

VOLUME 3 GENERAL TECHNICAL ADMINISTRATION**CHAPTER 32 MANUALS, PROCEDURES, AND CHECKLISTS FOR 14 CFR
PARTS 91K, 121, 125, AND 135****Section 13 Safety Assurance System: Approval and Acceptance of Flight Attendant
Manuals and Checklists****3-3426 GENERAL.**

A. Overview. This section contains direction and guidance for principal operations inspectors (POI) when approving or accepting an operator's manuals and checklists. This process is based on the general process for approval or acceptance described in Volume 3, Chapter 1, The General Process for Approval or Acceptance. This section is related to Safety Assurance System (SAS) Elements 5.2.1 (OP), Crewmember Duties/Cabin Procedures and 5.2.2 (OP), Carry-on Baggage Program.

B. Evaluation of Manuals for Federal Aviation Administration (FAA) Acceptance or Approval. An operator may develop and publish in its manual any policy, method, procedure, or checklist that the operator finds necessary for the type of operations conducted. These policies, methods, procedures, and checklists, however, must comply with Title 14 of the Code of Federal Regulations (14 CFR) and be consistent with safe operating practices. POIs should encourage operators to be innovative and progressive in developing such policies, methods, procedures, and checklists. The POI's role in the review process is to provide an independent and objective evaluation of the operator's manual material. The POI must ensure that the operator's material complies with 14 CFR, is consistent with safe operating practices, and is based on sound rationale or demonstrated effectiveness.

1) In addition to completion of 5.2.2, Element Design Data Collection Tool (ED DCT), POIs should use the job aid in Figure 3-124, Preparation of Flight Attendant Manual, to assist them in the acceptance of manuals required for flight attendants (F/A) engaged in operations conducted under 14 CFR part 121. The job aid should be used as follows:

- a) Make a copy.
- b) Add recommendations.
- c) Give the copy to the appropriate representative of the carrier, and ask that person to document the pertinent page number for each item.
- d) When satisfactory, initial each item.
- e) Make appropriate remarks.
- f) When the entire manual is satisfactory, sign the bottom of the last page of the job aid.

2) POIs should ensure that the information and procedures contained in the F/A manual are consistent with the information and procedures throughout all of the operator's manuals. A review may be accomplished by comparing information and procedures (such as the operator's carry-on baggage program, exit seating program, and emergency procedures) in the F/A manual with those contained in the operator's aircraft/operations and passenger service manuals.

3) POIs should use a List of Effective Pages (LEP) or some other method to determine currency and completion of the F/A manual.

4) POIs should coordinate with the operator's assigned principal security inspector (PSI) to review the security and hazardous materials (hazmat) procedures that are described in the operator's manuals.

Figure 3–124. Preparation of Flight Attendant Manual

Each flight attendant (F/A) manual required by Title 14 of the Code of Federal Regulations (14 CFR) part 121, § 121.133 must include the necessary instructions and information for all personnel to perform their duties and responsibilities with a high degree of safety. Thus, the manual should include at least the following information:

	Manual Page	Accepted Initials
DUTIES OF F/As		
Definition of crewmember. This should include a general statement of the operator's philosophy regarding F/A duties and responsibilities.		
MANUALS		
The manual must be easy to read.		
The manual must be easy to revise. The manual should contain instructions for processing revisions.		
Each manual page must have the date of the last revision.		
Each crewmember shall have a manual accessible while performing assigned duties. The manual should contain the stipulation that each F/A must have a manual readily accessible onboard any flight if they are assigned any duties.		
The manual must be up-to-date. This should be stated in the manual.		
CREW PROCEDURES		
Authority of the pilot-in-command (PIC).		
Method of designating succession of command.		
When applicable, equipment interchange should be in the manual.		
Remarks:		
ADMISSION TO THE FLIGHT DECK		
Persons who may be admitted to flight deck are the following:		
Aviation safety inspectors (ASI),		
Secret Service Agents.		
COCKPIT SECURITY PROCEDURE		
Procedure for cockpit crew to identify cabin crew before allowing entry to flight deck.		
Locking of the cockpit door.		

STERILE COCKPIT PROCEDURE Include a method of having F/A's aware that the flight is in the sterile cockpit time.		
COMMUNICATION WITH CREW Normal methods of communication and coordination among crewmembers including establishing communication with the cockpit crew before or immediately after flight begins.		
CREW COORDINATION General statement concerning the importance of crew coordination.		
Preflight crew briefings - crew and F/As.		
The importance of, and procedures for, reporting in-flight irregularities and/or malfunctions (mechanical, passenger, or other) to the cockpit must be in the manual.		
Crew coordination procedures to ensure that carry-on baggage has been properly stowed before the passenger loading door is closed.		
Crew coordination procedures to ensure that the aircraft (including the cabin) is ready for movement on the surface for takeoff or landing.		
Crew coordination procedures for exit seating.		
Remarks:		
F/A's Requirement for all F/As to be seated during movement on the surface unless performing safety-related duties.		
Number of F/As that must be onboard when there are passengers onboard the airplane and it is parked at the gate. Method to identify F/A substitutes that might be used while the aircraft is parked at the gate.		
The specific number and location of F/As that must be onboard before movement on the surface. Since this information should be given for each aircraft, it could be contained in the aircraft-specific part of the manual.		
F/A duties and number of F/As required during refueling procedures.		
Policy for use of jump seat by anyone other than the assigned F/A.		
Policy of checking emergency equipment. When F/As are required to check, then specific responsibilities for specific equipment by aircraft type may be in the appropriate section of the manual.		
PASSENGER INFORMATION Briefing passengers before takeoff about the following: Compliance with lighted signs, posted placards, and instruction of crew. Use of seat belts. Demonstration of fastening and opening seat buckles.		
That the FAA requires passenger compliance with lighted passenger information signs and crewmember instructions concerning the use of seat belts.		
Smoking. Compliance with lighted signs, posted placards, and instruction of crew. That there is a prohibition against smoking in the lavatories and that federal law prohibits tampering with, disabling, or destroying smoke detectors.		
Location of exits.		
Location and use of required flotation equipment.		
Remarks:		
Exit seating reference to passenger information cards.		
A request that a passenger identify himself or herself if he or she: Cannot meet selection criteria,		
Has a nondiscernable condition,		

May suffer bodily harm,		
Does not wish to perform those functions.		
Individual briefing of those who may need assistance and briefing of persons who may be attending these individuals.		
After takeoff briefing: Briefing that notifies passengers to keep their seat belts fastened even when "seat belt" sign is off (to be given after takeoff and before or immediately after "seat belt" sign has been turned off).		
EXTENDED OVERWATER BRIEFING		
Include everything in § 121.571.		
Demonstrate donning and inflating life preserver.		
Brief on the location and operation of the following:		
Adult life preservers,		
Infant and child life preservers,		
Liferafts,		
Other flotation means.		
USE OF OXYGEN		
Before flight is conducted above flight level (FL) 250, crewmembers shall explain the necessity of using oxygen and perform the following:		
Point out location of oxygen dispensing equipment.		
Demonstrate use of oxygen dispensing equipment.		
ILLUMINATED SAFETY SIGNS		
When a passenger safety information sign remains illuminated for a period of time, the crew should make periodic announcements.		
When a passenger continues not to obey a safety information sign, the PIC should be notified.		
Remarks:		
PASSENGERS		
Disabled:		
Exit seating applicable to parts of 14 CFR and Department of Transportation (DOT) Regulation 382. This may include the location, operation, and procedures for use of the following: onboard wheelchair,		
disabled equipped lavatories,		
movable armrests.		
Infants and Children: The manual should include the following concerning infants and children: Procedures for restraint including location and actions during emergency.		
Information about the types of restraint devices that conform to all Federal Motor Vehicle Safety Standards (FMVSS).		
Information that if the parents have purchased a ticket and the device is approved, it must be allowed.		
The fact that infants should be restrained in the approved restraint device during turbulence.		
PASSENGER ISSUES		
Serving alcohol,		
Reporting persons who cause a disturbance,		
Armed passengers,		
Passengers who abuse a crewmember,		
Interference with a crewmember in the performance of duties,		
Passengers who are mentally retarded,		
Passengers who are emotionally disturbed,		

Pregnant passengers,		
Non-English-speaking passengers - refer to the exit seating rule,		
Stretcher patients,		
Policy and procedures for noncompliance of smoking ban,		
Others.		
SAFETY PROCEDURES		
Restraint of galley equipment (including galley and ticket carts) for movement on the surface, takeoff, landing, and when not in use. This should include the fact that carts should be on a mushroom or otherwise properly restrained when not in use.		
Proper stowage of cargo (including musical instruments and pet carriers) in the cabin.		
Remarks:		
Appropriate portions of carry-on baggage program.		
Management of boarding carry-on baggage. Each piece of carry-on baggage is properly stowed before the passenger loading door is closed. This includes closing the overhead bin and cabin cargo compartment doors.		
Approved stowage areas for carry-on baggage.		
Crew baggage stowage.		
Stowage of canes.		
Prohibition against stowage of trash or carry-on baggage in unauthorized receptacles such as lavatories or the cockpit.		
Prohibition against commingling articles with safety equipment.		
Need for tray tables to be stowed for movement on the surface, takeoff, and landing. Movie screens that extend into the aisle must also be stowed for movement on the surface, takeoff, and landing.		
Need for seatbacks to be in their full upright position before takeoff and landing.		
Need to stow F/A's restraint systems when not in use.		
DOORS		
Readying doors for movement on the surface, including general statement of responsibility for readying doors. Procedures for specific crewmembers at specific doors would probably be better included in the aircraft section of the manual.		
DRUGS		
Carriage of drugs,		
Use of drugs.		
Remarks:		
ELECTRONIC DEVICES		
Procedures to follow when occupants use electronic devices and which devices are not allowed.		
HAZARDOUS MATERIALS		
Identification of and, if they are going to be in the cabin, procedures for storage and handling.		
LIGHTS		
Flashlight holders and how used, if used.		
Operator's policy to ensure that each crewmember has a workable flashlight.		
Cabin light setting for takeoff, landing, and forewarned (anticipated emergency evacuation and ditchings).		

Specific aircraft light controls may be contained in the aircraft section of the manual.		
TURBULENCE		
Crew coordination in turbulence.		
Service procedures, especially of hot liquids, in turbulence.		
Passenger seat belt discipline in turbulence.		
SURVIVAL		
Information about survival in situations appropriate for operations such as water, mountains, desert, or jungle.		
Remarks:		
HIJACKING		
Hijacking procedures should be developed with the assistance of the principal security inspector (PSI) assigned to the operator, but the responsibility for the final acceptance of manual contents rests with the principal operations inspector (POI).		
NOTE: Procedure contained in F/A manual may be very limited. These procedures may be a “coded” memory aid.		
A method of communication with other crewmembers when hijacking is either threatened.		
WEAPONS		
Security regulations and operator’s procedures for the carriage of weapons.		
ILLNESS/INJURY		
Contents and procedures for use of first aid kits.		
Contents and procedures for use of medical kit. Recognition of common medical problems.		
First aid treatment that considers limited and special space for those problems in aircraft cabins.		
Use of first aid oxygen may be placed with procedures or with use of equipment. In this checklist, it is with oxygen equipment.		
Additional first aid.		
Remarks:		
OXYGEN: USE AND NEED		
Depressurization.		
Slow leaks,		
Rapid depressurization procedures, including the following:		
Signs of a loss of cabin pressure,		
Symptoms of hypoxia,		
Crew coordination,		
F/A actions, including the following:		
grabbing the nearest oxygen mask,		
sitting down or holding on to something solid and waiting for word from the flight deck before moving around,		
assisting passengers.		
Description of use of each type of portable oxygen bottle and mask. This is especially important with solid-state (chemical) oxygen generators.		
Procedures for F/A to administer oxygen to self. Procedures for use of medical (passenger-supplied) oxygen (must be under operator’s maintenance program).		
Prohibition against smoking when oxygen is being administered.		

FIRE PREVENTION AND CONTROL		
Fire prevention procedures that at least include the following: Checking the lavatories before takeoff and periodically during flight.		
Use of smoking materials.		
Periodic cabin checks.		
Use of circuit breakers (CB) located in the cabin (precautions against resetting).		
Remarks:		
Proper storage of articles that could contribute to fire (such as matches).		
Checking of oven and oven vents.		
F/A procedures for handling passengers.		
Fire control procedures should include fires occurring in the following locations:		
on the ground,		
outside the aircraft,		
inside the aircraft,		
during flight.		
During fires inside the aircraft, fire control procedures should include the following:		
Type of fire extinguisher on class of fire.		
Use of Protective Breathing Equipment (PBE).		
Fire control when volatile fuel is involved (this may be included in the hijacking or threatening passenger part of the manual),		
Smoke control procedures,		
Use of CBs,		
Fire in galley, including oven,		
Fire in lavatory or other confined spaces,		
Light ballast fires.		
Remarks:		
EVACUATION PROCEDURES		
For each type of aircraft evacuation or ditching, the manual should at least include procedures and techniques regarding the following:		
Crew coordination,		
Giving commands to passengers,		
Describing brace for impact positions,		
Assessing conditions,		
Ensuring aircraft has come to a complete stop,		
Evacuating persons and any of their attendants who may need assistance,		
Redirecting passenger flow,		
Caring for passengers following accident.		
Unforewarned (unanticipated aircraft evacuation or water landing) including the following:		
Crew coordination,		
Commands given to passengers,		
Initiation,		
Actions at door.		
Forewarned (anticipated aircraft evacuation or ditching) including the following:		
Crew coordination,		

Commands given to passengers,		
Passenger preparation,		
Cabin preparation.		
Unwarranted (unnneeded) evacuation, passenger- or crew-initiated, including the following:		
Crew coordination,		
Stopping the evacuation.		
Airline: _____		
Principal Operations Inspector: _____		
(signature)		
Date: _____		

This part of the form should be filled out and signed for each aircraft type/model.

AIRCRAFT TYPE/MODEL

	Manual Page	Accepted Initials
AIRCRAFT DESCRIPTION		
The manual should contain a description and/or diagram of each type/model of aircraft showing the items listed below. If the location of any of these items varies from one aircraft to another, N-numbers with specific location should be given.		
The assigned takeoff and landing location for each crewmember who might be assigned safety duties in the cabin should be clearly designated.		
The duties and duty station for each crewmember (including flightcrew) during an evacuation or ditching should be given.		
If it is part of the operator’s procedures, the preflight check of specific safety equipment should be given. This should include checking of placards.		
F/A location for performing safety demonstration.		
AIRCRAFT EMERGENCY EQUIPMENT		
The emergency equipment location should be given for each type of aircraft; however, when equipment such as the first aid kit is the same from aircraft to aircraft, the description of the contents and the operation may be contained in the “general section” of the manual.		
Each first aid kit,		
Medical kit,		
Portable lights/flashlights,		
Each fire extinguisher by type,		
Each PBE,		
Flotation equipment,		
Overwater equipment,		
Survival kits and transmitters, if not attached to liferaft,		
Crash ax,		
Megaphone,		
Appropriate CBs,		
Portable oxygen,		
Supplemental (ship’s) oxygen,		
Approved crew bag stowage areas.		

Remarks:		
Each type of equipment should be depicted so its operation is easy to follow. This includes the following: FLOOR LEVEL EXITS A description for operations and procedures at floor level exits should include the following: opening in normal mode,		
opening in emergency mode,		
ready for movement on the surface,		
ready for gate arrival,		
ready at gate, if appropriate.		
EVACUATION SLIDES Description of operation and procedures for evacuation slides, slides/raft, or ramps should include the following: emergency inflation,		
manual inflation.		
WINDOW EXITS A description of operation and procedures at window exits should include the following: opening exits,		
placement of window,		
recommended method of exiting window,		
use of life lines.		
VENTRAL STAIRS A description and procedures pertinent to ventral stairs should include the following: information regarding lowering or otherwise operating stairs in normal and emergency modes;		
information about stair use in evacuations.		
TAIL CONES The information about the operation and procedures pertinent to tail cones should contain the following: detailed description of the activation of the tail cone.		
details of unusual environmental factors that could affect crewmember performance in or around tail cones.		
COCKPIT EMERGENCY EXITS Information about this equipment should describe or depict the opening and the use of any equipment that would assist in reaching the ground (such as escape ropes).		
Remarks:		
ESCAPE ROUTES OTHER THAN CABIN Information should show the method of reaching these exits, the opening, and actions necessary to exit.		
OTHER EXITS		
DOOR SAFETY STRAPS Include both location and use in normal and emergency operations.		
DOOR INOPERATIVE PROCEDURES If this type of aircraft is allowed to operate with a door inoperative, the procedures to follow for the specific aircraft should be given.		

F/A STATION The F/A manual should contain a description of each type of F/A station. This description should include the following: the proper brace position for that station;		
information about the restraint system at that station and its use;		
the safety equipment that an F/A can reach while seated at that station.		
ELECTRICAL EQUIPMENT The manual should contain information about CBs, heat, or ventilation located in the cabin. This information should include the following: location,		
function,		
operation of the controls.		
EMERGENCY LIGHTS Location of emergency lights, emergency light switches, and procedures for use should be in the manual.		
Information about floor proximity lighting should be given as appropriate to that type of aircraft.		
Remarks:		
PUBLIC ADDRESS (PA) AND INTERPHONE SYSTEMS A description of these systems that includes their use in normal and emergency situations should be included.		
EVACUATION ALARMS When evacuation alarms are present, information about their location, function, and operation should be given.		
OXYGEN SYSTEMS The manual should include the following information: location of oxygen dispensing units,		
information about additional drop-down masks,		
proper method of use,		
manual deployment,		
if applicable, information about special characteristics of chemically generated devices, (such as heat generating properties).		
PORTABLE OXYGEN EQUIPMENT Description, location, and operation for each kind of portable oxygen dispensing unit and the masks should be given.		
GALLEY RESTRAINT Description of the locations and methods of securing each piece of galley equipment should be given.		
CARRY-ON BAGGAGE RESTRAINT Description of the location and operation of carry-on baggage restraints should be given when applicable. This would include use of restraint straps across a closet or securing an overhead bin.		
Stowage of items other than approved cargo compartments. Some airlines have as part of their carry-on procedures the fact that carry-on baggage may be stowed in a seat. If this is the case, the seats where it can be stowed and method of stowage should be included in the manual.		

Remarks:		
SMOKE ALARMS The manual should give the location of the smoke alarms. It should also contain information regarding the procedures to follow when a smoke alarm has been activated.		
TRASH CONTAINER DOORS The manual should contain information about the location, function, and proper operation of these doors.		
UPPER/LOWER DECK Some aircraft are multi-decked. When this is the case, information regarding safety equipment on those decks should be provided.		
LIFTS Multi-decked aircraft are usually equipped with personnel/galley lifts. Operation and function of the safety interlock system of these lifts should be described.		
FLOTATION CUSHIONS Location, function, and use of flotation cushions should be given.		
LIFE PRESERVERS Donning, inflation, use, and activation of light for each type of life preserver, including infant and child preservers, should be given. (If only one type is used, this information may have been given in the "general section" of the manual.)		
LIFERAFTS AND SLIDES USED IN FLOTATION When the aircraft is equipped with liferafts, slide/raft packs, or slides used as flotation ramps, information about this equipment should include a description of the equipment, its contents, and at least the following:		
transfer from one door to the next,		
inflation and launching,		
proper method of boarding passengers and crew.		
crew assignments during ditching and in the liferaft.		
Remarks:		
INOPERABLE EQUIPMENT Procedures to follow when a piece of required safety equipment is inoperable should be a part of the manual.		
FIRE EXTINGUISHERS/PBE The location of the equipment and any features that make use of the operation that is unique to this aircraft.		
SMOKE BARRIERS Some aircraft are equipped with smoke barriers. When this is the case, information about their location and use should be a part of the manual.		
FIRST AID/MEDICAL KITS The location of the equipment and any features that make use unique to this aircraft should be given.		
Remarks:		

Airline: _____

Principal Operations Inspector _____
(signature)

Date: _____

RESERVED. Paragraphs 3-3427 through 3-3429.