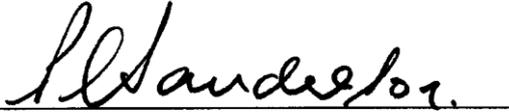


DRAGONAIR

A320/A321/A330 OPERATIONS MANUAL

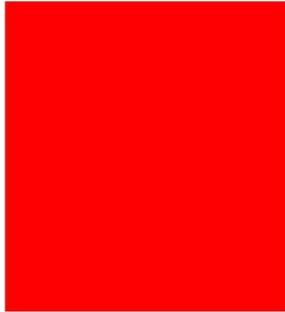
VOLUME 7 EMERGENCY PROCEDURES MANUAL

This volume forms part of the Operations Manual.
It is issued by the Operations Department and is
authorised by the General Manager (Operations).

Signed : 
Peter SANDERSON
General Manager Operations

Revision

The holder of this Volume is responsible for its revision.



安全、質量及保安政策

安全、質量及保安是港龍航空的核心價值。藉著各員工絕不妥協地致力推行各種持續提升質量、保安及安全管理系統計劃，我們務求在這些方面均達到最高的水平。

港龍航空一直以來均十分重視及鼓勵任何有關運作安全及保安事件的報告。我們有既定政策，鼓勵每一位員工向公司匯報任何可能影響航班及地勤營運安全及保安的情況及資料，並積極推動這種文化。我們更製訂了一套程序，適用於航空安全報告、機艙安全報告、地勤安全報告、品質審計報告及保安審查報告所收集紀錄及發放的資訊，確保溝通可以在不受拘束的情況下進行。

我們亦確立機制，以量度及訂立在所有有關安全、質量及保安方面的主要表現水平，並以嚴謹的風險評審，按其重要性訂定改善措施的優先次序。

為建立互信關係，港龍航空推行公平文化的政策，決不會紀律處分任何匯報有關航班安全事件的員工。但如果有關資訊是來自其他來源，或員工刻意漠視既定的政策及程序，此項政策則不適用。我們希望從錯誤中學習，以不斷提升水平。

作為行政總裁，我自然責無旁貸，除致力履行承諾提供安全的運作及工作環境，我務請大家積極負責，讓港龍航空繼續在安全、品質及保安方面均達致最高的水平，讓顧客、員工及商業夥伴均受惠，並保持公司在這方面的業界領導地位。

行政總裁 楊偉添

二〇一一年八月

SAFETY, QUALITY AND SECURITY POLICY

Safety, quality and security are core values of Dragonair. We are dedicated to achieving the highest standards in these disciplines by the uncompromising efforts and vigilance of every employee in implementing continuous quality improvement, security and safety management system programmes that are in place in Dragonair.

It is imperative that we have uninhibited reporting of all incidents and occurrences which compromise the safe and secure conduct of our operations. We have a policy of an open reporting culture where every employee is encouraged to communicate any information that may affect the integrity of flight and ground safety and security. Such communication is free of reprisal. Our method of collecting, recording and disseminating information obtained from Air Safety Reports, Cabin Safety Reports, Ground Safety Reports, Quality Audits and Security Inspections has been developed to achieve this aim.

We have established methods to measure and set key performance standards in all the safety, quality and security disciplines coupled with a rigorous process of risk assessment in order to prioritise the deployment of corrective actions in a timely and efficient manner.

To engender mutual trust, Dragonair has a just culture policy where it will not take disciplinary action against any employee who discloses an incident or occurrence involving safety. This policy shall not apply to information received by the company from a source other than the employee, or when the employee knowingly disregards established policies and procedures. We constantly improve our standards by learning from our own mistakes and errors as well as those made by others.

As the Chief Executive Officer I am ultimately accountable and fully committed to providing a safe operational and working environment. However I require you all to take responsibility to ensure Dragonair maintain its industry position as a leader in providing our customers, employees and business partners with the highest level of safety, quality and security.

Patrick Yeung
Chief Executive Officer
August 2011

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7.1. SAFETY GENERAL

7.1.1 INTRODUCTION

1. EMERGENCY PROCEDURES TRAINING

Safety training is to provide every crew member with the necessary skills and knowledge to deal with different types of emergency and survival situations. A sound knowledge of procedures and good discipline forms the basis of survival.

2. CABIN STAFF INITIATIVE

Cabin Crew are encouraged to communicate any abnormality they observe to the flight deck, either by the service interphone or emergency call. Particularly important is the immediate reporting to the flight deck of any signs of smoke or fire either within the cabin or from the aircraft engines or airframe. The Cabin Crew could provide vital information in such cases that is not available to the Flight Deck Crew. Reporting of passenger and/or crew injury after significant events such as a turbulence encounter or depressurization without delay is also vital for establishing effective communication with the flight deck. It must not be assumed that the Flight Deck Crew already know the information.

Dragonair has an obligation under law to meet certain minimum standards both as regards to the number of Cabin Crew carried on board and to the amount and type of safety equipment fitted to the aircraft. The Company itself sets standards above these minimums to ensure that the spirit as well as the letter of the law is met.

The minimum number of Cabin Crew carried on our aircraft is not, as one might suppose, dictated by the gastronomic needs of our passengers. A Cabin Crew member, whilst his/her day to day duties are to provide service to the passengers, is on board primarily as a "Safety Officer".

3. OPERATIONS MANUAL

Operations Manual refers to the instruction and information required by the Air Navigation Order. Volume 7 – Emergency Procedures Manual is the Operations Manual issued to cabin crew by Operations Department.

Cabin crew will be issued the Emergency Procedures Manual when they join the company. Thereafter, they are responsible for upkeeping the manual to ensure the information is up-to-date. They are to bring this manual to attend all kinds of safety training and inspections by Safety Training Specialists (STS). Any non-compliance will be reported to ISD management staffs.

Loss of this manual/ revision should be reported to ISD. Any cabin crew who has resigned or ceased to be a crew member (e.g. internal transfer) should return the manual to ISD before their resignation/transfer take effect.

Revisions of the manual are distributed to Cabin Crew Briefing Office. The issuance of revision will be accompanied by a Cabin Crew Notice. Further, soft copy of the manual is also available on the company intranet:

1. Teams & Divisions
2. Operations (OPS)
3. Flight Crew Team Site
4. Manuals (A320/1 and A330)
5. Volume 7 – Emergency Procedures

A copy of Volume 7 is available in the aircraft cabin for Cabin Crew reference. It is stowed in the left overhead locker of the first row. This copy should remain on board. In case it is found missing, FA1 should record in the flight report so that follow up action can be taken.

4. **ROLE OF CABIN CREW**

Cabin crew who is assigned to guard a cabin door is referred to as “Door primary”. Their pre-flight duties involve checking of doors, crew seats and emergency equipment in their respective area. Those duties are listed in the Task Cards which are to be distributed by FA1 at pre-flight briefing. Updated Task Card is available on the company intranet (in the webpage of Flight Crew/Training/Cabin Crew). Cabin Crew will be notified by Crew Notice in case Task Card has been revised. The pre-flight emergency equipment checks are based on the minimum crew concept and hence, the checks will be taken up by the 8 and 4 door primaries on A330 and A320/1 respectively. The pre-flight inspection of systems and emergency equipment should be carried out prior to the first flight and after an aircraft has been left unattended.

Cabin Crew who is not responsible for a door is referred to as “Door Assist”. They are not required to carry out pre-flight equipment check but they have their designated duties in the event of an emergency.

In the event of a door primary reporting late to the aircraft, e.g. being called out from standby at the last minute, FA1 may delegate another cabin crew, preferably a Door Assist if available, to perform the equipment check on behalf of that door primary. FA1 should ensure that the delegate does receive a copy of Task Card and jot down such incident in the Flight Report. The late-coming crew should, however, be informed who the delegate is after reporting to the aircraft. The late-comer is not required to perform the pre-flight emergency equipment check again EXCEPT his / her own seat belt and harnesses for the own safety.

In case malfunction of equipment/ aircraft facilities is found prior to flight, cabin crew should report to FA1. Depend on the nature of the defects found, FA1 will then jot it down in Cabin Defect Log and/or report to the Commander.

At the pre-flight briefing, FA1 is responsible to check the validity of her/his crewmembers Certificate of competency (COC), update them on the latest safety issues (if any) and assess Cabin Crew safety knowledge. Every Cabin Crew is required to answer at least one safety question. Those who fail to provide satisfactory answer are required to answer more questions. FA1 has the authority to offload and retain the coc of any Cabin Crew whose safety knowledge are in doubt. These cases will then be passed to Flight Crew Training Department for follow up action. The concerned Cabin Crew can resume flying duties only after certified by STS/MGT.

For those Cabin Crew who do not attend pre-flight briefing, they are required to answer safety question raised by FA1 when they join the flight in outport.

5. COMMON LANGUAGE

English is the common language for Dragonair and the International Aviation language.

Adequate proficiency in the English language is essential for effective communication and plays a key role in the prevention of accidents and incidents.

6. COMMUNICATION BETWEEN FLIGHT DECK AND CABIN CREW

PHASE	CALL / ACTION	BY	MEANING / ACTION
BEFORE ENGINE START	<u>“AIRCRAFT READY FOR BOARDING”</u> (Outstations only)	FA1	Commander will advise if he requires boarding to be delayed.
	<u>“PASSENGERS BOARDING”</u> (Outstations only)	FA1	Boarding has commenced.
	<u>“ALL PASSENGERS ON BOARD”</u> (For all departures)	FA1	The head count has been completed and the correct number of passengers is on board.
	<u>“CONFIRM CLOSE AND ARM DOORS”</u>		All passengers and papers are on board. Commander will advise if aircraft doors may be closed and armed.
AFTER SAFETY DEMONSTRATION	<u>“CABIN CREW, PLEASE BE SEATED FOR TAKE-OFF”</u>	PM	This announcement indicates that the aircraft is approaching the departure runway.
	Press Cabin Ready CDSS Switch	FA1	Indicates to cockpit crew that pre-takeoff preparations are complete and that the Cabin Crew are seated.
	If Cabin Ready CDSS function unavailable, when convenient the PM calls FA1 on cabin interphone to confirm that cabin is secure.	PM	PM announces to PF that the cabin is secure.

<p>TOP OF DESCENT</p>	<p><u>“30 MINUTES”</u> passed by interphone.</p>	<p>PF</p>	<p>The PF will advise FA1 approximately 30 minutes before landing. He will also pass the destination weather and give details of any messages received by ACARS. FA1 will relay the relevant message to the other Cabin Crew. If required the PF will ask the FA1 to come to the flight deck to collect meal trays etc. In this case the PM will then complete the door unlock/lock procedure specified above Note: After this visit by FA1 there should be no further requirement for the FA1 to enter the flight deck before landing.</p>
<p>DESCENT & APPROACH</p> <p>20,000FT (15 MINUTES TO LANDING)</p> <p>10,000FT (10 MINUTES TO LANDING)</p> <p>5,000FT (5 MINUTES TO LANDING)</p>	<p>SEAT BELT SIGN ON <u>“CABIN CREW, PREPARE THE CABIN FOR LANDING”</u></p> <p>SEAT BELT SIGN CYCLED</p> <p><u>“CABIN CREW, PLEASE BE SEATED FOR LANDING”</u></p> <p>Press Cabin Ready CDSS Switch</p> <p>If Cabin Ready CDSS function unavailable, when convenient the PM calls FA1 on cabin interphone to confirm the cabin is secure.</p>	<p>PM</p> <p>PM</p> <p>PM</p> <p>FA1</p>	<p>This indicates there is about 15 minutes to landing. Cabin Crew are to complete all service, prepare the cabin and galleys for landing and perform pre-landing checks. (See Note 2)</p> <p>Cabin Crew are to complete the pre-landing checks and to report to Section Leader, who will report to FA1. Cabin Crew should then strap in.</p> <p>Indicates to Cabin Crew there is approximately 5 minutes to landing.</p> <p>Indicates to cockpit crew that pre-landing preparations are complete and that the Cabin Crew are seated.</p> <p>PM announces to PF that the cabin is secure.</p>

AFTER LANDING	SEAT BELT SIGN OFF	PF	Disarm escape slides. Passenger doors may be opened at FA1's discretion.
ANY PHASE	EMERGENCY CALL ON	CAP	The cabin crew nearest to L1 to answer the call immediately.

- NOTES:
1. In case the PA system is unserviceable, the seat belt sign should be cycled once.
 2. The seat belt sign will not be cycled if previously selected on.

7. STERILE COCKPIT

Cabin Crew should understand that during critical stages of the flight (take-off and climb, approach and landing), the flight deck should only be contacted on matters affecting safety or if required operationally. Due to high work levels during these phases, the flight deck crew may not be able to immediately respond to contact from the cabin crew.

The following are the times when the "Sterile Cockpit" applies:

- At departure, from engine start or when the aircraft first moves until approximately 30 min after take off.
- Prior to arrival, from the moment that the cabin crew are advised by cockpit crew of "30 min to landing" and continuing until the aircraft is parked at the arrival gate and seat belt signs are switched off.

8. SAFETY PUBLIC ANNOUNCEMENT (PA)

The safety PA and demonstration must be conducted on every sector even if there are no joining passengers at transit/enroute station.

Translations into other languages must be made whenever appropriate.

Pre-flight check of audio and visual effects shall be conducted by FA1 and Cabin Crew members to ensure a smooth passenger briefing by either live or video presentation.

Whenever the passenger briefing is by video presentation, cabin crew must monitor screens to ensure each passenger receives the full briefing. In case there is malfunction with the screen(s), cabin crew have to replace the defective screen(s) by partial/full live demonstration.

Should pre-recorded safety demonstration announcement being unserviceable, live PA must be made according to the PA handbook.

The following table provides guidelines to cabin crew to perform live safety demonstration. It is a requirement for Cabin Crew to point exits in a passenger briefing no matter the demonstration is by video or live.

	A33R	A33A & L	A33C	A321	A320	A32M
Live Safety Demo Position	Row 1	Row 10	Row 10	Row 10	Row 10	Row 22
	Row 10	Row 22	Row 22	Row 22	Row 22	Row 31
	Row 15	Row 30	Row 30	Row 35	Row 35	Row 41
	Row 22	Row 40	Row 40			
	Row 35	Row 48	Row 48			
	Row 43					
Position for Exit Pointing with IFE	Row 1	Row 10	Row 10	Row 10	No IFE	No IFE
	Row 15	Row 22	Row 22	Row 22		
	Row 22	Row 40	Row 40	Row 35		
	Row 35					

- a. A330 (A33R - row 35 only and A33A/L/C – row 40)
Cabin crew located immediately adjacent to exits shall point exits with index and middle fingers only, facing the window on respective aisle with both arms spreading at an angle of approximately 140°. One hand shall point towards the exit immediately behind whereas the other hand pointing straight towards exits in the rear.
- b. A330 (A33R - row 1, 10, 15, 22, 43 and A33A/L/C– row 10, 22, 30, 48)
Cabin crew located not immediately adjacent to exits shall point exits with index and middle fingers only, facing the window on respective aisle with both arms spreading straight out at an angle of 180°. One hand shall point towards the exit in the front whereas the other hand pointing towards exits in the rear.
- c. A320 (row 10, 22 and 35) and A321 (row 10 and 22)
Cabin crew shall point exits with index and middle fingers only, facing passengers, with both arms bent, pointing from behind his/her neck (to show exits behind) then with both arms straight pointing towards the rear section of the aircraft.
- d. A321 (row 35)
Cabin crew located immediately adjacent to exits shall start in the same way of exit pointing as mentioned in (c), followed by spreading both arms horizontally at an angle of 180° pointing both L3 and R3 doors beside at a time.

9. PASSENGER SAFETY CARD

A passenger safety card is placed in the seat pocket of every passenger seat. It provides information on seat belts, life jackets, oxygen masks, brace positions, emergency exit location and operation and use of evacuation slides. It should not be removed from the aircraft.

10. JUMP SEAT BRIEFING CARD

“Extra Crew Seat Travel Briefing Cards” are placed in the stationery wallet in the flight deck. These cards are to be handed to any jump seat passengers for self briefing prior to take off.

11. COMPOSITION OF CREW

The law states:

A.N.O Article 18(7)

“the crew of an aircraft shall include cabin attendants carried for the purposes of performing, in the interests of the safety of passengers, duties to be assigned by the operator or the Commander of the aircraft but who shall not act as members of the flight crew”.

The minimum legal requirement of flight attendants is as below:

A320/1	4 flight attendants
A330	8 flight attendants

7.1.2 SEAT BELT REGULATIONS

1. GENERAL

All seats are equipped with adjustable seat belts. Cabin crew seats are further fitted with shoulder harnesses. Extension seat belts and child restraint devices are also carried on board.

The seat belt signs are operated by the Commander to indicate the fastening of seat belts. Cabin Crew must be alert at all times for this signal to see that instructions are observed and make a further P.A. announcement to this effect. A cabin check is to be carried out immediately after the illumination of the seat belt signs to ensure passengers' compliance.

Seat belt and no smoking regulations must be observed and enforced in flight when the signs are switched on. If a passenger refuses to fasten his/her seat belt, this must be reported to the FA1 who then will advise the Commander.

The seat belt sign will be cycled by the cockpit crew shortly after take-off, indicating that cabin crew can commence their service. FA1 may use their own judgment and discretion to determine if the cabin crew should remain strapped in if the situation in the cabin is not yet favorable. FA1 will use the interphone to confirm with cabin crew when they can move about in the cabin.

2. USE OF SEAT BELT

The Commander of the aircraft shall before it takes off and before it lands, and whenever by reason of turbulent air or any emergency occurring during the flight he considers the precaution necessary, take all reasonable steps to ensure that:

1. All passengers of three years of age or more are properly secured in their seats by safety belts;
2. All passengers under the age of three years but not less than two years are properly secured in their seats by safety belts, or are properly secured in a car type safety seat which either conforms with the characteristics listed in the next paragraph and which safety seat is in turn properly secured to an aircraft passenger seat, or are properly secured by means of a child restraint device which meets the ANO requirements if the weight of child is less than 15kg;
3. All passengers under the age of two years but not less than six months are properly secured either by means of a child restraint device which meets the ANO requirement or are properly secured in a car-type safety seat which conforms with the characteristics listed in the paragraph below and which safety seat is in turn properly secured to an aircraft passenger seat;
4. All passengers under the age of six months are properly secured by means of a child restraint device.

3. **CAR-TYPE SAFETY SEATS**

3.1 **DEFINITION**

A car-type safety seat is an assembly consisting of a shaped seat on which a passenger (age 6 months to under 3 years old) is restrained and which rests on an aircraft seat anchored only by the adult safety belt.

3.2 **CAR-TYPE SAFETY SEAT CHARACTERISTICS**

- a. A car-type safety seat ('safety seat') must have a well-defined shell and, where there is a separate shell and under structure they must be securely attached to each other.
- b. A safety seat must be of such a design that a child can easily and quickly be secured in or removed from the seat.
- c. A safety seat must have a single release type harness which at least secures a child's lap, torso and shoulders.
- d. The single release device for the harness of a safety seat must be of such a design as to prevent unreasonably easy release by the child occupying the safety seat.
- e. The harness straps of a safety seat must be of a minimum width of 1" or 25mm.
- f. Any lift-type adjusters on the harness straps of a safety seat must be of a type that require a positive angular lift to release.

3.3 **CAR-TYPE SAFETY SEAT INSTALLATION DIRECTIONS**

- a. Safety seats with an integral harness must not be installed such that the adult safety belt is secured over the child.
- b. The buckle of an adult safety belt must not lie on any sub-frame member of the safety seat after tightening.
- c. The lower part of the safety seat whether it be the shell or under structure thereof must not unreasonably extend beyond the front of the passenger seat on which it rests.
- d. A car-type safety seat should only be secured on a passenger seat, forward facing. Aft-facing safety seat is not accepted to be used on board.

4. **USE OF CAR-TYPE SAFETY SEATS**

A safety seat shall not be located in a row of seats which is either adjacent to an emergency exit or is immediately forward or aft of such a row.

No more than one safety seat shall be permitted in any one row. It shall be located on a window seat. If more than one child is traveling as part of a group, each such child may be placed in a safety seat in the same row provided that one safety seat is located on a window seat. In such a case the only persons seated so that there is a safety seat between themselves and the nearest aisle shall be persons traveling as part of that group.

At least one seat adjacent to a safety seat shall be occupied by a self-reliant person of not less than 14 years of age who is responsible for the occupant of the safety seat ('a responsible person') except that when the safety seat is secured to an aisle seat the responsible person may be seated in the aisle seat immediately across the aisle from the safety seat. In other word, one safety seat is allowed per responsible person.

In the case when a center row (a block of four seats) is used to accommodate a group with two children using safety seats, the two safety seats will be placed in the center. The responsible person must be seated in each of the aisle seats immediately adjacent to the center seats.

The safety seat shall be secured to the aircraft passenger seat by means of the adult safety belt, with the safety seat positioned on the cushion of the passenger seat. Before permitting the use of a safety seat take all reasonable steps to ensure that the safety seat conforms with the characteristics mentioned above.

A safety seat shall only be secured to a passenger seat throughout the flight and no passenger other than the designated child may occupy that seat. A safety seat shall only be installed as an alternative to the child restraint device in accordance with the Installation directions detailed above.

Where a safety seat is adjustable in recline it must be set upright for all occasions when passenger restraint devices are required to be used.

5. CARES HARNESS

The CARES harness is a harness type safety device which secures the infant/child to a passenger seat. A separate seat must be purchased for the infant/child using the CARES harness.

The parent/guardian must inform Reservations Staff during booking and Check-In staff that they wish to use the CARES harness to secure their infant/child. Cabin Crew will receive the information via the PIL.

Cabin Crew must ensure that the following requirements are adhered to whenever the CARES harness is used:

- a. The CARES harness must be used to secure the infant/child during taxi, take-off, landing, turbulence and whenever the seat belt sign is on. The harness is recommended to be used inflight even when the seatbelt sign is off.
- b. The CARES harness can only be used by an infant/child who is able to sit upright unsupported on a forward facing passenger seat.
- c. The infant/child is not to be taller than 40 inches (1 metre) and is to weigh between 22 to 44 lbs (10 to 20 kg).
- d. The CARES harness can only be used on Economy Class seats.
- e. The CARES harness is not to be used or installed on seats in exit rows.

NOTE: If a parent/guardian informs the Cabin Crew of their intention to use the CARES harness and Reservations or Check-In staff have not been informed, depending on appropriate seat availability, Cabin Crew may permit the installation of the CARES harness.

Installation of the CARES harness:

- a. The parent/guardian is responsible for the installation and removal of the CARES harness, however Cabin Crew must ensure that the CARES harness is installed securely.
- b. Prior to installation, Cabin Crew are to check that the CARES harness has a FAA approved indication on the back of the label.



Front



Back

- c. Lower the tray table on the back of the seat and slide the red loop of the CARES harness over the seat back. Adjust the height of the red loop so that it is above child's shoulders.
- d. Tighten the red loop around the seat back. Ensure that the end of the strap is not loose by sliding the black clip towards the end of the strap. Close and latch the tray table, covering the red loop.

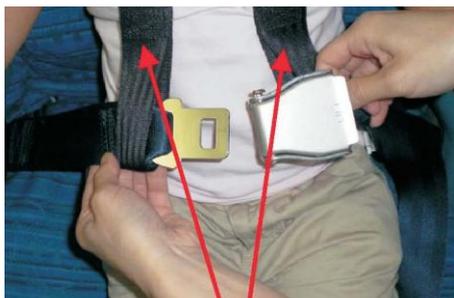


Red loop



Black clip

- e. Place the shoulder strap over the infant's/child's shoulders and slide both ends of the passenger seat belt through the loops at the bottom of the shoulder straps. Buckle the seat belt and pull it snugly across the child's lap and then buckle the chest clip on the shoulder straps. Tighten the shoulder strap by pressing the button and pulling the strap downward.



Shoulder strap



Chest clip



6. INFANT ACCEPTANCE POLICY

A passenger (a responsible person) is allowed to travel with a maximum of **TWO** infants provided that:

- One of the infants (aged between 6 months to 2 years old) should be occupying their own car-type safety seat, and such seat should comply with all the specifications listed under Section 7.1.2.
- The other infant (aged below 2 years old) should be secured by the responsible person by Child Restraint Device (CRD).

The responsible person and the infant(s) must be travelling in the same party. Cabin Crew or other passengers (including staff passengers) **CANNOT** be asked to use a CRD to secure the infant on behalf of the responsible person.

7. PRIOR TO TAKE OFF AND LANDING

All passengers must remain seated with their seat belts fastened until the “Fasten Seat Belt” signs have been switched off.

Cockpit Crew will make the PA “Cabin Crew, please be seated for take-off” and “Cabin Crew, please be seated for landing” to advise Cabin Crew when they are to take their seats.

Cabin Crew must be seated with seat belt and harnesses fastened during take off, landing and whenever flight deck crew directs. All cabin crews should be seated with their safety harnesses and seat belt fastened when the aircraft is taxing except they are required to perform safety related duties. FA1 will inform Captain that cabin is secured for take off and landing by pressing the Cabin Ready CDSS switch after he/she obtains confirmation from his/her crew members.

When a baby is being held, the child restraint device should be used. Under no circumstances should the seat belt be fastened around both the child and the adult as a sudden deceleration of the aircraft could throw the adult forward with the possibility of crushing the child between the adult and the belt.

Infants must be removed from baby bassinets and held by the parents or secured in safety seats during take off, landing and turbulence.

8. TURBULENT AIR**8.1 INTRODUCTION TO TURBULENCE**

Turbulence is usually associated with bad weather and cloud. It may be classified as:

A. Light turbulence

It momentarily causes slight, erratic changes in altitude and/or attitude. Unsecured objects may be displaced slightly. Occupants may feel a slight strain against seatbelts or shoulder straps, little or no difficulty is encountered in walking.

B. Moderate to severe turbulence

Moderate turbulence is similar to light turbulence but of greater intensity. Changes in altitude and/or attitude occur but the aircraft remains in control at all times. Unsecured objects are dislodged. Occupants feel definite strains against seatbelts and walking is difficult.

Severe turbulence causes large, abrupt changes in altitude and/or attitude. Unsecured objects are tossed about. Occupants are forced violently against seatbelts or shoulder straps and walking is impossible.

C. Clear air turbulence (CAT)

This is a sudden turbulence occurring in cloudless regions that cannot be detected by the weather radar on the aircraft. It can be light, moderate or severe.

8.2 PROCEDURES FOR BRIEFING, AFTER TAKE-OFF AND DURING TURBULENCE**Pre Departure**

During the pre-flight briefing stage, the Commander will study the significant weather charts to check for expected turbulence and brief FA1 accordingly. Flight Crew will also inform passengers of any forecasted turbulence via welcome PA.

After take-off

If turbulence is anticipated on the initial climb, the Captain will brief the Cabin Crew accordingly. The emphasis is on remaining seated with seat belts securely fastened until clearance to commence the cabin service has been given by the Captain. Cabin Crew will remain seated until the Seat Belt sign is cycled or turned off, after which they may commence cabin service. Hot beverage service can only commence when the seatbelt sign is off.

Light turbulence

The Captain will switch on the “fasten seat belt” sign. FA1 will make an immediate announcement. Cabin Crew will check that all passengers are seated with seat belts fastened and report to their section leaders. Section leaders will inform the FA1. Hot beverages, including soup and cup noodles must not be served. If cabin service is taking place or likely to be disrupted, the FA1 will check with the Captain whether or not service, including the use of carts and trolleys may continue.

Cabin Crew must be prepared to discontinue service at short notice and stow all equipment as conditions may deteriorate to moderate/severe turbulence

Babies are not to be left in baby bassinets during turbulence but must be secured in safety seats or held by parents.

Moderate to severe turbulence

The Captain shall give as much advanced notice as possible when approaching areas of probable moderate to severe turbulence. Before entering an area of moderate to severe turbulence the Captain will alert the Cabin Crew and passengers by switching on the “fasten seat belt” sign and making a PA as follows:

“Ladies and Gentlemen, please note that the seatbelt signs are switched on. Cabin Crew please be seated.” Cabin Crew should immediately stow all loose equipment (priority should be given to stow trolleys, food carts and pour away any hot drinks) and then sit in any convenient seat with the seat belt fastened. Cabin Crew must respond as quickly as possible, as the situation may rapidly deteriorate. When stowing service equipment, consideration should be given to time rather than being tidy.

In extreme cases, Cabin Crew should sit down in any seat immediately and hold on to the trolley/cart if necessary. Should the PA system be unserviceable the Cabin Crew will be alerted by cycling “OFF” then “ON” the fasten seat belt sign.

Clear air turbulence (CAT)

CAT may happen suddenly without any warning. This is why passengers are advised to fasten their seat belts whenever they are seated. If necessary, Cabin Crew shall immediately take appropriate actions to secure themselves. Do not wait for an announcement from the Cockpit Crew.

Post turbulence

Cabin Crew are to remain seated after moderate or severe turbulence encounter until the situation has stabilized or it is safe to resume duties (seat belt sign switched off or FA1 briefed by the Captain).

7.1.3 **HAND BAGGAGE**

1. **HANDLING OF HAND BAGGAGE**

Passengers hand baggage is to be stowed in overhead lockers or under the seat in front of them. Hand baggage must not be stowed in such a way that it obstructs emergency exits, or protrudes into the aisle. Hand baggage should be limited to one item per person. The weight should be no more than 5 kg and the size should not exceed 22 x 14 x 9 inches.

Maximum weight permitted in the overhead lockers is placarded. Flight attendants are to ensure that heavy baggage and bottles of liquor, are stowed under the seat. The amount of hand baggage being stowed in the lockers should also be monitored, to ensure that it is not excessive. This will help prevent baggage falling from an over full locker and injuring the passenger below.

Musical instruments carried as cabin or check-in baggage must be kept inside a sturdy and protective hard case with rounded edges. No musical instrument will be accepted in a soft case and no hard case will be provided by the carrier. Musical instruments of a size and weight that fall within the limitation of a handcarry baggage (22 x 14 x 9 inches/5kg) can be carried into the cabin as hand baggage.

Further consideration has been given to some small musical instruments such as violins and flutes which can be carried onboard provided its size and weight do not exceed the limit of 78 x 25 x 15 cm (31 x 10 x 6 in) and 7 kg (15 lb), inclusive of the hard case and if it can be stowed safely inside the overhead locker. However, passengers must be prepared to check-in the instrument if stowage space is not available.

Inflatable balls for sports use are allowed as hand baggage.

Under no circumstances should the following sporting equipment be allowed into cabin. They must be transported as checked baggage:

- baseball, softball and cricket bats
- golf clubs
- pool/snooker cues
- ski poles/hiking poles/hockey sticks
- fishing rods

Should any passenger board the aircraft with excessive or bulky hand baggage the Commander is authorized to have the items removed from the passenger cabin and stowed in the cargo hold.

The FA1 will advise the Commander if his intervention is required to have hand baggage removed to the cargo hold.

Some cabin baggage, namely religious idol, may require special attention and the handling guidelines are as follows:

- a. Religious Idol as Hand Baggage
Maximum dimension/weight: 22 x 14 x 9 inches/5 kg
 - Idols within the limit as mentioned above will be handle as hand baggage.
 - No approval is required but cabin crew has to be informed.
 - Passenger must agree to have the idol placed in a laid down position if it cannot be stowed upright in the overhead bin.

2. CABIN BULKY BAGGAGE (CBBG) ACCEPTANCE ON BOARD

Cabin bulky baggage (CBBG) refers to baggages which are large/irregular in shape and/or fragile in nature. They are allowed to be carried as cabin baggage and occupy passenger seats provided seats are purchased for the CBBG. Examples are Religious Idol, Musical Instrument and Diplomatic Bag. Prior arrangement must be made at the booking stage and no go-show CBBG will be allowed.

- a. Religious Idol
Maximum dimension/weight: 14 x 14 x 24 inches/15 kg
 - Idols exceeding the regular hand-carry size but within the limit as mentioned above will be handled as cabin load.
 - A special CBBG advice will be delivered to cabin crew briefing office before flight and FA1 will be informed.
 - Only accepted in economy class

- b. Musical Instrument

Maximum dimension/ weight (in hard case): 53 x 19 x 17 inches/32 kg

The maximum dimensions are listed in the following table.

Dimensions	CBBG Device Tie-down Position
i. Musical Instrument in hard case within the following dimensions: <ul style="list-style-type: none"> • Height: 136 cm (54 in) • Width: 48 cm (19 in) • Depth: 31 cm (12 in) <u>Note:</u> Above are the common dimensions of a cello hard case.	CBBG device should be tied down in an upright position.
ii. Musical Instrument in hard case exceeding (a) and within the following dimensions: <ul style="list-style-type: none"> • Height: 136 cm (54 in) • Width: 48 cm (19 in) • Depth: 44 cm (17 in) 	CBBG device must be tied-down in an upside-down position.

Notes: The dimensions stated in the above table apply to all types of musical instrument carried as CBBG and is not restricted to cello. Cello is used as an example due to its high frequency of carriage.

The following are mandatory prerequisites for CBBG musical instrument carriage:

- Accepted in any class. However, the dimensions in the table above apply to economy class. As First and Business class seats allow more space for CBBG storage, more lenient measurements will be offered. Assessment will be made by Reservations and Airport Staff at the time of seat booking.
- The musical instrument should come in a sturdy hard case (passenger's responsibility)
- The ground staff must ensure the CBBG device is restrained from movement and the PTV and meal table are not obstructed. Depending on the size of the CBBG, ground staff will determine to tie it down in an upright or upside-down position. If passenger does not accept the upside-down position, he/she should be advised to check-in the item or to transport the item as cargo.

In some occasions when the CBBG is presented for tie-down at the time of boarding and it cannot be fitted completely into the seat pitch. To tackle the above, handling staff may:

- Attempt to remove the seat cushion for additional pitch length. The cushion should be securely placed on the seat after removal.
- Attempt to reassign bulkhead seat to the CBBG and its owner (if situation permits) as bulkhead seat usually provides more leg-room space.
- For the upright storage case, seek passenger's consensus for switching to upside-down storage.
- Suggest to passenger for a paid-upgrade to upper class seat.

Should none of the above be successful, the musical instrument should be checked-in as hold baggage. Under no circumstances should the CBBG be left in an improper storage position or tie-down situation on the seat.

Finally, the following seats cannot accommodate a musical instrument with depth dimension of 31cm/ 12in upright position due to seat design constraint. These seats will not be assigned by Reservations for CBBG musical instrument carriage.

1. A320 seats in the last row of economy class
 2. A321 seats in the last 3 rows of economy class
- c. Diplomatic Bag
Maximum dimension/weight: 14 x 14 x 24 inches/32 kgs.
- Accepted in any class
 - Any window seat can be assigned.

The following guidelines for the handling of CBBG shall be adhered to.

- Window seat (any class) of each cabin should be assigned for CBBG, with the accompanying passenger in the adjoining seat.
- No CBBG shall be assigned in a manner which impedes access by passengers to an emergency exit or obscures seated passengers' sight of emergency exit signs. Further, CBBG cannot be carried on a seat row which is immediately adjacent to an emergency exit or located in a seat row immediately in front of or behind such a seat row.
- No more than one CBBG shall be allowed on a passenger seat. One passenger can only escort one CBBG.

To facilitate the carriage of CBBG and ensure they are safe to be transported on a passenger seat, all CBBG must be placed in the CBBG device before secure to the seat. The CBBG equipment consists of the following items:

a. CBBG Device

The CBBG device has been designed and tested to safely secure all CBBG items. It is a sturdy canvas bag with a transparent cover in front. The device can be extended by opening the zip at the bottom of the CBBG device.

CBBG Device (Short)



CBBG Device (Extended)



b. Idol Box

An Idol Box will be used in conjunction with the CBBG device. It is used to hold the religious idol only. There are tapes inside to secure the idol before it is placed in the CBBG device.



c. Extension seat belt

An appropriate extension seat belt will be provided and collected by Ground Staff. It is to be used in conjunction with the normal passenger seat belt to secure the CBBG device to the passenger seat. Extension seat belt onboard the aircraft shall not be used.



To handle the CBBG, Ground Staffs' responsibilities are to ensure the following.

- The CBBG meets the acceptance conditions laid down by the company.
- The CBBG is properly installed in accordance with the company standards.

- Upon arrival at passenger's destination, unload the CBBG from the CBBG device. Stow the CBBG device and extension seat belt into the First or Business class cloakroom. If space/ the cloakroom is not available, Ground Staff shall ask the FA1 for alternative stowage.
- After the equipment has been stowed, Ground Staff shall inform FA1 of the stowage position.
- If applicable, Ground Staff will remove the collapsed empty idol box and load it into the cargo hold.
- On arrival at base, Ground Staff shall contact FA1 and ask for permission to retrieve the CBBG equipment from the cabin stowage.

Prior to arrival, Cabin Crew are to advise and remind passengers to disembark last for Ground Staff's assistance to remove the item from the CBBG device. Cabin Crews are not to handle the removal of CBBG.

7.1.4 PASSENGER ACCEPTANCE AND SEATING ARRANGEMENT

1. PASSENGERS WITH DISABILITIES

Passengers with disabilities, or with reduced mobility, refers to any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation of his or her particular needs of the service made available to all passengers.

Most passengers who have one or more disabilities can travel safely without extraordinary assistance. Therefore it is safe to assume that a passenger with a disability may be self reliant, and should not be treated any differently than other passengers, unless:

- a. The passenger states he/she is unable to assist in his/her own evacuation in the unlikely event of an emergency.
- b. The passenger requests special assistance related to his or her disability; such as help with feeding, medical assistance with medications or medical devices, or help with bodily function once inside the toilet.
- c. The passenger poses a safety, security or health risk to other passengers, crew or flight operations.

The following codes are given in the Passenger Information List (PIL) and the Passenger Manifest to help crew identify the degree of mobility of these types of passengers:

- a. STCR - The passenger requires medical attention and needs to be placed on a stretcher on board the aircraft because he/she is unable to sit in the passenger seat.
- b. WCHC - The passenger is totally immobilized and requires a wheelchair to/from the aircraft. The passenger must be carried up/down aircraft steps and to/from the passenger seat.
- c. WCHS - The passenger has difficulty in ascending/descending aircraft steps but is able to slowly make own way to the passenger seat.
- d. WCHR - The passenger can ascend/descend aircraft steps and is able to make own way to passenger seat.

1.1 ACCEPTANCE POLICY

Persons with disabilities should NOT be refused air transport on the grounds of their disability or lack of mobility, except ONLY for reasons which are justified on the grounds of safety.

Appearance or involuntary behavior related to a passenger's disability that may offend, annoy or inconvenience crew members or other passengers is not, by itself, a sufficient reason to refuse transportation.

Reservations and Airport staff are responsible for assessing whether passengers with disabilities require medical clearance, escorts or other special requirements.

Passengers with disabilities should be pre-boarded. They will be introduced to the FA1 by the Airport staff. Cabin Crew must ensure appropriate equipment is arranged and ready on the aircraft when required e.g. in-flight wheel chair. These passengers should be individually briefed with regard to emergency procedures.

Passengers with reduced mobility (STCR, WCHC, WCHS, WCHR) are not to be seated at emergency exits rows as they may impede the crew in their duties or hinder an aircraft evacuation (refer to page 7.1.4 section 3).

In addition, the maximum number of totally immobilized passengers must not exceed the total number of floor-level emergency exits on the aircraft (8 on A330 and A321 and 4 on A320).

1.2 SEATING ARRANGEMENT

Passengers with disabilities should be seated close to emergency exits, but not the emergency exit rows. An emergency exit row includes seats in which the occupants can access the nearest emergency exit without entering an aisle.

For over wing exit seat allocation, it is important to note that seats which form the access route from the cabin aisle to the over wing exit must not be allocated to these passengers. Airport staff should identify candidates who appear capable of operating and/or assisting with the operation of the over wing exit.

1.3 PREFLIGHT SAFETY BRIEFING

Depending on the level of disability, the passenger may need an individual safety briefing by cabin crew. The briefing is to be conducted as inconspicuously and discreetly as possible. The content should at least cover the area(s) which cannot be delivered to such passenger in the safety demonstration due to the passenger's disability.

The escort, if available, should pay particular attention to the safety briefing, assist the passengers with disability in understanding and complying with safety instruction.

Escorts are to be briefed by Cabin Crew on the additional safety responsibility they will undertake on behalf of the passengers. They are to be told that in the unlikely event of an emergency, they are to remain calm, stay in their seats and obey the orders of the Cabin Crew. In the event of evacuation, they are to work with Cabin Crew to help evacuate the passengers they are accompanying.

1.4 HANDLING INFLIGHT

Invalid passengers are usually accompanied by a family member or medically qualified attendant. In the rare event of their travelling alone, special attention should be given throughout the flight and any special orders from the doctor with regard to medication, oxygen or food must be carefully and fully carried out.

Walking aids such as sticks and crutches should be secured. They should not be used during an emergency as this could cause an obstruction. If necessary (especially to the visually impaired passengers), verbally inform the passengers when the seat belt sign/no smoking sign is switched on or off.

1.5 EVACUATION

During an emergency evacuation, passengers with reduced mobility shall leave the aircraft via the nearest usable floor level emergency exit. Point out nearest usable exit(s) to be used in the event of an emergency, and inform them the exits are equipped with inflatable slides and reassure them that in an evacuation they would be helped by a crew member or an assigned passenger. Find out how these passengers can best be helped without causing injury and explain that there will be people at the bottom of the slide to catch them and help them away. Ask them to read the safety card.

Able bodied passengers will be asked to sit with the disabled and to be responsible for their evacuation. They should be well aware of the type of disability, the best way to help, the location of the nearest usable exit and they will be leaving under the order of Cabin Crew. The totally immobile cases will each be allocated two able bodied passengers, if available.

2. **GUIDE DOG AND ASSISTANCE DOG**

Passengers with disabilities may require the company of Guide Dogs or Assistance Dogs to provide them with the necessary travel assistance.

2.1 **DEFINITION**

- a. A 'Guide Dog' is one that is trained to provide mobility assistance to a blind or partially sighted person. A Guide Dog is one that is trained by an individual or organization that is accepted by and affiliated to the International Guide Dog Federation.
- b. An 'Assistance Dog' is one that has been specifically trained to assist a disabled person and has been qualified by an organization registered as a member of the Assistance Dog International and Assistance Dogs Europe. The dog will have been granted certification by the relevant country's Health Department on the basis that the dog's high standard of training, behavior, health and welfare are such that it should be permitted to accompany its client, owner or partner at all times and in all places.

2.2 **ACCEPTING POLICY AND HANDLING PROCEDURES**

- a. Without complying with the abovementioned criteria, all other dogs or any other animals have to be treated as pets, and shall not be permitted to keep in the cabin during the flight.
- b. The passenger concerned must inform KA Reservation Office of an accompanying 'Guide' or 'Assistance' Dog at the time of booking.
- c. The dog and the owner shall not be seated in an emergency exit row. Subject to seat availability, check-in staff may block off an extra seat adjacent to the dog's owner.
- d. A suitable harness must be provided by the owner and attached to the owner's seat belt. This shall be utilized to provide the dog with an effective level of restraint during take-off, landing and in turbulence.

Pulling Harness



2.3 HANDLING INFLIGHT

- a. FA1 will be notified by the ground staff verbally and through Passenger Information List (PIL) that a passenger with disability will be travelling with a 'Guide' or 'Assistance' Dog.
- b. Two disposable mats will be provided by ground staff. Cabin Crew will have to position the mat on the floor area of the assigned seat for the dog's comfort and cleanliness in the cabin to prevent soiling the cabin floor. After use, the (soiled) disposable mat should be placed in a plastic bag and disposed of in the waste bin.
- c. The dog is not required to be muzzled.
- d. Cabin Crew are to ensure that the space in front of the assigned seat can accommodate the dog comfortably.
- e. 'Guide' or 'Assistance' Dog is typically trained to curl up under seats, which should reduce the likelihood of causing an obstruction. If such obstruction would occur, the dog and the passenger should be relocated to other seats in the cabin that can accommodate the dog without causing such an obstruction.
- f. A Guide Dog or Assistance Dog is not a pet. It is a working animal that performs important functions for their owner. Cabin Crew should never attempt to pet, play with, direct, or in any way distract the dogs, and should stop passengers from doing so.
- g. Caring the supervision of the dog is solely the responsibility of its owner. A trained Guide Dog or Assistance Dog does not need to relieve itself while on board. Moreover, the dog should have been fed with food and water three hours before departure and visited the toilet one hour before departure.
- h. During flight it would be acceptable for the dog to be subject to less constraint, sufficient to enable it to achieve a comfortable position. This should take into consideration problems with the trip-hazards associated with Cabin Crew or passengers using the aircrafts aisles and cross aisles.
- i. Larger dogs (which are dogs of body weight 20 kg or above, such as Golden Retrievers, Labradors, German Sheppards, etc.) should be accommodated on the cabin floor at the owner's feet. Smaller, lighter dogs may be carried on the owner's lap; however they must be suitably restrained with the harness as outlined above.

3. SEATING AT EMERGENCY EXIT ROW

The following types of passengers should not be seated at the emergency exit rows as they may obstruct emergency exits, impede the crew in their duties, obstruct access to emergency equipment or hinder aircraft evacuation:

- a. Disabled people, including blind and deaf
 - Passengers suffering from obvious physical impairment or mental disabilities to the extent that they would have difficulty in operating the exit door if necessary or if asked to do so.
 - Passengers who are either substantially blind or substantially deaf to the extent that they might not readily assimilate printed or verbal instructions given.

- b. Persons who are elderly or frail, and would have difficulty in operating the exit door if necessary or if asked to do so.
- c. Children (under 12 years of age) and infants, whether accompanied or not;
- d. Deportees or prisoners in custody
- e. Any passengers who require to use extension seat belts. For example, pregnant passengers and obese passengers (passengers of size).

Note : Passenger whose size cannot be secured by the standard seat belt and an extension seat belt, will not be accepted to travel.

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7.1.5 REFUELLING REGULATIONS

1. REFUELLING WITH PASSENGERS ON BOARD, EMBARKING OR DISEMBARKING

The Commander, or in his absence a nominated Cockpit Crew, shall remain in the flight deck for the duration of the fuelling operation and shall inform the FA1 upon commencement and completion of fuelling. Switching on the seatbelt sign on completion of refuelling, serves to advise the Cabin Crew that fuelling is completed and that they may resume normal cabin duties.

Ground handling staff are to be in attendance near the aircraft to:

- a. Enforce no smoking regulations.
- b. Guide passengers along a safe path to and from the aircraft if an airbridge is not available.
- c. If steps are in use, the route to and from the aircraft must not be crossed by fuelling hoses or cables.

The FA 1 will:

- a. Make the following announcement.
“Please be informed that the aircraft is now being refuelled. Please remain seated, seat belts are not to be fastened and please do not smoke”.
- b. Advise Cockpit Crew if fuel vapours or other hazards are detected during fuelling operations.

All door escape slides are to remain disarmed whilst refuelling.

Doors serviced by an aerobridge or steps are to remain open, free from obstruction and be manned by Cabin Crew throughout the refuelling operation.

Every cabin zone not provided with an aerobridge or steps is to have a minimum of one door available for emergency deplaning. That door is to have the:

- c. Door area clear of obstruction.
- d. Door Primary to periodically check that the slide area is clear.
- e. Door Primaries will remain in the vicinity of their respective doors, capable of responding immediately to an evacuation.

If only ONE door is open with an aerobridge or steps in position, an additional door in a different zone, preferably L1, L2 [or L4], shall have a Cabin Crew stationed at this door throughout the refuelling operation, ready to respond immediately to an evacuation.

If, due to unserviceability, a door is not available in a zone, the zone either forward or aft will have two doors available for emergency use.

If it becomes necessary to evacuate the aircraft, the Commander or his nominated crew, will assess the situation and decide on the best route to use, i.e. aerobridge, steps, or as a last resort, the emergency escape slides.

NOTES:

1. In the event that an EVACUATION order is given, all Door Primaries are to return to their doors and evacuate passengers. If the door is unusable because the slide area is blocked, passengers shall be redirected to the nearest exit.
2. Adequate Cabin Crew or ground handling staff are to be available to assist unaccompanied non-ambulatory passengers in the event of an emergency evacuation.
3. The minimum number of Cabin Crew required to allow refuelling with passengers on board, embarking or disembarking is 4 {(A320/321)} and 8 [A330].

7.1.6 AVIATION FLUIDS**1. SKIN CONTAMINATION BY AVIATION FLUIDS**

Recent events have highlighted the possible dangers when the skin is contaminated with kerosene, other aviation fuels or hydraulic fluids.

Contamination of the skin or eyes by these fluids can produce serious burns. There is a greater danger of this occurring if contaminated and soaked clothing is left on the person.

Immediate first aid treatment is essential and should consist of removal of the contaminated clothing followed by thorough washing with cold water.

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7.1.7 FLIGHT CREW MEALS**1. MEALS SERVED TO FLIGHT DECK**

Gastroenteritis is one of the common causes of in-flight incapacitation of Flight Deck Crew. To prevent both members of the flight deck becoming incapacitated at the same time from this cause, pilots are required to eat totally different meals. This applies to each item of the meal and not just the main course.

2. WATER BOTTLES

A maximum of two water bottles may be brought into the flight deck for use by operating flight crew. Water bottles shall be stowed in the following locations:

A320/A321: In the manual stowage bin next to each operating pilot.

A330: In the recessed stowage receptacles on either side of the Flight Deck.

Crew shall ensure that all water bottles have been properly disposed of prior to leaving the flight deck on completion of duty.

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7.1.8 **SMOKING REGULATIONS**

Smoking is not permitted on any Dragonair flights.

Cabin crew is responsible for monitoring smoking regulations at all times when the aircraft is on the ground or in flight. Should a passenger be found smoking in the toilets, the FA must establish where the passenger has disposed of the cigarette and that it has been extinguished. FA1 will report to the Captain the cause of a smoke warning, passenger's name and seat number.

A passenger found smoking on board is to be considered "unruly".

Air Crew is not permitted to smoke on board aircraft at anytime.

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7.1.9 USE OF RADIOS, ELECTRONIC EQUIPMENT IN FLIGHT

Radio frequency transmitters such as CB radios and radio-controlled toys and devices can interfere with the aircraft's navigation and communication systems. As they effect the safety of the aircraft and all onboard, their use is banned on Dragonair aircraft, and they must remain **completely** switched off from the time the doors close prior to take-off until the aircraft has landed and the door is opened. Mobile phones, however, have to be switched off once safety demonstration is commenced before take-off and may be "turned on" after the aircraft has vacated the runway after landing and the Cabin Crew have made a Public Address (P/A) announcements informing passengers that it is safe to used their mobile phones.

Laptop computers, hand-held computer games, FM receivers, mini-disc players, CD players, CD-ROMs, tape players, Mobile phone/PDA with "Flight Mode" and other electronic equipment cannot be used until Flight Crew cycles the seat belt sign and FA1 makes an after take-off PA to advise passengers that it is safe to use these equipment or after the fasten seat belt sign has been turned on prior to landing.

Passengers using mobile phone/PDA must prove to the cabin crew's satisfaction that the phone function is switched off i.e. "Flight Mode" selected. While passengers' electronic devices are in use in-flight, Wi-Fi and blue tooth function must be disabled.

An announcement must be made prior take off and landing to alert passengers of the above.

Cabin Crew seeing any passenger using electronic equipment contrary to these rules should request the passenger to refrain from using the equipment. If a passenger ignores this request they are to be considered "unruly".

Use of mobile phones and personal electronic devices may be permitted when the aircraft is stationary during prolonged departure delays or in the event of a prolonged arrival delay for parking/gate position (even though the doors are closed and the engines are running). In this event, a further announcement must be made to ensure that these items are switched off prior to take off.

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7.1.10 MUNITIONS OF WAR**1. CARRIAGE OF MUNITIONS OF WAR**

The carriage of munitions of war is prohibited without the written permission of the HKCAD.

Munitions of war are any weapons, ammunition, or articles containing an explosive or noxious liquid, gas, or other item, which is designed or made for use in warfare against the person. They include parts, whether components or accessories, for any such weapons, ammunition or articles.

Sporting weapons, not being weapons originally designed as munitions of war, may be carried without HKCAD permission but only with the approval of the operator. Such weapons must be unloaded and carried as hold baggage or cargo. Specifically, they are to be stowed in a part of the aircraft that is inaccessible to passengers. The passenger or shipper must furnish details about such weapons to the Dragonair before the flight. Ammunition for sporting weapons may also be carried subject to such dangerous goods limitations as are applicable.

Details regarding the carriage of firearms and ammunition can be found in Part A 9.2.2.

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7.1.11 STOWAWAYS

- a. In the event that a Stowaway is discovered while an aircraft is en route, the Company must be notified and an entry made in the Commander's Administrative Report.
- b. On arrival at the next Port of Entry, the Commander may request the assistance of the Civil Power in detaining the Stowaway, pending preferment of charges by the appropriate Authority.
- c. If classified as an undesirable alien, a Stowaway may be refused admission to a State at any time.
- d. In this case the Company becomes responsible for arranging the most rapid means of deportation, and ultimate return to the State of embarkation.

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7.1.12 **DEPRESSURIZATION**

1. **DEPRESSURIZATION**

At a normal cruising level of 35,000 ft, the atmospheric pressure and the amount of oxygen available is only approximately one quarter of that available at sea-level, and the temperature is typically -50°C. If we try to breathe air at the pressure experienced at 35,000 ft. we would rapidly become Hypoxic due to oxygen starvation. If the condition persisted for any length of time death would result.

To prevent this obviously undesirable situation, the aircraft is pressurized by air supplied from the engines. Air is pumped into the cabin and the outflow is regulated to maintain a comfortable pressure, equivalent to an effective cabin altitude of 8,000 ft. At this altitude the oxygen supply is perfectly adequate for all requirements without having to supplement the cabin air supply. The air is also heated to maintain a regulated temperature of approximately 20°C.

The pressure required to maintain a cabin altitude of 8,000 ft is about 7.5 pounds per square inch (p.s.i). If either the air supply from the engines fails, or a leak develops in the cabin, the pressure will fall and a decompression will occur. In the case of a leak the rate of decompression will depend on the size of the leak. If the loss of pressure takes place very rapidly, say within 3 seconds, the decompression is said to be explosive.

2. **SLOW LEAK**

If the automatic pressurization control failed, or if there was an undetected leak, the pressure in the cabin would start to fall. The cabin altitude would then climb slowly from 8,000 ft. If the leak was very slow it is quite possible that it would go unnoticed initially. The major threat is the risk of hypoxia. However, at 10,000 ft cabin altitude a warning would sound in the flight deck to alert the pilots that a failure had occurred. The pilots would then take all the necessary steps to rectify the fault. Survival at 10,000 ft is not a problem.

3. **EXPLOSIVE DECOMPRESSION**

This could be caused by a structural failure, e.g. a passenger window blowing out or an explosive device detonating. In this case you could expect the following to happen:

There will be a loud bang, followed by a loud rushing noise as the air is sucked out of the opening. Depending on the size and location of the hole, loose objects lying around may also be sucked out of the aircraft.

You will experience discomfort in the abdomen, chest and ears as the gases in your body expand with the loss of pressure. The initial distress should pass fairly quickly. The air will mist up and become very cold. Initial effects of an explosive decompression are likely to be very disorientating. As the altitude reaches 14,000 feet the passenger oxygen masks will drop from the P.S.U.. An announcement to passengers is made through the passenger address automatically in 4 different languages including Cantonese, English, Japanese and Mandarin. The cabin illumination is automatically selected to 100% (full illumination). Both seat belt sign and no smoking sign are selected on automatically.

4. **ACTIONS**

At 35,000 feet the time of useful consciousness varies with individuals, but it can be as little as 20 seconds. Therefore, there is only a limited time in which to take appropriate action.

Cabin Crew should immediately sit in the nearest seat, fasten the seat belt and use oxygen. The Flight Deck Crew will inform the FA1 when it is safe to move around. If no information is received after the aircraft is in a normal attitude, Cabin Crew should establish communication with the cockpit.

When Cabin Crew are cleared to move around, they should take a portable oxygen bottle and check the condition of crew and passengers. The toilets should also be checked. Oxygen masks should be placed on the face of any unconscious passenger. The flow indicator in the tube connecting the oxygen mask will change from transparent to green once oxygen discharges. There should be no attempt to stow oxygen mask back into the PSU because of the serious fire risk (the same principle of not stowing dropped oxygen mask applies in normal circumstances).

The FA1 must keep the Commander informed of the situation in the cabin.

5. **EMERGENCY USE OF OXYGEN SYSTEM**

5.1 **DESCRIPTION AND USE**

There are two separate fixed emergency oxygen systems; one for passengers and Cabin Crew, one for flight crew. In case of decompression, oxygen masks are deployed automatically when the cabin altitude reaches 14,000ft. The chemical generator provides oxygen for a minimum of 15 minutes on A320/1 and A330 except B-HTF (13 minutes) and A33C (22 minutes).

5.2 **LOCATION**

Chemical oxygen units are installed above the passenger seats, in the lavatories and at the cabin attendant's station. 2 masks in each toilet, 1 mask is provided for each passenger seat with extra masks fitted in the cabin.

5.3 **OPERATION**

The passenger emergency oxygen system operates automatically. In the event of a failure of the automatic system, the system can be operated manually from the flight deck. Passengers are advised to use the oxygen masks by a taped message transmitted over the PA system.

To allow the oxygen to flow, the mask must be pulled, holding the yellow plastic mask only, towards the passenger/Cabin Crew.

To ensure there is oxygen flowing to the mask, cabin crew should check the presence of green band on the flow indicator.

CAUTION: SMOKING IS PROHIBITED WHILE OXYGEN IS BEING USED.

5.4 **ADDITIONAL OXYGEN MASK**

Infants not occupying their own seats should also have access to an oxygen mask if required. It is Airport staffs' responsibility to ensure infants are assigned to seat blocks where spare masks are located. However, in the event that a parent/guardian travelling with an infant (not occupying their own seat) requests for a seat change inflight, cabin crew should refer to the following Oxygen Mask Layout Chart before re-assigning passengers to other seats where spare oxygen masks are available. Further, the number of passengers, including infant(s) (not occupying their own seat) must not exceed the total number of oxygen masks per seat block.

Notes: In the Oxygen Mask Layout Chart, the number in the seat indicating the number of oxygen mask per seat block.

KA 330 HYB, HYD

KA 330 HYF

KA 330 HYG, HYI

	A C	D G	H K		A C	D G	H K		A C	D G	H K
1	4	2	4	1	4	2	4	1	4	3	4
2	3	2	3	2	3	2	3	2	3	3	3
10	3	2	3	10	3	2	3	10	3	3	3
11	3	2	3	11	3	2	3	11	3	3	3
12	3	2	3	12	3	2	3	12	3	3	3
15	4	8	4	15	3	4	3	15	4	5	4
16	3	5	3	16	3	3	3	16	3	4	3
17	3	5	3	17	3	2	3	17	3	4	3
18	3	5	3	18	3	3	3	18	3	4	3
22	3	5	3	22	3	5	3	22	3	6	3
23	3	5	3	23	3	5	3	23	3	5	3
24	3	5	3	24	3	5	3	24	4	5	4
25	3	5	3	25	3	5	3	25	3	5	3
26	3	5	3	26	3	5	3	26	3	5	3
27	3	5	3	27	3	5	3	27	3	5	3
28	3	5	3	28	3	5	3	28	3	5	3
29	3	5	3	29	3	5	3	29	3	5	3
30	3	5	3	30	3	5	3	30	3	5	3
31	3	5	3	31	3	5	3	31	3	5	3
32	3	5	3	32	3	5	3	32	3	5	3
33	3	5	3	33	3	5	3	33	3	5	3
34	3	5	3	34	2	5	2	34	3	5	3
35	3	8	3	35	3	8	3	35	3	5	3
36	3	5	3	36	3	5	3	36	3	5	3
37	3	5	3	37	3	5	3	37	3	5	3
38	3	5	3	38	3	5	3	38	3	5	3
39	3	5	3	39	3	5	3	39	3	5	3
40	3	5	3	40	3	5	3	40	3	5	3
41	3	5	3	41	3	5	3	41	3	5	3
42	3	5	3	42	3	5	3	42	3	5	3
43	3	5	3	43	3	5	3	43	3	5	3
44	3	5	3	44	3	5	3	44	3	5	3
45	3	5	3	45	3	5	3	45	3	5	3
46	3	5	3	46	3	5	3	46	3	5	3
47	3	4	3	47	3	4	3	47	3	4	3
48	3	4	3	48	3	4	3	48	3	4	3
49	3	4	3	49	3	4	3	49	3	4	3
50	3	4	3	50	3	4	3	50	3	4	3
51	3	4	3	51	3	4	3	51	3	4	3
52	3	4	3	52	3	4	3	52	3	4	3

KA 330 HYJ

KA 330 HYQ

KA 330 HWF, HWG, HWK

	A C	D G	H K
1	4	4	4
2	3	3	3
10	3	3	3
11	4	4	4
12	3	4	3
15	4	8	4
16	3	4	3
17	3	4	3
18	3	4	3
22	4	6	4
23	3	5	3
24	3	5	3
25	3	5	3
26	3	5	3
27	3	5	3
28	3	5	3
29	3	5	3
30	3	5	3
31	3	5	3
32	3	5	3
33	3	5	3
35	3	7	3
36	3	5	3
37	3	5	3
38	3	5	3
39	3	5	3
40	3	5	3
41	3	5	3
42	3	5	3
43	3	5	3
44	3	5	3
45	3	5	3
46	3	5	3
47	3	4	3
48	3	4	3
49	3	4	3
50	3	4	3
51	3	4	3
52	3	4	3

	A C	D G	H K
1	4	4	4
2	3	3	3
10	4	4	4
11	3	3	3
12	3	3	3
15	4	5	4
16	3	4	3
17	3	4	3
18	3	4	3
22	4	6	4
23	3	5	3
24	3	5	3
25	3	5	3
26	3	5	3
27	3	5	3
28	3	5	3
29	3	5	3
30	3	5	3
31	3	5	3
32	3	5	3
33	3	5	3
35	3	8	3
36	3	5	3
37	3	5	3
38	3	5	3
39	3	5	3
40	3	5	3
41	3	5	3
42	3	5	3
43	3	5	3
44	3	5	3
45	3	5	3
46	3	5	3
47	3	4	3
48	3	4	3
49	3	4	3
50	3	4	3
51	3	4	3
52	3	4	3

	A C	D G	H K
10	4	4	4
11	3	2	3
12	3	3	3
15	3	2	3
16	3	3	3
17	3	2	3
18	3	3	3
22	3	5	3
23	3	4	3
24	3	5	3
25	3	4	3
26	3	5	3
27	3	4	3
28	3	5	3
29	3	4	3
30	3	5	3
31	3	4	3
32	3	5	3
33	3	4	3
34	3	5	3
35	3	4	3
36	3	5	3
37	3	4	3
38	3	5	3
39	3	4	3
40	3	5	3
41	3	4	3
42	3	5	3
43	3	4	3
44	3	5	3
45	3	4	3
46	3	5	3
47	3	4	3
48	3	5	3
49	3	4	3
50	3	5	3
51	3	4	3
52	3	3	3
53	3	4	3
54	3	3	3
55	3	4	3
56	3	3	3
57	3	4	3

KA 330 HWH-HWJ

	A	C	D	G	H	K	
10	3		4		3		
11	3		2		3		
12	3		3		3		
15	3		2		3		
16	3		3		3		
	/		/		/		
A	C	D	E	F	G	H	K
22	3		5		3		
23	3		4		3		
24	3		5		3		
25	3		4		3		
26	3		5		3		
27	3		4		3		
28	3		5		3		
29	3		4		3		
30	3		5		3		
31	3		4		3		
32	3		5		3		
33	3		4		3		
34	3		5		3		
35	3		4		3		
36	3		5		3		
37	3		4		3		
38	3		5		3		
39	3		4		3		
	/		/		/		
A	C	D	E	F	G	H	K
40	3		8		3		
41	3		4		3		
42	3		5		3		
43	3		4		3		
44	3		5		3		
45	3		4		3		
46	3		5		3		
47	3		4		3		
48	3		5		3		
49	3		4		3		
50	3		5		3		
	/		/		/		
A	C	D	F	G	H	K	
51	3		4		3		
52	3		3		3		
53	3		4		3		
54	3		3		3		
55	3		4		3		
56	/		3		3		

KA 330 HLB, HLC & HLE

	A	C	D	G	H	K	
10	4		4		4		
11	3		4		3		
12	2		4		2		
15	3		4		3		
16	2		4		2		
17	3		4		3		
18	2		4		2		
19	/		/		/		
A	C	D	E	F	G	H	K
22	4		7		4		
23	2		6		2		
24	3		5		3		
25	2		5		2		
26	3		5		3		
27	2		5		2		
28	3		5		3		
29	2		5		2		
30	3		5		3		
31	2		5		2		
32	3		5		3		
33	2		5		2		
34	3		5		3		
35	2		5		2		
36	3		5		3		
37	2		5		2		
38	3		5		3		
	/		/		/		
A	C	D	E	F	G	H	K
40	2		7		2		
41	3		5		3		
42	2		5		2		
43	3		5		3		
44	2		5		2		
45	3		5		3		
46	2		5		2		
47	3		5		3		
48	2		5		2		
49	3		5		3		
50	2		5		2		
51	3		5		3		
	/		/		/		
A	B	D	E	G	H	K	
52	2		5		2		
53	3		5		3		
54	2		5		2		
55	3		5		3		
56	2		5		2		

KA A320 - HSD-HSK

	A	C	D	F	
10	4		4		
11	4		3		
	/		/		
A	B	C	D	E	F
22	4		4		
23	4		3		
24	3		4		
25	4		3		
26	3		4		
27	4		3		
28	3		4		
29	4		3		
30	3		4		
31	4		3		
32	3		4		
33	4		3		
35	3		4		
36	4		3		
37	3		4		
38	4		3		
39	3		4		
40	4		3		
41	3		4		
42	4		3		
43	3		4		
44	4		3		
45	3		4		
46	4		3		
47	3		4		

KA A320 - HSL-HSN

	A	C	D	F
10	4	4	4	4
11	3	3	4	4
22	4		4	
23	4		3	
24	3		4	
25	4		3	
26	3		4	
27	4		3	
28	3		4	
29	4		3	
30	3		4	
31	4		3	
32	3		4	
33	4		3	
35	3		4	
36	4		3	
37	3		4	
38	4		3	
39	3		4	
40	4		3	
41	3		4	
42	4		3	
43	3		4	
44	4		3	
45	3		4	
46	4		3	
47	3		4	

KA A320 - HSO-HSP

	A	C	D	F
10	4	4	4	4
11	3	3	4	4
22	4		4	
23	4		4	
24	4		4	
25	4		4	
26	4		4	
27	4		4	
28	4		4	
29	4		4	
30	4		4	
31	4		4	
32	4		4	
33	4		4	
35	4		4	
36	4		4	
37	4		4	
38	4		4	
39	4		4	
40	4		4	
41	4		4	
42	4		4	
43	4		4	
44	4		4	
45	4		4	
46	4		4	
47	4		4	

KA A321 HTD-HTI

	A	C	D	F
10	4	4	4	4
11	4	4	4	4
12	3	3	3	3
15	3	3	3	3
16	4	4	4	4
17	4	4	3	3
22	4		4	
23	4		3	
24	3		4	
25	4		3	
26	3		4	
27	4		3	
28	3		4	
29	4		3	
30	3		4	
31	4		3	
32	3		4	
33	4		4	
35	3		4	
36	4		3	
37	3		4	
38	4		3	
39	3		4	
40	4		3	
41	3		4	
42	4		3	
43	3		4	
44	4		3	
45	3		4	
46	4		3	
47	3		4	

KA A32M – HSQ-HSR

	A	B	C	H	J	K
22	4			4		
23	4			4		
24	4			4		
25	4			4		
26	4			4		
27	4			4		
28	4			4		
29	4			4		
30	4			4		
31	4			4		
32	4			4		
33	4			4		
35	4			4		
36	4			4		
37	4			4		
38	4			4		
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40	4			4		
41	4			4		
42	4			4		
43	4			4		
44	4			4		
45	4			4		
46	4			4		
47	4			4		
48	4			4		
49	4			4		

7.1.13 **DANGEROUS GOODS**

1. **INTRODUCTION**

International regulations restrict the type and quantity of dangerous goods allowed for carriage by passengers and crew. The following considerations are taken into account in assessing whether articles are dangerous goods and for determining the appropriate course of action in the event of an incident/accident involving dangerous goods on board an aircraft

2. **GENERAL**

2.1 **DEFINITION**

Dangerous Goods are substances or materials that can pose a risk to health, safety, property and the environment.

The characteristics of air transport (vibration, air pressure and temperature changes) can have effects on articles, substances and packaging that pose a risk to the aircraft and its passengers and crew. This may not be apparent on the ground. Some items are too dangerous to be transported by air. These substances are in the “forbidden dangerous goods category. Some items are permitted as cargo and are categorized as ‘acceptable dangerous goods’. Acceptable dangerous goods must be packed, labeled, marked and documented by authorized shippers. Dangerous goods must not be carried as hand or checked baggage, unless exempted. This can be done safely by maintaining strict controls and limitations. It is everyone’s responsibility to ensure the safe carriage of, and to be aware of the risks involved in, the transportation of dangerous goods.

2.2 **REGULATIONS**

Regulations for transporting dangerous goods by air are found in the “Technical Instructions for the Safe Transport of Dangerous Goods by Air”, published by the International Civil Aviation Organization (ICAO).

All dangerous goods are to be carried in accordance with the provisions of the current edition of the International Civil Aviation Organization Technical Instructions for the Safe Transport of Dangerous Goods by Air Doc 9284.

Airlines and shippers refer to the International Air Transport Association (IATA) Dangerous Goods Regulations (DGR) when dealing with dangerous goods. The IATA – DGR is available in the cockpit for reference. These regulations comply fully with the ICAO Technical Instructions, and in some cases are more restrictive.

3. LABELLING AND MARKING

3.1 HAZARD LABEL

Hazard labels are used to identify the nine classes of dangerous goods. A typical hazard label has a diamond shape with the hazard identification symbol on the top half and the class or division number in the bottom corner. The hazard label indicates the type of danger the article may pose. Articles with a hazard label must not be allowed in the cabin or cockpit. Should you discover a package with a hazard label in the cabin, check with the passenger and if necessary notify the Captain immediately. In some cases the box may have previously been used to pack dangerous goods, but now contains harmless material. In this case the label must be removed from the box.

3.2 CLASSES OF DANGEROUS GOODS

Dangerous goods are classified into 9 classes depending on the type of risk involved. Some classes are further categorized in “Divisions” to identify a particular risk within that class.

Class 1 - Explosives

Divisions 1.1, 1.2, 1.3, 1.4, 1.5, 1.6. Only



Division 1.4S is allowed on Passenger Aircraft. Certain other explosives with compatibility groups in Division 1.3 and Division 1.4 are permitted on Cargo Aircraft Only, e.g., 1.3C, 1.4G



Class 2 - Gases

Division 2.1 Flammable gas



Division 2.2 Non-flammable, non-toxic gas



Division 2.3 Toxic gas; - that are compressed, liquefied, or dissolved under pressure in a solvent.



Class 3 - Flammable liquids



Class 4 - Flammable solids, etc

Division 4.1 Flammable solids



Division 4.2 Substances liable to spontaneous combustion



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Division 4.3 Substances which on contact with water emit flammable gases.



Class 5 - Oxidizing substances; Organic peroxides.

Division 5.1 Oxidizing substances



Division 5.2 Organic peroxides



Class 6 - Toxic substances; Infectious substances.

Division 6.1 Toxic substances



Division 6.2 Infectious substances



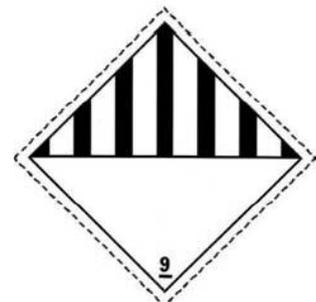
Class 7 - Radioactive materials.



Class 8 - Corrosives.



Class 9 - Miscellaneous dangerous goods.



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3.2 **HANDLING LABELS**

In addition to the hazard labels, certain dangerous goods require a special handling label because they need to be loaded in a particular manner. If you see a package with such a label, you should check the contents with the passenger. The package may contain dangerous goods.

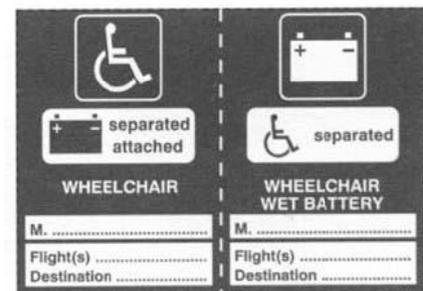
Cargo aircraft only

As the name implies, packages with these labels must not be transported on a passenger aircraft.

The label on top will be valid until 31 December 2012.

**Wheelchair, mobility aids (battery-powered)**

This label identifies a battery-powered wheelchair and indicates whether it has a non-spillable or spillable battery.

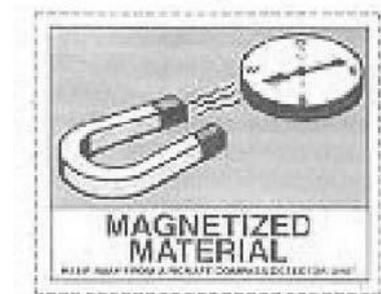
**Cryogenic liquid**

This label is used in addition to the non-flammable gas hazard label to indicate substances such as refrigerated liquid gas.

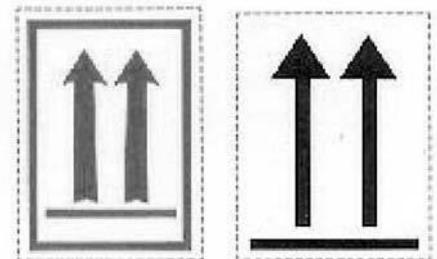


Magnetized material

Magnetized materials have a strong magnetic field that may affect magnetic compasses and the aircraft navigation system.

**Package orientation**

This must be used for packages containing liquid dangerous goods.

**Keep away from heat**

This label is used on packages that are sensitive to heat.



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3.3 CONSUMER LABELS

Some everyday items that you buy may have a label indicating that it is dangerous. These are called 'consumer labels'. An item with any of these labels should not be carried as checked or carry on baggage, except as otherwise listed in Table 2.3.A. these labels may appear in different sizes, shapes and colours.

EXAMPLES OF CONSUMER LABELS!

Explosive



Oxidizer



Flammable



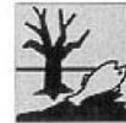
Toxic



Corrosive



Harmful

Harmful to
Environment**4. LIMITATIONS****4.1 LIMITATIONS ON HANDLING DANGEROUS GOODS**

A number of limitations are placed on dangerous goods and are listed in the DGR. In addition, both the country and individual airline may impose further restrictions. The limitations on dangerous goods are shown in more detail below.

4.2 DANGEROUS GOODS FORBIDDEN FOR TRANSPORT BY AIR

Certain dangerous goods are considered to be too hazardous for transport by air. Special care is taken to ensure that such goods are not accepted for transport.

4.3 CARRIAGE OF DANGEROUS GOODS

Some dangerous goods can be carried as cargo provided they have been properly prepared so that the risk they pose to health, safety and property are reduced to an acceptable level.

This category is referred to as "acceptable dangerous goods" and must be properly packed, labeled, marked and documented in accordance with the IATA regulations.

4.4 DANGEROUS GOODS IN OPERATOR'S PROPERTY

Some dangerous goods are required on an aircraft for its airworthiness or services. The operator may carry the following items as they are exempted from the regulations. Examples of these are aircraft fuel, batteries, fire extinguishers, ditching equipment, duty free sales items like perfumes and alcoholic beverages.

4.5 HIDDEN DANGEROUS GOODS

Sometimes it is not obvious that an item contains a dangerous substance. Cabin Crew must be vigilant to detect 'hidden dangerous goods' especially during passenger boarding. Cabin Crew shall clarify with passengers should any suspicious item be seen in the cabin.

The following is a list of 'hidden dangerous goods' and their potential risk.

Article	Potential Risk
Automobile parts	May contain wet batteries, air bag inflators and gasoline.
Camping equipment	Beware of metal bottles used for stoves and lanterns that contain flammable compressed gas and flammable liquid such as kerosene and butane. Other equipment such as matches and flares may ignite.
Diagnostic specimens	May contain infectious substances.
Diving equipment	May include air cylinders containing compressed air or a special gas mixture. Emptied cylinders (pressure gauge reads zero) are acceptable. Diving lamps may contain re-chargeable lead acid batteries and high intensity diving lamps that can generate extremely high temperatures when operated in air. In order to be carried safely, the bulb or battery must be disconnected.
Electrically powered equipment	May contain wet cell batteries. e.g. wheelchairs, mobility aids
Film crew or media equipment	May contain explosive pyrotechnic devices, wet batteries, fuel and heat producing items.
Household goods	May contain dangerous substances including flammable liquids such as solvent based paint, adhesives, polishes, bleach, corrosive oven and drain cleaners, ammunition, matches, etc.
Medical supplies	Can include items such as flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances.
Photographic supplies	May contain substances used for film developments. These may be corrosives chemicals, flammable liquids/solids and oxidizers.
Swimming pool chemicals	For cleaning swimming pools. They may contain corrosives and/or toxic chemical gases.
Tool boxes	May contain compressed gases, flammable aerosols, adhesives, paint and/or corrosive liquids.
Torches	Micro torches and utility lighters may contain flammable gas and be equipped with an electric starter.
Vaccines / medical articles	May be packed in dry ice.

The above lists some examples of 'hidden dangerous goods'. There may be other items that have not been mentioned. As with dangerous goods, if you discover any suspicious packages or articles, you should clarify with the passenger regarding the contents. If the item contains a dangerous substance that is not to be carried in the cabin, you must off-load the item. Always inform the FA1 and the Captain, particularly if you are in doubt.

An article containing 'hidden dangerous goods' does not necessarily mean that it is unacceptable for air transport as there are some exemptions. These exemptions are covered next.

4.6 **PROVISIONS FOR DANGEROUS GOODS CARRIED BY PASSENGERS OR CREW**

Dangerous goods must not be carried in or as passengers or crew checked or carry-on baggage, except as otherwise provided below. Security-type attaché cases incorporating dangerous goods, such as lithium batteries or pyrotechnic devices, are totally forbidden. Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are prohibited on the person, in checked and carry-on baggage.

The following Table 2.3A is taken from the IATA-DGR. It provides a list of items that are considered as dangerous goods, but for practical reasons may, subject to certain controls, be carried by passengers and crew either as carry-on baggage and/or packed in checked baggage and/or on the person as indicated in the respective columns.

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3)

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below.

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	NO	NO	n/a	n/a	Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are prohibited on the person, in checked and carry-on baggage.
NO	NO	NO	n/a	n/a	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.
NO	NO	NO	n/a	n/a	Security-type attaché cases, cash boxes, cash bags , etc. incorporating dangerous goods, such as lithium batteries and /or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2 – List of Dangerous Goods.
NO	YES	NO	YES	NO	Ammunition (cartridges for weapons), securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg (11 lb) gross weight per person for that person's own use, excluding ammunition with explosive or incendiary projectiles. Allowances for more than one person must not be combined into one or more packages.
NO	YES	NO	YES	NO	Battery-powered wheelchairs or other similar mobility devices with non-spillable batteries which comply with Packing Instruction 872 or Special Provision A67, provided the battery terminals are protected from short circuits, e.g. by being enclosed in a battery container, and the battery is securely attached to the wheelchair or mobility aid.
NO	YES	NO	YES	YES	Battery-powered wheelchairs or other mobility devices with spillable batteries or with lithium batteries. (see 2.3.2.3 and 2.3.2.4 for details).
NO	YES	NO	YES	NO	Camping stoves and fuel containers that have contained a flammable liquid fuel , which empty fuel tank and/or fuel container (see 2.3.2.5 for details).
YES	NO	YES	YES	NO	Lithium ion batteries with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for portable electronic devices. No more than two spare batteries may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits. Equipment containing such batteries may be in checked or carry-on baggage.
YES	NO	NO	YES	YES	Mercury barometer or thermometer carried by a representative of a government weather bureau or similar official agency. (See 2.3.3.1 for details.)
YES	YES	NO	YES	NO	Avalanche rescue backpack , one (1) per person, equipped with a pyrotechnic trigger mechanism containing less than 200 mg net of Div 1.4S and less than 250 mL of compressed gas in Div 2.2. 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.
YES	YES	NO	YES	NO	Carbon dioxide, solid (dry ice) , in quantities not exceeding 2.5 kg (5 lb) per passenger when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the (package) permits the release of carbon dioxide gas. Each item of 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	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 2.3.4.5).
YES	YES	NO	YES	NO	Heat producing articles such as underwater torches (diving lamps) and soldering irons. (See 2.3.4.7 for details.)
YES	YES	NO	YES	NO	Insulated packagings containing refrigerated liquid nitrogen (dry shipper), fully absorbed in a porous material and intended for transport, at low temperature, of non-dangerous products are not subject to these Regulations provided the design of the insulated packaging would not allow the build-up of pressure within the container and would not permit the release of any refrigerated liquid nitrogen irrespective of the orientation of the insulated packaging.
YES	YES	NO	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.

TABLE 2.3.A
Provisions for Dangerous Goods Carried by Passengers or Crew
(Subsection 2.3) (continued)

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	YES	YES	NO	Portable medical electronic devices (Automated External Defibrillators (AED), Nebulizer, Continuous Positive Airway Pressure (CPAP), etc.) containing lithium metal or lithium ion cells or batteries may be carried (see 2.3.4.8 for details).
YES	YES	YES	NO	NO	Alcoholic beverages , when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L.
NO	YES	NO	NO	NO	Aerosols in Division 2.2 , with no subsidiary risk, for sporting or home use. and
YES	YES	YES	NO	NO	Non-radioactive medicinal or toilet articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol. The <u>total</u> net quantity of all above mentioned articles must not exceed 2 kg (4.4 lb) or 2 L (2 qt), and the net quantity of each single article must not exceed 0.5 kg (1 lb) or 0.5 L (1 pt). 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	Energy efficient light bulbs when in retail packaging intended for personal or home use.
YES	NO	YES	NO	NO	Fuel cells, and spare fuel cartridges powering portable electronic devices (e.g. cameras, cellular phones, laptop computers, and camcorders), see 2.3.5.10 for details.
YES	YES	NO	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	YES	NO	NO	Medical or clinical thermometer , which contains mercury, one (1) per passenger for personal use, when in its protective case.
YES	YES	YES	NO	NO	Non-flammable, non-toxic gas cylinders worn of 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	YES	NO	Non-flammable gas cylinder fitted into a life jacket containing carbon dioxide or other suitable gas in Division 2.2, up to two (2) small cylinders per passenger, and up to two (2) spare cartridges.
YES	YES	YES	NO	NO	Portable electronic devices containing lithium metal or lithium ion cells or batteries , such as watches, calculating machines, cameras, cellular phones, lap-top computers, camcorders, etc., when carried by passengers or crew for personal use.
YES	NO	YES	NO	NO	All spare batteries, including lithium metal or lithium ion cells or batteries , for such portable electronic devices must be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits.
NO	NO	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.
NO	NO	YES	NO	NO	Safety matches (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

Note: n/a means not applicable.

Passengers failing to comply with these rules not only put themselves and everybody else in danger but are committing a criminal offense which may result in prosecution.

Despite the dangerous goods warnings in tickets, warning notices and posters at sales shops and check-in counters, passengers still carry dangerous goods. That is why we must be vigilant.

Airport staff and ground handling staff are trained to assist in detecting, identifying and determining acceptance of dangerous goods carried by passengers. Cabin Crew should also have a knowledge of dangerous goods including labeling, marking, limitations, provisions for passengers/crew and emergency procedures.

If you are suspicious for any reason, you must question the passenger regarding the contents of that particular piece of baggage. Should you be in any doubt regarding the content, refer to the aircraft Commander immediately before closing the aircraft door.

5. CABIN CREW CHECKLIST FOR DANGEROUS GOODS INCIDENTS IN THE PASSENGER CABIN DURING FLIGHT

Dangerous goods are not permitted in the passenger cabin apart from those excepted in Table 2.3A. Nevertheless, dangerous goods may be carried into the cabin by passengers who are unaware of, or deliberately ignore, the requirement. It is also possible that an item to which a passenger is legitimately entitled (e.g. an item for medical purposes) may cause an incident.

Should there be any dangerous goods incident in the cabin, cabin crew are to perform the following checklist:

Initial Action	
Notify Pilot-in-command	<ul style="list-style-type: none"> • They should be kept informed of all incidents, actions taken and effects. • Cabin crew and flight crew should coordinate their actions. Both should be kept informed of the other's actions and intentions.
Identify the item	<ul style="list-style-type: none"> • Identification of the item (esp. UN number) and indication of its potential hazards by the passengers may give some guidance on how it should be dealt with. • Cockpit Crew may have to check the 'Emergency Response Guidance (ERG)'.
In Case of Fire	
Use standard procedure/Check use of water	<ul style="list-style-type: none"> • In general, water should not be used on a spillage or when fumes are present since it may spread the spillage or increase the rate of fuming. • Consideration should also be given to the possible presence of electrical components nearby.

In Case of Fire Involving a Portable Electronic Device

Use standard procedure/Check use of water

- Although the BCF extinguisher may not be effective against lithium metal fires, BCF extinguisher will be effective in fighting the subsequent fire of surrounding materials, or in fighting a lithium ion battery fire.

Remove external electrical power from device (if applicable)

- A battery has a higher likelihood of catching fire through thermal runaway during or immediately following a charging cycle.
- By removing external power from the device, it will be assured that additional energy is not being fed to the battery to promote a fire.

Douse device with water (or other non-flammable liquid) to cool cells and prevent ignition of adjacent cells

- Use water or any non-flammable liquid to cool the cells in a battery that have ignited, preventing the spread of heat to adjacent cells.

Do not move device

- A battery pack involved in a fire has been shown to reignite and emit flames multiple times as heat is transferred to other cells in the pack.
- Injury may occur if the device reignites while it is being moved.

If the device was plugged in, remove power to remaining electrical outlets

- By removing power to the remaining electrical outlets, it can be assured that a malfunctioning aircraft system does not contribute to additional failures of the passengers' portable electronic devices.

In Case of Spillage or Leakage	
Collect other useful items (eg. Cleaning Kit)	<p>Collect the following items before dealing with the spillage or leakage:</p> <ul style="list-style-type: none"> - a supply of paper towels or newspapers or other absorbent paper/fabric (e.g. seat cushion covers, head rest protectors) - oven gloves or fire resistant gloves - Large-sized and small-sized polyethylene bags (e.g. waste bin bags, duty-free bags)
Don rubber gloves and PBE	<ul style="list-style-type: none"> • Fire-resistant gloves or oven gloves covered by polyethylene bags are likely to give suitable protection. • PBE should always be worn when attending to incidents involving smoke, fumes or fire.
Move passengers away from area	<ul style="list-style-type: none"> • Cabin crew should take prompt action if smoke or fumes develop and move passengers away from the area. • In a smoke- or fume-filled cabin, wet towels can be offered to passengers, as it helps filtering. • Use of oxygen masks with the portable oxygen bottles or from the PSU should not be considered since considerable quantities of fumes or smoke would be inhaled through the valves or holes in the masks.
Place dangerous goods item in polyethylene bag	<ul style="list-style-type: none"> • Pick up the item and place it in a polyethylene bag. • Ensure the receptacle containing the dangerous goods is kept upright or the area of leakage is at the top. • Use paper towels, newspapers, etc. to mop up the spillage after having ascertained there will be no reaction between the material to be used and the dangerous goods. • Place the contaminated items, e.g. gloves used, soiled towels in a separate bag. If extra bags are unavailable, place them in the same bag as the item. • Expel excessive air from the bags and close tightly (but not too tight so as to allow pressure equalization)
Stow polyethylene bags	<ul style="list-style-type: none"> • Place the bag(s) in an emptied catering/bar box (with the door upward), and close the door. • Use a rear galley or toilet, but not to place the box against the pressure bulkhead or fuselage wall. • If galley is used, place the box in an empty waste bin container. If toilet is used, place the box on the floor and lock the toilet from outside. • Wedge the box firmly in place to prevent them from moving and to keep the item upright.

Treat affected seat cushions/Covers in the same manner as dangerous goods item	<ul style="list-style-type: none"> • Contaminated seat cushions, seat backs, or other furnishings should be removed from their fixtures and placed in a large bin bag. • They should be stowed away in the same manner as the dangerous goods item causing the incident.
Cover spillage on carpet/floor	<ul style="list-style-type: none"> • Cover the spillage area with polyethylene bags • Contaminated carpet, despite being covered, should be rolled up, if possible, and placed in a large polyethylene bag, and to be stowed in the waste bin either in a rear toilet or galley. • If carpet cannot be removed, it should be covered by at least 2 layers of polyethylene bags to reduce the fumes.
Regularly inspect items stowed away/contaminated furnishings	Any dangerous goods, contaminated furnishings or equipment which have been removed and stowed away or covered for safety should be subject to regular inspection.
After Landing	
Identify to ground personnel dangerous goods item and where stowed	Pass on all information about the item to the ground personnel.
Make appropriate entry in maintenance log	Make an entry in the aircraft maintenance log so that proper maintenance action is undertaken and any equipment used is replenished or replaced when appropriate.

7.1.14 FIRE FIGHTING PROCEDURES

1. GENERAL

Fire may only occur in the presence of 3 basic elements ; Fuel, Heat, and Oxygen. Unless ALL THREE factors are present fire will cease and it follows that removal of one of these factors will be sufficient to extinguish it.

a. Fuel

Combustible material must be available to feed a fire. Different types of fuel burn with different intensity.

b. Heat

Combustible materials will only burn above a certain temperature which varies with type of material.

c. Oxygen

The concentration of oxygen must be sufficient to support combustion and this will also vary with the type of material.

2. CLASSIFICATION OF FIRES

a. Class A

Fires involving solid fuel such as wood, cloth, paper, rubber, and many plastics. This class of fire requires the cooling effect of water or certain dry chemicals which retard combustion.

FIRE FIGHTING AGENT -WATER OR BCF

b. Class B

Fires involving liquid fuels such as gasoline, alcohol, and solvents. With such liquids, vapour from the liquid mixes with the oxygen in the air to form an inflammable mixture. This type of fire requires the use of an agent which excludes oxygen to prevent the formation of this mixture, or an agent which will blanket the liquid to prevent the vapour escaping from the surface.

FIRE FLIGHTING AGENT – BCF

c. Class C

Electrical fires - caused by faulty wiring or short circuits in electrical equipment.

FIRE FIGHTING AGENT – BCF

3. **PREVENTION**

Fires are most likely to be caused by passengers dropping lit cigarettes or matches, electrical faults, oven fires, and fires in waste bags. It is vital to be aware of potential fire situations and to know how to deal with them promptly and efficiently. A constant check throughout the cabin must be made, and since most fires have been shown to start in the toilets, extra attention must be paid to this area.

4. **CABIN STAFF RESPONSIBILITIES**

During flight, Cabin Crew should watch for the following:

- a. Check no-one is smoking when the “No Smoking” sign is switched on.
- b. Be aware of the possibility of objects catching fire on the floor near the side wall. Normal cabin air is extracted through the return grills at floor level and can thus remove telltale smoke.

Other duties permitting, try to have at least one Cabin Crew present in the passenger section of the cabin at all times. Special attention should be paid when the “Fasten Seat Belt” sign is turned on in the descent, when passengers are seated for meals and during night flights when the toilets are less frequently used. Toilets must be checked frequently, while checking the toilets the Cabin Crew should look for signs of smoke from the waste containers and the cupboard below the sink.

Watch for passengers who may be carrying highly inflammable liquids, e.g. ether or acetone. Such items are prohibited goods and must be confiscated. In such cases check no passengers are smoking nearby, inform the Commander, do not pour the liquid down a toilet or sink, and keep the container cool until it can be handed over to ground personnel for disposal.

Be aware of any signs of acrid smoke from anywhere in the cabin, galleys, or flight deck as this may be caused by an electrical fault.

5. **TRIPPED CIRCUIT BREAKER**

A short circuit or overheat of the appropriate electrical circuit may cause a circuit breaker to trip. If a tripped circuit breaker is found during flight, no attempt should be made by cabin crew to reset a tripped circuit breaker and the Captain must be informed without delay.

6. FIRE FIGHTING PROCEDURES

The smallest fire on board an aircraft is a serious hazard which must be fought without delay.

On becoming aware of a fire, take the nearest appropriate fire fighting equipment and start fighting the fire. Alert another Cabin Crew to advise the other Cabin Crew and the Commander immediately. The Commander must be kept informed about the fire situation.

Take all available fire extinguishers to the region of the fire and use as necessary. Switch off any electrical power to the affected area as soon as possible. Remove portable oxygen bottles from the area of a fire if not immediately extinguished.

Move passengers from the area, if necessary, and keep calm to prevent any possibility of panic. Consider the use of the P.A. to inform the passengers of the situation and to reassure them that all necessary steps are being taken.

Keep updating the Commander using the interphone. Avoid opening the flight deck door. When the fire has been extinguished, a watch must be kept in case the fire re-ignites.

7. WASTE BAG FIRE

Most commonly caused by a cigarette not being completely extinguished.

a. Action

Any non-inflammable liquid available can be poured over the fire to extinguish it. A pot of coffee, tea or water will serve the purpose. If the fire is put out by BCF fire extinguisher, non-flammable liquid should be used to damp down the heat for class A fire.

8. OVEN FIRE

A fire in the ovens may be caused by the ignition of grease or by an electrical fault. Electrical fires have a distinctive smell which will help to identify this type of fire.

a. Action

i. Fire in an oven caused by burning grease :

- Immediately close the door.
- Cut off power (By means of the individual oven power on/off switch).
- Allow the fire to burn out. Use of a fire extinguisher should not be necessary. Do not remove flaming items from an oven.
- Inform the Captain.
- After the fire is out, DO NOT restore electrical power to the affected oven.

- ii. Fire caused by an electrical fault:

Switch off the electrical supply to the ovens, inform the Commander. Should flames be visible, obtain a B.C.F. extinguisher and spray around the space at the top and sides of the oven. If there appears to be only smoke in the area, switching off the electrical supply should be adequate to deal with the situation.

9. TOILET FIRE

There are three main causes of fires in the toilet areas.

- a. A lit cigarette butt being placed in the waste towel container,
- b. The waste towel container being incorrectly replaced and towels dropping on to hot pipes,
- c. Electrical faults, in which case the fire is likely to be more serious.

The toilet fire extinguisher should operate automatically at a temperature of approximately 79°C.

However, the following drill should be carried out if the toilet smoke detection system is activated.

- a. Identify the affected toilet. Knock on the toilet door to check if it is occupied. If so ask the passenger to come out.
- b. Feel the temperature of the door by the back of the hand as this area is more sensitive to heat. Check from the top of the door to the bottom.
- c. Alert colleagues to get all necessary fire-fighting equipment (for example BCF fire extinguisher, PBE, protective gloves), and inform Captain.
- d. If the door is hot (which indicates the fire inside the toilet is a severe one):
 - i. Put on all necessary fire fighting equipment.
 - ii. Squat down, open the door slightly and insert the nozzle into the gap. Use the door to protect yourself and raise the fire extinguisher as high as possible as halon gas is heavier than air and will 'sink' to the base of the toilet. Discharge the whole bottle.
 - iii. Close the door and let the fire burn out. Have back-up equipment ready.
 - iv. Discharge another BCF if the fire still exists. Monitor for re-ignition.
- e. If the door is not hot (which indicates the fire is a small one or it is a false alarm):
 - i. Open the toilet door slowly. Check the toilet thoroughly and locate the source of fire (if any).
 - ii. If fire is discovered, discharge the extinguisher at the base of the fire.

10. IFE/ INSEAT POWER FIRE

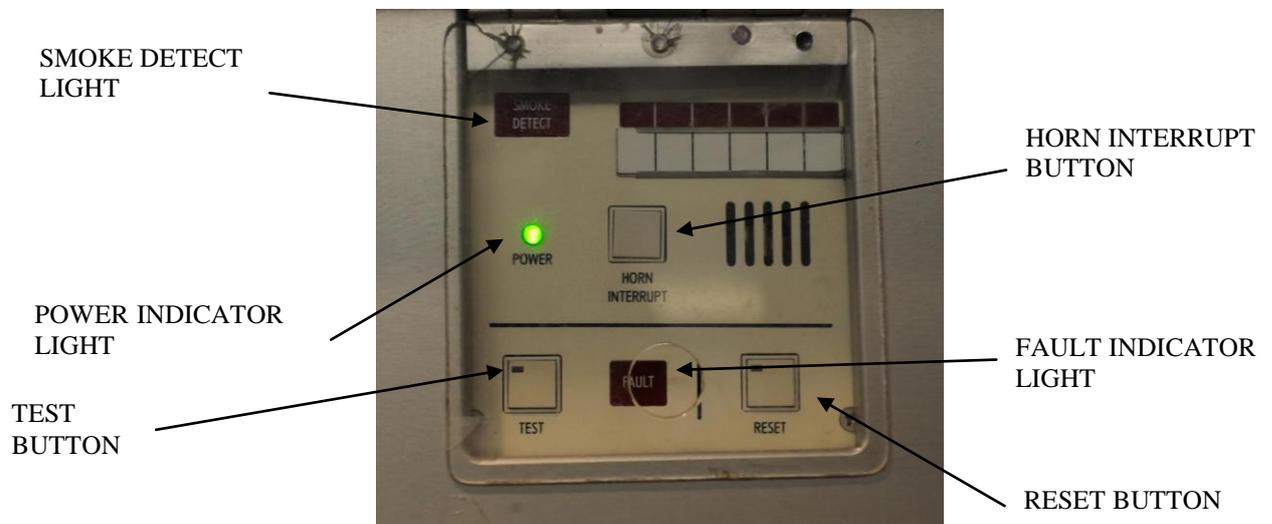
In case of fire or smoke caused by IFE or inseat power: -

a. Action

- Turn off main power in the VCC cabinet (Video Control Centre).
- Carry out appropriate fire fighting procedures (i.e. should flames be visible, use BCF. Otherwise, switch off the electrical supply if only smoke is present).
- Inform Captain.
- After fire has been put out, DO NOT restore electrical power to the affected area.

11. VCC SMOKE DETECTION SYSTEM (A33C)

There is a smoke detector panel on the VCC. It has the following features:



The “TEST SWITCH” and “FAULT INDICATOR LIGHT” are associated with the VCC ground test procedures by ground engineer.

If smoke is detected, the following occurs:

- a. Flashing of the red “SMOKE DETECT” light
- b. Pulsating horn.

VCC smoke/fire procedures

- a. If the smoke detector panel activates and there is sign of smoke/fire at the VCC
 - i. Set the following to “OFF” on the VCC panel:
 - MAIN POWER SWITCH
 - PC POWER
 - ii. Press the HORN INTERRUPT BUTTON
 - iii. Carry out fire fighting procedures using BCF if required.
 - iv. Inform Cockpit Crew immediately.
 - v. VCC shall not be used for remainder of the flight.
 - vi. Monitor the area.
- b. If the smoke detector panel activates but there is no sign of any smoke / fire at the VCC
 - i. Set the following to “OFF” on the VCC panel:
 - MAIN POWER SWITCH
 - PC POWER
 - ii. Press HORN INTERRUPT and RESET BUTTONS
 - iii. Set the MAIN POWER SWITCH to “ON” and wait for one minute.
 - iv. If a smoke detection signal returns, press HORN INTERRUPT BUTTON again and set the MAIN POWER SWITCH to “OFF”.
 - v. Inform Cockpit Crew immediately.
 - vi. VCC shall not be used for remainder of the flight.
 - vii. Monitor the area.

NOTE: If the smoke detection signal does not return, set the PC POWER to “ON”. VCC may be used again.

12. LITHIUM BATTERIES FIRE

Lithium type batteries are commonly found in Personal Electronic Devices (PED) such as laptop computer, mobile phones and MP3 players. When these batteries are overheated, they may cause a fire and/or explosion.

- a. Action
 - Use the BCF extinguisher to put out the fire.
 - After the fire is out, disconnect the PED from the inflight PC power socket (if connected).
 - Pour water or other non-flammable liquid to cool the device down and prevent additional batteries from overheating.
 - Inform FA1 and the Captain.

Notes:

- Do not attempt to pick up or move a smoking or burning device.
- Do not cover the device or use ice to cool the device.
- Not all PED are powered by lithium batteries. If in doubt, treat it as lithium battery fire

13. **GUIDELINES FOR PROCEDURES IN A SMOKE FILLED CABIN**

A large percentage of air crashes are survivable as far as impact is concerned. The single most lethal factor in an air crash is fire, or smoke resulting from that fire. Incidents have been recorded whereby an aircraft has crash landed and all the passengers have been dead but they have suffered no physical injury in terms of broken limbs, lacerations, bruises, fractures, etc; they all died from asphyxiation resulting from toxic smoke.

The interior of an aircraft is made from a combination of man-made materials all of which produce dense toxic fumes when a heat source is introduced. As heat is present these fumes rise. Therefore, in the confines of an aircraft, these toxic fumes and gases collect in the ceiling area, which means that breathable air will be at floor level.

- a. Physical effects of smoke on individuals
 - i. Eyes watering
 - ii. Disorientation is experienced
 - iii. Choking
 - iv. Asphyxiation
- b. Causes
 - i. The presence of smoke can be due to one or more of the three situations below:
 - ii. Smoke with no visible fire - location unknown.
 - iii. Smoke caused by smoldering - location known.
 - iv. Smoke from a fire.
- c. Actions
 - i. Smoke with no visible fire - Likely to be an electrical fault.

Possible overheating of wires etc. Can be dealt with quickly and easily by the flight deck. Therefore, the Commander must be informed at first signs of any smoke. Delay in doing this can only worsen the situation and can lead to panic among the passengers.
 - ii. Smoke caused by smoldering where source of smoke is visible or known

A general alertness means the situation can be dealt with quickly and effectively. Use normal fire fighting techniques.

iii. Smoke caused by a fire

Very little action can be taken in a situation such as this if a fire is allowed to become uncontrollable. The fire may burn up the oxygen extremely quickly. The only course of action may be to evacuate the aircraft as soon as possible.

If time and the situation permit, distribute wet hand towels to all the passengers. Holding the towels over the nose and stay down while breathing will greatly assist in filtering out smoke particles and noxious gases.

Cabin Crew are responsible to be aware of these potential situations and act as closely as possible within the following guidelines.

As soon as smoke is visible, the Cabin Crew who discovered the fire should immediately start fighting the fire and the Cabin Crew assisting should inform the Commander who will then inform you of his intended actions. If situation is such that an emergency landing is necessary the FA1 must establish and agree a means of communication with the flight deck. Ensure you receive a full briefing from the Commander on time available and exits to be used, and when to evacuate.

7.1.15 NORMAL SECURITY PROCEDURES

1. GENERAL

Your life may depend upon KA security procedures remaining confidential. Do not discuss the contents of this section with passengers, your family or the general public.

Company operational security procedures are based on the sterile area concept. This requires screening of all passengers and hand baggage for weapons and explosives either before they enter the departure lounge or, where departure lounges are not considered secure, before they board the aircraft.

Crew members should exercise continual vigilance regarding security procedures and should report any irregularities to the Commander or FAI.

Crew members are advised that all Company operational information and publications such as Crew Roster etc are strictly confidential and should not be divulged to non-Company persons.

2. AIRPORT SECURITY ALERT STATUS

Situations, events and occurrences throughout the network are constantly reviewed in order to assess their effect on Aviation Security. A Security Alert will be issued when it is deemed necessary to increase security measures. There are three classifications of the Security Alert that may be applied for a specific port:

Green Alert – Normal Status

Where it is assessed that the situation is normal the port will be put on a “GREEN ALERT” status. Normal security procedures are as per the “Green Alert Card”.

Amber Alert – Intermediate Status

Where it is assessed that an increased level of threat exists to aviation and/or Dragonair operations in the local environment the port will be put on “AMBER ALERT” status. Enhanced security procedures are as per “Amber Alert Card”.

Red Alert – Full Alert Status

Where it is assessed that a high level of threat exists to aviation and/or Dragonair operation in the local environment the port will be put on “RED ALERT” status. Maximum security procedures are as per “Red Alert Card”.

The “Alert Cards” are included in the "SECURITY REPORTS, FORMS & CHECKLISTS" section of this manual.

Whenever a change in the security alert status to specified airports is required, the Manager Security will issue an advice to those affected ports, as well as notify the IOC and other internal divisions including FOP and ISD. FOP and ISD will disseminate the information to crew member by means of the “Confidential Operational Notice”.

3. **CONFIDENTIAL OPERATIONAL NOTICE**

Sensitive security information is disseminated to crews via a Confidential Operational Notice. Copies of current Confidential Operational Notice are held in Flight Dispatch. Confidential Operational Notices are **STRICTLY CONFIDENTIAL** and must not be copied or circulated. It is the responsibility of all crew to ensure that they are fully conversant with Confidential Operational Notices.

4. **INTELLIGENCE INFORMATION**

Security information is typically received from Country Managers, Port Managers, Governments and other Third Party Agencies. Flight Operations and Security will evaluate the information, provide any recommendations and implement appropriate actions.

5. **PUBLICITY**

Publicity of Security Incidents is undesirable but most probably unavoidable. Crew **SHALL NOT** make any statements to Press or Media Interviewers. All requests for information shall be referred to Dragonair Corporate Communication Department or the local Senior Dragonair Representative.

Potential Hijackers and Bomb Hoax culprits often gain valuable insight and information from Press coverage. Passengers and Crew involved in security incidents shall be requested to refrain from discussing the event with the Press.

Crew are advised that all Dragonair operational information and publications, such as rosters, scheduling practices, port, route and service briefings, etc., are **Strictly Confidential** and shall not be divulged to non-Dragonair persons.

6. **AIRCRAFT SECURITY**

6.1 **SECURITY CHECK OF AIRCRAFT**

Before departure from an originating station, the aircraft will be searched by Flight Deck Crew and Cabin Crew after all cleaners, caterers and ground engineers have left the aircraft. Cabin crew should check their own responsible area including seats, areas under the seats, seat pockets, overhead baggage lockers, compartments and galley areas. All overhead lockers should remain open after completion of security check. Particular emphasis should be given to searching the toilet compartments. FA1 should ensure that all security checks are completed and both the Commander and ground staff informed so that passenger boarding may commence.

The primary responsibility for checking toilets, galleys and the passenger cabin rests with the Cabin Crew and the responsibility for checking the Flight Deck area rests with the Flight Deck Crew.

If during the search any objects are found which give reason for suspicion, e.g. nonstandard equipment or toiletries, unusual wiring, 'mislaid' hand baggage, parcels, cameras etc, make no attempt to touch them but inform the Commander immediately.

During transit stops all crew should be observant to the following:

- a. At stations where transit passengers or hand baggage is permitted to remain on board, the crew search of the cabin overhead lockers and wardrobes is not normally required, but a pre-departure check of the cockpit, galleys and toilets should be carried out. When a situation requires, passengers will be asked to retrieve and identify all their hand baggage and personal belongings. Cabin Crew will pass through the aircraft to ensure there are no items of baggage remaining which are unidentified. Any unclaimed items will be off loaded from the aircraft.
- b. Access to the aircraft is restricted to authorized staff.
- c. All lockers should remain closed during transit.

6.2 **CATERING**

Catering containers must be security checked by the galley Cabin Crew prior to departure. Containers that cannot be opened for checking (e.g. lock unserviceable etc) must be reported to FA1.

At transit ports, if there is no crew change, Cabin Crew will be responsible for checking all joining catering. However, where a crew change is involved, security checks will be required as for originating ports.

Last minute catering uplifts should be checked by Cabin Crew before departure.

6.3 **BOND ITEMS**

Overnight on ground all bonded items must be locked in bar boxes or bar carts and sealed and the seal numbers recorded.

At some stations, ground security staff may require verification of seal numbers.

Cabin Crew taking over sealed containers should check to ensure they are the same as recorded.

Bonded items must be checked on the ground if time allows. Any discrepancy must be reported to FA1 immediately and ground staff notified.

If bar boxes can only be opened in-flight, the FA1 should be notified of any discrepancies.

Seals must be kept or attached and seal numbers must be recorded.

6.4 **IN-FLIGHT HANDLING PROCEDURES OF SUSPECTED BIOLOGICAL AGENT**

In case powder is found in the cabin and is suspected to be a biological agent e.g. Anthrax, the following procedures should be adhered to:

- a. If powder is found somewhere in the cabin, cabin crew should immediately cover the powder with cold wet towels.
- b. Close the overhead air-conditioning outlets and move passengers away from the affected area.

- c. Use the PA system to try to locate the passenger who may have dropped the powder. Captain should delay the aircraft parking, so passengers can be clearly identified in a controlled environment. Once the aircraft has positioned at the gate, passengers will be focused on immediate disembarkation, this situation should be avoided at all cost.
- d. If unable to determine the source of the powder, seal-off the affected area and reorganize the seating arrangement. If situation permits, move passengers at least 4 rows away from the hot zone or isolate cabin section where hot zone is identified.
- e. Segregate persons who had come into direct contact with the powder. Instruct them to wash their hands with soap and hot water so as to prevent spreading any powder to his/her face or transmitting to other persons. It is imperative that these persons must not move around the cabin to avoid potential contamination.
- f. Report the case to CX IOC and who would notify KA Security, ground staff and local authority.
- g. Crew should prepare the name list of all passengers who were in the hot zone and pass it to the local authority to facilitate any medical treatment or follow-up investigation.
- h. Avoid eating or drinking while waiting for Police's arrival to prevent any potential contamination.
- i. Upon police arrival, they will take charge of the situation. When the powder is believed to be a credible possible biological agent e.g. Anthrax, decontamination and follow up medical treatment will be arranged as necessary.
- j. Medical procedures are extremely effective if start within a few hours of exposure.

6.5 CABIN SAFETY REPORT

The Cabin Safety Report is designed for reporting cabin safety related incidents eg inadvertent slide deployment, smoking, violation of electronic equipment/mobile phone regulations, unruly passengers, crew incapacitation, injuries to crew or passengers caused by the aircraft systems or equipment, usage or failure of any emergency equipment.

In the case of crew/passenger injuries caused by any aircraft feature or equipment, FA1 should also indicate in the CSR whether the feature/equipment was faulty at the time of the event for future investigation. Refer to Vol.11.6.2.2 for defect reporting procedures.

Whenever a CSR is raised the FA1 should pass it to the Commander for signature as an acknowledgement. If the incident is more serious and becomes an MOR, FA1 is to mark on the CSR form accordingly. For MOR identification FA1 is recommended to seek advice from the Commander who can make reference to the CAD Mandatory Reporting Scheme for guidance.

FA1 should submit the report to Corporate Safety and Quality Department (CSQ) within 24 hours via the quickest means, and place the report in the ISD flight envelope. For night stops at outports FA1 should seek assistance from the Commander to fax the form to the CSQ office +852 3193 2128.

CSR may also be filed electronically on Company Intranet by accessing the CSQ website.

Dragonair CSRs are not de-identified, therefore any crew member, who, for whatever reason, feels uncomfortable submitting one should consider the submission of a report under Confidential Human Factors Reporting Scheme, in order to minimize the loss of valuable safety information.

6.6 **COMPANY MAIL AND STORES**

Company stores will not be loaded unless they are accompanied by the appropriate documentation. Packages should bear a label stating the nature of the contents, the consignor and the consignee. Aircraft components and spare parts should bear a serviceability label.

Last minute packages will be opened and inspected if considered necessary.

6.7 **CARGO**

When cargo which falls into the category of dangerous goods as defined in IATA Dangerous Goods Regulations is accepted for shipment, the Commander will be advised of its nature and where it is stowed on the aircraft. Such cargo should be accompanied by an accurate description of its nature and contents and must be stowed in the appropriate compartment on the aircraft.

6.8 **SYRINGES/INJECTION NEEDLES**

Since a syringe/injection needle is defined as a medical instrument or medical supply, a passenger who depends on it as a medicinal preparation during the flight may carry it. The HK CAD, AOC and FAA have no objection for syringe/injection needle to be carried onboard for medical use by a passenger. The following guidelines are for quick reference by Crews and FA1 is to ensure they are correctly followed: -

- a. Passenger should provide the physician's certificate as a supporting document to ground staff for inspection.
- b. If unable to provide the relevant document or certificate, the medication should bear a pharmaceutical label.
- c. Ground Agent should then advise crews that the passenger is permitted to carry syringe/injection needle onboard.
- d. Crews are not required to examine the physician's certificate again before acceptance.
- e. Crews are not liable to take possession of the syringes/injection needles in-flight and should instead monitor situation and tender necessary assistance if required.

7. FLIGHT DECK SECURITY

7.1 POLICY

When revenue passengers are carried, the cockpit door should be closed and locked immediately following the report from the FA1 that all passengers are on board and aircraft door closed. Except for crew entry/exit, the cockpit door should remain closed and locked until engine shutdown.

Authorized persons wishing to gain access to the cockpit should either make a routine access request using the cockpit door keypad or call on the interphone. They must then position in front of the cockpit door for identification. The Commander, when satisfied with the security status of the person and having checked the surrounding area using all available cameras, may authorize access to the cockpit using the toggle switch on the Cockpit Door Panel or Deadbolt as applicable. In normal and failure situations, as listed below, if the Commander is absent from the flight deck this responsibility is delegated to the PF.

7.2 MINIMUM PERSONS ON FLIGHT DECK

Except for ferry flights without Cabin Crew, whenever a pilot of a two-pilot operating crew leaves the Flight Deck, a member of the Cabin Crew shall enter the Flight Deck and be seated on the jumpseat until the absent Flight Crew member returns.

There is no requirement for a Cabin Crew member when there are one or more authorised persons occupying a flight deck jumpseat.

7.3 UNSERVICEABLE COCKPIT DOOR SURVEILLANCE SYSTEM (CDSS)

An additional crewmember (who may be a riding engineer/loadmaster) must be carried on the jump seat for the entire flight. This person is to provide visual confirmation of the identity of persons wishing to gain access to the cockpit and to operate the deadbolt mechanism if required. Should the third crewmember need to leave the cockpit at any time after pushback, another crewmember must position to the cockpit in their absence.

7.4 UNSERVICEABLE CDLS (CDSS serviceable)

An additional crewmember or authorized person (iaw Part A 8.3.1.11, excluding children) must be carried on the jump seat for the entire flight to assist with deadbolt operation.

Should the jump seat person need to leave the cockpit at any time after pushback, a crewmember must position to the cockpit in their absence.

Prior to unlocking the cockpit door, the Commander will confirm the identity of the person wishing to gain access to the cockpit through the CDSS by using all available cameras. When satisfied, the Commander will instruct the jump seat person to unlatch and relatch the deadbolt mechanism.

In all cases, prior to the flight, jump seat passengers must be briefed on the use of oxygen, emergency equipment and emergency exits. They must also be briefed on the cockpit door, deadbolt locking systems and access procedures when relevant.

7.5 TRAFFIC DOCUMENT SATCHELS (FLIGHT SACHEL)

No unauthorized items may be placed inside the Company flight documents satchels.

When all documents relating to the flight have been placed in the satchel it will be brought to the aircraft by the Ground Staff responsible, who will deliver it personally to the FA1. On receiving the satchel, the FA1 will check the contents to ensure that it does not contain unauthorized items.

8. CREW SECURITY**8.1 DRAGONAIR IDENTIFICATION CARDS (DRAGONAIR ID CARD) AND ICAO CREW MEMBER CERTIFICATE (CMC)**

All Flight Crew whilst on duty, shall carry their Dragonair ID Card with them at all times. Flight Crew shall prominently display their ICAO CMC whilst on duty and at all Airport Immigration Entry and Exit points.

The loss of the Dragonair ID Card or ICAO CMC shall be reported immediately to the Police, Dragonair Security Department and Flight Crew Personnel Administration. A Lost Property Report shall be completed and a copy provided to Dragonair Security Department. See Part A chapter 14 – General Crew Regulations & Administration.

8.2 UNIFORMS

In the event that any Cockpit or Cabin Crew member loses any item of uniform in Hong Kong they must report the loss immediately to the police and the Manager Security. Whilst on flying duties, this must be reported to the Commander and local police authority, and referred to the Manager Security when the crew returns to Hong Kong.

8.3 CREW HOTEL AND TRANSPORTATION

Dragonair Security shall complete an assessment of the security procedures at the designated Crew Hotel and the general security situation in the surrounding area. When deemed necessary, Dragonair Security shall complete an assessment of the Crew Transportation and the selected route between the Airport and the Crew Hotel.

8.4 AIRPORT SECURITY SCREENING

All Flight Crew and their belongings shall be Security Screened in accordance with the State's (or Airport Authority) Security Program.

Hong Kong – Flight Crew operating Integrated Flight Patterns through HKG requiring an aircraft switch, shall disembark on the Arrivals Level and then proceed to the nearest Transfer Area for Security Screening. The Crew may then proceed up to the Departures Level to the assigned Departure Gate, for the next service. Flight Crew transferring from the Passenger Apron to the Cargo Apron in HKG are permitted to proceed directly to the outbound aircraft.

8.5 CREW BAGGAGE

In general, crew members will be responsible for the security of their own baggage. Crew baggage must not be left unattended in public places e.g. hotel lobbies and airport check-in area.

Suitcases etc, belonging to crew members should be locked before loading and should bear a baggage label showing the owner's name. If a crew member's baggage is delivered to the aircraft, it will not be loaded onto the aircraft until each item has been identified by the individual owner. If crew baggage has been delivered to the aircraft rather than being carried by its owner, or if it has been left unattended at any time and it does not bear an intact security seal, then the contents of the bags should be checked by the owner before the bags are loaded on the aircraft.

At outports, crew members are to ensure that their hand baggage and suitcases are locked and left in their hotel room until just prior to check-out.

No crew member will take sealed parcels or gifts on board the aircraft without the permission of the Commander. Last minute gifts or purchases such as food, cakes and fruit which are delivered to the aircraft are not to be accepted.

Crew members will not bring with them on a flight, baggage or sealed gifts on behalf of a third party. Apart from the legal and commercial implications, since crew baggage generally receives only cursory security inspection, such items have been used to conceal weapons and narcotics without the crew member being aware of the fact. Contravention of this regulation will render a crew member liable to dismissal.

The Commander may at any time insist on any item of crew baggage being opened and searched.

Crew members must comply with the regulations governing the carriage of weapons and offensive articles.

Cabin Crew are advised that they should take all necessary measures to protect their personal property in-flight.

- a. Lock handbags.
- b. Place handbags in overhead lockers.
- c. During rest period take valuables with you.

8.6 CREW HAND BAGGAGE

Crew and their hand baggage shall be screened to a standard sufficient to reasonably detect any Restricted Articles, before access to the Airport Restricted Area shall be granted.

8.7 CARRIAGE OF COMMERCIAL AND PERSONAL GOODS

Crew members are advised that the carriage of commercial goods through the crew channel is strictly forbidden, and that offenders are liable to prosecution under Hong Kong Airport Regulations CAP 292.

The only articles that aircrew are permitted to carry through the crew channel are personal effects and Company equipment or documents required for operation of the flight.

8.8 CUSTODY OF COMMERCIAL AND PERSONAL GOODS

Valuable Cargo and Articles belonging to individual passengers shall not be accepted for custody by Crew.

8.9 ACCESS TO RAMP

Cabin Crew may be required to access the apron from the aircraft, e.g. for catering replenishment. There are safety implications and therefore the following procedure must be actioned:

- a. Permission must be sought from the aircraft Commander.
- b. The precaution of wearing high visibility vests and ear protection are to be observed.
- c. Cabin Crew must be escorted by ground personnel at all times on the ramp area.
- d. FA1 should record the case in flight report.

9. PASSENGER SECURITY**9.1 NO-SHOW PASSENGERS AND PASSENGER BAGGAGE NON-CONCILIATION**

A passenger headcount will be carried out by either the Cabin Crew or authorized ground staff and correlated against the check-in total. Any discrepancies must be reported to the Commander who will, decide upon the course of action to be taken.

If the disappearance of a transit passenger is confirmed, the aircraft Commander is to be informed and, at his discretion, all passengers will be required to disembark taking with them their hand baggage. The cabin and toilets will then be searched by the Cabin Crew. In the event of the location of any unclaimed baggage or suspicious articles, such items will be removed from the aircraft, but only after the Commander has been informed.

If the appearance of an additional passenger is confirmed, the aircraft Commander is to be informed and in consultation with the FA1 and authorized ground staff the additional passenger should be identified and/or the discrepancy resolved.

In the event of discovering that unauthorised hold baggage has been loaded on board:

After push back and prior to takeoff:

The Commander shall return the aircraft to the nearest available parking bay in order for the baggage to be offloaded.

After takeoff:

The relevant Airport Services Manager / Airport-in-charge is to contact IOC without delay, stating full details of what information is available at that time.

IOC will then alert management located in Hong Kong in order for the risk to be assessed. Risk assessors may include all or any of the Manager Security, General Manager Operations / Manager Line Operations or their alternates, Duty Operations Manager and Port Manager / Airport Services Manager / Airport-in-Charge.

Following an assessment of the risk the Commander will be advised on one of the following courses of action:

- Credible Risk – Divert the aircraft to port of origin or the nearest available airport.
- Low Risk – Flight may continue as scheduled.

9.2 PASSENGER OFFLOADING

Whenever a passenger is offloaded, the Commander must be informed.

If the offloaded passenger was physically on board prior to the offload the Commander will then advise the FA1 to complete the following additional security checks.

Search areas of the aircraft to which the passenger may have had access including:

- a. Toilets
- b. Seats and seat pockets two rows either side of the offloaded passenger's seat.
- c. Overhead lockers and other storage areas

Passengers seated within these two rows shall be asked to identify their hand baggage and any unclaimed baggage shall be offloaded accordingly.

9.3 PASSENGER HAND BAGGAGE

Before boarding the aircraft, all joining passengers will be required to undergo a search of hand baggage and a body check for weapons. This search will normally be carried out either at the boarding gate or at the entrance to a sterile departure lounge.

9.4 ARRIVING PASSENGERS TRYING TO RETURN TO THE AIRCRAFT FOR ITEMS LEFT BEHIND

Once a passenger has left the aircraft upon arrival:

- Ground staff shall make sure that an accurate location for the left behind item is determined from the passenger and all relevant information passed on to either ramp staff or cabin crew to help find the item.
- There is a possibility that concerned passengers could start walking back towards the aircraft from the aerobridge without being noticed by ground staff. In this case, cabin crew shall ensure that the passenger is escorted to his/her seat by cabin crew to retrieve the left behind items after all other passengers have disembarked.
- If the passenger insists on returning to the aircraft, ground staff shall ensure that he/she is escorted at all times until he/she has left the aircraft.
- In all cases, ground staff and cabin crew shall ensure passengers hold valid boarding passes before regaining access into the cabin.

10. PASSENGERS WITH A SPECIAL SECURITY SIGNIFICANCE

The Commander/PIC shall be notified by the Passenger Information List (PIL) when any of the following categories of Passengers are carried:

- diplomats
- officials of International bodies having Diplomatic status (e.g. United Nations Assembly, UNESCO, IMF etc.)
- VIPs
- Inadmissible (INAD) - A passenger who has been refused admission to a country by authorities of such country, and / or who is refused onward carriage by the onward carrier or government authority at a transfer point, e.g. due to lack of visa or valid travel documents.
- Deportees – A passenger who had legally been admitted to a country by its authorities or who has entered a country illegally, and who at some time later is formally ordered by the authorities to be removed from the country.
- prisoners under escort
- passengers considered to be a special security risk.

10.1 DIPLOMATIC AGENTS AND BAGGAGE – EXEMPTIONS TO NORMAL SECURITY SCREENING

The Vienna Convention on Diplomatic Relations states:

1. a Diplomat shall be treated with great tact, since it would be contrary to the Convention to insist on searching their person or baggage. However, it would be reasonable to ask a Diplomat to agree to submit to the same security screening process as other passengers, and refuse their carriage unless they consent to a search of their person and baggage
2. if the Diplomat insists on taking hand baggage into the passenger compartment they shall permit (only if deemed necessary) an inspection for weapons or explosives. Confidential papers shall not be examined. If the Diplomat refuses a request for such a search, the hand baggage shall be carried in the Cargo Hold or the Diplomat off-loaded.

DIPLOMATIC COURIERS AND “CROSSED” DIPLOMATIC BAGS

Provisions under the Vienna Convention 1961, stipulate that properly documented Diplomatic baggage intended for carriage in the aircraft Cabin shall not be screened. Diplomatic bags shall be regarded as inviolable and the carriage by a Diplomatic Courier in the passenger compartment shall be allowed without hindrance. The Diplomatic Courier should have an Identity document issued by the State that they serve, signifying their status as a Diplomatic Courier.

Additionally, they should have in their possession a document detailing the number and Serial Numbers of the bags comprising the Diplomatic Baggage Consignment. “Crossed” Diplomatic bags; those containing classified materials, shall not be opened and searched under any circumstances. The Diplomatic Courier and their personal effects shall be subject to security screening.

If a Diplomatic Bag is considered suspicious, the Flight Crew shall request KA Security to contact the Deputy Director of Protocol (in Hong Kong) or the appropriate Embassy to confirm the validity of the Courier and their travel booking. If there is genuine doubt regarding the authenticity of the booking, or there are grounds for suspicion that the Diplomatic Bag may contain offensive weapons or explosives, the Commander/PIC may refuse to carry the bag unless it is subjected to X-ray examination.

10.2 **CONSULS**

The privileges accorded by the Vienna Convention to Diplomatic Agents do not extend to Consuls. However, it is considered appropriate to extend the same treatment as that recommended above for Diplomats and their baggage to the Head of any Foreign Consular Post in Hong Kong.

This does not apply to Honorary Consuls or to any member of the Consular Staff other than the "Head". The Commissioner or Trade Commissioner of a Commonwealth country should be regarded as the Head of a Consular Post.

Consular bags are to be treated in similar manner to Diplomatic bags.

10.3 **FAREWELL AND ARRIVAL CEREMONIES**

Airport authorities often permit parties of officials to proceed to the aircraft to greet arriving or departing VIPs. All members of such parties should wear appropriate permits. Non-travelling members of the party should be requested not to board the aircraft and should not be permitted to pass security guards without being identified.

Airport Services Manager or Airport-in-charge will advise the Commander when deviations from standard security procedures are to be applied.

If in flight, the Commander suspects that a passenger claiming to be a diplomat is likely to endanger the safety of the aircraft, he should take whatever steps he may consider necessary to secure the safety of the aircraft and its passengers. In these circumstances, he should not allow any necessary action to be inhibited by the diplomatic status of the passenger.

11. **PERSONS IN CUSTODY**

11.1 **CARRIAGE OF PERSONS IN CUSTODY**

These may be deportees, prisoners, and persons under judicial or administrative procedures.

When under escort the following provisions are required :

- a. A minimum of two escorts for each person in custody.
- b. No carriage of firearm by escort.
- c. The escort shall ensure that the person in custody does not carry any potentially dangerous item that could be used as a weapon.
- d. Escorts are required to be equipped with adequate and sufficient restraining devices.
- e. Escorted persons are to be boarded before other passengers and deplaned after all other passengers have left the aircraft.

- f. Persons in custody and escorts are to be seated as far to the rear of the aircraft but not immediately adjacent to any exit door. The escort will be seated between the person in custody and the aisle.
- g. Persons in custody will be accompanied at all times, including visits to the lavatory.
- h. No intoxicating liquor shall be served to either persons in custody or escorts and plastic cutlery only will be issued with meal service.
- i. The escort should have the ability to communicate with the person in custody.

The appropriate authorities **SHOULD** forewarn KA in advance of the carriage of persons in custody and under escort in order that appropriate seating arrangements can be made and to enable operating crew to be briefed.

Carriage of persons in custody will only be accepted if concurrence has been obtained in advance from the country of final destination that the person(s) in custody will be received.

Escorts are to be identified to a member of the Flight Deck Crew and the FA1 prior to boarding the aircraft.

Information shall be passed to the Commander/PIC and the FA1 prior to boarding the party.

If the passenger requires sedation prior to departure, each flight sector should last no longer than the effective duration of the administered sedative.

If circumstances dictate, advice should be sought from the Senior Medical Officer (Aviation Medicine). If doubt exists as to the adequacy of the proposed travel arrangements, the passenger should not be carried.

INTENTIONALLY BLANK

7.1.16 NON-NORMAL SECURITY PROCEDURES

1. GENERAL

Aviation security must be viewed as a systems approach wherein there are layers of protection with the aircraft being at the centre. However, there are still three major threats with which the crew may be faced.

These are:

- a. **Unruly Passenger:** Unruly passenger incidents are on the rise. Although they are usually of limited threat some do escalate into more serious incidents. In all cases it is essential that both cabin and flight crew act in the most appropriate way to minimise the consequences of an act of unlawful interference.
- b. **Bomb Warning:** A bomb warning is a serious incident that may have disastrous results. The vast majority are usually intended to cause a nuisance and prove to be hoaxes. However, they may indicate an act of terrorism or criminal intent. Any warning received must be assessed to determine its significance and the level of risk it represents in order that appropriate measures may be determined.
- c. **Hijacking:** Such events can range from attempted hijacking to a September 11th situation. It is essential that the flight crew maintain the integrity of the flight deck and command of the aircraft at all cost; communicate with essential ground agencies and continue to fly the aircraft to the nearest suitable airport.

The following four-tier threat levels provide a useful reference that can be used to describe an ongoing incident in a way that facilitates the understanding of crew and ground personnel as to the seriousness of the on-board situation.

- Level 1 Disruptive Behaviour
 - Involves no violence e.g. abusive language to staff or other passengers, drunken behaviour, use of electronic devices and refusal to stop smoking etc.
- Level 2 Physically Abusive Behaviour
 - Involves violence against staff or other passengers or damage to company property e.g. fighting, assault etc.
- Level 3 Life Threatening Behaviour
 - Serious violence which might result in severe or fatal injuries or which appears to be a possible attempt to hijack the aircraft or the issuance of serious threats against the aircraft and/or crew.
- Level 4 Attempted Breach or Actual Breach of the Flight Deck
 - Unlawful interference with the aircraft i.e. actual hijacking or bombing etc.

The aim in most incidents will be to prevent the escalation of a Level 1 or 2 incident which is likely to be a non-terrorist threat into a more serious event. Dragonair has a 'zero-tolerance' policy against any passenger who is physically abusive to its staff.

2. UNRULY PASSENGERS

2.1 AUTHORITY OF THE AIRCRAFT COMMANDER/PIC

The Tokyo Convention of 1963 was introduced to Civil Aviation to ratify jurisdiction over what is often referred to as “Crime in the Air”. It assigns, by way of extended jurisdiction, the legal right of a State to apprehend, detain and punish offenders who commit crime in-flight. This right should be seen in the same context as if the crime was committed on the Sovereign Territory of the State of Registration of the aircraft upon which the crime is perpetrated.

The Tokyo Convention also clarifies and justifies the actions of the Aircraft Commander/PIC to suppress the actions of passengers committing offences or actions that may otherwise jeopardise good order and discipline on-board. The Commander/PIC has powers of arrest and can delegate those powers to members of the crew and to passengers on board the flight.

The Aviation Security Ordinance (ASO) of the Laws of Hong Kong gives effect under Hong Kong law to the provisions contained in the Tokyo Convention. The ASO specifically states that any act or omission taking place on-board a Hong Kong controlled aircraft would constitute an offence under the law of Hong Kong. The ASO affords the Aircraft Commander/PIC the powers to take such reasonable measures (including passenger restraint) as may be necessary to:

1. Protect the safety of the aircraft or of persons or property on board the aircraft.
2. Maintain good order and discipline on board the aircraft.
3. Disembark any passenger and/or deliver such passenger to the authorities on the ground.

In addition to the above and while the aircraft is in the territory of a state, the passengers and crew are required to comply with the legislation of that state.

2.2 ACTION BY THE AIRCRAFT COMMANDER/PIC

If the senior airport officer on duty accepts a passenger who is acting in any way that raises a security concern, he/she must confer with the Commander and FA1 to decide on the appropriate course of action given all the relevant information.

On occasion the behaviour of a passenger might deteriorate to an unacceptably low level between the time of aircraft boarding and aircraft push back. When this occurs the decision whether to carry the passenger or not rests with the Commander, who shall give serious consideration to the recommendation made by the FA1. If the passenger is to be offloaded the following procedures must be observed:

- The Commander or FA1 will inform the ramp co-ordinator or Senior Airport Officer on duty.
- The Senior Airport Officer on duty is to notify airport security or the appropriate local authority to stand by at the gate, if necessary, to offload the passenger.

- Offload the passenger's baggage, and amendment is to be made to the relevant onboard documents.
- The Senior Airport Officer is to record the case in the Ground Handling Report and a Cabin Safety Report is to be raised by the FA1.

Whilst in-flight, the Commander is legally required to notify the local authorities concerned as soon as reasonably practicable of their intention to off-load any passenger from the flight and/or deliver such a passenger to the Local Authorities. IOC shall be informed of the Commander's decision and details of the incident and, if possible, signed statements from at least three independent witnesses, preferably not Dragonair staff passengers, should be obtained. The Commander/PIC and the FA1 shall endorse the Statement Forms.

The Statement Form is included in the "SECURITY REPORTS, FORMS & CHECKLISTS" section of this manual.

FA1s are to carry at least two copies of the Written Warning (2 English, 2 Chinese) and two Statement Forms, all of which are available from the Cabin Crew Briefing Office, on each flight.

For flights inbound to Hong Kong, if required, officers/Manager from the Security Department will be available to meet any flight on which an unruly incident has occurred. Typically, where an offence has been committed, the Hong Kong Police will also be called to meet the aircraft.

At the outports, Dragonair ground staff, local security and / or police will be in attendance. The support that can be expected from ground services and security personnel at the point of landing will depend on local practice. Where required, the Manager Security or his designate can relay advice on what assistance to expect at each port to the Commander via IOC.

2.3 UNRULY PASSENGERS IN FLIGHT

The primary duty of the crew is to prevent any interference with the safe operation of the aircraft. Should an incident occur in the cabin during any phase of the flight, from passenger doors closed to engine shutdown, the flight crew must remain on the flight deck. The Commander or any other member of the flight deck crew should not become directly involved in the physical handling of any incident. A flight deck crew member shall immediately check and confirm that the flight deck door is CLOSED and LOCKED. Cabin crew are trained to deal with the unruly passenger situation and the use of passenger restraining devices.

The following actions are classified under the Aviation Security Ordinance as unruly behaviour:

- Obstruction of crew members in performing their duties;
- Failure to comply with instructions given by crew members;
- Disorderly behaviour;
- Tampering or interfering with aircraft components, apparatus, equipment or systems;
- Intoxication by alcohol, drug or other intoxicating substances;
- Smoking in the aircraft when it is prohibited; and

- Operating electronic devices in the aircraft when it is prohibited.

For the purposes of assessing the risk posed by incidents that occur in-flight operating crew will use the four-tier threat level alert to describe the seriousness of the situation.

- Level 1 – Disruptive behaviour;
- Level 2 – Physically abusive behaviour;
- Level 3 – Life threatening behaviour;
- Level 4 – Attempted breach of the flight deck

If a passenger is classified “unruly”, a Written Warning will be issued to the offending passenger by the FA1 with the consent of the Commander. The Commander will report the incident on the CAR, attention Line Ops / CSQ / SEC.

If the offending passenger continues to jeopardize good order and discipline on board (subject to discussion between Commander and FA1) then the Commander shall request that the Police meet the aircraft on arrival. Please be aware that the ultimate decision to do so remains with the Commander.

Should the Police need to be called an ACARS message will be sent to IOC using the following wordings:

OPS

UNRULY PAX

<nature of incident and number of passengers involved>

REQUEST POLICE TO MEET AIRCRAFT ON ARRIVAL

The crew can expect to receive acknowledgement from IOC.

Whenever the Security team or police are requested to meet an aircraft, the Commander or the crew member(s) are required to follow-up with a formal complaint. The completed Statement Form shall be handed to police, and may be used as supporting evidence when making a request for their assistance. Note that this is a company form only and does not legally require the police to assist.

2.4 **PASSENGER RESTRAINT**

Anytime the Commander considers that a passenger’s behaviour jeopardises the safety of the aircraft or persons on board he should consider restraint. A passenger restrained should be handed to the police on arrival for detention and / or prosecution.

The Commander may consider the use of hand cuffs to restrain a passenger if his behaviour has become uncontrollable. A set of handcuffs and a key is kept in the L1 stowage compartment (A320/1 except A32M)/L1 attendant seat (A32M and A330)/VCC compartment (A33C). When a passenger is restrained by hand cuffs, he should be kept under close supervision until he is handed over to the authorities. If possible he should be isolated from the other passengers but in no circumstances should he be permitted into the cockpit. Positioning near a door or emergency exit is also to be avoided. The Commander may also consider landing at the nearest suitable airport if there are a number of unruly passengers and their behaviour seriously affects the safety of the aircraft.

Pre-flight check of the restraint kit is FA1’s responsibility. He/she should ensure this equipment is with blue seal intact.

2.5 ASSAULT ON CREW MEMBERS IN FLIGHT

Should an assault occur on a crew member in-flight; the crew should obtain the Names, Addresses and Seat Numbers of at least two passengers who witnessed the assault. Details such as Time, Location and the Sequence of Events should be recorded for future criminal proceedings.

The Commander must be informed of any incident and under the Aviation Security Ordinance and the Air Navigation (HK) Order has the power to control the offending passenger(s).

The crew member should advise the Commander whether he/she wishes charges to be laid against the person concerned and the Commander will pass this information to IOC and the Airport Services Manager / Manager on Duty at the destination.

The crew member concerned should be prepared to make a statement concerning the incident and identify the person(s) involved.

The Authorities will be responsible for deciding whether further action will be taken against the passenger concerned. The company will fully support the crew member's decision. However, it should be noted that in some countries there may be a problem with Jurisdiction for Offences committed on aircraft in-flight.

2.6 GUIDELINES FOR THE ISSUANCE OF A WRITTEN WARNING

Important Note					
<ul style="list-style-type: none"> • Non-Physical Game Plan means that Cabin Crew are to try to do everything possible, using tact and the appropriate service language, to calm passengers down and prevent any behaviours that are considered to be threatening or unsafe. • Flight Crew must be kept informed of the situation. • Should the actions taken by crew be unsuccessful and the passenger continues to be disruptive or unruly, Cabin Crew are to take the next actions listed in this Quick Reference (Threat Level 1 and Threat Level 2 as appropriate). • If Cabin Crew are unable to provide the Written Warning (e.g. due to flight phase), the Written Warning can be issued when it is safe to do so. • If the passenger refuses to comply and/or his/her behaviour is such that it jeopardizes the safety or security of other passengers, crew or the aircraft, FA1 is to inform the Captain and consider obtaining permission to use the restraints. 					
Action should follow sequence as required →					
Actions	Non-Physical Game Plan	Verbal Warning & Inform Captain	Obtain Captain's consent & Issue Written Warning	Restrain	Inform MOD/ASM or Ground Security
Threat Level 1 (Disruptive Behaviour)					
(a) Obstruction of crew member in performing duties e.g. interfering when crew are instructing another passenger or while Cabin Crew are performing safety duties.	✓	✓	✓		✓
(b) Failure to comply with instruction given by crew member e.g. repeatedly refusing to fasten seatbelt; refusing to use CRD/extension seatbelt; refusing to stow baggage for take-off /or landing.	✓	✓	✓		✓
(c) Disorderly behaviour i. verbally abusive; shouting at crew member or other passengers.	✓	✓	✓		✓
ii. engaging in indecent behaviour. e.g. physical exposure.			✓		✓
(d) Operating electronic devices in the a/c when it is prohibited e.g. continuing to use an electronic device during take-off or landing; using a transmitting electronic device during any flight phase	✓	✓	✓		✓
(e) Intoxication or being under the influence by alcohol, drugs or other intoxicating substances)	✓	✓	✓		✓
(f) Tampering or interfering with aircraft components, apparatus, equipment or systems e.g. covering the smoke detector, damaging passenger seat.			✓		✓
(g) Caught smoking/admit smoking in the aircraft Note: Keep evidence of smoking, remove passenger's smoking materials & return at the end of the flight.			✓		✓
Threat Level 2 (Physically Abusive Behaviour)					
(a) Minor physically abusive behaviour i. physical abuse of crew or passenger causing minor bodily harm/distress.	✓	✓	✓	✓	✓
ii. Inappropriate physical contact to Cabin Crew or Passenger e.g. physical contact by a person that Cabin Crew or passenger finds to be offensive or inappropriate.			✓	✓	✓
(b) Serious physically abusive behaviour e.g. physical abuse of crew or passenger causing serious bodily harm/distress .			✓	✓	✓
Below actions can be taken simultaneously →					
Threat Level 3 (Life Threatening)					
(a) Life threatening behaviour e.g. behaviour that is life threatening or could endanger the aircraft, Crew or other passengers.			✓	✓	✓
Threat Level 4 (Attempted Breach of Flight Deck)					
(a) Attempted breach of the Flight Deck e.g. attempting to enter the Flight Deck by force.				✓	✓

2.7 GUIDELINES FOR COMPLETION OF THE STATEMENT FORM

GENERAL

When the police or security are requested on arrival for an inflight incident such as an unruly passenger, a formal statement is usually required or requested to be submitted by Cabin Crew or Cockpit Crew to the authorities on arrival. In these circumstances, the "Statement Form" is to be used to facilitate in writing the details of the occurrence. The "Statement Form" is available in the "SECURITY REPORTS, FORMS & CHECKLISTS" section of this manual.

GUIDELINES FOR COMPLETING "DESCRIPTION OF THE INCIDENT"

The following elements should be included when completing the "Details of the Incident" section of the form:

- **WHO** was involved:
Describe who was/were involved, and what they were seen to have done
List any other witnesses and where they were located.
- **WHAT** was seen and what actions were taken:
Describe the occurrence giving the sequence of events.
Only describe events as witnessed. If something was not observed, do not "fill in the gaps" from what others may have discussed later. Find other witnesses if further information is required.
- **WHEN** it was seen:
Wherever possible, align events with accurate timings (i.e. time from a watch, or phase of the service routine).
- **WHERE** it was observed:
Describe exact location in the aircraft/area (if relevant).
State location at the time (such as your location, location of the incident).
Feel free to draw a picture of the scene if this helps identify the locations of items or people.
- **HOW** the events/situation arose:
Describe surrounding events that contributed to the events or situation.

IMPORTANT POINTS TO REMEMBER

- State facts and what you actually observed.
- Do not speculate.
- Write events in sequential order if possible.
- The following signatures must be provided with the statements:
The person writing the statement must sign the form.
The Captain must endorse all Statement Forms.
The FA1 must endorse the Statement Forms written by the witness.

- Distribute the Statement Form as follows:

Original page should be given to the Port Authority.

The carbonised yellow copy should be returned to the KA Security Department via the Flight Documents Envelope.

2.8 **POLICY FOR HANDLING PASSENGERS WHO REFUSE TO DISEMBARK**

INTRODUCTION

Section 17 of the Hong Kong Aviation Security Ordinance provides that “A person shall not... remain on such an aircraft after being requested to leave by the operator of the aircraft or a person acting on his behalf” and that a person who contravenes this requirement without reasonable excuse is liable upon conviction to a fine. Section 60 of the Ordinance states that “Any offence under this Ordinance shall... be regarded as an arrestable offence”.

To assist crew in dealing with such cases, a four tier policy has been developed, initially trying to defuse the situation by appealing to the passengers for their understanding. Subsequent stages are designed to encourage the passengers to leave the aircraft voluntarily and, if they do not do so, to state the company’s legal position with regard to non-compliance. The final stage is to arrange for police assistance in off-loading any passengers who refuse to disembark.

The guidelines below assume a passenger sit-in has been commenced, due to a situation outside the control of the company, and apply to a post-flight scenario. Crew are reminded to explain to the passengers that the reasons for the delay are outside the control of the company, and keep them updated in a timely manner whilst using appropriate service language and techniques to request disembarkation.

The wording for these PAs has been carefully selected to ensure that a number of legal items are covered, thus making a legal case for police assistance if required. A copy of the PAs for the procedure, both in English and Chinese, is contained in the “SECURITY REPORTS, FORMS & CHECKLISTS” section of this manual and is replicated in the Cabin Crew PA handbook.

STAGE 1

This stage starts when the passenger sit-in commences, and requires the FA1 to inform the Captain. The Captain/FA1 shall alert KA Security and or the Airport Services Manager / Manager on Duty. A PA is made by the FA1 and Cabin Crew should continue convincing passengers to disembark whilst identifying potential ringleaders.

STAGE 2

If passengers are still refusing to disembark 5 minutes later, the Captain will make a PA to inform the passengers that they are required to disembark. FA1 should liaise with the ASM/MOD to arrange for assistance to passengers once they have disembarked.

STAGE 3

Should passengers still refuse to disembark within a further 15 minutes, the Captain/FA1 shall liaise with KA Security and the ASM/MOD for police to meet the aircraft. The Captain will make the required PA, although at this stage it is still the aim to have the passengers disembark of their own accord.

STAGE 4

This stage should only be acted upon once all facilities are in place for off-loading passengers and confirmation has been received from the police that they will assist.

The Captain should consider repeating the Stage 3 PA at 15 minute intervals until the senior police officer is present.

If the passengers continue to refuse to disembark, the Captain/FA1 shall liaise with KA Security and/or MOD/ASM for police assistance in off-loading them. Before the police are requested to offload passengers, KA Security will liaise with IOC, the MOD/ASM and the police to make a joint "GO / NO GO" decision.

The police will be briefed and come on board to assess the situation before taking any action. FA1 should complete Statement Forms as described in Vol 7.1.16 para 2.7, and pass the white copies to the police as supporting evidence.

Once the above PA is announced, police will make decisions and take actions, meanwhile crew should assist police and facilitate their actions accordingly. However the crew may be requested to remain on board to cater for any safety-related issues, or other actions requested by the police. This may include further PAs, turning off ground power and air conditioning, etc.

3. BOMB WARNINGS AND EXPLOSIVE DEVICES**3.1 INITIAL ACTION AND CATEGORISATION**

Guidelines for the Ground Staff in the event a Bomb Warning Threat are contained in the Dragonair Security Programme.

Any information relating to a Bomb Warning Threat will be passed immediately to the Airport Services Manager/Manager on Duty. They will inform IOC of the threat, and IOC will activate the Bomb Warning/Security Threat Assessment Team. The Assessment Team comprises the General Manager Operations / Assistant General Manager Operations, Manager Security / Security Specialist, Duty Operations Manager (DOM), and Airport Services Manager / Airport-in-Charge concerned.

If the aircraft is "On the Ground" it MUST be held until the Assessment Team has evaluated the Level of Threat. Pending the outcome of the assessment, IOC will inform the Aircraft Commander of the precise nature of the threat and the Commander will then decide whether to disembark passengers or wait for the evaluation from the Assessment Team.

Threats are assessed using a Positive Target Identification (PTI) process and are classified into three categories.

"Green"

A warning that may not identify a target or specific group of targets, or which otherwise lacks credibility. Such a warning does not justify extra precautions.

"Amber"

A warning that can be related to one or more targets but where there is a doubt about its credibility or about the effectiveness of the existing countermeasures. Such a warning may involve danger and may require additional precautionary measures.

"Red"

A specific warning where the threat is of a nature which permits identification of a specific target, or where the caller has positively identified himself or the organisation involved and is judged to be credible. Such a warning is likely to involve danger to aircraft, people or airport activities and therefore merits specific countermeasures.

Warnings made against aircraft on the ground, if assessed as Red or Amber, may justify a variety of countermeasures including disembarkation of crew and passengers, offloading of cargo/baggage/mail, re-screening of passengers and cargo, security searches, etc.

The Bomb Threat Countermeasures Checklist is included in the "SECURITY REPORTS, FORMS & CHECKLISTS" section of this manual.

3.2 **AIRCRAFT IN FLIGHT**

In the event of an amber or red bomb warning assessment, a warning message will be passed to the Commander through IOC or ATC. Having alerted the Commander typically the immediate response will be to:

- Recall the aircraft to the departure airport; or
- Require the aircraft to divert to the nearest suitable airfield and land as soon as possible.

The content of the threat message will determine whether a search is required, as ordered by the Commander. If an in-flight search is required, cabin and flight deck search shall be conducted in accordance with the In-flight Bomb Search Checklist.

The In-flight Bomb Search Checklists are included in the "SECURITY REPORTS, FORMS & CHECKLISTS" section of this manual.

After landing, the aircraft will inevitably be parked in an area well away from the Terminal and other aircraft. The authorities at the airport of landing will arrange to have the aircraft searched. Passengers and crew should take all items of hand luggage with them. Once the passengers have been transported away from the aircraft, ask them to inspect their own hand luggage to ensure it has not been tampered with.

3.3 **AIRCRAFT ON-THE-GROUND**

In many cases, once alerted, the relevant State's security agency will conduct any search of an aircraft in accordance with their national aviation security programme. In cases where the local authorities are not involved the following procedures should apply.

It is necessary to vacate passengers from the cabin before searching the aircraft. An announcement should be made in such a manner that, as far as possible, only passengers concerned are informed.

Announcement to state:

"A message from an obvious hoaxer concerning your flight has been received. These messages have been received many times in the past by airlines. However, the Company has laid down a procedure for searching all aircraft and passengers' baggage, and which must be followed on these occasions. The Police will assist with this."

Crew and passengers are to check their hand carry baggage for unidentified items when they are in the holding area.

The appropriate Airport Service Manager / Airport-in-charge will initiate a full search of the aircraft and will liaise with the Duty Engineer to designate a supervisor to carry out the search. The supervisor will typically be a Ground Engineer familiar with the aircraft type.

The search procedures have been planned using a team of five to nine searchers plus the Supervisor. The search team will normally consist of ground engineers familiar with the aircraft type supplemented by such cockpit and cabin crew who are considered suitable. It should be noted that at some stations, due to State regulations and industrial relations, it may be impractical to carry out these procedures exactly as specified and discretion may be required in their implementation. It is essential that a close liaison be maintained with the Airport Services Manager / Airport-in-Charge or senior Dragonair staff on-duty.

In allocating check cards, the Supervisor should consider the familiarity of the team member with the area to be searched. Cabin crew, if used, will normally only search the cabin area. Team members should be equipped with torches and where necessary, screwdrivers.

Before commencing the search, the supervisor will brief the search team on the following points:

- The purpose of the search is to locate, as far as possible, all objects that appear to be unusual or out of place in the normal aircraft surroundings. Points to be given particular attention include aerosol containers, electronic equipment, non-standard wiring.
- It is not the responsibility of the search team to confirm that such an object, if found, is an explosive, a weapon or an incendiary device, but simply that its presence on the aircraft gives cause for suspicion. On no account should a suspect object be touched or moved. The searcher should clearly mark its location with a cloth or a tie and immediately inform the Supervisor. If the Supervisor confirms that the object is suspicious then he will ensure that all personnel leave the vicinity of the aircraft and request the Airport Services Manager / Airport-in-Charge to advise the appropriate authorities.
- If a suspicious object is found, liaise with the authorities to determine whether the search should be continued once the object has been made safe.
- The internationally accepted search procedure is to search from the outside of the area towards the centre. This ensures that in the event of an incident, the shortest escape route is always clear.

WARNING: DEALING WITH AN EXPLOSIVE DEVICE REQUIRES SPECIALIST TRAINING. DO NOT ATTEMPT TO MOVE OR DEFUSE ANY SUSPICIOUS OBJECT.

The Supervisor should arrange a signal to be used to recall the search team if necessary and should be aware of the location of each member of the team during the search. At the completion of the search each member of the search team should report the results of the search to the Supervisor.

The Supervisor should ensure that the vicinity of the aircraft is kept clear of all authorized personnel and vehicles for a radius of at least 200 metres until the search is complete.

The search team shall conduct the search in accordance with the Security Search Checklist.

The Security Search Checklist is included in the "SECURITY REPORTS, FORMS & CHECKLISTS" section of this manual.

After the initial search, all containers / cabinets are to be left open and all waste bins are to be emptied and fitted with new plastic bags. After the Commander is satisfied that the search has been completed satisfactorily he will authorise the closing of tall compartments and containers.

3.4 **SUSPICIOUS EXPLOSIVE DEVICES**

If a suspicious object is found during the flight, the Commander may descend to equalise the pressure between the cabin and the exterior. All non-essential electrical power should be switch off.

Remember to keep calm or else you will start a panic. Do not move anything which appears suspicious. Use blankets, pillows and soft baggage to cover and secure the suspicious item in the attitude in which it was found. Move passengers at least 4 seat rows away from the suspicious item. If other seats are full these passengers should sit on the floor in protected areas. Passengers near the suspicious item should protect their heads with pillows, blankets etc and sit in the brace position. All passengers must remain seated with seat belts fastened and if possible, position their heads below the top of the head rest.

When the aircraft is on ground do not use cabin doors in the vicinity of the suspicious item for disembarkation of passengers. Use all available airport facilities to disembark without delay. If use of escape slides is deemed necessary, the emergency exits on the side of the suspicious item should not be used. Should the slides be used, crew should follow the evacuation procedures.

The Suspected Bomb on Board Checklist is included in the "SECURITY REPORTS, FORMS & CHECKLISTS" section of this manual.

3.5 **PUBLICITY**

It should be borne in mind that publishing bomb warning incidents through the Media can be counter-productive. Any Press or Media inquiries regarding such an incident should be referred to the Head of Corporate Communication.

4. **HIJACKING AND UNLAWFUL INTERFERENCE**

4.1 **INTRODUCTION**

In the event of an incident onboard a Dragonair aircraft it is assumed that the situation may develop into a worst-case scenario. In order to alert the cockpit that they are under duress, Crew member have been instructed to attempt to use the intercom or emergency call and say "I must come to the cockpit immediately". The primary aim must be to keep the hijackers out of the flight deck at all costs. The primary responsibility of the cockpit crew is to land the aircraft at the nearest suitable airfield. The cabin crew will be expected to deal with the situation without the direct involvement of the cockpit crew.

4.2 **DETERMINATION OF THE SERIOUSNESS OF AN ACT OF UNLAWFUL INTERFERENCE**

For the purposes of assessing the risk posed by incidents that occur in-flight operating crew will use the four-tier threat level alert to describe the seriousness of the situation.

- Level 1 – Disruptive behaviour;
- Level 2 – Physically abusive behaviour;
- Level 3 – Life threatening behaviour;
- Level 4 – Attempted breach of the flight deck

4.3 **ABLE-BODIED PASSENGERS (ABPs)**

ABPs are those passengers who are clearly physically able and can be used to assist in dealing with a disruptive passenger. Cabin crew should attempt to identify ABPs during passenger boarding but should only alert the ABPs in time of need. ABPs ideally are deadheading uniformed crew, non-revenue passengers e.g. airline staff traveling on ID tickets and government law enforcement officers who can identify themselves.

4.4 **SECURITY OF THE FLIGHT CREW COMPARTMENT**

The flight deck door is to remain closed and locked from the point at which the external passenger doors of the aircraft are closed before departure until the doors are opened after landing. Procedures are in place for allowing traffic to and from the flight deck during flight.

In the event of any incident in the cabin during the flight the FA1 should establish communication with the flight deck and give details of the incident. In the event that the cabin crew are under duress they should:

- Attempt to use the emergency call facility on the interphone
- When contact is established use the expression “I must come to the cockpit immediately” to indicate that this is a Level 3 or Level 4 incident.

In normal operations the presence of passengers in the area of the flight deck door should be discouraged apart from when the forward lavatory(ies) is being used. The area in front of the flight crew compartment door (including lavatories and the gallery) is to be considered as a ‘Clear Zone’ during any onboard disturbance.

During any disturbance no passengers should be permitted in the ‘Clear Zone’ except ABPs if they are physically assisting the cabin crew to prevent an attempted intrusion into the flight deck or assisting the crew with disruptive passengers. If an incident appears to advance to Level 3 or 4 the ‘Clear Zone’ should be immediately activated and the following actions taken:

- Passengers should be in their seats
- A galley cart should be placed in front of the flight deck door
- ABPs may be requested to block the area of the flight deck door

4.5 HIJACKING

Differentiation between “an ongoing attempted hijacking” and a “hijacking” is a most important distinction as regards the external response. It is essential that the flight crew clarify this distinction with ATC due to the potential difference in response and resultant risk variables to all on board the aircraft. The following definitions apply:

- “Ongoing Attempted Hijacking” – The flight crew are still in control of the aircraft.
- “Hijacking” or “Hijacked” – the hijackers are in control of the aircraft.

4.6 CREW COMMUNICATION

In an unruly passenger situation or other safety or security problem in the cabin the cabin crew will be expected to analyse and assess situations based on their own experience. The cockpit crew’s ability to leave the flight deck and enter the cabin is limited and in unlawful interference incidents when airborne the cockpit crew are not to enter the cabin. The cabin crew must therefore be prepared to handle all disturbances in the cabin without the direct assistance of the flight crew. Any crewmember must be prepared to use their initiative to keep the cockpit crew informed of what is happening in the cabin especially if the FA1 is dealing with the incident

4.7 CREW RESPONSE – GENERAL

Early recognition of a threat, intervention and removal whilst at the boarding gate can prevent a serious on-board incident. Cabin crew should observe the passengers as they board the aircraft and be prepared to deal with any difficult passengers whilst still on the ground. At this stage it is still possible for the flight crew to support the cabin crew.

The crew response should be appropriate to the level of threat. Each escalation in threat level calls for escalating responses. The following lists can be adapted for use at the gate or on the ground:

Level 1 Threat – Disruptive Behaviour (Suspicious or threatening)

- a. FA1 communicates with flight crew and other cabin crew.
- b. Be attentive for other activity within the passenger population in the event that a level 1 threat is a diversion to cover hijacking.
- c. Attempt to defuse the situation verbally.
- d. Issue a Written Warning if appropriate - see Vol 7.1.16 para 2.6.
- e. Commander to consider an announcement from the flight deck.
- f. Commander and FA1 to file written report.

Level 2 Threat – Physically Abusive Behaviour

Cabin Crew:

- a. Suspend all in-flight services.
- b. Use separation techniques.
- c. FA1 communicates with flight crew and other cabin crew.
- d. Be attentive for other activity within the passenger population in the event that a level 2 threat is a diversion to cover hijacking.

- e. Suspend traffic in Clear Zone. Consider blocking with crew and enlisting assistance of ABPs.

Flight Deck Crew:

- f. Commander should advise ATC and the airline and request that the appropriate law enforcement agency meet the aircraft.
- g. Commander to consider making announcement from the flight deck.
- h. Commander should consider a diversion and landing plan in case the incident escalates to a higher level.
- i. Solicit help from cabin crew and passengers.
- j. Commander and FA1 to file written report.

Level 3 Threat – Life Threatening Behaviour

Cabin Crew:

- a. Suspend all in-flight services.
- b. FA1 communicates with flight crew and other cabin crew.
- c. Suspend traffic in Clear Zone and block with ABPs and galley carts.
- d. Initiate Lockdown of flight deck.
- e. Solicit all available help from cabin crew and passengers.
- f. Cabin crew provide information regarding perpetrators to commander.
- g. Use restraints and other on-board devices.
- h. If necessary implement least-risk bomb location or chemical/biological weapon (CBW) procedures.

Flight Deck Crew:

- i. Commander will declare an emergency and will consider diverting to the nearest suitable airfield.
- j. Squawk appropriate transponder code and initiate the ACARS hijack message.
- k. Send ACARS message to CX IOC with details of the event in progress.
- l. Prepare for possible rapid descent.
- m. Monitor 121.5 and prepare for interception by military aircraft.
- n. Lock the cockpit door using the dead bolt.
- o. After landing, push the fire switches and disconnect the IDGs.

Level 4 Threat – Attempted Breach or Actual Breach of Flight Deck

Cabin Crew:

- a. Maintain aircraft command and control at all costs.
- b. Suspend all in-flight services.
- c. FA1 communicates with flight crew and other cabin crew.
- d. Suspend traffic in Clear Zone and block with ABPs and galley carts.

- e. Initiate Lockdown of flight deck.
- f. Solicit help via PA system from cabin crew and passengers.
- g. Defend flight deck using whatever force is necessary to eliminate the threat.
- h. Use force and all available resources to subdue assailants.
- i. Use restraints and other on-board devices.

Flight Deck Crew:

- j. Commander will declare an emergency and will divert to the nearest suitable airfield.
- k. Squawk appropriate transponder code and initiate the ACARS hijack message.
- l. Send ACARS message to CX IOC with details of the event in progress.
- m. Monitor 121.5 and prepare for interception by military aircraft.
- n. Lock the cockpit door using the dead bolt.
- o. After landing, push the fire switches and disconnect the IDGs. If appropriate escape from the aircraft.

During an incident the ultimate goal, except for the perpetrators, is the survival of all on board. The purpose of the flight deck lockdown procedure, is to ensure that control of the aircraft is maintained thus providing protection for those on board and on the ground

LOCKDOWN is defined as the point from which there is to be no further traffic in or out of the flight deck for the remainder of the flight.

4.8 CABIN CREW RESPONSE – TACTICAL

The cabin crew must protect the integrity of the flight deck and use any measures and available resources to thwart any attempted hijack and to save lives in the passenger cabin.

At the first indication of an incident the FA1 should initiate lockdown of the flight deck. If it is likely the incident may escalate to a Level 3 or 4 incident the Clear Zone should be immediately activated, passengers should be in their seats, a bar cart placed in front of the flight deck door and ABPs should be requested to block the flight deck compartment area.

If ABPs are called upon for assistance the cabin crew must always retain control. Cabin crew may need to be verbally assertive to re-establish control of the cabin following the closure of an incident.

4.9 CABIN/FLIGHT CREW COMMUNICATION DURING AN ACT OF UNLAWFUL INTERFERENCE

Whilst the primary spokesperson in the cabin is the FA1 it would be useful to have a cabin crew designated as the ‘secondary spokesperson’. Inevitably the senior cabin crew will be drawn into the incident and will perhaps lose awareness of the broader cabin situation. The ‘secondary spokesperson’ can stay removed from the event thus ensuring that an incident does not draw all the cabin crew into the net.

In any developing incident the flight deck crew should be notified of the type and level of the threat; the number of perpetrators, any weapons, assigned seat numbers and physical descriptions of the perpetrators.

The importance of communication on board, air-to-ground, ground-to-air or air-to-air cannot be over emphasised.

4.10 APPROPRIATE SELF-DEFENCE RESPONSES

A most important aspect of self-defense is intuition. A strong intuitive reaction to a passenger should always be handled in accordance with the standard response to a safety concern: Observe, Investigate and Communicate. Substantiate by continued observation of behaviour and by initiating conversation to validate or dispel concern about a particular individual or individuals. Note particularly signs of anxiety, nervousness, hostility or cold unresponsiveness. This awareness should commence during boarding as it is far better to deal with a problem whilst still on the ground.

If a cabin crewmember feels uneasy vigilance should be increased. The FA1 should be informed, the passenger should be kept under discreet observation and ABPs in the vicinity should be identified.

Cabin crewmembers should always be observant of passengers. Heightened crew awareness and ongoing surveillance of the cabin to detect suspicious behaviour or objects is an important self-defense mechanism. EXPECT THE UNEXPECTED.

Cabin crew should routinely note the location of ABPs and continue to evaluate them. Off duty crew are particularly useful as ABPs.

4.11 USE OF NON-LETHAL PROTECTIVE DEVICES

Dragonair is not authorised to use non-lethal protective devices such as stun-guns or pepper-sprays.

Cabin crew should be aware that normal on-board equipment such as fire extinguishers may be used as defensive tools in Level 3 or 4 incidents however their use must be carefully considered. Additionally PBEs can be useful if irritant substances are being used to disable cabin crewmembers.

The fire axe is available to the flight deck crew if the flight deck is penetrated by the perpetrators. However, remember it is also a potential weapon for the attackers if not retained.

4.12 FLIGHT CREW COMPARTMENT PROCEDURES TO PROTECT THE AEROPLANE

The ultimate responsibility of the Commander is to protect the lives of the passengers and crew. All crew have to balance the risk of loss of life in the cabin against the possibility of the aircraft being shot down or deliberately flown into a populated area. ***Therefore under no circumstances should the flight deck door be opened during a security threat situation on board.***

In addition, a pilot should never leave the flight deck to assist the cabin staff even for apparently minor cabin disturbances. An unruly passenger incident could be a diversionary tactic to draw the pilots from the flight deck and the cabin staff to a distant part of the cabin.

The use of over-aggressive aircraft manoeuvres are not recommended nor is depressurisation of the aircraft.

Flight Deck crews should be aware of the ICAO standard interception signals and procedures (refer to the AERAD Supplement – OPS section).

Once a hijacked aircraft is on the ground it is imperative that it remains on the ground. The flight deck is to remain in lockdown mode until it is confirmed with absolute certainty that the incident is over. Keeping the hijacker out of the flight deck ensures that communications are controlled by the crew. The situation remains an “attempted hijacking” and not a “hijack”.

The flight deck crew should consider whether to remain on the aircraft or to escape. Upon balancing the various aspects of the threat situation, the commander may judge, in the best interest of the passengers, crew and others, that he escape from the aircraft. This will generally place the passengers and remaining crew in a more controlled and therefore more manageable situation.

The crew must understand that “it’s not over until it’s over”. During and immediately following disembarkation all persons on board the aircraft (including uniformed crew due to the possibility of forced clothing exchange) will be considered as potential perpetrators. The crew can expect to be treated at the end of the incident with the same level of suspicion as all other occupants of the aircraft. All crew are to set a good example of cooperation and support of these post incident measures.

4.13 **COMMUNICATION WITH IOC**

If possible, an ACARS "75 MSG" (Hijack Alert) should be sent to IOC. IOC will respond with the message "From IOC, Confirm Speed, PLS ACK". If the 75 MSG is unintentional, the Flight Crew shall reply "KA### Ops Normal - H75 Error".

If IOC receives no response, Hijack Procedures will be initiated. If CPDLC communications are in use, transmit an EMERGENCY REPORT (refer Part A 8.3.13.2 CPDLC – Emergency Procedures).

7.1.17 SECURITY REPORTS, FORMS & CHECKLISTS

1. STATUS ALERT ACTION LISTS

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GREEN ALERT CARD

Hold Baggage Screening & Questioning

1a. Hold baggage shall be security screened to detect a restricted article. Screening shall be conducted by use of any or a combination of the following, in order of preference:-

- Explosive Detection System X-ray (e.g. CTX & VIVID);
- Conventional X-ray; and/or
- Hand Search;
- Other technical explosives detection systems (Trace and Vapour Detection Systems) may be used to supplement the security screening.

1b. If for any reason screening is considered impracticable, not less than 10% of hold baggage shall be randomly selected and subjected to physical hand search prior to acceptance. Security questions listed below should be asked to all passengers. Screening (hand search) shall be applied if answers to any of the questions are incorrect.

- Is this your bag?
- Did you pack it yourself?
- Does your bag contain any item(s) that you are carrying on behalf of someone else?
- Could anyone have put anything into it since you packed it?
- Does it contain any electrical or electronic items?

Hold Baggage Protection

2. After acceptance, hold baggage is to be protected from unlawful interference.

Passenger and Hand Baggage Screening

3. Passengers and their hand baggage are to be screened to detect a restricted article.

Reconciliation of Passengers with Hold Baggage

4. When a passenger has checked in hold baggage, a check is to be made to ensure that the same person subsequently boards the aircraft.

5. If any passenger does not board the aircraft, his/her baggage is not to be transported on that flight unless the baggage is subsequently screened. (If conventional X-ray is used the baggage is to be viewed from at least two angles.)

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Group Passengers

6. All passengers must be matched with their bags. The check-in of Group hold baggage will only be permitted provided (1) the group leader travels with the group on the same flight, (2) the group leader must account for all bags in the group and verify that the bags belong to group members, and (3) each item of baggage must bear the name of the group passenger. If any one passenger of the group does not board the flight all baggage checked in under the group is not to be transported on the flight unless the baggage is subsequently screened. (If conventional X-ray is used the baggage is to be screened from at least two angles.)

Protection of Aircraft

7. Aircraft are to be secured to prevent and detect unauthorised access.

Aircraft Pre-Flight Security Checks

8. At departure points, and at transit stops where any passengers ends their journey and disembarks, the crew, security staff, or other suitably trained staff are to undertake pre-flight security checks on aircraft.

Transfer Passengers and Baggage

9. Measures 1-5 as appropriate shall be applied in respect of all transfer passengers and their baggage.

Rush Baggage

10. Rush baggage is to be screened to ensure that it does not contain any prohibited item that may hazard the security of the aircraft. The 'history' of the bag shall be established before it is loaded.

Transit Passengers and Baggage

- 11a. Passengers who elect to disembark must take all hand baggage.
- 11b. Passengers who remain on board must account for all of their hand baggage during cabin crew security check.
- 11c. If any transit passenger fails to re-board, the passengers' bags are to be removed from the flight. After removal, the baggage is not to be transported on that flight.

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GREEN ALERT CARD

Passenger Segregation

12. After pre-departure screening, departing passengers are not to mix with arriving passengers.

Control of Access

13. Access to areas where airline operations are undertaken is to be controlled.

Catering and Other Aircraft Supplies

14. Catering and aircraft supplies are to be prepared in premises subjected to security controls and are to be protected from unlawful interference.

Cargo, Mail and Courier Traffic

15a. The Regulated Agent Regime, Known Consignor, or equivalent shall be applied to cargo, mail and courier traffic transported under an air waybill.

15b. Cargo, mail and courier traffic from all other sources are to be subjected to any or a combination of the following security measures:-

- X-ray;
- Hand Search;
- Decompression;
- Holding period equivalent to the flight time plus 2 hours (12 hours minimum); and/or
- Any other security screening equipment approved by Manager Security.

15c. Security screening measures need not be applied to transfer cargo, mail and courier traffic.

15d. Cargo, mail and courier traffic are to be protected from unlawful interference when it is in the custody of Dragonair or its agents.

15e. Personal effects transported as cargo are to be subjected to screening.

Baggage Tags and Boarding Cards

16. Maximum security is to be given to these items. No tags etc. to be left unattended at counters or baggage areas.

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Hold Baggage Screening & Questioning

1a. Hold baggage shall be security screened to detect a restricted article. Screening shall be conducted by use of any or a combination of the following, in order of preference:-

- Explosive Detection System X-ray (e.g. CTX & VIVID);
- Conventional X-ray; and/or
- Hand Search;
- Other technical explosives detection systems (Trace and Vapour Detection Systems) may be used to supplement the security screening.

1b. Where baggage is screened by means of conventional x-ray not less than 15% of hold baggage shall be subject to a supplementary Hand Search performed at Check In.

1c. If for any reason screening is considered impracticable, not less than **20%** of hold baggage shall be subject to physical hand search prior to acceptance. Security questions listed below should be asked to all passengers. Screening (hand search) shall be applied if answers to any of the questions are incorrect.

- Is this your bag?
- Did you pack it yourself?
- Does your bag contain any item(s) that you are carrying on behalf of someone else?
- Could anyone have put anything into it since you packed it?
- Does it contain any electrical or electronic items?

Hold Baggage Protection

2. After acceptance, hold baggage is to be protected from unlawful interference.

Passenger and Hand Baggage Screening

3a. Passengers and their hand baggage are to be screened to detect a restricted article.

3b. Wherever practicable, additional random searches shall be imposed.

Reconciliation of Passengers with Hold Baggage

4. When a passenger has checked in hold baggage, a check is to be made to ensure that the same person subsequently boards the aircraft.

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5. If any passenger does not board the aircraft, his/her baggage is not to be transported on that flight unless the baggage is subsequently screened. (If conventional X-ray is used the baggage is to be viewed from at least two angles.)

Group Baggage

- 6a. Group check-in may only be conducted **if** security screening makes use of an Explosive Detection System X-ray (e.g. CTX & VIVID).

- 6b. All passengers must be matched with their bags. The check-in of Group hold baggage will only be permitted provided (1) the group leader travels with the group on the same flight, (2) the group leader must account for all bags in the group and verify that the bags belong to group members, and (3) each item of baggage must bear the name of the group passenger. If any one passenger of the group does not board the flight all baggage checked in under the group is not to be transported on the flight unless the baggage is subsequently screened by the Explosive Detection System X-ray.

Aircraft Pre-Flight Security Checks

7. At departure points, and at transit stops where any passengers ends their journey and disembarks, the crew, security staff, or other suitably trained staff are to undertake pre-flight security checks on aircraft.

Transfer Passengers and Baggage

8. Measures 1-5 as appropriate shall be applied in respect of all Transfer Passengers and their baggage.

Rush Baggage

9. Rush baggage is to be screened to ensure that it does not contain any prohibited item that may hazard the security of the aircraft. The 'history' of the bag shall be established before it is loaded.

Transit Passengers and Baggage

- 10a. Passengers who elect to disembark must take all hand baggage.
- 10b. Passengers who remain on board must account for all of their hand baggage during cabin crew security check.
- 10c. If any transit passenger fails to reboard, the passengers' bags are to be removed from the flight. After removal, the baggage is not to be transported on that flight.

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Passenger Segregation

11. After pre-departure screening, departing passengers are not to mix with arriving passengers.

Control of Access and Aircraft Protection

12a. During aircraft turnaround access to the aircraft cabin and to the cargo holds shall be controlled and monitored by KA ground staff and / or security guards.

12b. All authorised personnel seeking to access the aircraft (KA ground staff, aircrew, caterers, cleaners, etc) shall display a valid airport ID.

12c. Aircraft remaining on the ground overnight shall be secured by means of closing the aircraft doors and cargo holds and by removing the aircraft steps. Unattended aircraft shall be further secured by means of tamper evident security seals.

Catering and Other Aircraft Supplies

13a. Catering and aircraft supplies are to be prepared in premises subjected to security controls and are to be protected from unlawful interference.

13b. Catering carts shall be sealed before being transported to the aircraft.

Cargo, Mail and Courier Traffic

14a. The Regulated Agent Regime, Known Consignor, or equivalent shall be applied to cargo, mail and courier traffic transported under an air waybill.

14b. Cargo, mail and courier traffic from all other sources are to be subjected to any or a combination of the following security measures:-

- X-ray;
- Hand Search;
- Decompression;
- Holding period of **24** hours; and/or
- Any other security equipment approved by Manager Security.

14c. Security screening measures need not be applied to transfer cargo, mail and courier traffic.

14d. Cargo, mail and courier traffic are to be protected from unlawful interference when it is in the custody of Dragonair or its agents.

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14e. Personal effects transported as cargo are to be subjected to screening.

Baggage Tags and Boarding Cards

15. Maximum security is to be given to these items. No tags etc. To be left unattended at counters or baggage areas.

Any requirement under this "AMBER ALERT CARD" which is not implemented, or cannot be implemented due to constraints beyond Dragonair's control, must be made known to the Manager Security and approval sought for dispensation.

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Hold Baggage Screening & Questioning

1a. Hold baggage shall be security screened to detect a restricted article. Screening shall be conducted by use of any or a combination of the following, in order of preference:

- Explosive Detection System X-ray (e.g. CTX & VIVID);
- Conventional X-ray; and/or
- Hand Search;
- Other technical explosives detection systems (Trace and Vapour Detection Systems); may be used to supplement the security screening.

1b. Where baggage is screened by means of conventional x-ray not less than 25% of hold baggage shall be subject to a supplementary hand search at Check In.

1c. If no screening equipment is available then not less than 35% of hold baggage shall be subjected to hand search at Check In.

1d. All passengers must be asked the following security questions. If the answers are incorrect then additional screening measures (e.g. hand search) shall be applied.

- Is this your bag?
- Did you pack it yourself?
- Does your bag contain any item(s) that you are carrying on behalf of someone else?
- Could anyone have put anything into it since you packed it?
- Does it contain any electrical or electronic items?

Hold Baggage Protection

2. After acceptance, hold baggage is to be protected from unlawful interference.

Passenger and Hand Baggage Screening

3a. Passengers and their hand baggage are to be screened to a standard sufficient reasonably to detect a restricted article.

3b. At the boarding gate, passport/boarding pass reconciliation shall be conducted.

3c. At the boarding gate passengers and their hand baggage shall be selected at random to undergo supplementary screening by means of hand held metal detector and physical inspection.

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Reconciliation of Passengers with Hold Baggage

4. When a passenger has checked in baggage, a check is to be made to ensure that the same person subsequently boards the aircraft.

5. If any passenger does not board the aircraft, his/her baggage is not to be transported on that flight.

Group Baggage

6. All passengers must be matched with their bags, no consolidated check in by a group leader.

Aircraft Pre-Flight Security Checks

7. At departure points, and at transit stops where any passengers ends their journey and disembarks, the crew, security staff, or other suitably trained staff are to undertake pre-flight security checks on aircraft.

Transfer Passengers and Baggage

8. Measures 1-5 as appropriate shall be applied in respect of all Transfer Passengers and their baggage.

Rush Baggage

9. Courtesy interline rush baggage is not to be accepted. Only mishandled Dragonair bags are to be transported after security screening to ensure that it does not contain any prohibited item which may inhibit the security of the aircraft.

Diplomatic Baggage

10. Consent to x-ray is to be sought. If consent is not obtained, given bag will only be transported with a bona fide member of embassy staff.

Transit Passengers and Baggage

11. All transit passengers are to remain on board and take custody of their own hand baggage during cabin crew security check.

Passenger Segregation

12. After pre-departure screening, departing passengers are not to mix with arriving passengers.

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Control of Access and Aircraft Protection

13a. Aircraft shall not remain unattended at any time.

13b. During aircraft turnaround access to the aircraft cabin and to the cargo holds shall be controlled and monitored by security guards. One security guard shall deploy to each airbridge / steps in use for cabin access. In addition at least one security guard shall patrol on the ramp.

13c. All authorised personnel seeking to access the aircraft (KA ground staff, aircrew, caterers, cleaners, etc) shall display a valid airport ID for visual check by security.

13d. All authorised service personnel (non-KA) shall undergo security checks (hand search or equivalent at the aircraft door / aircraft steps and at the cargo holds before being allowed access. All equipment to be inspected by security.

13e. Aircraft remaining on the ground overnight shall be secured by means of closing the aircraft doors and cargo holds and by removing the aircraft steps. Two security guards shall remain on the ramp at all times while the aircraft is parked.

Catering and Other Aircraft Supplies

14a. All catering is to undergo security controls prior to being placed on the aircraft. Catering supplies shall be prepared in secured premises. Catering carts shall be sealed before being transported to the aircraft.

14b. Catering uplift shall proceed only once a KA representative is on board the aircraft.

Cargo Traffic

15a. The Regulated Agent Regime, Known Consignor, or equivalent will not be applicable with the exception of that outlined under 15d.

15b. Cargo traffic is to be subjected to any or a combination of the following security measures:-

- X-ray;
- Hand Search;
- Decompression;
- Holding period of 24hours; and/or
- Any other security screening equipment approved by Head of Security.

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RED ALERT CARD

15c. Online transfer cargo will not be affected as it is assumed the above condition has been met.

15d. If security measures as stipulated in 15b are not undertaken, live animals, valuable cargo and time sensitive shipments such as news items, press releases and newspaper are only to be accepted from consignors who:

- (i) are known to the airline: that is an individual or company that has been identified and has a permanent address;
- (ii) undertake to safeguard cargo traffic from unlawful interference while it is in their custody, and sign a certificate to that effect.

15e. Cargo traffic is to be protected from unlawful interference when it is in the custody of airlines or their agents.

15f. Personal effects transported as cargo are to be subjected to screening.

Mail Traffic

16a. Dragonair OCS mail of letters / coupons are only to be accepted and they must be screened. Exemption must be authorised by the Manager Security.

16b. Interline OCS mail of letters can only be accepted for those carriers who have existing agreement with Dragonair. All interline OCS mail shall be screened by x-ray.

16c. Speedpost and letter mail are to be screened. If time is insufficient, staff should liaise with GPO to bring forward the cut off times.

16d. Parcel post is to be screened. This is preferably taken place at the local GPO and written confirmation is received prior to any dispatch.

Courier Traffic

17. Courier traffic is to be screened.

Travel Documents

18. Check in staff are to scrutinise travel documents and tickets thoroughly.

~ RESTRICTED ~
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RESTRICTED

HONG KONG DRAGON AIRLINES LTD.
Security Programme

Appendix 1 to Section 16
Green, Amber, Red Alert Cards



RED ALERT CARD

Baggage Tags and Boarding Cards

19. Maximum security is to be given to these items. No tags etc. are to be left unattended at counters or baggage areas.

Deportees

20. Approval for carriage of deportees must be obtained from the Manager Security or his designate before acceptance.

Any requirement under this "RED ALERT CARD" which is not implemented, or cannot be implemented due to constraints beyond Dragonair's control, must be made known to the Manager Security and approval sought for dispensation.

~ RESTRICTED ~
Page 5 of 5

2. **STATEMENT FORM**

STATEMENT FORM				 <small>DRAGONAIR</small>
Flight Details:				
Flt No: KA	From:	To:	A/C Registration: B-	Name of Captain:
Date: _ _ / _ _ / _ _ GMT DD / MM / Y Y	Time of incident: _ _ : _ _ GMT H H : MM		Flight Phase: <input type="checkbox"/> Parked <input type="checkbox"/> Taxiing <input type="checkbox"/> T/O or Landing <input type="checkbox"/> Cruise	Staff Number: Name of FA1: Staff Number:
Details of Witness: Provide details of any witnesses and have them complete and sign a separate Statement Form if applicable				
Surname: _____	Seat No: _____	Gender: <input type="checkbox"/> M <input type="checkbox"/> F	Passport/HK ID No. _____	
Other Names: _____			Nationality: _____	
Address: _____ _____ _____		MPO/AM No: (if applicable)		
		Telephone No: (Country Code) – (Area Code) – (Phone Number)		
		E-mail address: _____		
Details of Unruly Passenger:				
Surname: _____	Seat No: _____	Gender: <input type="checkbox"/> M <input type="checkbox"/> F	Appearance (give "best guess" details):	
Other Names: _____			Age: _____	Height: _____
Level of Interference:				
<input type="checkbox"/> Level 1 (Verbal) <input type="checkbox"/> Level 2 (Physical) <input type="checkbox"/> Level 3 (Life threatening) <input type="checkbox"/> Level 4 (Flight Deck)				
Location of Incident:				
<input type="checkbox"/> Zone: _____ <input type="checkbox"/> Other (please specify): _____				
Nature of Incident:				
<input type="checkbox"/> Passenger to passenger <input type="checkbox"/> Passenger to crew <input type="checkbox"/> Use of weapon				
<input type="checkbox"/> Damage <input type="checkbox"/> Other (please specify): _____				
Specific Cause (if known) (*delete as appropriate):				
<input type="checkbox"/> Alcohol (own/operator*) <input type="checkbox"/> Cabin baggage <input type="checkbox"/> Seating				
<input type="checkbox"/> Drug-related <input type="checkbox"/> Mobile phone <input type="checkbox"/> Smoking				
<input type="checkbox"/> Electronic devices <input type="checkbox"/> Seatbelt regulation <input type="checkbox"/> Other (please specify): _____				
Action Taken:				
<input type="checkbox"/> Written Warning issued <input type="checkbox"/> Onward travel documents cancelled <input type="checkbox"/> Incident resolved				
<input type="checkbox"/> Off-loaded pre-flight <input type="checkbox"/> Passenger disembarked post-flight <input type="checkbox"/> Police requested				
<input type="checkbox"/> Restraints applied <input type="checkbox"/> Unscheduled landing at _____ <input type="checkbox"/> Arrest requested				
Witness Statement / Description of the incident (use a separate form if more space is required):				
This Statement Form has been completed by (please ✓ the relevant box):				
<input type="checkbox"/> Captain <input type="checkbox"/> Witness			Captain's signature: _____	
<input type="checkbox"/> FA1 <input type="checkbox"/> Other Cabin Crew			FA1's signature: _____	
Name _____			Staff Number _____	
<small>KA/SEC/001 (Rev 00) 15 JUL 2012</small>				
<small>Distribution: White copy – Port Authority Yellow copy – Security Department (via Flight Documents Envelope)</small>				

3. WRITTEN WARNING

The Written Warning is available in English language and Chinese versions. The FAI may decide which version is most appropriate for use given the passenger's language. The English language version is portrayed below, however the translations of the two forms are identical.


DRAGONAIR

Passenger Name: _____ Seat No: _____
 Flight No. / Date: _____ Aircraft Registration: _____

**THIS IS A FORMAL WARNING GIVEN BY THE
CAPTAIN OF THIS AIRCRAFT**

Hong Kong Dragon Airlines will not tolerate disruptive or unruly behavior and your behavior has resulted in this formal warning being issued to you.

The Hong Kong Aviation Security Ordinance Chapter 494, prohibits, but is not limited to the following:

- Passengers who behave in a disruptive or unruly manner.
- Passengers who smoke or are intoxicated.
- Passengers who tamper with any equipment onboard the aircraft.
- Passengers whose conduct jeopardises or threatens the safety and security of other passengers, our crew and/or our aircraft.
- Passengers who disobey a lawful command by the Captain or crew of the aircraft.

You may have already committed a criminal offence and the police may be asked to meet the flight on arrival. This can result in you being arrested, charged and prosecuted and if found guilty you will have a criminal record and may face fines or imprisonment. If you continue to disobey the lawful command of the Captain or crew members you may be restrained.

IT IS THE COMPANY'S POLICY TO PURSUE PROSECUTION OF ANY PERSON WHO CONTRAVENES ANY STATUTORY REGULATIONS WHICH MAY AFFECT THE SAFETY OF THIS AIRCRAFT AND WELL BEING OF OTHER PASSENGERS AND CREW ONBOARD

Hong Kong Dragon Airlines Limited

18 May 2012
 White copy - Passenger
 Yellow copy - Security Department

4. PAs FOR HANDLING PASSENGERS WHO REFUSE TO DISEMBARK

Timing	Action
<p>Passenger sit-in commences</p>	<p><u>Stage 1 – Statement of Company Policy</u></p> <p>FA1 shall inform Captain. Captain/FA1 shall alert KA Security and/or ASM/MOD. FA1 shall make the following PA:</p> <p><i>“Whilst it is Dragonair policy to do everything we can to make your journey as safe and efficient as possible, unfortunately today’s flight has been delayed by ___ _ _ _ _ (delayed reason) which is outside the control of the company. Please note that our Flight and Cabin Crew are neither authorised nor permitted to make or arrange compensation payments for flights which have been delayed or cancelled. However, our Ground Staff are able to assist you with making further travel arrangements and follow up your concerns, so we therefore respectfully request that you disembark so that they can help to get you to your destination.”</i></p> <p>“港龍航空一向盡力確保航班安全及準點運作。很可惜，由於___ _ _ _ _ (延誤原因) 的關係，今天的航班延誤已超出我們的控制和預期。請乘客注意，我們機組人員並沒有獲得授權，向各位乘客提供或安排航班延誤或取消的賠償。但是，我們的地面服務代理能夠協助您做進一步的行程安排，以及跟進您的關注。因此，爲了讓你們盡快到達目的地，希望大家可以先下飛機，讓我們的人員盡快爲您提供協助。”</p> <p>Cabin Crew should continue convincing passengers to disembark whilst identifying potential ringleaders.</p>
<p>Passengers still refusing to disembark within 5 minutes</p>	<p><u>Stage 2 – Provision of Further Information</u></p> <p>FA1 should liaise with ASM/MOD to arrange assistance to passengers once they have disembarked. Captain to make the following PA (with FA1 assist in making the Chinese version):</p> <p><i>“We fully understand how frustrating such delays can be, and both Dragonair and your crew are doing everything we can to minimise your delay. However, as previously mentioned, Dragonair will not make or arrange compensation payments for situations beyond our control. Our Ground Staff are now waiting in the Arrivals area to assist you with your onward travel arrangements. Please disembark now.”</i></p> <p>“我們完全理解，航班延誤讓您非常失望以及不滿意。在此再次提醒您，港龍航空公司和機組人員已經盡全力減少延誤所帶來的影響。不過，正如剛才向各位乘客所通報，很抱歉，我們不能夠在事情超出我們控制的情況下，安排任何賠償。我們的地面服務代理現正在等候區域，可以進一步協助各位的行程安排。現在，請大家離開飛機。”</p> <p>Cabin crew should target ringleaders with the request to disembark.</p>

<p>Passengers still refusing to disembark within a further 15 minutes</p>	<p><u>Stage 3 – Statement of Legal Powers</u></p> <p>Captain/FA1 shall liaise with KA Security and MOD/ASM for police to meet the aircraft. Explain that this will probably only be necessary as a “show of force”, but that if necessary the police may be required to assist in off-loading passengers.</p> <p>Captain to make the following PA (with FA1 assist in making the Chinese version):</p> <p><i>“Dragonair’s policy for passenger handling in the event of delayed or cancelled flights has been explained to you. Your continued presence on board this aircraft may constitute an offence under Section 17 of Hong Kong’s Aviation Security Ordinance. As such, should you fail to leave the aircraft now, this may be classified as an arrestable offence under Section 60 of the Aviation Security Ordinance. This leaves two options for you to consider:</i></p> <p><i>Option one is not the option that Dragonair or your crew see as the best way of getting you to your destination. If you remain on board and continue to refuse to disembark, the police will be called and this may lead to you being arrested. Being arrested will create a much longer delay than you are currently facing, and may also lead to you not being permitted to travel on a Dragonair aircraft again.</i></p> <p><i>Option two will help you to complete your journey and will be far less inconvenient. Disembark now and meet with our Ground Staff waiting in the Arrivals area to help rearrange your travel plans to get you to your destination. Please disembark now.”</i></p> <p>“各位，剛才已經給你們解釋有關港龍航空航班延誤或取消的處理政策。請注意，各位若繼續留在飛機艙內，可能會觸犯《香港航空保安條例》第 17 條：任何人不得在該飛機的營運者或任何代他行事的人要求他離開後仍逗留在該飛機上。如果你們不離開飛機，根據《航空保安條例》第 60 條，這可能會被列為可拘捕的罪行根據。各位，現在有兩個方案供大家考慮：</p> <p>方案一：這並不是我們公司或機組人員認為，可以讓你抵達目的地的最好選擇。如果你繼續留在機艙裡，拒絕離開，我們會通知香港警方，這可能導致你被拘捕。這會讓你面對更長的行程延誤，也可能會讓你今後不能再乘坐港龍航空的航班。</p> <p>方案二：這個方案會幫助你盡快完成旅程，減少不便。請現在離開飛機，我們的地面服務代理會盡力提供協助，讓你到達目的地。我再重覆一次，請各位現在就離開飛機。”</p>
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As required	<p><u>Stage 4 – Police Assistance</u></p> <p>This stage should only be acted upon once all facilities are in place for off-loading passengers and confirmation has been received from the police that they will assist.</p> <p>The Captain should consider repeating the Stage 3 PA at 15 minute intervals until the senior police officer is present.</p> <p>If the passengers continue to refuse to disembark, the Captain/FA1 shall liaise with KA Security and/or MOD/ASM for police assistance in off-loading them. Before the police are requested to offload passengers, KA Security will liaise with IOC, the MOD/ASM and the police to make a joint “GO / NO GO” decision.</p> <p>The police will be briefed and come on board to assess the situation before taking any action. FA1 should complete Statement Forms as described in Vol 7.1.16 para 2.7, and pass the white copies to the police as supporting evidence.</p> <p>Once Police are on board, the Captain shall make the following PA (with FA1 assist in making the Chinese version):</p> <p><i>“Ladies and gentlemen. You have been asked several times to disembark the aircraft. You have also been informed that, should you remain on board, your actions may constitute an offence under the Aviation Security Ordinance. The Police are now in attendance – please disembark now.”</i></p> <p>“各位乘客，我們已多次要求你們離開飛機，現在大家繼續留在機艙裡，這個行為已可能構成《香港航空保安條例》的罪行。香港警察已進入機艙 – 請各位乘客現在馬上離開飛機。 “</p> <p>Once the above PA is announced, police will make decisions and take actions, meanwhile crew should assist police and facilitate their actions accordingly. However the crew may be requested to remain on board to cater for any safety-related issues, or other actions requested by the police. This may include further PAs, turning off ground power and air conditioning, etc.</p>
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5. BOMB WARNING COUNTERMEASURES CHECK LIST

The following is a Check List of counter measures that may be applied in the event of a Bomb Warning being received against a Dragonair aircraft. The appropriateness of a particular countermeasure will depend on the circumstances of each individual incident and therefore this Check List is intended for guidance purposes only.

1. Disembark crew, passengers, cabin baggage and personal belongings.
2. Removal of the aircraft to an isolated parking bay.
3. Offload all hold baggage.
4. Offload cargo, courier material and mail.
5. Aircraft Search, typically conducted by the police or other government agency with technical aircraft operator assistance.
6. Aircraft operator re-checks of the flight deck and cabin.
7. Re-check hold baggage manifest for irregularities in the accounting and authorisation processes.
8. Re-screening of all hold baggage.
9. Conduct physical reconciliation of passengers and hold baggage, verify baggage tags against the baggage manifest.
10. Re-screen passengers, cabin baggage and personal belongings.
11. Passenger travel document reconciliation against manifest and boarding pass.
12. Check integrity of catering supplies and aircraft operator stores.
13. Delay dispatch of the cargo, courier material and mail for a minimum of the scheduled flight time plus 8 hours.
14. Re-screen all cargo, courier material and mail.
15. Do not re-load unaccompanied baggage.
16. Interview / debrief passengers regarding the Bomb Warning.
17. Check for any irregularities occurring at the boarding gate during initial boarding.
18. Check for any irregularities occurring at Check in (e.g. passengers not accepted at check in, late arrivals, other incidents).

6. INFLIGHT BOMB SEARCHLIST – CABIN**DRAGONAIR****SECURITY SEARCH CHECKLIST – CABIN**

The areas listed below are to be checked when conducting a security search of the aircraft cabin. If an object is found which gives reason for suspicion, do not touch it. Inform the cockpit crew immediately and follow their advice. If a suspicious object is found, and provided the safety of the search team can be maintained, the search should be continued in case there are multiple devices.

- Passenger seats:
 - This should include the seat cushions, pillows, area underneath the seat, tray table and its stowage, life jacket (check sealed) and its housing, IFE control housing, headphones and PTV housing (where applicable). Start at the bottom of each seat and work upwards.
 - When the search of each seat is complete, fold the seat belt in a cross configuration to indicate completion.
- Overhead lockers:
 - The overhead lockers should be opened and all passenger belongings removed. Visually check the area with the aid of the search mirrors where fitted. Check any pillows or blankets individually.
- Cloakrooms:
 - Remove all coats and baggage and search each item. Every recess of the cloakroom should be checked.
- Lavatories:
 - Containers (eg. waste bins) under the sink should be removed and their contents and recesses checked.
 - Check the towel compartment and tissue dispenser.
 - Check the compartment behind the mirror (if any).
- Galleys:
 - Remove and check all containers, drawers, food/bar carts.
 - If the seals of the bar carts do not look tampered with, do not break them.
 - Check all galley compartments, bar boxes and chillers.
 - Check aircraft inspection panels located within the galley are in position.
- Ceiling compartments:
 - Check all ceiling compartments.
- Magazine racks:
 - Remove all magazines and check the racks.
- Doghouses:
 - Open and check all doghouses.
- Crew seats:
 - Check each seat individually. Open the seat and search down the sides and along the recess area.
 - Check the crew seat compartment.
- Emergency equipment:
 - Check all emergency equipment.
 - If an item has a seal and the seal does not appear to be tampered with, do not break it.
 - Open and check items that do not have seals (eg. demo kits).

7. INFLIGHT BOMB SEARCHLIST – FLIGHT DECK**DRAGONAIR****DRAGONAIR SECURITY SEARCH CHECKLIST – FLIGHT DECK**

The areas listed below are to be checked when conducting a security search of the flight deck. If any object is found which gives reason for suspicion, do not touch it. Follow procedures given in para 9 of this chapter.

- Rudder Pedal Areas:
 - Check with assistance of a torch.
- Stowage Compartments:
 - Remove and check items.
 - Check compartment
- Cloakroom:
 - Remove and check items.
 - Check cloakroom.
- Cockpit Crew Rest Compartment (where installed):
 - Check area including blankets, linen and mattresses.
- Flight Deck Lavatory (where installed):
 - Check all compartments that can be opened including waste bin.

8. SECURITY SEARCH CHECKLIST**SEARCH SHEET FOR A320, A321 & A330****Search Guide**

The search guide shown below is applicable to A320, A321 and A330. The search should be conducted by Engineering in conjunction with the security forces.

Before searching the aircraft it is recommended that the flaps and slats should be extended, APU and engine cowls open, all entry/exit doors open and all landing gears down.

If any panel appears disturbed, i.e. not correctly fastened, or dirt/oil marks appear smudged, the searcher should carry out a more thorough examination of the area, with the appropriate panels removed or opened.

Observe all precautions when opening/closing doors and when extending retracting devices. Extreme caution should be exercised when opening any door or panel, due to the possibility of an anti-personnel device being present.

After all appropriate areas are checked, Ground Engineers should close all doors.

Search Sheet

(Carry out thorough inspection of the following items and areas.)

- Left Hand forward Fuselage
 - avionics ventilation inlet,
 - left avionics compartment.

Note: check compartment (only remove components if they appear disturbed).

- Nose Section
 - radome - open latches/lift radome and check.
 - forward avionics compartment

Note: check compartment (only remove components if they appear disturbed).

- ground electrical power door.
- Nose Landing Gear
 - nose gear structure.
 - hydraulic lines and control cables.
 - wheel well.
- RH FWD Fuselage
 - RH + AFT avionics compartment.

Note: check compartment (only remove components if they appear disturbed).

- forward cargo hold, door & service panel.
 - Lower Centre Fuselage
 - RAM air inlet flap.
 - ground air cond and eng start door
 - pack air intakes & outlets.
 - ground service cond door.
 - RAT door.
- RH Centre Wing
 - Eng 2 LH Side.
 - slat 1.
- Eng 2 LH Side
 - cowl doors.
 - oil servicing access door.
 - vent inlet.
 - engine inlet/fan blades.
 - power plant assmy/all ancillary items

- Eng 2 RH Side
 - anti ice exhaust.
 - compartment cooling exit.
 - pressure relief door.
 - starter valve access door.
 - turbine exhaust.
 - pylon/access panel.
- RH Wing Leading Edge
 - slats 2, 3, 4, 5.
 - refuel coupling panel.
 - surge tank air inlet.
- RH Wing Trailing Edge
 - control surfaces.
 - flaps and fairing
- RH L/G and Fuselage
 - hydraulic lines.
 - L/G structure.
 - L/G doors.
 - hydraulic access door.
- RH AFT Fuselage
 - cargo hold, door and service panel.
 - bulk door.
 - toilet servicing access door.
 - outflow valve.
 - access door.
- Tail
 - stabilizer, elevator, fin and rudder.
- APU – Auxiliary Power Unit
 - power plant assmy/all ancillary items.
 - access doors.
 - air intake.
 - drain and vents.
 - oil cooler air outlet.
 - exhaust.

- LH AFT Fuselage
 - Stabilizer, elevator, fin and rudder.
 - water filling and drainage.
 - hydraulic access door.
- LH L/G
 - hydraulic lines.
 - L/G structure.
 - L/G doors.
- LH Wing Trailing Edge
 - flaps and fairing.
 - control surfaces.
- LH Wing Leading Edge
 - surge tank air inlet.
 - slats 2, 3, 4, 5.
- ENG 1 LH Side
 - cowl door.
 - oil servicing access door.
 - vent inlet.
 - engine inlet/fan blades.
 - power plant assmy/all ancillary items.
- ENG 1 RH Side
 - anti ice exhaust.
 - compartment cooling exit.
 - pressure relief door.
 - starter valve access door.
 - turbine exhaust.
 - pylon/access panel
- LH Centre Wing
 - slat 1.
 - wing leading edge ventilation intake.
- Internal Search Guide
 - Flight Compartment.
 - a) documentation stowage.
 - b) coat stowage.

- c) headset receptacles, all locations.
- d) full face oxygen mask stowage, all locations.
- e) safety locker.
- f) life jacket/vest stowage, all locations.
- g) ashtrays, all locations.
- h) smoke hoods, all locations.
- i) seats (2 pilots + 3 & 4 observers) extend/operate seats/remove cushions.
- j) bulbs/filament/fuse stowage.
- k) escape rope stowage.
- l) manual stowage.
- m) check list stowage.
- n) sunvisors.
- o) misc. stowage.
- p) briefcase stowage (rear of pilot"s seats).
- q) Areas around rudder pedals.
- Passenger Compartment.
 - a) Galleys
 - (1) all ovens.
 - (2) all compartments.
 - (3) all food carts (removed from stowage).
 - (4) all galley equipment (coffee pots etc.).
 - b) Flight attendants seats.
 - (1) folding seats, all locations (extended).
 - (2) smoke hoods. all locations.
 - (3) emergency equipment stowage, all locations. (4) FWD & AFT attendants panel including C.I.D.S.
 - c) Lavatories / toilets
 - (1) waste container, all locations.
 - (2) sanitary unit cabinet, all locations.
 - (3) nursing table, all locations.
 - (4) washbasin and underneath (via access panel).
 - (5) toilet unit.
 - (6) waste container.
 - (7) waste chute flap.
 - (8) service box.

- d) Main cabin
 - (1) all passenger seats with cushions removed.
 - (2) all passenger lifejacket vests. Note : close inspection.
 - (3) all passenger overhead stowage bins.
 - (4) dog house/all locations.
 - (5) coat stowage/other stowage.
- e) emergency exits remove all overwing emergency exits (4).

**WARNING: TAKE NECESSARY PRECAUTIONS TO AVOID AN
INADVERTENT SLIDE DEPLOYMENT**

- f) entry/exit doors
 - (1) All doors, detailed inspection especially escape slide and surrounds housings.

**WARNING: TAKE NECESSARY PRECAUTIONS TO AVOID AN
INADVERTENT SLIDE DEPLOYMENT.**

9. SUSPECTED BOMB ON BOARD CHECKLIST**SUSPECTED BOMB ON BOARD CHECKLIST**

If a suspect device is found in the cabin, inform the Cockpit Crew. Only follow this checklist if instructed to do so by the Cockpit Crew.

DO NOT CUT OR DISCONNECT ANY WIRES
DO NOT OPEN OR ATTEMPT TO GAIN ENTRY TO INTERNAL COMPONENTS OF A
CLOSED OR CONCEALED SUSPECT DEVICE
DO NOT TAKE A SUSPECT DEVICE TO THE COCKPIT

1. Announce "ARE THERE ANY EOD PERSONNEL ON BOARD". By using the initials, only persons familiar with EOD (Explosive Ordnance Disposal) will be made aware of the problem.
2. Secure the suspect device in the attitude found, and do not lift before having checked for an anti-lift ignition device.
3. Move passengers at least 4 seat rows away from the location. On full flights, it may be necessary to double up passengers to achieve standoff from the suspect device. Passengers near the suspect device should protect their heads with pillows and blankets. All passengers must remain sealed with seatbelts fastened and, if possible, with the head below the top of the headrest. Seat backs should be upright and tray tables and PTVs stowed. Service items may need to be collected in order to secure tray tables.
4. Ensure passengers have switched off all electronic devices.
5. Inform the Cockpit Crew and follow their advice.
If instructed by the Cockpit Crew to check for an anti-lift device:
slide a stiff thin card (e.g. safety instruction card) under the suspect device without disturbing it.
- 6A. If the card cannot be slipped under the device, it may indicate that an anti-lift switch or lever is present and that the device cannot be moved. Inform the Cockpit Crew and follow their advice. If instructed by the Cockpit Crew:
 - i. Surround the device with a single thin sheet of plastic, then with wetted materials, and other blast attenuation materials such as seat cushions and soft bags saturated with water or other non-flammable liquid. Move personnel as far away from the suspect device location as possible.
 - ii. Remove all emergency equipment (e.g. PBE, fire extinguisher, oxygen bottles etc.) located close to the device and stow in an alternate location.
 - iii. Switch off all galley and IFE equipment located close to the device.

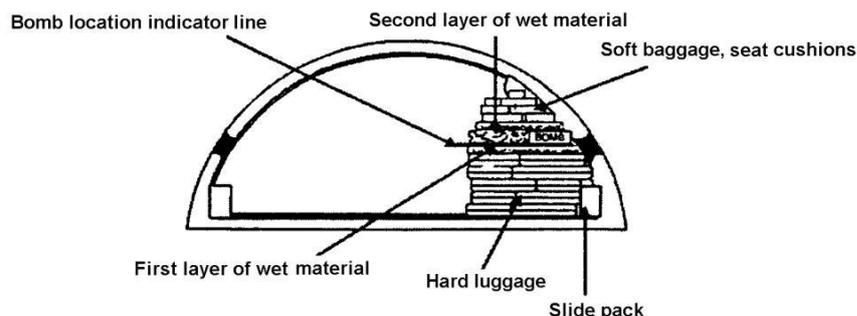
OR
- 6B. If the card can be slipped under the suspect device, leave it under the device. Inform the Cockpit Crew and follow their advice. If instructed by the Cockpit Crew:
 - i. Prepare the Least Risk Bomb Location (LRBL) according to the LRBL Cabin Preparation Checklist provided on the reverse of this card.
 - ii. Do NOT move the suspect device until instructed to do so by the Cockpit Crew.

10. LEAST RISK BOMB LOCATION (LRBL) CABIN PREPARATION CHECKLIST

LEAST RISK BOMB LOCATION (LRBL) CABIN PREPARATION CHECKLIST

Only prepare the LRBL when instructed by the Cockpit Crew.

- A. Identify the LRBL (aft most cabin door on the right side of the aircraft - R2 or R4 dependant on aircraft type).
- B. Remove all emergency equipment (e.g. PBE, fire extinguisher, oxygen bottles etc.) located close to the LRBL and stow in an alternate location.
- C. Switch off all galley and IFE equipment located close to the LRBL
- D. Disarm the escape slide.
- E. Stack hard carry-on luggage up to 10 inches below the middle of the door.
- F. Place 10 inches of wetted materials (e.g. wet blankets and pillows) on top of the stacked luggage.
- G. Place a plastic sheet (e.g. trash bag) on top of the wetted materials. Do not omit the plastic sheets, as the suspect device could get wet and possibly short circuit electronic components causing inadvertent device activation.
- H. Place a 6-8 foot long "bomb location indicator line" (e.g. neckties, headset cord, or belts connected together, preferably of contrasting colour) on top of the plastic sheet where the suspect device will be placed. Ensure the "bomb location indicator line" is long enough so that it extends into the aisle and is visible after the whole area is prepared. Care must be taken to ensure that the "bomb location indicator line" cannot be accidentally snagged, e.g. by tripping, as this could disturb the suspect device. Do NOT move the suspect device until instructed to do so by the Cockpit Crew
- I. Carefully move the suspect device in the attitude found to the LRBL and place it against the door on top of the plastic sheet, keeping the device in the same attitude. Ensure the device is above the slide pack but not against the door handle and, if possible, inside the observation window.
- J. Place another plastic sheet over the suspect device. Do not omit the plastic sheets, as the suspect device could get wet and possibly short circuit electronic components causing inadvertent device activation.
- K. Place another 10 inches of wetted materials on top and around the sides of the suspect device. Do not place anything between the suspect device and the door, and minimize air space around the device. The idea is to build up a protective surrounding around the suspect device so that the explosive force is directed towards the only unprotected area, i.e. the door structure.
- L. Fill the entire area used as the LRBL with blast energy absorbing soft materials (e.g. seat cushions and soft bags) until it extends up to the cabin ceiling and out to the aisle, packing the material as tightly as possible. The more material stacked around the suspect device, the less the damage will be. Use only soft material. Avoid using materials containing any inflammable liquid and any metal objects which could become dangerous projectiles.
- M. Tie the entire stack securely in place with belts, ties and other appropriate materials.



- N. Move passengers at least 4 seat rows away from the LRBL. On full flights, it may be necessary to double up passengers to achieve standoff from the suspect device.
Passengers near the suspect device should protect their heads with pillows and blankets. All passengers must remain seated with seatbelts fastened and, if possible, with the head below the top of the headrest. Seat backs should be upright and tray tables and PTVs stowed.
- O. Notify the Cockpit Crew that the suspect device is secured at the LRBL.
- P. When instructed to do so, evacuate through normal emergency exits on the opposite side of the suspect device's location. Do not use the door immediately opposite the suspect device. Use all available airport facilities to disembark without delay.

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7.1.18 TARMAC SAFETY

1. TARMAC SAFETY DURING BOARDING AND DEPLANING

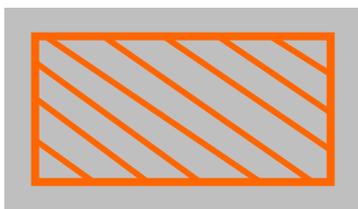
Instead of using an aerobridge, some airports require Cabin Crew to walk on the tarmac area for boarding and deplaning. This Notice is to provide Cabin Crew with the safety requirements to follow when walking on the tarmac.

Cabin Crew are to follow the safety guideline below when walking on the tarmac for boarding and deplaning of the aircraft.

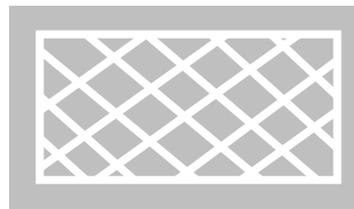
1.2 TARMAC HAZARD AWARENESS

When moving around the airport tarmac, cabin crew must ensure that:

- a. They stay on designated walkways where possible, and
- b. If there is a need to deviate, do not walk near/between ground equipment.
- c. Avoid wherever possible walking over areas marked with signage as 'Clearance Zone' and 'Keep Clear Box' as shown below.



Clearance Zone
(No entry)



Keep Clear Box

(No vehicle shall stay/enter into the "Keep Clear Box" when an aircraft is about to dock into/being pushed back from the adjacent parking stands)

Cabin crew are to be vigilant and look out for equipment such as:

- a. Aerobridges
- b. Refuelling trucks and refuelling hoses
- c. Baggage Trailers
- d. Baggage Conveyor Belts
- e. Catering Trucks
- f. Waste Removal Truck
- g. Portable Water Truck
- h. Ground Power Unit
- i. Tow Bars

1.3 AIRCRAFT BEACON LIGHTS

When the aircraft engine is running, the beacon lights will flash to indicate that it is not safe to be nearby the aircraft and especially near the engine area. The beacon lights are red in colour and located on the top and the bottom of the aircraft, see pictures below.

Photo of aircraft with beacon light flashing above the aircraft



Photo of aircraft with beacon light flashing below the aircraft



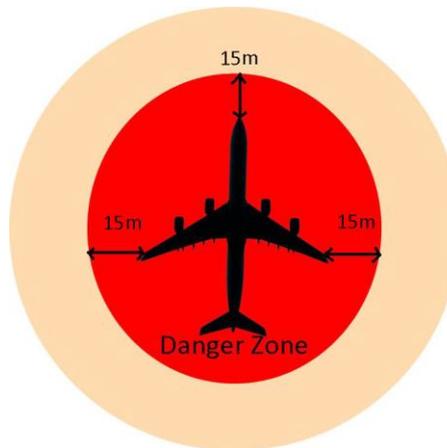
Cabin Crew must be vigilant to observe whether the beacon lights are on before getting off the bus or walking toward the aircraft. When the beacon lights are on, Crew must:

- a. Stay well clear of the aircraft, especially the engines;
- b. Not board the aircraft via stairs unless informed that it is safe to do so by the Flight Crew or Ground Engineers and;
- c. Wait for the beacon to be extinguished before moving toward the aircraft unless informed that it is safe to do so by Flight Crew or Ground Engineers.

The beacon lights will be turned off by the Flight Crew or Ground Engineers once it is safe to approach the aircraft.

1.4 JET BLAST AND THE DANGER ZONE

When walking on the tarmac, Cabin Crew are to be aware of the danger of jet blast from an engine running or when an aircraft is moving under its own power, and are to remain at a safe distance from the aircraft, especially the engines and never walk behind an aircraft when the aircraft beacon lights are on. The diagram below shows the danger zone around an aircraft when the aircraft beacon lights are operating.



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7.1.19 **ILLNESS ON BOARD**

1. **GENERAL**

Air travel is becoming more popular. There is a greater chance of having ill passengers on board. During the flight it is possible that accident may occur. Flight attendants will be called upon to administer first aid in these cases. Therefore, a working knowledge of the functions of the body and of the principles of first aid will prepare flight attendants for most aircraft medical conditions.

First aid is defined as the immediate and temporary care given to a casualty before the arrival of a doctor or qualified person. First aid commences with the steadying effect upon the person being stricken when he realizes that competent hands will help. The emotional reactions associated with serious accidents or injuries subside vary gradually; therefore first aid is more than a dressing to an injury or a splint. It relates to the victim's mind and spirit as well as the physical injuries. First aid includes the well selected words of encouragement and the expressions of willingness to help as well as the evident capabilities of the attendant to treat the victim's injuries.

Always remember, the good "first aider" deals with the whole situation; the person and the injury. Well trained Cabin Crew knows what not to do as well as what to do, thus avoiding the errors so commonly made through well meant but untrained efforts. Cabin Crew will be confined to procedures that are necessary, remembering that the handling and moving of the person or his injured parts should be kept to a minimum.

2. **GENERAL RULES**

In the event of injury to, or illness of a passenger, keep calm (do not become excited or hurried), think straight, and use common sense.

The Commander must be informed. Cabin Crew should be able to handle minor medical problems. However, if in doubt about the severity of the condition, make a PA to ask if a doctor or trained nurse is on board. If professional assistance is available, take advice and keep the Commander informed.

Check for a medical bracelet, necklace, or card in the presence of a witness or witnesses. Any medical instructions listed will be followed. Provide a quiet environment for the passenger and try to avoid other passengers crowding the area.

Report the injury or illness. List the followings.

- a. Date, time and flight number.
- b. Name and address of passenger.
- c. Condition observed.
- d. Treatment given.
- e. Response to treatment.
- f. Case history.
- g. Passenger reactions and remarks.

3. **GENERAL DIRECTIONS FOR FIRST AID**

In case of an emergency, size up the situation and look for signs and symptoms before taking any direct action. Signs are the details that can be discovered by applying your senses - sight, touch, hearing and smell. Common signs of injury/illness include bleeding, deformity, vomit, pale etc. Symptoms are sensations that the casualty feels or experiences and may be able to describe. You may need to ask questions to establish their presence or absence. Nausea, heat, thirst, giddiness are typical examples of symptoms. The signs and symptoms will help you to recognize what possible illness that the passenger is suffering from. Talk to the casualty, if possible, to determine what has happened, so that you can determine what action should be taken first. After deciding what is wrong, act quickly if needed and deal with the most urgent conditions first but have a reason for everything you do.

While one cabin crew's time and attention are devoted to the patient, all other crew members should keep the area unobstructed and clear of other passengers, as well as assist in any manner requested. Be reluctant to make statements to the patient and bystanders about injuries. It is not your place to diagnose, evaluate or predict, leave that to the doctor. Be sure to notify the Commander of the situation and keep him informed of the progress of the situation. If considered advisable, the Commander will have medical aid available upon arrival at the ramp. No seriously ill or injured person should be allowed to get up and walk off the aircraft, even if he has recovered from his attack or injury during the flight and feels well enough to do so. This could cause a relapse, or even death, and the person should be persuaded to allow himself to be given a clean bill of health by a physician.

4. **PERSONAL SAFETY OF FIRST AIDER**

When carrying out first aid, it is important for you to protect yourself from injury and infection. Always ensure the situation is safe before treating a casualty. Another important part of first aid is preventing 'cross infection', which is about either transmitting germs to a casualty or vice versa. This is a particular concern if you are treating an open wound, or dealing with some bodily fluid, for instance, blood, saliva, urine.

To prevent infection, always wash hands thoroughly with soap and water before treating a casualty. Wear gloves before you give any treatment, especially those involving possible contact with bodily fluid. Gloves should also be worn when you are handling some waste items such as soiled dressings, or bloodstained tissue paper. Do not breathe, cough, or sneeze over a wound while you are treating an open wound. When needle or syringe has been used for injection, offer the sharps box to the administer for the disposal of the sharp objects. Do not hold on to the sharps box when the object is being disposed of.

5. **MEDLINK**

MedAire Inc. provides medical assistance to Dragonair for all stages of flight and on ground operations. MedAire Inc. is a 24-hour, 7-day service located at a regional Medical Centre in Phoenix, Arizona, USA. The center is manned by certified Emergency Physicians who respond directly to in-flight medical emergency enquiries which involve passengers or crews. The service provided is known as MedLink and this is the name referred to throughout company manuals. The decision to contact MedLink is not dependent on the consent or approval of the person (passenger or crew) suffering the medical problem.

5.1 **RESPONSIBILITIES OF MEDLINK**

- a. Assess medical situations.
- b. Determine passenger and crew fitness to fly or operate a flight.
- c. Provide guidance and advice on managing and monitoring the medical situation.
- d. Assess the credibility and capability of passengers who volunteer to provide on-board medical assistance.
- e. Determine which medication in the Doctor's kit is appropriate to manage the medical situation.
- f. Recommend a course of action – continue or divert to a suitable Medical Centre. The Commander/PIC retains sole responsibility as to the suitability of the requested diversion airport.

In the event that a passenger or crew is suffering from a medical problem on ground or in-flight and Cabin Crew need advice on how to deal with the situation, Medlink is to be contacted. Cabin Crew are to use the medical checklist in the Flight File to gather the necessary medical information about the situation. The information filled on the medical checklist by Cabin Crew should be precise and clear and be passed to Cockpit Crew or directly to Medlink over the phone. The Cockpit Crew should also be informed immediately.

5.2 **WHEN TO CONTACT MEDLINK**

- a. In the event that a passenger/crew is suffering from a medical problem and advice is needed to deal with the situation or when there is a concern regarding a passenger's/crew's fitness to fly, Cabin Crew shall contact MedLink.

MedLink must be contacted for advice under any of the following circumstances:

- i. The passenger or crew member is suffering from a medical problem where further medical support or advice is needed.
- ii. When there is a medical situation where the Inflight Doctor's Kit is required to be used.
- iii. If, after applying first aid and/or giving medication, the symptoms still persist.

- v. If it is suspected on ground that a person's medical condition may deteriorate inflight. On MedLink's advice the person's travel can be denied.
 - vi. A passenger or crew with a psychological condition or unusual behaviour that the crew considers may impact on safety/security during the flight, irrespective of whether or not they are on medication.
- b. With air travel becoming a more and more popular and, at times, necessary method of travel, there is a greater chance of encountering individuals who are too sick to travel (even before the flight). It can be challenging to handle unwell passengers inflight, especially if their condition deteriorates. Therefore, the earlier such passengers are identified (even before they board the aircraft), the more chance there will be in helping them make a decision on whether they should fly.

Many inflight medical emergencies occur as the result of people boarding who are already seriously ill. By simply looking, listening and asking questions whilst still on the ground, you can help to prevent these inflight emergencies. The following may help you to evaluate the condition of the person and decide whether MedLink should be contacted to make a recommendation on the person's fitness to fly.

- i. Anyone appearing obviously unwell, for example:
 - very tired, shivering, pale, sweaty, red eyes, etc.
 - facial swelling, trouble swallowing
 - uncontrolled bleeding
 - open wounds with discharge
 - breathing difficulties, using an inhaler or excessive coughing
 - reported fever, whether medicated or not
 - complaint of or appearing to be in pain
 - obvious skin rash
 - seizures reported or observed
 - vomiting, diarrhoea, belly pain
 - discoloration on the skin red, white, or blue anywhere on the body
 - unusual, bizarre behaviour
 - arrives at the aircraft with oxygen in use
 - tubes in nose
 - requiring assistance of companions to walk because they appear to be too ill to walk themselves
 - any full cast anywhere on body
 - children looking ill, prolonged crying, runny nose
 - appears to be unconscious or very lethargic

-
- ii. Statements made by passenger or family members concerning:
 - terminal illness, may die in flight
 - use of oxygen at home
 - difficulty breathing
 - complaining of chest pain or pressure (currently or recently)
 - has “Do Not Resuscitate” paperwork
 - requesting any upgrade due to “medical reasons”
 - any hospitalization within the past 14 days
 - anyone travelling alone with reported psychological condition, whether on medication or not
 - exposure to anything that may be contagious, obvious skin outbreak/rash
 - carrying EpiPen
 - any announced pregnancy or vaginal bleeding
 - recent miscarriage or abortion
 - iii. Any reported problem on a previous flight on the same day and now making connections.
 - iv. Anyone arriving by stretcher or ambulance that is not prescheduled through normal clearance channels.
 - c. If a passenger is noticed to be showing symptoms of illness, but with the absence of a fever, it is important to inform MedLink if a pain reliever or fever-reducing medication was taken by the passenger. It should be stated when the medication was taken and for what reason, as this may obscure the fever – an important sign of an infection.
 - d. Even if a passenger insists that he/she is fit and presents a medical certificate stating his/her fitness to fly, Cabin Crew may still have reason to suspect the passenger may be suffering from a potentially serious illness. In this case, MedLink should still be contacted for further advice and medical clearance. The FA1 and Captain must be notified immediately if there is any chance that the passenger may require additional medical clearance.
 - e. If MedLink clears the passenger to fly, but crew are not comfortable with accepting the passenger, they should contact MedLink again and explain clearly the reasons for their reluctance to accept the passenger. The more information given to MedLink the better. MedLink would rely on the doctor letter, but the passenger's condition may have changed since it was issued and therefore crew reports on actual condition may be more helpful.

If MedLink still clears the passenger after further discussion and crew are still uncomfortable with accepting them, they should escalate to the Captain. The Captain retains the authority to make the final decision on whether to accept the passenger for travel (or offload the passenger, or divert the flight for urgent medical assistance). It is therefore crucial that the Captain is kept informed of all necessary details and information pertaining to the sick passenger's condition, including input from MedLink, any onboard medical personnel and Cabin Crew.

NOTE: A passenger has the right to refuse treatment. If this occurs, please document clearly and also inform MedLink. If there is a difference in medical opinion between MedLink and an onboard medical professional, MedLink's advice should be followed by Cabin Crew. Always give the onboard medical personnel the opportunity to communicate directly with the MedLink doctor to try and reach an agreement on treatment.

5.3 **PROCEDURES OF CONTACTING MEDLINK**

Depending on the aircraft equipment, there are various ways of contacting Medlink. The following procedures should be adhered to in-flight or on-ground for any medical emergency involving passengers or crew.

a. Aircraft installed with ACARS (A320, A321, A33R and A33A):

When a medical situation is identified in-flight, the FA1 or designate will advise the flight crew, using the medical checklist provided on board. The flight crew will initiate an ACARS downlink containing as much medical information as possible. The letters MED should be put on the first line of the downlink message to trigger the ACARS alert facility of AirOps system in IOC. The ACARS downlink is routed through AirOps to MedLink. IOC is alerted to the ACARS by the AirOps ACARS alert facility. MedLink does not have the facility to uplink ACARS messages directly to aircraft, so all communications will be routed through IOC. IOC will transfer any information requirement or instructions from MedLink into an ACARS uplink for transmission to the aircraft.

Given the limitation on the text size of ACARS message, it is important that the information filled in the medical checklist by cabin crew to be precise and clear.

b. Aircraft installed with ACARS and SATCOM (A33L):

When a medical situation is identified in-flight, the FA1 or designate will request the flight crew to contact MedLink, or contact IOC and establish a phone patch with MedLink. All contact with MedLink will be directed via the Flight Deck and this may require the Flight Deck to communicate with the passenger cabin to ensure all messages are passed in a timely and effective manner without compromising Flight Deck security.

- c. Aircraft installed with ACARS, SATCOM and Cabin Airphone system (A33C):

When a medical situation is identified in-flight, the FA1 or designate will delegate a crew member, preferably someone with medical training to contact MedLink from Cabin Airphone. If all attempts to contact MedLink from the Cabin Airphone system are unsuccessful, the cabin crew will request the flight crew to contact MedLink, or contact IOC and establish a phone patch with MedLink. All contact with MedLink will then be directed via the Flight Deck and this may require the Flight Deck to communicate with the passenger cabin to ensure all messages are passed in a timely and effective manner without compromising Flight Deck security.

The FA1 shall ensure that the Commander/PIC is informed immediately of any medical emergency and updated regularly. Medlink have access to a worldwide database of medical facilities and they can quickly match a patient's symptoms and illness with a suitable treatment centre. Once Medlink take responsibility for the medical case, they assume liability for medical costs incurred and any ensuing legal liability. The operational costs of the diversion are not covered. If Medlink have been contacted and a course of action recommended, their advice should be followed and takes priority over the advice of any on-board medical person.

If Medlink determines a diversion may be possible, the Commander/PIC should consider possible options and notify IOC of their preferred diversion airports. Advise IOC of the aircraft's present position and the estimated diversion time to the nearest two suitable diversion airports. Prior to initiating the diversion, the Commander/PIC should positively establish that a diversion is Medlink's recommended final course of action. Medlink's choice of a diversion destination is based on the available medical facilities and not the suitability of an airport. The suitability of an airport is the Commander/PIC's decision.

The Medlink recommended course of action does not override the Commander/PIC's authority to decide if the selected diversion airport is a suitable destination. There may be operational factors, such as weather, runway length, suitable navigation aids, etc, which preclude following Medlink's advice. Any operational factors that may influence Medlink's final decision should be communicated as soon as practicable to IOC.

Cabin crew should provide Medlink with periodic updates on the patient's status for the remainder of the flight.

It is standard international practice to advise the destination Public Health Authorities when landing with a sick passenger on board. This task will normally be completed by the ground staff at all on-line destinations. Whenever a flight diverts due to illness, it is a requirement that an ACARS message is sent to IOC with the sick passenger details, destination and ETA.

It is the Commander/PIC's responsibility to ensure appropriate notice has been given to the destination Public Health Authorities prior to arrival. If in doubt, request ATC pass the details to the local Port Health Office.

5.4 LOCATION OF THE IN-FLIGHT PHONE (A33C)

An inflight phone is mounted on the wall above L2 crew seat.

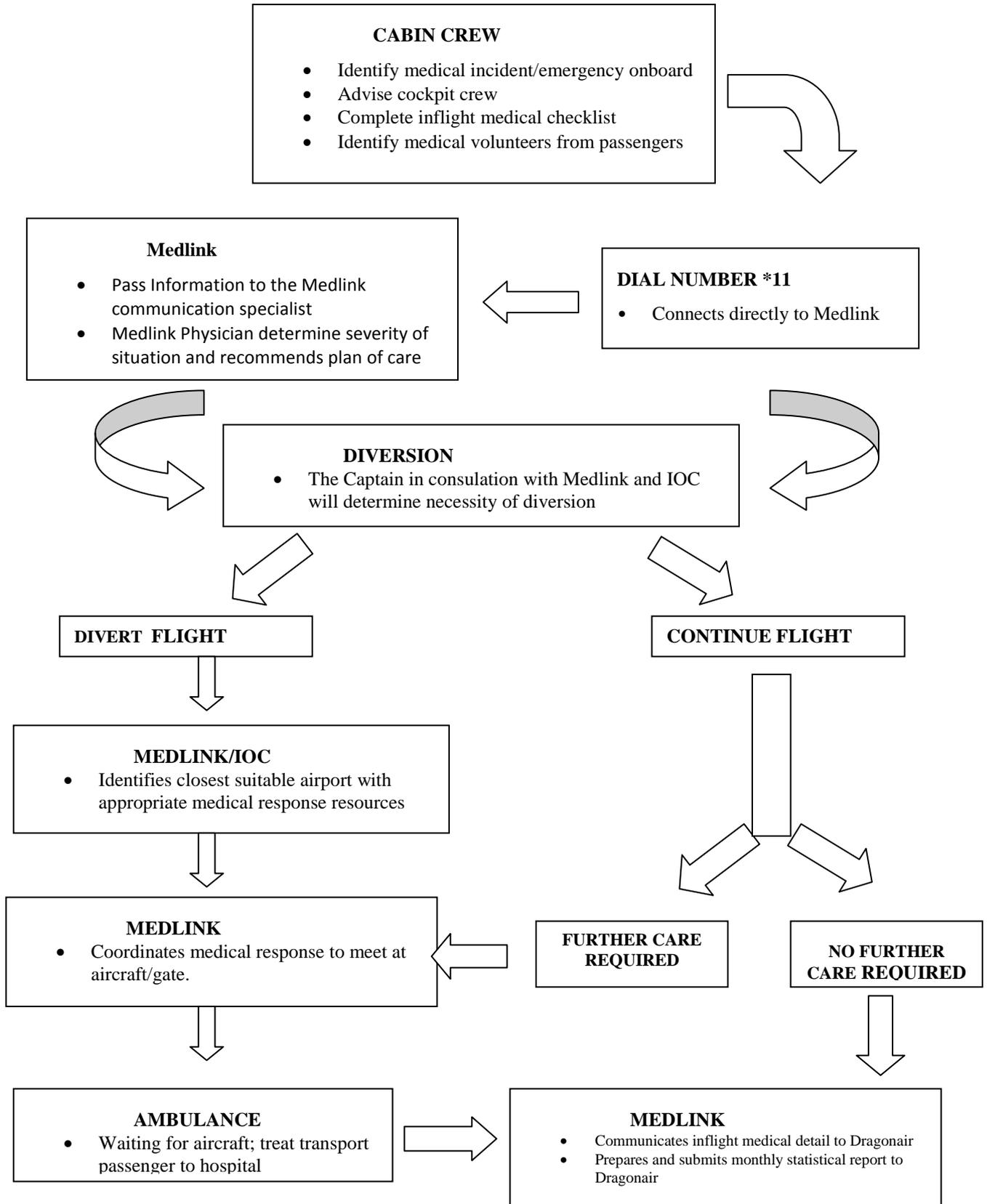
5.5 CABIN CREW TO CONTACT MEDLINK

To directly contact Medlink, Cabin Crew will use the in-flight phone to dial *11. If the connection fails, the handset will indicate that the connection has failed. In this case, Cabin Crew should:

- a. Contact the Cockpit Crew to ascertain whether the SATCOM system is serviceable.
- b. If the SATCOM system is serviceable, Cabin Crew should attempt to make the connection again.
- c. If the call still cannot be connected, Cabin Crew should ask the Cockpit Crew to make the call from the Cockpit.
- d. Once the connection is successful, the call will be connected directly to Medlink.

If the situation deteriorates into a medical emergency or if a diversion is recommended by Medlink, Cabin Crew must inform the Captain immediately. The Captain will subsequently contact IOC to discuss the diversion recommendation. Medlink will also contact IOC.

5.6 **MEDLINK PATCH**



5.7 COMMUNICATING USING A SATELLITE PHONE

It is important for messages to be clearly understood. You must remember the following points when communicating using the satellite phone.

- a. Before speaking decide what you want to say and keep your messages short and to the point.
- b. Use plain English and simple phrases.
- c. Speak a little slower than normal.
- d. Speak with normal volume.
- e. Speak with the microphone close to your upper lip. Speak directly into the microphone. Do not vary the distance between your lips and the microphone.
- f. When speaking on the satellite phone, there will be a slight time delay in your words reaching the receiver and vice versa. It is therefore important to wait a short while for a response.
- g. If someone is speaking -- listen, do not speak at the same time.
- h. Have writing material ready and be prepared to write down important messages.

5.8 PHONETIC ALPHABET

The following phonetic alphabet may be used by Medlink, IOC or crew when spelling certain words such as the name of a medication or drug.

PHONETIC ALPHABET		
LETTER	WORD	TRANSMITTED AS
A	Alpha	Al - fah
B	Bravo	Brah - voh
C	Charlie	Char - lee
D	Delta	Dell - tah
E	Echo	Eck - oh
F	Foxtrot	Foks - trot
G	Golf	Golf
H	Hotel	Hoh - tell
I	India	In - dee - ah
J	Juliett	Jew - lee - ett
K	Kilo	Key - lo
L	Lima	Lee - mah
M	Mike	Mike
N	November	No - vem - ber
O	Oscar	Oss - cah
P	Papa	Pah - pah
Q	Quebec	Keh - beck
R	Romeo	Row - me - oh
S	Sierra	See - air - rah
T	Tango	Tang - go
U	Uniform	You - nee - form
V	Victor	Vik - tah
W	Whiskey	Wiss - key
X	X-Ray	Ecks - ray
Y	Yankee	Yang - key
Z	Zulu	Zoo - loo

*Emphasize the syllables in **bold** face type

5.9 STANDARD PHRASES

The following standard phrases may also be used when communicating between Medlink, IOC and crew.

WORD/PHRASE	MEANING
Correction	An error has been made in this transmission. The correct version is
Disregard	Consider that transmission as not sent.
Go ahead	Proceed with your message. (normally used in response to "Ready to copy?")
How do you read?	What is the readability* of my transmission?
I say again ...	I repeat for clarity or emphasis.
Acknowledge	Let me know that you have received and understood this message.
Confirm	Have I correctly received the following ...? Or did you correctly receive this message.
Negative	No/permission not granted/that is not correct.
Out	This exchange of transmission is ended and no response is expected.
Over	My transmission is ended and I expect a response from you.
Roger	I have received all of your transmission. (Not to be used in response to questions requiring an answer.)
Say again	Repeat all, or the following part of your last transmission.
Speak slower	Reduce your rate of speech.
Standby	Wait and I will call you.

*Readability Scale

1. unreadable
2. readable now and then
3. readable but with difficulty
4. readable
5. perfectly readable

For example: "How do you read?"

"I read you 3." - (Meaning "I can hear you but with difficulty")



DRAGONAIR

INFLIGHT MEDICAL CHECKLIST

Medical Practitioner/Cabin Crew are to obtain the following information:

Originating Flight Date:		Flight No.:		Aircraft Type:	(B-)
Originating City:		Destination City:			
ETA (to be filled by the Commander):		(Zulu Time)			
Current Location (to be filled by the Commander):					

Patient Name:					
Patient Age:		Sex: Female / Male	Seat No:		
Consciousness:	<input type="checkbox"/> Conscious and Appropriate <input type="checkbox"/> Unconscious		<input type="checkbox"/> Conscious but Disoriented <input type="checkbox"/> In and Out of Consciousness		
Problem/Complaint:					
Past Medical History:					
Medical Alert Tag: Yes / No					
If Yes please specify:					
Medications List:					
Last Taken:					
Allergies (food/drug):					
Vital Signs: (If available, have onboard medical volunteer relay this information)					
Blood Pressure:					
Pulse:					
Respirations:					
Medical Personnel Onboard: Yes / No	Title: (e.g. Doctor, Nurse, Paramedic)				
Name:					
Actions Taken by Medical Practitioner/Cabin Crew:					
Onboard Telemedicine Device (e.g. Tempus IC, Tempus 2000, VitalLink3, etc.) (KA currently does not have any Onboard Telemedicine Device)					Yes / No

6. IMPORTANT SIGNS IN HANDLING ILLNESSES AND INJURIES**Pulse:**

The pulse is the count of the heart beat. The normal pulse rate is about 60-80 beats per minute for an adult, 80-100 beats for children and 100-140 beats for infant. The beat will be counted for one full minute at the wrist (radial pulse) in normal situation or neck (carotid pulse) in emergency situation. The pulse should never be felt with the thumb.

Infant heart beat will be detected at the brachial pulse located midway between armpit and elbow on the inner arm.

Temperature:

Normal body temperature is about 98.6°F/37°C.

Respiration:

Respiration is the rate of breathing. Inhaling and exhaling is counted as one breath. Normal respiration of an adult is about 12-18 breaths per minute. Children breathe about 20-30 breaths per minute. Infant breathe about 30-40 breaths per minute. Respiration is usually counted for one full minute.

7. SURVIVAL

7.1 USEFUL INFORMATION ON SURVIVAL

a. BODY HEAT IN COLD CLIMATE

Body heat is rapidly lost once a person becomes wet. Remove wet clothing and wrap the victims in blankets, etc., or huddle together for warmth. (in sleeping bags if possible)

b. WATER REQUIREMENTS

It is known that a man can survive temperature between 50° and 70°F for 8-10 days without water. However, when doing even light work he cannot maintain a water balance on less than about three pints per day. Even in arctic areas an adequate water intake is necessary because dehydration takes place fairly rapidly due to perspiration.

c. CLOTHING

The correct use of clothing can make all the difference between tolerable and intolerable, even dangerous situations. What appears to be the conventional thing to do can sometimes be quite wrong in practice. It might not be wise to cool down by shedding all your clothes, and it might be equally unwise to keep out the biting subzero winds by wrapping yourself in an ever-increasing bundle of clothing and blankets.

d. IN HOT CLIMATES

The first caution must be, stay out of the sun as much as possible and minimize activity. However, if you find a nice shady patch, it does not follow that you can tear off your clothes with gay abandon. Some protection is necessary to avoid undue perspiration and to prevent bites from insects. Mosquitoes can be very troublesome. Some are Malaria bearing, others are not, but a bite from any of them can be very unpleasant. They can be found in many areas of the world including polar regions during the summer.

e. SUNSTROKE

Caused by overexposure to the sun, and can lead to very serious results. **RECOGNITION:** Hot dry skin, sweating stops. The face is flushed and feverish, body temperature rises and the pulse rate becomes fast and strong. There is severe headache, often vomiting, unconsciousness may follow, and the treatment should be to lower the body temperature as soon as possible. Lay the person in the shade with the head and shoulders slightly raised. Remove outer clothing and cool the body by wetting the underclothing with water, if available, and fanning. Make a sun shade, leaving air space for ventilation. As soon as consciousness returns give water with salt tablets added (one tablet to a pint). When the temperature is back to normal, replace clothing and keep warm to prevent a chill. Most people have had slight sunburn at some time, but in excess it can be very dangerous, even fatal.

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7.1.20 AVIATION FIRST AID**1. GAS EXPANSION**

Due to reduced atmospheric pressure encountered at high altitude, gases contained within the body are affected. The atmospheric pressure decreases and the volume of gas increases. This may affect the cavities in the middle ear, sinuses, alimentary canal and teeth.

1.1 EAR DISTRESS

Passengers should be watched for ear distress whenever the aircraft descends to a lower altitude.

Treatment :

- instruct the passenger to chew, yawn or swallow.
- instruct the passenger of the Valsalva method. Hold nose and close lips. Force air gently, by exhaling into mouth sufficiently to puff out cheeks, which should produce a “popping” sound in ears as eustachian tube opens and pressure is equalized.
- infants should be encouraged to suck on a pacifier or should be allowed to cry.

1.2 SINUS HEADACHE

Sinus headache results from change in pressure and is usually associated with a cold. There may be pain in the regions under or over the eyes, pain in the face, or headache.

Treatment :

- instruct the passenger to blow the nose one side at a time.

1.3 ABDOMINAL PAIN

Normally, the bowel contains air swallowed with food and gas. Gas pains frequently occur while flying at high altitude. They may be recognized by intermittent colicky pains.

Treatment :

- have the passenger stand up and move about.

1.4 TOOTHACHE

Toothache may result due to gases expanding on the nerve ending.

Treatment:

- apply cold compress.

2. RESUSCITATION

To support life, a constant supply of oxygen to the brain must be maintained. The circulating blood delivers blood to the body tissues and the heart maintains this supply. If the heart stops, death will result if urgent action is not taken. It is very important for Cabin Crew to learn and understand cardio pulmonary resuscitation or CPR which helps to restore oxygenated blood to the brain.

2.1 PROCEDURE

Always follow the CPR procedure.

Check scene safe

Take Universal Precautions

- Obtain examination gloves and pocket mask.

Check Consciousness - Tap gently on the casualty's shoulders and ask simple questions. If conscious, put in most comfortable position. If unconscious, inform FA1 and Captain and carry on with the procedure below.

Open Airway - By the head tilt, chin lift method. Check obstruction. Remove obstruction in mouth if seen.

Check for "Normal" Breathing

- Look, listen and feel for 10 seconds. Gasping is not considered as 'normal' breathing.

If present Leave in the recovery position.

If absent Start CPR.

Apply 30 chest compressions and 2 ventilations (one cycle). Continue CPR cycles until signs of life resume.

Do not stop applying CPR until one of the following situations arises:

- Signs of life resume.
- The aircraft lands and care is transferred to emergency medical services.
- All Cabin Crew are too tired to continue.
- The scene becomes unsafe.
- Medlink's instruction to cease resuscitation (regardless of whether there is a doctor on board).
- If Medlink cannot be contacted and the doctor on board gives the instruction to cease resuscitation.
- If Medlink cannot be contacted, there is no doctor on board and CPR has been continued for 30 minutes with no sign of life within this period.

2.2 THE RECOVERY POSITION

If a casualty is unconscious with signs of life, he/she should be placed in the recovery position provided that there is no spinal injury. This recovery position can prevent casualty's tongue from falling back and obstructing the airway, thus airway can be maintained open, and breathing process eased. Besides, it also allows fluid/vomits to drain out through the corner of the casualty's mouth instead of going down to the air passage causing obstruction and induce nausea.

Before placing a casualty in the recovery position, any objects that may cause obstruction to the casualty should be removed e.g. Mobile phones, spectacles, watch etc.

- a. Kneel beside the casualty, open airway by head tilt, chin lift method.
- b. Place the arm nearest you at right angles to the body.
- c. Place the other arm across the chest with the hand under the cheek to keep face low.
- d. Grasp the thigh furthest from you and pull the knee up.
- e. With one hand on the shoulder and one hand on the knee, roll the person towards you.
- f. As the aircraft has only limited space, care should be taken when placing passengers into the recovery position. To prevent further injuries, avoid rolling them inadvertently into seats, bulkheads or galley items.

2.3 MOUTH TO MOUTH RESUSCITATION WITHOUT POCKET MASK

- a. Lie the casualty on his back.
- b. Open the airway by the head tilt, chin lift method and clear any obstruction in the mouth.
- c. Pinch close the casualty's nose. Take a full breath and seal your mouth around his mouth.
- d. Blow into the casualty's mouth until observe the chest rise.
- e. Remove lips and allow air to expire.

2.4 CHEST COMPRESSION (EXTERNAL CARDIAC COMPRESSION)

Locate the position for compression by placing the heel of your hand in the centre of the chest between the nipples. Place the other hand on top of this hand. Move forward pressing down.

2.5 A SUMMARY OF CHEST COMPRESSION

	Compression point	Technique	Depth	Ratio	Compression Rate
Adult (above 8 years old)	Place the heel of hand in the centre of the chest	Two hands	At least 5 cm or 2 in	1 man / 2-man 30:2	At least 100 compressions per minute
Child (between 1 to 8 years old)		One hand		1 man 30:2	
Infant (under 1 year old)	In the centre of the chest, just below the nipple line.	Two fingers	At least 4 cm or 1.5 in	1 man 30:2	

NOTE : The 2 operators CPR is to be performed in flight. The Pocket Mask and Gloves Kit can be used.

3. DISORDERS OF AIRWAY AND BREATHING**3.1 CHOKING**

A foreign object sticking at the back of the throat either blocking the throat, or inducing muscular spasm is known as choking.

Recognition :

- inability to speak
- shows great distress and difficulty in breathing
- blueness of the skin
- grasping the neck or pointing to the throat

Treatment for adult/child:

- a. Encourage passenger to relax and cough up the obstruction.
- b. Give up to five sharp blows on back, between the shoulder blades, with the heel of the hands.
- c. If back slaps fail, try abdominal thrusts up to five times. Standing behind the passenger, put arms around the waist, interlock hands and squeeze sharply inwards and upwards.
- d. Then check passenger's mouth, if the obstructions is still not cleared, repeat steps (b) and (c).
- e. Check mouth after each step.
- f. If at any stage the casualty becomes unconscious, open the airway and check breathing for 10 seconds. If breathing is absent, give 30 chest compressions to try to relieve the obstruction then two ventilations until airway is clear.

Treatment for infant:

- a. Lay the infant face down on your forearm with the head low.
- b. Support the infant's chest and chin.
- c. Give up to five back slaps between the shoulder blades, with the heel of hands.
- d. Check infant's mouth for obstruction. Remove the object if seen.
- e. If this fails to clear the obstruction, turn the infant on to his back and give up to five chest thrusts. Using two fingers, push inwards and upwards (towards the head) against the infant's breastbone, just below the nipple line.
- f. If still unsuccessful, repeat (a) to (e).
- g. If infant loses consciousness, open the airway and check breathing for 10 seconds. If breathing is absent, immediately give 30 chest compressions to try to relieve the obstruction, then two ventilations until airway is clear.

3.2 **HYPERVENTILATION**

Hyperventilation is over breathing which frequently develops as a result of emotional tension, anxiety, or air sickness. The deep, rapid breathing results in the loss of excessive carbon dioxide, causing chemical imbalance changes inside the body.

Recognition :

- face flushed.
- visible over breathing.
- dizziness and blurring of vision.
- numbness and tingling of hands and feet.
- stiffness and muscle spasm, especially hands and feet.
- faint

Treatment :

- reassure the passenger.
- instruct him to breathe slowly and hold breath a few moments in between.
- may breathe slowly into a paper bag or oxygen mask (plugged into oxygen bottle but not turned on).

3.3 **HYPOXIA**

The condition in which the supply of oxygen to the body's cells is inadequate is known as hypoxia.

Recognition :

- headache
- dizziness
- difficult, laboured breathing
- excessive sleepiness, fatigue and loss of coordination
- lassitude and indifference

- loss of normal vision
- extreme air nausea
- blue tinge to lips and fingers

*Since hypoxia is of slow and insidious onset, the various senses become clouded before the person realizes the change. Therefore, very few persons will request oxygen. It is of extreme importance that Cabin Crew observes each passenger for signs and symptoms of hypoxia.

Treatment :

- loosen tight clothing
- give oxygen

4. **DISORDERS OF THE CIRCULATION**

4.1 **FAINING**

Fainting is a brief loss of consciousness brought about by insufficient blood to the brain, which may be caused by hunger, fatigue, fear or emotional upset.

Recognition :

- face pale, dizziness and feeling weak
- clammy skin
- person will slump, becoming unconscious

Treatment :

- loosen tight clothing
- keep passenger lying down with legs elevated, or lower head between knees if cannot lie down.
- Ensure good air flow.
- Monitor pulse and breathing. Place in recovery position if becomes unconscious.

4.2 **SHOCK**

Shock can develop first of all when effective circulating fluid around the body is reduced. Secondly, if heart pump fails, it will cause the pressure of the circulating blood to reduce. It is a state of collapse, which if not controlled may result in death.

Recognition :

- weakness and giddiness
- thirst
- nausea or vomiting
- pale in appearance and the skin is clammy
- rapid, shallow breathing
- A rapid pulse at first and as shock develops it becomes fast and irregular

Treatment :

- Treat the cause of shock if you can
- Rest, if possible lay the passenger down, elevate feet and reassure
- Keep warm but do not overheat
- If passenger complains of thirst, moisten his lips with water.
- Be prepared to resuscitate if necessary.

5. **DISORDERS OF THE HEART**

a. Angina Pectoris

Angina is a condition when narrowed coronary arteries are unable to deliver sufficient blood to the heart muscle to meet the extra demands of exertion, or, sometimes, of excitement.

Recognition :

- chest pain, often spreading to the neck and left arm
- appearance is pale

Treatment :

- Reassurance and rest (reclining position is usually the best)
- If the passenger is carrying medicine for angina, help him take it.
- loosen tight clothing
- give oxygen
- maintain close observation

b. Heart Attack

When the blood supply to part of the heart muscle is obstructed, for example, caused by a blockage of a coronary artery, a heart attack occurs.

Recognition :

- radiating pain in region of heart, usually severe or viselike suffocation. Unlike angina, it does not ease with rest.
- pulse weak and rapid
- skin colour will be ashen-grey or bluish
- may become unconscious

Treatment :

- as for angina
- commence CPR if required
- seek medical assistance as soon as possible

c. Cardiac Arrest

“Cardiac arrest” describes any sudden stoppage of the heart.

Recognition:

- No breathing and pulse

Treatment :

- commence CPR immediately
- seek medical assistance as soon as possible

6. WOUNDS AND BLEEDING

A wound is an abnormal break in the skin or body surfaces. Most wounds are visible. Blood and other fluids may be lost from the body.

Bleeding is the loss of blood from the circulatory system. The blood may escape through a wound or may remain in the body's tissues. A closed wound which allows blood to escape from the circulatory system to body tissues is known as internal bleeding.

External bleeding is visible and the effect of treatment is readily determined. Internal bleeding occurs into the tissues, internal organs or the cavities of the body. The site of the bleeding and the amount of blood lost are hard to evaluate. Hence, control of bleeding is difficult.

Shock will develop due to heavy bleeding, no matter internal or external. Therefore, it may result in pallor of face or lips, dizziness, cold and clammy skin.

Treatment of External Bleeding :

- Natural control of bleeding
 - contraction of the walls of the torn blood vessels
 - clotting
 - the reduction in blood pressure
- use disposable gloves
- apply direct pressure to the wound
- elevate injured part
- treat for shock if needed
- should there be foreign body in the wound, do not remove. Use a ring pad to protect the foreign body before applying pressure.

Direct Pressure :

When the blood vessels leading into the wound are compressed and blood is retained long enough, the wound will clot. Therefore, applying firm pressure directly to the wound will control bleeding. Pressure is applied by placing a large dressing over the wound. The dressing must extend well beyond the edges of the wound. Never remove the dressing once applied. The removal of any dressing will result in further bleeding as clotting will be dislodged. If necessary, place extra dressings over the original dressing. If sufficient pressure is applied to the wound, bleeding will almost always be controlled.

Indirect Pressure :

In situation that direct pressure is impossible to apply or is not sufficient to stop bleeding from a limb, indirect pressure may be applied to a "pressure point". A pressure point is where a main artery runs close to a bone. Pressure at these points will cut off the blood supply to the limb. It must not be applied for longer than 10 minutes continuously.

The brachial pressure point is found at the inner side of the upper arm. The femoral pressure point is at the pelvic bone in the centre of the groin crease.

Elevation :

Elevated the injured part drains the veins and reduces blood flow to the limb.

Treatment of internal bleeding :

- Keep passenger in a reclining position
- Treat for shock
- Do not give anything by mouth

6.1 NOSEBLEEDS

The rupture of blood vessels inside the nostrils causes nosebleed. It is quite common in flight. Be aware that nosebleed may be due to some serious injuries, e.g. skull fracture.

Treatment :

- Passenger should sit upright and bend head slightly forward.
- Instruct the passenger to breathe through mouth.
- Pinch the soft part of nose for 10 minutes.
- Have passenger remain seated and avoid activity.
- Check if the bleeding stops after 10 minutes. If not, reapply the pressure for two further periods of 10 minutes.
- Seek medical help if bleeding is severe, or lasts longer than 30 minutes.

6.2 INTERNAL BLEEDING

Bleeding within the body cavity may follow injury such as fracture or penetrating wound, but can occur spontaneously. Signs of shock may develop without obvious signs of blood loss.

Recognition :

- Pallor
- Cold and clammy skin
- Rapid but weak pulse
- Pain
- Thirst
- Confusion, restless, possibly leading to collapse and unconsciousness

Treatment :

- Keep the casualty in reclined position (if conscious)
- Treat for shock
- Do not give anything by mouth

7. BURNS

Burns can be classified into 3 degrees. For first degree burns, skin reddened. Second degree burn is usually associate with first degree burn. Skin blistered at second degree burns. Skin will be deeply burned or charred with tissue exposed at third degree burns. Passengers usually suffer first and second degree of burns in flight.

Treatment of first or second degree burns :

- Put in cold water for about 10 minutes. Apply cloths wrung out in cold water or apply an ice pack if burned area cannot be submerged in water.
- Remove clothing, rings and bracelets carefully if required.
- Do not break blisters.
- Blot dry and cover with dry sterile bandage.

Treatment of third degree burns :

- Treatment as for 1st and 2nd degree burns.
- Apply paraffin gauze dressing to keep air out and prevent contamination.
- Treat for shock.

8. **DISORDERS OF CONSCIOUSNESS**

8.1 **UNCONSCIOUSNESS**

Unconsciousness is an abnormal state resulting from an interruption of the brain's normal activity. When a person is in a partial or totally unresponsive state, he is said to be unconscious.

Treatment :

- Place in recovery position and open airway.
- Observe pulse and breathing.
- Examine quickly for any severe external injuries.
- Do not give anything by mouth.
- Do not move unnecessarily because of the possibility of spinal injury.
- Do not leave the casualty unattended.

8.2 **HEAD INJURIES**

Head injuries can be dangerous. Besides treating the visible wound, be alert with signs and symptoms that will indicate serious injury.

Recognition (which indicate serious injury) :

- mental confusion or loss of memory
- loss of consciousness
- A flow of clear fluid or watery blood from one or both ears and nose
- drooping of one side of the face
- pulse rate slower than 60 or greater than 100 times a minute

Treatment :

- keep person in reclining position with head slightly raised.
- keep warm
- give oxygen
- dress open wounds
- if become unconscious, treat as unconscious casualty as described above.

8.3 **EPILEPSY**

An epileptic convulsion or fit, is a simultaneous involuntary contraction of many of the body's muscles, caused by a disturbance in the function of the brain. They are not often seen and are not brought on by flying. Other passengers should be advised that the person is having a seizure which lasts only a short while.

Recognition :

- violent involuntary muscle contractions. May be over entire body or just part of the body.
- loss of bladder or bowel control may be present with severe type.

- after a few seconds to several minutes, convulsions cease and passenger may fall into a deep sleep.

Treatment :

- surround passenger with pillows and blankets to prevent injury. Do not try to restrain movements. If movement is severe, protect but do not try to hold head.
- do not put anything in the mouth.
- do not give stimulants. As soon as convulsions cease, place passenger in the recovery position and allow him to sleep. Wipe saliva from mouth with clean towel.

8.4 **STROKE**

Stroke is caused by rupture of blood vessel or a blood clot in the brain. This is more common amongst middle aged or elderly and in those who suffer from high blood pressure or other circulatory disorder.

Recognition :

- perhaps a few minutes warning - headache, dizziness, ringing in ears, spots before eyes.
- sudden or progressive loss of consciousness.
- signs of weakness or paralysis of one side of the face or body may be present.
- slurred speech

Treatment :

- support in reclining position with head slightly raised, or turn to one side to allow saliva to drain out and be wiped away.
- give oxygen
- nothing by mouth
- if becomes unconscious, treat as an unconscious passenger

8.5 **DIABETES**

The pancreas normally produces insulin that controls blood sugar levels. A failure of the pancreas to produce adequate insulin will result in diabetes. Diabetics are normally aware of their condition.

Diabetics may be suffering either hypoglycemia (too little sugar) or hyperglycemia (sugar accumulates in blood).

Recognition (hypoglycemia) :

- weakness, dizziness
- sweating and the skin is clammy to the touch
- strange behavior, the casualty may appear confused or even violent
- may progress to unconsciousness

Recognition (hyperglycemia) :

- The diabetic is likely to drift into this state gradually.
- dry skin

- rapid pulse
- deep, laboured breathing, and possibly a faint smell of acetone.
- may progress to unconsciousness

Treatment :

- It is very hard for non medical qualified persons to distinguish between hypoglycemia and hyperglycemia. Cabin Crew are recommended to offer a sweet drink (a few packets of sugar in a glass of water) to a conscious diabetic passenger. He/She normally carries a diabetic warning card or will tell you that he/she is suffering from low blood sugar.
- It is rare that Cabin Crew will encounter hyperglycemia case. High blood sugar will result in unconsciousness and casualty is likely to drift into this gradually. This requires urgent medical treatment. If the passenger becomes unconscious, seek medical help immediately and treat for unconsciousness.

9. **BONE, JOINT AND MUSCLE INJURIES**

9.1 **FRACTURE AND DISLOCATION**

Fracture can be generally divided into two types:

i. Open fracture:

The bone breaks through the skin and is exposed to contamination by bacteria on the skin surface and in the air.

ii. Closed fracture:

When the skin around a broken bone is intact, the injury is known as a closed/simple fracture.

A break in a bone is a fracture and displacement of a bone at a joint is dislocation.

Recognition :

- deformity
- loss of motion
- swelling and discolouration will appear some time after the injury
- pain at or near to the site of injury

Treatment :

- do not attempt to set the fracture
- control bleeding if required
- splint the fractured bone by applying the splint to include the joint above and below the fracture.
- a fractured arm or hand may be placed in a sling
- treat for shock

9.2 BRUISES, STRAINS AND SPRAINS

These are most common injuries encountered in flight. Injury causes bleeding into the body tissues results in bruise. Strain is a pulled muscle and sprain is a torn or stretched ligament.

Recognition :

- pain and swelling
- tenderness
- discolouration

Treatment :

- rest the injured part
- ice or a cold compress applied to injured part
- compression using bandage
- elevation of the injured part

9.3 BACK AND NECK INJURIES

Serious complications, including permanent paralysis and even death, can result from improper handling of back and neck injuries.

Recognition :

- pain in neck or back may be the only symptom.
- partial or complete paralysis may be present
- loss of control over limbs.
- loss of sensation
- fracture of neck may affect any or all extremities

Treatment :

- reassurance
- do not move passenger
- steady and support her head in the neutral position
- treat for shock

10. **EMERGENCY CHILD BIRTH**

10.1 **PREPARATION**

If pregnant passenger complains of regular abdominal pains at frequent intervals, bleeding, or rupture of water bag, delivery is imminent.

Prepare delivery area in isolated section of aircraft. Cover floor with blankets partially lined with towels or disposable paper hand towels. Provide pillow for mother's head and additional blankets for warmth. Place newspapers and linen napkins for absorbency on floor blankets at birth area. Place pillows under hips to elevate and facilitate delivery.

Request medical assistance if available. Clean hands, arms and fingernails. Comfort and reassure mother.

Flight attendants who have even the slightest cold or sore throat must not assist during delivery.

10.2 **DELIVERY**

When delivery is imminent (pains every two minutes or less, or uncontrollable pressure), place mother on prepared area and cover with blanket. If first child, delivery may be slow. If not, delivery may be quite rapid.

Advise mother to relax between contractions. Moisten lips with water if thirsty. No food or drinks should be allowed. Continue to reassure mother.

At actual time of delivery, mother will flex legs. Have mother pant between contractions - apply firm pressure on abdominal area when mother is bearing down.

Water bag should break prior to delivery. If not, tear membrane when head appears. Apply slight pressure around vaginal opening (on top of baby's head) to prevent tearing of vagina. Loosen umbilical cord if around neck.

If any part of baby's body, other than head, appears first, have the Commander contact medical advice if possible.

Baby will be slick and hard to handle. Keep head in downward position until baby is breathing normally. Wipe mucus from mouth and nose, baby should start to cry. If not, start resuscitation. Clean and wrap the baby to keep warm. Put the baby in the mother's arm while you are attending to the after birth.

Mild contractions continue in order to expel the afterbirth. This normally takes 10 to 30 minutes and there is usually some bleeding. Do not cut the cord. Keep the afterbirth in a plastic bag for doctor's inspection.

10.3 POST BIRTH

Wash mother with warm water. Position sanitary napkin and have mother lie quietly with legs together. Keep mother warm with blanket.

Have mother massage uterus to reduce bleeding or, if necessary, have attendant do it. Flesh should remain firm, about the size of grapefruit.

If mother is hungry, offer food and liquids. No alcohol. Do not leave mother unattended.

If mother or pregnant passenger miscarries or hemorrhages, reassure her. Help her to lie down in a semi-reclining position. Offer a sanitary pad. Check and record pulse and breathing rate. Keep any expelled material in a bag for medical inspection.

11. MISCELLANEOUS CONDITIONS**11.1 AIRSICKNESS**

This is the most common illness encountered in flight caused by fear, turbulence or over indulgence in food and alcohol.

Recognition :

- pale and clammy skin
- nausea or vomiting

Treatment :

- offer a clean airsickness bag
- if passenger is seated in the rear of the cabin, move to the centre of the aircraft if practical.

11.2 ALCOHOLIC INTOXICATION

Do not assume passenger is intoxicated if he is unconscious and odor of alcohol is present. If in doubt, treat as a case of stroke or skull fracture, or a diabetes problem.

Recognition :

- odor of alcohol
- partial or complete unconsciousness
- face flushed at first, then pale
- pulse strong, then weak
- breathing slow and deep, as in sound sleep
- vomiting

Treatment :

- apply external heat, if passenger is cold

11.3 HICCUPS

This is caused by involuntary contractions of the diaphragm, working against a partially closed windpipe.

Treatment :

- have passenger hold breath for as long as possible
- ask passenger to drink a glass of water slowly

11.4 HYSTERICAL ATTACK

Hysteria is a subconscious condition caused by psychological stress.

Recognition:

- attention seeking, loss of control of behavior
- if unconscious, it can be distinguished from other attacks by the following:
 - face does not change colour
 - person will resist any attempt to open eyes
 - usually falls on something soft; will not usually hit head or bite tongue
 - seldom occurs unless someone is present

Treatment:

- take the passenger to a less observed area
- do not give more attention than necessary

11.5 ASTHMA

Asthma refers to the muscle of the air passage (bronchial) going into spasm and constrict, making breathing (particularly breathing out) very difficult. Asthma attack can be triggered by an allergy such as pollen, dust, or nervous tension. Regular asthma sufferers usually carry medication in the form of a 'puffer' aerosol.

Recognition:

- difficulty in breathing, wheezing sound may be heard as casualty breathes out due to constricted airway.
- blueness of the skin, due to not enough oxygen inside body.
- become exhausted, relate to using extra effort to breathe.
- distress and anxiety, they may speak only with difficulty and in whisper.

Treatment:

- reassure and calm the casualty.
- loosen tight clothing.
- help casualty to use the medication 'puff'
- encourage casualty to report asthma attack to their own doctor on arrival.

11.6 POISONING

A poison is a substance that, if taken into the body in sufficient quantity, may cause temporary or permanent damage. Poisoning can occur anywhere as a result of accidents, or by eating contaminated food. Drugs and alcohol, if misused, can also poison the body.

Recognition:

A conscious casualty or an onlooker may tell you that poisoning have occurred. They might complain of unwell, nausea and vomiting, diarrhoea (possibly bloodstained), cramping abdominal pain and shock. Drug poisoning casualty might go into unconsciousness.

External features such as a suspect drug container or alcohol bottles may tell you what you need to know.

Treatment:

- Open an unconscious casualty's airway, and monitor airway, breathing and circulation. Place casualty in recovery position.
- Prevent further injury from:
 - Chemical on the skin: flush away any residual chemical on the skin with plenty of cold water. Record details of the chemical.
 - Swallowed poisons (e.g.. drug or food poisoning): do not attempt to induce vomiting, as this may harm the casualty further.
- Food poisoning:
 - Help the casualty to lie down and rest. Offer plenty of water to drink and an airsickness bag to use in case they might vomit.
- Drug poisoning:
 - Keep airway clear and place in recovery position.
- Seek medical help.

11.7 ALLERGIC REACTION

Allergic disorders are a broad range of inflammatory conditions caused by common substances such as pollen, foods, chemicals, drugs found in the environment which are not a problem for most of the people. However, some people are 'hypersensitive' to those substances and generate exaggerated response once encounter and exhibit so called 'allergic reaction'.

Recognition

- Anxiety
- Red, blotchy skin
- swelling of the face and neck
- puffiness around eyes
- impaired breathing
- rapid pulse

Treatment

- monitor casualty, check breathing, pulse and level of consciousness.
- Treat any symptoms possible e.g. diarrhoea.
- Put into comfortable position, a sitting position should help to relieve any breathing difficulties.
- Advise to see their own doctor.

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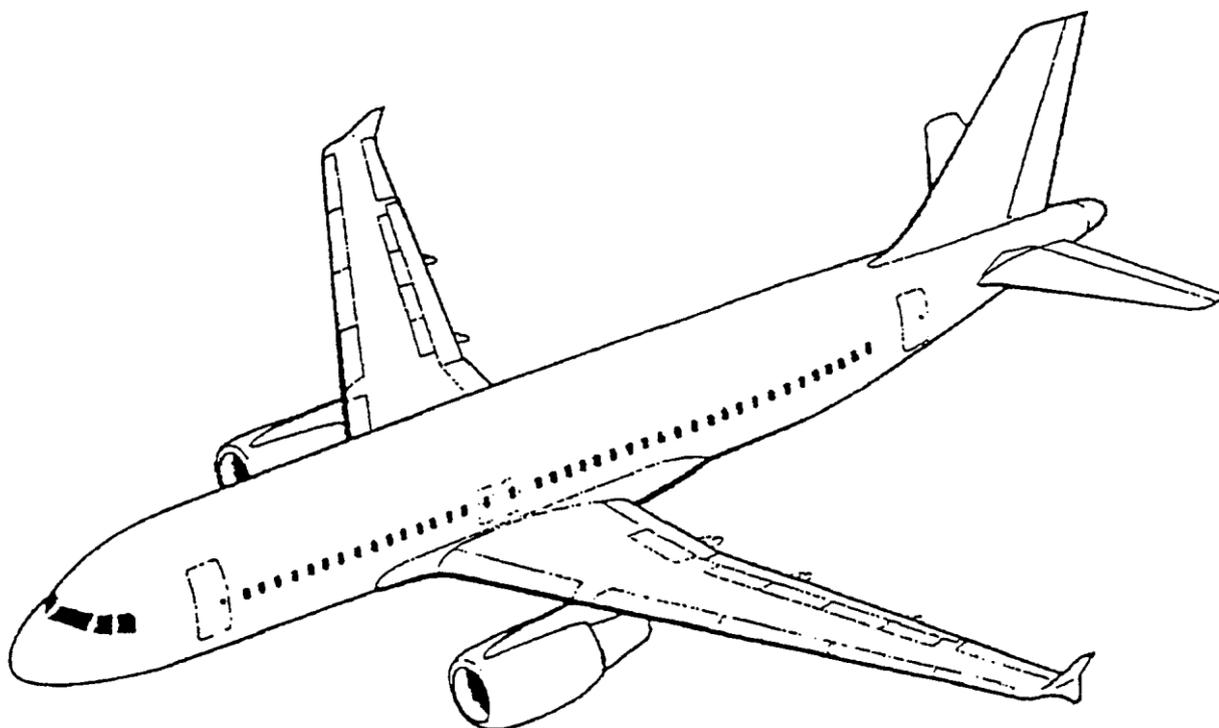
7.2. AIRCRAFT TECHNICAL

7.2.1 A320/A321 AIRCRAFT TECHNICAL

The A320/A321 is a short to medium range transport aircraft, powered by two turbofan engines. The fuselage has a double section and is pressurized throughout except for the nose cone, tail cone, landing gear bays and air conditioning compartments.

1. A320

Dimensions	Length	: 37.57 metres
	Fuselage width	: 3.95 metres
	Height from ground to top of tail	: 11.76 metres
	Wing span	: 34.1 metres
Manufacturer	Airbus Industrie	
Seating Capacity	8/150 (Dual Class)	
	-/168 (Mono Class)	
Number of Engines	2	
Type of Engines	IAE V2527-A5	



2. A321

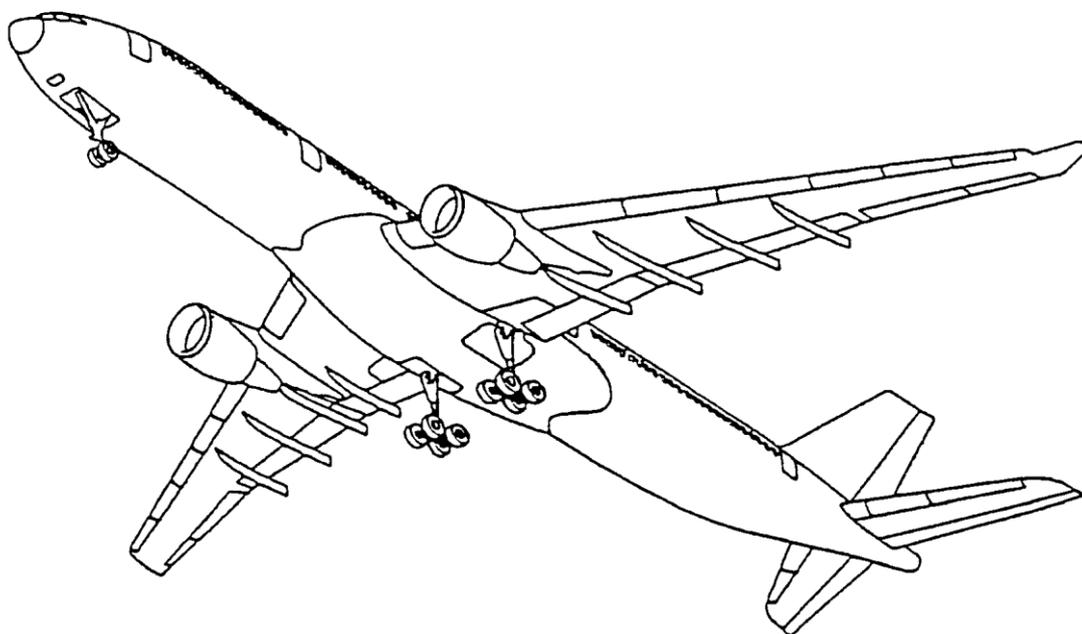
Dimensions	Length	:	44.51 metres
	Fuselage width	:	3.95 metres
	Height from ground to top of tail	:	11.76 metres
	Wing span	:	34.1 metres
Manufacturer	Airbus Industrie		
Seating Capacity	24/148 (Dual Class)		
Number of Engines	2		
Type of Engines	V2527-A5		



7.2.2 A330 AIRCRAFT TECHNICAL

The A330 is a short to medium range transport aircraft, powered by two turbofan engines. The fuselage has a double section and is pressurized throughout except for the nose cone, tail cone, landing gear bays and air conditioning compartments.

Dimensions	Length	: 63.66 metres
	Fuselage width	: 5.64 metres
	Height from ground to top of tail	: 16.828 metres
	Wing span	: 60.304 metres
Manufacturer	Airbus Industrie	
Seating Capacity	A33A – 42J/273Y	
	A33C – 44J/267Y	
	A33R – 12F/42J/230Y	
	A33L – 30J/270Y	
Number of Engines	2	
Type of Engines	TRENT 772	



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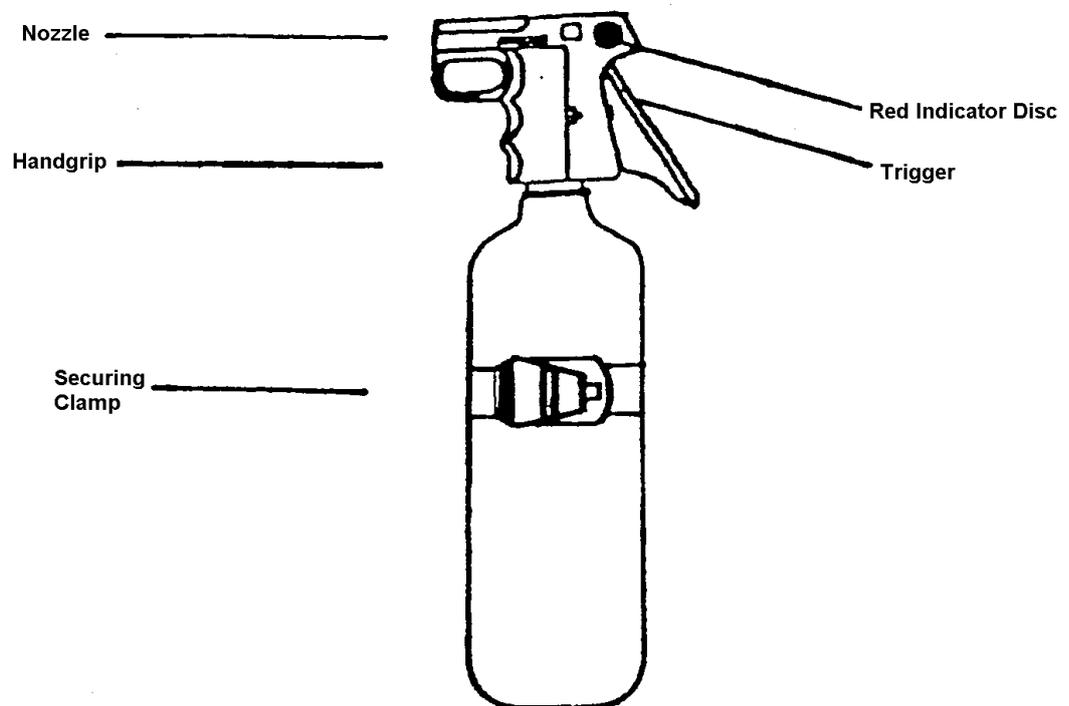
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7.3 EMERGENCY EQUIPMENT

7.3.1 FIRE AND SMOKE PROTECTION

1. B.C.F. EXTINGUISHER (BROMO - CHLORO - DIFLUORO METHANE)

1.1. DESCRIPTION & USE (PUSH CATCH TYPE)



The B.C.F. fire extinguisher is a red coloured cylindrical bottle containing pressurized B.C.F. gas. A trigger is secured by a safety catch to prevent inadvertent operation. B.C.F. is a liquefied gas which leaves the nozzle in a stream that is 85% liquid and 15% gas. It is designed for use on Class A, B and C fires and it can be used against fires of solid combustibles in their initial stage.

1.2. LOCATION (A320)

- a. 1 under L1 attendant seat.
- b. 1 under L1A attendant seat.
- c. 1 under L2 attendant seat.
- d. 1 under R2 attendant seat.

1.3. LOCATION (A321)

- a. 1 under L1 attendant seat.
- b. 1 under L1A attendant seat.
- c. 1 under L2 attendant seat.
- d. 1 under L3 attendant seat.
- e. 1 under L4 attendant seat.
- f. 1 mounted on the closet forward of R2.
- g. 1 under R3 attendant seat.
- h. 1 under R4 attendant seat.

1.4. LOCATION (A330)

- a. 1 in the cockpit.
- b. 1 under L1A attendant seat.
- c. 1 under R1 attendant seat.
- d. 1 under L2 attendant seat.
- e. 1 under R2 attendant seat.
- f. 1 under L3 attendant seat.
- g. 1 under R3 attendant seat.
- h. 1 under L4 attendant seat.
- i. 1 under R4 attendant seat.

On A33C aircraft:

- c. 1 in R1 stowage compartment.
- d. 1 in L2 stowage compartment.
- e. 1 above dog house forward of R2.
- f. 1 in L3 stowage compartment.
- g. 1 in R3 stowage compartment.
- h. 1 in L4 stowage compartment.
- i. 1 in R4 stowage compartment.

1.5. OPERATION

- a. Push up on safety catch to unlock.
- b. Hold the bottle upright, aim at the base of fire and depress trigger to discharge.
- c. Use in a sweeping motion.

1.6. PRE-FLIGHT SERVICEABILITY CHECK

Check red indicator disc is visible.

1.7. PRECAUTION

- a. Test the fire extinguisher sideways before use.
- b. Stand approximately 6 to 8 feet away from the fire, moving closer gradually.
- c. Avoid breathing the fumes and use the protective breathing equipment if necessary.

1.8. DESCRIPTION & USE - A320/1 (PULL PIN TYPE)

The B.C.F. fire extinguisher is a red coloured cylindrical bottle containing pressurized B.C.F. gas. An operating lever is secured by a safety pin to prevent inadvertent operation. A gauge is fitted to indicate contents. B.C.F. is a liquefied gas which leaves the nozzle in a stream that is 85% liquid and 15% gas. It is designed for use on Class A, B and C fires and it can be used against fires of solid combustibles in their initial stage.

**1.9. LOCATION (A320/1)**

- a. 1 in the cockpit.

1.10. OPERATION

- a. Lift extinguisher using carrying handle.
- b. Pull the safety pin.
- c. Depress operating lever.
- d. Aim at the base of fire and use in a sweeping motion.

1.11. PRE-FLIGHT SERVICEABILITY CHECK

Check the pointer is in the green range of the pressure gauge, the wire seal and the safety pin is intact.

1.12. PRECAUTION

- a. Stand approximately 6 to 8 feet away from the fire, moving closer gradually.
- b. Avoid breathing the fumes and use the protective breathing equipment if necessary.

2. PROTECTIVE BREATHING EQUIPMENT**2.1. DESCRIPTION & USE**

The protective breathing equipment is a self contained emergency escape hood for crew members. It protects the wearer from harmful smoke for a minimum of 15 minutes. The hood is stored in a specially designed packet which is mounted in a fire resistant polycarbonate box. The box is equipped with a "good condition" indicator which turns from green to red if a problem should occur.

Do not open the box unless the hood is to be used. Once in use the oxygen flow cannot be stopped.

Two types of PBE have been loaded on board. The orange case is the old type while the new type is dark green and grey.

2.2. LOCATION (A320)

- a. 1 in the cockpit.
- b. 1 at L1 attendant seat.
- c. 1 at L1A attendant seat.
- d. 1 at R2 attendant seat.
- e. 1 at R2A attendant seat.
- f. 1 at the swivel seat.
- g. 1 at L2 attendant seat.

On A32M aircraft:

- b-c. 2 in overhead locker aft of L1.
- d-e. 1 above R2A attendant seat.
- f. 1 mounted on the forward wall of lavatory E.
- g. 2 above L2 attendant seat.

2.3. LOCATION (A321)

- a. 1 in the cockpit.
- b. 1 at L1 attendant seat.
- c. 1 at L1A attendant seat.
- d. 1 at L2 attendant seat.
- e. 1 in overhead locker above L3.
- f. 1 at L4 attendant seat.

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- g. 1 at R4 attendant seat.
- h. 1 at R4A attendant seat.
- i. 1 at the swivel seat.

2.4. LOCATION (A330)

- a. 2 in the cockpit.
- b. 1 above L1B attendant seat.
- c. 1 above R1 attendant seat.
- d. 1 above L2 attendant seat.
- e. 1 above R2 attendant seat.
- f. 1 at forward face of dog house forward of L3.
- g. 1 at forward face of dog house forward of R3.
- h. 1 at aft centre crew seat.
- i. 1 in L4 stowage compartment.
- j. 1 in R4 stowage compartment.

On A33L aircraft:

- h. 1 mounted above LHS dog house forward of galley 5.

On A33C aircraft:

- b. 1 in upper closet aft of L1.
- c. 1 in R1 stowage compartment.
- d. 1 at forward face of dog house forward of L2.
- e. 1 at forward face of dog house forward of R2.
- f. 1 in L3 stowage compartment.
- g. 1 in R3 stowage compartment.
- h. 1 at forward face of left dog house forward of galley 2.
- k. 1 at forward face of left dog house forward of galley 5.

NOTE: Total 12 Protective Breathing Equipments on A33C.

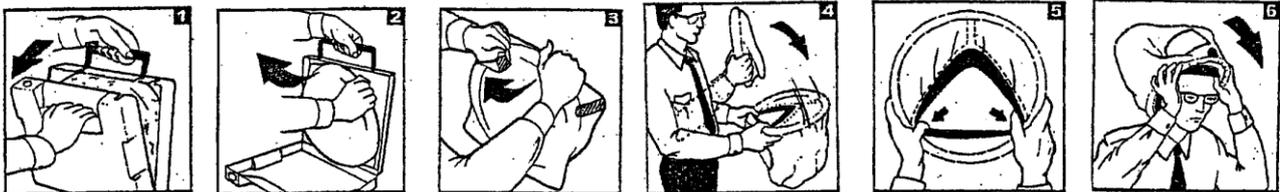
2.5. OPERATION**Old Type**

- a. Open the box.
- b. Pull foil pocket apart from the bottom of the box.
- c. Take out the hood.
- d. Place thumbs at red pointers and grab open neck seal.
- e. Don the hood, from back to front.

2.6. OPERATION

New Type

- a. Hold the case on the handle and pull sharply onto the grey part of the cover. Pull to break the protective seal and open the cover.
- b. Hold the vacuum packed hood in one hand and take it out by pulling it towards you.
- c. Pull one of the tear-off strips and take out the hood.
- d. Place thumbs at red pointers and grab open neck seal.
- e. Don the hood, from back to front.



2.7 PRE-FLIGHT SERVICEABILITY CHECK

Check the box is secure, and indicator green.

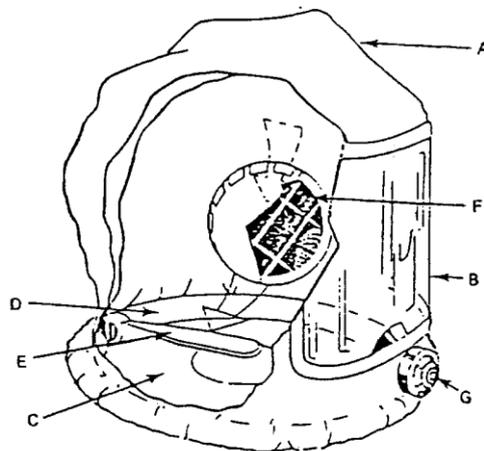


DIAGRAM 2 PROTECTIVE BREATHING EQUIPMENT

- a. A flexible hood with a high resistance to flame.
- b. A rigid polycarbonate visor treated with an anti-fogging compound.
- c. A gas tight neck seal made of auto-extinguishing neoprene.
- d. Ring shaped O₂ container.
- e. Automatic start up lever.
- f. CO₂ absorption system.
- g. A speech diaphragm.

3. PROTECTIVE GLOVES**3.1. DESCRIPTION & USE**

Thermal protective gloves are provided. The gloves may be used in emergencies to handle hot objects.

3.2. LOCATION (A320)

One pair is positioned in the cockpit.

3.3. LOCATION (A321)

One pair is positioned in the cockpit.

3.4. LOCATION (A330)

- a. One pair is positioned in the cockpit.
- b. One pair in L4 stowage compartment.

3.5. PRE-FLIGHT SERVICEABILITY CHECK

In position.

4. FIRE AXE**4.1. LOCATION (A320/1 & A33R/A/L)**

1 positioned in the cockpit.

4.2. PRE-FLIGHT SERVICEABILITY CHECK

In position.

5. CROW BAR**5.1. LOCATION (A33C)**

1 positioned in the cockpit.

5.2. PRE-FLIGHT SERVICEABILITY CHECK

In position.

6. TOILET FIRE EXTINGUISHER**6.1. LOCATION (A320/1 & A330)**

A toilet fire extinguisher is installed in each lavatory on top of the waste bin.

6.2. OPERATION

The operation of the extinguisher is completely automatic. Heat from the fire melts the fusible material at the nozzles, allowing the Halon gas to escape.

6.3. PRE-FLIGHT SERVICEABILITY CHECK

A320/1 & A330 - Check that the pointer is in the green area of the pressure gauge.

NOTE : Should the toilet fire extinguisher become inoperative, the toilet can still be used provided that the smoke detection system is working. However, the toilet must be checked regularly and frequently (every 15 minutes). If both items break down the toilet must be put out of service.

7. TOILET SMOKE DETECTION SYSTEM**7.1. DESCRIPTION & USE**

A smoke detector is located in the ceiling of each toilet. When activated, there is a visual and aural warning.

7.2. LOCATION (A320/1 & A330)

1 fitted into the ceiling of each toilet.

7.3. OPERATION

The unit is armed automatically when electrical power is applied to the aircraft system. When smoke in the toilet reaches a certain density, there is a visual and aural warning:

a. In the cabin (A320/1)

- i. Visual
 - amber light flashes on the respective Area Call panel.
 - red toilet SMOKE LAV button on Forward Attendant Panel comes on.
 - flashing red light on all Attendant Indication Panels.
 - affected lavatory is shown in clear wording on all Attendant Indication Panels
 - the amber lavatory indication light outside the corresponding lavatory flashes.
- ii. Aural
 - triple chime repeated every 30 seconds via all attendant loudspeakers.

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- iii. To Cancel - all warnings except the red toilet smoke warning lights will be cancelled by pressing the reset button on the Forward or Aft Attendant Panels. The red toilet smoke warning lights extinguish when the smoke concentration drops below the threshold of the respective smoke detector.

Note: On aircraft HTH/HSL onwards the SMOKE RESET button next to the amber light outside the affected toilet should be pressed.

b. In the cabin (A330)

- i. Visual - amber light flashes on the respective Area Call Panel.
- the SMOKE LAV button on the respective panel turns red, i.e. L1, L2 or L4.
- flashing red light on all Attendant Indication Panels.
- affected lavatory is shown in clear wording on all Attendant Indication Panels, e.g. SMOKE LAV 11.
- the amber lavatory indication light outside the corresponding lavatory flashes.
- ii. Aural - triple chime repeated every 30 seconds via all attendant loudspeakers.
- iii. To Cancel - all warnings except the red toilet SMOKE LAV light will be cancelled when the SMOKE LAV button on the FAP or the related AAP is pressed.
- The red toilet SMOKE LAV warning light extinguishes when the smoke concentration drops below the threshold of the respective smoke detector.

Notes: On A33A and A33L aircrafts:

- (i) The 'SMOKE LAV' button on the FAP is replaced by the 'SMOKE RESET' button. It will only illuminate when the smoke detector in L13 or L14 is triggered.

c. In the cockpit (A320/1 & A330)

- i. Visual - Master Warning Button illuminates.
- 'Smoke Lavatory Smoke' message appears on ECAM display.
- ii. Aural - continuous repetitive chime sounds.
- iii. To Cancel - both the chime and the red light will be cancelled by pressing the Master Warning Button.

7.4 CABIN CREW ACTION

Should the smoke detector be activated inflight due to a passenger smoking in the toilet, Cabin Crew must identify where the cigarette has been disposed of, and that there is no fire hazard. The FA1 shall report to the Captain the cause of the smoke warning as well as the passenger's name and seat number. The passenger concerned should be informed either by the FA1 or by one of the Flight Deck crew, that his action is considered "unruly" and that a prosecution may result.

NOTE : Should the toilet smoke detector become inoperative during the flight, a F/A must check the toilet at regular and frequent intervals (every 15 minutes) for evidence of fire or smoke.

Cabin Crew should make a point to check the smoke detector for any attempt of tampering every time they visit the toilet.

All lavatory doors must be locked before take off and landing.

Before take off: All toilet doors are to be locked before safety demonstration and unlocked after the seat belt sign has been switched off.

Before landing: All toilet doors are to be locked once the seat belt sign has been turned on for landing, and must be unlocked after the seat belt sign is turned off.

7.3.2 FIRST AID EQUIPMENT**1. 310 LITRE PORTABLE THERAPEUTIC OXYGEN BOTTLE (WITH HIGH AND LOW FLOWS)****1.1. DESCRIPTION & USE**

Portable gaseous oxygen bottle is provided for first aid use. The portable oxygen cylinder assembly consists of a high pressure oxygen cylinder with 310 litres (11 cu.ft.) capacity, a high pressure safety outlet assembly set at 4 litres per minute, a low flow outlet at 2 litres per minute, a pressure regulator, a finger tip controller ON-OFF valve, a pressure gauge and a sling-type carrying strap. Continuous flow masks with elastic head bands which cover mouth and nose are supplied. Oxygen lasts for 77 minutes with the 4 litres per minute outlet and 155 minutes with the 2 litres per minute outlet. In the case when both outlets are being used at the same time, oxygen will last for 51 minutes.

1.2. LOCATION (A320/1)

- a. 1 in overhead locker aft of L1.
- b. 1 in overhead locker aft of R1.

NOTE: They are interchangeable with 310 Litres Portable Therapeutic Oxygen Bottle (with Demand and Constant Flows).

On A32M aircraft:

- c. 2 in overhead locker forward of L2.
- d. 3 in overhead locker forward of R2.

NOTE: All Portable Therapeutic Oxygen Bottle on A32M are 310 Litres with high and low flows.

1.3. LOCATION (A330 except A33C)

- a. 2 in dog house forward of L2.
- b. 2 in dog house forward of R2.
- c. 1 in dog house forward of L3.

On A33C aircraft:

- a. 2 in L1 stowage compartment.
- b. 3 in dog house forward of L2.
- c. 3 in dog house forward of R2.
- d. 2 in L3 stowage compartment.
- e. 2 in R3 stowage compartment.
- f. 2 under last row forward of L4.
- g. 2 under last row forward of R4.

1.4. OPERATION

- a. Ensure the disposable mask / oxygen mask (A32M) is connected to the Hi-Flow outlet of the portable oxygen unit.
- b. Open ON/OFF valve.
- c. Ensure Oxygen is flowing by checking that the flow indicator of the green band appears on the dispensing tube.
- d. Place the mask over the nose and mouth and place the securing elastic strap over the head. Adjust the straps.
- e. Observe the passenger's condition.
- f. When finished using the oxygen, ensure that the ON/OFF valve is closed.
- g. Inform the Commander.

1.5. PRE-FLIGHT SERVICEABILITY CHECK

- a. Check the minimum pressure is 1750 psi.
- b. Check two disposable masks and one dispensing tube are stored in a pouch adjacent to every gaseous oxygen location.

Note: On A32M, all oxygen masks are of new type. 3 spare masks are packed in a pouch. Pre-flight check of the pouch is blue seal intact.

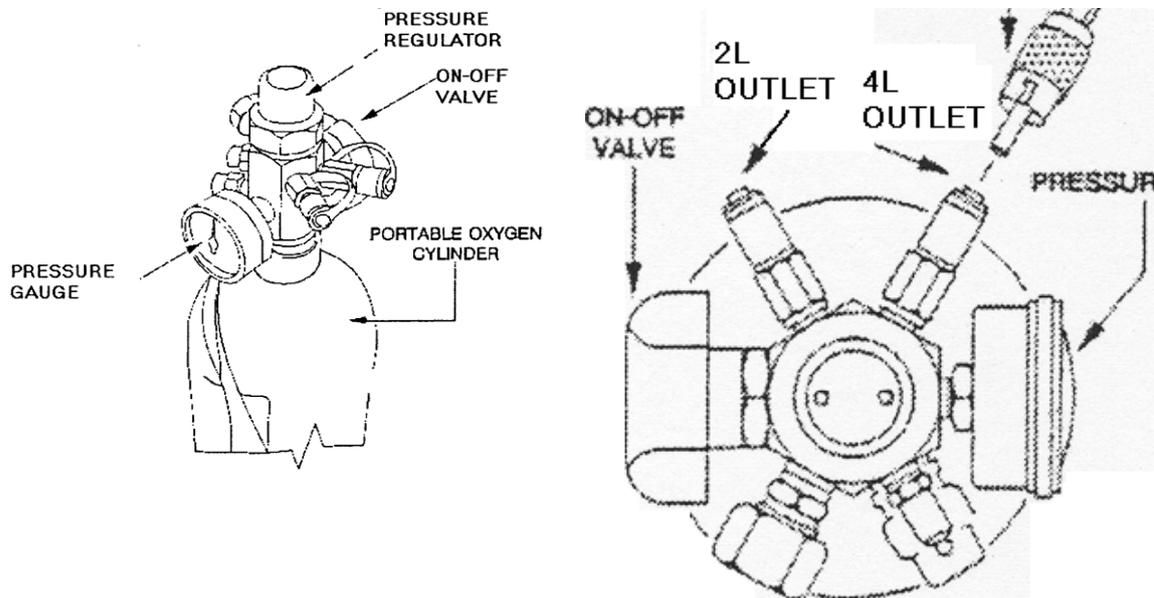
1.6. PRECAUTION

- a. There must be no smoking in the vicinity.
- b. The hands of the person who is administering oxygen must be free from grease.
- c. Wipe off any heavy make-up or grease on the passenger's face.

NOTE: When oxygen is being used, Cabin Crew should regularly check oxygen bottles that are in use and change to a fresh bottle when gauge needle is just on (or just within) the red band. This should be applied for therapeutic use only. In the case of cabin decompression, oxygen in the entire bottle content can be used.

2. 120 LITRE PORTABLE THERAPEUTIC OXYGEN BOTTLE (WITH HIGH AND LOW FLOWS)**2.1. DESCRIPTION & USE**

Portable gaseous oxygen bottle is provided for first aid use. The portable oxygen cylinder assembly consists of a high pressure oxygen cylinder with 120 litres (4.25 cu. ft.) capacity, a high flow outlet, a low flow outlet, a high pressure regulator, a finger tip controller ON-OFF valve, a pressure gauge and a sling type carrying strap. Continuous flow mask with elastic head band that cover mouth and nose is supplied. Oxygen lasts for 30 minutes with 4 litres per minute outlet (high flow) and 60 minutes with the 2 litres per minute outlet (low flow). In the case when both outlets are being used at the same time, oxygen will last for 20 minutes.



2.2. LOCATION (A330 except A33C)

- a. 2 in doghouse forward of L2.
- b. 2 in doghouse forward of R2.
- c. 1 in overhead locker aft of L1.
- d. 1 in overhead locker aft of R1.

On A33A and A33L aircraft:

- a. 2 in left doghouse forward of galley 2.
- b. 2 in right doghouse forward of galley 2.

2.3. OPERATION

- a. Ensure the disposable mask is connected to the Hi-Flow outlet of the portable oxygen unit.
- b. Open ON/OFF valve.
- c. Ensure oxygen is flowing by checking that the flow indicator of the green band appears on the dispensing tube.
- d. Place the mask over the nose and mouth and place the securing elastic strap over the head. Adjust the strap.
- e. Observe the passenger's condition.
- f. When finished using the oxygen, ensure that the ON/OFF valve is closed.
- g. Inform the Commander.

2.4. PRE-FLIGHT SERVICEABILITY CHECK

- a. Check the minimum pressure is 1750 psi.
- b. Check two disposable masks and one dispensing tube are stored in a pouch adjacent to every gaseous oxygen location.

2.5. PRECAUTION

- a. There must be no smoking in the vicinity.
- b. The hands of the person who is administering oxygen must be free from grease.
- c. Wipe off any heavy make-up or grease on the passenger's face.

NOTE: When oxygen is being used, Cabin Crew should regularly check oxygen bottles that are in use and change to a fresh bottle when gauge needle is just on (or just within) the red band. This should be applied for therapeutic use only. In the case of cabin decompression, oxygen in the entire bottle content can be used.

3. 310 LITRE PORTABLE THERAPEUTIC OXYGEN BOTTLE (WITH DEMAND AND CONSTANT FLOWS)**3.1. DESCRIPTION & USE**

Portable gaseous oxygen bottle is provided for first aid use. Constant flow operation provides high altitude supplementary oxygen for the crew and first aid oxygen for passengers. The portable oxygen cylinder assembly consists of a high pressure oxygen cylinder with 310 litres (11 cu. ft.) capacity, a quick connect/disconnect demand outlet to provide 100% oxygen, a constant flow outlet at 4 litres per minute, a pressure regulator, a finger tip controller ON/OFF valve, a pressure gauge and a sling-type carrying strap. Continuous flow mask with elastic head band that covers mouth and nose is supplied. Oxygen lasts for 77 minutes with the constant flow outlet. The demand flow outlet is not used as an ordinary disposable mask cannot be fitted to the outlet.

3.2. LOCATION (A320)

- a. 2 in overhead locker forward of L2.
- b. 3 in overhead locker forward of R2.

On B-HSP and B-HSO:

- a. 3 in overhead locker forward of L2.

NOTE: They are interchangeable with 310 Litres Portable Therapeutic Oxygen Bottle (with High and Low Flows).

3.3. LOCATION (A321)

- a. 2 in overhead locker forward of L4.
- b. 3 in overhead locker forward of R4.

NOTE: They are interchangeable with 310 Litre Portable Therapeutic Oxygen Bottle (with High and Low Flows).

3.4. LOCATION (A330 except A33C)

- a. 1 in dog house forward of R3.
- b. 2 in dog house forward of R4.
- c. 2 in dog house forward of L4.

3.5. OPERATION

- a. Ensure the disposable mask is connected to the constant flow outlet of the portable oxygen unit.
- b. Open ON/OFF valve.
- c. Ensure oxygen is flowing by checking that the flow indicator of the green band appears on the dispensing tube.
- d. Place the mask over the nose and mouth and place the securing elastic strap over the head. Adjust the strap.
- e. Observe the passenger's condition.
- f. When finished using the oxygen, ensure that the ON/OFF valve is closed.
- g. Inform the Commander.

3.6. PRE-FLIGHT SERVICEABILITY CHECK

- a. Check the minimum pressure is 1750 psi.
- b. Check two disposable masks and one dispensing tube are stored in a pouch adjacent to every gaseous oxygen location.

3.7. PRECAUTION

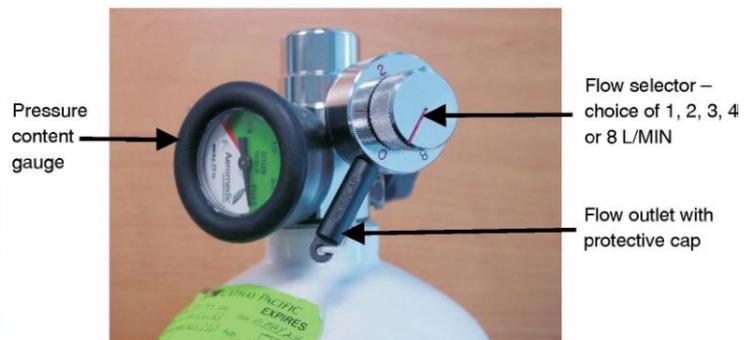
- a. There must be no smoking in the vicinity.
- b. The hands of the person who is administering oxygen must be free from grease.
- c. Wipe off any heavy make-up or grease on the passenger's face.

NOTE: When oxygen is being used, Cabin Crew should regularly check oxygen bottles that are in use and change to a fresh bottle when gauge needle is just on (or just within) the red band. This should be applied for therapeutic use only. In the case of cabin decompression, oxygen in the entire bottle content can be used.

4. ZERO TWO PORTABLE THERAPEUTIC OXYGEN

4.1. DESCRIPTION & USE

Zero Two bottle will be uplifted on the aircraft in case passengers require medical oxygen inflight and advance request has been made with Reservation Department. These passengers will be assigned designated seats. Cabin Crew will place the bottle in the overhead locker and administer oxygen if required.



Control knob

Duration of the Zero Two bottle depends on the rate of oxygen flow required by the passenger. Cabin Crew may refer to the placard on the case of the oxygen bottle for the estimated duration of oxygen flow at different flow rates.

A maximum of 6 bottles can be uplifted on each aircraft and they must be stowed in the designated stowage specified below.

4.2. LOCATION (A320)

- a. Closet aft of R1.

Designated seats: 11C and 46H

4.3. LOCATION (A321)

- a. Closet aft of R1.

- b. Closet forward of R2.

Designated seats: 17C and 46H

EMERGENCY PROCEDURES MANUAL

EMERGENCY EQUIPMENTFIRST AID EQUIPMENT
REV 58 (20 JUL 11)**4.4. LOCATION (A33A)**

- a. Closet aft of G1C (LHS).
- b. Closet forward of R2.

Designated seats: 18C and 55H

4.5. LOCATION (A33C)

- a. Closet aft of L1.
- b. Closet forward of R2.

Designated seats: 18C and 56H

4.6. LOCATION (A33L)

- a. Closet aft of G1C (LHS).
- b. Closet forward of R2.

Designated seats: 16C and 55H

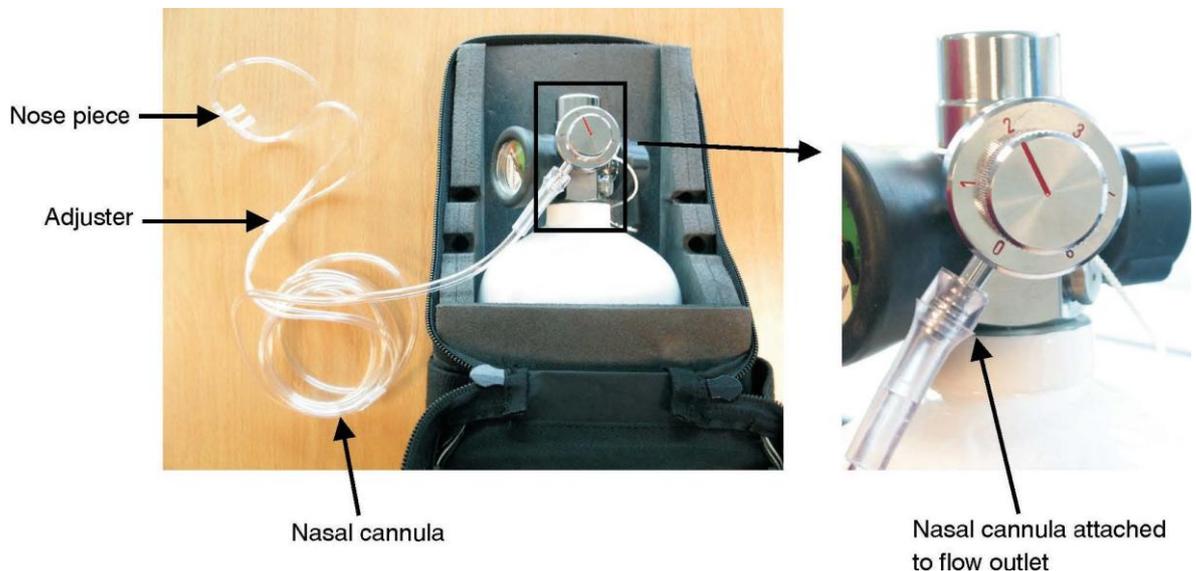
4.7. LOCATION (A33R)

- a. Closet aft of G1C (LHS).
- b. Closet forward of R2.

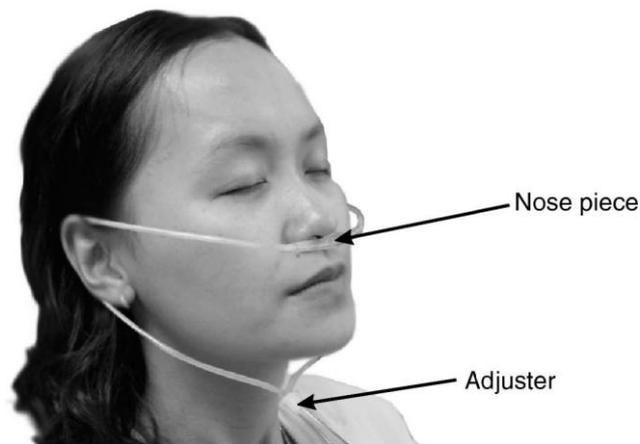
Designated seats: 2C, 12C and 50H

4.8. OPERATION

1. Remove the case from the stowage.
2. Unzip the case to expose the neck of the oxygen bottle.
3. Check the pointer of the pressure content gauge is not in the red range on the left hand side of the gauge.
4. Remove the nasal cannula from its plastic bag (the FA1 will be given 1 pack of nasal cannula on ground by the Ground Engineer).
5. Remove the protective cap from the flow outlet and attach the nasal cannula.



6. Select the desired flow rate using the flow selector (normally an oxygen flow rate of 2L or 4L/min will be recommended).
7. Turn on the bottle (quarter turn only).
8. Check that oxygen is flowing from the nose piece by pointing it towards the back of your hand and feeling the oxygen flowing.
9. Close the zipper and stow the case back in the overhead locker.
10. Close the overhead locker.
11. Ask the passenger to put on the nasal cannula, i.e. nose piece is placed into the passenger's nose and the tube placed over the ears and adjusted.



12. Turn off the bottle once the pointer in the pressure content gauge reaches the red range on the left hand side of the gauge. If required, replace with another oxygen bottle.
13. After use, remove the nasal cannula and then remove the oxygen bottle from the overhead locker. Turn the flow selector to the 0 position and turn the bottle off before returning it to the stowage.

Notes: - Ensure the nasal cannula tube is not flattened when closing the overhead locker. (The photo below shows the tube hanging from overhead locker).



EMERGENCY PROCEDURES MANUAL

FIRST AID EQUIPMENT
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EMERGENCY EQUIPMENT

4.9. **PRECAUTION**

- a. There must be no smoking in the vicinity.
- b. The hands of the person who is administering oxygen must be free from grease.
- c. Wipe off any heavy make-up or grease on the passenger’s face.

5. **FIRST AID KIT**

5.1. **DESCRIPTION**

First Aid Kits are provided for treating sick/injured passengers or crew. Each kit contains the following.

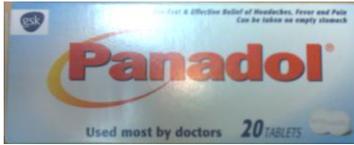
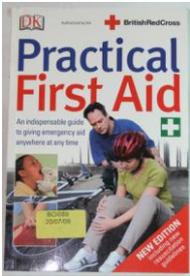
	Content Description	
1	<p>SP Gloves – Disposable Gloves (4 pairs)</p> <p>For protecting the user when dealing with blood or other body fluids.</p> <p>Usage :</p> <ul style="list-style-type: none"> 1) Remove wrapping 2) Put on the examination gloves before dealing with blood or other body fluids 	
2	<p>Moist Cleansing Wipes (10/pack)</p> <p>For cleansing hands before treating casualty.</p> <p>Usage :</p> <ul style="list-style-type: none"> 1) Remove wrapping 2) Unfold moist cleansing wipes 3) Use wipes to clean hands before treating casualty 	
3	<p>Skin Cleansing Disinfectant Wipes (10/pack)</p> <p>For cleansing of wound area.</p> <p>Usage :</p> <ul style="list-style-type: none"> 1) Remove wrapping 2) Unfold disinfectant wipe 3) Use disinfectant wipe to clean the wound 	

4	<p>Steropore - Adhesive wound dressing 6cm x 8.6 cm (10 pieces)</p> <p>For minor cuts and wounds.</p> <p>Usage :</p> <ol style="list-style-type: none"> 1) Remove wrapping 2) Peel off protective sheets from the back 3) Apply dressing on the cut or wound 	
5	<p>Steri-Strips 6mm x 75mm (3 pieces/pack - 2 packs)</p> <p>For minor cuts and wounds.</p> <p>Usage :</p> <ol style="list-style-type: none"> 1) Clean and dry skin 2) Remove wrapping 3) Remove one end of the protective sheet 4) Peel off one Steri-Strip 5) With the other hand press the wound edges together and apply the Steri-strip starting on one side and pulling firmly across the wound 6) Apply more strips as required. Space the strips approximately 3 mm apart 7) Cover the wound with item 4 (adhesive wound dressing) 	
6	<p>Ambulance dressing – Dressing pad with bandage 12cm x 10 cm (5 rolls)</p> <p>For bandaging cuts and wounds.</p> <p>Usage :</p> <ol style="list-style-type: none"> 1) Remove wrapping 2) Unroll the dressing pad and place the pad over the cut or wound 3) Secure the pad by rolling the bandage around the wound and tie both end together 	

<p>7</p>	<p>Jelonet - Paraffin gauze 10cm x 10 cm (5 pieces) For 3rd degree burns. Usage : 1) Remove wrapping 2) Peel off protective sheets 3) Apply the gauze on injured area (fold gauze to appropriate size if necessary) 4) Secure by covering with item 6 (ambulance dressing)</p>	
<p>8</p>	<p>Eye pad with bandage (2 pieces) For protecting an injured eye. Usage : 1) Remove wrapping 2) Unroll the eye pad with bandage 3) Apply the pad on the injured eye 4) Secure the pad in place by rolling the bandage around head/face and tie both ends together</p>	
<p>9</p>	<p>Relicrepe - Crepe roller bandage 7.5 cm x 4.5 cm (4 rolls) For bandaging wounds. Usage : 1) Remove wrapping 2) Cover wound with dressing 3) Secure the dressing by rolling the crepe bandage around the affected area 4) Use surgical tape to secure the end of the bandage</p>	
<p>10</p>	<p>Triangular bandages (4 pieces) For bandaging wounds and fractures. Usage : 1) Remove wrapping 2) Unfold the bandage and use for immobilizing affected area</p>	

11	<p>Adhesive surgical tape 12.5mm x 5m (1 roll) For securing dressing or bandages.</p>	
12	<p>Adhesive surgical tape 25mm x 5m (1 roll) For securing dressing or bandages.</p>	
13	<p>Scissors 12.7 cm (1 pair) For cutting bandages and tapes.</p>	
14	<p>Tweezers (1 pair) For removing small objects from a wound.</p>	
15	<p>Forehead Thermometer- FeverScan (1 set) For checking temperature of a person. Usage: 1) Remove FeverScan from the protective case 2) Hold FeverScan firmly at both ends and press flat against middle of dry forehead for at least 15 seconds 3) Check the temperature while the Fever Scan is on the forehead by looking at Indicator boxes 4) Green indicates the correct temperature</p>	

EMERGENCY EQUIPMENT

<p>16</p>	<p>Vent-Aid - Resuscitation mask with one way valve (1 set)</p> <p>Usage :</p> <ol style="list-style-type: none"> 1) Remove wrapping 2) Place the larger part of the mouthpiece into the casualty's mouth 3) Unfold the protective sheet over the Casualty's face 4) Pinch the soft part of the nose together with protective sheet 5) Ventilate through the mouthpiece 	
<p>17</p>	<p>Paracetamol 500 mg (16 tablets/pack)</p> <p>For relief of mild to moderate pain.</p> <p>Dosage:</p> <p>Adult and children over 12 years: 1 to 2 tablets every 4-6 hours to a maximum of 8 tablets in 24 hours.</p> <p>Children 6 to 12 years: half to 1 tablet every 4-6 hours to a maximum of 4 tablets in 24 hours</p> <p>OR</p> <p>Panadol 500 mg (20 tablets/pack)</p> <p>For relief of mild to moderate pain.</p> <p>Dosage:</p> <p>Adults and children over 12 years: 1 to 2 tablets every 4 hours or above not to exceed 8 tablets in 24 hours.</p>	 
<p>18</p>	<p>First Aid Manual (1 copy)</p> <p>A reference guide to procedures for First Aid.</p>	
<p>19</p>	<p>Report Form (5 copies)</p> <p>Whenever the first aid kit is used the "Report on Inflight First Aid" must be completed. The physician or person offering assistance e.g. Cabin Crew is to complete the upper part of the form. The FA1 will complete the lower part of the form and place the copy in the ISD Flight Envelope for return to Corporate Medical Department.</p>	

5.2 LOCATION (A320)

- a. 1 in overhead locker aft of L1.
- b. 1 in overhead locker forward of L2.

5.3 LOCATION (A321)

- a. 1 in overhead locker aft of L1.
- b. 1 in overhead locker forward of L4.

5.4 LOCATION (A330)

- a. 1 in L1 stowage compartment.
- b. 1 mounted on doghouse forward of L2.
- c. 1 in L4 stowage compartment.

On A33A and A33L aircraft:

- d. 1 in the upper closet forward of L3.

On A33C aircraft:

- a. 1 in upper closet aft of L1.
- b. 1 in L2 stowage compartment.
- c. 1 in overhead locker forward of L3.
- d. 1 in L4 stowage compartment.

5.5 OPERATION

- a. FA1 must be notified before use of the kit.
- b. Break the seal and use contents as required.
- c. After use, reseal the kit.
- d. Restow the kit back to its original stowage.

5.6 PRE-FLIGHT SERVICEABILITY CHECK

Blue seal intact.

6. MEDICATION BOX**6.1 DESCRIPTION**

A medication box is available to treat passengers or crew for simple illnesses or injuries.

Each box contains the following:

- | | | |
|----|---|--|
| a. | Dermazin (2 Tubes) | For burns |
| b. | Maalox Plus (40 Tablets) | Stomach discomfort: fast relief of acid indigestion, heartburn and gas |
| c. | Certirizine [10 mg] (30 Tablets) | Allergy relief |
| d. | Loperamide Hydrochloride [2 mg] 30 Capsules | Diarrhoea relief |
| e. | Paracetamol [500 mg] (32 Tablets) | Pain/Fever relief |
| f. | Paracetamol Oral Suspension (120mg/5ml) | Pain/Fever relief |
| g. | Fei Fah Medicated Balm (2 Tins) | Symptomatic relief of muscular aches and pain, itching/insect bites |

The entire CA Kit including the Medication box will be unloaded and replenished by the caterer after the flight returns to base.

6.2 LOCATION (A320/1 & A330)

1 in the CA Kit of aft galley

6.3 OPERATION

- If a passenger requests for medication, Cabin Crew should check if the medication is available. Confirm with the Instruction Sheet and Log Sheet in the box that all cautions, dosages and instructions are being observed. When all criteria have been confirmed, the medication should be given to the passenger.
- If the passenger's condition deteriorates, report the situation to the FA1 and contact Medlink if necessary.
- Fill in the Log Sheet and attach it to the flight report.

Log Sheet**MEDICATION BOX LOG SHEET****REMINDER:**

1. There is no requirement to contact Medlink, unless the person's condition does not improve or further medical assistance is required.
2. Please return this copy to Dragonair by attaching to the Flight Report.

DATE: _____ **FLT NO. :** _____ **SECTOR:** _____

PERSON'S NAME (AND SEAT NO. IF APPLICABLE)	ITEM USED & TIME (HKG time)	QUANTITY GIVEN	TYPE OF ILLNESS/ INJURY	ROSTER NAME OF CA ADMINISTERING FIRST AID

Instruction Sheet

FLIGHT ATTENDANT'S KIT MEDICATION BOX

This kit is only intended for basic first aid use.
Medicine contained in the medication box is for **INFLIGHT USE ONLY**.
It should **NOT** be removed from the aircraft.

INSTRUCTION FOR USE

Always ask passenger if they have any allergies to medication before giving medication. If **YES**, contact MedLink first.

DO NOT exceed stated dose.

Please contact **MEDLINK** should any passenger or crew require more intensive medical treatment.

CONTENTS (Quantity may vary depending on packaging)

DRUGS

<u>DRUGS</u>	<u>QUANTITY</u>	<u>USES</u>
Cetirizine (10 mg)	30 Tablets	Allergy relief
Loperamide Hydrochloride (2 mg)	30 Capsules	Diarrhoea relief
Paracetamol (500 mg)	32 Tablets	Pain/Fever Relief
Paracetamol Oral Suspension (120 mg/5 ml)	1 Bottle (100 ml)	Pain/Fever Relief
Maalox Plus	40 Tablets	Stomach discomfort: fast relief of acid indigestion, heartburn and gas

CREAMS

Dermazin	2 Tubes	For burns
Fei Fah Medication Balm	2 Tins	Symptomatic relief of muscular aches and pain, itching / insect bites

ALLERGIC REACTIONS

Medication: *Cetirizine (10 mg)*
Children of 6 yrs and over / Adult : 1 tablet per day

CAUTION:

- DO NOT give to children under 6 yrs old.
- DO NOT give to pregnant and breast feeding mothers, except on Medlink advice.
- Cetirizine may cause mild and transient headache, dizziness, dry mouth, gastro-intestinal discomfort.

PAIN (Mild – Moderate Pain) / FEVER

Medication: *Paracetamol tablet (500 mg)*
Children of 12 yrs and over / Adult : 1 to 2 tablets every 4 – 6 hours

CAUTION:

- DO NOT give to children under 12 yrs old.
- DO NOT take more than 4 doses in 24 hours.

Paracetamol Oral Suspension

1 teaspoon is equivalent to 5 ml

Children (3 mths to under 12 mths):	½ to 1 teaspoon (2.5 to 5 ml)
Children (1 yr to under 6 yrs):	1 to 2 teaspoon (5 to 10 ml)
Children (6 yrs to under 12 yrs):	2 to 4 teaspoons (10 to 20 ml)

CAUTION:

- Shake the bottle thoroughly before use.
- DO NOT give to children under 3 months old, except on Medlink advice.
- DO NOT take more than 4 doses in 24 hours.

NOTE: For FEVER – a tepid/lukewarm towel on the forehead or neck may also help.

BURNS

Put on protective gloves.

Place the injured part under slow running cold water, immerse it in cold water or apply cold compress (a clean towel soaked in cold water or ice wrapped in a clean towel) for 10 mins, longer if pain persists. Never apply ice cubes directly onto the injured part.

Medication:

On request, apply *Dermazin* (from the Medication Box). Cover the area with a sterile dressing and secure it with a bandage (found in the Dressing Box). Inform Captain and FA1 and seek medical aid.

NOTE: Third degree burns require URGENT medical attention.

DIARRHOEA**Medication:****Loperamide Hydrochloride (2 mg)**

Children of 12 yrs and over / Adult : 2 capsules after onset of diarrhoea, then 1 capsule with each loose stool.

Children (5 yrs to under 12 yrs) : 1 capsule after onset of diarrhoea, then 1 capsule after with each loose stool.

CAUTION:

- DO NOT use if fever is present.
- DO NOT give to children under 5 yrs old.
- DO NOT exceed 8 capsules in 24 hours.
- DO NOT give to pregnant and breast feeding mothers, except on Medlink advice.

ITCHING/INSECT BITES/MUSCULAR ACHES & PAINS

Medication: *Fei Fah Medicated Balm*

CAUTION:

- DO NOT ingest orally.
- DO NOT use on children under 2 yrs old.
- DO NOT apply more than 4 times in 24 hours.

STOMACH DISCOMFORT

Medication: *Maalox Plus*

Adult : Chew 1 to 2 tablets thoroughly after meal. Then drink a full glass of water.

CAUTION:

- DO NOT exceed 16 tablets in 24 hours
- DO NOT give to children under 12 yrs old, except on Medlink advice.

7. DRESSING BOX**7.1 DESCRIPTION**

A dressing box is available for easier access to simple wound-dressing items and to avoid having to open the First Aid Kits. The box has all the essential contents for treating wounds.

Each box contains the following:

- | | | |
|----|-------------------------|----------------|
| a. | Gloves | 3 pairs |
| b. | 100 ml Dettol | 1 bottle |
| c. | Cotton balls | |
| d. | Sterile gauze pads | 5 pieces |
| e. | Wide bandage - 2 IN | 2 rolls |
| f. | Adhesive plaster strips | 15 – 20 pieces |
| g. | Surgical tape | 1 roll |
| h. | Scissors | 1 pair |

The entire CA Kit including the Dressing box will be unloaded and replenished by the caterer after the flight returns to base.

7.2 LOCATION (A320/1 & A330)

1 in the CA Kit of aft galley

7.3 OPERATION

Cabin Crew should make use of the Dressing Box and refrain from opening the First Aid Kit when cleaning or dressing a wound. Instruction Sheet enclosed in the Dressing Box is shown below. If further medical assistance is required, crew should contact Medlink and page for a doctor.

DRESSING BOX**A. CONTENTS OF DRESSING BOX:**

- 3 pairs of gloves
- 1 bottles of 100ml Dettol
- Cotton balls
- 5 pcs. sterile gauze pads
- 2 rolls of 2 in. wide bandages
- 15-20 adhesive plaster strips
- 1 roll of surgical tape
- 1 pair of scissors

B. INSTRUCTIONS ON CLEANING A WOUND:

- Wash your hands in soap and water, lather well and rinse thoroughly.
- Prepare PVC cup.
- Wear gloves before treatment.
- Remove any loose foreign objects from the wound.
- Dilute 1 capful of Dettol in approximately 10 oz of water in the PVC cup.
 - If the wound is bleeding:
Cover the wound with a gauze pad, if possible, and apply direct pressure. Try to raise the injured area above the level of the heart. (Note: If the wound continues to bleed profusely, call for additional medical assistance.)
 - If no bleeding or bleeding has stopped:
Clean the wound with cotton balls soaked in diluted Dettol, starting from the center of the wound moving to the outside. Discard the used cotton balls in an airsick bag.

C. DRESSING A WOUND:

- Apply the dressing appropriate to the severity of the wound, either gauze or adhesive plaster strip (band-aid).
- Fold or cut the gauze pad according to the size of the wound. It should cover the whole wound.
- Use a bandage to secure the gauze pad.
- Use surgical tape to keep the bandage in place.

D. CLEANING UP:

- All used items should be discarded in an airsick bag (cotton balls, gloves, etc).
- Dispose of the airsick bag in the toilet trash compartment.
- Discard the diluted Dettol in the toilet bowl.
- Wash hands thoroughly with soap and water.

E. REPACKING:

- Repack all unused items in the Dressing Box and return it to the original stowage.

EMERGENCY EQUIPMENT

8. DOCTOR’S KIT

8.1 DESCRIPTION

The kit is for use during in-flight medical emergencies and can only be released to qualified medical practitioners on board. Crewmembers (except with former qualification of Medical Practitioners) are not qualified to use items inside the Doctor’s Kit unless under the instruction of Medlink.

The Doctor’s Kit is an orange hard suitcase with a yellow pouch strapped to the left side.

Content of the Doctor’s Kit is itemized below. A copy of the content will also be kept in the Doctor’s Kit.



	<p>The kit is divided into 7 compartments:</p> <ol style="list-style-type: none"> 1. External Pouch 2. Lid Compartment 3. Base Foam 4. Pouch A/B – Airway / Breathing 5. Pouch C – Circulation 6. Pouch D – Drugs / medications 7. Pouch E – Equipment / Procedures
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**External Pouch**

Contents:

- Resuscitator: Single Use (with mask and tubing)
- Sphygmomanometer
- Stethoscope
- Thermometer Feverscan strip
- Infrared digital thermometer
- Blood Glucose testing strips
- Oropharyngeal Airway Size 0
- Oropharyngeal Airway Size 1
- Oropharyngeal Airway Size 2
- Oropharyngeal Airway Size 4



Lid Compartment

Contents:

- Adrenaline 1:10,000 prefilled syringe – MiniJet (2)
- Batteries AA (2) for diagnostic set
- Batteries AAA (2) for fingertip oximeter in base compartment
- Chlorpheniramine syrup
- Diagnostic set (Ophthalmoscope & Auriscope)
- Isofet Spray
- Booklet with :
 - List of contents in kit
 - Photographic reference guide
 - Drug / medication reference list
- Mediswabs (10)
- Normal saline IV fluid 500 ml
- Sharps Box
- Tape Micropore 1.25cm x 10m
- Tape Micropore 2.5cm x 10m

Ventolin, Adrenalin 1:10,000, Chlorphenyramine syrup, Isosorbide Dinitrate Spray and Normal Saline are stowed in the Lid compartment as they are too big for the Orange Pouch. They are numbered L1-5.

	<p><u>Base Foam</u></p> <p>Contents:</p> <ul style="list-style-type: none"> • Pouch AB, C, D and E (see individual listings) • Standard Emergency Disposable Obstetrical (Maternity) kit • Res – Q-Vac • Fingertip Pulse Oximeter LM-800 • Fingertip Pulse Oximeter LM-800 USER MANUAL
	<p><u>Pouch A/B (Airway/Breathing)</u></p> <p>Contents:</p> <ul style="list-style-type: none"> • Cannula: Angiocath 14g • LMA Supreme Size 4 • Sterile Syringe 20 ml • Mediswab
	<p><u>Pouch C – Circulation/IV</u></p> <p>Contents:</p> <ul style="list-style-type: none"> • Cannula : ported 16g • Cannula : ported 18g • Cannula : ported 20g • Intravenous Solution Administration Set • Normal saline IV solution (500ml) • Mediswabs • Veca-C Cannula Site Dressing • Tourniquet



Pouch D – Drugs/medications

Contents:

- Syringe Disposable 20ml
- Syringe Disposable 1ml
- Syringe Disposable 3ml
- Syringe Disposable 10ml
- Hypodermic Needle 19g
- Hypodermic Needle 21g
- Hypodermic Needle 23g
- Hypodermic Needle 25g
- Black roll up Pouch with Vials and Ampules
- Laminated card with vial/ampule identification – inside black pouch
- Medication / Drugs as per drug content list .

All injectable drugs are found in the **Black Roll-up Pouch**. These drugs are clearly marked **B1-23** with a number key to indicate which number drug you are looking for. Numbers are also on the Drug Reference List located inside the Kit and the Content List in the plastic pocket outside.

Orange Pouch is where all tablets, lignocaine and eye drops are placed. Tablets are inside the side compartment. Their number is **Or1-8**.

**Pouch E – Equipment/Procedures**

Contents:

- Catherter: unisex Foley Size 12
- Catherter: unisex Foley Size 14
- Gloves Sterile Surgical Large
- Gloves Sterile Surgical Medium
- Gloves Sterile Surgical Small
- K-Y jelly
- Sterile scalpel Disposable
- Scissors 5”
- Spencer Wells Artery Forceps
- Steri-Strips 12mm x 100mm
- Suture (Mersilk) with Curved Needle
- Suture Needle Holder
- Urine Drainage Bag 2L

EMERGENCY PROCEDURES MANUAL

FIRST AID EQUIPMENT
REV 60 (29 AUG 12)**EMERGENCY EQUIPMENT****8.2 LOCATION (A320)**

1 kit in the last left overhead locker of Business Class.

On A32M aircraft:

1 kit in overhead locker aft of R1

8.3 LOCATION (A321)

1 kit in overhead locker forward of L2.

8.4 LOCATION (A330)

On A33R aircraft:

1 kit in C101 compartment.

On A33A/C/L aircraft:

1 kit in closet forward of R2.

8.5 OPERATION

Cabin crew will page for medical practitioners and report to the Captain when there is a medical emergency. Medical practitioner and Cabin crew are required to record the patient conditions in accordance with the Inflight Medical Checklist for follow up action and/or communication with MedLink. The checklist is to be placed in the flight file by FA1 before flight. After use, the checklist is to be attached to the flight report.

The kit is stowed in the compartment with a padlock. FA1 has been informed of the access code of the lock and is the person responsible for access and control of the Doctor's Kit. The kit shall only be released to qualified medical practitioners or as directed by Medlink. Equipment in the external pouch can be used before/while contacting Medlink.

The Captain must be informed when the kit is used. The Commander must annotate the CAR and make an entry in the Maintenance Log.

FA1 will complete the following forms and repack the kit, together with the forms after use of the kit.

- (1) Request for Medical Services (Double-sided copy. One side is for Dragonair)

Captain's signature is required on this form. The completed form is given to the Medical Practitioner to free him/her from liability upon his/her request.

- (2) Report on Inflight Medical Assistance/First Aid

To be completed by the medical practitioner and FA1.

If syringes or needles from the kit are used, the medical practitioner shall be informed to place the entire used syringe or needle in the Sharp's Box (for disposal of sharp instruments) contained in the Doctor's Kit. The lid of the box should then be closed securely and the box placed back into its original position in the Doctor's Kit.

Reseal the kit by red seal after use.

Restore the kit in its original stowage. When the aircraft returns to base, FA1 will unlock the stowage and hand the kit to the ground engineer.

Apart from the forms, the following documents are also required to be completed by FA1:

1. Cabin defect log
2. Cabin safety report
3. Flight report

8.6 PRE-FLIGHT SERVICEABILITY CHECK

Check that black seals are intact (two on the main case and one on the external pouch). FA1 should also check the padlock can be unlocked and then lock the compartment.

If the kit seals are not intact, check the contents of the kit with another crewmember. Make a list of any items that are missing and record these missing items on the flight report.

CONTENT LIST		
EQUIPMENT	LOCATION	AMT
Acohol Swabs	LID COMPARTMENT	10
Airway, LMA Supreme size 4	POUCH AB – AIRWAY / BREATHING	1
Airway, Oropharynegal Size 0,1,2,4	EXTERANL POUCH	1 each
Alcohol Swabs	POUCH C, POUCH D	2 each
Ampoule Opener	POUCH D – DRUGS / MEDICATIONS	1
Artery Forceps, (Spencer Wells)	POUCH E – EQUIPMENT / PROCEDURES	1
Suroscope	LID COMPARTMENT (Heine Mini Diagnostic Kit)	1
Batteries AAA & AA	LID COMPARTMENT (Pulse Oximeter)	2 each
Cannula : Angiocath 14g	POUCH AB – AIRWAY / BREATHING	1
Cannula: Ported (16g; 18g; 20g)	POUCH C - CIRCULATION/IV	1 each
Dressing – IV site	POUCH C - CIRCULATION/IV	1
Gloves Surgical (S,M,L)	POUCH E – EQUIPMENT / PROCEDURES	1 each
Glucose Testing Strips	EXTERNAL POUCH	1
Intravenous Solution Administration Set	POUCH C – CIRCULATION / IV	1
Lubricant (K-Y Jelly)	POUCH E – EQUIPMENT / PROCEDURES	1
Neddle Hypodermic (19g; 21g; 23g; 25g)	POUCH D – DRUGS / MEDICATIONS	1 each
Obstetrical Kit, (Maternity) Standard Emergency	BASE COMPARTMENT	1

EMERGENCY PROCEDURES MANUAL

FIRST AID EQUIPMENT
REV 60 (29 AUG 12)

EMERGENCY EQUIPMENT

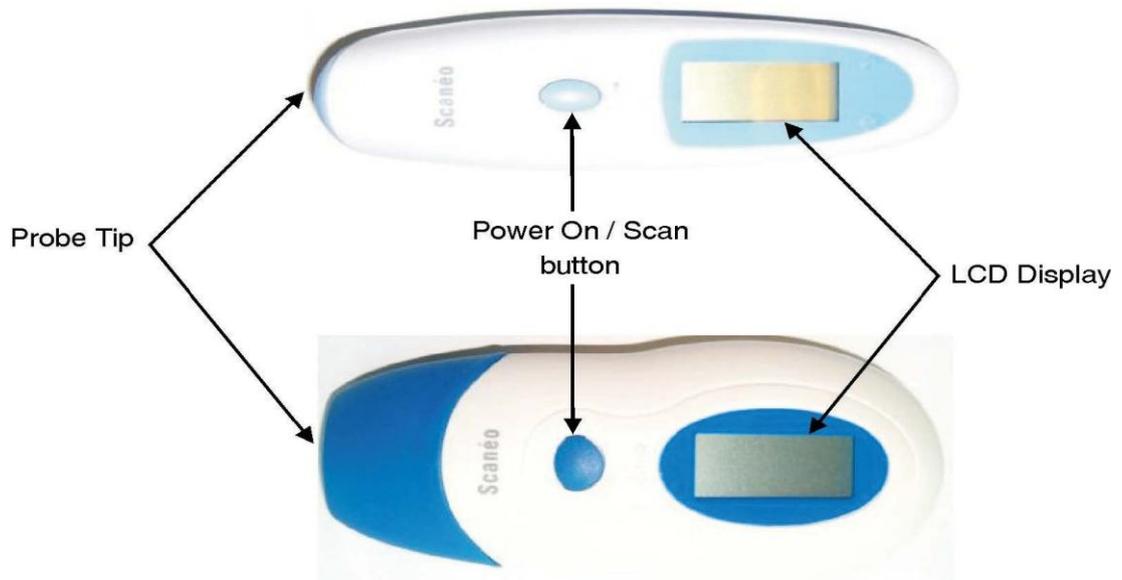
CONTENT LIST		
EQUIPMENT	LOCATION	AMT
Ophthalmoscope	LID COMPARTMENT (Heine Mini Diagnostic Kit)	1
Oximeter, Fingertip LM-800	BASE COMPARTMENT	1
Resuscitator Ambu Single Use (with mask & tube)	EXTERNAL POUCH	1
Scalpel	POUCH E – EQUIPMENT / PROCEDURES	1
Sharps Box	LID COMPARTMENT	1
Sphygmomanometer	EXTERNAL POUCH	1
Steri-Strips 12mm x 100mm	POUCH E - EQUIPMENT/PROCEDURES	3
Stethoscope	EXTERNAL POUCH	1
Suction, Portable Apparatus, (Res-Q-Vac)	BASE COMPARTMENT	1
Suture (Mersilk) with Curved Needle	POUCH E - EQUIPMENT/PROCEDURES	1
Suture Needle Holder / scissor combination	POUCH E - EQUIPMENT/PROCEDURES	1
Syringe Disposable 1ml, 2ml, 10ml, 20ml	POUCH D - DRUGS/MEDICATIONS	1
Syringe Disposable 20ml	POUCH AB - AIRWAY/BREATHING	1
Tape Micropore 1.25cm x 10m	LID COMPARTMENT	1
Tape Micropore 2.5cm x 10m	LID COMPARTMENT	1
Thermometer Feverscan Strip	EXTERNAL POUCH	1
Thermoscan Infrared Digital	EXTERNAL POUCH	1
Tourniquet	POUCH C - CIRCULATION/IV	1
Umbilical Cord Clamp Disposable	BASE COMPARTMENT - MATERNITY KIT	1
Urinary Unisex Catheter (Foleys) Size 12,14	POUCH E – EQUIPMENT / PROCEDURES	1 each
Urine Drainage Bag 2L	POUCH E - EQUIPMENT/PROCEDURES	1

DRUG LIST			
DRUGS/MEDICATION	LOCATION	NO.	AMT
Acetylsalicylic Acid (Aspirin) Tablets 300mg	POUCH D – Inside side Compartment of Orange pouch	Or1	12
Adrenaline: (Epinephrine) 1 in 10,000 10ml (MiniJet)	LID COMPARTMENT	L1	2
Adrenaline: (Epinephrine) 1 in 1,000 1ml	POUCH D – Black Roll up Pouch	B1	1
Atropine Amps 600mcg/ml	POUCH D – Black Roll up Pouch	B2	2
Buccastem 3mg tablets	POUCH D – Inside side Compartment of Orange pouch	Or2	10
Cefotaxime 1G Vial	POUCH D – Black Roll up Pouch	B13	2
Chlorpheniramine Syrup 2mg/5ml (Piriton)	LID COMPARTMENT	L2	1
Chlorphenyramine (Chlorphyrimine) Amps 10mg/ml	POUCH D – Black Roll up Pouch	B6	2
Chlorpromazine (Largactil) Tablets 25mg	POUCH D – Inside side Compartment of Orange pouch	Or3	10
Diazepam (Diazemuls) Amps 10mg/2ml	POUCH D – Black Roll up Pouch	B14	2
Digoxin (Lanoxin) Amps 0.5mg/2ml	POUCH D – Black Roll up Pouch	B16	1
Ergometrine/Oxytocin (Syntometrine) Amp 1ml	POUCH D – Black Roll up Pouch	B4	1
Furosemide Amps 20mg/2ml (Lasix)	POUCH D – Black Roll up Pouch	B5	2
Glucose 50% (D50) 20ml	POUCH D – Black Roll up Pouch	B21	2
Haloperidol , Amps 5mg/ml	POUCH D – Black Roll up Pouch	B7	2
Hydrocortisone Vials 100mg (Solu-Cortef Act-O-Vial)	POUCH D – Black Roll up Pouch	B23	2
Hyoscine (Buscopan) Amps 20mg/ml	POUCH D – Black Roll up Pouch	B18	2
Hypromellose Eye drops	POUCH D – Inside Orange pouch	Or8	1
Isosorbide Dinitrate Spray OR Nitrolingual Spray	LID COMPARTMENT	L3	1
Lignocaine: Gel 2% 30g (Lidocaine)	POUCH D – Inside Orange pouch	Or7	1
Lignocaine: Vial 2% 20ml (Lidocaine)	POUCH D – Inside Orange pouch	Or6	1

DRUG LIST			
DRUGS/MEDICATION	LOCATION	NO.	AMT
Metoprolol (Lopressor) 50mg Tablets	POUCH D – Inside side Compartment of Orange pouch	Or4	20
Morphine Sulphate Amps 10mg/ml	POUCH D – Black Roll up Pouch	B19	2
Naloxone (Narcan) Amps 400mcg/ml	POUCH D – Black Roll up Pouch	B20	2
Nitrolingual Spray OR Isosorbide Spray	LID COMPARTMENT	L3	1
Ondansetron Amps 4mg/2ml	POUCH D – Black Roll up Pouch	L5	1
Salbutamol (Ventolin) Inhaler 100mcg (200 doses)	LID COMPARTMENT	L4	1
Sodium Chloride 0.9% (N. Saline) 500ml I.V. Solution	POUCH C - CIRCULATION/IV	/	2
Sodium Chloride 0.9% (N. Saline) 500ml I.V. Solution	LID COMPARTMENT (Extra)	L5	1
Terbutaline (Bricanyl) Amps 0.5mg/ml	POUCH D – Black Roll up Pouch	B3	1
Tramadol 50mg Capsules	POUCH D – Inside side Compartment of Orange pouch	Or5	10
Water for Injection Amps 10ml	POUCH E - EQUIPMENT/PROCEDURES	/	2
Water for Injection Amps 10ml	POUCH D – Black Roll up Pouch	B8	2

8.7 THERMOMETER IN THE DOCTOR'S KIT**Infrared Forehead Thermometer**

There are two types of Infrared Forehead Thermometer, they have identical features and operations, however they differ visually. Either one of these types will be loaded on the aircraft, together with the Feverscan Strip. A small compartment at the bottom of the external pouch is solely for these Infrared Forehead Thermometers.

i. Features

ii. Operation

- Press the Power ON/Scan button for one second and the system starts its self-testing.
- After the self testing is complete, the last temperature recorded will be displayed on the LCD, which indicates the thermometer is ready for use.
- Ensure that the forehead is clear of hair and maintain a distance (about 3 cm) between the probe tip and the forehead.
- Press and hold the Power ON/Scan button, aim the probe on one side of the temple and move along the forehead until the probe reaches the other side of the temple.
- Release the Power ON/Scan button to obtain the reading. There will be a 'beep' sound, followed by the temperature displayed on the LCD.
- ☺ indicates temperature lower than 38 C (100.4F) 意
- ☹ indicates temperature 38 C (100.4F) or above 意意
- After each scan, clean the lens of the probe with an antiseptic towelette available onboard and return it to the external pouch.
- The unit will turn off automatically in 1 minute.

iii. Low Battery Indication

- The low battery symbol will be shown at the lower part of the screen if the battery is low, however the unit can still be used.
- When the battery power reaches the lowest level, the screen displays "Lo" and the battery symbol blinks. The battery needs to be replaced and the unit cannot be used.
- The FA1 should be informed and CML logged.

NOTES:

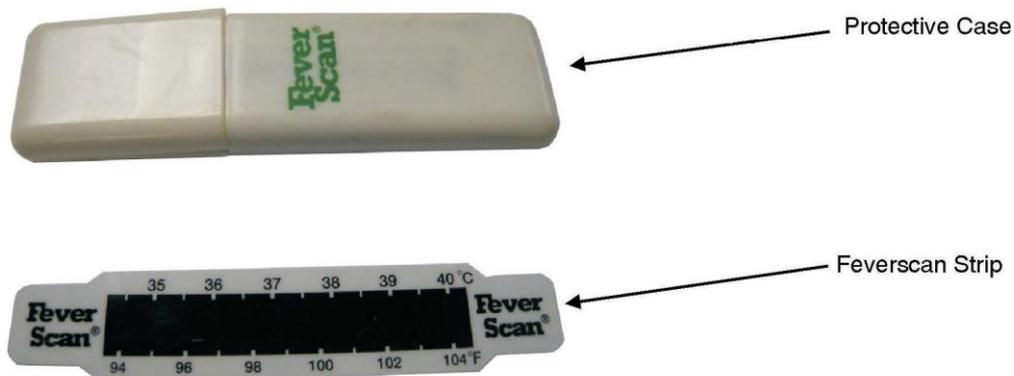
1. Do not use abrasive cleanser or submerge the thermometer in water or other forms of liquid.
2. Do not expose the thermometer to extreme temperature (i.e. near the oven or beverage maker).
3. Do not drop the thermometer.
4. If unserviceable, use the Feverscan Strip. The FA1 should be informed and CML logged.

Thermometer is one the most frequently used medical equipment. If only the Infrared Forehead Thermometer is used, no entry is required on the CML.

Forehead Thermometer Feverscan Strip

It is stored inside the sealed external pouch.

i. Features



ii. Operation

- Remove the Feverscan Strip from the protective case.
- Hold the Feverscan Strip firmly at both ends and press flat against middle of dry forehead for at least 15 seconds.
- Check the temperature while the Feverscan Strip is on the forehead by looking at indicator boxes.
- Green indicates the correct temperature.
- If GREEN does not appear, the temperature will be mid-way between that indicated by the BLUE and BROWN boxes.
- After use, clean the Feverscan Strip with alcohol swab available with the kit and return it to the plastic case.
- Restow the case in the side pocket of the external pouch.

NOTE: The Feverscan Strip is only to be used if the infrared forehead thermometer is **NOT** working/available.



REQUEST FOR MEDICAL SERVICES

The Chief Purser must complete this form when a Doctor, nurse, medical technician or other person (medical volunteer) rendering medical services requests indemnity for providing emergency medical services on board a Dragonair flight.

To: _____
(Name of medical volunteer)

Address: _____

Dragonair hereby requests the above named person to provide medical services to:

Passenger's name: _____

Flight No: _____ From: _____ to _____
On _____
(Day) (Month) (Year)

Dragonair acknowledges that in performing such services, the medical volunteer will be acting on behalf of Dragonair and that in so acting, the medical volunteer will be protected in the event of the passenger (or someone claiming on their behalf) alleging negligence in the provision of the services. This indemnification shall not extend to claims for gross negligence.

(Signature of Captain – on behalf of Dragonair)

(Print name)

TO BE RETAINED BY MEDICAL VOLUNTEER


CATHAY PACIFIC

DRAGONAIR
港龍航空
REPORT ON INFLIGHT MEDICAL ASSISTANCE/FIRST AID

Thank you for your help. May we ask you to assist us further by completing this record form and accepting our gratitude for the services rendered.

Name of physician or person
offering medical assistance _____

Address _____

Country _____

Email address _____

Tel. _____

Qualification or specialty _____

Diagnosis:

Treatment including

Drugs & Quantity administered :

Outcome :

Date:

Recommended follow-up:

Signed:

 FOR COMPLETION BY ISM:

ISM'S Name _____ Doctor's kit No. _____

Patient's Name _____ Age _____ Seat No _____

Address _____ Flt. No _____ Date _____

_____ Seal No _____

- *REPLACE WHITE COPY OF THIS FORM IN DOCTOR'S KIT AFTER COMPLETION*
- *Yellow copy – for medical volunteer*
- *Pink copy – for ambulance personnel or patient's physician*

9. PNEUMA SPLINT (INFLATABLE SPLINT)**9.1 DESCRIPTION & USE**

4 types of splints for immobilization of fractures, open wounds and dislocation.

9.2 LOCATION (A320)

2 packs in overhead locker aft of R1

9.3 LOCATION (A321)

2 packs in overhead locker aft of R1.

9.4 LOCATION (A330)

a. 1 in overhead locker aft of R1.

b. 1 in R4 stowage compartment.

9.5 OPERATION

Fit the splint prior to operation.

Pull out the red valve on the splint for inflation and close the valve by pushing inward.

A close watch on the patient must be kept at all times, especially for possible adjustment of splint pressure should cabin pressure vary with climb or descent. The Captain must be informed when splints are used and details of use recorded in the Cabin Flight Report.

9.6 PRE-FLIGHT SERVICEABILITY CHECK

Check quantity.

9.7 PRECAUTION

Do not use inflatable splints on open fractures.

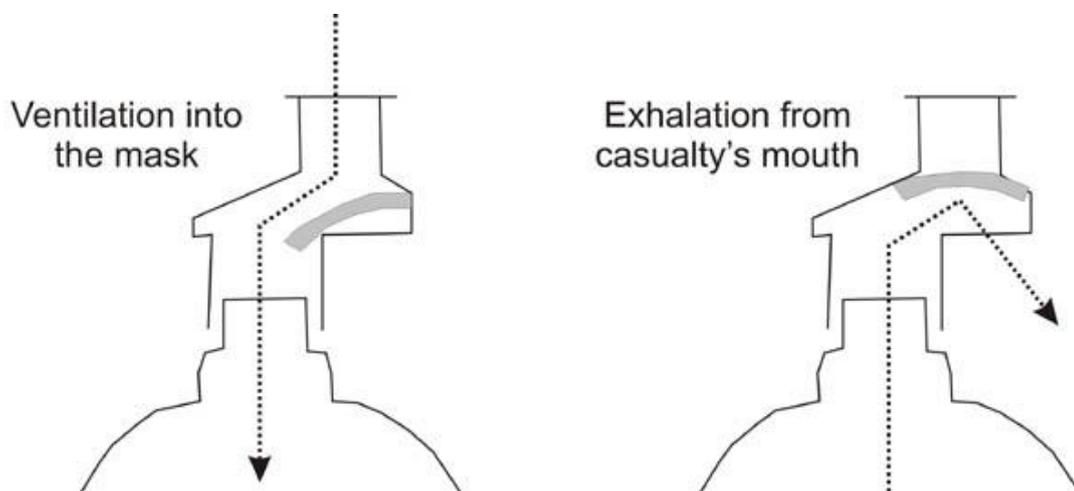
10. POCKET MASK AND GLOVES KIT

10.1 DESCRIPTION & USE

The Pocket Mask and Gloves Kit contains a pocket mask and two pairs of examination gloves. The Kit is primarily designed for mouth-to-mask ventilation of a non-breathing casualty.



The pocket mask combines a one-way valve with a disposable hydrophobic filter to help prevent the passage of liquids and secretions. During resuscitation, the distance to the patient allows the rescuer to check casualty's mouth colour, secretions and chest movement.



The use of gloves protects the user from contact with any kind of body fluids from the casualty.

10.2 LOCATION (A320)

- a. 1 under L1 attendant seat
- b. 1 under L1A attendant seat
- c. 1 under L2 attendant seat
- d. 1 under swivel seat

10.3 LOCATION (A321)

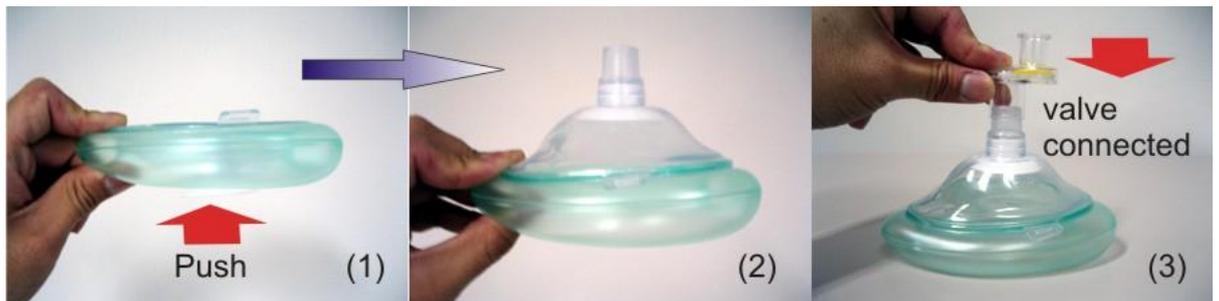
- a. 1 under L1 attendant seat
- b. 1 under L2 attendant seat
- c. 1 under L3 attendant seat
- d. 1 under L4 attendant seat

10.4 LOCATION (A330)

- a. 1 under L1 attendant seat
- b. 1 under L2 attendant seat
- c. 1 under L3 attendant seat
- d. 1 under L4 attendant seat

10.5 OPERATION

- a. Put on the examination gloves.
- b. Open the case and push out dome of the mask. Attach the one-way valve to mask port.



- c. Ensure the airway of casualty is opened.
- d. Place the mask over the casualty's mouth and nose. Position the end marked 'nose' over patient's nose.

(For infant, the mask will be reversed so that 'nose' end is placed under the chin.)



- e. Press the mask firmly on the casualty's face to ensure there is no air leakage during resuscitation.
- f. Blow air into the tube and check for chest inflation. After the blow remove your mouth to allow casualty to exhale.
- g. After use, place the mask back to the case and return it to the pouch. Reseal the pouch with red seal. Gloves should be disposed after use. FA1 is to fill out the necessary documents including Flight Report, Cabin Maintenance Log and Cabin Safety Report.

10.6 PRE-FLIGHT SERVICEABILITY CHECK

Blue seal intact.

11. BIOHAZARD KIT

11.1 DESCRIPTION

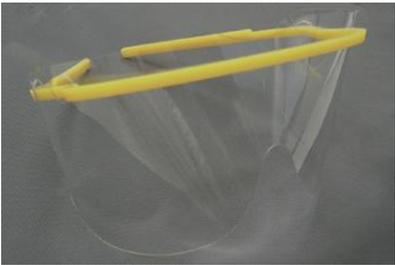
The Biohazard Kit is for Cabin Crew to use to protect themselves against contamination from possible infectious substances when dealing with a medical situation.



Each Biohazard Kit contains two identical packs, each pack contains the following:

<p>a. Dry powder (2 packs)</p> <ul style="list-style-type: none"> • This powder can convert small liquid spills into a granulated gel e.g. for semi solids such as vomit. • Use the dry powder to solidify the vomit. • Then use the pan with scraper to scoop up the solidified vomit. 	
<p>b. Disinfectant spray (1 bottle)</p> <ul style="list-style-type: none"> • For disinfecting the affected area. 	

EMERGENCY EQUIPMENT

<p>c. Skin wipes (5 pieces)</p> <ul style="list-style-type: none"> • For wiping off contaminants. 	
<p>d. Pick-up Scoop (Pan) with Scraper (1 set)</p> <ul style="list-style-type: none"> • For removing any semi solid or solid waste. 	
<p>e. Disposable eye shield (3 pieces)</p> <ul style="list-style-type: none"> • To protect the user in cases where there is a possibility of body fluids splashing or spraying onto the user's face and eyes. 	
<p>f. Disposable gloves (3 pairs)</p> <ul style="list-style-type: none"> • To protect the user when dealing with blood or other body fluids. 	
<p>g. Disposable mask (3 pieces)</p> <ul style="list-style-type: none"> • To protect the user when attending to a passenger with respiratory problems. 	
<p>h. Disposable apron (3 pieces)</p> <ul style="list-style-type: none"> • To protect the user's clothing from any body fluids. 	

<p>i. Incontinent sheet (2 sheets)</p> <ul style="list-style-type: none"> • For absorbing any body fluid. • Place the absorbent side of the sheet under the area where fluids are being expelled from the body (where the casualty is sitting or lying down). • Measurement: 28 in. (72cm) long and 23 in. (59cm) wide 	
<p>j. Biohazard waste bag (2 pieces – orange)</p> <ul style="list-style-type: none"> • To be used as a waste container for all contaminated items. • Each bag comes with 2 white seals to tie up the Biohazard Waste Bag after use. 	
<p>k. Ground mat (1 piece)</p> <ul style="list-style-type: none"> • To provide protection for the surrounding floor against body fluid contamination. • Place the mat on the floor, under the passenger, when performing CPR or other first aid procedures where there is a possibility of body fluids being expelled from the person. • Measurement: 70 in. (173cm) long and 36 in. (92cm) wide 	

11.2 LOCATION (A320)

1 in dog house forward of R2

On A32M aircraft:

1 in overhead locker forward of R2

11.3 LOCATION (A321)

1 in dog house forward of R4

11.4 LOCATION (A330)

1 in R4 stowage compartment

11.5 OPERATION

a. FA1 must be informed of the use of the kit.

b. For appropriate disposal of bio-waste:

EMERGENCY EQUIPMENT

- i. Place all used items (including items that are contaminated) into the Biohazard Waste Bag.
- ii. Tie the bag with the white seal provided and stow it inside a lavatory. Lock the lavatory from outside and affix a U/S sticker on the lavatory door. Do not use the lavatory for the remainder of the flight.
- c. Reseal the Biohazard Kit with a red seal and place it back in its original stowage.
- d. After the aircraft lands, FA1 must inform the Ground Engineer about the location of the used Biohazard Waste Bag. The Ground Engineer will inform the cleaners for disposal of the Biohazard Waste Bag based on local Port Health guidelines.

11.6 PRE-FLIGHT SERVICEABILITY CHECK

White seal intact

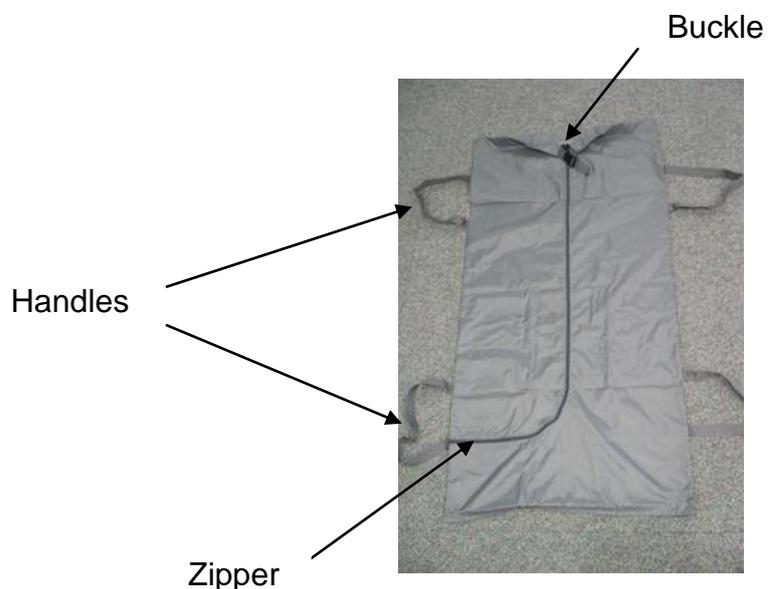
12. BODY BAG

12.1 DESCRIPTION

A Body Bag is available for the containment of body fluids that may be expelled from a deceased person.



The Body Bag is dark-grey in color, lightweighted (2.65lbs/1.2kg) and made of moisture absorbent material. There is a clip on buckle with an adjustable strap. There is also a zipper and four handles. The Body Bag measures 64 inches (163cm) long and 32 inches (81cm) wide.



12.2 LOCATION (A320)

1 in dog house forward of R2

On A32M aircraft:

1 in overhead locker forward of R2

12.3 LOCATION (A321)

1 in dog house forward of R4

12.4 LOCATION (A330)

1 in R4 stowage compartment

12.5 OPERATION

- a. FA1 must be informed of the use of the Body Bag.
- b. Wear the gloves and apron placed in the Biohazard Kit.
- c. Place the body on the floor in an area with sufficient space to place the Body Bag next to it.
- d. Unbuckle and pull on the 'clip end' of the strap to adjust the top of the Body Bag to the approximate chest size of the body.
- e. Unzip the Body Bag and open it as much as possible.



- f. Roll in one side halfway.



EMERGENCY PROCEDURES MANUAL

EMERGENCY EQUIPMENTFIRST AID EQUIPMENT
REV 60 (29 AUG 12)

- g. Turn the body on its side, away from the Body Bag. Beware of body fluid being expelled from the mouth or nose. Slide the Body Bag in towards the body with the rolled side as close as possible to the body. Ensure that the lowest part of the Body Bag is aligned or slightly lower than the person's feet. This will allow the legs to be placed inside afterwards.



- h. Roll the body onto its opposite side and unroll the side of the bag.



- i. Return the body to a face-up and place the feet inside the Body Bag. Zip up the bag and fasten the buckle around the waist or the chest of the body. Tighten the strap further if the bag is loose around the upper body.



- j. Move the body to a passenger seat using the handles on the Body Bag and lift the body onto the seat. A minimum of two people should perform this action.
- k. Secure the body with the seatbelt. Additional CRD(s) may be used to secure the upper body and prevent it from leaning forward.
- l. Dispose of the outer bag along with any other contaminated items in the Biohazard Waste Bag.

NOTES:

- a. FA1 should record the seat number in the Cabin Maintenance Log (CML) for seat cleaning purposes.
- b. The body is not to be placed in the lavatory.
- c. Be sensitive to the emotional needs of the travelling companion(s).

12.6

PRE-FLIGHT SERVICEABILITY CHECK

White seal intact

7.3.3 EVACUATION AND DITCHING EQUIPMENT

1. EMERGENCY LOCATOR TRANSMITTER (ELT)

1.1. DESCRIPTION & USE

The emergency locator transmitter is a self energised transmitter (RESCU 406S). It transmits simultaneously on 121.5 MHz, 243 MHz and 406.025 MHz. It is equipped with a self-erecting antenna and a 60 feet lanyard cord. The antenna is secured by a water soluble tape on the side of the beacon. On immersion in water, the tape breaks allowing the antenna to erect under spring tension. Water also activates the battery in the lower section of the beacon. The battery provides power for approximately 50 hours (minimum) transmission for 121.5 MHz and 243 MHz, 24 hr (minimum) for 406.025 MHz. A quick release handle at the top end of the beacon allows a quick removal of the beacon from the stowage bracket.

A new model RESCU 406SE has been uploaded on some aircrafts. It will gradually become the standard ELT. It looks almost the same as the existing ELT except for the following.

- There are four modes at the base of the ELT which are TEST, XMT (transmit), OFF and ARM. The ELT will be placed in ARM position once installed on the aircraft.
- On land, turn the rotary switch to the XMT position to manually activate the ELT.
- It will be automatically activated when immersed in fresh or salt water. Hence, no pouch of salt is carried.
- A small LED indicator is on top of the ELT. It flashes white when the ELT is activated.

1.2. LOCATION (A320)

- a. 1 mounted on lavatory wall next to L2 attendant seat.

1.3. LOCATION (A321)

- a. 1 mounted on lavatory wall next to L4 attendant seat.

1.4. LOCATION (A330)

- a. 1 in L4 stowage compartment.

On A33A and A33L aircraft:

- b. 1 in closet forward of L2.

On A33C and A33R aircraft:

- b. 1 in overhead locker forward of L2.

1.5. OPERATION

Pull the red tab and pull the quick release handle to release the ELT.

- a. At sea
 - i. Check the rotary switch in the ARM position (step i is for 406SE only).
 - ii. Unroll free end of cord at bottom of beacon.
 - iii. Tie cord assembly securely to the slideraft.
 - iv. Place beacon in the water.

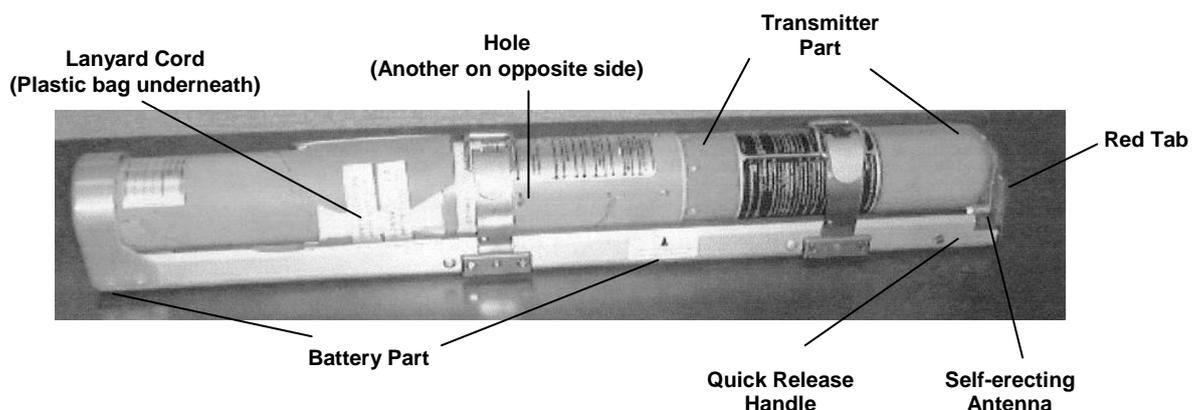
- v. After approximately 10 seconds, the flashing LED light on top of the ELT will be visible (step v is for 406SE only)/the beacon will operate automatically in 5 seconds in salt water (for 406S only) and may drift up to the length of the cord.
- b. On land
- 406S
- i. Break the tape securing the antenna. This will allow the antenna to erect.
 - ii. Break the tape holding the red lanyard and pull clear of the beacon.
 - iii. Unroll the plastic bag under the lanyard.
 - iv. Insert the lower part of the beacon into the plastic bag and pour in approximately one litre of water and mix with salt. A small pouch of salt (20ml) is kept with the plastic bag under the cord.
 - v. Place beacon in an open area and prop upright so liquid does not spill. Shake liquid well from time to time.
- 406SE
- i. Turn the rotary switch to the XMT position. The flashing LED light on top of the ELT will be visible immediately.
 - ii. Break the tape securing the antenna. This will allow the antenna to erect.
 - iii. Break the tape holding the red lanyard and pull clear of the beacon.
 - iv. Place beacon in an open area.

After rescue, place beacon upside down to cease the transmission (406S)/ turn the rotary switch to OFF position to stop the transmission of any distress signals (406SE).

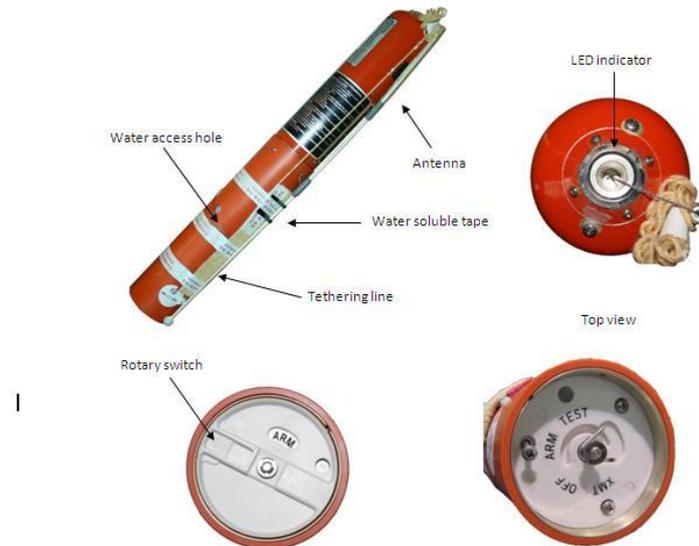
1.6. PRE-FLIGHT SERVICEABILITY CHECK

Item in position

RESCU 406S



RESCU 406SE



2. ADULT LIFE JACKET

2.1. DESCRIPTION & USE

Adult life jacket is suitable for use by persons from an age of 2 years and up. The life jacket is completely reversible and usable from either side. It is designed to support the wearer in a relaxed or unconscious upright position with face up attitude. Each life jacket is fitted with an inflation system, a whistle and a light.

The following life jackets are available on board.

- a. Strap type with single chamber
The waist strap shall be tied securely around the waist at side with a double bow. This type will gradually be replaced.
- b. Buckle type with single chamber
It differs from the strap type in that a buckle is fitted at the end of waist strap. It will gradually become the standard on all fleet.
- c. Buckle type with double chamber
This type is only available on A32M and is for the interim period. It differs from (b) in that it is double chamber, and hence fitted with 2 inflation tubes and 2 toggles.

2.2. OPERATION

Pass the life jacket over the head and securely tie/ buckle up the waist strap. To inflate the life jacket, pull the red toggle thereby discharging the CO₂ cartridge. An inflation tube is also provided to top up the life jacket. It can also be used to inflate the chamber in the event of malfunction of the mechanical system. Life jacket should be inflated at the door area before passenger leaving the aircraft.

2.3. LOCATION (A320/1 & A330)

One under each passenger seat inside a pouch.

2.4. SPARE ADULT LIFE JACKET

On A320/1 and A330 (except A33C) aircrafts, 5 spare adult life jackets are available.

On A33C aircraft, 6 spare adult life jackets are placed in 2 Flotation Equipment Bags (FEB).

All spare adult life jackets must be the same kind that match the passenger life jackets loaded on board.

2.5. LOCATION (A320/1)

5 in L1 stowage compartment 203.

On A32M aircraft:

5 in overhead locker aft of L1.

2.6. LOCATION (A330)

5 in R4 stowage compartment.

On A33C aircraft:

a. 3 in centre left overhead locker forward of galley 5.

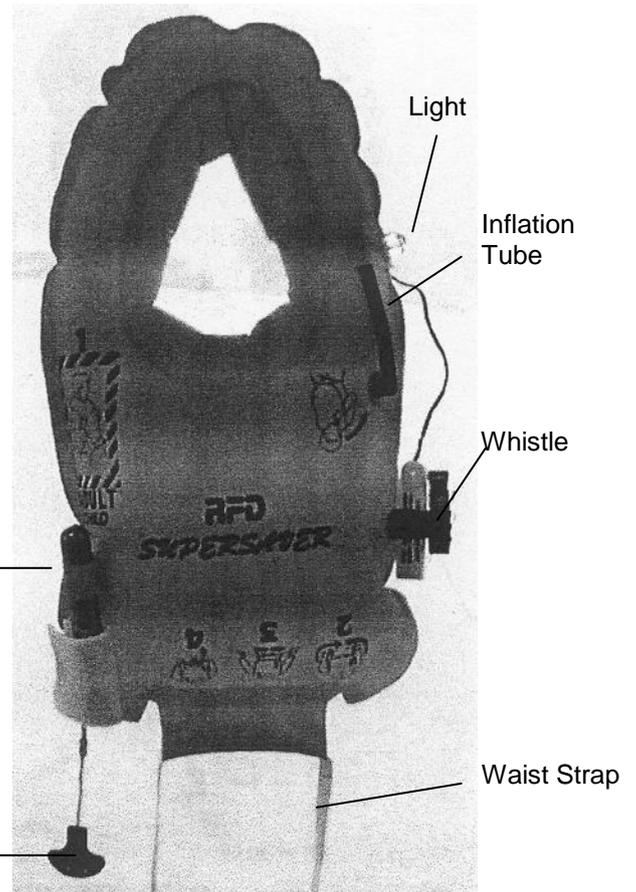
b. 3 in centre right overhead locker forward of galley 5.

NOTE: Infant life jackets, baby survival cots and adult spare life jackets are stored in the Flotation Equipment Bag (FEB).

2.7. PRE-FLIGHT SERVICEABILITY CHECK

A320/1 and A330 (except A33C) - check quantity.

A33C – check blue seal intact on the FEB.



CO2 Cartridge

Red Toggle

Light

Inflation Tube

Whistle

Waist Strap

3. INFANT LIFE JACKET

3.1. DESCRIPTION & USE

The infant life jacket caters for infants aged below 2 years old. It is similar to the adult life jacket and is equipped with a CO2 cartridge, an inflation tube, a water activated sea light, a lifeline. The major differences are the additional items of a lifting bracket and a life line. The infant life jacket is not reversible.

The following life jackets are available on board.

- a. Strap type with single chamber
The waist strap shall be tied securely around the waist at side with a double bow. This type will gradually be replaced.
- b. Buckle type with single chamber
It differs from the strap type in that a buckle is fitted at the end of waist strap. It will gradually become the standard on all fleet.

3.2. LOCATION (A320)

10 are positioned inside dog house forward of R2.

On A32M aircraft:

10 are positioned in overhead locker forward of R2.

3.3. LOCATION (A321)

10 are positioned inside dog house forward of R4.

3.4. LOCATION (A330)

a. 6 in left dog house forward of aft center.

b. 6 in right dog house forward of aft center

c. 4 in triangular compartment of left dog house forward of aft center.

d. 4 in triangular compartment of right dog house forward of aft center.

On A33L aircraft:

a. 10 in left dog house forward of galley 5.

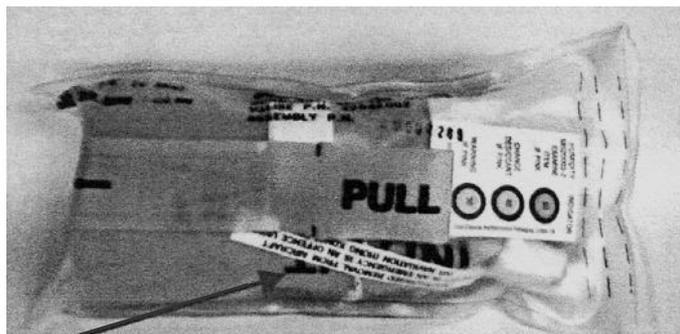
b. 10 in right dog house forward of galley 5.

On A33C aircraft:

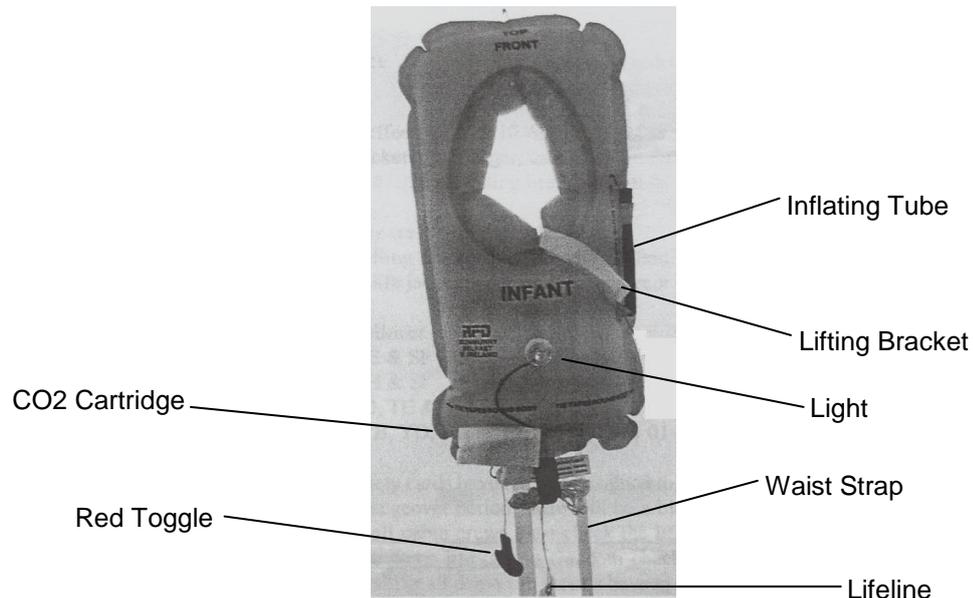
a. 10 in centre left overhead locker forward of galley 5.

b. 10 in centre right overhead locker forward of galley 5.

NOTE: Infant life jackets, baby survival cots and adult spare life jackets are stored in the Floatation Equipment Bag (FEB).



The word “INFANT” is clearly marked on the pouch to differentiate it from the adult life jacket.

**3.5. OPERATION**

Same as adult life jacket.

3.6. PRE-FLIGHT SERVICEABILITY CHECK

A320/1 and A330 (except A33C) - check quantity.

A33C – check blue seal intact on the FEB.

4. CREW LIFE JACKET**4.1. DESCRIPTION & USE**

Crew life jackets carried are identical to life jackets carried for adult passengers.

The following life jackets are available on board.

- a. Strap type with single chamber
The waist strap shall be tied securely around the waist at side with a double bow. This type will gradually be replaced.
- b. Buckle type with single chamber
It differs from the strap type in that a buckle is fitted at the end of waist strap. It will gradually become the standard on all fleet.
- c. Buckle type with double chamber
This type is only available on A32M and is for the interim period. It differs from (b) in that it is double chamber, and hence fitted with 2 inflation tubes and 2 toggles.

4.2. LOCATION (A320/1 & A330)

- a. 4 in the cockpit.
- b. 1 is provided at each attendant seat.

4.3. OPERATION

Same as the passengers' life jackets.

4.4. PRE-FLIGHT SERVICEABILITY CHECK

In position.

5. OVER WATER FLIGHTS

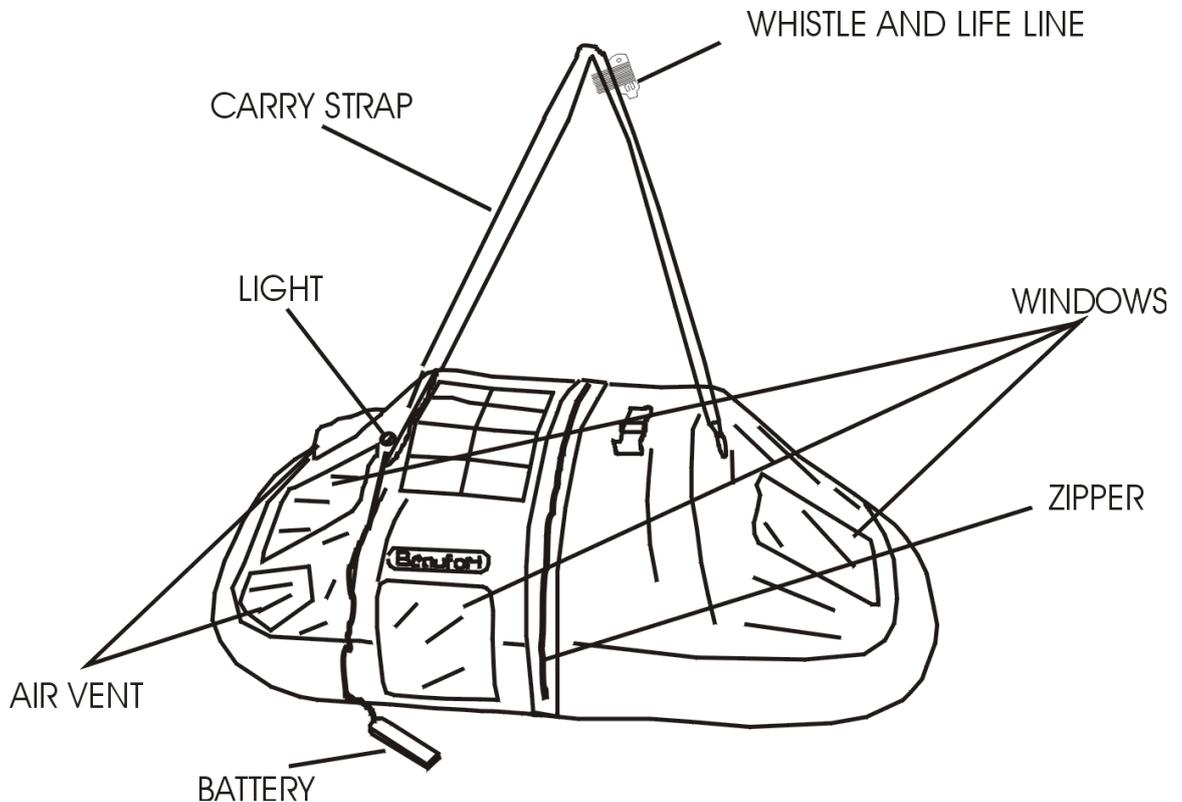
In addition, if the aircraft is to be over water and more than 90 minutes flying time in still air at the cruising speed specified in the Flight Manual or more than 400 n.miles from the nearest airport at which an emergency landing can be made ;

- a. Liferafts must be carried with the following items of equipment:-
- i. A sea anchor.
 - ii. Life lines and means of attaching one dinghy to another.
 - iii. Paddles or other means of propulsion.
 - iv. Means of protecting the occupant from the elements.
 - v. A water proof torch.
 - vi. Marine type pyrotechnical distress signals.
 - vii. Means of making sea water drinkable. (sufficient to provide 0.5 litre of water for each 4 or proportion of 4 persons the liferaft is designed to carry.)
 - viii. First aid equipment.
 - ix. 100g of glucose toffee tablets for each 4 or proportion of 4 persons the liferaft is designed to carry.

NOTE : Item vi to ix inclusive shall be contained in a pack.

- b. The number of survival beacon radio apparatus carried when the aircraft is carrying the number of liferafts specified in column 1 of the following table shall be not less than the number specified in, or calculated in accordance with, column 2.

Column 1	Column 2
Not more than 8 liferafts	2 survival beacon radio apparatus
For every additional 4 or proportion of 4 liferafts	1 additional survival beacon radio apparatus

6. BABY SURVIVAL COT**6.1. DESCRIPTION & USE**

Baby survival cots are provided for infants under the age of 2 years. The cot consists of a buoyancy chamber, hood, apron and floor. The buoyancy chamber incorporates a semi-circular arch to support the hood and apron when the cot is inflated. The cot is inflated by a carbon dioxide cylinder. A water-activated battery and light allow the cot to be located in the dark.

Baby survival cot must be distributed to parents/guardian during cabin preparation with appropriate instruction given to them. The cot should be stowed unopened under seat in the life jacket stowage by parents/guardian and to be used after landing on water.

6.2. LOCATION (A320/1)

2 in L1 stowage compartment.

On A32M aircraft:

2 in overhead locker aft of L1

6.3. LOCATION (A330)

a. 2 in left dog house forward of aft center

b. 2 in right dog house forward of aft center

On A33L aircraft:

a. 2 in left dog house forward of galley 5.

b. 2 in right dog house forward of galley 5.

On A33C aircraft:

a. 2 in centre left overhead locker forward of galley 5.

b. 2 in centre right overhead locker forward of galley 5.

NOTE: Infant life jackets, baby survival cots and adult spare life jackets are stored in the Flootation Equipment Bag (FEB) on A33C.

6.4 OPERATION

a. Remove cot from container.

b. Inflate by pulling the red toggle.

c. Place baby in cot wrapped in a blanket and secure baby by the waistcoat inside the cot.

d. Zip up the canopy.

e. Ensure air vents at back of hood are open and clear.

6.5 PRE-FLIGHT SERVICEABILITY CHECK

A320/1 and A330 (except A33C) - check quantity.

A33C – check blue seal intact on the FEB.

7. **ADDITIONAL SURVIVAL PACK**

7.1 **DESCRIPTION & USE**

The additional survival packs contains the following survival equipment:

- a. 6 boxes of emergency ration containing candies, vitamin pills and chewing gum.
- b. One plastic water bag, provided for filling from the aircraft water systems prior to a prepared ditching. After filling, the bag should be sealed tightly by use of the strap provided and restored adjacent to each survival kit for the landing, after which both the kit and the water bag should be placed in each adjacent raft.
- c. 3 desalting kits.

Instructions for making drinkable water out of seawater are clearly defined on each kit. Each kit contains 8 blocks of desalting chemical each will remove most of the salt out of a specific amount of sea water, usually a pint. The desalting kit should only be used when no other source of drinking water is available.

TO USE

- a. Remove and unroll the plastic mixing bag. Fill to the indicator mark with seawater, near the 16 oz mark.
- b. Unwrap one chemical block and drop it into the bag. Fasten the top of the mixing bag by rolling down the bag and snapping it shut.
- c. Agitate for at least 60 minutes, unscrew the drain at the bottom of the mixing bag and drain fluid directly into mouth or a container.
- d. When water is consumed, rinse out the bag in the sea and repeat the process as required.

NOTE: A length of tape is provided to repair small cuts in the bag. If the bag is lost, the tin can be used for mixing the chemical. However, the fluid must be strained by stretching a handkerchief or similar material across the top of the tin.

7.2 **LOCATION**

- a. 1 in overhead locker aft of L1
- b. 1 in overhead locker aft of R1
- c. 1 in upper closet forward of L2
- d. 1 in upper closet forward of R2
- e. 1 in upper closet forward of L3
- f. 1 in upper closet forward of R3
- g. 1 in L4 stowage compartment
- h. 1 in R4 stowage compartment

On A33R aircraft:

- c. 1 in overhead locker forward of L2
- d. 1 in overhead locker forward of R2
- e. 1 in overhead locker forward of L3
- f. 1 in overhead locker forward of R3

On A33C aircraft:

- a. 1 in overhead locker aft of L1
- b. 1 in overhead locker aft of R1
- c. 1 in overhead locker aft of L2
- d. 1 in overhead locker aft of R2
- e. 1 in L4 stowage compartment
- f. 1 in R4 stowage compartment

NOTE: Total 6 Additional Survival Packs on A33C at door 1, 2 and 4 area.

7.3

PRE-FLIGHT SERVICEABILITY CHECK

Blue seal intact.

7.3.4 MISCELLANEOUS EQUIPMENT**1. EMERGENCY TORCH****1.1. DESCRIPTION & USE**

Dry battery powered torches are fitted on A320/1 and A330.

DME torch is fitted on A33C only. It is mounted on a bracket. It will be activated once removed from the bracket. Returning the torch to the bracket will turn off the light. A red light indicates its serviceability.

1.2. LOCATION (A320)

- a. 2 in the cockpit.
- b. 1 under L1 attendant seat.
- c. 1 under L1A attendant seat.
- d. 1 under L2 attendant seat.
- e. 1 under the swivel seat.
- f. 1 under R2 attendant seat.
- g. 1 under R2A attendant seat.

1.3. LOCATION (A321)

- a. 2 in the cockpit.
- b. 1 under L1 attendant seat.
- c. 1 under L1A attendant seat.
- d. 1 under each of the following attendant seat:
 - L2, L3, L4
 - R3
 - the swivel seat
- e. 1 under R4 attendant seat.
- f. 1 under R4A attendant seat.

1.4. LOCATION (A330)

- a. 3 in the cockpit.
- b. 1 under each of the following attendant seat:
 - L1, L1A, L1B, R1
 - L2, R2
 - L3, R3
 - AC
 - L4, L4A, L4B, R4, R4A, R4B

On A33C aircraft:

- b. 1 under each of the following attendant seat:
 - L1, L1B, R1
 - L2, R2
 - L3, R3
 - L4, L4A, R4, R4A
- c. 1 mounted on lavatory wall next to R1 attendant seat.
- d. 1 mounted on lavatory wall aft of R2.
- e. 1 mounted on sidewall of galley 7.

NOTE: Torches fitted under crew seat are DME type with indication light while the one mounted in the cockpit closet, cabin bulkhead and galley are dry battery powered torches. DME torch is for emergency use only. Total 17 Torches on A33C.

1.5. **PRE-FLIGHT SERVICEABILITY CHECK**

Check item in position for both types and red light flashes on DME torch.

2. **MEGAPHONE**

2.1. **DESCRIPTION & USE**

Battery-powered portable megaphones are provided. They can be used in the aircraft should the PA system fail, or outside the aircraft to assist crowd control.

2.2. **LOCATION (A320)**

- a. 1 in the overhead stowage facing the L1 attendant station.
- b. 1 in overhead locker forward of L2.

On A32M aircraft:

- a. 1 in overhead locker aft of L1.

2.3. **LOCATION (A321)**

- a. 1 in the overhead stowage facing the L1 attendant station.
- b. 1 in overhead locker forward of L4.

2.4. **LOCATION (A330)**

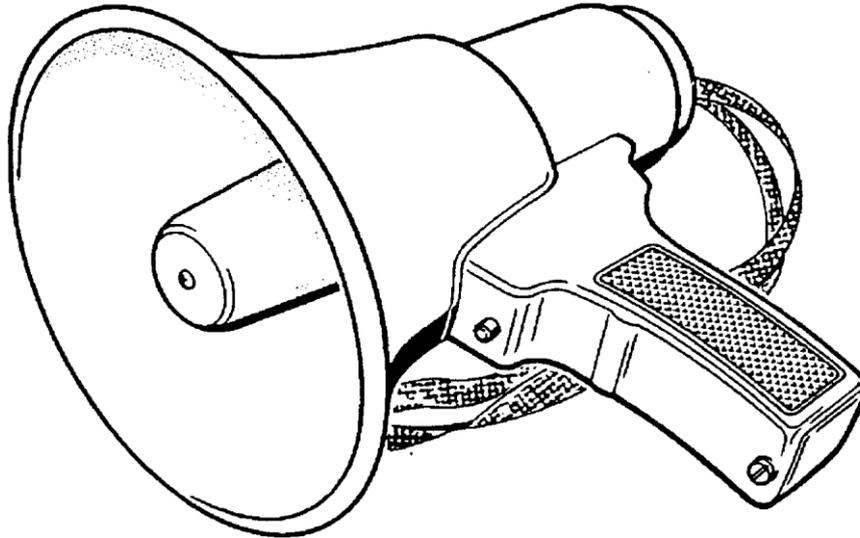
- a. 1 at L1 attendant station.
- b. 1 in overhead locker aft of L2.
- c. 1 in L4 stowage compartment.

On A33C aircraft:

- b. 1 in L2 stowage compartment.

2.5. OPERATION

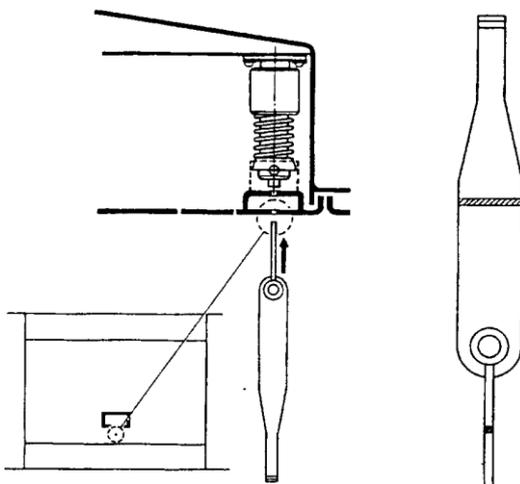
Hold the megaphone up and point it towards the passengers. Press the PUSH-TO-TALK button at the handgrip. Speak into the mouthpiece slowly in a strong and confident voice.

**2.6. PRE-FLIGHT SERVICEABILITY CHECK**

Item in position.

3. MANUAL RELEASE TOOL**3.1. DESCRIPTION & USE**

For opening the covers of the passenger emergency oxygen units, a manual release tool is provided. The pin end of the tool is for opening of the oxygen containers.



3.2. LOCATION (A320)

- a. 1 under L1 attendant seat.
- b. 1 under L1A attendant seat.
- c. 1 under L2 attendant seat.
- d. 1 under the swivel seat.

3.3. LOCATION (A321)

- a. 1 under L1 attendant seat.
- b. 1 under L1A attendant seat.
- c. 1 under L2 attendant seat.
- d. 1 under L3 attendant seat.
- e. 1 under R3 attendant seat.
- f. 1 under L4 attendant seat
- g. 1 under R4 attendant seat.
- h. 1 under the swivel seat.

3.4. LOCATION (A330)

- a. 1 under L1A attendant seat.
- b. 1 under L2 attendant seat.
- c. 1 under R2 attendant seat.
- d. 1 under L3 attendant seat.
- e. 1 under R3 attendant seat.
- f. 1 under L4 attendant seat
- g. 1 under R4 attendant seat.

On A33C aircraft:

- a. 1 each under L1 and R1 attendant seat.

NOTE: Total 8 Manual Release Tool on A33C.

3.5. OPERATION

The hole in the door of the overhead passenger oxygen unit permits the insertion of the “pin end” of the special tool. This pin pushes against the solenoid rod, unlatching the door.

3.6. PRE-FLIGHT SERVICEABILITY CHECK

Item in position.

4. EXTENSION SEAT BELT AND CHILD RESTRAINT DEVICE (CRD)**4.1. DESCRIPTION & USE**

Extension seat belts are carried to accommodate passengers whose size makes it impractical to use the standard seat belt. Child restraint devices (CRD) are used to secure infants under two years of age to the parent/guardian. It must be worn during take off, landing, when the seat belt sign is on or when instructed to do so by the Captain. The parent/guardian must be in the same travelling group as the infant. Cabin Crew or other passengers (including staff passengers) must not use the device to secure the infant on behalf of the parent/guardian.

In circumstances where a child has reached the age of 2 but is under 3 years old and less than 15kg, the device can be given when requested by the parent/guardian and used to secure the child to the adult.

The only difference between extension seat belt and CRD is that CRD has a loop for the passenger seat belt to pass through.



Extension Seat Belt



CRD

4.2. LOCATION (A320 except B-HSO, B-HSP and A32M)

8 extension seat belts :

- a. 4 in L1 stowage compartment.
- b. 4 in dog house forward of L2.

12 child restraint devices :

- a. 6 in L1 stowage compartment.
- b. 6 in dog house forward of L2

4.3. LOCATION (A321)

10 extension seat belts:

- a. 5 in L1 stowage compartment.
- b. 5 in dog house forward of L4.

12 child restraint devices :

- a. 6 in L1 stowage compartment.
- b. 6 in dog house forward of L4.

4.4. **LOCATION (A330)**

10 extension seat belts:

- a. 5 in doghouse forward of R2.
- b. 5 in R4 stowage compartment.

On A33A and A33L aircraft:

- a. 5 in right doghouse forward of galley 2.

On A33C aircraft:

- a. 5 in L2 stowage compartment.
- b. 5 in last centre right overhead locker forward of galley 5.

24 child restraint devices :

- a. 12 in doghouse forward of R2.
- b. 12 in R4 stowage compartment.

On A33A and A33L aircraft:

- a. 12 in left doghouse forward of galley 2.

On A33C aircraft:

- a. 12 in L2 stowage compartment.
- b. 12 in last centre right overhead locker forward of galley 5.

4.5. **OPERATION**

a. Extension Seat Belt

- i. Connect the extension seat belt to the original seat belt and adjust.

b. Child Restraint Device

- i. Pass the adult seat belt through the loop of the child restraint device and adjust.

4.6. **PRE-FLIGHT SERVICEABILITY CHECK**

Check quantity.

5. CHILD RESTRAINT DEVICE (CRD)/EXTENSION SEAT BELT**5.1. DESCRIPTION & USE**

CRD/extension seat belt serves dual purposes of CRD and extension seat belt.

CRD/Extension seat belts are used to secure infants under two years of age to the parent/guardian. It must be worn during take off, landing, when the seat belt sign is on or when instructed to do so by the Captain. The parent/guardian must be in the same travelling group as the infant. Cabin Crew or other passengers (including staff passengers) must not use the device to secure the infant on behalf of the parent/guardian.

In circumstances where a child has reached the age of 2 but is under 3 years old and less than 15kg, the device can be given when requested by the parent/guardian and used to secure the child to the adult.



CRD/Extension Seat Belt

5.2. LOCATION (A320 B-HSO, B-HSP and A32M only)

- a. 13 in L1 stowage compartment.
- b. 13 in dog house forward of L2.

On A32M aircraft:

- a. 6 in overhead locker aft of L1.
- b. 6 in overhead locker forward of L2.

5.3. OPERATION

To use as an extension seat belt, connect it to the original seat belt and adjust. To use it as CRD, it is secured to the passenger seat belt by passing one end of the passenger seat belt through the loop of the device and then fastening the passenger seat belt. The CRD/extension seat belt is then fastened around the infant.

5.4. PRE-FLIGHT SERVICEABILITY CHECK

Check quantity.

6. DEMONSTRATION KIT**6.1. DESCRIPTION & USE**

The demonstration kit consists of an oxygen mask from the emergency oxygen unit, a demonstration life jacket and a demonstration seat belt. Items inside the demonstration kit are used for the pre-flight safety briefing.

6.2. LOCATION (A320)

- a. 1 in overhead locker aft of L1.
- b. 3 in overhead locker forward of L2.

6.3. LOCATION (A321)

- a. 1 in overhead locker aft of L1.
- b. 1 under L2 attendant seat.
- c. 1 in overhead locker above L3.
- d. 1 in overhead locker forward of L4.

6.4. LOCATION (A330)

- a. 1 in overhead locker aft of L1.
- b. 1 in overhead locker aft of R1.
- c. 1 in doghouse forward of L2.
- d. 1 in doghouse forward of R2.
- e. 2 in doghouse forward of L3.
- f. 2 in doghouse forward of R3.
- g. 2 in L4 stowage compartment.
- h. 2 in R4 stowage compartment.

On A33C aircraft:

- c. 1 in overhead locker aft of L2.
- d. 1 in overhead locker aft of R2.
- e. 2 in overhead locker forward of L3.
- f. 2 in overhead locker forward of R3.
- g. 1 in L4 stowage compartment.

h. 1 in R4 stowage compartment.

NOTE: Total 10 Demonstration Kit on A33C.

6.5. **PRE-FLIGHT SERVICEABILITY CHECK**

Check contents.

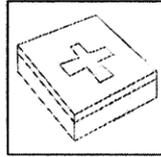
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7.3.5 **PORTABLE EMERGENCY EQUIPMENT**

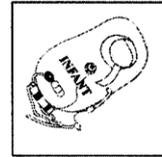
1. **PORTABLE EMERGENCY EQUIPMENT**



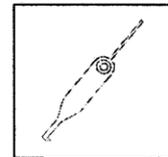
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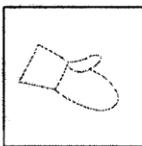
FIRST AID KIT



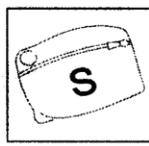
INFANT
LIFE JACKET



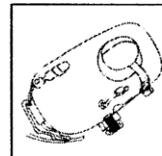
MRT



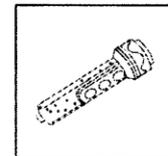
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SPLINT



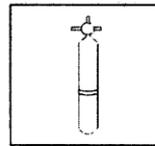
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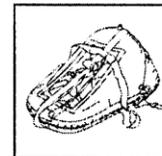
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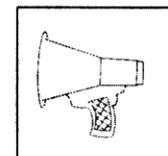
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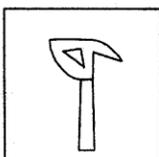
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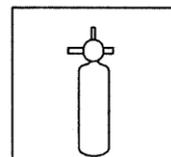
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SURVIVAL COT



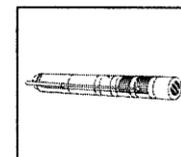
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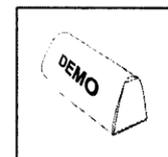
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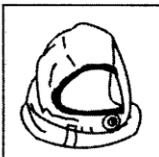
120L OXYGEN



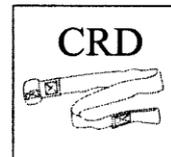
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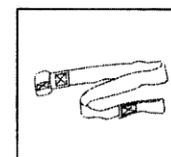
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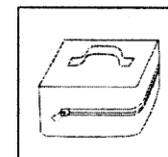
PBE



CHILD RESTRAINT
DEVICE



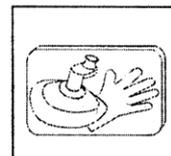
EXTENSION
SEATBELT



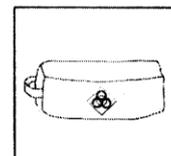
ADDITIONAL
SURVIVAL PACK



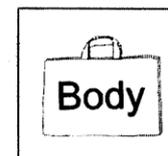
DOCTOR'S KIT



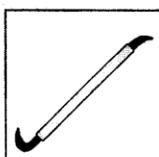
POCKET MASK &
GLOVES KIT



BIOHAZARD KIT



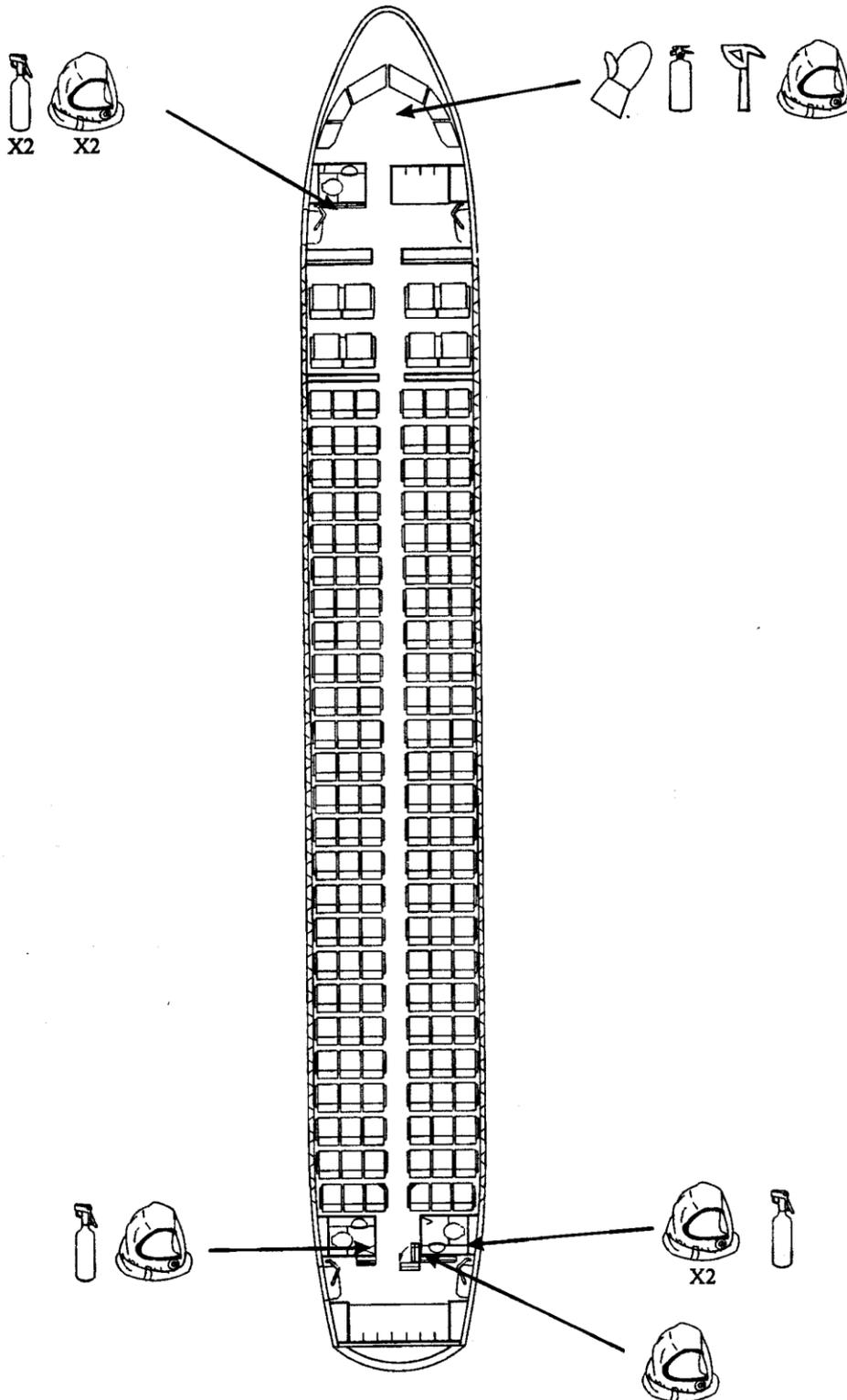
Body BAG



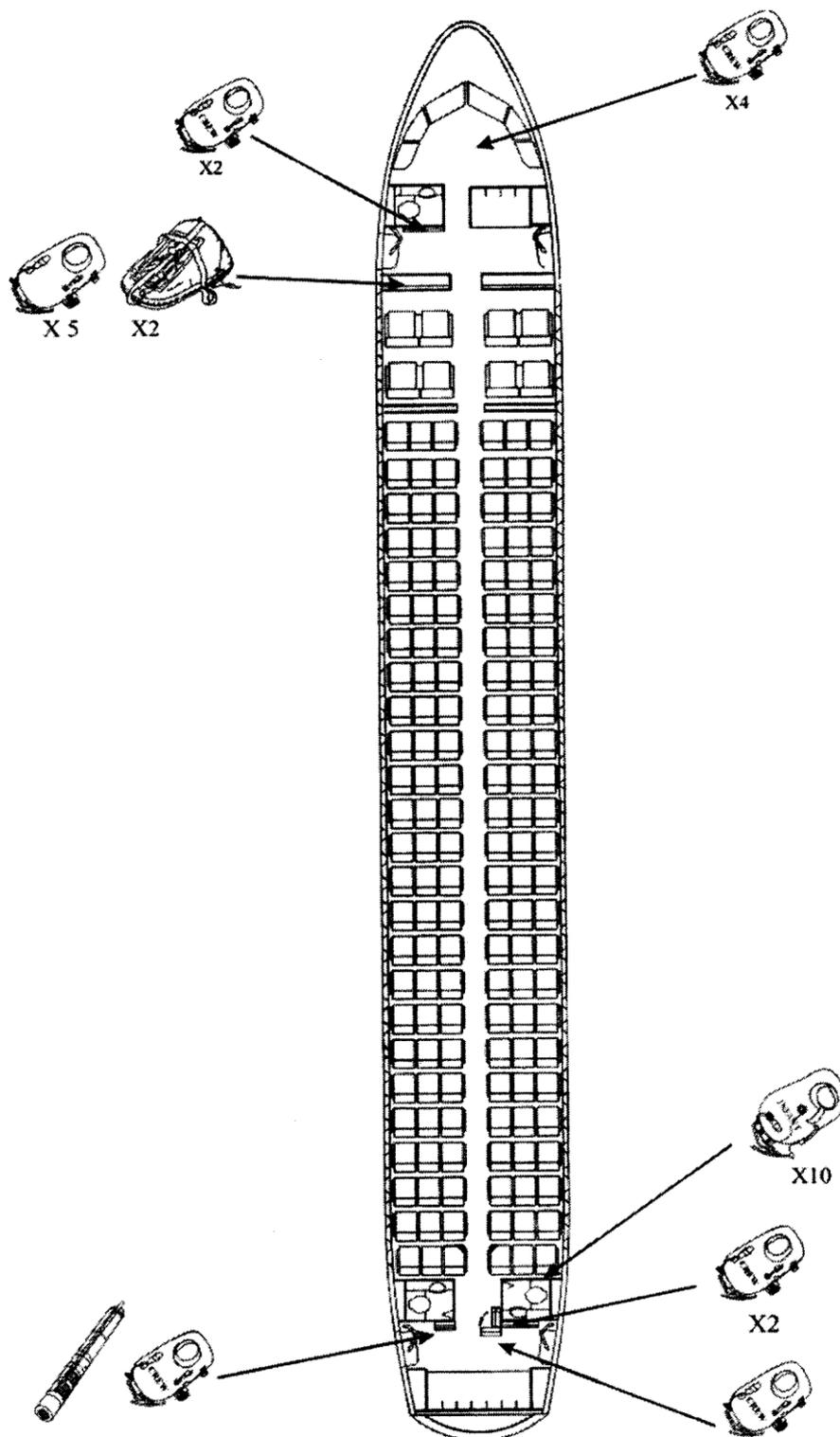
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2. **LOCATION DIAGRAM (A320)**

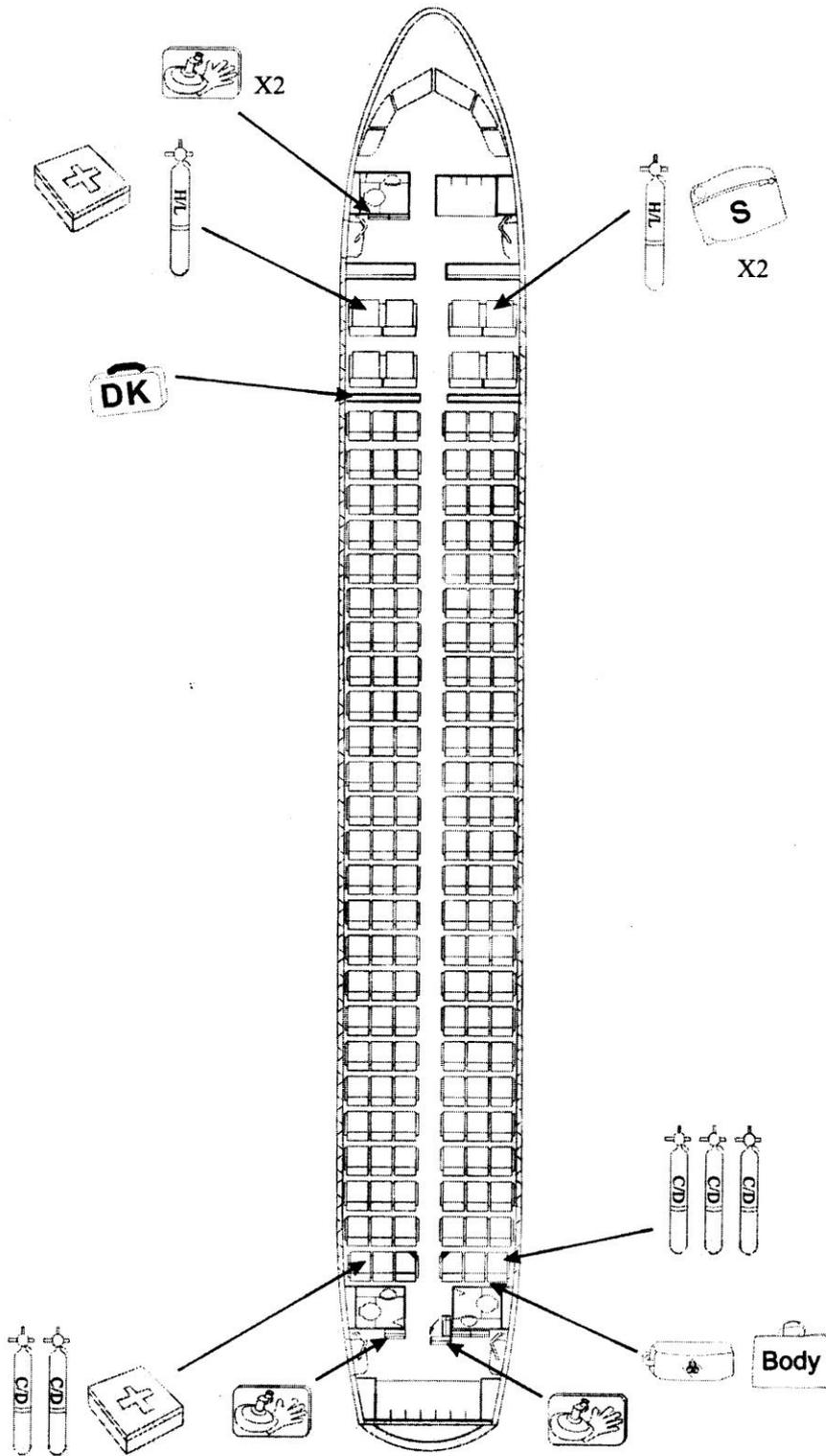
2.1. **A320 FIRE FIGHTING EQUIPMENT**



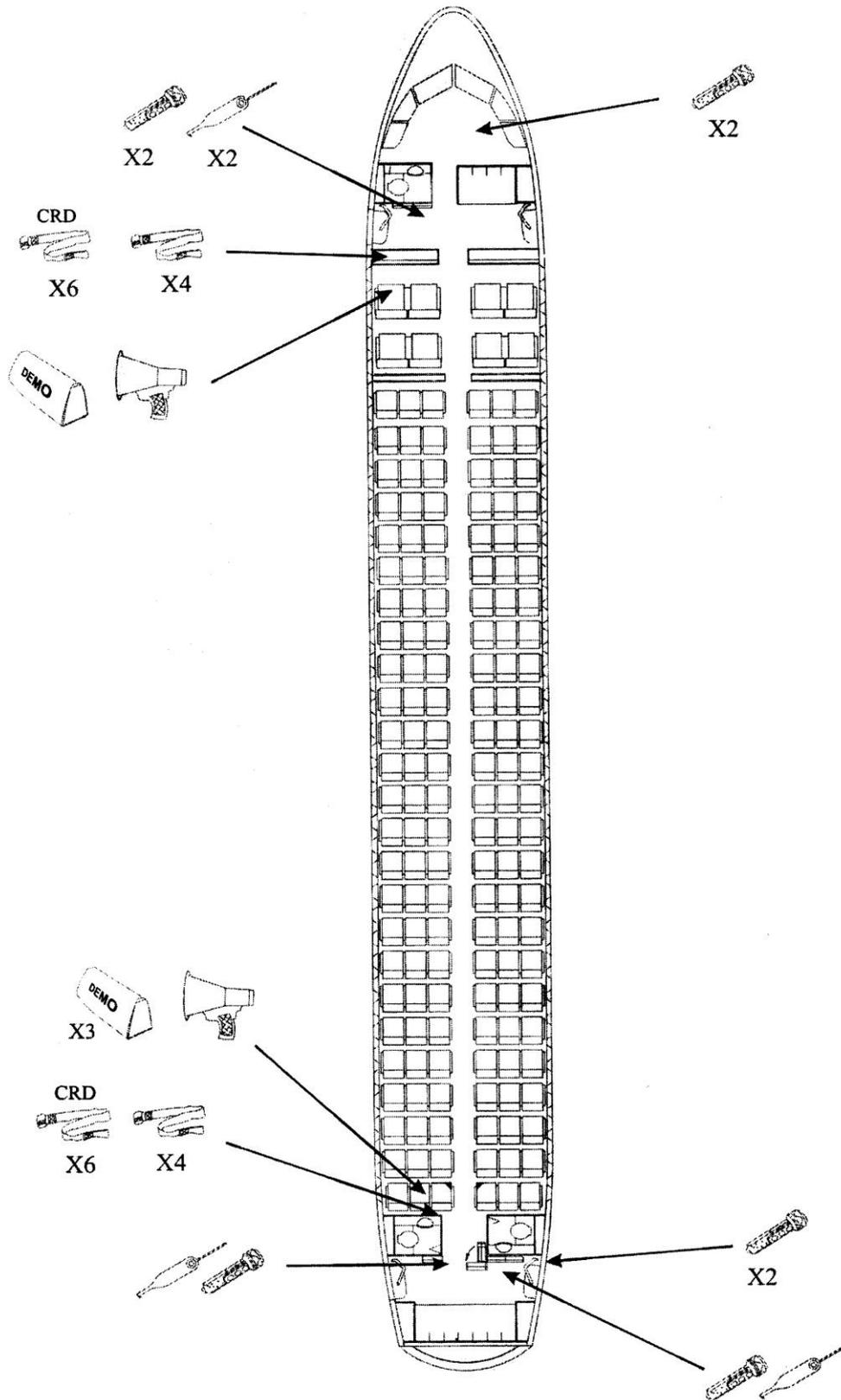
2.2. **A320 EVACUATION AND DITCHING EQUIPMENT**



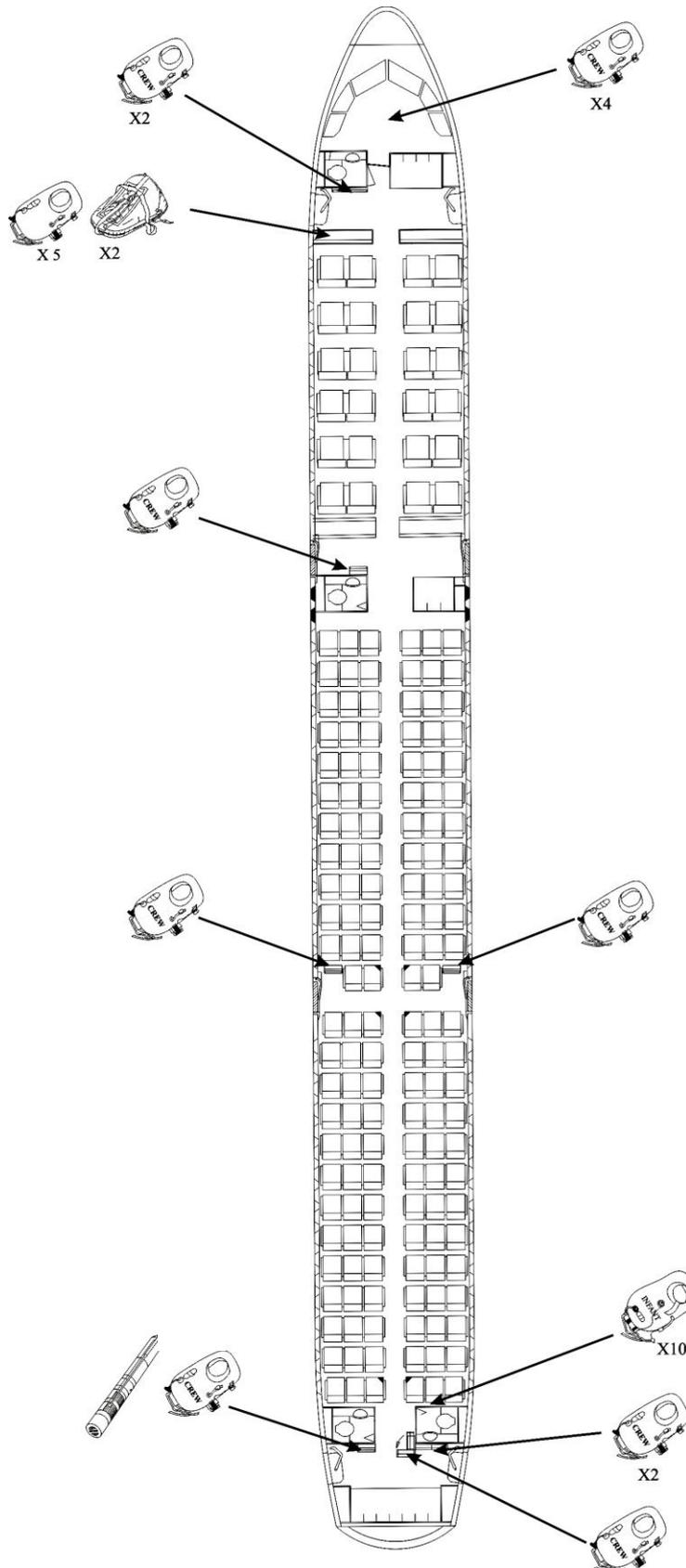
2.3. **A320 FIRST AID EQUIPMENT**



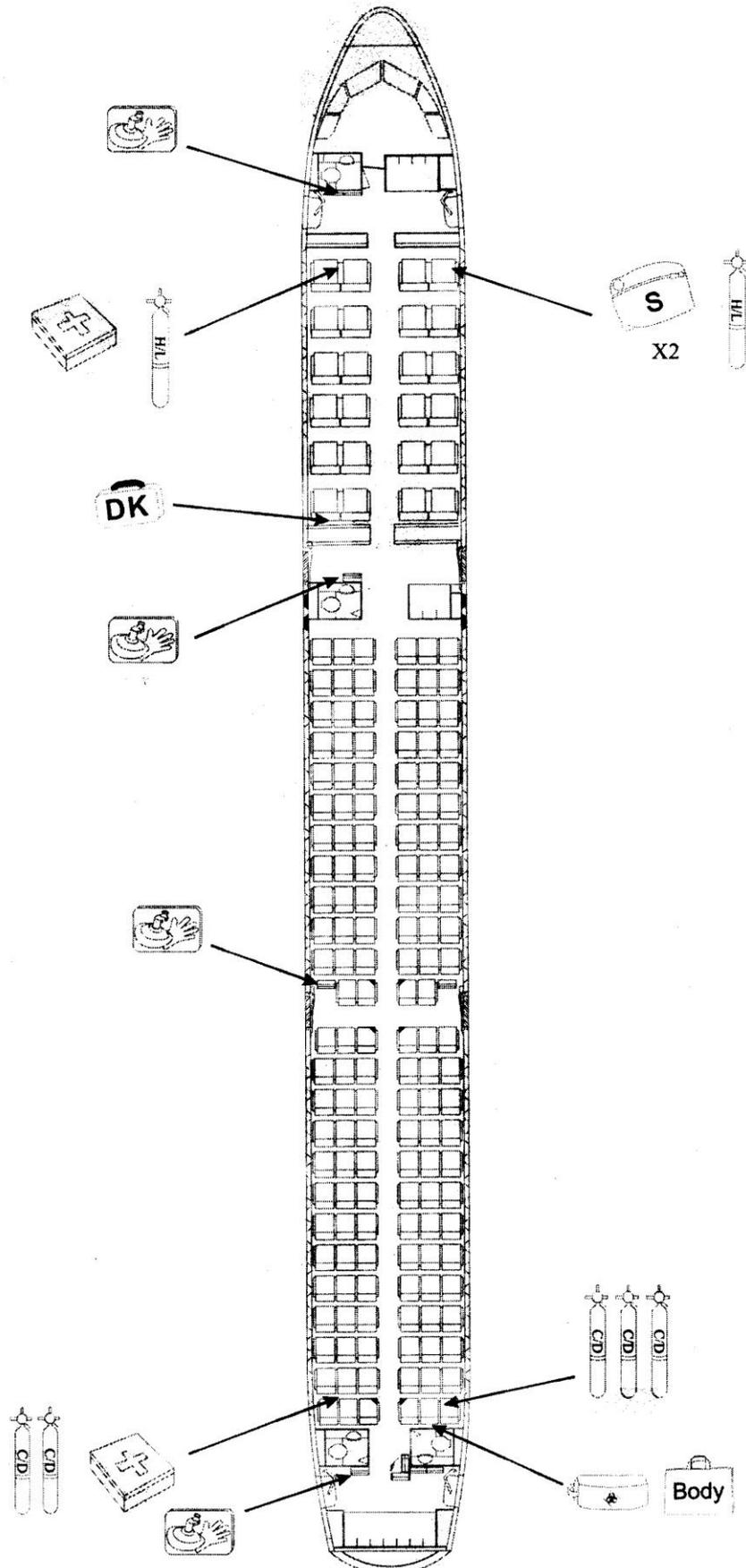
2.4. **A320 MISCELLANEOUS EQUIPMENT**



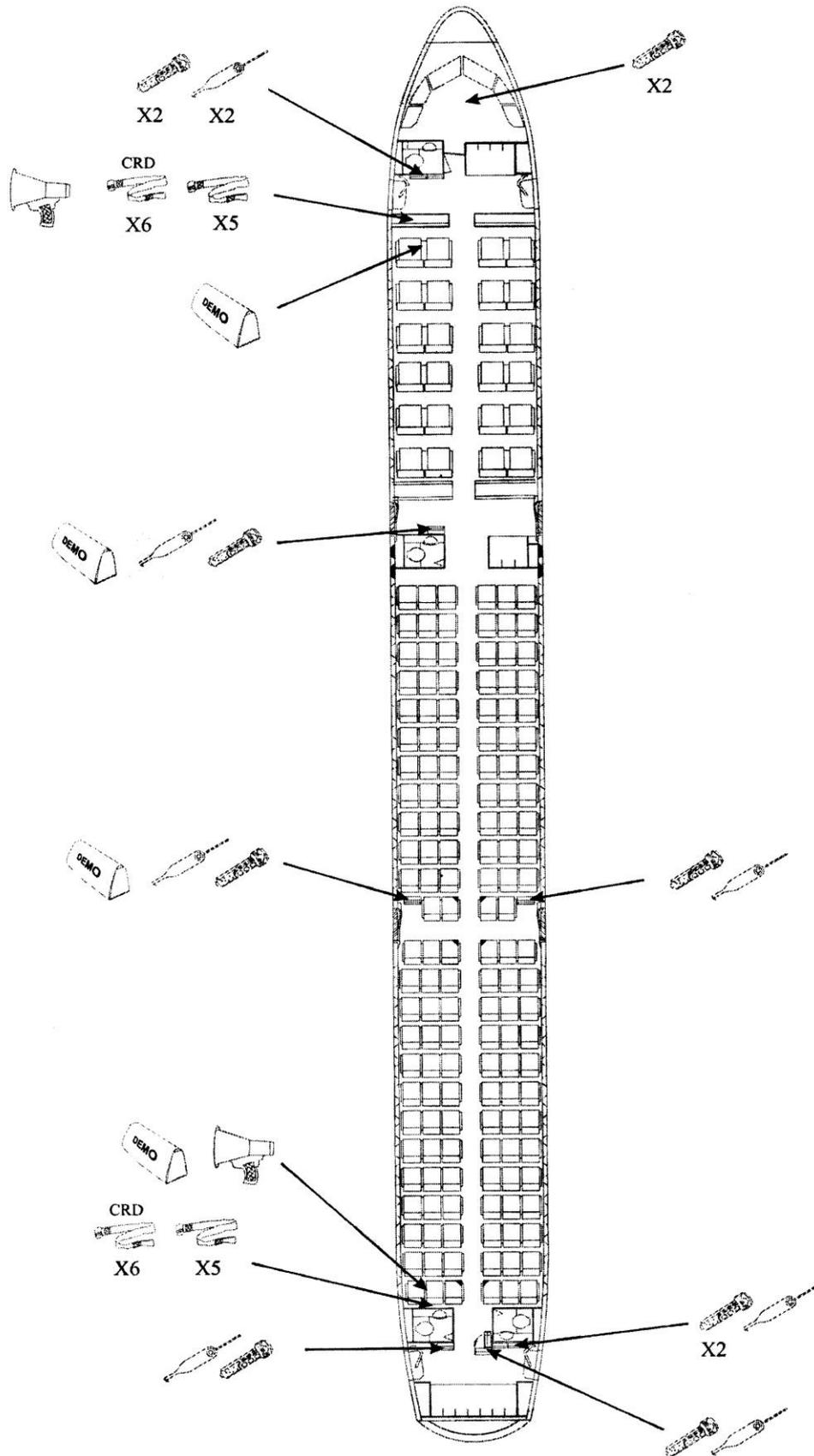
3.2. **A321 EVACUATION AND DITCHING EQUIPMENT**



3.3. **A321 FIRST AID EQUIPMENT**

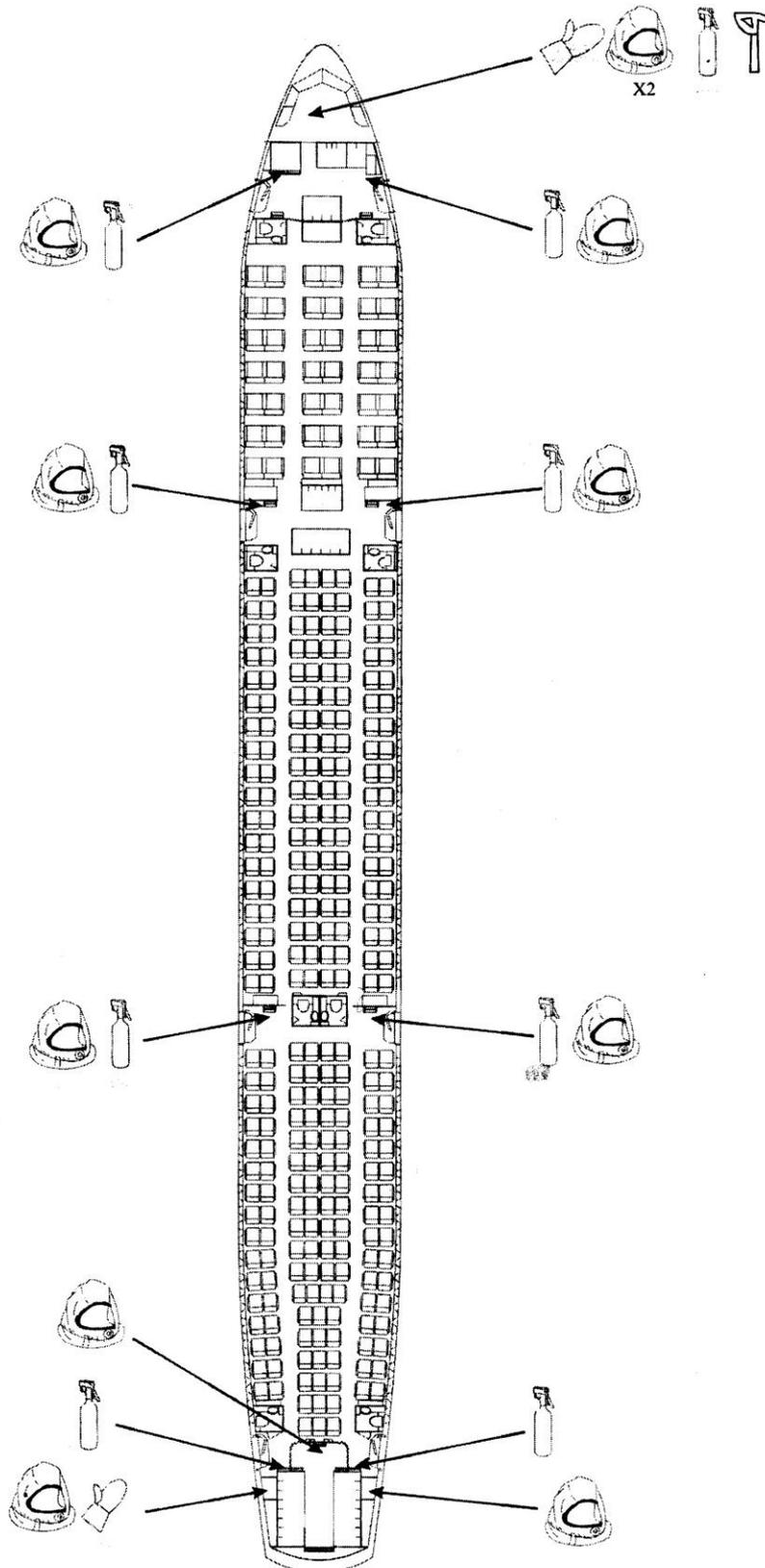


3.4. **A321 MISCELLANEOUS EQUIPMENT**

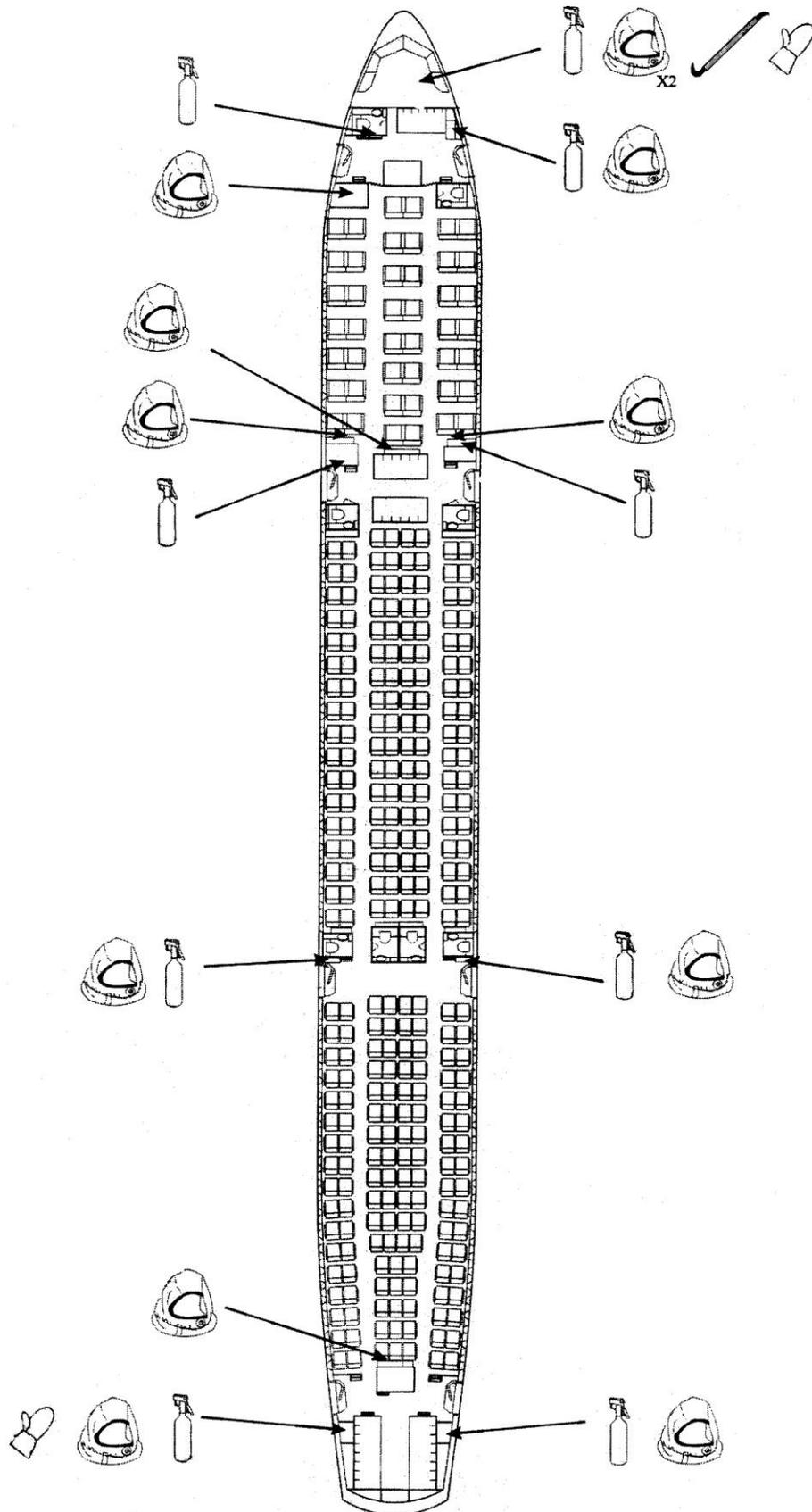


4. **LOCATION DIAGRAM (A330)**

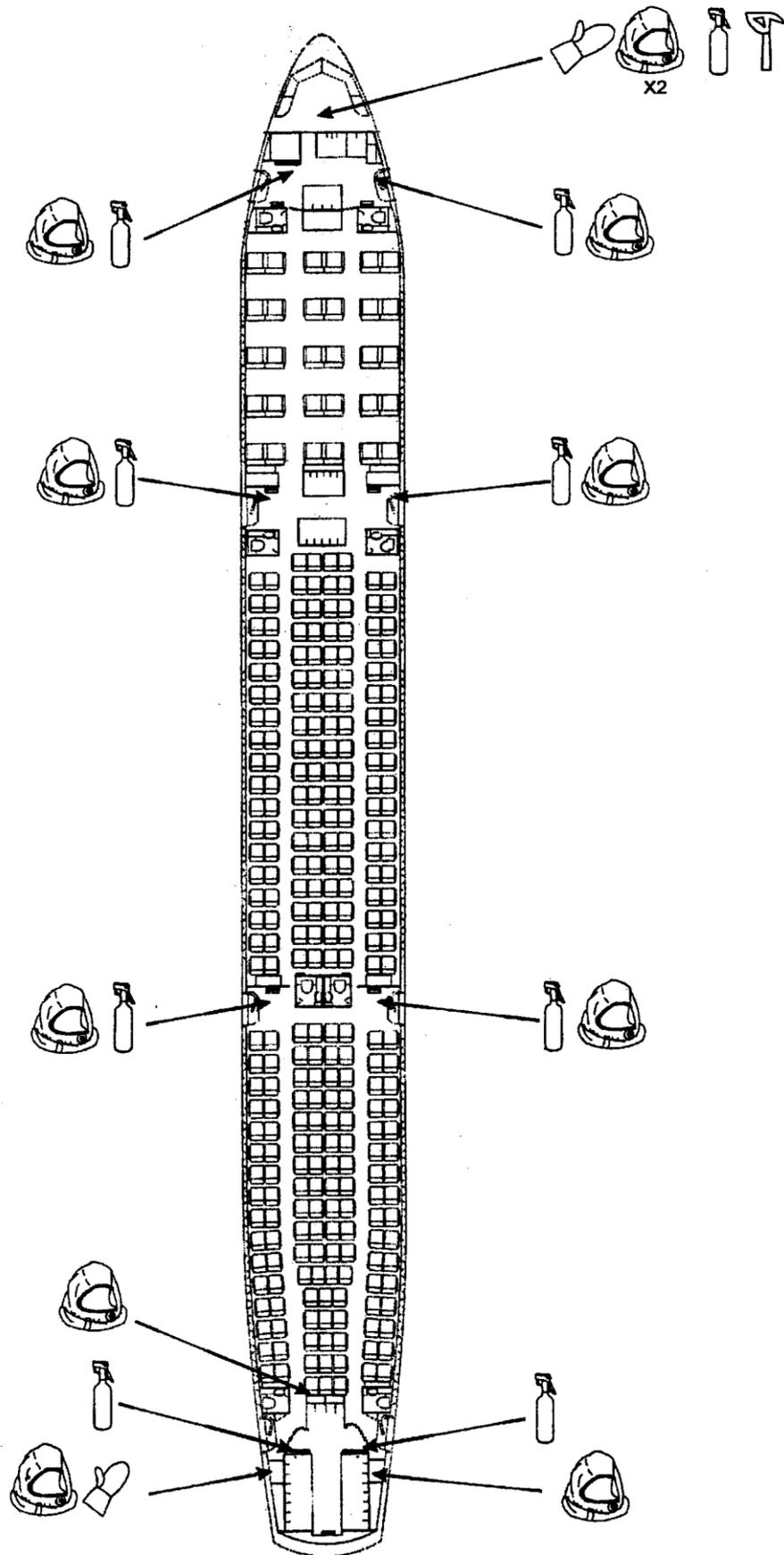
4.1 **A33A FIRE FIGHTING EQUIPMENT**



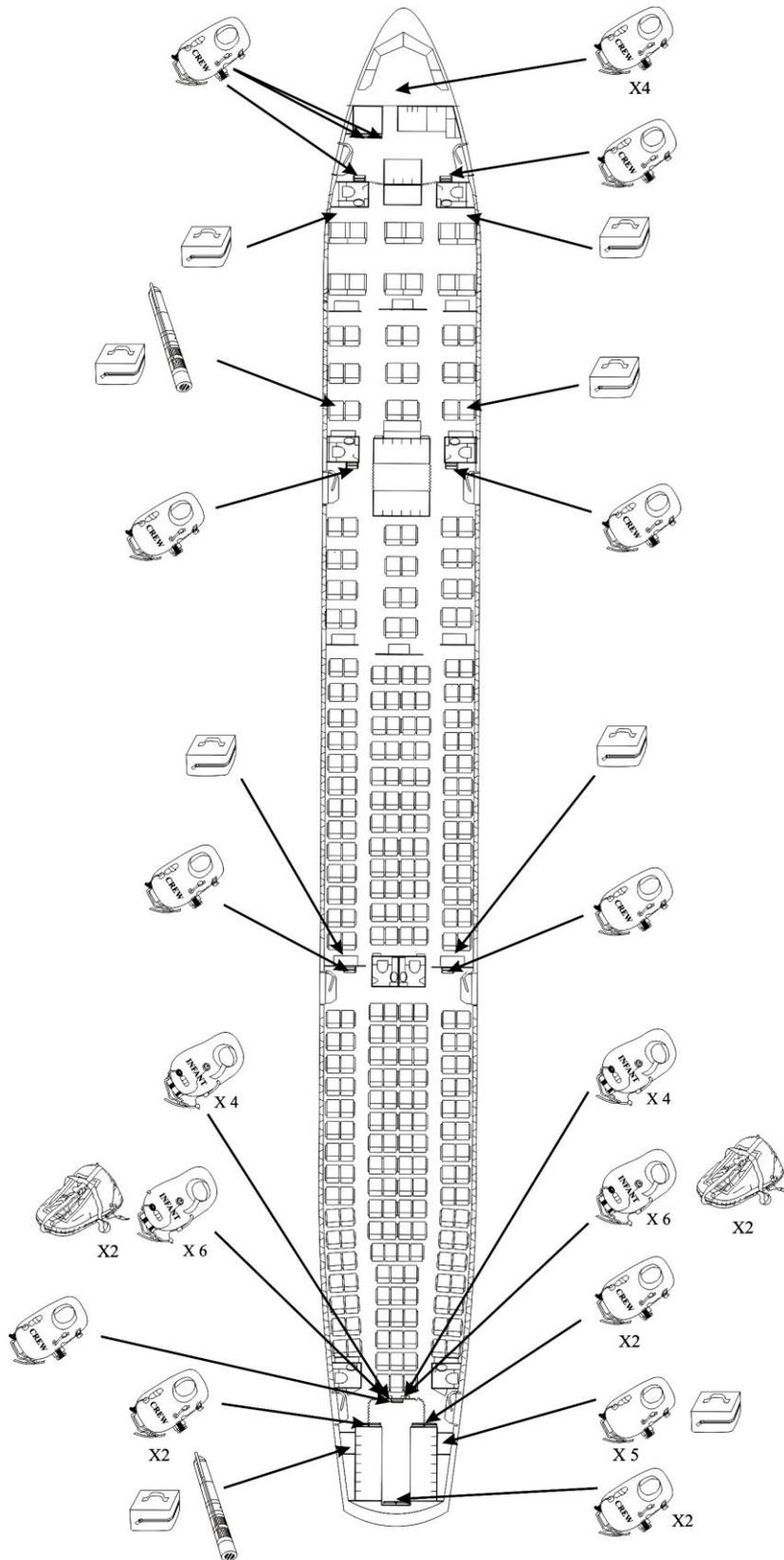
4.2 **A33C FIRE FIGHTING EQUIPMENT**



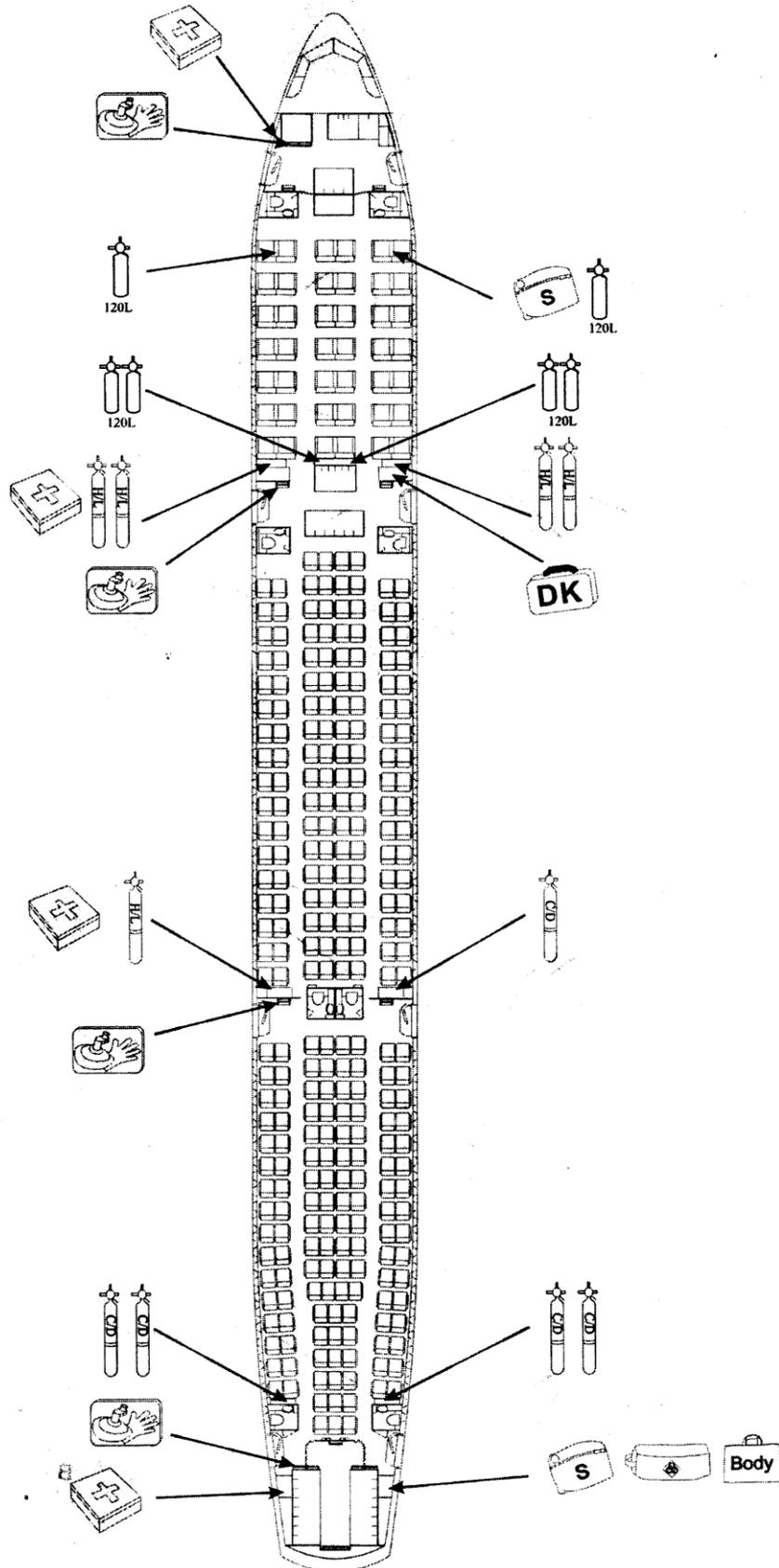
4.3 A33L FIRE FIGHTING EQUIPMENT



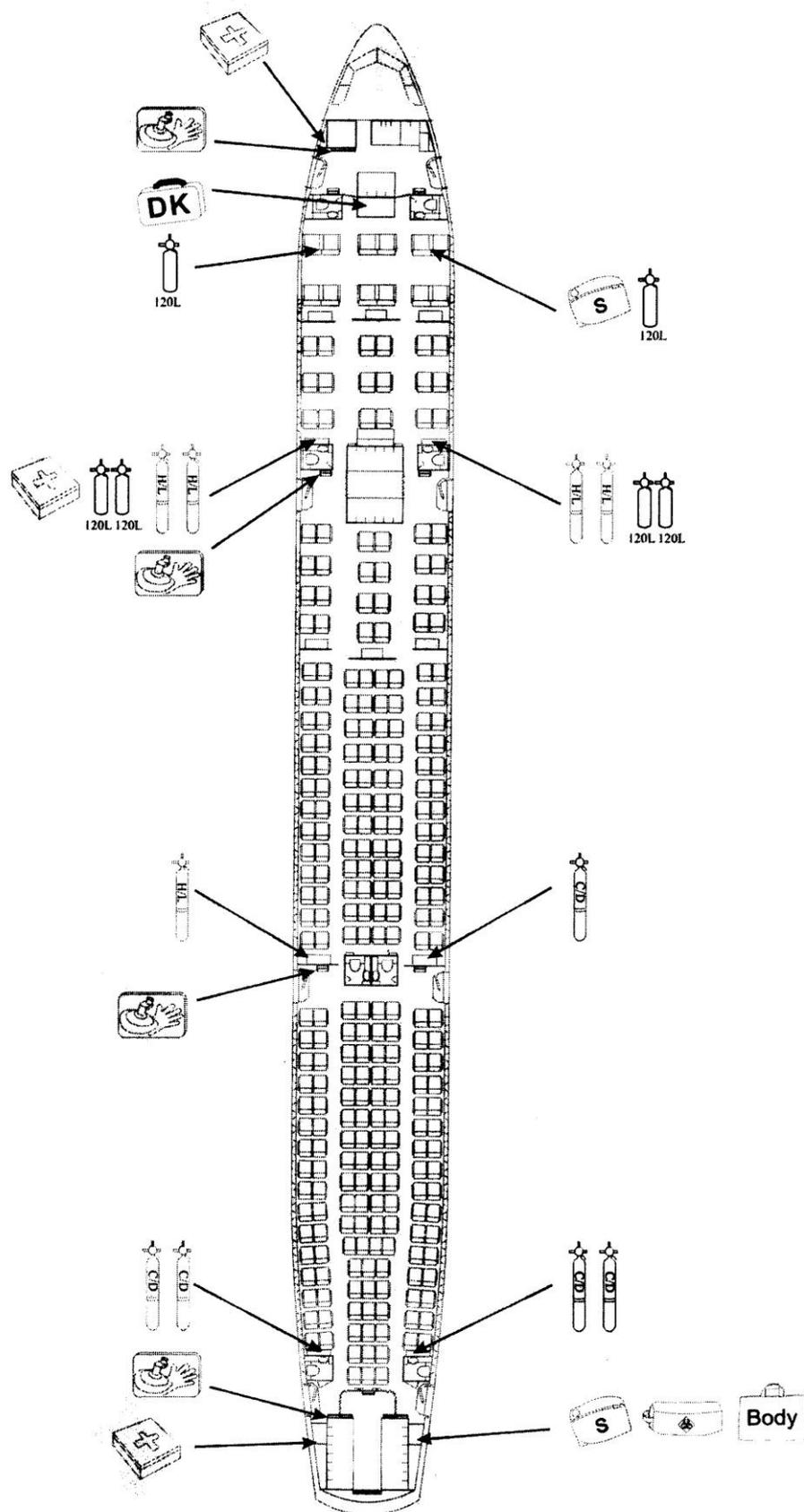
4.8 **A33R EVACUATION AND DITCHING EQUIPMENT**



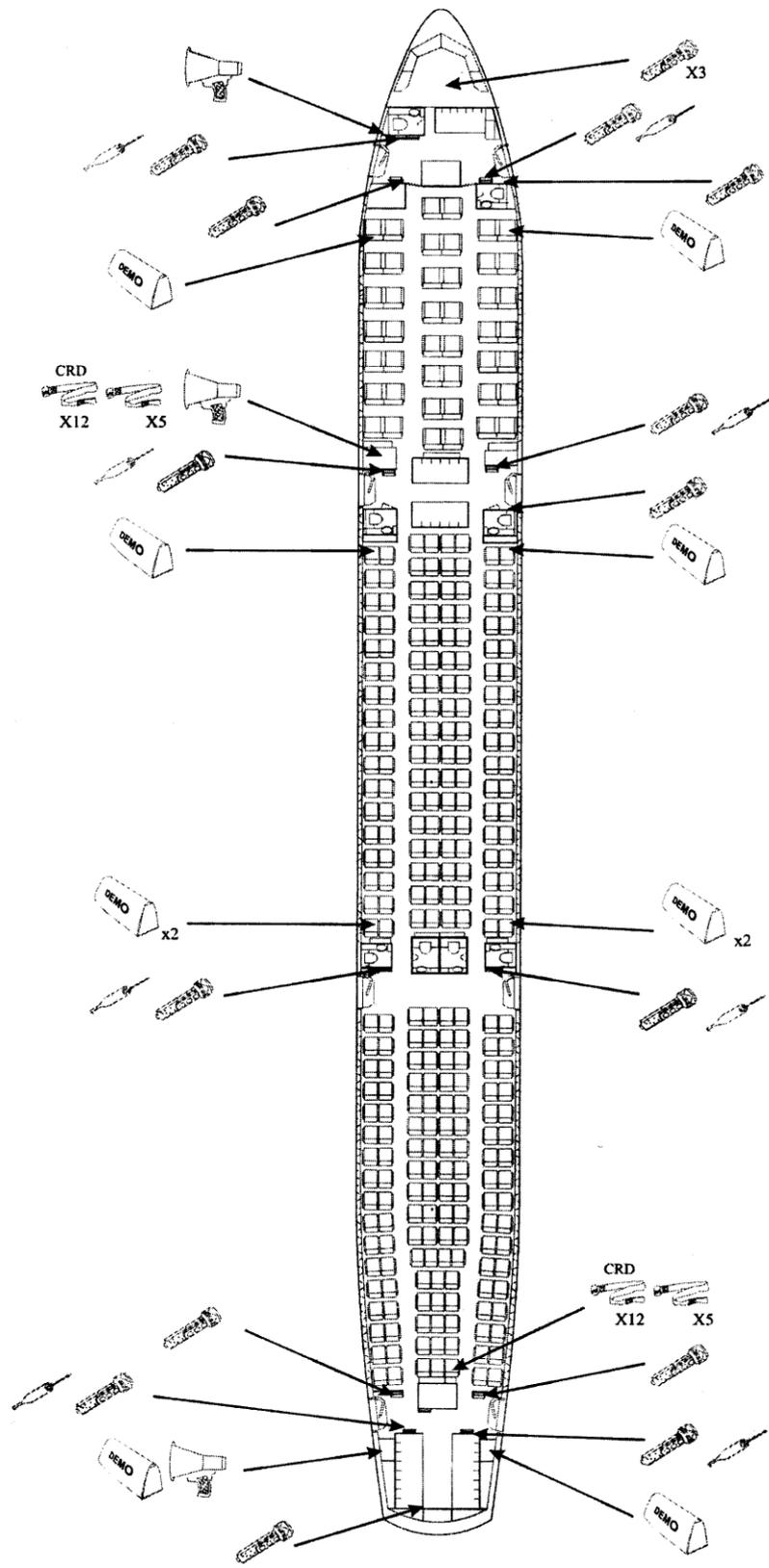
4.9 **A33A FIRST AID EQUIPMENT**



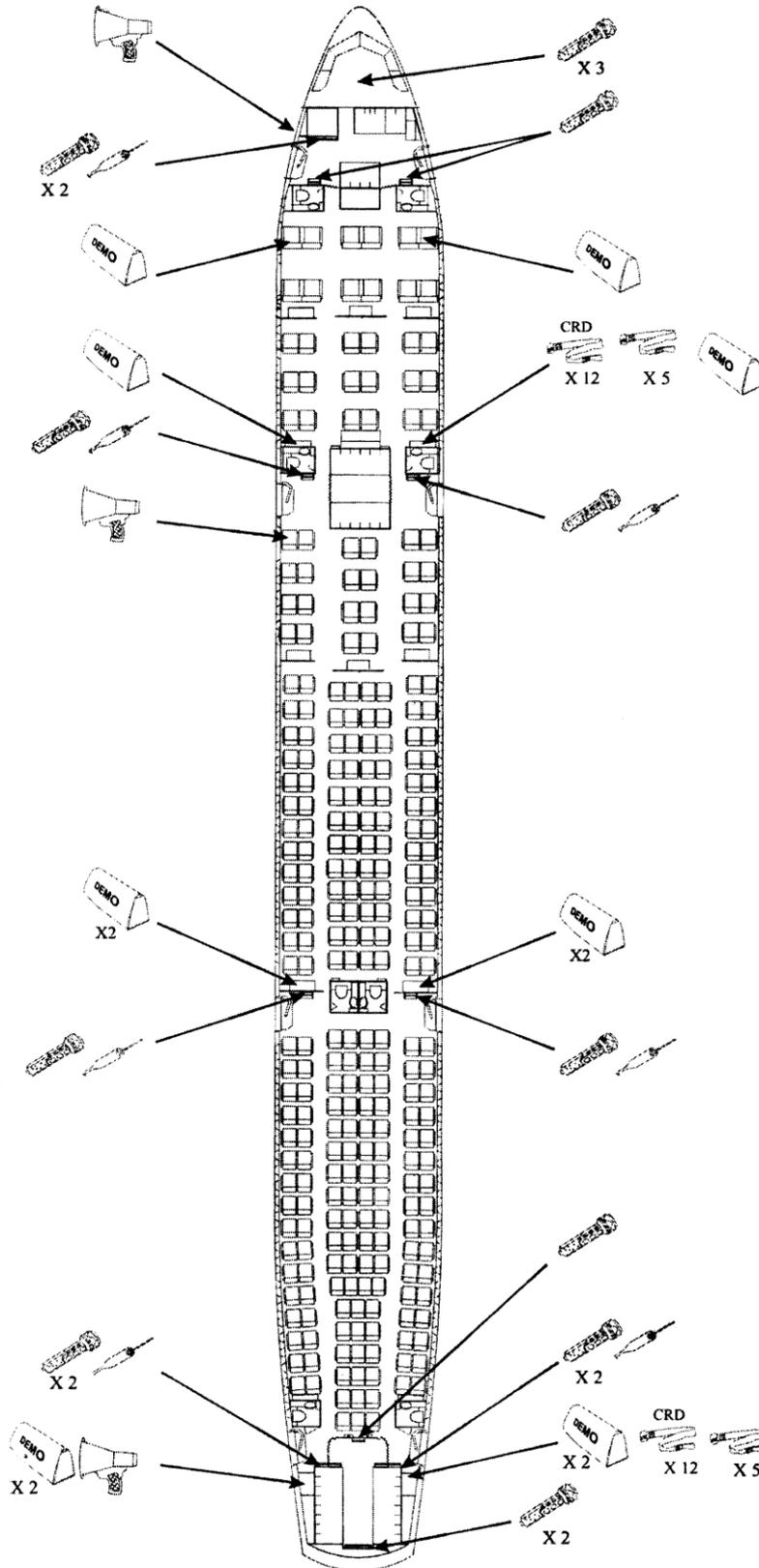
4.12 **A33R FIRST AID EQUIPMENT**



4.14 **A33C MISCELLANEOUS EQUIPMENT**



4.16 **A33R MISCELLANEOUS EQUIPMENT**



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7.3.6 EMERGENCY & SURVIVAL EQUIPMENT QUICK REFERENCE LIST

1. EMERGENCY & SURVIVAL EQUIPMENT QUICK REFERENCE LIST

Emergency & Survival Equipment	Ref	A320	A321	A33A	A33C	A33L	A33R
1 First Aid Kit	7.3.2.10	2	2	4	4	4	3
2 Doctor's Kit	7.3.2.22	1	1	1	1	1	1
3 Adult Life Jacket	7.3.3.3	1ea+5	1ea+5	1ea+5	1ea+6	1ea+5	1ea+5
4 Infant Lifejacket	7.3.3.5	10	10	20	20	20	20
5 Crew Lifejacket	7.3.3.6	4 + 6	4 + 9	4 + 14	4 + 13	4 + 13	4 + 15
6 Baby Survival Cot	7.3.3.8	2	2	4	4	4	4
7 Emergency Locator Transmitter (ELT) Frequency: 121.5, 243 & 406.025 MHz	7.3.3.1	1	1	2	2	2	2
8 Slideraft Colour: silver Normal Seating Capacity	7.4.2.6 7.4.2.9	- -	- -	8 480	6 370	8 480	8 480
9 Survival Kit (one per slideraft)	7.4.2.11	-	-	8	6	8	8
10 Pyrotechnics (4 mini-flares in each survival kit) Colour: orange	7.4.2.11	-	-	32	24	32	32
11 Drinkable Water (125 ml each pack. Total 8 packs in each survival kit.)	7.4.2.11	-	-	64	48	64	64
12 Additional Survival Pack	7.3.3.9	-	-	8	6	8	8

APPLICABILITY:

A320	B-HSD B-HSN	B-HSE B-HSO	B-HSG B-HSP	B-HSI	B-HSJ	B-HSK	B-HSL	B-HSM
A32M	B-HSQ	B-HSR						
A321	B-HTD	B-HTE	B-HTF	B-HTG	B-HTH	B-HTI		
A33A	B-HWF	B-HWG	B-HWK					
A33C	B-HLB	B-HLC	B-HLE	B-HLL				
A33L	B-HWH	B-HWI	B-HWJ					
A33R	B-HYB B-HYJ	B-HYF B-HYQ	B-HYG	B-HYI				

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7.4 EVACUATION DEVICES

7.4.1 EVACUATION DEVICES (A320/A321)

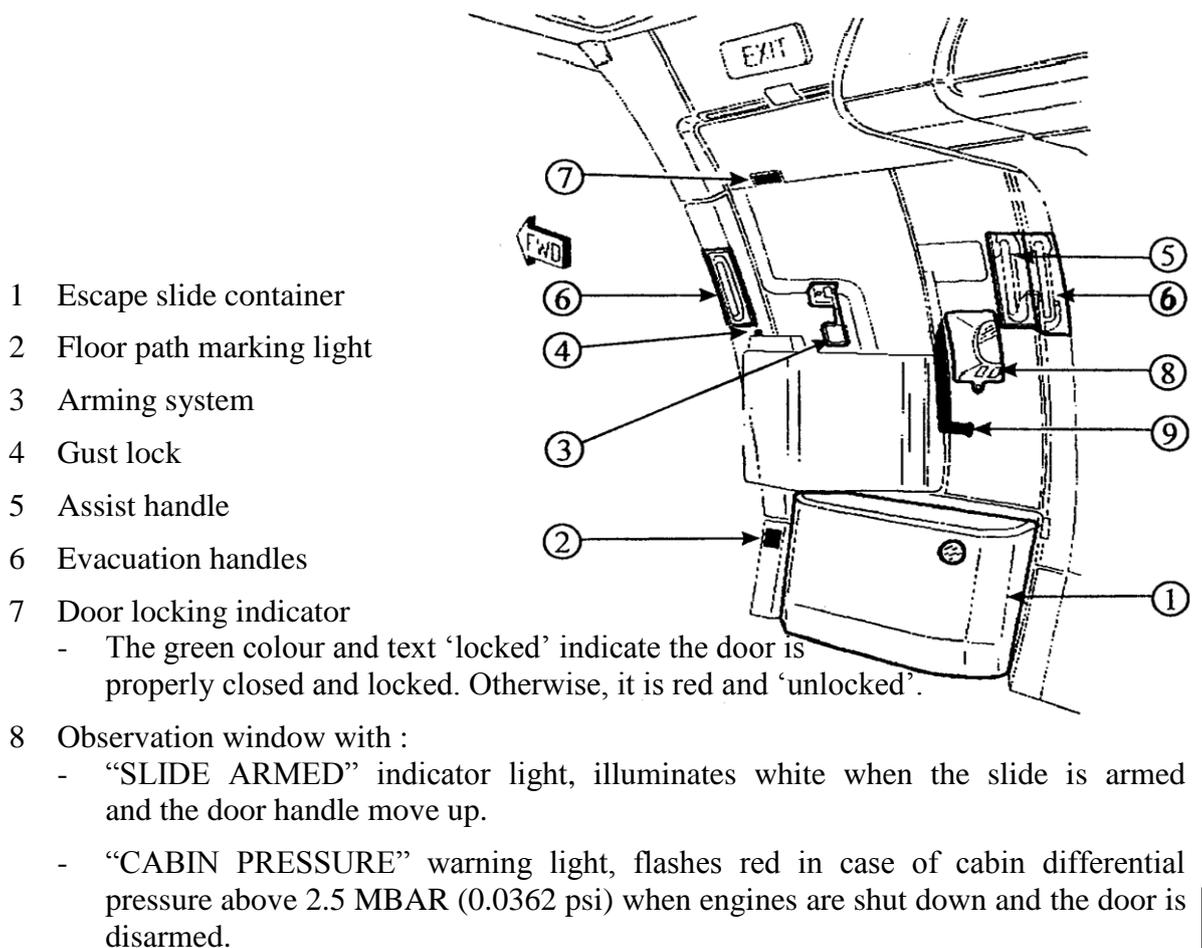
1. A320 EMERGENCY EXITS

There are a total of eight emergency exits in the cabin. The four doors are fitted with automatically deployed inflatable escape slides to facilitate evacuation. Similar slides are fitted at the wing trailing edge for the over-wing emergency exits. In the cockpit, there are two sliding windows that can be used as emergency exits. These windows can only be opened from the inside. Escape ropes are stowed above each of the sliding windows.

2. DOORS

There are four floor level doors, two on each side of the aircraft. All doors are type I exits and are plug type which unlock inwards, open outwards and move parallel to the fuselage in a forward direction.

Each door is equipped with an evacuation facility (slide) stowed in a container hinged on the lower part of the door.



NOTE : Both red and white lights are visible from the outside.

9 Door control handle

3. **NORMAL OPERATION FROM INSIDE**

All doors are to be closed from inside by cabin crew.

Before closing of door, cabin crew will ensure the exit is clear of obstruction. Ground personnel will assist cabin crew in releasing the gust lock and push the door back to its frame. Cabin crew will then lower the door control handle to lock the door. He/She will check the door locking indicator(s) after door close.

Should there be any problem in closing the door, report immediately to FA1 who will inform the Captain.

3.1 **OPENING OF DOORS**

Ensure slide is disarmed. Grasp the evacuation handle and lift up door handle. Push door by means of assist handle outside and forward until it locks in its open position.

If the red cabin pressure warning light close to the observer window flashes, **DO NOT** open the door and report to the Flight Deck Crew.

In the event of an unscheduled requirement to re-open a cabin door by ramp staff under normal circumstances, the FA1 must obtain permission from the Captain. All doors must be disarmed before the operation of any one door in this situation.

Notes: In some abnormal (non-emergency) situations, cabin door will be required to open from inside. For example, aircraft diversion or charter flight operations where there is no ground support to open the cabin door from outside. If cabin crew experience any delay in the door opening, they will report to FA1 who will inform the Captain. With Captain's permission, cabin crew will open the cabin door from inside.

3.2 **CLOSING OF DOORS**

Press the gust lock at the door hinge to unlock the door. Move the door rearward into its frame. Lower the control handle and check the door locking indicator.

In case cabin door is left open without any platform connected to the aircraft, Cabin Crew are to adhere to the following procedures:

- a. Guard the cabin door area to prevent people from approaching it. Ensure the door strap is extended across the door as a warning to others. Cabin Crew must stand a safe distance away from the door edge.
- b. Without leaving the area, inform FA1 via interphone.
- c. The FA1 will inform ground staff or ground engineer to arrange ground support equipment for re-positioning, i.e. aerobridge, steps, catering truck, garbage service truck or high-lift vehicle etc, for door closing purpose. During the process, FA1 is to report this incident to the Captain.
- d. Cabin Crew can only close the cabin door when a platform has been connected to the other side.
- e. FA1 must report this occurrence by Cabin Safety Report.

4. **NORMAL OPERATION FROM OUTSIDE**

All doors are to be opened by authorised ground personnel from outside.

Before opening of door, ground personnel and cabin crew are to check the cabin pressure warning light is not on. Cabin crew also ensures the exit is clear of obstruction. A thumb up signal by cabin crew confirms that the door is ready to be opened. Ground personnel will open the door only upon receiving the thumb up signal.

4.1 **OPENING OF DOORS**

Push the flap in and lift up the handle fully to horizontal green line. Pull door outward and forward until it locks in the open position. Opening the door from outside will automatically disarm the slide.

4.2 **CLOSING OF DOORS**

Depress the gust lock, move the door rearward and push it into its frame. Lower the control handle, door is locked when the handle is flush with the fuselage.

5. **ARMING AND DISARMING OF SLIDES**

It is door primary's duty to arm/disarm his/her responsible door. FA1 will make announcement: 'Cabin crew please arm/disarm doors and cross check' to advise cabin crew when to arm/disarm doors. Doors are be armed after all passengers are on board and all doors close and disarmed after aircraft comes to a complete stop and seat belt sign is off. After arming/disarming of doors, door primary has to perform a door cross check to ensure the slides are in proper position.

- a. To arm the slide
 - i. Remove the safety pin from the access hole adjacent to the arm/disarm lever.
 - ii. Stow safety pin in door hinge.
 - iii. Move the arm/disarm lever downwards until it is flush with the door.
 - iv. Secure the red streamer across the door control handle.
 - v. Check that the indicator above the arm/disarm lever shows "armed".
- b. To disarm the slide
 - i. Move the arm/disarm lever upwards.
 - ii. Check that the indicator above the arm/disarm lever shows "disarmed".
 - iii. Insert the safety pin into access hole adjacent to the arm/disarm lever.
 - iv. Firmly press the arm/disarm lever downwards to ensure the safety pin is correctly inserted to prevent inadvertent movement of the arm/disarm lever.

- c. To cross check
 - i. Go to the designated door station.
 - ii. Physically touch the arm/disarm lever to ensure it is in fully armed/disarmed position. It can be done by pressing firmly on the arm/disarm lever, no matter it's armed or disarmed.
 - iii. Give a thumb-up confirmation signal to partner to indicate the lever is checked.
 - iv. Upon FA1's intercom call, LHS door primaries are to answer call and report 'Doors X armed/disarmed and cross-checked.'

6. **EMERGENCY DOOR OPERATION**

Cabin exits should be used as primary means of escape for passenger and crew in the event of evacuation.

6.1 **LANDING/DITCHING EVACUATION**

- a. Evaluate conditions outside the door.
- b. Check lever selector is in the ARMED position.
- c. Lift door control handle fully up and release. The door will open automatically and slide will deploy.
- d. Check escape route safe.
- e. For ditching only:
Detach the slide from the aircraft by pulling the white release handle. The slide still connects to the aircraft by means of the mooring line. Evacuate passengers into the water and use the slide as a floatation aid. The mooring line should be cut after everyone has left the aircraft.

NOTE: When any of the emergency exits is inoperative, the pre-take off passenger briefing must clearly reflect the current condition of the aircraft's escape facilities.

7. DOOR ESCAPE SLIDES

7.1 DESCRIPTION & USE

A single-lane escape slide, which is silver in color, is stowed in a hard container fixed on the lower part of the door. Should an emergency occur and rapid evacuation be required, then use of emergency escape slides is necessary. The escape slides are equipped with emergency lighting, mounted down the sides and across the ground end tube. The lighting system is automatically activated by the slide deployment. The lighting system is powered from and switched on with the aircraft emergency lighting system. A quick white release handle covered by a protective flap on the girt may be used to release an inflated slide from the aircraft. The released slide remains attached to the aircraft via a mooring line on A320. A hook knife is provided for cutting of the mooring line.

Handgrips near the ground end allow a deflated slide to be held tight for continued use.

7.2 LOCATION

One at each door.

7.3 OPERATION

Automatic deployment and inflation of the slide occurs in 3 seconds when the door is opened with the arm/disarm lever in the ARMED position. If the slide fails to inflate, pull the red manual inflation handle on the right hand side of the girt. If the slide still fails to inflate, direct passengers to other usable exits. In the event of ditching, the slide can be disconnected from the aircraft by pulling the white release handle which is found beneath the girt cover.

Only when time permits, use as an apron slide. Two able bodied persons should be instructed to climb down the slide with the help of the handles at each side. After breaking the retaining lanyard, they should hold the slide taut at either side to allow other passengers to slide down.

7.4 PRE-FLIGHT SERVICEABILITY CHECK

Check the mode selector is in "Disarmed" position with the safety pin inserted and the red streamer visible.

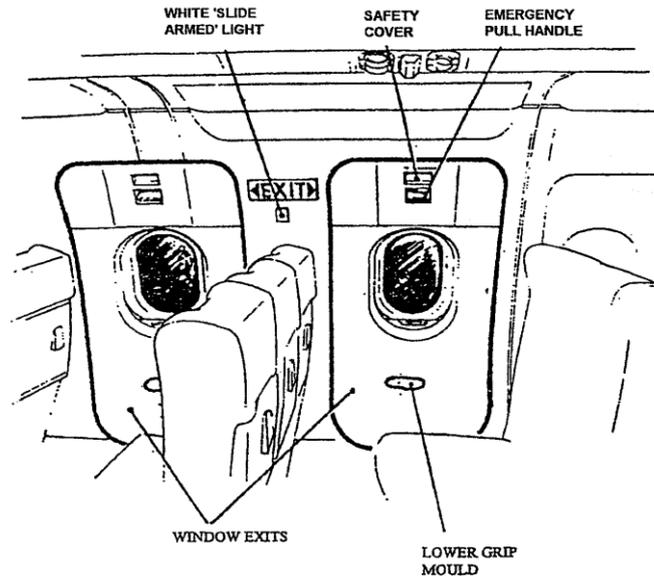
7.5 PRECAUTION

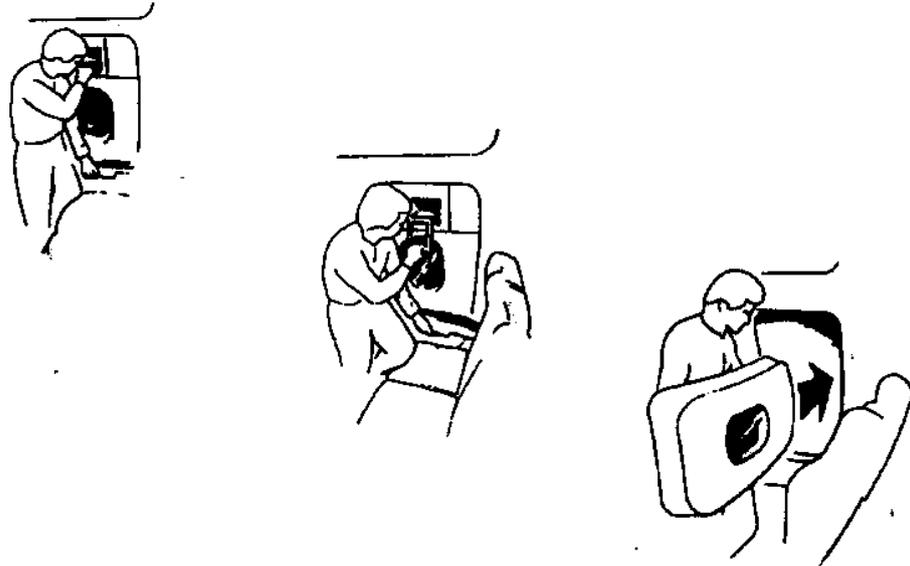
During an emergency evacuation, passengers should be instructed to remove high heel shoes and any other sharp objects which could damage or puncture the escape slide.

NOTE: When any of the emergency exits is inoperative, the pre-take off passengers briefing must clearly reflect the current condition of the aircraft's escape facilities.

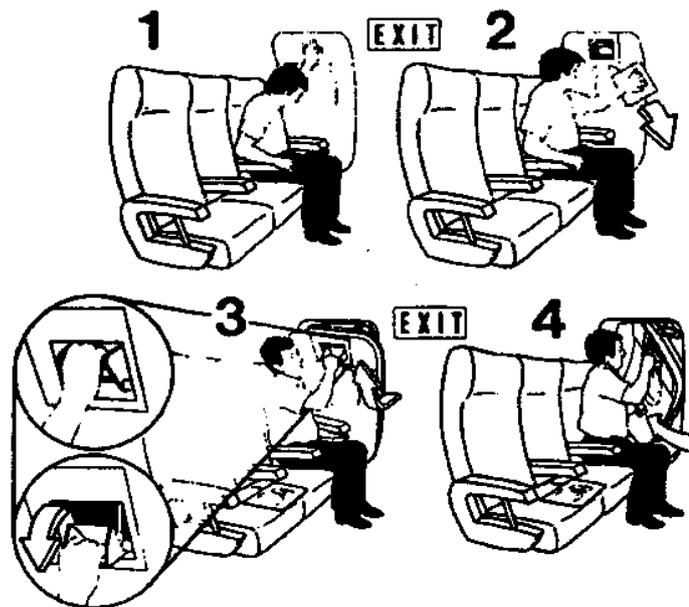
8. OVERWING EMERGENCY EXITS (TYPE III EXIT)**8.1 DESCRIPTION & USE**

Each pair of overwing emergency exits have an associated evacuation slide stowed in the wing/fuselage fairing. Each emergency exit comprises a grip mould and a cover flap mould for manual opening, and a cover which can be opened manually. A white lamp is installed between the exits and indicates exit operation with slide in armed position. Overwing exits are self-helping exits. Opening instructions are fixed on the exit upper section and on the folding table backs of passenger seats adjacent to the emergency exit.





REMOVAL OF AN OVERWING WINDOW EXIT - STANDING POSITION



REMOVAL OF AN OVERWING WINDOW EXIT - SITTING POSITION

8.2 LOCATION

There are 4 overwing emergency exits. Two at each side of the aircraft adjacent to passenger seat row 29 and 30 (row 32 and 33 on A32M).

8.3 OPERATION

Grasp the hand grip of cover flap, pull and discard. Pull down control handle. Grasp the grip mould. Pull the hatch inside the aircraft and turn it into its frame. The hatch is discarded through its frame over the wing.

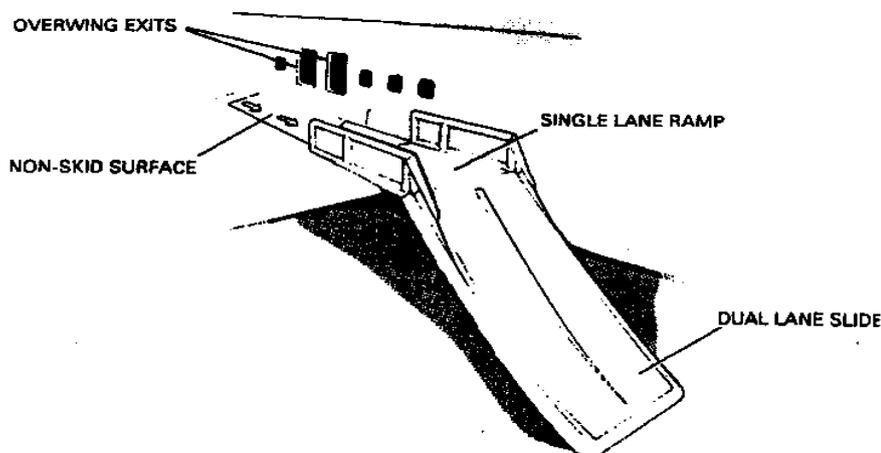
NOTE: When any of the emergency exits is inoperative, the pre-take off passengers briefing must clearly reflect the current condition of the aircraft's escape facilities.

9. OVERWING SLIDES

9.1 DESCRIPTION & USE

Silver-coloured dual lane inflatable escape slides are installed in the wing/fuselage fairing, aft of the overwing exits. They facilitate evacuation from the upper surface of the wing. The slides include a ramp section to provide positive entry guidance for the evacuees.

At each side of the cabin between the two overwing exits, there is a white “slide armed” light. This light will illuminate when either one of the overwing hatch safety cover on that side has been removed.



9.2 LOCATION

Two overwing escape slides are stowed in the wing/fuselage fairing aft of the emergency exits; one over each wing.

9.3 OPERATION

When either overwing exit on the same side of the aircraft is opened, the overwing slide will operate automatically in 4 seconds. Opening the overwing exit from outside will have the same effect. If inflation is not initiated automatically, pull the red manual inflation handle found at the upper corner of each emergency exit opening near the EXIT sign. In the event of a crashing landing, Cabin Crew are to pull the red manual inflation handle immediately after opening the exit, even though the removal of either overwing hatch will trigger the inflation mechanism of the ramp slide.

9.4 OVERWING EXIT BRIEFING

The overwing exits rows should only be allocated to passengers who appear capable of operating and/or assisting with the operation of the exits and a pre-takeoff safety briefing must be given to passengers who occupy window seats at overwing exits. They must be made aware before take off that in case of emergency, if safe to do so, they are required to open the exit. Passengers who appear not understood the briefing and/or attempt to open the exit should be reseated to other seats.

In case the window seats are vacant, the other passengers (middle/aisle seat) at the overwing exit rows should be briefed as they are also capable of operating the overwing exits. Should the overwing exit rows are vacant, cabin crew will look for 4 ABPs (2 on each side) to cover the overwing exits as far as possible from an extended area of row 26 to 33 (row 29 to 36 on A32M).

The ABP(s) can be at any seat within the extended area. Cabin crew will check that they are willing to accept the responsibility of opening the overwing exits in case of emergency evacuation. If they agree to do so, the ABP(s) will be briefed accordingly (by using the safety card). In addition to the briefing, they must be made aware of which overwing exit they are responsible for. They are welcome to re-seat to the overwing exit rows if they want to. Despite the effort cabin crew make to look for capable persons to take care of the overwing exit, there will be cases where no/insufficient ABP(s) can be found or the ABP(s) are reluctant to take up the task in the vicinity. This is acceptable.

The overwing exit row can be empty in normal circumstances, however, in case of emergency, Cabin Crew should move capable passengers to occupy the window seats and brief them accordingly.

9.5 DAMAGED OVER-WING SLIDE OPERATION

In case the overwing slide has been damaged and deflated, it can still be used as a hand hold escape chute. However, priority should be given to type I exits for evacuation under such circumstances. Look for the snap hook on the slide. Fix the snap hook to the hook attachment point on the wing. Four able bodied persons must hold the slide by using two no fail handles installed on each side of the escape slide. Passengers can then be evacuated down the over-wing slide.

10. A321 EMERGENCY EXITS**10.1 DESCRIPTION & USE**

There are a total of eight emergency exits in the cabin. The four doors at the forward and aft of the aircraft are identical and can be used both in normal or emergency situations. The four exits forward of row 22 and at row 33 are floor level exits for emergency use only. All eight exits are fitted with automatically deployed inflatable escape slides to facilitate evacuation. In the cockpit, there are two sliding windows which are identical to the A320's. They can be used as emergency exits and can only be opened from inside. Escape ropes are stowed above each of the sliding windows.

10.2 DOORS

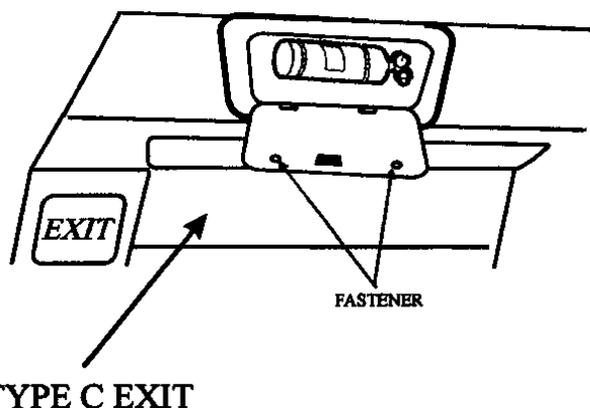
The four doors found at the forward and aft of the aircraft can be used for both normal and emergency situations. They are type I exits and are identical in built and operations to those on the A320. The pre-flight serviceability check is also the same as A320 doors.

10.3 DOOR ESCAPE SLIDES

The door escape slides fitted to the A321 doors 1 and 4 are also the same as those on the A320.

Door 2 and 3 differ in that the pressure gauge of the slides are not on the doors. A gas cylinder is stowed in the ceiling compartment above each of doors 2. At doors 3, the cylinder is found in the overhead locker above the door.

SLIDE INFLATION CYLINDER AT DOORS 2



10.4 EMERGENCY EXITS (TYPE C EXIT)

There are a total of four emergency exits, two forward of passenger seat row 22 and two at row 33. The exits are to be used only in an emergency. A single lane slide is fitted in the fuselage underneath the exit. The slides of the emergency exits are slightly canted to deploy away from the engines.

1 Door locking indicator

- The green colour and text 'locked' indicate the door is properly closed and locked. Otherwise, it is red and 'unlocked'.

2 Assist handle

3 Evacuation handles

4 Arming system

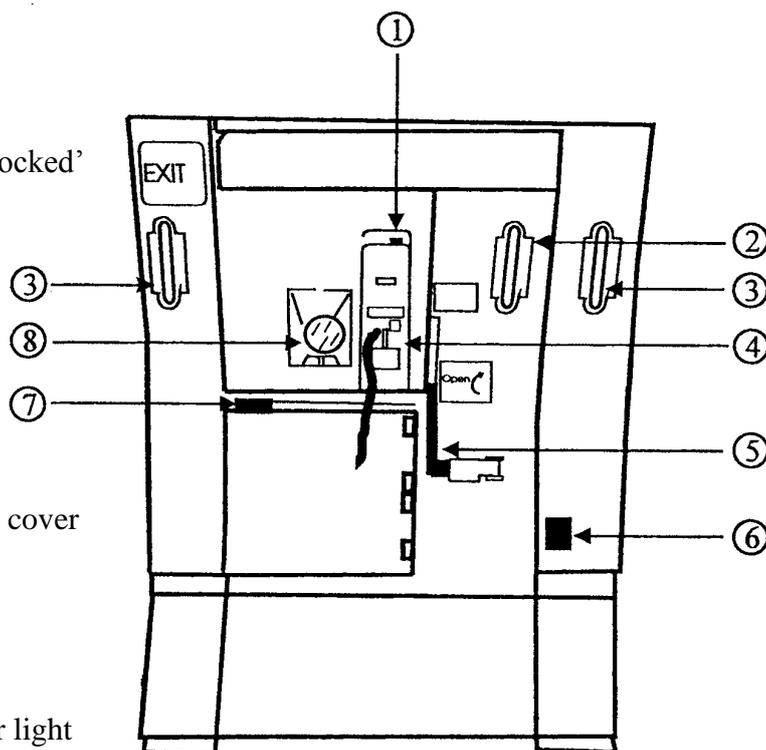
5 Door control handle with safety cover

6 Floor path marking light

7 Gust lock

8 Observation window with:

- "SLIDE ARMED" indicator light
- "CABIN PRESSURE" warning light



10.5 PRE-FLIGHT SERVICEABILITY CHECK

Check the mode selector is in “Disarmed” position with the safety pin inserted and the red streamer visible.

10.6 OPERATION

The operation of these emergency exits is similar to the operation of the main doors. An additional step of opening the safety cover over the door control handle is required.

10.7 ARMING AND DISARMING OF SLIDES

This is identical to the main doors.

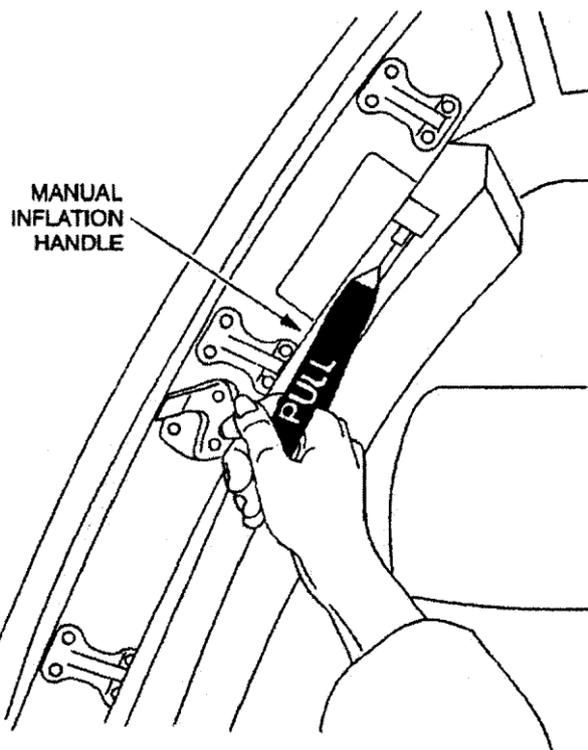
10.8 PRECAUTION

No hand baggage is allowed in the overhead locker above door 3 where the cylinder is located.

10.9 EMERGENCY EXIT SLIDES

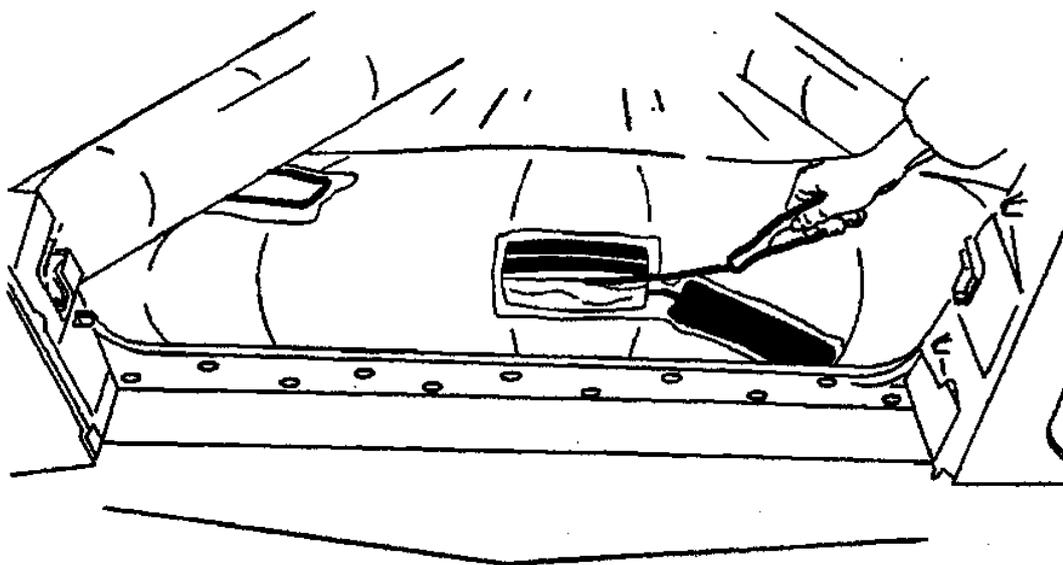
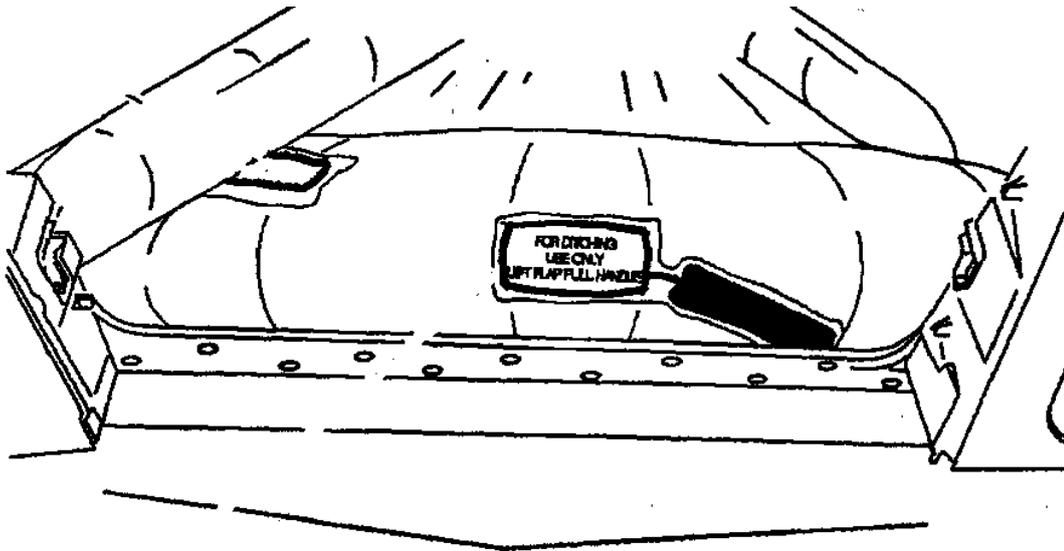
A silver-colored single lane escape slide is installed underneath the exit. The inflation is automatic when the exit is opened in “ARM” position. The slide inflates within 3 seconds. The escape slide is equipped with an integral lighting system. They are located along the longitudinal tubes and across the runway end.

If the automatic inflation system fails, pull the red manual inflation handle at the upper right hand side of the exit frame. The red manual inflation handle is protected by a plastic cover.



If the slide is inflated in a ditching, it can be disconnected from the aircraft by pulling the white release handle. The handle is under the flap at the aircraft end of the slide.

The mooring line can be cut with the hook knife provided which is in the pouch at the left hand side of the buoyancy chamber.



NOTE: When any of the emergency exits is inoperative, the pre-take off passengers briefing must clearly reflect the current condition of the aircraft's escape facilities.

11. FLIGHT DECK SLIDING WINDOW (A320/1)

11.1 DESCRIPTION & USE

There are two sliding windows in the cockpit which can be used as emergency exits if evacuation from the flight deck is necessary. They serve as a secondary means of escape when cabin exits are non-accessible during evacuation. The Flight Deck Crew can use the escape ropes to leave the cockpit through the opened sliding window.

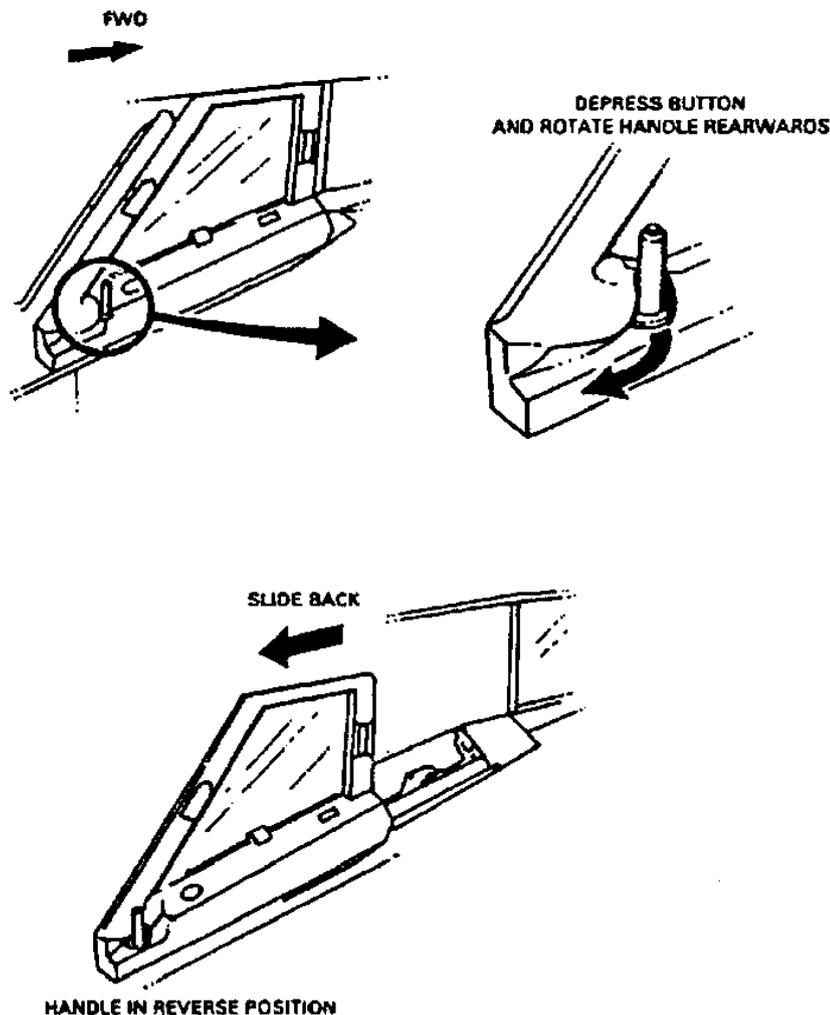
11.2 LOCATION

One on each side of the flight deck.

11.3 OPERATION

- a. Depress the button on top of the operating handle.
- b. Rotate the handle rearwards.
- c. Slide window rearwards using the hand-grip on the front of the sliding window until the lock engages.

NOTE: These windows cannot be opened from outside.



12. ESCAPE ROPES (A320/1)**12.1 FLIGHT DECK ESCAPE ROPES****12.2 DESCRIPTION & USE**

A long, knotted rope in a stowage above the sliding windows on each side of the overhead panel.

12.3 OPERATION

Open access panel, throw rope out of window to assist evacuation.

7.4.2 A330 EVACUATION DEVICES

1. EMERGENCY EXITS

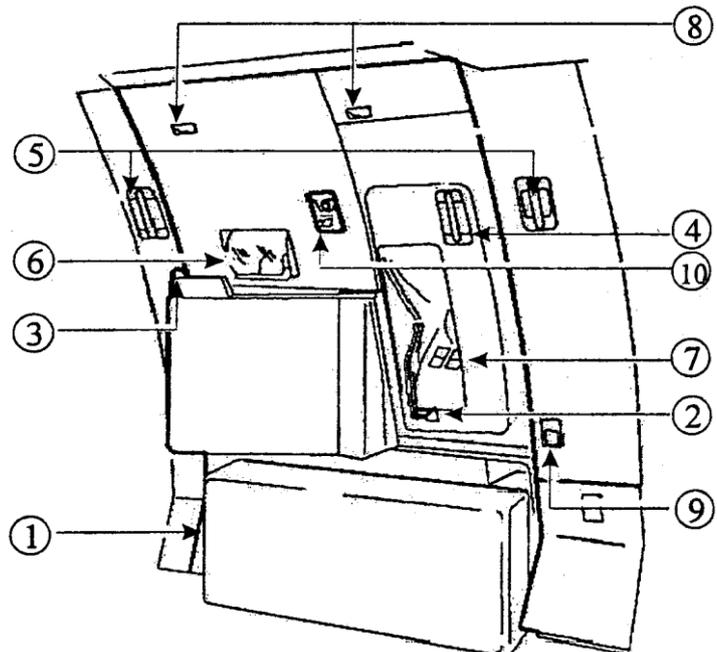
There is a total of eight emergency exits in the cabin. The doors are fitted with automatically deployed inflatable escape slides to facilitate evacuation. In the cockpit, there are two sliding windows that can be used as emergency exits. These windows can only be opened from the inside. Escape ropes are stowed above each of the sliding windows.

2. DOORS

A33A/L/R AIRCRAFT

There are eight floor level doors, four on each side of the aircraft and they are all type A exits. All doors are plug type and unlock inwards, open outwards and move parallel to the fuselage in a forward direction.

Each door is equipped with an evacuation facility (slideraft) stowed in a container hinged on the lower part of the door.



1 Escape slide container

2 Door control handle

3 Gust lock

4 Assist handle

5 Evacuation Handles

6 Arming system

7 Observation window with :

- "SLIDE ARMED" indicator light, illuminates white when the slide is armed and the door handle move up.
- "CABIN PRESSURE" warning light, flashes red in case of cabin differential pressure above 2.5 MBAR (0.0362 PSI) when engines are shut down and the door is disarmed.

NOTE : Both red and white lights are visible from the outside.

8 Door locking indicators

- The green colour and text 'locked' indicate the door is properly closed and locked. Otherwise, they are red and 'unlocked'.

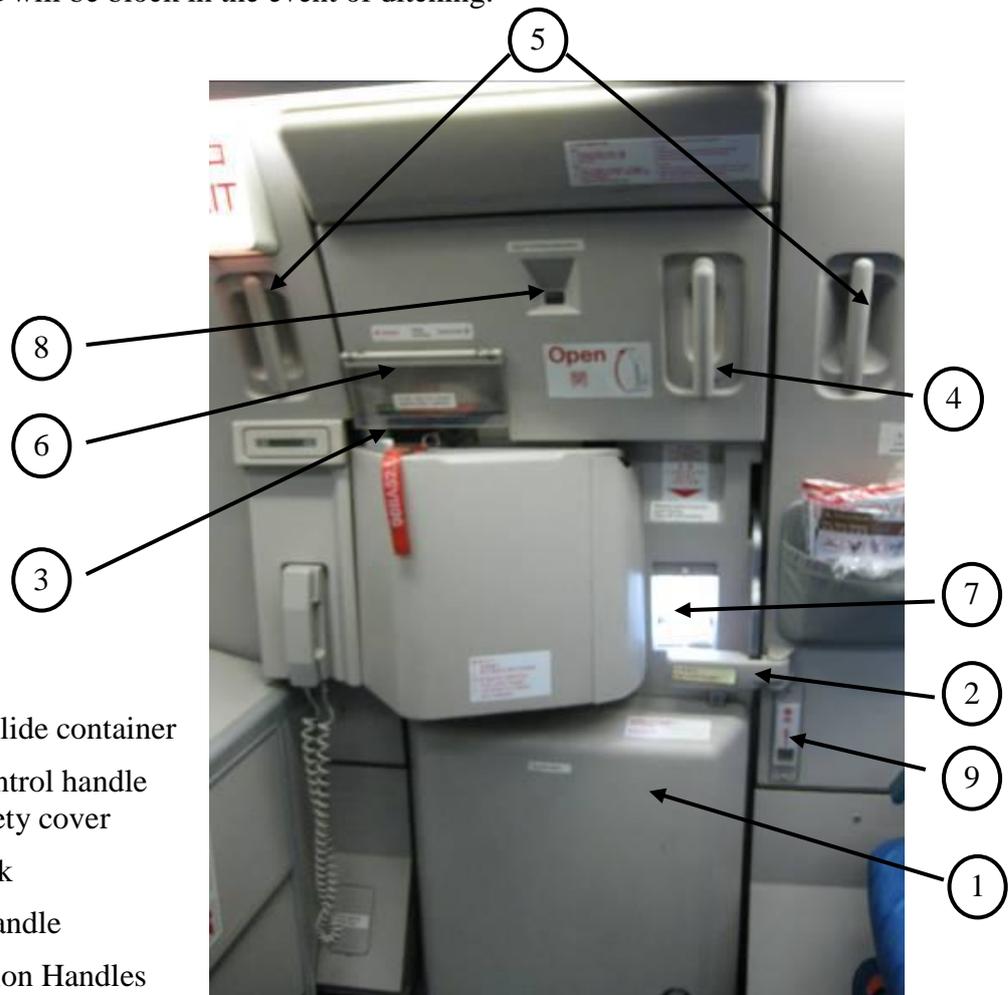
9 Floor path marking light

10 Cabin Crew worklight

A33C AIRCRAFT

Among the eight floor level doors, door 1, 2 and 4 are type A exits with sliderafts which are identical to type A exits on other A330.

Doors 3 are different in that they are type 1 exits with slide. These doors are for emergency use only and will be block in the event of ditching.



1. Escape slide container
2. Door control handle with safety cover
3. Gust lock
4. Assist handle
5. Evacuation Handles
6. Arming system
7. Observation window with :

- "SLIDE ARMED" indicator light, illuminates white when the slide is armed and the door handle move up.
- "CABIN PRESSURE" warning light, flashes red in case of cabin differential pressure above 2.5 MBAR (0.0362 PSI) when engines are shut down and the door is disarmed.

NOTE : Both red and white lights are visible from the outside.

8. Door locking indicator
 - The green colour and text 'locked' indicate the door is properly closed and locked. Otherwise, they are red and 'unlocked'.
9. Floor path marking light

3. **NORMAL OPERATION FROM INSIDE**

All doors are to be closed from inside by cabin crew.

Before closing of door, cabin crew will ensure the exit is clear of obstruction. Ground personnel will assist cabin crew in releasing the gust lock and push the door back to its frame. Cabin crew will then lower the door control handle to lock the door. He/She will check the door locking indicator(s) after door close.

Should there be any problem in closing the door, report immediately to FA1 who will inform the Captain.

3.1 **OPENING OF DOORS**

Ensure slide is disarmed. Grasp the evacuation handle and lift up door handle. Push door by means of assist handle outside and forward until it locks in its open position.

If the red cabin pressure warning light close to the observer window flashes, **DO NOT** open the door and report to the Flight Deck Crew.

In the event of an unscheduled requirement to re-open a cabin door by ramp staff under normal circumstances, the FA1 must obtain permission from the Captain. All doors must be disarmed before the operation of any one door in this situation.

Notes: In some abnormal (non-emergency) situations, cabin door will be required to open from inside. For example, aircraft diversion or charter flight operations where there is no ground support to open the cabin door from outside. If cabin crew experience any delay in the door opening, they will report to FA1 who will inform the Captain. With Captain's permission, cabin crew will open the cabin door from inside.

3.2 **CLOSING OF DOORS**

Press the gust lock at the door hinge to unlock the door. Move the door rearward into its frame. Lower the control handle and check the door locking indicator.

In case cabin door is left open without any platform connected to the aircraft, Cabin Crew are to adhere to the following procedures:

- a. Guard the cabin door area to prevent people from approaching it. Ensure the door strap is extended across the door as a warning to others. Cabin Crew must stand a safe distance away from the door edge.
- b. Without leaving the area, inform FA1 via interphone.
- c. The FA1 will inform ground staff or ground engineer to arrange ground support equipment for re-positioning, i.e. aerobridge, steps, catering truck, garbage service truck or high-lift vehicle etc, for door closing purpose. During the process, FA1 is to report this incident to the Captain.
- d. Cabin Crew can only close the cabin door when a platform has been connected to the other side.
- e. FA1 must report this occurrence by Cabin Safety Report.

4. NORMAL OPERATION FROM OUTSIDE

All doors are to be opened by authorised ground personnel from outside.

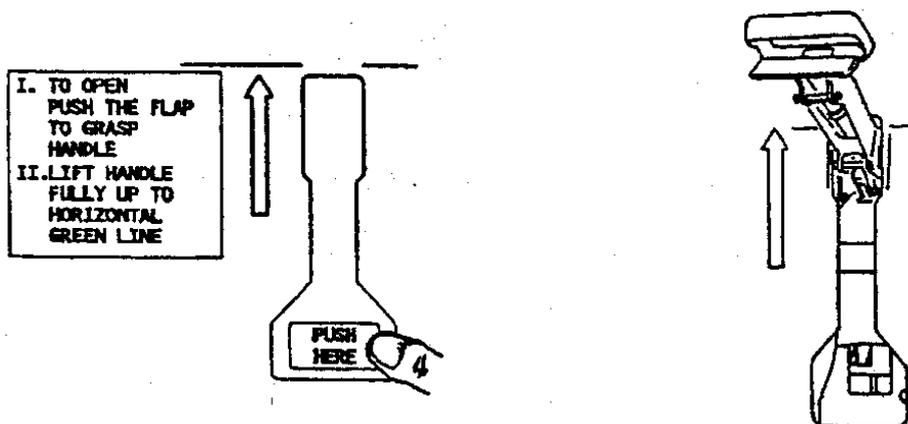
Before opening of door, ground personnel and cabin crew are to check the cabin pressure warning light is not on. Cabin crew also ensures the exit is clear of obstruction. A thumb up signal by cabin crew confirms that the door is ready to be opened. Ground personnel will open the door only upon receiving the thumb up signal.

4.1 OPENING OF DOORS

Push the flap in and lift up the handle fully to horizontal green line. Pull door outwards and forwards until it locks in the open position. Open the door from outside will automatically disarm the slide.

4.2 CLOSING OF DOORS

Depress the gust lock, move the door rearwards and push it into its frame. Lower the control handle. The door is locked when the handle is flush with the fuselage.



5. ARMING AND DISARMING OF SLIDES

It is door primary's duty to arm/disarm his/her responsible door. FA1 will make announcement: 'Cabin crew please arm/disarm doors and cross check' to advise cabin crew when to arm/disarm doors. Doors are be armed after all passengers are on board and all doors close and disarmed after aircraft comes to a complete stop and seat belt sign is off. After arming/disarming of doors, door primary has to perform a door cross check to ensure the slides are in proper position.

- a. To arm the slide :
 - i. Remove the safety pin from the access hole adjacent to the arming lever.
 - ii. Stow safety pin in door hinge and place the red streamer behind gust lock.
 - iii. Move the arming lever to the armed position (towards cockpit).
- b. To disarm the slide :
 - i. Move the arming lever to the disarmed position (towards tail).
 - ii. Install the safety pin into access hole adjacent to the arming lever to prevent inadvertent movement of the arming lever.

- c. To cross check
 - i. Go to the opposite door station.
 - ii. Physically touch the arming lever to ensure it is in fully armed position/secured in the disarmed position.
 - iii. Give a thumb-up confirmation signal to partner to indicate the lever is checked.
 - iv. Upon FA1's intercom call, LHS door primaries are to answer call and report 'Doors X armed/disarmed and cross-checked.'

6. **EMERGENCY DOOR OPERATION**

Cabin exits should be used as primary means of escape for passengers and crew in the event of evacuation.

6.1 **LAND EVACUATION**

- i. Evaluate conditions outside the door.
- ii. Check mode selector is in the ARMED position, ie towards the cockpit.
- iii. Lift door control handle rapidly fully up and release. The door will open automatically and the slide will deploy.
- iv. Check escape route safe.

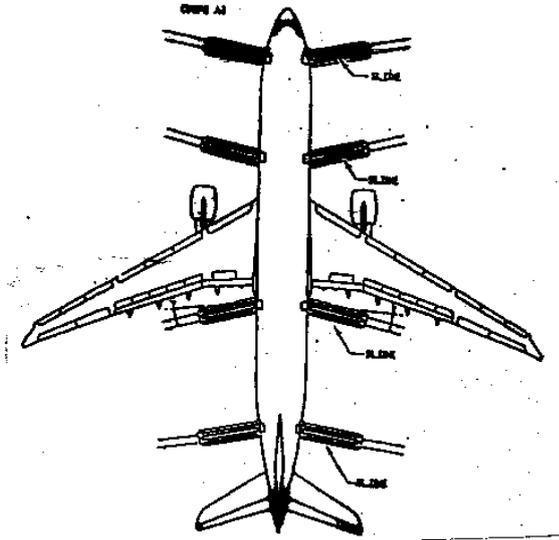
6.2 **DITCHING EVACUATION**

- i. Evaluate conditions outside the door.
- ii. Check mode selector in the ARMED position, ie towards the cockpit.
- iii. Lift door control handle rapidly fully up and release. The door will open automatically and the slideraft will deploy.
- iv. Check escape route safe.

NOTE : When any of the emergency exits is inoperative, the pre take off passenger briefing must clearly reflect the current condition of the aircraft escape facilities.

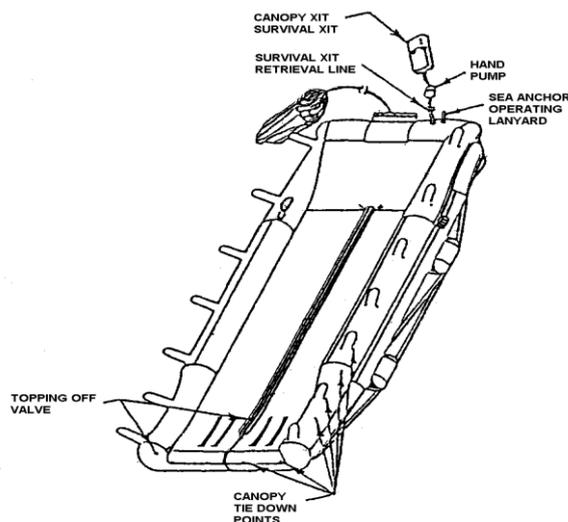
7. DOOR ESCAPE SLIDE/SLIDERAFT

7.1 DESCRIPTION AND USE



A silver-colored dual lane escape slide/sliders is installed in each door. For doors L1, R1, L4 and R4 these escape slides deploy straight down. For doors L2, R2, L3 and R3 the escape slides are canted in order to deploy in acceptable clearance away from the engines.

NOTE: A33C is different in that its doors 3 are fitted with single lane slides (not raft). Its preflight serviceability check, manual inflation and disconnection procedures are same as type A exits.



EVACUATION DEVICES**7.2 LOCATION**

One at each door.

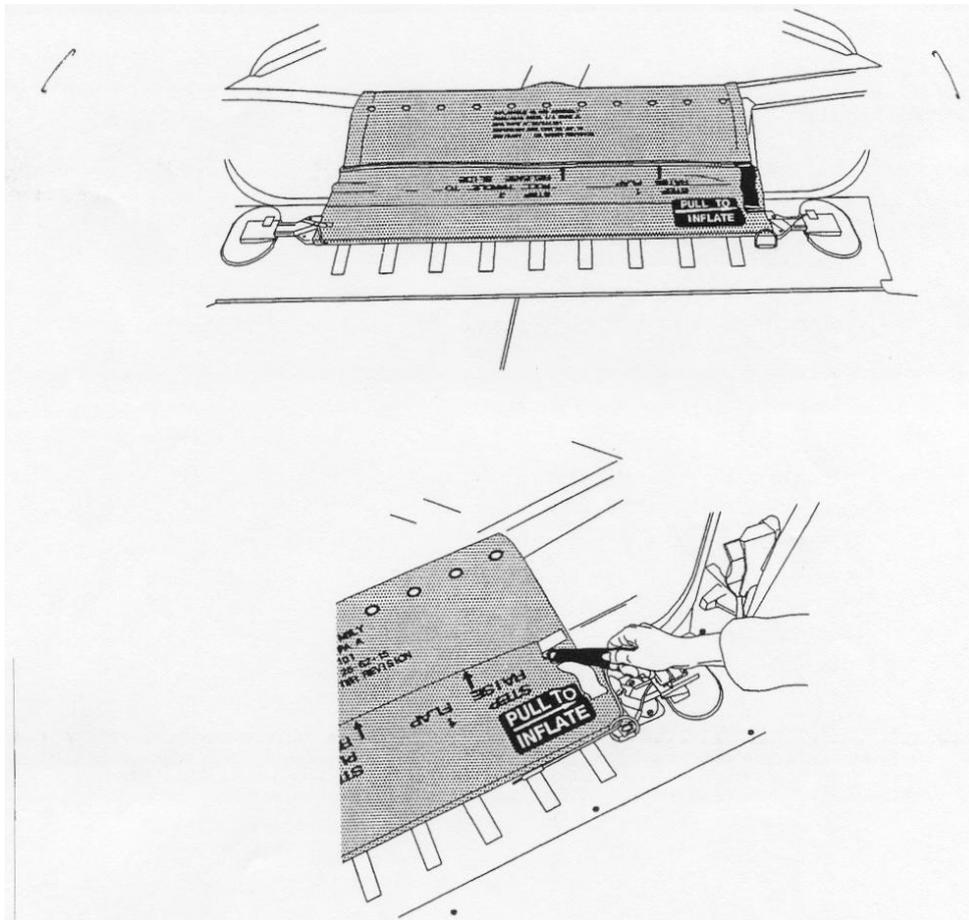
7.3 OPERATION

The deployment and inflation of the unit is automatic when the door is opened in the ARMED mode. As the girt tensions and pulls the packboard off the door, it falls below the door sill, the speed lacing releases and the unit falls from the packboard. A firing lanyard actuates the regulator valve; primary gas is supplied to the aspirators and the inflation is activated and the slide deploys within four seconds.

Each escape slide is equipped with an integrated lighting system. The lights are located along the longitudinal tubes and across the runway tube. The lighting system is automatically activated by the slide deployment. They have the same supply as the cabin emergency lights. If no aircraft power is available the lights are illuminated for 10 minutes from the cabin Emergency Power Supply Units.

7.4 PRE-FLIGHT SERVICEABILITY CHECK

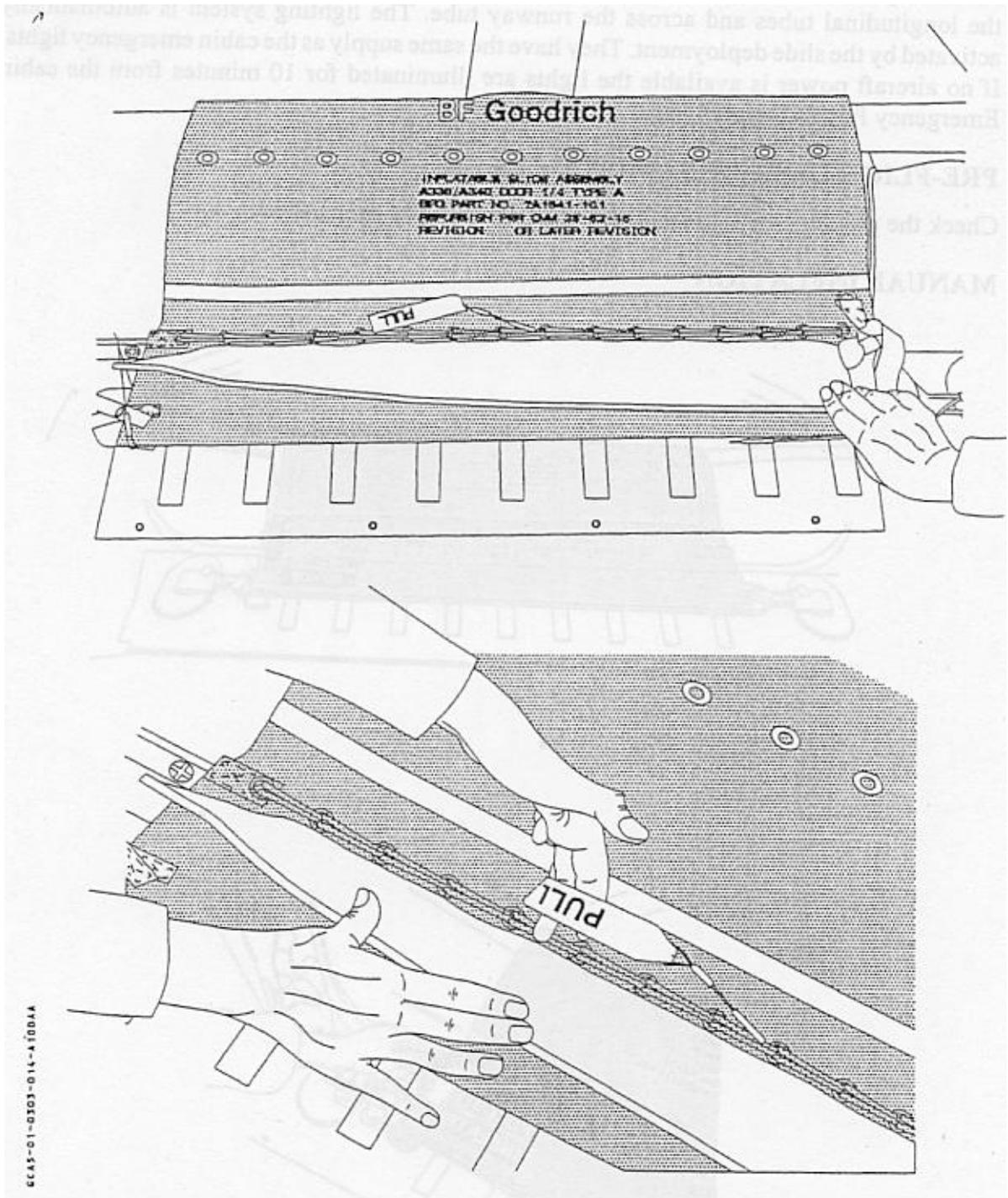
Check mode selector is in “Disarmed” position with the safety pin inserted and the red streamer visible.

7.5 MANUAL INFLATION

If the automatic inflation is not initiated, the red Manual Inflation Handle, located on the girt extension of the escape slide has to be pulled.

This handle is always located at the right hand side of the girt extension.

7.6 **DISCONNECTION**



To detach the slideraft from the doorsill after all evacuees have boarded the slideraft, pull the white release handle which is found beneath the girt cover.

The slideraft is still moored to the aircraft by means of a mooring line which is attached to the girt extension.

To cast off the mooring line from the aircraft floor, pull the mooring release handle located on the aircraft end of the slideraft. Should this fail, use the hook knife attached in a pouch along the slideraft for manual release.

The mooring line is also provided with an automatic release point, which will break at a force of 850lb.

NOTE : When any of the emergency exits is inoperative, the pre-take off passengers briefing must clearly reflect the current condition of the aircraft's escape facilities.

7.7 SEATING CAPACITY OF SLIDERAFT

DOOR	NORMAL	OVERLOAD
L1, R1, L4, R4	65 PAX	78 PAX
L2, R2, L3, R3 (canted)	55 PAX	68 PAX

NOTE: On A33C, seating capacity of slideraft at doors 1, 2 and 4 remain unchanged but doors 3 will not be used as they are slide only.

7.8 CARE OF THE RAFT

Check the raft for damage and proper inflation from time to time. A properly inflated raft should be firm but not drum tight.

- a. If punctures are found, use the repair clamps as follows:
 - i. Dip the clamp into the water. This makes the clamp slippery, so it can be inserted easily.
 - ii. Push the bottom plate (i.e. the plate with rubber band) through the hole. If the hole is too small, carefully enlarge it so the clamp can be forced in.
 - iii. Pull the bottom clamp against the inner surface of the tube, and slide the top clamp over it. Adjust the clamp to completely cover the hole. Hold it in place and screw down the wing nut until it is tight.
- b. If more pressure is needed, inflate with the hand pump.

7.9 HEAVING RING

It can be used not only to reach any evacuees that may be floundering in water, but also to connect the rafts together.

7.10 CANOPY

The canopy can protect survivors from sunburn and dehydration in warm weather, or to keep the raft dry and provide a source of water during rain showers. The eye-catching color of the canopy makes it visible from search aircraft over a distance of several miles.

To set up a canopy:

- a. Remove the canopy from the pocket and unfold. Spread the canopy over the legs of the occupants.
- b. The inflated canopy supports on both sides of the raft are numbered with odd number on the left side and even number on the right.
- c. Match the numbered cords on canopy with inflatable supports of the corresponding numbers. Mating buttons are located near the tops of the inflatable supports and along the top buoyancy tube.
- d. Fasten canopy ties to corresponding button.
- e. Manually inflate the canopy centre supports, and tie them with the canopy and the floor of the raft.
- f. Fold the sides of the canopy upwards and tie with the tapes provided in calm conditions for better ventilation. However should it be a rough sea situation, or during cold weather, the canopy can protect the occupants from hypothermia by releasing the sides of the canopy and fastening with the mating buttons along the top buoyancy tube.
- g. During rain showers, rainwater will collect on the canopy. Heavy dew will do as well. Drain the water through the water-collecting sleeve into bailing bucket, plastic bags, or anything that will hold water.

7.11 SEA ANCHOR

A properly deployed sea anchor will reduce raft drift, making it easier for rescuers to find the raft. The sea anchor will improve raft stability by keeping the raft headed into the wind and waves.

To deploy a sea anchor, firmly pull sea anchor deployment lanyard until sea anchor can be seen beginning to drift behind raft.

7.12 OTHER ACCESSORY EQUIPMENTS

- a. Locator lights are located fore and aft on the raft to assist rescue craft, survivors in the water or other rafts in locating the raft during darkness. They illuminate automatically when the raft goes into the water and powered by a water-activated battery of sufficient capacity to provide continuous illumination until rescue is achieved.
- b. The raft may be boarded from either side using the boarding straps provided.
- c. Lifelines can be found along each side of the raft. They provide a means for floatation for survivors in the water until they can be assisted aboard the raft.

8. SURVIVAL KIT

A survival kit is stowed on the right outboard side of the top chamber. It includes provisions for first aid and well-being of survivors, raft bailing, and a variety of signaling devices from rescue assistance. Items should be withdrawn from the Kit only as needed. The Kit should be securely stowed and kept dry at all other times.

The survival kit consists of the following items to help survival in the sea.

1. **Survival handbook**

2. **A330/340 slideraft management guide**

3. **Packaged water**

There are 8 packs of drinkable water (125mL each) and it's primarily reserved for medicinal purposes.

4. **Water storage bag**

5. **Sea dye marker**

Use sea dye marker during daytime. Except in very rough sea, these spots of dye, which is yellow in colour, remain conspicuous for about 3 hours.

6. **Lithium battery flashlight**

7. **Hand-held signal flare**

- a. Keep the signal flares dry and do not waste them. Only use it when you see a vessel or airplane.
- b. Be very careful of the fire hazard when using flares. Hold them beyond the side of the raft (and a slight angle over the water) to prevent drippings of the flares from burning holes in the raft and yourself. Be sure to fire the signals downwind.
- c. Whenever necessary, signal flare makes a good fire starter. However one must balance the need for fire by this method against the loss of one of the signaling devices.

8. **Signal mirror**

- a. Mirror flashes may be seen for many miles, even in hazy weather. Aircraft can see the flash of the mirror before survivors can see the aircraft, so flash the mirror in the direction of the plane when you hear it, even when you cannot see it.
- b. Direction to use:
 - i. Reflect sunlight from mirror onto a nearby surface (raft, hand, etc.)
 - ii. Bring mirror up to eye-level and look through sighting hole. You will see a bright spot of light. This is the aim indicator.
 - iii. Hold mirror near eye and slowly turn and manipulate it so that the bright spot of light is on the target.

9. Dehydrated sponge

Wipe dry the raft floor

10. Whistle

At night or in fog, use the whistle to attract attention from vessels or people on shore, or to locate another raft if it becomes separated.

11. Raft repair clamp**12. Water bailer**

A fabric bailing bucket for bailing water out of the raft to keep the raft floor dry

13. Sucrose candies

Provide blood glucose

14. Adhesive bandage strips**15. Bandage compress****16. Triangular bandage****17. Water purification tablets (Potable Aqua)**

a. This germicidal tablet kills most common bacteria and germs.

b. Direction to use:

Two tablets to every 1 quart of questionable water to insure safe drinking. Add tablets and wait 5 minutes. Shake the container, close and wait for 30 minutes before drinking. Boiling and filtration may be needed for more suspect water. Each bottle contains enough tablets to treat 25 quarts of questionable water.

18. Antiseptic swabs (Iodine swabs)

It sterilizes the wound. To use it, find the crushing dot on the paper cap and crush the tube between the thumb and forefinger together with the paper cap to release the fluid to the cotton butt. Apply the saturated butt to the wound.

19. Eye ointment

a. It acts as an eye lubricant to prevent further irritation or to relieve dryness of the eyes.

b. To use it, pull down the lower lid of the affected eye and apply a small amount to the inside of the eyelid.

9. FLIGHT DECK SLIDING WINDOW (A330)

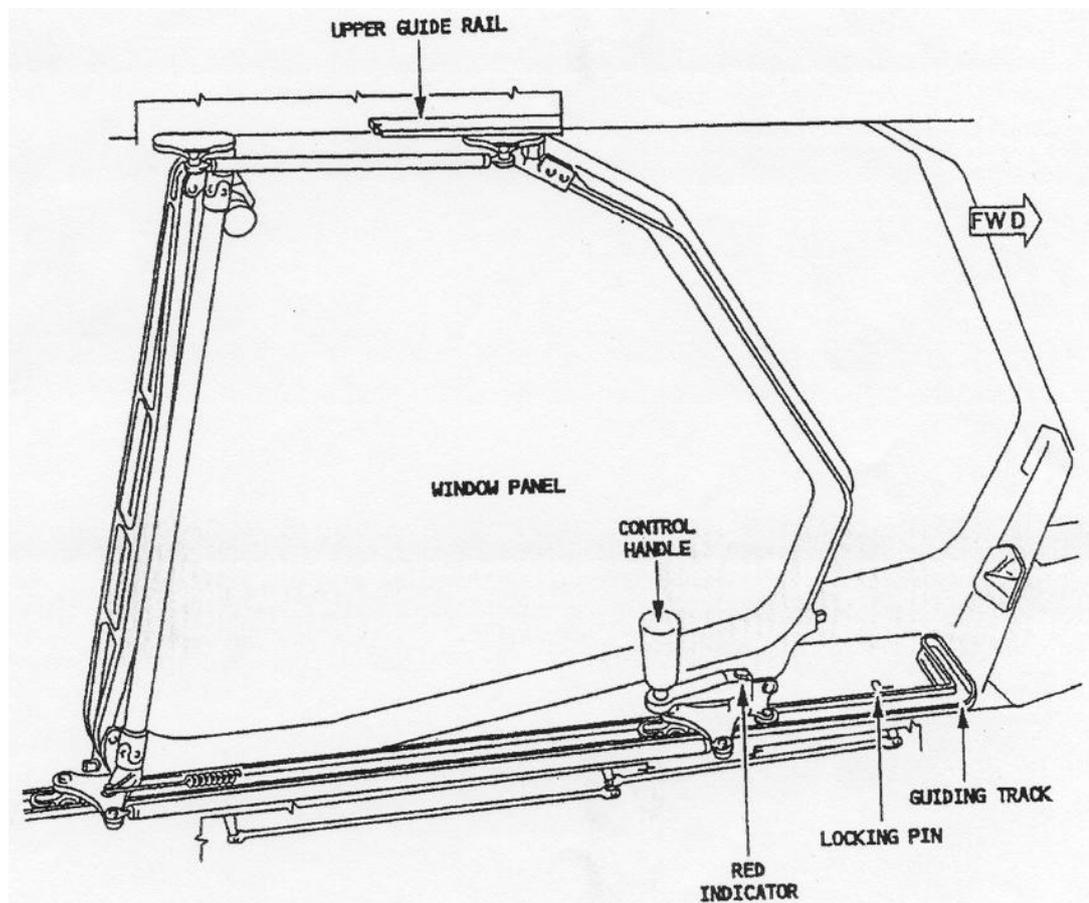
9.1 DESCRIPTION AND USE

They are two sliding windows in the cockpit which can be used as emergency exits if evacuation from the flight deck is necessary. They serve as a secondary means of escape when cabin exits are non-accessible during evacuation. The Flight Deck Crew can use the escape ropes to leave the cockpit through the opened sliding window.

9.2 LOCATION

One on each side of the cockpit.

9.3 OPERATION



- Depress the control handle.
- Rotate the handle rearwards.
- Slide window rearwards using the hand-grip on the front of the sliding window until the lock engages.

NOTE: These windows cannot be opened from outside.

10. **ESCAPE ROPES (A330)**

10.1 **FLIGHT DECK ESCAPE ROPES**

10.2 **DESCRIPTION AND USE**

A long, knotted rope is located in a stowage above the sliding windows on each side of the over head panel.

10.3 **OPERATION**

Open the access panel and throw the rope out of the window.

7.4.3 **EMERGENCY LIGHTING SYSTEM (A320/1 & A330)**

1. **DESCRIPTION**

The emergency lights will illuminate for 10 minutes should the normal lighting system fail. Emergency lights are positioned in the cabin, exit areas, lavatories and on the floor. The emergency lighting is controlled from the cockpit and Forward Attendant Panel.

The escape slides are equipped with an integral lighting system. The escape slide lights illuminate automatically when the escape slide deploys.

NOTE: A33A and A33L aircrafts have the cabin escape lights mounted along the passenger seats, lavatories, bulkhead, stowage compartments on the aisle leading to the cabin exits.

1.1 **OPERATION**

- a. EMER EXIT LT switch in the cockpit

When the switch is :

ON : emergency lights, EXIT signs and floor escape path marking illuminate.

ARM : the cabin emergency lighting automatically illuminates if the aircraft normal electrical power fails.

OFF : emergency lights, exit signs and floor escape path marking off.

- b. LIGHT EMER (A320/1) EMER (A330) pushbutton on Forward Attendant Panel.
This is an ON/OFF push button which controls the emergency lighting system.

NOTES : 1. The EMER EXIT LT OFF-ARM-ON switch has a mechanical latch. This protects against accidental operation of the switch from the ARM or ON position.

2. The LIGHT EMER/EMER switch on the Forward Attendant Panel has a protective cover against accidental operation of the switch.

1.2 **PRE-FLIGHT SERVICEABILITY CHECK**

Press the LIGHT EMER (A320/1)/EMER (A330) pushbutton on Forward Attendant Panel, check the emergency lighting are illuminated. Then press the same pushbutton to reset the system.

This check is to be done ONLY once a day on the first ex Hong Kong flight (confirmation could be obtained from flight crew if needed).

For aircraft installed with luminescent floor path light, no pre-flight check is required. However, the luminescent strips absorb energy from cabin light and gradually release it again in the form of light when in darkness. Hence, FA1 is to turn on the cabin lighting fully bright 30 minutes before departure. In addition, cabin illumination should be fully on at transit stop.

INTENTIONALLY BLANK

7.4.4 EVACUATION SIGNALLING SYSTEM - A320/1

1. DESCRIPTION

An emergency evacuation signalling system is installed in the A320/1. It provides visual and aural alerts in the event of an emergency evacuation of the aircraft. The evacuation signal is activated from the cockpit.

2. LOCATION

Panels provided with warning lights are installed:

- a. One in the cockpit.
- b. One at the L1 purser station.
- c. One at the L2 attendant station
- d. One at the R3 attendant station (A321 only)
- e. One at the L4 attendant station (A321 only)

3. OPERATION FROM THE COCKPIT

The selector switch on the cockpit overhead panel is put in the CAPT position. The alert is activated from the cockpit by pressing the COMMAND EVAC ON button.

a. COMMAND EVAC ON

When pressed:

- i. Cockpit

EVAC COMMAND ON button flashes.

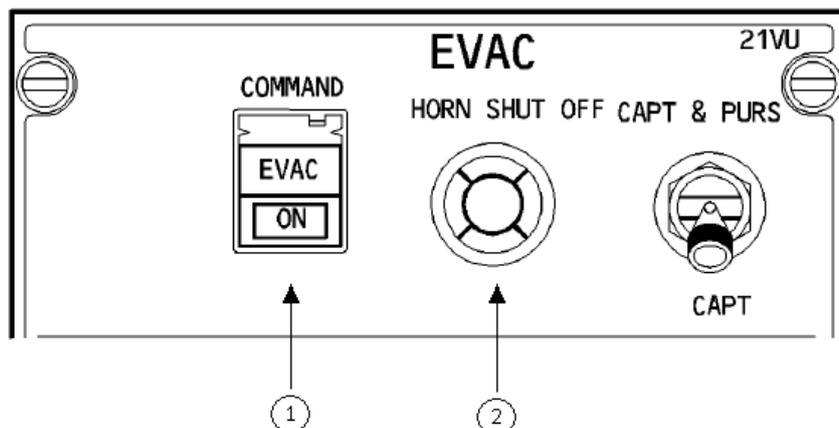
- ii. Cabin

EVAC light on the panel flashes, and there will be an aural horn at all door stations.

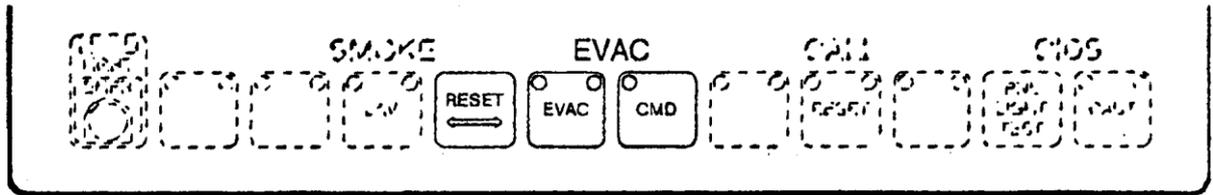
b. HORN SHUT OFF

When pressed:

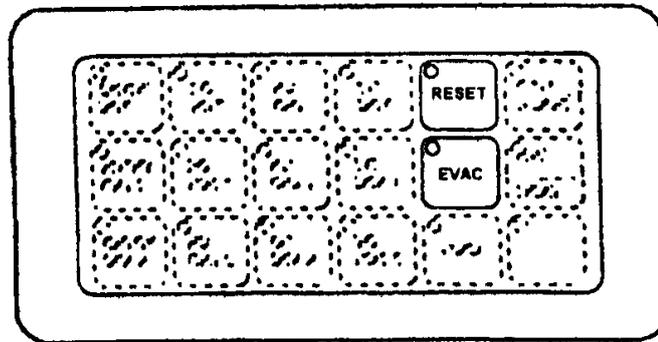
Only the cockpit horn is silenced.



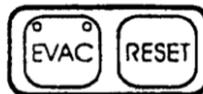
4. OPERATION FROM THE CABIN



Forward Attendant Panel - A320/1



Aft/L4 Attendant Panel – A320/1



L2 and R3 Attendant Panel – A321

a. **CMD**

When the CMD key on the FAP is pressed, the 'EVAC COMMAND ON' button in the cockpit flashes and there will be a horn for three seconds in the cockpit, provided the cockpit selector switch is in the CAPT position.

Note: On aircrafts HTH/HSL onwards the same button is called EVAC CMD button with its function remains unchanged and it is protected by a cover.

b. **EVAC**

Flashes when the system is activated from the cockpit.

c. **RESET**

The audio warning in the cabin is silenced when pressed. During an evacuation, cabin crew should silence the alarm before shouting commands.

Note: On aircrafts HTH/HSL onwards the same button is called EVAC RESET button. Pressing this button will only silence the aural warning of evacuation signal but not the toilet smoke warning.

7.4.5 EVACUATION SIGNALLING SYSTEM - A330

1. DESCRIPTION

An emergency evacuation signalling system is installed in the A330. It provides visual and aural alerts in the event of an emergency evacuation of the aircraft. The evacuation signal is activated from the cockpit.

2. LOCATION

Panels provided with warning lights are installed:

- a. One in the cockpit.
- b. One at the L1 purser station.
- c. One at the L2 attendant station.
- d. One at the L4 attendant station.

3. OPERATION FROM THE COCKPIT

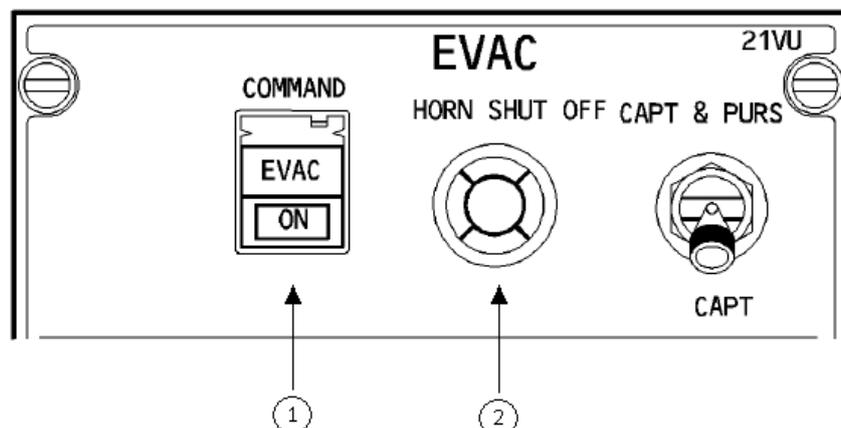
The selector switch on the cockpit over head panel is put in the CAPT position. The alert is activated from the cockpit by pressing the COMMAND EVAC ON button.

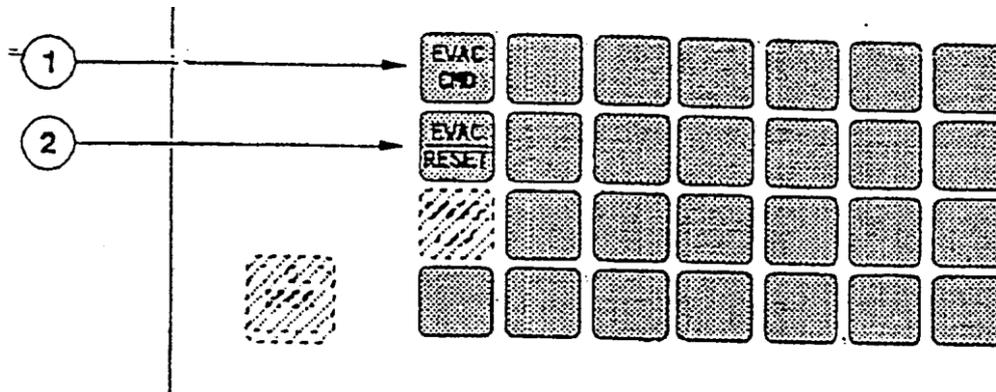
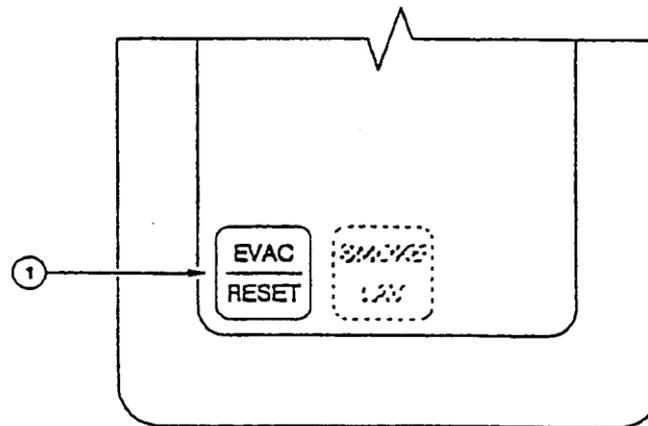
a. COMMAND EVAC ON

- When pressed:
- i. Cockpit
EVAC COMMAND ON button flashes.
 - ii. Cabin
EVAC RESET button on the panel flashes, and there will be an aural horn at all door stations. Red lights flash at all AIPs and the text "EVACUATION ALERT" will appear as well.

b. HORN SHUT OFF

When pressed: Only the cockpit horn is silenced.



4. OPERATION FROM THE CABIN

Forward Attendant Panel

L2 and L4 Attendant Panel
a. EVAC CMD

When EVAC CMD key on the FAP is pressed, the 'EVAC COMMAND ON' button in the cockpit flashes and there will be a horn for three seconds in the cockpit, provided the cockpit selector switch is in the CAPT position.

b. EVAC/RESET

Flashes when the system is activated from the cockpit. The audio warning in the cabin is silenced when pressed. During an evacuation, cabin crew should silence the alarm before shouting commands.

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7.5 **EMERGENCY PROCEDURES**

7.5.1 **EMERGENCY PROCEDURES**

1. **GENERAL**

The successful resolution of an emergency situation depends, first of all, upon the perfect knowledge and execution of the duties assigned to each crewmember. It is vital that all crewmembers know exactly their assigned positions and their specific duties, as well as the duties of the other crewmembers in case of injury or incapacitation.

Whilst it is not possible in this manual to cover all abnormal or emergency situation which can occur within an aircraft, the following procedures form a general framework to apply to most abnormal situations. During any abnormal situation, cabin crew should remain calm and organized and where appropriate display initiative and good leadership.

All crew must be alert and mentally prepared for any emergency during take off and landing.

2. **ABNORMAL LANDINGS**

Abnormal landings may be divided into two categories:

- a. Precautionary landing.
- b. Emergency landing.

Emergency landings may be further sub-divided into:

- Unprepared – little or no warning given.
- Prepared – as much warning given as the circumstances permit.
- Crash landing – refers to an emergency on land
- Ditching – refers to an emergency on water

If an abnormal landing is expected (Precautionary or Emergency) cabin crew must occupy their normal assigned seats, with seat belts and shoulder harness securely fastened.

2.1 **EMERGENCY AND EVACUATION STATIONS**

- Emergency station is the normal seat that a cabin crew takes for take off and landing
- Evacuation stations are areas of responsibility of the cabin crew during an emergency evacuation

A cabin crew who is responsible to monitor an evacuation at an exit is called a Door Primary. Others are called Door Assists. Door Assists evacuate the aircraft first and help passengers on the ground to a safe holding area away from the aircraft. If the Door Primary becomes incapacitated, the Door Assist will then take over the duties.

3. **COMMUNICATIONS DURING AN ABNORMAL LANDING**

In order to establish a standard communication format between Flight Deck Crew and Cabin Crew during an abnormal situation, the following procedure has been adopted for all crewmembers to follow.

3.1 **EMERGENCY CALL ON SERVICE INTERPHONE**

Cabin Crew shall use the Emergency Call signal to relay information of an emergency nature directly to the Flight Deck Crew. Any member of the Cabin crew may use the Emergency Call signal.

It should be noted that the flight deck Emergency Call signal is inhibited during take-off until approximately one minute after lift off (1500ft AAL) and from approximately one minute prior to touchdown (800ft AAL) until landing.

The Flight Deck Crew can also use the Emergency Call at any time they require a member of the Cabin Crew to answer a call immediately.

The following signals will be activated if an Emergency Call is initiated from the cabin:

In the cockpit:

- a. 3 long intermittent buzzers will sound.
- b. The EMER CALL white ON light and amber CALL light flash on the overhead panel.
- c. The amber ATT lights flash on the audio control panels.

Flight Deck Crew must answer the call immediately.

In the cabin:

- a. Attendant Indication Panel at caller's station will display "EMERGENCY CALL" (A320/321) / "PRIO CAPT"(A330).

The following signals will be activated if an Emergency Call is initiated from the cockpit:

In the cockpit:

- a. The EMER CALL white ON light and amber CALL light flash on the overhead panel.
- b. The amber ATT lights flash on the audio control panels.

In the cabin:

- a. 3 high low chimes via all loudspeakers in the cabin.
- b. Attendant Indication Panels at all stations display "EMERGENCY CALL" (A320/321) / "CALL PRIO CAPT"(A330) with a red light flashing.
- c. Red light flashes at all Area Call Panels.

The cabin crew nearest to the L1 attendant station must answer the call immediately.

To reset the emergency call from the cabin:

A320/1 - the call can be reset with any one of the interphone handsets

A330 - all door stations have to be reset individually by replacing the interphone handset or pressing the reset button on the handset.

3.2 **COMMANDERS BRIEF TO FA1**

The commander will direct the FA1 on whether to prepare for a Precautionary or Emergency Landing. The commander will then brief FA1 in the following format:

N Nature of the abnormal

I Intended destination

T Time available until landing

S Special instructions (e.g. unserviceable / unusable exits and any other important instructions)

R FA1 must now repeat the information back to the Commander, including the type of landing (Precautionary/Emergency) to confirm that she has a clear understanding of the situation.

Should any of the details of the situation change after the briefing, the Commander must inform the FA1, particularly if the intended destination has changed, or the situation warrants an upgrading of a Precautionary Landing to an Emergency Landing.

3.3 **COMMANDERS PA TO PASSENGERS**

The Commander will make an announcement to the passengers regarding the nature of an Emergency Landing. Announcements for a Precautionary Landing will not be required unless there is a change of destination or the situation is obvious to the passengers (e.g. engine failure, electrical failures resulting in a loss of cabin lighting etc). Whilst it is not necessary to go into specific detail of the technical aspects of the situation, it is advised to use a similar briefing technique as for FA1.

N Nature of the abnormal

I Intended destination

T Time until landing

Care must be taken not to unduly alarm the passengers with the PA. Be clear and concise with the information, and speak in a reassuring manner.

4. **PRECAUTIONARY LANDING**

A Precautionary Landing is executed when there has been an abnormal or emergency occurrence with the aircraft, where in the commander's opinion an emergency evacuation is not anticipated.

After the NITSR briefing from the Commander, the FA1 will then brief the other crewmembers to prepare the aircraft only for a possible emergency evacuation.

4.1 ACTIONS FOR A PRECAUTIONARY LANDING

The cabin crew are to secure the galleys, overhead lockers, loose items in the cabin and toilets. Taking care not to alarm the passengers unnecessarily. Check all doors are armed, all the emergency equipment, which may be required for an emergency evacuation, and ensure that all exits are unobstructed.

Note positions of Able-Bodied-Person (A.B.P.) seated nearby who would be available to assist you if necessary.

After landing the Commander will inform FA1 of his intentions, the FA1 will then inform the rear crewmembers by interphone.

5. EMERGENCY LANDING**5.1 UNPREPARED EMERGENCY LANDING**

In the event of an unprepared emergency, such as an undercarriage collapse on landing or an engine fire on the ground, there will be little or no time to prepare the cabin and brief passengers. The Commander will prepare the aircraft, which will include depressurizing the cabin, shutting down the engines and calling for assistance from the emergency services.

When the aircraft is ready, and the situation demands it, the Commander will order the evacuation.

In the event, that the emergency prevents communication with the flight deck, the FA1 will assess the situation and decide whether or not to evacuate passengers. Similarly, if the Cabin Crew member in charge of the rear section has no means of communication with the Flight Deck or FA1, e.g. fire in the center section or separation of the fuselage, she would act on her own initiative to evacuate the passengers under her supervision.

5.2 PREPARED EMERGENCY LANDING

In a prepared emergency situation, the Commander will order the crew to prepare for an Emergency Landing.

The Commander is to inform FA1 using the NITSR brief, however in the special instructions he must indicate any important information relating to the situation. The FA1 will then brief the other cabin staff.

5.2.1 CABIN PREPARATION

After receiving the NITSR briefing from the Commander, the FA1 will then brief the other crewmembers.

A briefing for the passengers is given on the P/A while Cabin Crew conduct the demonstration. Depending on the majority of passengers, the FA1 will decide the appropriate language to be used for the briefing. Seat backs and tray tables are to be raised to the upright position, armrests in down position and seat belts securely fastened. All single-blade lavatory doors must be closed and latched. Spectacles, false teeth, high-heeled shoes and any other sharp objects must be removed. Passengers are to be briefed on which exits will be in use for the evacuation, and which ones they are expected to use.

Select, brief and reseat A.B.P. They should be fully and separately briefed on their actions. Secure galley and cabin, and stow loose articles in the toilets. Switch off unnecessary electrics. Ensure doors are armed for crash landing and ditching.

5.3 ADDITIONAL PREPARATION FOR DITCHING

All exits should be used during the evacuation unless the exit is under water when the aircraft comes to rest. Passengers should don life jackets, but under no circumstances should an adult/infant life jacket or baby survival cot be inflated inside the cabin, as this would impede evacuation and/or taking the brace position.

Ditching procedures will be different on A33C aircraft. As doors 3 are fitted with slides only, Cabin Crew will block doors 3, deactivate the evacuation signal at doors 3 area and re-direct passengers to other usable exits. Door 3 slides will be deployed as a last resort if necessary and the slides can be used as floatation devices.

5.4 EMERGENCY ANNOUNCEMENT

5.4.1 ANTICIPATED LANDING ANNOUNCEMENT

Ladies and gentlemen, this is your Chief /Senior Purser speaking. An emergency situation exists which requires you to follow carefully the instructions given by Cabin Crew.

各位旅客，由於本班機稍後需要緊急降落，現在請留意機艙服務員以下的指示，並請您嚴格遵守。

As part of our preparations it will be necessary to move some passengers to other seats. Move to another seat if asked to do so.

由於可能需要您的協助，我們會請一部份旅客更換座位，當指派到您的時候，請立刻到新的座位上。(PAUSE)

No smoking, place your seat back in the upright position and check your table is secured.

請遵守不准吸煙的指示，將椅背豎直，並查看桌面是否鎖緊。(PAUSE)

Loosen ties and collars. Remove all sharp objects from your clothing, remove dentures, spectacles and high heel shoes. Stow all articles in the seat pocket in front of you.

解開衣領，放鬆領帶，拿出身上所有尖硬的物品，並拿下假牙，眼鏡，脫掉高跟鞋，將這些全部放進前面座位椅背的口袋裏。

Now securely fasten your seat belt.

現在請將安全帶扣緊。(PAUSE)

Before landing, you will be given the order "BRACE". Cabin Crew will now demonstrate this position.

降落前，您會聽到指示叫您“BRACE”也就是“保護姿勢”。機艙服務員現在示範如何做“保護姿勢”。

CABIN CREW PREPARATION

Take up position in aisle for safety demonstration and assist passengers.

Seat ABP next to :

1. Unaccompanied minors
2. The elderly
3. The incapacitated in any way
4. Exits

Check passengers are seated, seat back upright, table secured and no smoking if it is a smoking flight.

Assist passengers and answer questions.

Demonstrate the FASTENING by utilising the demonstration seat belt. Check all passengers are strapped in.

ANTICIPATED LANDING ANNOUNCEMENT

Bend fully forward and clasp hands behind head. Keep your feet close to your seat and firmly on the floor.

請將身體盡量向前傾斜，雙手緊抱於頭後，保持雙腳靠近您的座位並穩貼地面。

Maintain this brace position so that we can check you. If you have any difficulties tell the Cabin Crew at this time.

假如您做這個姿勢有任何困難，請馬上告訴我們的機艙服務員。(PAUSE)

Because there may be more than one impact upon landing you are to remain in the brace position until the aircraft comes to a complete stop.

降落時可能有幾次強烈震盪，為保持您的安全，您必須保持這個“保護姿勢”直到飛機完全停下來。

When the aircraft has stopped unfasten your seat belt by lifting this metal clip and pulling the straps apart.

等到飛機完全停下來以後，把安全帶解開。

Then move to the exits as directed.

然後馬上離座向緊急出口疏散。

Leave your bags and other belongings in the aircraft, remain calm and obey your Cabin Crew's instructions.

切勿攜帶任何手提物品，保持冷靜，並遵守機艙服務員的指示。

Now remove the safety instructions card from the seat pocket and note the position of the exits.

現在請您在座位前的椅袋中取出安全說明卡，請您詳細閱讀並記住機艙兩邊緊急出口的位置。

CABIN CREW PREPARATION

Demonstrate “BRACE” position.

Check the "BRACE" position of passengers, use alternate positions where necessary.

Demonstrate the unfastening by utilising the demonstration seat belt.

Point out usable exits.

Hold card up for demonstrations.

5.4.2 ANTICIPATED DITCHING ANNOUNCEMENT

Ladies and gentlemen, this is your Chief /Senior Purser speaking. An emergency situation exists which requires you to follow carefully the instructions given by Cabin Crew.

各位旅客，由於本班機稍後需要緊急降落，現在請留意機艙服務員以下的指示，並請您嚴格遵守。

As part of our preparations it will be necessary to move some passengers to other seats. Move to another seat if asked to do so.

由於可能需要您的協助，我們會請一部份旅客更換座位，當指派到您的時候，請立刻到新的座位上。(PAUSE)

No smoking, place your seat back in the upright position and check your table is secured.

請遵守不准吸煙的指示，將椅背豎直，並查看桌面是否鎖緊。(PAUSE)

Loosen ties and collars. Remove all sharp objects from your clothing, remove dentures, spectacles and high heel shoes. Stow all articles in the seat pocket in front of you.

解開衣領，放鬆領帶，拿出身上所有尖硬的物品，並拿下假牙，眼鏡，脫掉高跟鞋，將這些全部放進前面座位椅背的口袋裏。

Take your life jacket from the pouch under your seat or the armrests. Place the life jacket over your head and secure the tapes firmly around your waist.

從座位或扶手下面拿出救生衣，把救生衣穿上，然後把腰帶綁緊。

Do not, I repeat DO NOT inflate the jacket at this time. When about to leave the aircraft, the jacket is inflated by pulling the red toggle sharply down. Blowing into this tube can also inflate the jacket. For attracting attention you have a whistle and a light.

現在千萬不要將救生衣充氣，離開飛機前，只要將紅色套環向下一拉，就可以使救生衣膨脹。用吹氣管吹氣也可以使救生衣充氣膨脹，救生衣還裝有哨子和電燈，以引起他人注意。

CABIN CREW PREPARATION

Take up position in aisle for safety demonstration and assist passengers.

Seat ABP next to :

1. Unaccompanied minors
2. The elderly
3. The incapacitated in any way
4. Exits

Check passengers are seated, seat back upright, table secured and no smoking if it is a smoking flight.

Assist passengers and answer questions.

Demonstrate with Cabin Crew's life-jacket.

ANTICIPATED DITCHING ANNOUNCEMENT

Now securely fasten your seat belt.

現在請將安全帶扣緊。(PAUSE)

Before landing, you will be given the order "BRACE". Cabin Crew will now demonstrate this position.

降落前，您會聽到指示叫您“BRACE”也就是“保護姿勢”。機艙服務員現在示範如何做“保護姿勢”。

Bend fully forward and clasp hands behind head. Keep your feet close to your seat and firmly on the floor.

請將身體盡量向前傾斜，雙手緊抱於頭後，保持雙腳靠近您的座位並穩貼地面。

Maintain this brace position so that we can check you. If you have any difficulties tell the Cabin Crew at this time.

假如您做這個姿勢有任何困難，請馬上告訴我們的機艙服務員。(PAUSE)

Because there may be more than one impact upon landing you are to remain in the brace position until the aircraft comes to a complete stop.

降落時可能有幾次強烈震盪，為保持您的安全，您必須保持這個“保護姿勢”直到飛機完全停下來。

When the aircraft has stopped unfasten your seat belt by lifting this metal clip and pulling the straps apart.

等到飛機完全停下來以後，把安全帶解開。

Then move to the exits as directed.

然後馬上離座向緊急出口疏散。

Leave your bags and other belongings in the aircraft, remain clam and obey your Cabin Crew's instructions.

切勿攜帶任何手提物品，保持冷靜，並遵守機艙服務員的指示。

Now remove the safety instructions card from the seat pocket and note the position of the exits.

現在請您在座位前的椅袋中取出安全說明卡，請您詳細閱讀並記住機艙兩邊緊急出口的位置。

CABIN CREW PREPARATION

Demonstrate the FASTENING by utilising the demonstration seat belt. Check all passengers are strapped in.

Demonstrate "BRACE" position.

Check the "BRACE" position of passengers, use alternate positions where necessary.

Demonstrate the unfastening by utilising the demonstration seat belt.

Point out usable exits.

Hold card up for demonstrations.

5.5 ABLE BODIED PERSONS (A.B.P.)

In a prepared emergency situation, cabin crew should look for A.B.P. from the passengers who can facilitate the evacuation. The following types of passengers are recommended to be selected as A.B.P.

- a. Airline crew travelling as passengers
- b. Passengers from disciplinary forces, for instance, policemen, firemen, etc.
- c. Fit looking people, preferably without any family ties on board

When A.B.P. is selected, depending on the situation, he/she should be briefed on the assigned duties. All instructions must be clear and concise. You must be fully aware of what you want the A.B.P. to do. The A.B.P. can help in the following ways:

- a. As door primaries

This will be particularly important on A320 as the overwing exit area may be vacant if the flight is not full, and on A321 as not all doors are provided with a door primary. Explain to A.B.P. that after the aircraft comes to a complete halt after impact, they have to open the exit under the crew member's instruction. Take the A.B.P. to their assigned exit and tell them the whole evacuation drill together with the location of the red manual inflation handle (or white release handle). Remind them to hold evacuation handles to secure themselves. If door or slide is not usable, redirect passengers to the nearest usable exit/slide.

Reseat them close to their exits, and make sure they understand their tasks by having them to repeat the instructions.

- b. As door assists

They are to evacuate first and stay near the slides to catch evacuees, hold the slides, and prevent passengers from staying near the aircraft and re-entering into the aircraft.

Reseat them close to their exits, and make sure they understand their tasks by having them to repeat the instructions.

- c. Assist evacuation of passengers in need

They include elderly, handicapped, mother with infant, unaccompanied minors, etc. Reseat A.B.P. next to them, and explain to the A.B.P. how they should be helped. Remind A.B.P. the location of the nearest exits and they should be the last to evacuate.

Make sure that the A.B.P.s have understood and ask them to repeat the instructions.

5.6 "BRACE" POSITION

a. Passengers

- i. Passengers are to be instructed to bend fully forward and clasp hands (one on top of the other) behind head. Feet to be kept close to seats and firmly on the floor. DO NOT use padding as this can result in secondary impact injury and impede evacuation.

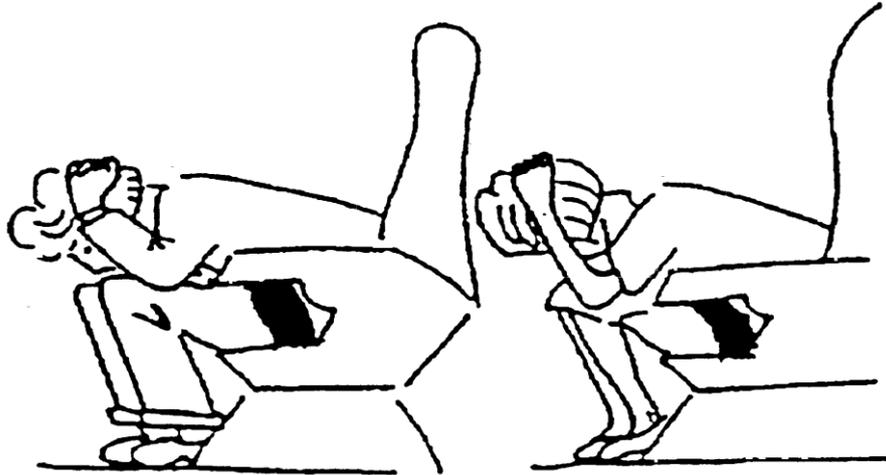
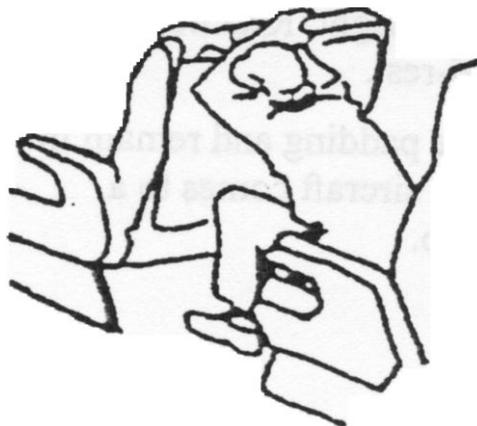


DIAGRAM 1

- ii. Passengers having difficulties in adopting the proper brace position should be instructed to take up the alternative position as shown below.



The passenger should position his head and arms against the seat or bulkhead in front of him.

DIAGRAM 2

b. Cabin Crew



DIAGRAM 3

Aft Facing Crew Seat

- a. Seat belt/harness adjusted and securely fastened.
- b. Feet should be placed on the floor, slightly in front of the edge of the seat.
- c. Grasp sides of seat with both hands.
- d. Sit back and upright. Rest head against head-rest.
- e. DO NOT use padding and remain in position until aircraft comes to a complete stop.

Fwd Facing Crew Seat

- a. Seat belt/harness adjusted and securely fastened.
- b. Feet should be placed on the floor, slightly in front of the edge of the seat.
- c. Grasp sides of seat with both hands.
- d. Sit back and upright. Rest chin on chest to minimize whiplash injury.
- e. DO NOT use padding and remain in position until aircraft comes to a complete stop.

5.7 ACTION BEFORE IMPACT

It is most important that all Cabin Crew not only know their own evacuation duties, but also those of the others. The Commander will warn the crew to prepare for crash landing / ditching and brief the FA1.

When a crash is imminent at 2000ft AAL (approximately 2 minutes before impact) the Commander will order “Attention! Cabin Crew at Stations”, Cabin Crew should take emergency stations and secure themselves. In case the PA system fails, the Cockpit Crew should pass such information to FA1 via the cabin interphone.

Immediately before impact at 500ft AAL (approximately 30 seconds before impact) the Commander will give the “Brace” order through the PA system. Crew members are to repeat the order and at the same time brace themselves. Should the Cockpit Crew PA system be unserviceable, the Cockpit Crew will cycle the seat belt sign 6 times or more as a backup signal of “Brace”.

5.8 AFTER THE EMERGENCY LANDING

When the aircraft comes to a complete stop, the evacuation order will be given by the Commander verbally and/or by the Evacuation Signalling System. The evacuation order should be repeated immediately by Cabin Crew. Before shouting commands for evacuation, Cabin Crew should reset the aural signal. If the commander fails to do so after a considerable period of time, the FA1 should establish communications with the flight deck to ask the commander’s intentions. In case the Commander is incapacitated, the decision to evacuate or not lies on the next senior crew member according to the following ‘Chain of Command’:

CAPTAIN

FIRST OFFICER

SECOND OFFICER

CHIEF PURSER

SENIOR PURSER

FLIGHT PURSER

OTHER OPERATING CABIN CREW

Cabin crew’s initial order has to be made in English and Cantonese. Thereafter, individual Cabin Crew should use their native language to motivate passengers evacuation where passenger demography so requires.

Cabin Crew should initiate an evacuation when the aircraft has come to a complete stop in the following critical situation:

- a. there is an explosion.
- b. separation of the fuselage.
- c. the aircraft has ditched.
- d. Dense smoke or severe fire inside the cabin.

6. EVACUATION DUTIES OF FLIGHT DECK CREW

Flight Deck Crew shall evacuate an aircraft through the cabin exits. If it is not possible to reach the cabin, they shall evacuate through the sliding windows by means of the escape ropes.

- a. Evacuation Duties of Commander

PROCEED TO THE CABIN

ASSIST PASSENGER EVACUATION

CHECK ENTIRE CABIN

EVACUATE THROUGH ANY SUITABLE EXIT

He/She shall be the last person to leave the aircraft.

COMMAND OF OPERATION *ON GROUND/IN WATER

Until the arrival of the rescue units.

- b. Evacuation Duties of First Officer

PROCEED TO THE CABIN

EVACUATE THROUGH ANY SUITABLE EXIT

ASSIST *ON GROUND/IN WATER

Assist passengers *on ground/in water and direct them away from the aircraft.

7. EVACUATION DUTIES OF DOOR CABIN CREW**a. Crash Landing****REPEAT EVACUATION ORDER (IN ENGLISH AND CANTONESE)**

Repeat the order by shouting “Evacuate, evacuate, 疏散 (SAW SARN).”

MOTIVATE PASSENGERS EVACUATION

Motivate passengers by shouting “Unfasten seat belts, high heels off, leave bags, come this way”

CHECK OUTSIDE CONDITION

Do not open door if there is fire or smoke outside.

ENSURE DOOR IS ARMED

Slide arming lever is at armed position.

OPEN DOOR

Lift door control handle.

CHECK ESCAPE ROUTE SAFE

Check slide has deployed properly and there is no obstruction.

Block door if the escape route is unsafe.

EVACUATE PASSENGERS

Stand beside door and hold on to evacuation handle. Direct passengers to jump down the slide by shouting “Jump and slide”/ “Two at a time” (A330).

CHECK AREA OF RESPONSIBILITY

Look for unconscious or injured passengers in the cabin and toilets. Forward crew members should check the cockpit.

EVACUATE WITH VITAL EQUIPMENT

Evacuate carrying necessary emergency equipment if time permits.

ASSIST ON GROUND

Once on ground and clear of the aircraft, endeavour to carry out a headcount and administer first aid if required. Prevent passengers from re-entering the aircraft.

Note: Cabin Crew should reset the alarm of the Evacuation Signaling System before shouting the commands.

b. Ditching

REPEAT EVACUATION ORDER (IN ENGLISH AND CANTONESE)

Repeat the order by shouting “Evacuate, evacuate, 疏散 (SAW SARN).”

MOTIVATE PASSENGERS EVACUATION

Motivate passengers by shouting “Unfasten seat belts and life jackets on, under your seats, shoes off, leave bags, come this way.”

ASSESS OUTSIDE CONDITION

Check if smoke or fire is visible and the water level.

ENSURE DOOR IS ARMED AND OPEN DOOR

Lift door control handle

CHECK ESCAPE ROUTE SAFE

Check *slide(A320/1)/slideraft(A330) has deployed properly and there is no obstruction.* Pull the white release handle to release the slide from the aircraft door (A320/1).

Block door if escape route is unsafe.

EVACUATE PASSENGERS

Ensure passengers have their life jackets inflated by shouting “Inflate life jackets” as they leave the aircraft. Direct passengers *to jump into the water and hold on to the handle of slide(A320/1)/ to sit on the slideraft(A330).*

CHECK AREA OF RESPONSIBILITY

Look for unconscious or injured passengers in the cabin and toilets. Forward crew members should check the cockpit.

EVACUATE WITH VITAL EQUIPMENT

Evacuate with necessary emergency equipment if time permits.

Cut the mooring line by using the hook knife (A320/1).

Pull the white release handle to detach the slide from the aircraft door. Pull the mooring release handle/use hook knife to cut the mooring line (A330).

Note: Cabin Crew should reset the alarm of the Evacuation Signaling System before shouting the commands.

8. EVACUATION DUTIES OF OVER WING EXIT CABIN CREW - A320 ONLY**a. Crash Landing****REPEAT EVACUATION ORDER**

Repeat the order by shouting “Evacuate, evacuate, 疏散 (SAW SARN).”

MOTIVATE PASSENGERS EVACUATION

Motivate passengers by shouting “Unfasten seat belts, high heels off, leave bags, come this way.”

PROCEED TO OVERWING EXIT, CHECK OUTSIDE CONDITION

Check if fire or smoke is visible.

REMOVE OVERWING HATCH

Open it and discard outside, at the same time instruct other passengers to open the other exits. Pull red manual inflation handle.

CHECK ESCAPE ROUTE SAFE

Check ramp slide has deployed properly and there is no danger or obstruction. Block exit if the escape route is unsafe.

EVACUATE PASSENGERS

Direct passengers to evacuate using ramp slide by shouting “Move, hurry, faster”.

CHECK IMMEDIATE AREA

Look for unconscious or injured passengers in the cabin.

EVACUATE

b. Ditching

REPEAT EVACUATION ORDER

Repeat the order by shouting “Evacuate, evacuate, 疏散 (SAW SARN).”

MOTIVATE PASSENGERS EVACUATION

Motivate passengers by shouting “Unfasten seat belts and life jackets on, under your seats, leave bags, come this way.”

PROCEED TO OVERWING EXIT, ASSESS OUTSIDE CONDITION

Check if fire or smoke is visible and the water level.

REMOVE OVERWING HATCH

Open hatch and discard outside, at the same time instruct passengers to open the other exits.

CHECK ESCAPE ROUTE SAFE

EVACUATE PASSENGERS

Ensure passengers have their life jackets on as they leave the aircraft and shout “Move, hurry, faster”.

CHECK IMMEDIATE AREA

Look for unconscious or injured passengers in the cabin.

EVACUATE

NOTE :

If the crew responsible for the overwing area cannot proceed to the overwing exits, verbal instruction should be given to passengers sitting at that area to open the exits for evacuation.

9. EVACUATION DUTIES OF DOOR ASSIST CABIN CREW**a. Crashing Landing**

REPEAT EVACUATION ORDER (IN ENGLISH AND CANTONESE)

Repeat the order by shouting “Evacuate, evacuate, 疏散 (SAW SARN).”

MOTIVATE PASSENGERS EVACUATION

Motivate passengers by shouting “Unfasten seat belts, high heels off, leave bags, come this way.”

EVACUATE

Lead passengers out through the nearest available exit by shouting “Follow me”.

ASSIST ON GROUND

At the ground end of the slide, help to keep the escape route clear. Organize suitable passengers to take over your job to enable moving to other slides which may need help.

b. Ditching

REPEAT EVACUATION ORDER (IN ENGLISH AND CANTONESE)

Repeat the order by shouting “Evacuate, evacuate, 疏散 (SAW SARN).”

MOTIVATE PASSENGERS EVACUATION

Motivate passengers by shouting “Unfasten seat belts and life jackets on, under your seats, shoes off, leave bags, come this way”.

EVACUATE

Lead passengers out through nearest available cabin door with life jacket inflated by shouting “Follow me”.

ASSIST IN WATER

Gather passengers *together along both sides of slide(A320/1)/ on the slideraft (A330) and help to keep the exit area clear.

10. CROWD CONTROL AND EMERGENCY EVACUATION

In the event of an emergency evacuation it is likely that some of the passengers may panic causing confusion in the cabin and making an orderly safe evacuation very difficult. It is, therefore, vitally important for everyone's safety that you assert your authority from the very outset. All commands must be short, concise, direct and given in a firm, forceful, positive manner by whatever method is available e.g. shouting or using a megaphone. As soon as the aircraft has come to a complete stop, unfasten your seat belt and begin organising the passengers for evacuation. Tell passengers to "Unfasten seat belts, high heels off, leave bags, come this way". During door opening, slide deployment and inflation, passengers must be prevented from crowding the exits, by both physical and verbal means.

In a land evacuation when the escape slide has been deployed, stand to the side of the exit to ensure you do not obstruct it, and hold on to the evacuation handle at the side of the door to prevent yourself from being pushed out with the evacuating passengers. Instruct the passengers to move towards the door and jump out down the slide, assisting them with a push in the small of the back if they are reluctant to do so. If passengers sit on the door sill, do not bend down but use your foot and knee to push them on to the slide. Passengers can, if absolutely necessary, be pushed out safely on to the slide in any attitude. If you cannot reach a passenger who is sitting in the doorway, instruct passengers behind him to "Help him out" or "Give him a push". Do not cross the door area to assist unless a serious blockage is occurring. You must keep the passengers moving out the door.

Instructions to evacuating passengers must be given in a very positive manner, e.g. "Jump and slide", "Move, hurry, faster", "Stay close together". Never use negative commands such as "Don't wait".

If you have to direct passengers away from an unusable exit, inform them why, e.g. "No slide", "Fire outside", "Door jammed".

Redirect passengers to the nearest usable exit. Use the megaphones if necessary. Violent movements of the arms directed at the passengers farthest away from you will have a more positive effect than the unassisted voice due to the likely high noise level. Passengers nearest to you cannot move until those farthest away have moved. If necessary, climb over the backs of unoccupied seats to assist in clearing any blockage that may have occurred.

Use whatever means possible to restrain the passengers from crowding the exits, as this will impede the flow and lead to panic.

In a ditching instruct passengers to inflate their life jackets when leaving the aircraft and then *jump into the water and hold on to the handle of slide to evacuate(A320/1)/board the slideraft(A330).

When you have checked that your area is clear of passengers, leave the aircraft via your allocated exit if available, or via the nearest if more appropriate. When on the ground, assist with the marshalling of the passengers away from the aircraft and give any assistance necessary.

The following commands shall be used in a crash landing/ditching situation.

A. Door Primary

“Evacuate, evacuate”

“Saw sarn”

“Unfasten seat belts”

“High heels off” – used in crash landing only

“Life jackets on” – used in ditching only

“Under your seats” – used in ditching only

“Shoes off” – used in ditching only

“Leave bags”

“Come this way”

“Move, hurry, faster”

“Jump and slide” – used in crash landing only

“Two at a time” – used in A330 crash landing only

“Inflate life jackets” – used in ditching only

“Jump into the water” – used in A320 ditching only

“Hands and knees” – used in A330 ditching only

B. Door Assist

“Evacuate, evacuate”

“Saw sarn”

“Unfasten seat belts”

“High heels off” – used in crash landing only

“Life jackets on” – used in ditching only

“Under your seats” – used in ditching only

“Shoes off” – used in ditching only

“Leave bags”

“Come this way”

“Follow me”

“Inflate life jackets” – used in ditching only

“Hands and knees” – used in A330 ditching only

Note: “Saw sarn” is Cantonese, it means evacuate.

11. EVACUATION WITH VITAL EQUIPMENT

After checking all passengers have evacuated in their area, Door Primaries should evacuate with the following emergency equipment if situations allow:

If landing is at the airport:

- a. Torch
- b. Megaphone
- c. First aid kit

If landing is not at the airport:

- a. Torch
- b. Megaphone
- c. First aid kit
- d. Radio beacon
- e. Additional survival pack

12. RAFT BOARDING

In the event of ditching, the raft boarding procedure will be followed:

- a. Door Primaries will instruct passengers to inflate their life jackets as they reach the door area and to board the slideraft on their hands and knees.
- b. Door Assists will move to the far end of the slideraft and instruct passengers to move in the same direction. Passengers are to be distributed evenly on both sides of the slideraft.
- c. When boarding is complete, the Door Primary will check the area and evacuate with vital equipment if situations allow. The slideraft is then detached and cast-off from the aircraft. In cases where the angle of the slideraft is very steep, the slideraft should be detached before boarding passengers.

13. REJECTED TAKE OFF

The Commander of the aircraft may find it necessary to abandon the take off if a malfunction occurs on the flight deck. Any rejected take off must be regarded as a potential emergency evacuation situation.

The Commander will relay his intention through the PA by using the standard calls.

In the extremely unlikely event that communication is not possible with the flight deck, either directly or by use of the interphone, the FA1 will have to assess the situation and decide whether or not to initiate an emergency evacuation. Do not use the exits on the side where there is a fire unless there is no alternative.

Make all possible efforts to contact the Commander but bear in mind that the safety of the passengers is paramount and should not be prejudiced by spending an excessive time trying to gain access to the flight deck.

14. STANDARD CALLS

Flight Deck Crew will use standard calls through the PA during an emergency to inform the Cabin Crew of what is required to be done at that stage.

a. ATTENTION! CABIN CREW AT STATIONS

The Cockpit Crew will use the order “ATTENTION! CABIN CREW AT STATIONS” in the following situations:

- At 2000 ft AAL prior to an Emergency Landing
- On ground emergency
- Rejected Take-off
- If the Cabin Crew are not seated and an emergency or abnormal situation requires the crew to immediately return to their seats

Cabin Crew’s actions:

- i. Return to their seats if not already seated.
- ii. Be alert and report any serious abnormalities.
- iii. Wait for the next instruction from the cockpit crew:
 - “CABIN CREW RESUME DUTIES” or
 - “BRACE! BRACE!” or
 - “EVACUATE! EVACUATE!”

b. CABIN CREW RESUME DUTIES

To downgrade an alert level, e.g. after ordering “ATTENTION! CABIN CREW AT STATIONS”, another PA “CABIN CREW RESUME DUTIES” will be made. Cabin Crew can then resume their original duties.

c. BRACE, BRACE

When there are only about 30 seconds left before an impact, this order will be given to advise Cabin Crew to brace themselves. Cabin Crew should also repeat the order until the aircraft comes to a complete stop. If the Cockpit Crew PA system is unserviceable, this PA will be substituted by cycling of seat belt sign six times or more as a back-up.

d. EVACUATE, EVACUATE

If evacuation is required, Cockpit Crew will first order “EVACUATE, EVACUATE” and then activate the evacuation signal. In case evacuation signal is on without verbal command, cabin crew should clarify with the commander before they start to evacuate the plane unless the aircraft is in critical situation.

e. ATTENTION! EMERGENCY DESCENT!

At the commencement of an Emergency Descent the Cockpit Crew will announce “ATTENTION! EMERGENCY DESCENT!”

Cabin Crew’s actions:

- Return to their seats if not already seated
- Fasten the seat belt
- Be prepared for a possible cabin depressurisation

At any time if the cabin oxygen masks drop, Cabin Crew will:

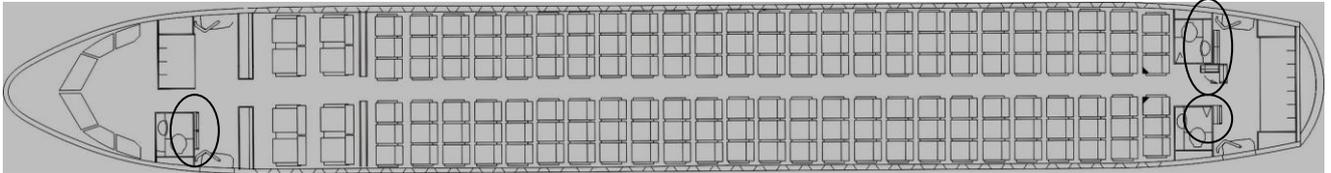
- Sit in the nearest seat
- Don the oxygen mask
- Fasten the seat belt

If the cabin oxygen masks drop and the Cabin Crew do not hear the announcement “ATTENTION! EMERGENCY DESCENT!” then they must establish communication with the Cockpit Crew to check for incapacitation.

If the Cockpit Crew PA system is unserviceable, the above (a) to (e) orders except (c) Brace order will be conveyed via interphone call. The crew member who answers the call will then pass the information to the other Cabin Crew.

15. EMERGENCY/EVACUATION STATIONS – A320/1

The crew emergency stations allocation on A320 is shown below:

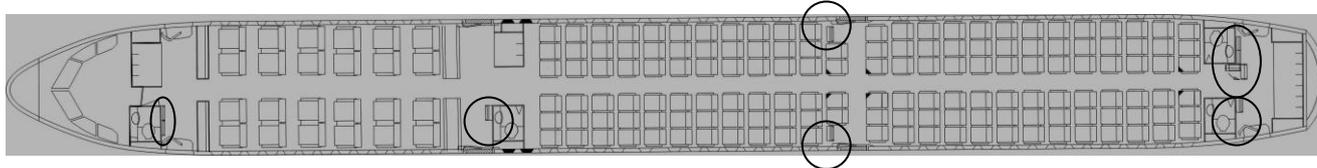


The A320 evacuation station allocation is as follows:

	Emergency Station	Responsible Exit
Minimum crew composition	L1 L1A L2 Swivel seat	L1 R1 L2 R2
5-6 crew composition	L1 L1A L2 R2 Swivel seat / R2A	L1 R1 L2 R2 Overwing exits

Swivel seat must be occupied regardless of crew composition. If it is unserviceable, cabin crew will occupy the aisle seat of last row instead.

The crew emergency stations allocation on A321 is shown below:



The A321 evacuation station allocation is as follows:

	Emergency Station	Responsible Exit(s)
Minimum crew composition	L1 L2 L3 Swivel seat	L1 & R1 L2 & R2 L3 & R3 L4 & R4
5 crew composition	L1 L2 L3 L4 Swivel seat	L1 & R1 L2 & R2 L3 & R3 L4 R4
6 crew composition	L1 , L1A L2 L3 L4 Swivel seat	L1 , R1 L2 & R2 L3 & R3 L4 R4
7 crew composition	L1 , L1A L2 L3 , R3 L4 Swivel seat	L1 , R1 L2 & R2 L3 , R3 L4 R4
8-9 crew composition	L1 , L1A L2 L3 , R3 L4 R4 Swivel seat / R4A	L1 , R1 L2 & R2 L3 , R3 L4 R4 Door Assists

Swivel seat must be occupied regardless of crew composition. If it is unserviceable, cabin crew will occupy the aisle seat of last row instead.

It is Dragonair policy that cabin crew under probation should not be assigned to manage two doors.

NOTE: Able Bodied Persons should be briefed in operating any emergency exit not guarded by cabin crew during an emergency.

16. EMERGENCY/EVACUATION STATIONS – A330

The A330 evacuation stations allocation is as follows :



The A330 evacuation station allocation is as follows:

	Emergency Station	Responsible Exit(s)
Minimum crew composition	L1 , R1 L2 , R2 L3 , R3 L4 , R4	L1 , R1 L2 , R2 L3 , R3 L4 , R4
9-13 crew composition	L1 , R1 L2 , R2 L3 , R3 L4 , R4 Remaining crew stations	L1 , R1 L2 , R2 L3 , R3 L4 , R4 Door Assists

The AC crew seat at the rear cabin of the following A33R aircraft is restricted to in-flight use (e.g. crew rest and turbulence) only and should not be occupied for take-off, taxiing and landing.

B-HYB

B-HYF

B-HYG

B-HYI

B-HYJ

NOTE: Able Bodied Persons should be briefed in operating any emergency exit not guarded by cabin crew during an emergency.

17. INOPERATIVE EMERGENCY EXITS

When a flight departs with inoperative exit(s), the pre-take off briefing must clearly reflect this condition. In the event of emergency evacuation, the door primary of the inoperative door must guard the door against inadvertent operation by passengers. The door primary is to redirect passengers to other usable exits and then evacuates through the nearest exit when the passenger flow stops.

When an unmanned emergency exit becomes inoperative, passengers are not to be seated adjacent to the exit. If possible, door assist crew should be positioned near to the exit and guard the exit during the evacuation.

18. INOPERATIVE CABIN ATTENDANT SEATS

If a required cabin attendant seat is inoperative, cabin crew should be assigned to the nearest available cabin attendant seat in the same door area. The affected Door Assist, if any, will then be resealed to a passenger seat according to the following guideline (except L1 area on A330 in which 3 crew seats are available). The guideline here is also applicable if there is only one crew seat at the affected door area.

- a. Cabin crew assigned to the affected seat should occupy a passenger seat as close to or closer than nearest seated passenger to associated exit; and
- b. Passenger seat to be used by cabin attendant must be properly placarded "Crew Seat Only", and
- c. Cabin attendant can reach assigned exit and emergency equipment in nearly the same time as from normally assigned seat, and
- d. Passenger seat to be used by cabin attendant must be located to provide an unimpaired view of the cabin area for which the cabin attendant is individually responsible, and
- e. Affected seat is secured in its stowed position and placarded "Do Not Occupy" or removed.

If a non-required cabin attendant seat is inoperative, it has to be stowed in its secured position or removed.

19. PILOT INCAPACITATION

In case of incapacitation of a pilot, the remaining pilot will request a member of the Cabin Crew to report to the flight deck instantly by the P/A, or the Emergency Call System. The Cabin Crew nearest to L1 attendant station must proceed to the cockpit immediately after receiving the emergency call or the PA from the cockpit. The Cabin Crew will:

- a. Fasten the seat belt and shoulder harness for the incapacitated pilot.
- b. Place the pilot's hands on his/her chest underneath the shoulder harness.
- c. Push the seat completely aft by using the horizontal adjustment control.
- d. Recline the seat back by the tilting backrest control.
- e. Tighten and manually lock the shoulder harness.

Cabin Crew should consult the other pilot and also use their judgement to decide whether the incapacitated pilot should be on oxygen. If oxygen is required, oxygen masks can be found in a stowage cabinet outboard of the crew seat. To use the oxygen:

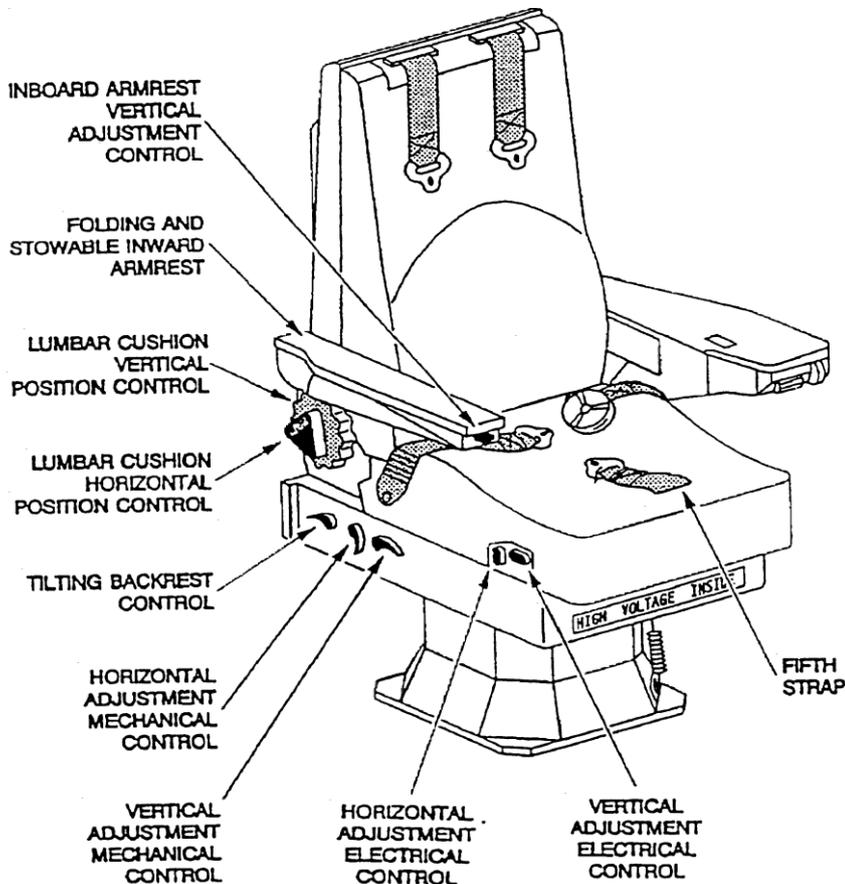
- a. Lift up the oxygen stowage cover, press the red 100% oxygen selector, squeeze the red clip and pull mask out.
- b. Place mask over face and release red clips. The harness deflates and maintains mask.

EMERGENCY PROCEDURES

It takes 2 people to remove the dead weight of an unconscious body from a seat without endangering any controls and switches. If it is not possible to remove the body, one Cabin Crew shall remain in the cockpit to take care of and observe the incapacitated crew member. Cabin Crew shall also request assistance from any medically qualified passenger and check if a type qualified company pilot is on board to replace the incapacitated crew member. Should there be no type qualified company pilot on board, cabin crew is required to remain in the cockpit and assist in reading out the checklist with the pilot flying.

NOTE : Cabin Crew should call the cockpit at 30 minute intervals to check for pilot incapacitation.

Captain and F/O seats are identical with the controls at the inboard side of both seats.



20. CREW INCAPACITATION

While it is impossible to legislate for all possible incapacitation scenarios the following guidelines should be considered:

- a. The FA1 should advise the Commander if any Cabin Crew member feels unwell whilst on duty. The FA1 should keep the Commander informed of any subsequent change in the condition of the crew member.
- b. The Commander should be aware of the possibility that incapacitation due to food poisoning from a common cause could lead to further crew incapacitation.
- c. In the event of injury or illness occurring to any crew member in flight, the Commander should consider whether to land at the nearest suitable aerodrome where adequate medical facilities are available. In these circumstances, normal route and aerodrome experience requirements need not necessarily apply.
- d. The Commander and FA1 should seek medical advice, either onboard the aircraft, or otherwise from ground sources where time and communications so allow.
- e. If crew incapacitation leads to effective crew numbers (flight crew or cabin staff) falling below the minimums specified in the Operations Manual, the Commander should consider declaring an emergency.
- f. Any partially incapacitated crew member should not be allowed to participate in the subsequent operation of the aircraft if there is any possibility that his/her judgement may be impaired.

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7.6 SAFETY AND EMERGENCY PROCEDURES TRAINING

7.6.1 CABIN CREW TRAINING

1. A330 OR A320/1 INDUCTION TRAINING

Newly joined trainee flight attendants will have to attend a 2-week induction course. The induction course is conducted by CAD approved instructors in a contracted school approved by CAD.

The training syllabus is as follows:

- Aviation First Aid
 - Introduction and general rules of first aid
 - Basic care of casualty and personal safety of first aider
 - Introduction of Medlink and various first aid equipments
 - Theory and practical sessions of CPR (including recovery position, artificial ventilation, usage of different equipments, e.g. oxygen bottle, AMBU bag, Pocket Mask and Gloves Kit for CPR purposes)
 - Recognition and treatment of different common aviation illnesses
 - Disorder of airway and breathing (choking for adult, child and infant, hyperventilation, hypoxia, asthma)
 - Disorder of circulation (fainting and shock)
 - Disorder of the heart (angina pectoris, heart attack and cardiac arrest)
 - Wounds and bleeding (nosebleeding, internal bleeding and external bleeding)
 - Burns
 - Disorder of consciousness (unconsciousness, head injuries, epilepsy, stroke, diabetes)
 - Bone, joint and muscle injuries (fracture, joint dislocation, bruises, strain, sprain, back and neck injury)
 - Miscellaneous conditions (airsickness, alcoholic intoxication, hiccups, hysteria, poisoning, allergic reaction)
 - Emergency child birth
 - Practice of using different types of bandages
- Miscellaneous subjects
 - Handicapped passenger
 - Fuelling regulations
 - Use of radios, electronic equipment inflight

- Security
 - Hi-jack. Understanding of behavior of terrorists and passenger responses
 - Bomb threat. Including aeroplane search procedures and least risk bomb locations
 - Security Check inflight
 - Handling of security items
 - Understanding of behavior and handling of unruly passenger
 - Normal and emergency cockpit access procedures
 - Flight deck procedures to protect the aeroplane
 - Handling of various threat conditions
 - Self-defense
 - Security awareness
- Dangerous goods (in accordance with IATA – DGR table 1.5A)
 - General philosophy
 - Limitation
 - Labeling and marking
 - Recognition of undeclared dangerous goods
 - Provisions for passengers and crew
 - Emergency procedure
- Introduction to aircraft type
- Crew stations - locations, description, use of seat belt and harness.
- Escape System - locations, description, normal & emergency operations (Doors, Door slides, over wing exits, ramp slides, flight deck windows and escape ropes).
- Pre-flight passenger briefing - safety demonstration using demonstration pack.
- Practical training exercises in all emergency and safety equipment.
- Emergency lighting system - locations, description, operations and controls.
- Emergency evacuation signalling system - location, description and controls.
- Emergency call system - description, operations and controls.
- Toilet smoke alarm system - locations, description, operations and procedures to handle passenger smoking in toilet.
- Emergency Procedures
 - Prepared evacuation
 - Unprepared evacuation
 - Cabin preparation
 - Crowd control

- Abnormal aircraft attitude on land.
- Practical evacuation drills
- Decompression / Oxygen Equipment - description and procedures for decompression
- Fire Fighting - with practical session on the operations of fire extinguisher, its duration and precaution
- Pilot Incapacitation - practical drills
- Ditching - wet drill
- Hands-on training - emergency equipment location.
- Sliding exercise

2. **A330 OR A320/1 CONVERSION TRAINING**

Experienced cabin crew on an aircraft type can be converted to a second aircraft type. They have to attend a conversion course and pass a test. Conversion is conducted by CAD approved instructors in a contracted school approved by CAD.

The conversion training is a 2-day course and the training syllabus is as follows :

- Introduction to type.
- Crew stations-locations, description, use of seat belts and harness.
- Escape System - locations, description, normal & emergency operations (Doors, Door slides, over wing exits, ramp slides, flight deck windows and escape ropes).
- Emergency lighting system-locations, description, operations and controls.
- Emergency evacuation signalling-locations, description and controls.
- Toilet smoke alarm-locations, description and controls.
- Practical training exercises in all emergency and safety equipment-description, locations, operations, and precautions.
- Pilot incapacitation-use of the flight crew seat controls.
- Emergency Evacuation-prepared and unprepared evacuation.
- Abnormal aircraft attitude on land.

3. **SUPERNUMERARY FLIGHTS**

After completion of the induction or conversion training, cabin crew are to operate 4 sectors of flight on that aircraft type as supernumerary.

4. **RECURRENT TRAINING**

The cabin crew 2-day annual emergency procedures training (AEP) is conducted by CAD approved instructors in a contracted school approved by CAD.

The training syllabus is as follows:

- Aviation First Aid
- Miscellaneous subjects
 - Handicapped passenger
 - Fuelling regulations
 - Use of radios, electronic equipment inflight
- Security
 - Hi-jack.
 - Bomb threat. Including aeroplane search procedures and least risk bomb locations
 - Normal and emergency cockpit access procedures
 - Flight deck procedures to protect the aeroplane
- Dangerous goods (in accordance with IATA – DGR table 1.5A)
 - General philosophy
 - Limitation
 - Labeling and marking
 - Recognition of undeclared dangerous goods
 - Provisions for passengers and crew
 - Emergency procedure
- Introduction to different aircraft types
- Crew stations - locations, description, use of seat belt and harness.
- Escape System - locations, description, normal & emergency operations (Doors, Door slides, over wing exits, ramp slides, flight deck windows and escape ropes).
- Pre-flight passenger briefing - safety demonstration using demonstration pack.
- Practical training exercises in all emergency and safety equipment.
- Emergency lighting system - locations, description, operations and controls.
- Emergency evacuation signalling system - location, description and controls.
- Emergency call system - description, operations and controls.
- Toilet smoke alarm system - locations, description, operations and procedures to handle passenger smoking in toilet.

- Emergency Procedures
 - Prepared evacuation
 - Unprepared evacuation
 - Cabin preparation
 - Crowd control
- Practical evacuation drills
- Decompression / Oxygen Equipment - description and procedures for decompression
- Fire Fighting

An AEP test is valid for 13 months. Dangerous goods training is required once every 2 years while the validity of practical fire and smoke training is 3 years. Crew should not be rostered for flying duties when practice and tests are overdue. They should report to their respective department if their test and practice validity are in doubt.

5. **RECENT TYPE EXPERIENCE**

Any cabin crew who has not operated on a type or variant for 180 days or more (regardless of reasons) are required to attend revalidation training before undertaking duties on that type. The off line period is calculated from the day following cabin crew's last operating flight to the date of his/her rostered flying duty as an operating crew. The revalidation programmes will be included in the 2-day AEP.

In addition to the syllabus of Cabin Crew AEP, Cabin Crew must complete the following hands-on practical training as part of the revalidation programme at AEP.

- Smoke drill (actual operation of smoke hood in a smoke filled environment)
- Fire drill (actual operation of fire extinguisher to put out fire)
- Normal and emergency operation of door and exit
- Evacuation Exercises
- CPR practice

The revalidation training will cover the aircraft type(s) in which cabin crew qualified.

Upon satisfactory completion of the training, it is a CAD requirement to complete supernumerary flights on each aircraft type.

6. TESTS

All cabin crew must pass all tests before they are qualified to operate the type of aircraft. The pass mark for all tests is 80%.

All test failure cases will be brought to the attention of Management of ISD. A second sitting is normally given if a cabin crew/trainee fails at the first test. The re-sit will be on the following working day after the first test. Should there be failure on the second attempt, the Flight Crew Training Department will provide Inflight Services Department information on the performance of the cabin crew with regard to Safety and Emergency Procedures. Management of ISD will advise the Flight Crew Training Department of intention.

During training courses the Certificate of Competency (COC) of a cabin crew is treated as expired and will be retained by the Flight Crew Training Department. When cabin crew has passed all tests and completed all practical training as laid down by the company, the card will be signed and returned.

7. TEST RECORDS

Tests papers and cabin crew Certificates of Competency will be kept in the Operations Department. Whilst a copy of this Certificate of Competency (the card) is kept by cabin crew and it must be carried when on flight duties. The Flight Operations Department also keeps a file on the expiry dates of all cabin crew's Certificates of Competency.

8. ASSESSMENTS

Probationary flight attendants will be assessed before passing probation. Periodic assessments will also be made on all on line cabin crew. These reports are kept in Flight Operations.

Qualified instructors will travel on flights and attend pre-flight briefings in order to check on the performance of operating crew.

9. CREW RESOURCE MANAGEMENT (CRM)

All cabin crew are to attend CRM training. The Initial CRM is a 1 day course for new joiners to introduce them to the concepts of CRM.

The recurrent CRM is also a 1 day course and each crew will be required to attend every 2 years. This course is aimed at improving communication between crew and promoting effective teamwork to facilitate a safe and efficient operation especially in emergency or abnormal situations.

The Initial Course syllabus will include:

- Relevance of CRM to flight safety and the efficient operation of an aircraft
- Definition of CRM
- Theory of human error
- The CRM development process
- Evaluation of CRM

- CRM language & jargon
- Human information processing
- Behaviors & their differences – Four styles of communication
- Visual & aural limitations – Factors affecting communication / importance of body language
- Seniority hierarchy; hindering two-way communication;
- Cultural difference – Importance of check back procedure
- Definition of “A Team” in-flight
- Self awareness – Cabin Crew are pilot’s eyes and ears
- How team develop – Briefing sets the tone of the whole flight
- Motivation – Team problem solving
- Importance / role of leadership & team membership – Initiative to be a functional leader
- Problem solving processes
- Awareness of alcohol & drugs abuse

Activities during the initial course will include:

- Presentations
- Analysis of incidents & accidents by case study & showing video
- Experiential learning exercises (recreating situations & experiences, using feelings to log on learning, experimenting in safe environments with cause & effect behavior exercises)
- Discussion groups
- Self-disclosure
- Role-play

Recurrent CRM will include topical items from the initial CRM course syllabus.

Joint Cabin Crew/ Cockpit Crew recurrent CRM sessions will be rostered every 2 years.

The joint CRM program will focus on effective communication during normal and abnormal scenarios. Other topics will include role understanding and task sharing. An open forum will be promoted throughout the program to foster improved teamwork.

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7.6.2 GROUND STAFF TRAINING

1. AEP FOR GROUND STAFF

The introduction of ground staff AEP is to facilitate ground staff from various departments such as ISD and CSQ to carry out supernumerary flights. The training lasts for 5-day and covers A330 only. Ground Staff will be issued a Certificate of Competency (COC) after successfully completing this induction safety training. Should Ground Staffs require to fly A320/1, they are to attend and pass a 2-day Cabin Crew conversion safety training course in order to be qualified.

Flight Crew or Cabin Crew who transfer to ground position will be issued (Flight Crew) or keep (Cabin Crew) the COC if their AEP is still valid. If their AEP have expired for not more than a year, they can attend a two-day Cabin Crew AEP to revalidate their coc.

2. GROUND STAFF INITIAL TRAINING

All ground staff who are justified the issuance of ground staff coc will attend a five day AEP training course. The training syllabus is as follows:

- Aviation First Aid
 - Introduction and general rules of first aid
 - Basic care of casualty and personal safety of first aider
 - Introduction of Medlink and various first aid equipments
 - Theory and practical sessions of CPR (including recovery position, artificial ventilation, usage of different equipments, e.g. oxygen bottle, AMBU bag, Pocket Mask and Gloves Kit for CPR purposes)
 - Recognition and treatment of different common aviation illnesses
 - Disorder of airway and breathing (choking for adult, child and infant, hyperventilation, hypoxia, asthma)
 - Disorder of circulation (fainting and shock)
 - Disorder of the heart (angina pectoris, heart attack and cardiac arrest)
 - Wounds and bleeding (nosebleeding, internal bleeding and external bleeding)
 - Burns
 - Disorder of consciousness (unconsciousness, head injuries, epilepsy, stroke, diabetes)
 - Bone, joint and muscle injuries (fracture, joint dislocation, bruises, strain, sprain, back and neck injury)
 - Miscellaneous conditions (airsickness, alcoholic intoxication, hiccups, hysteria, poisoning, allergic reaction)
 - Emergency child birth

- Security
 - Hi-Jack
 - Bomb threat
- Miscellaneous subjects
 - Use of radios, electronic equipment in-flight
 - Passenger with disabilities
 - Turbulence
 - Fuelling with passenger on board
 - Hand baggage
 - Child restraint system
- Dangerous goods
- Introduction to A330 aircraft type
- Crew stations- locations, description, normal & emergency operations (Doors, Door slides, flight deck windows escape rope and avionics hatch)
- Emergency equipment – locations, description and operations
- Emergency lighting system – locations, operations and controls
- Evacuation signalling system - location, description and controls.
- Emergency call system - description, operations and controls.
- Toilet smoke alarm system – locations, description, operations and procedures to handle passenger smoking in toilet
- Emergency Procedures
 - Prepared evacuation
 - Unprepared evacuation
 - Cabin preparation
 - Crowd control
- Decompression / oxygen Equipment – description and procedures for decompression
- Fire fighting –with practical session on the operations of fire extinguisher, its duration and precaution
- Pilots Incapacitation
- Abnormal aircraft attitude on land.
- Practical evacuation drills
- Ditching - wet drill
- Hands-on training - emergency equipment location.
- Sliding exercise

3. RECURRENT TRAINING

All qualified ground staff are to attend a 2-day Cabin Crew AEP to revalidate their COC. Details of the training is outlined in 7.1.6 page 4.

4. TESTS

Ground staff is required to pass all tests before they are qualified to operate the type of aircraft (same requirement as Cabin Crew). Pass mark for all tests are 80%. A second sitting is normally given if a ground staff fails at the first test. Should there be failure on the second attempt, the ground staff coc will not be issued.

5. TEST RECORDS

Tests results will be kept by the Flight Crew Training Department. The ground staff will be issued a COC and it must be carried when on supernumerary flight duties.

6. CERTIFICATE OF COMPETENCY (COC)

COC for Ground staff and Cabin Crew are the same. Ground staff participating in the flying program will be supernumerary to the operating cabin crew complement. Under normal circumstance, they will be door assists.

Individual participants must retain their recency by operating at least one flight in every six months. It is their responsibilities to ensure the recency requirement are met. Otherwise, they should not be a supernumerary crew until their coc has been renewed.

COC must be carried when Ground Staff are on supernumerary flights and be available for inspection if required by various authorities.

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7.6.3 FLIGHT CREW TRAINING**1. INITIAL TRAINING**
A320/1 OR A330 AIRCRAFT EMERGENCY PROCEDURES

All new-joining flight crew are to attend a one-day initial training course. Flight crew which are under transition, conversion or revalidation training are also required to attend the same course.

The training syllabus is as follows:

- Introduction to aircraft type
- Practical training exercises in all emergency and safety equipment
- Miscellaneous subjects
 - Handicapped passenger
 - Fuelling regulations
 - Use of radios, electronic equipment inflight
- Security
 - Handling of security items
 - Hi-jack
 - Bomb threat
- Dangerous goods (in accordance with IATA – DGR table 1.5A)
 - General philosophy
 - Limitations
 - List of dangerous goods
 - Labeling and marking
 - Recognition of undeclared dangerous goods
 - Storage and loading procedures
 - Pilots' notification
 - Provision for passengers and crew
 - Emergency procedure
 - Prohibited goods and exceptions
- Escape System - locations, description, normal & emergency operations (Doors, Door slides, over wing exits, ramp slides, flight deck windows and escape ropes)
- Emergency lighting system
- Emergency evacuation signalling system
- Emergency call system
- Toilet smoke alarm system

- Emergency Procedures
 - Prepared evacuation
 - Unprepared evacuation
 - Cabin preparation
- Decompression / Oxygen Equipment - description and procedures for decompression
- Fire Fighting - with practical session on the operations of fire extinguisher, its duration and precaution
- Pilot Incapacitation
- Ditching - wet drill (only for new joiners without such experience before)
- Sliding exercise (only for new joiners)

2. TESTS

Flight crew are required to pass both the initial Aircraft Emergency Procedures Training written test and Dangerous Goods written test, with the pass mark of 80%.

3. RECURRENT TRAINING

Annual Emergency Procedures Training is provided to all Flight Crew. The training syllabus is as follows:

- Introduction to aircraft type
- Practical training exercises in all emergency and safety equipment
- Miscellaneous subjects
 - Handicapped passenger
 - Fuelling regulations
 - Use of radios, electronic equipment inflight
- Security
 - Handling of security items
 - Hi-jack
 - Bomb threat
- Dangerous goods (in accordance with IATA – DGR table 1.5A)
 - General philosophy
 - Limitations
 - List of dangerous goods
 - Labeling and marking
 - Recognition of undeclared dangerous goods
 - Storage and loading procedures
 - Pilots' notification

- Provision for passengers and crew
- Emergency procedure
- Prohibited goods and exceptions
- Escape System - locations, description, normal & emergency operations (Doors, Door slides, over wing exits, ramp slides, flight deck windows and escape ropes)
- Emergency lighting system
- Emergency evacuation signalling system
- Emergency call system
- Toilet smoke alarm system
- Emergency Procedures
 - Prepared evacuation
 - Unprepared evacuation
 - Cabin preparation
- Decompression / Oxygen Equipment - description and procedures for decompression
- Fire Fighting
- Pilot Incapacitation

They are required to pass the Annual Survival Test and Dangerous Goods Test, the pass mark of which is 80%. Once every three years, Flight Crew are to operate the emergency exits and complete the smoke and fire drill. Further, dangerous goods training is required every 2 years.

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7.6.4 SIMULATOR INSTRUCTOR TRAINING**1. AEP FOR SIMULATOR INSTRUCTOR**

AEP is provided for simulator instructor in order to enable them to carry out supernumerary flights. They are to attend AEP for flight crew.

2. INITIAL TRAINING

Simulator instructor is to attend a one-day course for flight crew. They also need to complete smoke and fire drills and dangerous goods training. They are required to pass the initial Aircraft Survival Test and Dangerous Goods test with the pass mark of 80%.

3. CONVERSION TRAINING

2 hours conversion training course will be provided to simulator instructor after the initial training.

4. RECURRENT TRAINING

Annual Emergency Procedure Training is provided to simulator instructor for their revalidation. They are required to pass the Annual Survival Test and Dangerous Goods test with the pass mark of 80%.

5. TEST RECORDS

Test results will be kept by the Flight Crew Training Department. The simulator instructor keeps a COC and it must be carried when on supernumerary flight duties.

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7.6.5 TRAINING PERSONNEL

1. CATHAY PACIFIC FLIGHT TRAINING CENTRE (CXFTC)

The CXFTC is approved by the HKCAD to conduct Training Courses for Dragonair in accordance with the Service Level Agreement.

Manager Ground Training maintains the control of all IFSEP Training requirements for Dragonair Crew.

The Safety Training Specialist (STS) is the training personnel to provide instruction, supervise practice and conduct tests for all safety and emergency procedures training. Their duties also include attending preflight briefing and carry out observation flight to ensure crews' safety performance is up to the required standard.

The approved persons will normally be appointed by the HKCAD for a maximum of 3 years but may be subject to review at more frequent intervals. They are required to complete at least 3 observation flights within 36 months.

The recurrent training program for a STS includes the following:

- Sit in the joint CRM training once a year
- Attend Dangerous Goods refresher training every 2 years
- To conduct a minimum of one cabin crew and flight crew AEP every month

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7.6.6 TRAINING APPARATUS

Dragonair uses various HKCAD approved training apparatus to facilitate the safety training of cockpit crew and cabin crew, and the training apparatus are all controlled by HKCAD approved training personnel.

Dragonair is also approved to use the safety training facilities of Cathay Pacific.

1. SAFETY MOCK-UP

A330 and A320 cabin mockups are used for safety training. Each mockup consists of a control room monitored by trained personnel can produce different visual and aural effects similar to reality, for instance, smoke, fire, decompression and evacuation situations.

A slide separated from the safety mock-ups is also available for training on evacuation techniques.

2. DOOR TRAINER

In addition to Type A and Type I doors installed in the mock-up, there is a separate door trainer in which a crewmember can perform Type C and Type III emergency door/exit operation. Different effects can be simulated so as to test the crewmembers' ability to react to different emergency scenario.

3. FIRE TRAINER

The fire trainer simulates class A and B fire. There are 3 spots in the fire trainer where fire can be created. Crewmembers have opportunities to deal with fire originated from different locations. Fire extinguishers containing carbon dioxide are used to put off the fire.

4. SMOKE ROOM

Smoke drill is conducted in a smoke room which simulates the cabin interior. Smoke will be generated so that crew can experience moving and searching in the smoke-filled cabin with the help of the protective breathing equipment and torches.

5. SWIMMING POOL

The 25-meter long swimming pool in the Dragonair House can be used for water survival training. Lifejackets and a raft are available. The raft is equipped with items to be used during ditching, e.g. heaving ring, sea anchor.

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7.6.7 SECURITY TRAINING

With the support from Manager Security, EPS is responsible to conduct Initial and Recurrent Security Training. Security training will be conducted in accordance with the Dragonair Security Manual and may be contracted to third party organizations.

1. INITIAL TRAINING

All Cockpit Crew and Cabin Crew will receive an initial Security course. Cabin crew will complete a one-day course while cockpit crew's course is 2 hours.

The Initial Course syllabus will include eight modules:

- Module 1: The threat to Civil Aviation:
Unlawful interference, Hijack, Sabotage
- Module 2: Aircrew Security In-Flight
- Module 3: Passenger types, behavioural analysis and terrorist behaviours
- Module 4: Disruptive/unruly passengers and threat evaluation
- Module 5: Passenger restraint and practical exercise
- Module 6: Stages of a hijack
- Module 7: Bomb threat management, aircraft search and least risk bomb locations
- Module 8: Aircrew personal security

2. RECURRENT TRAINING

Annual Security Training will be provided to all Cockpit and Cabin Crew. For Cabin Crew, this will involve a minimum of 2 hours instruction, whereas for Cockpit Crew, the course will last for 1 hour. Recurrent Training will include:

- Review of Company Security procedures including communication and actions in response to an act of unlawful interference.
- Changes/revisions to Security procedures.
- Review of recent incidents and lessons learnt.
- Current threat assessment of Dragonair.

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