



## **CHAPTER 3.12**

# **CABIN CREW**

### **3.12.1 Assignment of emergency duties**

The requirement for cabin crew for each type of aeroplane shall be determined by the operator, based on seating capacity or the number of passengers carried, in order to effect a safe and expeditious evacuation of the aeroplane, and the necessary functions to be performed in an emergency or a situation requiring emergency evacuation. The operator shall assign these functions for each type of aeroplane.

### **3.12.2 Cabin crew at emergency evacuation stations**

When cabin crew are required by a State authority, each cabin crew member assigned to emergency evacuation duties shall occupy a seat provided in accordance with 3.6.9 during take-off and landing and whenever the pilot-in-command so directs.

### **3.12.3 Protection of cabin crew during flight**

Each cabin crew member shall be seated with seat belt or, when provided, safety harness fastened during take-off and landing and whenever the pilot-in-command so directs.

### **3.12.4 Training**

3.12.4.1 An operator shall ensure that a training programme is completed by all persons before being assigned as a cabin crew member.

3.12.4.2 An operator should establish and maintain a cabin crew training programme that is designed to ensure that persons who receive training acquire the competency to perform their assigned duties and includes or makes reference to a syllabus for the training programme in the company operations manual. The training programme should include Human Factors training.

*Note.— Guidance material on the application of Human Factors principles can be found in the Human Factors Training Manual (Doc 9683).*