COMMUNICATIONS AND STANDARD TERMS

Applicable to: ALL

Standard phraseology is essential to ensure effective crew communication. The phraseology should be concise and exact. The following Chapter lists the standard callouts. They supplement the callouts identified in the SOPs. These standard callouts are also designed to promote situational awareness, and to ensure crew understanding of systems and their use in line operation.

ACTIONS COMMANDED BY PF

Applicable to: ALL

GENERAL

The following commands do not necessarily initiate a guidance mode change, e.g. selected to managed/managed to selected. The intent is to ensure clear, consistent, standard communication between crewmembers.
All actions performed on the FCU and MCDU must be checked on the PFD and ND (e.g."FL 350 blue," "FL 200 magenta"). Ensure the correct FCU pb is used, then verify indications on the PFD/ND.

SET

The "Set"command means using an FCU knob to set a value, but not to change the mode.

SET is accomplished by rotating the appropriate selection knob. For example:
- "Set go-around altitude__"
- "Set QNH__"
- "Set FL__"
- "Set heading__"

PUSH/PULL

The command "Push" means to push an FCU knob to engage, or arm a managed mode. The command "Pull" means to pull an FCU knob to engage a selected mode. For example:
- "Heading push" (HDG knob is pushed to arm or engage managed NAV mode).
- "FL 190 pull" (ALT knob is turned and pulled to engage selected mode OP CLB or OP DES).
- "Speed 250 kt pull" (Speed knob is turned and pulled to achieve a selected speed).

Note: If the value was previously set, there is no requirement to repeat the figure; simply call, for example, "Heading pull," "Speed push," etc. It is sometimes preferable to pull the FCU knob before setting the value (e.g. turns greater than 180 °).

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The VS/FPA selector knob has no managed function. For example:
- "V/S(FPA) +(-) 700 pull" (V/S (FPA) knob is turned and pulled to achieve the required V/S or FPA).
- "V/S (FPA) push" (V/S (FPA) knob is pushed to level off).

ARM

The command "Arm"means to arm a system by pushing the specified specified FCU pb. For example:
- "Arm approach."

ON/OFF

These commands are generally used for AP, FD and A/THR. For example:
- "Autopilot off."

PFD/FMA CHANGES TO BE CALLED

Applicable to: ALL

All changes on the FMA are called by the PF and cross-checked by the PM unless otherwise specified. The colour of armed lateral and vertical modes shall be included in the PF call.
A/THR blue do not need to be called, however, failure of this mode to arm on takeoff or go-around should be called.
If any change has not been called, then the PM shall call the change. There is no competition to see who can be the first to call these changes; The PM should allow reasonable time for the PF to call and not pre-empt him with every change.

The result of any action on the FCU shall be checked on the PFD/FMA, and any target changes are to be confirmed on the PFD/FMA and ND as appropriate. To achieve this, the PF shall call from the PFD, and the PM shall cross-check:
- All altitude/level targets. Any metric-to-feet conversion is to be completed independently by each pilot, set on the FCU, and the target called in both metric and feet.
- When a magenta database constraint is displayed on the PFD, the actual cleared altitude should be read from the FCU in addition to the magneta value on the FMA.
- Heading and speed targets (heading targets used to avoid weather need not be called).
- Initial VS/FPA targets (minor adjustments from the initial target need not be called).

FMA modes/targets are normally read from left to right across the FMA.
The effect on the flight path shall be monitored using raw data.

Selection of an autopilot shall be confirmed by the PF calling the AP1(2) annunciation on the FMA. Examples of standard calls are given in FCTM SI-090.

ALTITUDE

Applicable to: ALL

The PF calls out "One to go," when passing 1 000 ft before the cleared altitude or FL, and the PM responds with, "Check."

FLAPS OR GEAR CALLOUTS

Applicable to: ALL

FLAPS CALLOUTS

FLAPS' CONFIGURATION	CALL
1	"Flaps one."
1 + F	"Flaps one."
0	"Flaps zero."

The reply will be given when selecting the new flap position. For example:

	CALLOUT	REMARK
PF	"Flaps one."	
PM	"Speed checks. Flaps one."	PM checks the speed: - At or above S or F speed and accelerating (takeoff or go-around), - Below VFE next and decelerating (approach). The PM repeats the order before making the selection.

GEAR CALLOUTS

	CALLOUT	REMARK
PF	"Gear up (down)."	
PM	"Gear up (down)."	PM checks: - Positive climb on both the VSI and RAD ALT (takeoff or go-around), - Speed below VLO (landing). The PM repeats the order before making the selection.

PF/PM DUTIES TRANSFER

Applicable to: ALL

To transfer control, flight crewmembers must use the following callouts:

<u>To give control</u>: The PF calls, "You have control." The PM accepts this transfer by replying, "I have control," before assuming PF duties.

<u>To take control</u>: The PM calls, "I have control." The PF accepts this transfer by replying, "You have control," before reverting to PM duties.

ABNORMAL AND EMERGENCY CALLOUTS

Applicable to: ALL

ECAM INITIATION

PM or PF (who sees first): " Master Warning/Master Caution, <read ECAM title>."
PF or PM: "<repeat ECAM title>."
PF: "I have control, ECAM Actions."

Note: *If multiple ECAM warnings are present then the PF will repeat each title after it is read by the PM prior to carrying out the ECAM actions for the new item.*

ECAM PROCEDURE

1. The question, "Clear <title of the system> ?"is asked by the PM when all actions have been taken/reviewed for the present ECAM WARNING/CAUTION or SYSTEM PAGE, e.g. "Clear hydraulic?" or "Clear status?"
2. The statement, "Clear <title of the system>"by the PF confirms the action and review is complete, e.g. "Clear hydraulic," or "Clear status".
3. "ECAM Actions complete,"by the PM indicates that all applicable actions have been completed.
4. Should the PF need to interupt the ECAM procedures, the order "Stop ECAM," will be used. When ready to resume the ECAM, the order "Continue ECAM," will be used.
   Refer to FCTM OP-040 ECAM Handling.

ECAM HANDLING		
Warning Display	**PF**	**PM**
Master Caution & Single Chime HYD B RSVR OVHT	"Master Caution, hydraulics, blue reservoir overheat." (Pilot who sees it first.)	
	"Hydraulics, blue reservoir overheat." (Second pilot repeats title.)	
Initiating ECAM actions	"Standby," OR "I have control, ECAM actions."	
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ECAM HANDLING			
When PM has completed the ECAM actions		"Clear hydraulics."	"Clear hydraulics?"
Resultant Warnings/Cautions			
HYD B RSVR OVHT B SYS LO PR	*FCTL		"Blue system low pressure."
If no ECAM actions required			"No actions required."
ECAM items completed		"Clear hydraulics."	"Clear hydraulics?"
If LAND ASAP message displayed			"Land ASAP amber/red."
Secondary Failures e.g. *F/CTL			"Secondary failure, flight controls."
After reviewing the SYS page		"Clear flight controls."	"Clear flight controls?"
STS page displayed		"Read status."	"Status."
STS review complete		"Clear status."	"Clear status?"
When all applicable ECAM actions are complete			"ECAM Actions complete."

MEMORY ITEMS

The aim of the following callouts is to alert the other pilot to the appropriate procedure by calling out, in most cases, the title of the procedure. This will help the crew to react appropriately (crew coordination, task sharing and communication).

GPWS

As soon as avoidance manoeuver is envisaged.
"Pull up, TOGA."

REACTIVE WINDSHEAR

"Windshear, TOGA."

UNRELIABLE SPEED INDICATION

"Unreliable speed."

EMERGENCY DESCENT

"Emergency descent."

LOSS OF BRAKING

"Loss of braking."

COCKPIT TO GROUND COMMUNICATIONS

Applicable to: ALL

Standard phaseology ensures clear and consistent communications between the Flight Deck and the Ground Engineer during pushback and arrival operations. It is company policy that the headset shall be manned by an engineer or suitably trained mechanic with an acceptable standard of English language proficiency.

All communications between the Flight Deck and the Ground Engineer should be unhurried and in a clear and deliberate manner, with a distinct pause between separate instructions to assist clarity.

The procedures below may vary if abnormal situations arise. When non-standard situations occur, e.g. starting engines on the bay with HP ground air, the Flight Crew should co-ordinate with the Ground Engineer the procedures to be employed. This will ensure effective communications and adherence to the correct procedures.

Never be complacent; the "Standard" or "Normal" pushback can present the greatest safety risk if vigilance and standard phraseology are not employed at all times.

INTERCOM NOT AVAILABLE

If the use of a headset via the intercom is not possible, the standard hand signals for brakes are :

Park brake SET.. Clench fist, palm side forward
Park brake RELEASED.....................................Open hand, fingers spread, and palm side forward

CONTACT WITH GROUND CREW - USE OF LANDING OR TAXI LIGHTS

Flight Crew should not flash the aircraft landing and/or taxi lights in order to gain the attention of the Ground Crew any time they suspect a tug is attached to the aircraft. In the past Ground Crew have suffered temporary damage to their eyesight as a result of aircraft landing and/or taxi lights being illuminated when they were looking directly at the light and only a short distance away. A number of countries have banned the practice of flashing aircraft lights.

Notwithstanding the above, should the cockpit crew require the Ground Crew to return to the aircraft after headset disconnection, they should wait until the ground crew are sighted abeam the aircraft and then flash the runway turn off lights twice. The Ground Engineer will then return to the aircraft and re-establish communications with the Cockpit. Do not flash these lights if personnel are in close proximity to the nose landing gear.

SUMMARY FOR EACH PHASE

Applicable to: ALL

COCKPIT - GROUND COMMUNICATIONS		
EVENT	**Cockpit to Ground**	**Ground to Cockpit**
Cleared for pushback	"Remove ground equipment." (if applicable)	"Ground equipment removed."
Pressurising the hydraulics	"Confirm clear to pressurise yellow hydraulics?" (if applicable)	"Cleared to pressurise."
Pushback	"Cleared to pushback." (Include any ATC instruction, e.g. "Pushback red/face west/starting point number 3.")	"Release parking brake."

> _Note:_   1. _The request to release the Parking Brake should only be made once all doors are checked closed and locked. 'All Doors' includes passenger and cargo doors, servicing access panels and hatches (except the NLG Service Interphone Access panel), and verifies all passenger steps, air bridges and external equipment (not required for the start) are clear of the aircraft._
> 2. _The use of "released" and "set" for the parking brake will reduce the chance of misunderstanding which may occur if "on" or "off" are used._

EVENT	Cockpit to Ground	Ground to Cockpit
	"Park brake released. Off blocks at ___."	
Starting engines	"Ready to start engine 1(2)?" "Starting engine 1(2)."	"Clear to start engine 1(2)." (or as per local procedures)."
Completion of pushback	"Park brake set."	"Pushback complete. Set park brake."

> _Note:_   _This confirms to the Ground Engineer the towbar can be disconnected. The tug and all ground equipment should move away from the aircraft and clear of the taxiway._

EVENT	Cockpit to Ground	Ground to Cockpit
Completion of engine start	"Start complete, clear to disconnect."	

> _Note:_   _The Ground Engineer is clear to disconnect the headset, close the access panel and move clear of the aircraft._

EVENT	Cockpit to Ground	Ground to Cockpit
Completion of engine start (cont.)	"Signals on the left/right. Goodbye."	"Roger. All ground equipment clear. Steering pin removed. Standby for hand signals on the left/right."

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COCKPIT - GROUND COMMUNICATIONS

Note: 1. *The Ground Crew will then disconnect the headset and move to the left or right of the Flight Deck, in clear sight of the Flight Crew. Once the Ground Crew and all equipment is clear of the taxiway, the appropriate Gear/Steering Pin fitted with a Safety Streamer will be raised above the head together with a Thumbs Up indicating all ground equipment and personnel are safely clear and the aircraft is clear to taxi.*

      2. *For Night Departures the Pin with Streamer will be illuminated to ensure the Flight Crew can confirm the clearance signal. The clearance signal should be given using an illuminated marshalling wand.*

Arrival at Gate/Stand	"Go ahead." "Parking brake Set/Released." "Right engine/Engine 2 running (if applicable)."	"Ground to cockpit." "Chocks in position. Standby for ground power (if applicable)." "Ground power connected."
Alert Calls		"Cockpit Alert! Cockpit Alert! Set park brake." (An explanation will follow, e.g. shear pin failure.)
		"Cockpit Alert! Cockpit Alert! Shutdown left/right/Engine 1/2." (Most likely due to ingestion risk.)
		"Cockpit Alert! Cockpit Alert! Tailpipe smoke/Fire left/right/Engine 1/2 or wheel/brake smoke or fire etc."
	"Hold Position!" or "Stop Pushback! Hold Position!"	

TAXI		
EVENT	**PF**	**PM**
Initiating taxi	"Clear left (right)."	"Clear right (left)."
Brake check	"Brake check."	"Pressure zero."
Flight control check	"Flight control check."	
1. PF Elevators		"Full up, full down, neutral."
2. PF Ailerons		"Full left, full right, neutral."
3. PF Rudder *(Note 1)*		"Full left, full right, neutral."
4. PM Elevators		"Full up, full down, neutral."
5. PM Ailerons		"Full left, full right, neutral."
Completion of F/CTL Check	"Check."	

  Note: 1. *The PM should follow the pedal movement with his/her feet.*

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TAKEOFF		
EVENT	**PF**	**PM**
Before entering the runway - use PA *(Note 1)*		"Cabin crew, please be seated for takeoff."
Ready for takeoff	"Set thrust."	
FMA	"MAN FLX_/TOGA, SRS, (RWY)."	"Check."
Thrust set and checked on ECAM		"Thrust set."
100 kt (IAS)	"Check."	"One hundred knots."
V1 speed		"V1." *(Note 2)*
VR speed		"Rotate."
Positive ROC on VSI and RAD ALT	"Gear up."	"Positive climb." "Gear up." *(Note 3)*

Note: 1. *Refer to the Cockpit-Cabin Communications table for full procedures.*
2. *If the auto-callout is inoperative, the PM shall make this call.*
3. *This call is to be made before placing your hand on the landing gear lever.*

ACCELERATION		
EVENT	**PF**	**PM**
At or above F speed *and* accelerating	"Flaps 1."	"Speed checks, Flaps 1." *(Note 1)*
At or above S speed *and* accelerating *and* next speed target at least Green Dot	"Flaps Zero."	"Speed checks, Flaps Zero." *(Note 1)*
PM notices *any* incorrect parameter regarding a configuration change request from PF		Check (parameter) e.g. "Check speed."

Note: 1. *This call is to be made before placing your hand on the flap lever.*

CLIMB		
EVENT	**PF**	**PM**
Transition altitude	"Transition, Set STD." *(Note 1)* "Check."	"STD cross-checked, Passing FL __ now."

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CLIMB		
1 000 ft below assigned altitude	"One to go."	"Check."

Note: 1. The "Transition" call and setting of 1013 is made when climbing through the Transition Altitude and not when first cleared to a Flight Level.

DESCENT		
EVENT	**PF**	**PM**
1 000 ft above assigned level	"One to go."	"Check."
Passing FL 200 in descent	"Twenty thousand."	"Check."
		"Cabin crew, prepare the cabin for landing."
When cleared to an altitude	"Set QNH ___ ." / "Check."	"QNH ___ cross-checked, Passing ___ ft now."
Transition Level (if QNH not previously set)		"Transition." *(Note 1)*
Passing 10 000 ft	"Ten thousand."	"Check."
At 5 000 ft AAL or before		"Cabin crew, please be seated for landing."

Note: 1. The setting of QNH and associated calls are normally made when first cleared to an altitude on descent. The "Transition" call is only made descending through the Transition Level if the QNH has not been previously set.

APPROACH		
EVENT	**PF**	**PM**
Prior to configuring for approach (if Approach Phase not active).	"Activate approach phase."	"Approach phase activated."
ILS Approach Positive movement of LOC/GS indications	"Check."	"LOC/Glideslope moving." *(Note 1)*
NP Approach LOC/Radial moving	"Check."	"LOC/Radial moving." *(Note 1) (Note 2)*
Initial RAD ALT indication "Two Thousand Five Hundred" (Auto callout)	"Check."	

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APPROACH		
Speed below VFE Next on PFD	"Flaps 1 (2 or 3 or FULL)."	"Speed checks - Flaps 1 (2 or 3 or FULL)." *(Note 3)*
Speed below VLO	"Gear down."	"Gear down." *(Note 3)*
Setting missed approach altitude	"<altitude> blue."	"Check."
Final approach altitude check	"Check."	e.g."OM/xx DME, altitude checked, aids set."

Note:
1. *This call is be made at the first indication of LOC or G/S movement, even if the FMA modes LOC*/G/S* annuniciate first.*
2. *"Radial moving" may be omitted if the PM's ND is not selected to ROSE VOR display.*
3. *This call is be made before placing your hand on the flap or gear lever.*

LANDING		
EVENT	**PF**	**PM**
1 000 ft RA "One thousand" (Auto callout)	"Check."	"Landing checklist complete." *(Note 2)* e.g."Plus 10, 800" means VAPP +10 kt and 800 ft/min ROD. *(Note 3)*
Passing 350 ft RA and **LAND** green displayed on the FMA	"Land green."	"Check."
100 ft above MDA/DH "One Hundred Above" (Auto callout)	"Check."	
MDA/DH "Minimum" (Auto callout)	"Continue," OR "Go-around, Flaps."	
At MAP prior to circling	"Go-around, Flaps," OR "Continue." *(Note 4)*	"Missed approach point."
After Landing - Spoilers Extended - Reverser Deployed - Auto Brake Active		"Spoilers, Reverse green," OR "No Reverse engine 1(2)," OR "No Reverse." *(Note 5)* "Decel," OR "No Decel." *(Note 6)*

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LANDING		
At 70 kt		"Seventy knots."

Note:	1.	*If the auto callout is inoperative, the PM shall make these calls.*
	2.	*The call "Landing checklist complete" is always made passing 1 000 ft as a confirmation that all landing checks have been previously completed.*
	3.	*Following an initial call, further calls should be made only for significant deviation or trend away from the target parameters.*
	4.	*PF shall respond "Continue" at the MAP if visual.*
	5.	*In case of reverser failure or if reverse was not selected.*
	6.	*The "Decel" call is referenced to the green DECEL light.*

AUTOLAND		
EVENT	**PF**	**PM**
Passing 350 ft RA and **LAND** green displayed on FMA	"Land green."	"Check."
100 ft above DH "One Hundred Above" (Auto callout)	"Check."	
DH "Minimum" (Auto callout)	"Continue," or "Go-around, Flaps."	
FLARE annunciate on FMA		"Flare."
No **FLARE** annuniciated by 30 ft RA		"No Flare."
ROLLOUT annunciated		"Rollout."
No **ROLLOUT** annunciated on FMA		"No Rollout."
After Landing - Spoilers Extended - Reverser Deployed - Auto Brake Active		"Spoilers, Reverse green," OR "No Reverse engine 1(2)," OR "No Reverse." *(Note 2)* "Decel," OR "No Decel." *(Note 3)*
At 70 kt		"Seventy knots."

Note:	1.	*If the auto callout is inoperative, the PM shall make these calls.*
	2.	*In case of reverser failure or if reverse was not selected.*
	3.	*The "Decel" call is referenced to the green DECEL light.*

GO-AROUND		
EVENT	**PF**	**PM**
Any time a missed approach is executed	"Go-around, Flaps."	"Speed Checks, Flaps 3 (2 or 1)."*(Note 1)*
	Read specific mode changes on FMA.	"Check."
Positive ROC on VSI and RAD ALT	"Gear up."	"Positive climb." "Gear up." *(Note 1)*
Note: 1. This call is made before placing your hand on the flap or gear lever.		

FLIGHT PARAMETER DEVIATIONS		
EVENT	**PF**	**PM**
PM notices *any* incorrect parameter regarding a configuration change request from PF		Check (parameter) e.g. "Check Speed."
LOC deviation > 1 dot		"LOC."
G/S deviation > 1 dot		"Glideslope."
Tracking on a VOR radial: • >0.5 Dot or 2.5 ° deviation		"Course."
Tracking on a NDB bearing: • >5 ° deviation		"Course."
Below 1 000 ft AAL: • Speed > VAPP +10 • Speed < VAPP -5, or		"Speed."
Below 1 000 ft AAL: • ROD >1 000 ft/min		"Sink rate."
Below 1 000 ft AAL: • Attitude >10 ° nose up (A320), or • Attitude >7.5 ° nose up (A321), or • Attitude < -2.5 ° nose down		"Pitch."
Below 1 000 ft AAL: • LOC deviation > 1/4 dot		"LOC."
Pitch attitude in flare >7.5 °		"Pitch."
Bank angle in flare > 7 °		"Bank."

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FLIGHT PARAMETER DEVIATIONS		
Touchdown beyond the Touchdown Zone Markings	(Captain) "Continue." *(Note 1)*	
	(Captain) "Go-around." *(Note 2)*	
Pitch attitude during go-around >20 ° or <10 ° nose up		"Pitch."
Bank angle during go-around > 7 °		"Bank."
No climb rate during go-around		"Sink rate."

> *Note:* 1. *If the Captain decides that the landing can be safely continued.*
> 2. *If the Captain decides that the landing should be discontinued.*

RTO		
EVENT	**CAPT**	**F/O**
Decision *not* to reject the takeoff	"Go!"	
Decision to reject the takeoff	"Stop!"	
During the deceleration phase		"Reverse green, Decel." *(Note 1)*
ATC Call		Advise as appropriate. *(Note 2)*
Parking brake set - Cabin Crew PA	"Attention! Cabin Crew at Stations!"	

> *Note:* 1. *If the green DECEL light is not illuminated call, "No Decel." In case of reverser failure of if reverse was not selected call, "No reverse engine 1(2)," or "No reverse," as appropriate.*
> 2. *The standard ICAO phraseology for any stopping event on the runway is, "Stopping."*

COCKPIT - CABIN NORMAL OPERATIONS		
EVENT	**COCKPIT**	**CABIN**
Before entering the runway if CDSS Cabin Ready function serviceable	"Cabin crew, please be seated for takeoff."	Press cabin ready CDSS switch. *(Note 3)*
Commence cabin service	Seatbelt sign cycled OFF and ON	
Conditions suitable for passengers to move around cabin	Seatbelt sign to OFF/AUTO	
Turbulence anticipated or encountered	Seatbelt sign to ON	
Moderate to Severe turbulence anticipated or encountered	"Please note that the seatbelt signs are switched on. Cabin crew please be seated." *(Note 1)*	
Approximately 30 min before landing	"30 minutes." *(Note 2)*	
Approximately 15 min before landing	"Cabin crew, prepare the cabin for landing."	
	Seatbelt sign ON @20 000 ft	

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COCKPIT - CABIN NORMAL OPERATIONS		
Approximately 10 min before landing	Seatbelt sign cycled OFF and ON @ 10 000 ft	
At 5 000 ft AAL or before if CDSS cabin ready function serviceable	"Cabin crew, please be seated for landing."	Press cabin ready CDSS switch. *(Note 3)*

Note:
1. *In case the PA system is u/s, the seatbelt signs should be cycled once.*
2. *Made via the CAB INT - all other normal Cockpit to Cabin calls are made by the PM over the PA using the ACP panel pb.*
3. *If the CDSS 'Cabin Ready Function' is unserviceable the FA1 will advise verbally when the pre-landing preparations are complete and the cabin crew are seated.*

COCKPIT - CABIN EMERGENCY COMMUNICATIONS		
EVENT	**COCKPIT**	**CABIN**
Initiation of an Emergency Descent	"Attention! Emergency Descent!"	
• RTO • Emergency Landing at 2 000 ft AAL • On Ground Emergency *(Note 2)*	"Attention! Cabin Crew At Stations!"	
Alert level to be cancelled	"Cabin Crew resume duties."	
Emergency Landing at 500 ft AAL *(Note 1)*	"Brace! Brace!"	
Initiation of evacuation	"Evacuate! Evacuate!"	
Attempted hijack		Refer to Vol.7.1.16

Note:
1. *If the PA is u/s, switch the seatbelt signs OFF and ON six times.*
2. *This order may also be used in-flight if Cabin Crew are not seated and an emergency or abnormal situation requires the crew to immediately return to their seats.*