class, label, marking, documents, packing, etc.)
 - f. Name of crew member who first discovered the accident/incident.

The Mukamalah Aviation Safety and Quality Division shall be solely responsible for all investigation, conclusion and recommendation to prevent further occurrence, of all accidents, incidents involving dangerous goods and report its findings to the Special Loads Board.

Further information on reporting procedures can be found in the SLM.



OPERATIONS MANUAL PART E – (OME)

9

9.11

DANGEROUS GOOD
CONDITIONS FOR CARRYING WEAPONS,
MUNITIONS OF WAR & SPORTING WEAPONS

Issue	01
Revision	00
Date	25-Mar-24
Page	9-35

9.11 CONDITIONS FOR CARRYING WEAPONS, MUNITIONS OF WAR & SPORTING WEAPONS

Weapons of war and munitions of war can only be carried provided an approval to do so has been granted by all the States concerned before a flight.

9.11.1 Sporting Weapons and Ammunition

1. There is no internationally agreed definition of sporting weapons. In general, they may be considered to be any weapon which is not a weapon of war or munitions of war.
2. Sporting weapons including hunting knives, bows, and other similar articles.
3. If a firearm is not munitions of war, it should be treated as a sporting weapon for the purposes of its carriage on an aircraft.
4. The following as generally regarded as being sporting weapons:
 - a. Those designed for shooting game, birds, and other animals.
 - b. Those used for target shooting, clay pigeon shooting and competition shooting.
 - c. Airguns, dart guns, starting pistols, etc.
5. Sporting weapons and ammunition for such weapons, may be carried without a specific approval provided they are stowed in a place on the aircraft, which is inaccessible to passengers during flight and, in the cases of firearms, unloaded.

9.11.2 Ammunition For Sporting Weapons

Ammunition for a sporting weapon is dangerous goods by definition and is covered in *paragraph 9.5.4.*



OPERATIONS MANUAL PART E – (OME)

10	SECURITY	Issue	01
10.1	CORPORATE SECURITY POLICY AND COMMITMENT	Revision	00
		Date	25-Mar-24
		Page	10-1

10. SECURITY

These policies, procedures and instructions for flight crew are extracted from Mukamalah Aviation Airline Operator Security Program (AOSP). All crew members should use this information to guide the performance of their security duties.

1. Protecting Mukamalah Aviation passengers, employees, aircraft, property and equipment is the shared responsibility of every employee. Crew should remain vigilant for any situations that may threaten or compromise the airline's security measures, and immediately report such occurrences to the Mukamalah Aviation **Security Manager** for prompt remedial action.
2. The personal safety of individual employees on duty, as well as the security of their belongings, will be safeguarded from unlawful interference, dangerous acts, or negligence by unauthorized individuals and fellow employees.
3. It is imperative that any instances of loss, theft, damage, trespassing or other violations are reported promptly to the Security department for thorough investigation and corrective action, in order to prevent recurrence.
4. Any wilful or negligent acts contrary to these security policies will lead to reporting of responsible parties to law enforcement authorities by Mukamalah Aviation, to establish accountability and enable prosecution as required by law.

10.1 **CORPORATE SECURITY POLICY AND COMMITMENT**



OPERATIONS MANUAL PART E – (OME)

10 SECURITY
10.2 CREW RESPONSIBILITIES

Issue	01
Revision	00
Date	25-Mar-24
Page	10-2

10.2 CREW RESPONSIBILITIES

10.2.1 Pilot-in-command Responsibilities

The pilot in command (PIC) has ultimate responsibility for the safety and security of the aircraft and its passengers and crew. PIC security responsibilities include:

5. Adhering to all aviation security regulations and airline security policies/procedures.
6. Completing mandated security awareness training to recognize and respond to threats.
7. Conducting thorough pre-flight inspections and ensuring proper sealing of all panels/doors.
8. Order the removal of disruptive, unruly or suspicious passengers if their conduct could endanger effects the safe operations of the flight.
9. Declaring in-flight security emergencies and requesting assistance from authorities.
10. Making notifications per established protocols for bomb threats or discovery of suspicious objects.
11. Being prepared to execute appropriate diversion, landing, and emergency evacuation procedures.
12. Reporting all security concerns, threats, incidents or violations to airline Security immediately.
13. Safeguarding sensitive flight documentation.

10.2.2 Lead Cabin Crew Responsibilities

The lead cabin crew oversees flight attendants and has key security duties including:

14. Adhering to all aviation security regulations, policies and procedures.
15. Overseeing the securing of the passenger cabin prior to flight departure.
16. Maintaining vigilance and reporting of suspicious behavior or items.
17. Responding immediately to security threats in the cabin per established protocols.
18. Coordinating with the pilot in command during inflight security emergencies.
19. Briefing flight attendants on security measures and emergency procedures.
20. Conducting security checks of lavatories, galleys, and cabin during flight are conducted.
21. Safeguarding sensitive airline documentation.
22. Ensuring completion of written incident reports detailing security events.
23. Assisting authorities in managing disruptive, unruly or aggressive passengers.

Ensure official identification of all passengers against the manifest before boarding has been completed.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY
10.3 CREW BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	10-3

10.3 CREW BAGGAGE

10.3.1 Crew Baggage Security

Crew members are responsible for safeguarding their personal baggage against interference or tampering from the time it is packed until handed over for aircraft loading. Baggage should remain locked at all times when unattended.

All crew baggage must display identification tags with full name and position. Bags should never be left unattended in public areas.

Crew members cannot accept carriage of any sealed parcels or packages from third parties. Any sealed items belonging to a crew member must be kept in their possession at all times when onboard the aircraft.

To maintain baggage security, crew should adhere to the following:

24. Never leave baggage unattended, maintain line of sight.
25. Keep baggage locked at all times with TSA-approved locks when not in use.
26. Exercise vigilance over carry-on bags at all times, do not place overhead or under seat.
27. Inspect baggage before departure to ensure no unauthorized items have been introduced.
28. Keep baggage in view in public spaces like lobbies, lounges, restaurants, restrooms.
29. Do not accept any unchecked parcels, letters or items from unknown parties for carriage.
30. Review luggage handling and conveyor belt policies at each station.
31. Clearly identify crew baggage with airline ID tags.
32. Report any tampering or security concerns to airline Security.

10.3.2 Crew Baggage in Passenger Cabin

When security searches are conducted prior to departure with crew members on board, all stowed crew baggage in the passenger cabin must be removed and identified.

Search personnel will approach flight crew and cabin crew to request the removal of all stowed crew baggage for individual inspection. This allows comprehensive searching of the stowage areas and accounting of crew bags.

During crew departure checks, positive identification and validation of labeling must be made on all crew baggage in stowage areas. This ensures no unauthorized bags have been concealed alongside crew luggage.

Crew members should cooperate fully and remove personal baggage during pre-departure sweeps and inspections when requested by security teams. This facilitates thorough screening for prohibited items or suspicious baggage.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY

10.4 ADDITIONAL SECURITY PROCEDURES

Issue	01
Revision	00
Date	25-Mar-24
Page	10-4

10.4 ADDITIONAL SECURITY PROCEDURES

10.4.1 Heightened Security Procedures

For flights identified as operating under an increased threat level, the station manager and the lead cabin crew member must coordinate with the Pilot-in-command (PIC) to ensure the following measures are taken:

1. All passengers shall be deplaned during transit stops, and the cabin should be thoroughly searched.
2. In scenarios where transit passengers cannot disembark:
 - a. Passengers must be called upon to identify their cabin baggage during the search to pinpoint any unclaimed items.
 - b. Unidentified articles should be deemed suspicious and the station management at the airport must be notified immediately.
3. The baggage of all originating and transfer passengers shall undergo a manual search by security personnel.

Refer to section 010.6.

10.4.2 International Station with High-Risk Security Alert

Whenever a high-risk security alert is received, the PIC is to brief all cabin crew on the security concern, advising them to:

1. Heighten their vigilance, awareness, and caution during the security check and passenger boarding processes.
2. Strengthen onboard security measures to avoid any potential threats.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY

10.5 PREVENTIVE MEASURES AND TRAINING

Issue	01
Revision	00
Date	25-Mar-24
Page	10-5

10.5 PREVENTIVE MEASURES AND TRAINING

10.5.1 Routine Searches of the Aircraft

Mukamalah Aviation crew conducts required routine searches of aircraft interiors and compartments prior to passenger boarding. The purpose is to ensure:

1. Only authorized personnel are present on the aircraft.
2. No prohibited items have been introduced on board.

To achieve this, routine pre-boarding searches must thoroughly cover:

1. Passenger cabin, overhead bins, lavatories, crew rest areas.
2. Flight deck, pilot/co-pilot seat areas, storage compartments.
3. Galleys, sinks, ovens, food/beverage carts, storage areas.
4. Electronic/avionics compartments, circuit breaker panels.
5. Cargo holds - visually inspected or physically searched based on risk.
6. Carry-on baggage placed in cabin by ground staff during cleaning.
7. Relevant aircraft search checklist is followed step-by-step. Refer to section **Error! Reference source not found..**
8. Confirm no unattended bags, luggage or personal belongings are on board.
9. Any tampering, damage or unauthorized items found during routine searches must be immediately reported per security protocols.

10.5.2 Access to Aircraft

Local Customs/Immigration/Security staff in uniform with a valid picture ID are to be allowed to go on board and search the aircraft:

Out of Base:

Local government personnel may be accompanied by a Ground Security Agency (GSA) representative when requesting to search aircraft at destination stations. If a GSA is unavailable, the Lead Cabin Crew will escort.

Ground staff are allowed on board the aircraft when their presence is required to conduct a specific duty related to the aircraft and flight.

At Base:

1. Local authorities are permitted onboard without obtaining prior permission. The lead cabin crew will escort if required.
2. After searches are completed, Mukamalah Aviation staff or GSAs will control access to aircraft until doors are closed for departure.



OPERATIONS MANUAL PART E – (OME)

10

SECURITY

10.5

PREVENTIVE MEASURES AND TRAINING

Issue

01

Revision

00

Date

25-Mar-24

Page

10-6

3. Only authorized persons who have assigned duties are allowed entry to aircraft exterior and interior. Access is controlled by verifying ID cards, passes or other approved identification.
4. Aircraft cleaners and their equipment must also be subjected to security controls.

In all cases, Mukamalah Aviation shall coordinate with requesting authorities while maintaining responsibility for supervising access to its aircraft. Safety and security protocols will be always followed.

10.5.3 Admission to Flight deck



OPERATIONS MANUAL PART E – (OME)

10 SECURITY

10.6 HIGH RISK SECURITY MEASURES (HRSMS)

Issue	01
Revision	00
Date	25-Mar-24
Page	10-7

10.6 HIGH RISK SECURITY MEASURES (HRSMS)

HRSMs refer to enhanced security protocols implemented in response to increased threat levels at airports or on specific flight routes. Crew members should be prepared to comply with appropriate HRSMs as instructed by security agencies. Some potential measures include:

Pre-Flight:

33. Additional screening of crew and baggage, including questioning and physical searches.
34. Extra scrutiny of flight deck, cabin, cargo areas during aircraft security checks.
35. Mandatory presence of sky marshals and/or armed escorts.
36. Modifying or suspending catering, cleaning, and ground handling services.
37. Relocating aircraft parking areas with increased perimeter security.

Boarding/Inflight:

38. More thorough passenger and baggage screening, extra rounds of clearance checks.
1. Increased onboard security presence, undercover air marshals.
2. Stricter protocols for lavatory access, movement in the cabin during critical phases.
3. Temporary restrictions on certain passenger privileges or carry-on items.
4. Avoiding unnecessary loitering in exposed areas like the galley during high risk phases.

Crew should expect delays and be prepared to answer security questions during implementation of HRSMs. Safety, security and vigilance are paramount concerns.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY

10.7 DISRUPTIVE/UNRULY PASSENGERS

Issue	01
Revision	00
Date	25-Mar-24
Page	10-8

10.7 DISRUPTIVE/UNRULY PASSENGERS

GACAR 91.15

10.7.1 Definitions

The following definitions shall only apply for the handling of unruly/disruptive passengers.

Aircraft in flight: From the time of door closure after passenger boarding for the purpose of departure, until the time of opening the aircraft door for the purpose of deplaning passengers.

Aircraft on Ground: From the time of opening any of the aircraft doors for the purpose of deplaning passengers, until the time of closing all doors after boarding passengers for the purpose of departure.

10.7.2 Classifications

Classification of criminal and offensive acts are in accordance with the national regulation for controlling and punishing unruly passengers onboard civil aircraft, as shown in the following tables:

Offensive Act
Refusing to comply with the written instructions issued by the company, PIC, or his delegate such as:
39. Refusing to be seated in the assigned seat or fasten seat belt.
5. Refusing to adhere to air safety instructions, which are internationally accepted.
6. Using portable electronic devices (PEDS) on board the aircraft
Refuses to refrain from smoking.
Smoking inside lavatories.
Causing damage or defect to aircraft contents or equipment.
Causing damage or defect to smoke detectors and other devices on board the aircraft.

Table 1: List of Offensive Acts

Criminal Act
Launching an assault, intimidation, or participation in an assault on one of the crewmembers or passengers, that will endanger the safety and security of the aircraft and/or passengers.
Launching an assault or sexual harassment on one of the crewmembers and/or passengers.
Committing acts under intoxication or drugs (narcotics) that will jeopardize the safety and security of the aircraft, crewmembers and/or passengers.
Causing damage or tampering with the aircraft property or attempt to hijack the aircraft.
Stealing from the aircraft, passengers and/or crewmembers while on board the aircraft.

Table 2: List of Criminal Acts



OPERATIONS MANUAL PART E – (OME)

10

SECURITY

10.7

DISRUPTIVE/UNRULY PASSENGERS

Issue

01

Revision

00

Date

25-Mar-24

Page

10-9

10.7.3 Levels of Unruly Acts

To more accurately reflect the gravity of offensive or criminal actions, unlawful interference categorized in Table 1: List of Offensive Acts and Table 2: List of Criminal Acts is segmented according to the level of severity as follows:

Level	Explanation
1	All offenses mentioned in Table 1: List of Offensive Acts will be under this level. It can be controlled verbally by using behavioral skills and by making reasonable judgment and assessment of the situation to ease the passenger's anger. In case the passenger continues his/her offensive misconduct, verbal warning with a notification of the next actions that would be taken against them if they continue their misconduct.
2	An extension of level 1. Continuation of the same behavior after trying all possible means of communications and behavioral skills including verbal warning.
3	The following acts will be under this level: All criminal acts mentioned in Table 2: List of Criminal Acts. All offensive acts committed by the passenger after issuing him/her a written warning

10.7.4 Procedures

GACAR 121.1173

40. Crew members must vigilantly oversee any criminal or disruptive behavior by passengers that could threaten the safety of the aircraft, its passengers, and/or crew.
7. Should cabin crew witness any suspect activities or security compromises within the cabin, they are instructed to discreetly communicate with the flight crew using the code established **during the cabin crew briefing**, through the interphone system. They must also inform the lead cabin crew and fellow cabin crew members to coordinate an appropriate response. For guidelines on dealing with a hijacking, refer to section 10.8.2 (Hijack).
8. Passengers who are clearly causing a disturbance or discomfort to others, particularly if under the influence of alcohol, drugs, or other intoxicating substances, will not be allowed to board Mukamalah Aviation flights.

Level	Procedure
Level 1 Minor Acts - Offensive	Lead Cabin Crew should be immediately notified of any offensive acts. Lead Cabin Crew should assess the situation accurately and exert all possible effort to calm the passenger. If the passenger does not respond, the Lead Cabin Crew shall warn him/her verbally and notify them with the next action that would be taken against them. If the passenger continues to act unruly, the lead cabin crew should immediately notify the PIC.
Level 2 Moderate Acts –	Aircraft on ground , PIC, shall notify the station manager, or his delegate, who will exert all effort to convince the passenger to behave. If the passenger continues his/her



OPERATIONS MANUAL PART E – (OME)

10

10.7

SECURITY

DISRUPTIVE/UNRULY PASSENGERS

Issue	01
Revision	00
Date	25-Mar-24
Page	10-10

Offensive	<p>offensive act, the station manager, or his delegate, shall coordinate with the PIC to deplane the passenger from the aircraft. Report on the incident shall be submitted through the security reporting system.</p> <p>Aircraft in flight, the PIC shall make an accurate assessment of the situation and direct the Lead Cabin Crew to issue warning to the passenger.</p>
Level 3 Serious Acts - Offensive	<p>Aircraft on ground, the station manager, or his delegate, shall coordinate with Mukamalah Aviation security supervisor or with the airport Security Authority to deplane the passenger. Report on the incident shall be submitted through the security reporting system.</p> <p>Aircraft in flight, and the passenger continues his/her misconduct after issuing the written warning, and the PIC has decided to deplane the passenger, he should coordinate with the Lead Cabin Crew the possibility of continuing the flight to destination or to make a landing at the nearest suitable airport. Security report shall be submitted through the security reporting system.</p>
Level 3 Serious Acts - Criminal	<p>Aircraft on ground, the station manager, or his delegate, shall coordinate with the PIC to deplane the passenger. Security report shall be submitted through the security reporting system.</p> <p>Aircraft in flight (before takeoff), the PIC shall return to the gate and notify the station manager, or his delegate, to deplane the passenger. Report on the incident shall be submitted through the security reporting system</p> <p>Aircraft in flight (after takeoff), the PIC shall assess the situation and make the decision either to return to the departure station or to make a landing at the nearest suitable airport which he designates or continue to destination if possible. Security report shall be submitted through the security reporting system.</p>

Table 3: Procedures for Addressing Unruly Behavior

10.7.5 PIC Responsibilities

1. The PIC has full authority to take all necessary actions to maintain the safety and security of the aircraft, passengers, and crewmembers. This authority includes landing at the nearest suitable airport designated by PIC to deplane the unruly passenger.
2. The PIC will exert all possible effort to contain the situation in case of unruly occurrences that do not affect safety and/or security of the aircraft, passengers, and crewmembers. The PIC will direct the lead cabin crew to convince the passenger to remain calm and comply with the safety instructions to avoid his/her deplaning.
3. Assess and evaluate the situation accurately and coordinate with lead cabin crew regarding the issue at hand. Discuss the consequences in order to reach a sound decision on the possibility of continuing the flight to its final destination.
4. Any time an unruly passenger is offloaded, whether the incident occurred when the aircraft was in flight or on ground, the PIC must submit a security incident report through the reporting system.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY

10.7 DISRUPTIVE/UNRULY PASSENGERS

Issue	01
Revision	00
Date	25-Mar-24
Page	10-11

10.7.6 Cabin Crew Responsibilities

1. Cabin crew should accurately evaluate the situation and use all necessary behavioral skills to convince the unruly passenger to be calm and to comply with the air safety regulations so as to prevent an escalation of the situation.
2. After all efforts are made to contain the situation, lead cabin crew must immediately inform the PIC about the situation accurately and objectively.
3. After being instructed by the PIC, lead cabin crew shall report the incident according to the applicable procedures and ensure the accuracy of the information. The incident should be reported in detail as committed by the passenger and described by the witnesses if possible.

If the PIC decides to deplane the unruly/disruptive passenger when the incident occurred while the aircraft was in flight, the lead cabin crew shall fill a security incident report for the deplaning.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY
10.8 SECURITY PROTECTION IN THE AIR

Issue	01
Revision	00
Date	25-Mar-24
Page	10-12

10.8 SECURITY PROTECTION IN THE AIR

An aircraft is under the full authority of the pilot-in-command when in the air.

10.8.1 BOMB THREAT

10.8.1.1 General

1. Bomb threats vary from a most casual or off-hand remark to a very direct and specific message aimed at a particular aircraft. The following procedures have been developed to help deal with the use or the threat of bombs and incendiary devices aboard any aircraft. In keeping with our primary responsibility to provide safe and dependable air transportation to our passengers, nothing can substitute for sound crew judgment in this most difficult situation.
2. The following procedures are recommended guidelines; the PIC may elect to implement alternatives if he sees fit. All other parties must inform the PIC of any actions that may need to take.

10.8.1.2 Classification of Bomb Threat

10.8.1.2.1 Non-Specific Threat

Definition: The most abstract situation is one of a general nature, a threat which could apply to any airline, aircraft, or route sector.

Procedure: If the PIC, on the advice of competent authority (OCC, law enforcement or other relative authorities) regards a threat to be an obvious hoax or of such a general nature that specific deviations from normal procedures are not required, he is authorized to notify OCC and proceed as scheduled.

10.8.1.2.2 Specific Threat

1. Definition

A Bomb Threat is considered "Specific" if:

- a. The airline and the specific flight is identified; or
- b. The exact date or time is stated; or
- c. The origin or destination of the flight is given; or
- d. A telephone threat is received at a telephone number other than the airline's published information or reservations numbers.

2. Procedure

Inflight:

- a. Maintain existing cabin altitude, and if terrain and fuel requirements permit, descend aircraft to cabin pressure altitude and reduce pressure differential to zero.
- b. Reduce to turbulence penetration airspeed, however, if the time of detonation is known, take the appropriate action to land before that time.
- c. Notify ATC and OCC.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY

10.8 SECURITY PROTECTION IN THE AIR

Issue	01
Revision	00
Date	25-Mar-24
Page	10-13

- d. Prepare for landing at the nearest suitable airport. The PIC will brief the lead cabin crew of the situation.
- e. Consider lowering the landing gear earlier than normal.
- f. As time permits, prior to landing, request the parking site and the provision of stairs.
- g. Assure the passengers that there is no need for concern and that the cabin crew are fully trained to deal with the situation, and if passengers do as they are advised, everything will be under control.

On ground:

- h. When parked, deplane passengers immediately.
- i. If stairs are not available, then deplaning by use of slides should be used. It is advisable to make a PA announcement informing passengers that it will be necessary to leave the aircraft using the evacuation slides.
- j. If the passengers are to be deplaned using the escape slides, the PIC may command using less than all slides. It may be easier for cabin crew to retain control of the passengers if a restricted number of slides are used. The decision which slides are to be used will be influenced by wind speed and direction.
- k. Deadheading crewmembers should leave the aircraft first to assist passengers at the bottom of the slides.
- l. Positive commands from the flight crew using the PA system and megaphones will reduce panic and will allow an orderly evacuation without injury to passengers.
- m. Advise passengers to remove their shoes, leave their hand baggage behind, and proceed in an orderly way to the aircraft exits in use.

10.8.1.2.3 Bomb on Board

An actual bomb or a suspicious object that cannot be confirmed "not to be an explosive device", should be treated as a Bomb.

10.8.1.2.3.1 Procedure

1. Same as specific Bomb Threat; except that if the detonation time is known, every effort should be made to land before that time.
2. Follow aircraft specific instructions stated in the applicable FCOM.
3. The crew should not:
 - a. Disconnect or cut any electrical wires.
 - b. Remove any string, tape, rope etc. that is under tension, or holding the Device together.
 - c. Open any closed containers.
4. The crew should:



OPERATIONS MANUAL PART E – (OME)

10 SECURITY

10.8 SECURITY PROTECTION IN THE AIR

Issue	01
Revision	00
Date	25-Mar-24
Page	10-14

- a. Move passengers as far away from the Device as possible.
 - b. Stabilize the device with pillows, blankets, and seat cushions.
 - c. Reduce the explosive and fire potential by covering the device and stabilizing material with wet pillows and blankets, ensuring that there is a layer of waterproof material between the device and the wet articles so that an electrical short does not occur.
 - d. Move fire extinguishers and portable oxygen bottles from the area and disarm the slide/raft, if applicable.
 - e. Disconnect non-essential electric power in areas near the Device.
 - f. To minimize damage and hydraulic complications should an explosion appear imminent, lower the landing gear and reduce to approach speed if possible.
 - g. Land and deplane the passengers as appropriate.
5. After the passengers have deplaned, seek local security force's assistance for removal of the suspect device.
 6. All airports have a local procedure specific to Bomb Threats. Crew should adhere to local authority and ATC instruction.
 7. After the aircraft has been declared to be safe and cleared for flight by competent authority, inform OCC for further disposal of the flight.

10.8.1.2.3.2 Moving the Device in Flight

If the device has to be moved to a least risk area:

1. Attempt to obtain expert advice from the ATC/OCC.
2. Inspect the device thoroughly making certain to check for anti-lift devices.
3. If possible, slide a flat surface object (e.g. cardboard etc.) under the device, and lift the device along with the flat surface object.

10.8.1.2.3.3 Least Risk Area

Refer to Cabin Crew Manual.

10.8.1.3 Notification Procedure

The PIC shall notify the ATC and OCC at the earliest.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY
10.8 SECURITY PROTECTION IN THE AIR

Issue	01
Revision	00
Date	25-Mar-24
Page	10-15

10.8.2 HIJACKING

WARNING: AT NO TIME SHALL A HIJACKER BE ALLOWED TO ACCESS THE FLIGHT DECK.

10.8.2.1 General

Due to variable circumstances, specific hijack response procedures cannot be provided. The safety of aircraft and occupants is paramount, handled per the PIC's judgement of conditions.

Aircraft hijacking is a serious crime universally. Police/security forces have authority to take control using their powers of arrest and entry. The PIC's direct responsibility and command diminishes at this point.

Until authorities take over, the PIC solely commands the situation. Actions should aim to not aggravate risks to passengers/crew or meet hijacker demands if it endangers safety.

The PIC must follow lawful instructions of police/security to the extent it protects passengers/crew.

10.8.2.2 Hijacker Profile

Some hijackers may seek suicide through spectacle. They may seem confused, fail to name a destination, or insist on an impossible one.

Crew should attempt to determine the hijacker's intended destination. Lack of a firm or logical destination indicates higher risk of suicide intentions. A reasonable, feasible destination suggests lower immediate risk.

10.8.2.3 Communication Procedure

Cabin Crew will, where possible, use the phrase; "A passenger DEMANDS access to the flight deck" to identify an unlawful demand to gain access to the flight deck.

If possible, transmit a description of the hijacking to ATC. ATC will maintain normal responses without referencing the emergency while immediately activating procedures.

If clear radio transmissions are prevented, the following discrete communication methods can be used:

If hijackers are in the cockpit, VHF communication is set up as follows:

The PIC:	The Second in Command:
Ensure the PIC's speaker is off.	Monitor ATC on N°1 transceiver.
Use their headset.	Place their speaker ON to give the hijacker the impression that they are receiving all communications.
Monitor emergency frequency 121.5 on N°2 transceiver.	

Table 4: VHF Communication During Hijack



OPERATIONS MANUAL PART E – (OME)

10 **SECURITY**

10.8 SECURITY PROTECTION IN THE AIR

Issue	01
Revision	00
Date	25-Mar-24
Page	10-16

Discrete code transponder is set as follows:

Situation Signal Cover Message	
Aircraft being hijacked or subjected to unlawful interference.	Transponder to code 7500 "Transponder seven five zero zero".

Table 5: Discreet Code Transponder During Hijack

A pilot, having selected Code 7500 and subsequently requested to confirm this code by ATC shall, according to circumstances, either confirm this or not reply at all. The absence of a reply from the pilot will be taken by ATC as an indication that the use of Code 7500 is not due to an inadvertent false code selection.



OPERATIONS MANUAL PART E – (OME)

10 SECURITY

10.9 CARRIAGE OF FIREARMS/WEAPONS

Issue	01
Revision	00
Date	25-Mar-24
Page	10-17

10.9 CARRIAGE OF FIREARMS/WEAPONS

1. The term 'weapons' encompasses a variety of apparatus including, but not limited to, firearms, cartridges, cutting implements, and any sharp instruments capable of being employed as a weapon, as well as any item that might be erroneously perceived as a weapon.
2. It is strictly prohibited for any individual, whether a passenger or a member of the airline's personnel, to carry any category of weapon within the confines of the flight deck or the cabin on any aircraft operated by Mukamalah Aviation.



OPERATIONS MANUAL PART E – (OME)

10	SECURITY	Issue Revision	01 00
10.1	SECURITY CONTROL OF INADMISSIBLE PASSENGERS, DEPORTEES, AND PRISONERS	Date	25-Mar-24
0	PASSENGERS, DEPORTEES, AND PRISONERS	Page	10-18

10.10 SECURITY CONTROL OF INADMISSIBLE PASSENGERS, DEPORTEES, AND PRISONERS

General Guidance for Pilots-in-Command

When Mukahmalah Aviation is engaged in the transport of passengers deemed inadmissible, prisoners, or deportees, it is imperative that the pilot-in-command is informed of all pertinent details concerning the individuals in question.

10.10.1 Inadmissible Passengers

General

Inadmissible passengers are individuals who are, or will be, denied entry into either the Kingdom or international ports.

Procedure

1. Inadmissible passengers typically do not present a specific threat to flight security and are often returned to their point of departure promptly. Nonetheless, the reasons for their inadmissibility should be thoroughly reviewed prior to arranging their return transportation. Escorts are not usually necessary for such passengers unless extraordinary circumstances arise.
2. Unless the assessment of inadmissible passengers suggests a need for heightened security measures, these passengers and their belongings should undergo standard security screening processes. The pilot-in-command must be notified of any inadmissible passengers on board, as well as their seating arrangements.

10.10.2 Deportees

General

Deportees are individuals mandated by Saudi Arabian authorities to leave the nation due to infractions of labor or residency laws or other stipulated reasons and must be transported by Mukahmalah Aviation. Such individuals are subject to a security inspection by authorized personnel and may be accompanied by Government Security Officials.

Procedures

Deportees are categorized based on the following 3 categories:

1. First Category: Individuals who are in violation of KSA labor and residency law.
 - a. Must be escorted by official guard as estimated by official guard force.
2. Second Category "Low Risk": Individuals who have committed criminal or security offenses in KSA.
 - a. Maximum of eight (8) deportees on each flight and accompanied by one (1) official guard for every four (4) deportees.
3. Third Category "High Risk": Prisoners being extradited to governmental authorities abroad.



OPERATIONS MANUAL PART E – (OME)

10	SECURITY	Issue Revision	01 00
10.1	SECURITY CONTROL OF INADMISSIBLE	Date	25-Mar-24
0	PASSENGERS, DEPORTEES, AND PRISONERS	Page	10-19

- a. Maximum of one (1) deportee in each flight and accompanied by three (3) official guards.

No baggage belonging to deportees, including hand-carried items, is permitted within the passenger cabin. When flights are exclusively allocated for transporting male deportees, the Flight Operations and crew scheduling departments should coordinate to assign male Cabin Crew Members. Deportees and their official guard escorts should be prioritized for boarding and disembarkation.

10.10.3 Prisoners and Passengers Under Judicial or Administrative Detention

General

Dangerous prisoners are those who pose a threat to aircraft and passenger safety due to associations with terrorist or political groups or involvement in serious criminal activities potentially leading to severe legal penalties.

Procedures

1. No more than one High-Risk Prisoner may be transported on an aircraft.
2. High-Risk Prisoners must not be transported concurrently with other prisoners.
3. A minimum of three official guards must accompany a High-Risk Prisoner.
4. Up to eight Low-Risk Prisoners may be on board for domestic transfers.
5. One official guard is required for each Low-Risk Prisoner.
6. Prisoners' baggage, excluding medically necessary items, must not enter the passenger cabin.
7. Prisoners and their guards should board first and disembark last.
8. Seating arrangements for prisoners and guards must include an escort between the prisoner and the aisle.
9. Guards must wear official attire and store their weapons in the checked baggage compartment.

10.10.4 Transit of Inadmissible Passengers, Deportees, and Escorted Prisoners

All inadmissible individuals, deportees, and escorted prisoners must remain aboard the aircraft during transit, along with their respective escorts, as required.



OPERATIONS MANUAL PART E – (OME)

10	SECURITY	Issue	01
10.1	SECURITY CONTROL OF INADMISSIBLE	Revision	00
0	PASSENGERS, DEPORTEES, AND PRISONERS	Date	25-Mar-24

Page 10-20

INTENTIONALLY LEFT BLANK



OPERATIONS MANUAL PART E – (OME)

10	SECURITY	Issue	01
10.1	SECURITY CONTROL OF INADMISSIBLE	Revision	00
0	PASSENGERS, DEPORTEES, AND PRISONERS	Date	25-Mar-24

Page 10-1



OPERATIONS MANUAL PART E – (OME)

11	APPENDICES	Issue	01
11.1	APPENDIX 01 CABIN CREW FORMS AND CHECKLISTS	Revision	00
		Date	25-Mar-24
		Page	11-2

11. APPENDICES

11.1 APPENDIX 01 CABIN CREW FORMS AND CHECKLISTS

TBA



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-1

11.2 APPENDIX 02 CARRY-ON BAGGAGE

11.2.1 General

GACAR §91.51, 121.1221

1. The Director of Flight Operations has the primary responsibility for the development and implementation of the Mukamalah Aviation Carry-On Baggage Program (CBP). The Director of Flight Operations also has the authority to delegate functions for the implementation of the approved program.
2. The Director of Flight Operations will coordinate with the Director of Ground Operations to ensure that the Carry-On baggage Program is administered in accordance with the procedures set forth in this chapter and will assist in identifying interfaces with other manuals in the Mukamalah Aviation manual system.

11.2.2 Authority and Responsibility

GACAR § 121.1229(a), OPSPECS A011

1. The Director of Flight Operations is responsible for oversight of the Carry-On Baggage Program, with responsibilities encompassing the formulation and adjustment of policies and procedures governing the carry-on baggage.
2. The Director of Flight Operations is responsible for the amendment of these policies. Concurrently, Individual Station Managers bear the responsibility for executing all established policies and procedures, ensuring day-to-day adherence and compliance.
3. All Mukamalah Aviation employees are required to comply with all applicable GACA Regulations and the provisions of the operating specifications.

11.2.3 CBP Policy

GACAR § 121.1221(a), 121.1229

1. Mukamalah Aviation shall prohibit passengers from boarding the aircraft unless his/her carry-on items have been scanned to control the size and amount in accordance with Mukamalah Aviation's approved Carry-on Baggage Program (CBP).
2. If there is a discrepancy between the Passenger Service Agent (PSA) and the passenger, the passenger will be asked to fit his or her bag into a baggage sizing device located at the check-in counter and the gate for each Mukamalah Aviation flight to ensure **IT DOES NOT EXCEED 45 LINEAR INCHES OR 9X14X22 INCHES**. Passengers are restricted to one piece of carry-on baggage per person plus a personal item and the working/deadheading crew members are restricted to one carry-on bag and one personal item per person.
3. The working crew members baggage should be stowed in designated stowage areas while the deadheading crew members and GACA's Inspector's Baggage should be stowed under a seat or in an overhead compartment.
4. Flight crew and Cabin crew members shall carry only one Carry-on Baggage with a maximum weight of 7 Kg. Crew members shall carry company approved baggage only.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-2

11.2.4 Personal Items Awareness

1. Personal-type items include purses, briefcases, or laptops (case included). Carry-on bag dimensions are limited to 45 linear inches (9 x 14 x 22) and should not weigh more than 7 Kgs/16 lbs. Baggage exceeding these limitations will be required to be checked in. Baggage may be checked for proper dimensions by placing the bag into a Mukamalah Aviation Baggage sizing device that is located at each check-in counter and at each gate used for Mukamalah Aviation operation.
2. The following items are not considered carry-on bags or personal-type items and are not counted against the “one-bag plus one personal-type item” limit:
 - a. A child restraint device for a child who has been ticketed, who has a seat reserved, or for which complimentary available space exists.
 - b. Wheelchairs
 - c. Outer garments or other wearable articles of clothing.
 - d. Food or beverages for consumption during flight contained in disposable packaging.
 - e. Walking canes, crutches, or umbrellas.
 - f. Camera, binoculars, or video cameras.
 - g. Reading material
 - h. Diaper bag
 - i. Collapsible baggage cart or baggage wheels



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-3

11.2.5 Child Restraint Systems (CRS)

GACAR §91.49 (C)(3), 121.1241

1. Any child under two years of age must be held by an adult passenger during taxi, takeoff, landing and any time the Fasten Seat Belt Sign is illuminated or be restrained in an approved CRS. Each person who has reached their second birthday will have available an approved seat and seatbelt. The age of each child will be verified by the PSAs upon check-in.
2. An approved CRS does not count towards a passenger's carry-on Baggage limit.
3. The CRS should be properly secure, and the child should be properly secured within the CRS. Additionally, the child should not exceed manufacturers weight limitations for the CRS.

11.2.5.1 Approved Child Restraint Systems

GACAR § Part91 Appendix C IV (a)(1)

1. CRS used on Mukamalah Aviation aircraft during ground movement, take off, and landing must meet one of the following labeling or marking requirements:
 - a. If a child occupies a CRS, a parent/guardian or attendant must accompany the child and Mukamalah Aviation will ensure that the child restraint system conforms to all applicable safety standards." And
 - b. If a child occupies a CRS, a parent/guardian or attendant must accompany the child and Mukamalah Aviation will ensure that the following requirements are met:
 - c. The child is properly secured in the CRS.
 - d. The CRS is properly secured in a forward-facing seat.
 - e. The child does not exceed the weight limits of the CRS.
 - f. The CRS is approved and has the proper labels or markings.
 - g. If a parent/guardian has purchased a ticket for the child, the carrier may not prohibit a child from using an approved CRS.
 - h. When a parent/guardian presents an approved CRS for use on aircraft with a label that has worn off or has become unreadable, the CRS must be furnished with a letter or document from the manufacturer that specifically ties the CRS (through a detailed description or specific make and model number) to approval for use on aircraft.
 - i. A window seat is the preferred location for a customer using a CRS, however, a middle seat can be used only if the window seat next to the middle is empty or occupied by a car seat.

11.2.5.2 Use of Child Restraint Devices (CRD)

11.2.5.2.1 Acceptance

1. Mukamalah Aviation acknowledges approved child restraint devices (CRD)/car seats for usage on its aircraft. These devices are utilized during flights for children/infants for whom an individual aircraft seat has been procured.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-4

2. Ground staff are mandated to determine if the car seat aligns with specified criteria. In instances where the unit fails to meet requirements, it is to be included in the checked-in baggage. The responsibility for verifying compliance with criteria lies outside the purview of the Cabin Crew.
3. Acceptance of car seats on Mukamalah Aviation aircraft is contingent upon the following conditions:

The infant or child is between 6 and 36 months old and is accompanied by an adult.

The car seat possesses a solid back and seat, with internal restraint straps securely holding the child.

The car seat must be in a serviceable condition, devoid of any damage to the unit or its point restraint system.

The car seat must display approved labels.

4. The accompanying passenger must be apprised of the following:

The accompanying passenger must be 18 years and above.

The passenger is responsible for confirming car seat compliance and ensuring proper installation onto the aircraft seat.

The adult must occupy the seat adjacent to the passenger using the car seat.

In situations where a parent/guardian presents an approved car seat with a worn-off or illegible/unreadable manufacturer's label or mark, the passenger must provide a letter or document from the manufacturer, explicitly linking the car seat (via a detailed description or specific make and model number) for approval of its use on the aircraft.

5. If the car seat lacks an approved label, or if documentation from the manufacturer is absent in case of a worn-off, illegible label, and if the criteria mentioned below are not met, the car seat shall be accepted as checked-in baggage.

11.2.5.2.2 Location

1. A child in a car seat should be positioned as close to a floor level exit as feasible, avoiding rows leading to or immediately adjacent to an emergency exit.
2. Preferable locations include a window seat or the middle row of seats in a twin-aisle aircraft.
3. Forward-facing CRDs may be installed on both forward and rearward-facing passenger seats, but only when aligned with the direction of the passenger seat on which it is positioned. Rearward-facing CRDs can only be installed on forward-facing passenger seats.
4. Only one car seat per row segment is permitted. Installing more than one car seat per row segment is not allowed.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-1

11.2.5.2.3 Use in an Aircraft Seat

GACAR § Part 91 Appendix C IV (b)

To guarantee a seat for the use of a CRS, the accompanying adult must purchase a ticket for that child. However, seats in approved locations, which have not been reserved and are beside the accompanying adult, may be used for a CRS.

If parents purchase a ticket and the device is approved for use onboard an aircraft, it must be allowed.

Since a passenger seat cannot be guaranteed unless purchased, any CRS for an un-ticketed child must be of a size to fit in an approved stowage area or be checked.

1. An infant CRS for children under 20 pounds may be placed in the aircraft seat so that the infant is facing the rear of the aircraft.
2. CRSs for children weighing 20-40 pounds should be placed so the child is facing the front of the aircraft.
3. Except for an approved CRS secured in a seat during take-off and landing, a CRSs must be stowed as carry-on Baggage prior to surface movement and landing.

NOTE:

1. *The CRS is never to be used at an exit row.*

NOTE:

More than one CRS may be in the same row if the children are from the same family or traveling as a group and as long as each child has access to an oxygen mask in the event of a decompression.

11.2.5.2.4 Unacceptable Child Restraint Systems

GACAR § Part 91.49 (c)(3), Part 91 Appendix C IV (a)(2)

The following may not be used during taxi, take-off, landing and whenever the Fasten Seat Belt sign is illuminated:

1. Unlabeled seats or seats manufactured before January 1, 1981.
2. Booster type seats
3. Vest/harness devices attached to the parent or lap held restraints.
4. Any other child restraint device that positions the child on the lap or chest of an adult (i.e., Snuggles)



OPERATIONS MANUAL PART E – (OME)

11	APPENDICES	Issue	01
11.2	APPENDIX 02 CARRY-ON BAGGAGE	Revision	00
		Date	25-Mar-24
		Page	11-1

11.2.5.3 Responsibility Chart for Use of CRS Onboard the Aircraft

GACAR § Part 91 Appendix C IV (b)

Accompanying Adult Passengers Responsibility	Cabin Crew Responsibility
<ol style="list-style-type: none"> 1. CRS is approved. 2. Proper positioning of the CRS on the aircraft seat in accordance with the manufacturer instructions. 3. Proper securing of the child in the CRS according to the manufacturer's instructions whenever the Fasten Seat Belt sign is illuminated. 4. The restraint system must be in good working order. Attends to the child during flight. 	<ol style="list-style-type: none"> 1. Visually check all labels on CRS to ensure approval. 2. CRS is properly installed in the forward-facing passenger seat. 3. Child must not exceed the specified weight limitations of the restraint device. 4. Advise adult passengers that CRS must remain secured to the aircraft seat whenever there is turbulence, or the Fasten Seat Belt sign is illuminated. 5. Inform adult passenger that in the event of an evacuation, the CRS must remain on the aircraft and only the child shall be removed.

Table - 6 Responsibility Chart for CRS Use Onboard Aircraft

11.2.5.4 Child Aviation Restraint System (CARES)

GACAR §91.49

The CARES (Child Aviation Restraint System) is restricted to aircraft use only and is marked with the following label:

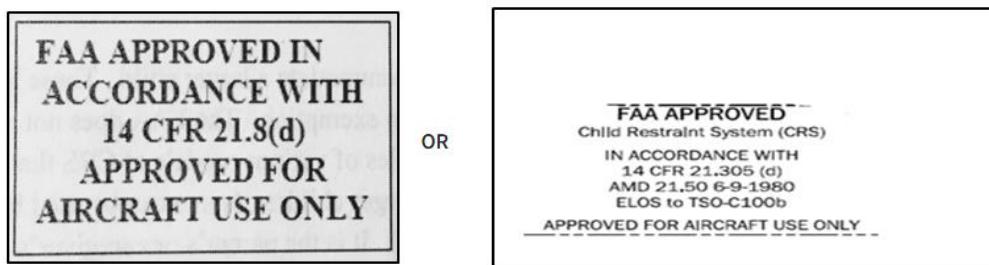


Figure 2 CARES Label

The following are pictures that illustrate installation of the CARES:

NOTE: CARES must not be installed on seats equipped with an airbag seatbelt, even if a seatbelt extension is used to deactivate the airbag. Passengers wishing to use CARES devices must be located in a seat with a standard seatbelt.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-2

11.2.6 Wheelchairs

11.2.6.1 Limits

1. There is no limit to the number of wheelchairs a passenger may bring onboard the aircraft providing they are packaged correctly and are consistent with the requirements of GACA regulations for carry-on items. Cabin Crew will stow these items and must restrain them to ensure they will not shift under emergency load conditions. Weight limitations for each restraint or tie down area will be taken into consideration to ensure articles do not shift under specified load conditions. Assistance in retrieving these articles should be offered to passengers with a disability, elderly passengers, and passengers that were forced to stow items far away from their assigned seat.

11.2.6.2 Stowage

1. In an aircraft in which a closet or other approved stowage area is provided in the cabin for passengers' carry-on items, of a size that will accommodate a folding, collapsible, or break-down wheelchair, Mukamalah Aviation shall designate priority stowage space, as described below, for at least one folding, collapsible, or break-down wheelchair in that area. An individual with a disability who takes advantage of Mukamalah Aviation's offer of the opportunity to pre-board the aircraft may stow his or her wheelchair in this area, with priority over the carry-on items brought onto the aircraft by other passengers embarking at the same airport. An individual with a disability who does not take advantage of a carrier offer of the opportunity to preboard may use the area to stow his or her wheelchair on a first-come, first served basis along with all other passengers seeking to stow carry-on items in the area.
2. If an approved stowage area in the cabin is not available for a folding, collapsible, or break-down wheelchair, the wheelchair shall be stowed in the cargo compartment. When a folding, collapsible, or break-down wheelchair cannot be stowed in the passenger cabin as carry-on Baggage, Mukamalah Aviation shall provide for the checking and timely return of passengers' wheelchairs and other assistive devices as close as possible to the door of the aircraft, so that passengers may use their own equipment to the extent possible, except where this practice would be inconsistent with regulations governing the transportation of hazardous materials and return of articles in an international airport. If a mobility device such as a wheelchair, stroller, or walker must be returned to the gate for passenger assistance, the PSA must attach a Return to Gate Tag, see below, in addition to the Planeside Loaded Baggage Tag as an indication to the ground personnel to return the item to the gate area instead of the Baggage claim area.
3. If an individual with a disability takes advantage of Mukamalah Aviation offer of opportunity to pre-board the aircraft to stow his/her folding, collapsible, or break-down wheelchair, the designated priority stowage space is listed below:

- Approved locations for Wheelchair Stowage:

11.2.6.3 Return to Jet-bridge Tag

To be Added

11.2.6.4 Strollers



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-3

Non-collapsible strollers must be checked. The stroller may be checked with a gate claim tag and delivered to the passenger on the jetway upon arrival if consistent with local airport and customs policies.

NOTE: Umbrella strollers may be hung in an enclosed coat closet

Approved Stowage Locations for Fully Collapsible Strollers:

1. Enclosed overhead compartments
2. Under the seat in front of the passenger at a non-emergency exit window seat, provided it does not restrict access to or use of any exit or aircraft aisle.
3. On dual aisle configurations crosswise under the center set of seats

11.2.7 Carriage Of Live Animals and Service Animals

As a service and convenience to our passengers, Mukamalah Aviation accepts personal pets for transportation in our aircraft, subject to local laws.

11.2.7.1 General Conditions of Acceptance

1. Mukamalah Aviation does not furnish pet containers.
2. In-cabin kennels are counted as part of the passenger's free Baggage allowance.
3. The animal must be harmless, non-offensive, odorless, and require no attention during transit.
4. The passenger must make all arrangements and assume full responsibility for complying with any applicable laws, customs, and/or all governmental regulations, requirements, or restrictions of country, state, or territory to which the animal is being transported.

11.2.7.2 Pets Allowed in the Cabin

Pets are allowed in the cabin under the following conditions:

1. Mukamalah Aviation will only accept small, domesticated animals as cabin pets. Examples include dogs, cats, ferrets, guinea pigs.
2. One pet kennel is allowed in each cabin section. Each kennel can have maximum 2 pets of the same type. This limit of kennels per cabin may be waived in the event of an irregular or special operational necessity.
3. Pets cannot be dangerous or offensive to other passengers.
4. A pet confined to a container can be accepted on flights as carry-on Baggage as long as it fits completely under the seat forward of the passenger.
5. Maximum acceptable carry-on kennel dimensions are 18 Inch length x 15 Inch width x 8 Inch height (45 cm X 38 cm X 20.3 cm)
6. Kennel must be leakproof with sufficient absorbent material and have the ability to lock the kennel door.
7. The pet must be able to stand upright and turn around in the kennel and remain in the kennel for the duration of the flight. No exceptions are allowed.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-4

8. Pets must be given a light meal before the flight and no water inside the kennel.
9. The passenger is responsible for assuring the container meets all government requirements for safe and humane transport.
10. Dimensions and total weight of kennel must be declared at the time of reservation.
11. The passenger is responsible for all necessary marking and labelling on a container with animal.
12. Passengers with pets will not be seated in the bulkhead or emergency exit row seats.
13. Unaccompanied minors are not permitted to carry in-cabin pets.
14. Passenger must provide an International Veterinary Certificate/ Pet Passport with Rabies Certificate (see the rules of the country of destination).
15. Pets must be at least 12 weeks old. The passenger wishing to carry on a cabin pet must present a veterinary certificate dated within the past 30 days that indicates that all required vaccinations are current and that the date of birth is listed such that the age is verified to be greater than 12 weeks of age.

11.2.7.3 Service Animals in the cabin

Service animals, defined as a seeing or hearing dogs individually trained to provide assistance to an individual with an impairment, are permitted in the cabin.

Passengers with a service animal may occupy any seat except an exit row or location where the animal may impede another passenger's movement. Service animals may not obstruct an aisle or access to an aisle.

These animals are not counted as part of the allowed number of pets in the passenger cabin, nor are they counted towards a passenger's Baggage limitation.

Service animals will be evaluated on a case-by-case basis to determine if their presence would pose a threat to the health and safety of others or cause a significant disruption in the cabin. The PSA will verbally inform the Purser that an animal will be boarded prior to boarding. The Purser will notify the captain and other Cabin Crew.

The company will permit service animals used by a physically challenged individual to accompany the person on a flight without additional charge. Regulations require that only service animals which have been certified and have completed training be allowed to travel in the cabin with the passenger.

Mukamalah Aviation will accept for in-cabin carriage service animals subject to the following:

1. The service animal must be accompanying a qualified person with a disability or a service animal trainer.
2. A service animal may be accepted as such on presentation of an identification card, other written documentation,
3. The presence of harnesses or markings on harnesses, tags, or on the credible verbal assurance of the qualified person with a disability or trainer.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-5

4. Service dogs must sit with the accompanying person at any seat in which the passenger sits and remain on the floor. They cannot obstruct an aisle or other areas that must remain clear in order to facilitate an emergency evacuation.
5. A service animal cannot occupy a seat.
6. Service dogs do not require a muzzle.
7. Cabin Crew and other passengers should not handle or pet the service animal.
8. A pet carrier is not required for a service animal.
9. Service animals should be located in a bulkhead seat to allow more floor space for the animal.
10. Service animals may sit under the seat in front of the passenger with an impairment but does not have to fit completely under the seat.
11. The service animal may also be located at the passenger's feet and occupy the floor area in front of the row of seats.
12. The service animal should remain with their owner throughout the flight.
13. Cabin Crew are not required to provide special care to the service animal.

SERVICE ANIMALS ARE NOT ALLOWED IN AN EXIT ROW.

11.2.7.4 Law Enforcement Officer and Animal

1. Mukamalah Aviation will accept, without additional charge, an animal (typically a dog) trained in explosive and narcotic detection, search and rescue, arson or other bona fide uses when properly harnessed and muzzled and accompanied by its handler. They may be seated anywhere in the cabin except in Emergency Exit rows and the dog will not be allowed to occupy a seat. When possible, the handler should be assigned a window seat to keep the dog outboard of other passengers.
2. The handler must be a Law Enforcement Officer on official emergency status with proper confirmation document for the animal.

11.2.8 Food And Beverages

Any food or beverage items brought on board by passengers must be secured for take-off and landing underneath their seat or in an overhead bin in accordance with the above-specified regulations. These items do not count towards the carry-on Baggage limit.

11.2.9 CBP Canes

GACAR §121.1221(g)

Visually impaired passengers may use one of two kinds of canes: folding (telescoping or collapsing) or rigid (4 1/2 to 5 feet in length).

Canes, including flexible travel canes carried by visually impaired individuals may be stowed:



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-6

1. Under any series of connected passenger seats in the same row, if the cane does not protrude into an aisle and if the cane is flat on the floor; or
2. Between a non-emergency exit window seat and the fuselage. If the cane is flat on the floor; or
3. Beneath any two non-emergency exit window seats, if the cane is flat on the floor or
4. In accordance with any other method approved by GACA.

11.2.10 CBP Stowage

GACAR §121.1221(c), (d), (e)

Cabin Crew must ensure proper stowage of carry-on Baggage to include the items stowed in overhead bins fit securely and they are able to close the bins without using force. Cabin Crew should not place items in overhead bins that exceed the bin weight limits and ascertain that passengers do not overload the bins. Additionally, care must be taken in stowing baggage and other articles so that they will not fall out of the overhead bins when the bin doors are opened.

Cabin Crew should monitor baggage stowage as passengers board to ensure compartments are not overloaded. Cabin Crew will also conduct a check of stowage areas containing emergency equipment to ensure that no articles of carry-on baggage have been co-mingled with the equipment. There will be a placard for each baggage and cargo compartment stating any limitations on contents, including weight. Under seat compartments designed for the storage of carry-on articles weighing not more than 20 pounds need not have a loading limitation placard.

11.2.11 Unsuitable Carry-on Items

GACAR §121.1221(a), OpSpec A011

Passengers must be informed that unsuitable carry-on baggage placed in a cargo compartment will be inaccessible until they reach their destination. Therefore, all valuables (e.g., money, passports, medicines, etc.) should be removed prior to the baggage being removed from the cabin. In addition, any valuable items are not covered by Mukamalah Aviation in case of loss or theft, so the passengers should be advised to protect themselves.

The PSA will advise passengers carrying unusual or fragile items that they are responsible for ensuring that these items are securely packed to withstand normal handling. If the PSA believes that may not be checked or stowed in a manner that ensures the safety of the aircraft and its occupants, or the passenger believes that the item cannot be packed to withstand normal handling, then the passenger will have to ship the item by some other means.

In addition, no passenger may board the aircraft if his/her carry-on baggage exceeds the baggage allowance prescribed in this chapter.

The PSA will be responsible for verifying and monitoring this regulation with the help of a carry-on baggage gauge, which will be located in the immediate vicinity of the check-in counter, the security checkpoint, and the boarding gate area.

11.2.12 CBP Compliance

GACAR §121.1221(a) – (f), §121.1225(c)



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-7

Mukamalah Aviation will not allow all passenger entry doors of its aircraft (s) to be closed in preparation for taxi or pushback until as a minimum the Cabin Crew have relayed a satisfactory departure report to the Purser. This indicates that all compliance check items have been accomplished. Cabin Crew will close, latch, or install each restraint device for each baggage compartment located in the aircraft cabin before all passenger doors are closed and before take-off and landing.

Mukamalah Aviation will not allow its aircraft(s) to take off or land unless each article of Baggage is stowed:

1. In a suitable closet or baggage or cargo stowage compartment placarded for its maximum weight and providing proper restraint for all baggage or cargo stowed within, and in a manner that does not hinder the possible use of any emergency equipment: or
2. Under a passenger seat in such a way that it does not obstruct passenger movement to, from, or across the aisle.

Cabin Crew will monitor compliance of carry-on baggage stowage requirements and remove all carry-on baggage that cannot be stowed properly in the passenger cabin. This will occur prior to closing all passenger entry doors in preparation for taxi or pushback.

The baggage will be reloaded as checked baggage in the bulk cargo compartment.

The PSA, in tandem with the flight crew and ramp agent, should ascertain the number of carry-on bags removed from the cabin. If greater than 25, the captain should be notified for weight and balance purposes. The number of bags moved will be relayed to IOCC, via ACARS, and a new weight and balance sheet prepared and forwarded to the flight crew.

If galley supplies or other cargo is placed under a seat with a weight over 20 pounds, the container or restraint used must be FAA approved.

Each passenger must comply with instructions given by Cabin Crew regarding compliance with GACAR §121.1221 carry-on Baggage requirements.

Each passenger seat under which baggage is allowed to be stowed shall be fitted with a means to prevent articles of baggage stowed under it from sliding forward. In addition, each aisle seat shall be fitted with a means to prevent articles of baggage stowed under it from sliding sideways into the aisle. The means must be sufficient to withstand a crash impact severe enough to induce the ultimate inertia forces specified in the emergency landing condition regulations under which the aircraft was type certificated.

During an emergency evacuation, should any carry-on baggage come loose or a passenger insist on ignoring commands and could hinder the evacuation process, the Cabin Crew will take the bag and throw it in an area to mitigate the specific effect it may have on the evacuation, throw it out of the aircraft forward or aft of the evacuation slide, or throw it back into the cabin on empty seats.

The Cabin Crew will take into consideration their location in the aircraft as well as the hazards of piling up carry-on baggage in front of another exit or flight deck door or throwing down the slide on top of passengers. Another consideration is the fact that a battle with a passenger over a piece of carry-on baggage may be more detrimental to the rapid egress of the aircraft than allowing passengers to take it with them.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-8

11.2.13 Passenger Information

Mukamalah Aviation's internet reservation system will provide complete information to passengers when booking their flight about the specific carry-on baggage requirements for the flight. They will have access to information about procedures for accommodation of special baggage prior to the flight and about the types of material they should not carry in their baggage such as hazardous materials. Additionally, passengers may receive information about baggage limitations from a Reservations Agent who may be reached through the Reservation phone number which will be listed on the Mukamalah Aviation website.

11.2.14 Carriage Of Cargo in Passenger Compartments – Blocked Seat Baggage.

GACAR §121.1221(a) – (f), §121.1225(c)

Mukamalah Aviation will not carry general cargo in the passenger compartment (GACAR 121.1225), GACAR 121.1221(c) limits the overhead bins for its maximum mass with the placard.

GACAR 121.1225 provides for the carriage of cargo in the passenger compartment in a row which is located AFT of a bulkhead or divider, provided it is properly secured by a safety belt and does not restrict access to or use of any required emergency or regular exit or the aisle. This allows Mukamalah Aviation to accept items such as musical instruments for which Passengers wish to purchase a seat.

Considering the above, cargo/cabin seat baggage may be carried in seats that have been purchased for that purpose by adhering to the following requirements:

1. Cabin seat baggage must be carried aboard by the passenger.
2. Cabin seat baggage must be placed in a seat behind a bulkhead or class divider and furthest from the aisle.
3. It is properly secured by a safety belt or other tie down having enough strength to eliminate the possibility of shifting under all normally anticipated flight and ground conditions.
4. It is packaged or covered in a manner to avoid possible injury to passengers and passenger compartment occupants.
5. It does not impose any load on seats or the floor structure that exceeds the load limitation for those components.
6. Its location does not restrict access to or use of any required emergency or regular exit, or of the aisle in the passenger compartment.
7. Its location does not obscure any passenger's view of the "seat belt" sign, "no smoking" sign, or required exit sign.
8. Mukamalah Aviation will charge the applicable full fare for that portion of the trip on which the extra seat is used. The cabin-seat baggage will not be included in determining free baggage allowance or excess baggage charges.
9. Cabin Crew will be alert to the stowage of cabin seat baggage and will ensure it is properly restrained and does not impede access to emergency equipment.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-9

11.2.15 Assistive Devices

There is no limit to the number of assistive devices a passenger may transport as carry-on or checked baggage. Assistive devices include, but are not limited to:

1. Braces or prosthesis
2. Breast pump (electric & manual)
3. Crutches
4. Canes
5. Walkers
6. Wheelchair batteries
7. Wheelchairs.
8. Portable Oxygen Concentrators (POCs)

11.2.16 Smart Baggage

Smart Baggage (i.e.: smart Baggage, smart bags, etc.) is baggage that includes integrated lithium battery(s), motors, power banks, GPS, GSM, Bluetooth, RFID or Wi-Fi technology. Smart Baggage will be accepted for travel either as carry-on or checked baggage, under the following conditions:

11.2.16.1 As checked Baggage:

1. The battery must be removed from the Smart Baggage prior to being accepted as checked baggage. The battery itself may be carried onto the aircraft as carry-on baggage only.

LITHIUM-ION BATTERIES IN EXCESS OF A 160 WATT-HOUR (WH) RATING MAY NOT BE CARRIED ONBOARD THE AIRCRAFT. ADDITIONALLY, WHEN STOWED IN THE OVERHEAD BIN OR WHEN NOT IN USE, ALL EXPOSED TERMINALS OF THE REMOVED BATTERY MUST BE PROTECTED FROM SHORT CIRCUITS BY TAPING OR INSERTING INTO A PLASTIC BAG OR PROTECTIVE POUCH.

2. All external portable electronic devices (smart phones, tablets, etc.) must be disconnected from the Smart Baggage.
3. The Smart Baggage must be within Mukamalah Aviation's allowable size for carry-on baggage for the applicable aircraft type.
4. The lithium-ion battery must not exceed a 160 Wh rating.

IF UNABLE TO DETERMINE THE SIZE AND POWER OF A LITHIUM-ION BATTERY, OR IF THE RATING EXCEEDS 160 WH, THE SMART BAGGAGE IS PROHIBITED ON BOARD THE AIRCRAFT

5. When stowed in the overhead bin or when not in use, the Smart Baggage must be:



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-10

- a. prevented from damage or inadvertent activation (e.g., by placing in the 'off' position, or disconnecting, if applicable)
 - b. disconnected from all external personal electronic devices (smart phones, tablets, etc.)
6. For more information on lithium batteries in PEDs, see also Portable Electronic Devices (PEDs) with Lithium Batteries.

11.2.17 Crew Member and Carry-On Baggage Policy

All non-uniformed crew members traveling on company business or as non-revenue passengers are restricted to one carry-on and one personal item in the cabin of the aircraft. In addition, each crew member may carry one item listed in Definitions and Limits, "Special Items." Uniformed Crew members including deadheads and non-revenue are restricted to four items:

1. 1 roll-aboard suitcase
2. 1 tote bag
3. 2 personal items such as lunch bag or purse

A through flight is defined as a single flight from origin to destination with one or more stops and has a single flight number. When a passenger chooses to deplane during a through flight, their carry-on baggage may remain onboard the aircraft. Passengers must deplane with all carry-on baggage and personal belongings. If there is a change of aircraft during a through flight, passengers are required to take all of their carry-on baggage with them.

11.2.18 Orthotic Positioning Devices

Orthotic positioning devices (OPD) are used by passengers with disabilities to position and support themselves in such a way that the aircraft's seat belt can be used as an effective and primary method of restraint. Each OPD is specifically designed to meet the support needs of an individual.

OPD Usage Requirements:

1. A passenger may choose to use his/her wheelchair's orthotic positioning device on the aircraft. The use of an orthotic positioning device may be essential for a passenger's safety and/or comfort and while it may not have internal restraints, it can be used safely in conjunction with the aircraft seatbelt.
2. The OPD must use the aircraft seat belt as the primary restraint device by securing the seat belt around the person.
3. May be used in any seat except an exit row, provided it does not block any passenger's egress from the aircraft.
4. The OPD is not intended to be identified, sold, or used as a Child Restraint System. There must be a medical need for the person to use the OPD. This can come from:
 - a. Observation of the passenger
 - b. Credible verbal assurance from the passenger or their attendant.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-11

11.2.19 Portable Oxygen Concentrators (POC)

GACAR § 91.225

A POC assists a passenger with breathing by separating oxygen from the normal air supply in order to increase or concentrate the amount of oxygen that a person breathes. POC's operate on batteries or electrical power. Only GACA approved portable oxygen concentrators will be authorized for use by passengers on board the aircraft.

11.2.19.1 Approved POCs

The following POC models are approved by GACA:

To Insert

11.2.19.2 Use of POC onboard

Mukamalah Aviation crew shall ensure that POC carried by a passenger on board an aircraft satisfies the following conditions:

1. The device does not cause interference with the electrical, navigation, or communication equipment on the aircraft on which the device is to be used.
2. During movement on the surface, takeoff, and landing, the unit must
3. Either be stowed under the seat in front of the user, or in another approved stowage location, so that it does not block the aisle or the entryway into the row; or
4. If it is to be operated by the user, be used only at a seat location that does not restrict any passenger's access to, or use of, any required emergency or regular exit, or the aisle(s) in the passenger compartment.
5. Passengers using a portable oxygen concentrator is not permitted to sit in an exit row.
6. Crew shall advise PIC whenever a passenger brings and intends to use a portable oxygen concentrator on board the aircraft and the PIC must be informed about the contents of the physician's written statement, including the magnitude and nature of the passenger's oxygen needs.
7. When the use of a portable oxygen concentrator is authorized for use on board the aircraft. Crew shall ensure the following:
8. The passenger is capable of hearing the unit's alarms, seeing the alarm light indicators, and have the cognitive ability to take the appropriate action in response to the various caution and warning alarms and alarm light indicators, or be traveling with someone who is capable of performing those functions.
9. The user must ensure the portable oxygen concentrator is free of oil, grease or other petroleum products and is in good condition and free from damage or other signs of excessive wear or abuse.
10. Only lotions or salves that are oxygen approved may be used by persons using the portable oxygen concentrator device.
11. POC may be secured in an empty adjoining seat in same row as passenger while in use.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-12

12. Passengers with POC is permitted to move about the cabin with the unit when the seat belt sign is turned off.
13. No smoking or open flame is permitted within 10 feet of any seat row where a person is using a portable oxygen concentrator.

11.2.19.3 Physician's Statement

It is Mukamalah Aviation's station personnel's responsibility to acknowledge the POC user's medical oxygen needs as prescribed in the required physician's statement. GACAR PART 91.225(b1) states that the POC user must have a written physician's statement, to be kept in that person's possession, signed by a licensed physician that contains specific information required by the rule.

A physician's statement must be carried by the POC user and presented to the Mukamalah Aviation Station Personnel prior to POC use onboard the aircraft. GACAR PART 91.225(b1) provides that the POC user must inform that he or she intends to use a POC onboard the aircraft and must allow crew members to review the contents of the physician's statement. The physician's statement must contain the following information:

1. Whether the user of the device has the physical and cognitive ability to see, hear, and understand the device's aural and visual cautions and warnings and is able, without assistance, to take the appropriate action in response to those cautions and warnings.
2. Whether or not oxygen use is medically necessary for all or a portion of the duration of the trip. For example, during the entire flight (including aircraft ground delays, movement on the surface (taxi), take-off, and landing), during only the enroute portion of the flight, or only when needed.
3. The maximum oxygen flow rate corresponding to the pressure in the cabin of the aircraft under normal operating conditions.

11.2.19.4 Criteria

1. Passenger must present a physician's statement to the PSA upon check-in and must allow crew members to review its contents upon request.
2. The PSA will notify the captain whenever a passenger brings and intends to use a POC on board the Aircraft.
3. The PSA will also inform the captain as to the contents of the physician's medical statement.
4. Aircraft electrical power is not available for POC's. The passenger must provide enough batteries for the duration of the flight and any unanticipated delays.
5. Extra batteries must be transported in carry-on Baggage.
6. POC's are considered assistive devices and as such, do not count towards carry-on Baggage limitations.
7. Passenger may not occupy an emergency exit seat or bulkhead row.
8. All POC's should be stowed under the seat in front of the passenger during taxi take-off, and landing. In some cases, the unit may need to be placed on its side.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-13

9. If a passenger requires use of the POC during taxi, take-off and landing, the device may only be used at a location that does not block access to emergency equipment or block passenger egress.

11.2.19.5 Malfunction

If POC malfunctions at any time, an alarm may sound.

1. If alarm sounds, ensure passenger turns POC off and determines cause of malfunction (e.g., battery may need to be charged)
2. If POC stops operating, no action is required by the Cabin Crew unless passenger states that oxygen is required.
3. If necessary, administer oxygen using a Portable Oxygen Bottle (POB).
4. Notify the Captain regarding the passenger's status.

NOTE: GACAR Part 91.225 does not require POC users to have a "new" physician's statement for each flight a passenger takes. A "new" physician's statement would only be necessary if there are changes to the POC user's medical oxygen needs during air travel.

11.2.20 Liability for Carriage

Mukamalah Aviation assumes no responsibility or liability for baggage carried in the passenger compartment for domestic flights.

International flights are governed under the Montreal Convention, the liability limit for baggage, including both checked and uncheck (carry-on) baggage, is set at 1,131 Special Drawing Rights (SDRs) per passenger. The Special Drawing Right is an international reserve asset created by the International Monetary Fund (IMF) and is a unit of account that is not tied to any specific currency.



OPERATIONS MANUAL PART E – (OME)

11	APPENDICES	Issue	01
11.2	APPENDIX 02 CARRY-ON BAGGAGE	Revision	00
		Date	25-Mar-24
		Page	11-14

11.2.21 Dangerous Goods in Checked and Carry-On Baggage

GACAR 121.13

Transport of illegal drugs are prohibited and may result in revocation of operating certificate.

Many common items used every day in the home or workplace may seem harmless, but when transported by air, they can be very dangerous. In flight variations in temperature and pressure can cause them to leak, generate toxic fumes, or start a fire. The following items must not be carried:

11.2.21.1 Household Items

Bleaches, drain cleaners, and solvents contain dangerous chemicals that cause toxic fumes and corrosion and are not permitted as carry-on baggage.

11.2.21.2 No Flammable Liquids

Fuel, paint, solvents, adhesives, alcoholic beverages greater than or equal to 70 percent by volume (140 proof), and flammable gases such as lighter refills and camping gas might leak and cause a fire and are not permitted as carry-on baggage.

11.2.21.3 No Fireworks

Signal flares and other explosives might detonate because of their sensitive nature and are not permitted as carry-on baggage.

11.2.21.4 No Other Hazardous Materials

1. Strike-anywhere matches, gasoline-powered tools, spray cans are prohibited.
2. Inflating rafts, wet-cell batteries, poisons, infectious substances are prohibited.
3. Lighters, mace, and pepper spray are prohibited.

WARNING: CARRYING DANGEROUS GOODS ABOARD AN AIRCRAFT VIOLATES SAUDI LAW. THE GENERAL AUTHORITY OF CIVIL AVIATION (GACA) HAS A LIST OF PROHIBITED ITEMS THAT CANNOT BE CARRIED ON BOARD AN AIRCRAFT, AND CARRYING ANY OF THESE ITEMS CAN RESULT IN A FINE OR IMPRISONMENT.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.2 APPENDIX 02 CARRY-ON BAGGAGE

Issue	01
Revision	00
Date	25-Mar-24
Page	11-15

11.2.21.5 Penalties

1. General penalties for carrying hazardous materials onboard an airplane in Saudi Arabia
 - a. A fine of up to SAR 50,000 (approximately USD 13,333)
 - b. Imprisonment for up to five years
 - c. Both a fine and imprisonment
 - d. Deportation from Saudi Arabia
2. Additional penalties for carrying specific hazardous materials:
 - a. Carrying explosives: A fine of up to SAR 100,000 (approximately USD 26,666) or imprisonment for up to 10 years, or both.
 - b. Carrying flammable liquids: A fine of up to SAR 20,000 (approximately USD 5,333) or imprisonment for up to two years, or both.
 - c. Carrying toxic substances: A fine of up to SAR 10,000 (approximately USD 2,666) or imprisonment for up to one year, or both.
 - d. Carrying pressurized containers: A fine of up to SAR 5,000 (approximately USD 1,333) or imprisonment for up to six months, or both.

NOTE: Mukamalah Aviation employees must always be on the lookout for tell-tale signs of prohibited items being carried in checked and/or carry-on Baggage



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.3 APPENDIX 03 EXIT SEATING PROGRAM

Issue	01
Revision	00
Date	25-Mar-24
Page	11-16

11.3 APPENDIX 03 EXIT SEATING PROGRAM

GACAR § 121.1245

The Director of Flight Operations has overall responsibility for the Mukamalah Aviation Exit Seating Program and has the authority to delegate functions to carry out the approved program.

11.3.1 Authority and Responsibility

GACAR § 121.1245, EBOOK VOLUME 4, CHAPTER 27, SECTION 6

The Exit Seating Program, approved by the Federal Aviation Administration (FAA) under OpSpec A022, outlines the rules and procedures for emergency exit seating on Mukamalah Aviation flights. The Director of Flight Operations has the authority to set and adjust these policies.

Airport Managers are responsible for ensuring daily compliance with the program, which aligns with both GACA regulations and our operational guidelines. All Mukamalah Aviation employees are obligated to follow these regulations and program provisions.

11.3.2 Exit Seating

GACAR § 121.1245

GACA regulations state that only passengers who can operate emergency exits and assist with their safe use during emergencies can sit in exit seats. This helps ensure the quickest and safest evacuation possible.

Exit seats offer direct access to emergency exits, without needing to pass through aisles or obstructions. These seats include the ones directly next to the exit and those leading to it from the inside of the aircraft.

Any changes to the emergency exit program, like new procedures, aircraft additions, seating modifications, or information card updates, must be reported to the Certificate Holding District Office (CHDO) for recordkeeping.

11.3.3 Policy

Mukamalah Aviation shall determine, to the extent necessary to perform the applicable functions, the suitability of each person it permits to occupy an exit seat, in accordance with this section.

11.3.4 Requirements

GACAR § 121.1245

As outlined in the General Authority of Civil Aviation (GACA) Regulation and detailed on the Passenger Safety Information Card in your seat, passengers seated in emergency exit rows must meet specific suitability criteria and be able to perform certain duties.

If you are unable or unwilling to meet these requirements, you can simply inform the cabin crew and request to be reseated. There's no need to explain your reason.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.3 APPENDIX 03 EXIT SEATING PROGRAM

Issue	01
Revision	00
Date	25-Mar-24
Page	11-17

11.3.4.1 Suitability Criteria for Exit Seat Occupants

1. The passenger must have sufficient mobility, strength or dexterity in both arms and hands, and both legs:
 - a. To reach upward, sideways, and downward to the location of emergency exit and exit-slide operating mechanisms.
 - b. To grasp and push, pull, turn, or otherwise manipulate those mechanisms.
 - c. To push, shove, pull, or otherwise open emergency exits.
 - d. To lift out, hold, deposit on nearby seats, or maneuver over the seatbacks to the next row objects the size and weight of over-wing window exit doors.
 - e. To remove obstructions similar in size and weight to over-wing exit door.
 - f. To reach the emergency exit expeditiously.
 - g. To maintain balance while removing obstructions.
 - h. To exit expeditiously.
 - i. To stabilize an escape slide after deployment; or
 - j. To assist others in getting off an escape slide.
2. Be 15 years of age or older and have the capacity to perform the listed duties without the assistance of an adult companion, parent, or other relative.
3. Be able to read and understand instructions related to emergency evacuation which are provided in printed, hand-written or graphic form and be able to understand oral commands given by the Cabin Crew in the English language.
4. Be able to see sufficiently to perform the listed duties without the assistance of visual aids. You may wear contacts or eyeglasses.
5. Be able to hear sufficiently to understand instructions shouted by the Cabin Crew without assistance. You may wear hearing aids.
6. Be able to speak sufficiently to give information orally to other Passengers.
7. Be free from a condition or responsibility which requires your care, such as a small child, or someone physically or mentally unable to care for him/herself, which might prevent you from performing any of the listed duties; or
8. Be free from any condition that might cause you harm if you were to perform one or more of the listed duties.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.3 APPENDIX 03 EXIT SEATING PROGRAM

Issue	01
Revision	00
Date	25-Mar-24
Page	11-18

11.3.4.2 Duties & Responsibilities of Exit Seat Occupants

Each passenger assigned in an exit seat will be asked to read the Passenger Safety Information Card.

1. The passenger must be prepared, if called upon, to assist Cabin Crew by performing any of the following functions:
 - a. Locate the emergency exit.
 - b. Recognize the emergency exit opening mechanism.
 - c. Comprehend the instructions for operating the emergency exit.
 - d. Operate the emergency exit.
 - e. Assess whether opening the emergency exit will increase the hazards to which Passengers may be exposed.
 - f. Follow oral directions (in English) and hand signals given by a Cabin crew.
 - g. Stow or secure the emergency exit door so that it will not impede use of the exit.
 - h. Activate the slide, assess the condition of an escape slide, and stabilize the slide after deployment to assist others in getting off the slide.
 - i. Pass expeditiously through the emergency exit; and
 - j. Assess, select, and follow a safe path away from the emergency exit.

11.3.4.3 Denial of Transportation

GACAR § 121.1245(K), 121.1245 (M) (1-2)

Mukamalah Aviation may deny transportation to any passenger under the provisions of the exit seating requirements of GACAR § 121.1245 for the following reasons:

1. A passenger refuses to comply with instructions given by a Cabin Crew or other authorized employee implementing GACA approved exit-seating procedures.
2. The only seat that will physically accommodate the person's disability is an exit seat.

11.3.4.4 Requirements of Passenger Briefing Card

Mukamalah Aviation shall ensure that the passenger information cards at each exit seat contain the following:

In both Arabic and English languages, the selection criteria outlined in the Exit Seating Program. Passengers are requested to identify themselves for potential reseating if they:

1. Cannot meet the selection criteria.
2. Have a no discernible condition preventing them from performing required functions.
3. May suffer bodily harm because of performing these functions, or



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.3 APPENDIX 03 EXIT SEATING PROGRAM

Issue	01
Revision	00
Date	25-Mar-24
Page	11-19

4. Choose not to perform those functions.

In each language utilized by Mukamalah Aviation for passenger information cards, there should be a request for passengers to identify themselves for potential reseating if they lack the ability to read, speak, or understand the language or graphic instructions pertaining to emergency evacuation as provided by Mukamalah Aviation. This request also extends to passengers who may not understand the specified language in which crew commands will be given in an emergency.

11.3.5 Procedures

GACAR § 121.1245

You can review the GACA-approved procedures for emergency exit seating at any Mukamalah Aviation check-in counter or boarding gate. Additionally, our Passenger Service Agents (PSAs) can provide you with a copy of the Emergency Exit Row Seating Criteria Placard if you ask.

Once all passengers are seated and before the airplane doors close, the designated cabin crew member will inform the lead cabin crew member that the exit row assignments and briefings have been completed.

11.3.5.1 Exit Seating Assignment

To ensure passengers meet the necessary criteria, Mukamalah Aviation does not allow booking exit seats online. Instead, exit seats are only assigned at the airport on the day of your flight by our Passenger Service Agents (PSAs) during check-in.

11.3.5.2 PSA Procedures

To ensure a smooth boarding process, Mukamalah Aviation prioritizes filling emergency exit seats on full flights. This avoids last-minute shuffling of passengers who may not be eligible for these seats due to safety regulations.

When a passenger requests or qualifies for an exit seat, the Passenger Service Agent (PSA) will:

1. Perform a brief visual assessment for visible disqualifiers, such as traveling with young children.
2. Explain the responsibilities of exit row passengers and obtain their confirmation of ability and willingness to assist in case of an emergency.
3. Provide an information card detailing these responsibilities.

PSAs will offer exit seats to the following groups in this order:

4. Deadheading crew members
5. Company employees
6. Business travelers
7. Other passengers deemed physically capable by the PSA

The final approval for any passenger to sit in an exit row rests with the cabin crew onboard the aircraft. Passengers who request to be moved from an exit row will not be required to explain their reason.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.3 APPENDIX 03 EXIT SEATING PROGRAM

Issue	01
Revision	00
Date	25-Mar-24
Page	11-20

11.3.5.3 Cabin Crew Duties & Procedures

Designated Cabin Crew will ensure that the Passenger Safety Information Card is available in each Exit Row seat pocket and verbally brief the passengers seated in exit rows making them aware they are in an exit seat and ask if the passengers agree to assist in the event of an emergency. This verbal briefing is known as the assessment briefing. These passengers will also be referred to the safety information card.

1. The Cabin Crew must ensure that the required exit seating announcement is made periodically during the boarding process.
2. Designated Cabin Crew are responsible for exit seats and must visually and verbally assess each passenger seated in an exit seat to determine suitability. Verbal assessment shall include passenger's response indicating the responsibilities in the safety information card are understood.
3. If Cabin Crew observe a person who, because of an easily discernible condition such as age (under 15) or impairment, does not meet the exit seat criteria, the Cabin Crew will advise the passenger that a different seat will be found for them.
4. If the flight is not full a seat may be reassigned without further consultation. If the flight is full, consultation with the Cabin Crew and/or PSA may be required to arrive at a resolution.
5. Normally the solution will be found amongst the passengers who will volunteer to make the change.
6. The entry door may not be closed until the situation is resolved.
7. Designated Cabin Crew will advise the Senior Cabin Crew member that the Exit Row assessment and briefing have been accomplished after all passengers are seated and prior to the entry doors being closed.
8. The announcement during the boarding process will include reference to the Passenger Safety Information Card and the seats identified as exit seats.
9. The following general exit seating announcement will be made once all passengers have been boarded and prior to the aircraft door being closed:
10. If you are seated in an emergency Exit Row you may be called upon to assist the Crew in the event of an emergency. Please review the Passenger Safety Information Card located in the seatback pocket in front of you. If you are unwilling, unable, or do not wish to perform these duties please notify a Cabin Crew member for reseating.

11.3.5.4 Reseating Prior to Take-Off

The designated Cabin Crew must request that passengers identify themselves and be reseated if:

1. The passenger does not meet the selection criteria and the only remaining seat is an exit seat.
2. The passenger has a condition that may prevent them from performing the required functions.
3. The passenger feels that they may suffer bodily harm as a result of performing any of the required functions.
4. The passenger does not wish to perform the required function.



OPERATIONS MANUAL PART E – (OME)

11 APPENDICES

11.3 APPENDIX 03 EXIT SEATING PROGRAM

Issue	01
Revision	00
Date	25-Mar-24
Page	11-1

5. The passenger refuses to comply with instructions.
6. The PSA is unable to accommodate a passenger's request to be seated in an exit seat.

In the event of full booking in the non-exit seats, the Cabin Crew will move a passenger, if necessary, to accommodate a passenger being relocated from an exit seat, who is willing and able to assume the evacuation functions that may be required, to an exit seat by making the Exit Seat Volunteer PA. *"Ladies and gentlemen, I am looking for a volunteer willing to exchange their seat with another located in the exit seat row. If you are willing to assist, kindly ring your call button. Thank you for your assistance."* Every attempt should be made by the CRO and the Cabin Crew to reseat an able-bodied passenger in the exit seat and thereby provide an available seat.

If the Cabin Crew determines that, in accordance with this section, it is likely that a passenger assigned to an exit seat would be unable to perform the functions listed in the Exit Seating Program or a passenger requests a non-exit seat, the Cabin Crew will solicit a volunteer willing to exchange their seat assignment by making the Exit Seat Volunteer PA. If no-one volunteers, the Cabin Crew must immediately inform the CRO responsible for the flight.

The CRO may request volunteers to deplane, receive the appropriate compensation and be rebooked on the next available flight. If that is not possible and the passenger cannot be accommodated, the CRO/Cabin Crew may refuse transportation and rebook the passenger on the next available flight.

Cabin Crew shall honor a passenger's request to be relocated to a non-exit seat or shall relocate a passenger to a non-exit seat if it has been determined that the person would be unable to perform the required functions. Prior to closing the passenger entry door in preparation for taxi/pushback, the Cabin Crew will verify through the departure report that all exit seats are occupied only by persons who meet the exit seat criteria and that they have been briefed accordingly. The Cabin Crew will then communicate the verification results to the captain via the departure report by stating "Cabin is secure, may I close the door?"

11.3.5.5 Reseating During Flight

If a passenger moves to an exit seat during flight and meets the qualifications of exit seating, a Cabin Crew member will brief the passenger with the exit seat briefing and allow them to occupy the exit seat for landing if the passenger wishes.

The Cabin Crew will make a determination in accordance with this section. If it is likely that a passenger in an exit seat would be unable to perform the functions listed in this Exit Seating Program, the Cabin Crew will expeditiously relocate the passenger to the original assigned seat.

Aramco Aviation Rd.

King Fahad Int. Airport

Dammam, Saudi Arabia 32552