

Subpart CC – Cabin crew

SECTION 1 - GENERAL REQUIREMENTS

AMC1 ORO.CC.100 Number and composition of cabin crew

DETERMINATION OF THE NUMBER AND COMPOSITION OF CABIN CREW

- (a) When determining the minimum number of cabin crew required to operate aircraft engaged in commercial air transport operations, factors to be taken into account should include:
- (1) the number of doors/exits;
 - (2) the type(s) of doors/exits and the associated assisting evacuation means;
 - (3) the location of doors/exits in relation to cabin crew stations and the cabin layout;
 - (4) the location of cabin crew stations taking into account direct view requirements and cabin crew duties in an emergency evacuation including:
 - (i) opening floor level doors/exits and initiating stair or slide deployment;
 - (ii) assisting passengers to pass through doors/exits; and
 - (iii) directing passengers away from inoperative doors/exits, crowd control and passenger flow management;
 - (5) actions required to be performed by cabin crew in ditching, including the deployment of slide-rafts and the launching of life-rafts;
 - (6) additional actions required to be performed by cabin crew members when responsible for a pair of doors/exits; and
 - (7) the type and duration of the flight to be operated.
- (b) When scheduling cabin crew for a flight, the operator should establish procedures that take account of the experience of each cabin crew member. The procedures should specify that the required cabin crew includes some cabin crew members who have at least 3 months experience as an operating cabin crew member.

GM1 ORO.CC.100 Number and composition of cabin crew

MINIMUM NUMBER OF CABIN CREW

- (a) When determining the minimum required cabin crew for its specific aircraft cabin configuration, the operator should:
- (1) request information regarding the minimum number of cabin crew established by the aircraft type certificate (TC) holder or other design organisation responsible for showing compliance with the evacuation requirements of the applicable certification specifications; and
 - (2) take into account the factors specified in AMC1 ORO.CC.100 as applicable.
- (b) The number of cabin crew referred to in ORO.CC.100 (b)(1) means either:
- (1) the number of cabin crew who actively participated in the aircraft cabin during the relevant emergency evacuation demonstration, or who were assumed to have taken part in the relevant analysis, carried out by the aircraft TC holder when demonstrating the maximum passenger seating capacity (MPSC) of the aircraft type at the time of initial type certification; or

- (2) a lower number of cabin crew who actively participated in a subsequent emergency evacuation demonstration, or who were assumed to have taken part in the relevant analysis, and for which approval has been obtained for a cabin configuration other than the MPSC, either by the TC holder or by another design organisation. The operator should obtain a clear indication of that number which is specified in the related documentation. If a lower number is not specified, the number of cabin crew established at the time of initial type certification applies.

GM1 ORO.CC.115 Conduct of training courses and associated checking

EQUIPMENT AND PROCEDURES

The following definitions apply for the purpose of training programmes, syllabi and the conduct of training and checking on equipment and procedures:

- (a) 'Safety equipment' means equipment installed/carried to be used during day-to-day normal operations for the safe conduct of the flight and protection of occupants (e.g. seat belts, child restraint devices, safety card, safety demonstration kit).
- (b) 'Emergency equipment' means equipment installed/carried to be used in case of abnormal and emergency situations that demand immediate action for the safe conduct of the flight and protection of occupants including life preservation (e.g. drop-out oxygen, crash axe, fire extinguisher, protective breathing equipment, manual release tool, slide-raft).
- (c) 'Normal procedures' means all procedures established by the operator in the operations manual for day-to-day normal operations (e.g. pre-flight briefing of cabin crew, pre-flight checks, passenger briefing, securing of galleys and cabin, cabin surveillance during flight).
- (d) 'Emergency procedures' means all procedures established by the operator in the operations manual for abnormal and emergency situations. For this purpose, 'abnormal' refers to a situation that is not typical or usual, deviates from normal operation and may result in an emergency.

AMC1 ORO.CC.115(c) Conduct of training courses and associated checking

TRAINING METHODS AND TRAINING DEVICES

- (a) The operator should establish training methods that take into account the following:
 - (1) training should include the use of cabin training devices, audio-visual presentations, computer-based training and other types of training, as most appropriate to the training element; and
 - (2) a reasonable balance between the different training methods should be ensured so that the cabin crew member achieves the level of proficiency necessary for a safe performance of all related cabin crew duties and responsibilities.
- (b) When assessing the representative training devices to be used, the operator should:
 - (1) take into account that a representative training device may be used to train cabin crew as an alternative to the use of the actual aircraft or required equipment;
 - (2) ensure that those items relevant to the training and checking intended to be given accurately represent the aircraft or equipment in the following particulars:
 - (i) layout of the cabin in relation to doors/exits, galley areas and safety and emergency equipment stowage as relevant;
 - (ii) type and location of passenger seats and cabin crew stations;

- (iii) doors/exits in all modes of operation, particularly in relation to the method of operation, mass and balance and operating forces, including failure of power-assist systems where fitted; and
 - (iv) safety and emergency equipment of the type provided in the aircraft (such equipment may be 'training use only' items and, for oxygen and protective breathing equipment, units charged with or without oxygen may be used); and
- (3) assess the following factors when determining whether a door/exit can be considered to be a variant of another type:
- (i) door/exit arming/disarming;
 - (ii) direction of movement of the operating handle;
 - (iii) direction of door/exit opening;
 - (iv) power-assist mechanisms; and
 - (v) assisting evacuation means such as slides and ropes.

AMC1 ORO.CC.115(d) Conduct of training courses and associated checking

CHECKING

- (a) Checking required for each training course should be accomplished by the method appropriate to the training element to be checked. These methods include:
- (1) practical demonstration;
 - (2) computer-based assessment;
 - (3) in-flight checks;
 - (4) oral or written tests.
- (b) Training elements that require individual practical participation may be combined with practical checks.

AMC1 ORO.CC.115(e) Conduct of training courses and associated checking

CREW RESOURCE MANAGEMENT–TRAINING PROGRAMMES AND CRM INSTRUCTORS

- (a) Implementation of CRM training
- Table 1 below indicates which CRM training elements should be covered in each type of training.

Table 1 – Cabin crew CRM training

CRM TRAINING ELEMENTS to be covered	Operator’s CRM Training	Operator Aircraft Type Conversion Training	Annual Recurrent Training	Senior Cabin Crew (SCC) Course
General Principles				
Human factors in aviation General instructions on CRM principles and objectives Human performance and limitations	Not required (as covered under initial training required by Part-CC)	Not required	Not required	Overview
Relevant to the individual cabin crew member				
Personality awareness, human error and reliability, attitudes and behaviours, self-assessment Stress and stress management Fatigue and vigilance Assertiveness, situation awareness, information acquisition and processing	Not required (as covered under initial training required by Part-CC)	Not required	Overview (3 year cycle)	Not required
Relevant to the entire aircraft crew				
Error prevention and detection	In-depth	Relevant to the type(s)	Overview (3 year cycle)	Reinforcement (relevant to the SCC duties)
Shared situation awareness, information acquisition and processing				
Workload management				
Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences				
Leadership, cooperation, synergy, decision-making, delegation				
Individual and team responsibilities, decision making, and actions				
Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors	Not required	In-depth		
Specifics related to aircraft types (narrow/wide bodied, single/multi deck), flight crew and cabin crew composition and number of passengers				
Relevant to the operator and the organisation				

Company safety culture, SOPs, organisational factors, factors linked to the type of operations Effective communication and coordination with other operational personnel and ground services Participation in cabin safety incident and accident reporting	In- depth	Relevant to the type(s)	Overview (3 year cycle)	Reinforcement (relevant to the SCC duties)
Case- studies	Required		Required	

(b) CRM training programmes

- (1) There should be an effective liaison between flight crew and cabin crew training departments. Provision should be made to allow, whenever practicable, flight and cabin crew instructors to observe and comment on each other's training. Consideration should be given to creating films of flight crew compartment scenarios for playback to all cabin crew during recurrent training, and to providing the opportunity for cabin crew members, particularly senior cabin crew members, to participate in flight crew line oriented flying training (LOFT) exercises.
- (2) The programme of each CRM training course, its content and the level to be achieved should comply with the relevant elements specified in table 1 below as applicable to the appropriate training course to be completed.
- (3) CRM training for senior cabin crew members
 - (i) CRM training for senior cabin crew members should be the application of knowledge gained in previous CRM training and operational experience relevant to the specific duties and responsibilities of a senior cabin crew member.
 - (ii) The senior cabin crew member should demonstrate the ability to manage the operation and take appropriate leadership/management decisions.

(c) CRM instructor qualifications

- (1) All personnel conducting training should be appropriately qualified to integrate elements of CRM into all appropriate training programmes.
- (2) A training and standardisation programme for CRM instructors should be established.
- (3) The cabin crew CRM instructor should:
 - (i) have suitable experience of commercial air transport operations as a cabin crew member;
 - (ii) have received instruction on human factors performance limitations (HPL);
 - (iii) have completed an introductory CRM course as required by Part-CC and all cabin crew CRM training required by Part-ORO;
 - (iv) have received instruction in training skills in order to conduct CRM courses; and
 - (v) be supervised by an appropriately qualified CRM instructor when conducting their first CRM training course.
- (4) An experienced non-cabin crew CRM instructor may continue to be a cabin crew CRM instructor, provided that the provisions specified in (3)(ii) to (3)(v) are satisfied and that the instructor demonstrates a satisfactory knowledge of the

nature of the operation, the relevant specific aircraft types and the cabin crew working environment.

- (5) Instructors integrating elements of CRM into aircraft type training, recurrent training, or senior cabin crew training should have acquired relevant knowledge of human factors and have completed appropriate CRM training.

GM1 ORO.CC.115(e) Conduct of training courses and associated checking

CREW RESOURCE MANAGEMENT (CRM)

(a) CRM - General

- (1) CRM should be the effective utilisation of all available resources (e.g. crew members, aircraft systems, and supporting facilities) to achieve safe and efficient operation.
- (2) The objective of CRM should be to enhance the communication and management skills of the crew member, as well as the importance of effective coordination and two-way communication between all crew members.
- (3) Operator's CRM training should reflect the culture of the operator, the scale and scope of the operation together with associated operating procedures and areas of operation that produce particular difficulties.
- (4) Accordingly, where required during CRM training, if relevant aircraft type-specific case studies are not available, then other case studies relevant to the scale and scope of the operation should be considered.

(b) General principles for CRM training for cabin crew

- (1) Cabin crew CRM training should focus on issues related to cabin crew duties and, therefore, should be different from flight crew CRM training. However, the coordination of the tasks and functions of flight crew and cabin crew should be addressed.
- (2) Whenever practicable, combined training should be provided to flight crew and cabin crew, particularly senior cabin crew members. This should include feedback.
- (3) Where appropriate, CRM principles should be integrated into relevant parts of cabin crew training.
- (4) CRM training should include group discussions and the review of accidents and incidents (case studies).
- (5) Whenever it is practicable to do so, relevant parts of CRM training should form part of the training conducted in cabin training devices or in the aircraft.
- (6) CRM training courses should be conducted in a structured and realistic manner.
- (7) There should be no assessment of CRM skills. Feedback from instructors or members of the group on individual performance should be given during training to the individuals concerned.

AMC1 ORO.CC.125(c) Aircraft type specific training and operator conversion training

TRAINING PROGRAMME – AIRCRAFT TYPE SPECIFIC TRAINING

The following aircraft type specific training elements should be covered as relevant to the aircraft type:

(a) Aircraft description

- (1) type of aircraft, principal dimensions, narrow or wide bodied, single or double deck;
 - (2) speed, altitude, range;
 - (3) passenger seating capacity;
 - (4) flight crew number and minimum number of required cabin crew;
 - (5) cabin doors/exits location and sill height;
 - (6) cargo and unpressurised areas as relevant;
 - (7) aircraft systems relevant to cabin crew duties;
 - (8) flight crew compartment - general presentation, pilot seats and their mechanism, emergency exits, storage;
 - (9) required cabin crew stations;
 - (10) flight crew compartment security - general: door components and use;
 - (11) access to avionics bay where relevant;
 - (12) lavatories - general: doors, systems, calls and signs; and
 - (13) least risk bomb location.
- (b) Safety and emergency equipment and aircraft systems installed
- Each cabin crew member should receive realistic training on, and demonstration of, the location and use of all aircraft type specific safety and emergency equipment and aircraft systems installed, with emphasis on the following:
- (1) slides, and where non-self-supporting slides are carried, the use of any associated assisting evacuation means;
 - (2) life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft;
 - (3) drop-out oxygen system; and
 - (4) communication equipment.
- (c) Operation of doors and exits
- This training should be conducted in a representative training device or in the actual aircraft and should include failure of power assist systems where fitted and the action and forces required to operate and deploy evacuation slides. Training should also include operation and actual opening of the flight crew compartment security door when installed.
- (d) Fire and smoke protection equipment
- Each cabin crew member should be trained in using fire and/or smoke protection equipment where fitted.
- (e) Evacuation slide training
- (1) Each cabin crew member should descend an evacuation slide from a height representative of the aircraft main deck sill height.
 - (2) The slide should be fitted to a representative training device or to the actual aircraft.
 - (3) A further descent should be made when the cabin crew member qualifies on an aircraft type in which the main deck exit sill height differs significantly from any aircraft type previously operated.
- (f) Operation of equipment related to pilot incapacitation

The training should cover any type specific elements or conditions relevant to cabin crew actions to be taken in case of pilot incapacitation. Each cabin crew member should be trained to operate all equipment that must be used in case of pilot incapacitation.

AMC1 ORO.CC.125(d) Aircraft type specific training and operator conversion training

TRAINING PROGRAMME – OPERATOR CONVERSION TRAINING

The following training elements should be covered as relevant to the aircraft type and the related operator's specifics:

(a) Description of the cabin configuration

The description should cover all elements specific to the operator's cabin configuration and any differences with those previously covered in accordance with AMC1 ORO.CC.125(c), including:

- (1) required and additional cabin crew stations - location (including direct view) , restraint systems, control panels;
- (2) passenger seats – general presentation and associated operator's specific features and equipment;
- (3) designated stowage areas;
- (4) lavatories - operator's specific features, equipment and systems additional to the aircraft type specific elements;
- (5) galley - location, appliances, water and waste system, including shut-off, sinks, drains, stowage, control panels, calls and signs;
and where applicable
- (6) crew rest areas - location, systems, controls, safety and emergency equipment;
- (7) cabin dividers, curtains, partitions;
- (8) lift location, use, controls;
- (9) stowage for the containment of waste; and
- (10) passenger hand rail system or alternative means.

(b) Safety and emergency equipment

Each cabin crew member should receive realistic training on and demonstration of the location and use of all safety and emergency equipment carried including:

- (1) life-jackets, infant life-jackets and flotation devices;
- (2) first-aid and drop-out oxygen, including supplementary systems;
- (3) fire extinguishers and protective breathing equipment (PBE);
- (4) crash axe or crowbar;
- (5) emergency lights including torches;
- (6) communication equipment, including megaphones;
- (7) slide-rafts and life-rafts' survival packs and their contents;
- (8) pyrotechnics (actual or representative devices);
- (9) first-aid kits, emergency medical kits and their contents; and
- (10) other portable safety and emergency equipment, where applicable.

(c) Normal and emergency procedures

Each cabin crew member should be trained on the operator's normal and emergency procedures as applicable, with emphasis on the following:

- (1) passenger briefing, safety demonstration and cabin surveillance;
- (2) severe air turbulence;
- (3) non-pressurisation, slow and sudden decompression, including the donning of portable oxygen equipment by each cabin crew member; and
- (4) other in-flight emergencies.

(d) Passenger handling and crowd control

Training should be provided on the practical aspects of passenger preparation and handling, as well as crowd control, in various emergency situations as applicable to the operator's specific aircraft cabin configuration, and should cover the following:

- (1) communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of coordination in a smoke-filled environment;
- (2) verbal commands;
- (3) the physical contact that may be needed to encourage people out of a door/exit and onto a slide;
- (4) redirection of passengers away from unusable doors/exits;
- (5) marshalling of passengers away from the aircraft;
- (6) evacuation of special categories of passengers with emphasis on passengers with disabilities or reduced mobility; and
- (7) authority and leadership.

(e) Fire and smoke training

- (1) Each cabin crew member should receive realistic and practical training in the use of all fire-fighting equipment including protective clothing representative of that carried in the aircraft.
- (2) Each cabin crew member should:
 - (i) extinguish an actual fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used; and
 - (ii) exercise the donning and use of PBE in an enclosed simulated smoke-filled environment with particular emphasis on identifying the actual source of fire and smoke.

(f) Evacuation procedures

Training should include all the operator's procedures that are applicable to planned or unplanned evacuations on land and water. It should also include, where relevant, the additional actions required from cabin crew members responsible for a pair of doors/exits and the recognition of when doors/exits are unusable or when evacuation equipment is unserviceable.

(g) Pilot incapacitation procedures

Unless the minimum flight crew is more than two, each cabin crew member should be trained in the procedure for pilot incapacitation. Training in the use of flight crew

checklists, where required by the operator's standard operating procedures (SOPs), should be conducted by a practical demonstration.

- (h) Crew resource management
- (1) Each cabin crew member should complete the operator's CRM training covering the applicable training elements to the level specified in the relevant column of Table 1 of AMC1 ORO.CC.115(e).
 - (2) When a cabin crew member undertakes the operator's conversion training on an aircraft type, the applicable training elements specified in Table 1 of AMC1 ORO.CC.115(e) should be covered to the level specified in column 'Operator's aircraft type conversion training'.
 - (3) The operator's CRM training and CRM training covered during operator aircraft type conversion training should be conducted by at least one cabin crew CRM instructor.

AMC1 ORO.CC.125 & ORO.CC.130 Aircraft type specific training and operator conversion training & Differences training

TRAINING PROGRAMMES

The programmes and syllabi of aircraft type specific training, operator conversion training and differences training should take into account the cabin crew member's previous training as documented in his/her training records.

AMC1 ORO.CC.125(b) & ORO.CC.130(c) Aircraft type specific training and operator conversion training & Differences training

NON-MANDATORY (RECOMMENDATIONS) ELEMENTS

When developing the training programmes and syllabi for aircraft-type specific training and for differences training, the operator should consider the non-mandatory (recommendations) elements for the relevant type that are provided in the data established in accordance with Regulation (EC) No 1702/2003¹⁰.

AMC1 ORO.CC.135 Familiarisation

FAMILIARISATION FLIGHTS AND AIRCRAFT FAMILIARISATION VISITS

- (a) For commercial air transport operations, familiarisation of cabin crew to a new aircraft type or variant should be completed in accordance with the following, as relevant:
- (1) New entrant cabin crew
Each new entrant cabin crew member having no previous comparable operating experience should participate in:
 - (i) a familiarisation visit as described in (c) to the aircraft to be operated; and
 - (ii) familiarisation flights as described in (b).
 - (2) Cabin crew operating on a subsequent aircraft type
A cabin crew member assigned to operate on a subsequent aircraft type with the same operator should participate either in a:

¹⁰ OJ L 243, 27.9.2003, p. 6.

- (i) familiarisation flight as described in (b); or
 - (ii) familiarisation visit as described in (c) to the aircraft type to be operated.
- (b) Familiarisation flights
- (1) During familiarisation flights, the cabin crew member should be assigned in addition to the minimum number of cabin crew required in accordance with ORO.CC.100 and if applicable ORO.CC.200.
 - (2) Familiarisation flights should be:
 - (i) conducted under the supervision of the senior cabin crew member;
 - (ii) structured and conducted with the cabin crew member participating in pre-flight, in-flight and post-flight safety duties;
 - (iii) operated with the cabin crew member wearing the operator's cabin crew uniform; and
 - (iv) recorded in the training record of the cabin crew member.
- (c) Aircraft familiarisation visits
- (1) Aircraft visits should enable the cabin crew member to become familiar with the aircraft environment and its equipment. Accordingly, aircraft visits should be conducted by appropriately qualified persons. The aircraft visit should provide an overview of the aircraft's exterior, interior and aircraft systems with emphasis on the following:
 - (i) interphone and public address systems;
 - (ii) evacuation alarm systems;
 - (iii) emergency lighting;
 - (iv) smoke detection systems;
 - (v) safety and emergency equipment;
 - (vi) flight crew compartment;
 - (vii) cabin crew stations;
 - (viii) lavatories;
 - (ix) galleys, galley security and water shut-off;
 - (x) cargo areas if accessible from the passenger compartment during flight;
 - (xi) circuit breaker panels located in the passenger compartment;
 - (xii) crew rest areas; and
 - (xiii) doors/exits location and environment.
 - (2) An aircraft familiarisation visit may be combined with the aircraft type specific training or operator conversion training required by ORO.CC.125.

AMC1 ORO.CC.140 Recurrent training

TRAINING PROGRAMMES

- (a) Elements of the annual recurrent training programme

- (1) Training on the location and handling of safety and emergency equipment should include all relevant oxygen systems, and any equipment such as defibrillators if carried on board.
 - (2) Training on emergency procedures should cover pilot incapacitation procedures and crowd control techniques.
 - (3) CRM training should satisfy the following:
 - (i) the applicable training elements specified in Table 1 of AMC1 ORO.CC.115(e) should be covered within a 3 year cycle to the level required by Column 'Annual Recurrent Training';
 - (ii) the definition and implementation of the programme should be managed by a cabin crew CRM instructor; and
 - (iii) when CRM training is provided by stand-alone modules, it should be conducted by at least one cabin crew CRM instructor.
- (b) Additional triennial elements of recurrent training programme
- (1) Training on the operation of normal and emergency doors/exits should cover failure of power assist systems where fitted. This should include the actions and forces required to operate and deploy evacuation slides, and additional training when relevant for cabin crew members responsible for a pair of doors/exits.
 - (2) Training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft should include individual practice by each cabin crew member to extinguish a fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used. Training should place particular emphasis on identifying the actual source of fire or smoke.

AMC1 ORO.CC.145 Refresher training

TRAINING PROGRAMME

- (a) Training on emergency procedures should include pilot incapacitation procedures and crowd control techniques as applicable to the aircraft type; and
- (b) Operation of doors and exits by each cabin crew member should include failure of power assist systems where fitted as well as the action and forces required to operate and deploy evacuation slides.

GM1 ORO.CC.145 Refresher training

FREQUENCY OF REFRESHER TRAINING

For aircraft with complex equipment or procedures, the operator should consider the need for refresher training to be completed by cabin crew members who have been absent from flying duties for less than 6 months.

SECTION 2 - ADDITIONAL REQUIREMENTS FOR COMMERCIAL AIR TRANSPORT OPERATIONS

AMC1 ORO.CC.200(c) Senior cabin crew member

TRAINING PROGRAMME

The senior cabin crew member training course should at least cover the following elements:

- (a) Pre-flight briefing:
 - (1) operating as a crew;
 - (2) allocation of cabin crew stations and responsibilities; and
 - (3) consideration of the particular flight, aircraft type, equipment, area and type of operation including extended range operations with two-engine aeroplanes (ETOPS) and special categories of passengers with emphasis on passengers with disabilities or reduced mobility, infants and stretcher cases.
- (b) Cooperation within the crew:
 - (1) discipline, responsibilities and chain of command;
 - (2) importance of coordination and communication; and
 - (3) pilot incapacitation.
- (c) Review of operator requirements and legal requirements:
 - (1) passenger briefing, safety briefing cards;
 - (2) securing of galleys;
 - (3) stowage of cabin baggage;
 - (4) electronic equipment;
 - (5) procedures when fuelling with passengers on board;
 - (6) turbulence; and
 - (7) documentation.
- (d) Accident and incident reporting.
- (e) Human factors and CRM:

The operator should ensure that all applicable elements specified in Table 1 of AMC1 ORO.CC.115(e) are integrated into the training and covered to the level required by Column 'Senior Cabin Crew Course'.
- (f) Flight and duty time limitations and rest requirements (FTL).

AMC1 ORO.CC.200(d) Senior cabin crew member

RESPONSIBILITY TO THE COMMANDER

When the level of turbulence so requires, and in the absence of any instructions from the flight crew, the senior cabin crew member should be entitled to discontinue non-safety related duties and advise the flight crew of the level of turbulence being experienced and the need for the fasten seat belt signs to be switched on. This should be followed by the cabin crew securing the passenger cabin and other relevant areas.

AMC1 ORO.CC.205(c)(1) Reduction of the number of cabin crew during ground operations and in unforeseen circumstances

PROCEDURES WITH REDUCED NUMBER OF CABIN CREW

- (a) During ground operations, if reducing the applicable minimum required number of cabin crew, the operator should ensure that the procedures required by ORO.CC.205 (c)(1) specify that:
 - (1) electrical power is available on the aircraft;
 - (2) a means of initiating an evacuation is available to the senior cabin crew member or at least one member of the flight crew is in the flight crew compartment;

- (3) cabin crew stations and associated duties are specified in the operations manual; and
- (4) cabin crew remain aware of the position of servicing and loading vehicles at and near the exits.

Additionally, in the case of passengers embarkation:

- (5) the senior cabin crew member should have performed the pre-boarding safety briefing to the cabin crew; and
 - (6) the pre-boarding cabin checks should have been completed.
- (b) If, in unforeseen circumstances, the number of cabin crew members is reduced below the applicable minimum required number, for example in the event of incapacitation or unavailability of cabin crew, the procedures established for this purpose in the operations manual should take into consideration at least the following:
- (1) reduction of passenger numbers;
 - (2) reseating of passengers with due regard to doors/exits and other applicable limitations; and
 - (3) relocation of cabin crew taking into account the factors specified in AMC1 ORO.CC.100 and any change of procedures.

GM1 ORO.CC.210(d) Additional conditions for assignment to duties

OPERATOR’S CABIN CREW UNIFORM

The uniform to be worn by operating cabin crew should be such as not to impede the performance of their duties as required for the safety of passengers and flight during operations, and should allow passengers to identify the operating cabin crew including in an emergency situation.

GM1 ORO.CC.215(b)(2) Training and checking programmes and related documentation

LIST OF AIRCRAFT TYPE/VARIANT QUALIFICATION(S)

When providing the updated validity list of aircraft type/variant qualifications to cabin crew members having successfully completed a training course and the associated checking, the operator may use the following format. If using another format, at least the elements in (a) to (d) and in columns (1) and (2) should be indicated to show validity of qualification(s).

CABIN CREW AIRCRAFT TYPE/VARIANT QUALIFICATION(S)	
(a)	Reference number of the cabin crew attestation:
(b)	Cabin crew attestation holder’s full name: The above-mentioned person may act as an operating cabin crew member during flight operations only if his/her aircraft type and/or variant qualification(s) listed below, and dated DD/MM/YYYY, comply with the applicable validity period(s) specified in Part-ORO.
(c)	Issuing organisation: (name, postal address, AOC and/or approval reference number and stamp or logo)
(d)	Date of issue: (DD/MM/YYYY)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Qualification valid until	Aircraft type specific training	Operator conversion training	Differences training <i>If relevant</i>	Familiarisation	Last recurrent training	Refresher training <i>If relevant</i>
A/C type 1							
Variant ...							
A/C type 2							
Variant ...							
A/C type 3							
Variant ...							
<i>If approved</i> A/C type 4							

AMC1 ORO.CC.250(b) Operation on more than one aircraft type or variant

DETERMINATION OF AIRCRAFT TYPES AND VARIANTS

- (a) When determining similarity of location and type of portable safety and emergency equipment, the following factors should be assessed:
- (1) all portable safety and emergency equipment is stowed in the same, or in exceptional circumstances, in substantially the same location;
 - (2) all portable safety and emergency equipment requires the same method of operation;
 - (3) portable safety and emergency equipment includes:
 - (i) fire-fighting equipment;
 - (ii) protective breathing equipment (PBE);
 - (iii) oxygen equipment;
 - (iv) crew life-jackets;
 - (v) torches;
 - (vi) megaphones;
 - (vii) first-aid equipment;
 - (viii) survival and signalling equipment; and
 - (ix) other safety and emergency equipment, where applicable.
- (b) The type-specific emergency procedures to be considered should include at least the following:
- (1) land and water evacuation;
 - (2) in-flight fire;
 - (3) non-pressurisation, slow and sudden decompression; and
 - (4) pilot incapacitation.
- (c) When determining similarity of doors/exits in the absence of data established in accordance with Regulation (EC) No 1702/2003 for the relevant aircraft type(s) or variant(s), the following factors should be assessed, except for self-help exits, such as type III and type IV exits, that need not be included in the assessment:
- (1) door/exit arming and disarming;
 - (2) direction of movement of the operating handle;
 - (3) direction of door/exit opening;
 - (4) power assist mechanisms; and
 - (5) assisting evacuation means.

GM1 ORO.CC.250 Operation on more than one aircraft type or variant

SAFETY BRIEFING FOR CABIN CREW

When changing aircraft type or variant during a series of flight sectors, the cabin crew safety briefing should include a representative sample of type-specific normal and emergency procedures and safety and emergency equipment applicable to the actual aircraft to be operated for the immediately subsequent flight sector.