

FLIGHT ATTENDANT MANUAL STANDARD



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CONTENTS

RECORD OF REVISIONS.....	iii
LIST OF EFFECTIVE PAGES.....	v
INTRODUCTION.....	vii

PART A

Section 1- Safety Procedures.....	1 - 1
Section 2- Emergency Procedures.....	2 - 1
Section 3- Aircraft Specific.....	3 - 1
Section 4- Security Procedures.....	4 - 1
Section 5- Safety and Emergency Equipment.....	5 - 1
Section 6- First Aid.....	6 - 1

PART B

Company / Departmental Organization.....	B - 3
Section 1- Safety Procedures.....	B - 3
Section 2- Emergency Procedures.....	B - 4
Section 3- Aircraft Specific.....	B - 4



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FLIGHT ATTENDANT MANUAL STANDARD

RECORD OF REVISIONS

Issued To:	
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- Instructions:**
- Follow instructions on cover sheet with issued revision.
 - Enter REVISION DATE as displayed on bottom of revised page(s).
 - Enter your INITIALS following insertion and review.
 - Questions or comments should be brought to the attention of Civil Aviation Cabin Safety Inspector

REVISION	REVISION DATE	INITIALS
ORIGINAL ISSUE		
01		
02		
03		
04		
05		
06		
07		
08		
09		
10		
11		
12		
13		
14		
15		



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REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

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FLIGHT ATTENDANT MANUAL STANDARD

LIST OF EFFECTIVE PAGES

INTRODUCTION

I	1 July 2003
li	1 July 2003
iii	1 July 2003
iv	1 May 2003
v	1 July 2003
vi	1 July 2003
vii	1 July 2003
viii	1 July 2003

SECTION 1 - PART A - Safety Procedures

Page 1-1	1 July 2003
Page 1-2	1 July 2003
Page 1-3	1 July 2003
Page 1-4	1 July 2003
Page 1-5	1 July 2003
Page 1-6	1 July 2003
Page 1-7	1 July 2003
Page 1-8	1 July 2003
Page 1-9	1 July 2003
Page 1-10	1 July 2003
Page 1-11	1 July 2003
Page 1-12	1 July 2003

SECTION 2 - PART A - Emergency Procedures

Page 2-1	1 July 2003
Page 2-2	1 July 2003
Page 2-3	1 July 2003
Page 2-4	1 July 2003
Page 2-5	1 July 2003
Page 2-6	1 July 2003
Page 2-7	1 July 2003
Page 2-8	1 July 2003

SECTION 3 - PART A - Aircraft Specific

Page 3-1	1 July 2003
Page 3-2	1 July 2003
Page 3-3	1 July 2003
Page 3-4	1 July 2003
Page 3-5	1 July 2003
Page 3-6	1 July 2003

SECTION 4 - PART A - Security Procedures

Page 4-1	1 July 2003
Page 4-2	1 July 2003
Page 4-3	1 July 2003
Page 4-4	1 July 2003

SECTION 5 - PART A - Emergency Equipment

Page 5-1	1 July 2003
Page 5-2	1 July 2003
Page 5-3	1 July 2003
Page 5-4	1 July 2003

SECTION 6 - PART A - First Aid

Page 6-1	1 July 2003
Page 6-2	1 July 2003
Page 6-3	1 July 2003
Page 6-4	1 July 2003

Flight Attendant Manual Standard - PART B

B-1	1 July 2003
B-2	1 July 2003
B-3	1 July 2003
B-4	1 July 2003
B-5	1 July 2003
B-6	1 July 2003



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FLIGHT ATTENDANT MANUAL STANDARD

INTRODUCTION

The Flight Attendant Manual Standard itemizes the minimum standards for content which an air operator must include in the publication of a flight attendant manual. When developing a flight attendant manual for regulatory approval, the air operator must extract the components from the standard which are applicable to their operation.

APPLICATION

The Flight Attendant Manual Standard is divided into two parts:

PART A

This part establishes the safety and emergency procedures information which must be contained in the flight attendant manual; issued to each flight attendant; readily available for reference during flight; and is approved by Civil Aviation Department.

PART B

This part establishes additional information which is not required to be readily available for reference during flight. It must be issued to each flight attendant; does not require approval; and is audited by Civil Aviation Department

Notwithstanding the above an air operator may choose to issue both parts in one publication.

Each part shall be kept up-to-date by the flight attendant and contain at least the following:

- (1) A table of contents
- (2) A list of effective pages
- (3) Amending procedures
- (4) Amendment control page
- (5) Preamble
- (6) The date of the last amendment to each page specified on that page.
- (7) A reference to each applicable regulatory requirement

NOTE: Optional items, guidance information, recommended practices, explanations and other information items will be italicized and where practicable, shown in an enclosed box. These items do not form part of the standard, but provide additional information for the assistance of users of this standard.

Information published in an air operator's Flight Attendant Manual may be organized in a different order than that presented in this Standard, however, the air operator must provide a detailed index/cross reference.



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FLIGHT ATTENDANT MANUAL STANDARD

PART A - SECTION ONE

SAFETY PROCEDURES



FLIGHT ATTENDANT MANUAL STANDARD

SECTION 1

SAFETY PROCEDURES

Due to the number of topics under the general heading "Safety Procedures", CHRONOLOGICAL and ALPHABETICAL indexes have been included in this section.

CHRONOLOGICAL INDEX

Civil Aviation Department.....	5
Crew Member Responsibility.....	5
Flight Attendant Responsibility.....	5
Flight Attendant Manual.....	5
Flight Attendant Consumption of Alcohol/Medication/Drugs.....	5
Flight Deck.....	5
Admittance to the Flight Deck.....	5
Sterile Flight Deck.....	5
Flight Deck Service.....	5
Security Pass.....	6
Crew Complement.....	6
Crew Pre-Flight Safety Briefings.....	6
Pre-Flight Serviceability Checks of Safety and Emergency Equipment.....	6
Special Needs Passengers.....	6
Passenger Safety Announcements.....	7
Carriage of Guide and Service Animal(s).....	7
Carriage of Animals in the Cabin.....	7
Child Restraint Systems.....	8
Infant Seating.....	8
Exit Row Seating.....	8
Prisoners/Escorts.....	8
Cabin Supervision.....	8
Carriage of Weapons.....	8
Passenger Head Count/Weight & Balance.....	8
Door Procedures/Signals (Normal Operation).....	8
Inoperative Doors.....	8
Ground Service.....	8
Duties Prior To/During Pushback/Taxi/Preparation For Take-off.....	9
Pre-Take-Off/ Pre-Landing Checks.....	9
Passenger Medical Oxygen.....	9
Seat Belts/No Smoking Signs.....	9
Seat Belts.....	9
Smoking.....	9
Use of Portable Electronic Devices.....	9
Turbulence.....	10
Cabin/Galley Secure - Prior to Take-off/Landing.....	10
Signals - Take-off/Landing Imminent.....	9
Silent Review.....	10
Flight Attendant Seats/Stations.....	10
Unserviceable Flight Attendant Seat.....	10
Cabin Baggage.....	10
Cargo in Passenger Seats/Cabin.....	10
Galley/Service Equipment.....	10
Duties After Landing - Taxi-In.....	11
Fuelling With Passengers Onboard.....	11



CIVIL AVIATION DEPARTMENT
MINISTRY OF TRANSPORT AND CIVIL AVIATION
REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

Liquor Laws	11
Unruly, Unmanageable and Impaired Passengers	11
Transportation of Dangerous Goods in Cabin	11
Flight Attendant Safety Responsibilities/Duties	11
Incident Reporting	11
Aircraft Surface Contamination Procedures.....	12
Apron Safety Procedures	12
Workplace Hazardous Materials Information System.....	12
Announcements - General	12
Rejected (Aborted) Take-Off	12
Missed Approach	12



FLIGHT ATTENDANT MANUAL STANDARD

ALPHABETICAL INDEX

Admittance to the Flight Deck	5
Aircraft Surface Contamination Procedures.....	12
Announcements - General	12
Apron Safety Procedures	12
Cabin Supervision	12
Cabin Checks/Lavatory Checks - During Flight.....	11
Cabin Baggage.....	10
Cabin/Galley Secure - Prior to Take-off/Landing.....	10
Cargo in Passenger Seats/Cabin.....	10
Carriage of Animals in the Cabin	7
Carriage of Guide and Service Animal(s)	7
Carriage of Weapons.....	8
Child Restraint Systems.....	8
Crew Pre-Flight Safety Briefings	6
Crew Member Responsibility.....	5
Crew Complement.....	6
Door Procedures/Signals (Normal Operation).....	8
Duties After Landing - Taxi-In.....	11
Duties Prior To/During Pushback/Taxi/Preparation For Take-off.....	9
Exit Row Seating	8
Flight Deck.....	5
Flight Attendant Consumption of Alcohol/Medication/Drugs	5
Flight Attendant Manual.....	5
Flight Attendant Responsibility.....	5
Flight Deck Service.....	5
Flight Attendant Safety Responsibilities/Duties	11
Flight Attendant Seats/Stations	10
Fuelling With Passengers Onboard	11
Galley/Service Equipment.....	10
Ground Service.....	8
Incident Reporting	11
Infant Seating.....	8
Inoperative Doors	8
Liquor Laws	11
Missed Approach.....	12
Passenger Medical Oxygen	9
Passenger Head Count/Weight & Balance.....	8
Passenger Safety Announcements.....	7
Pre-Flight Serviceability Checks of Safety and Emergency Equipment	6
Pre-Take-Off/ Pre-Landing Checks.....	9
Prisoners/Escorts.....	8
Rejected (Aborted) Take-Off	12
Seat Belts/No Smoking Signs	9
Seat Belts.....	9
Security Pass.....	6
Signals - Take-off/Landing Imminent	9
Silent Review	10
Smoking.....	9
Special Needs Passengers	6
Sterile Flight Deck	5
Civil Aviation Department.....	6
Transportation of Dangerous Goods in Cabin	11



CIVIL AVIATION DEPARTMENT
MINISTRY OF TRANSPORT AND CIVIL AVIATION
REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

Turbulence	10
Unruly, Unmanageable and Impaired Passengers	11
Unserviceable Flight Attendant Seat.....	10
Use of Portable Electronic Devices.....	9
Workplace Hazardous Materials Information System.....	12



FLIGHT ATTENDANT MANUAL STANDARD

1A.0 Civil Aviation Department

- Roles/functions of Inspectors
- Air operator procedures - carriage of Inspectors
- Authority of Inspectors

1A.1 Crew Member Responsibility

- To follow and enforce company policies/procedures and regulatory requirements.

1A.2 Flight Attendant Responsibility

- To communicate any onboard safety concern they may have or that may be communicated to them by a passenger to the Captain.

1A.3 Flight Attendant Manual

- Revision procedures
- Air operator procedures re: accessibility
- Responsibility to update personal copy(s) of manual(s)

1A.4 Flight Attendant Consumption of Alcohol/Medication/Drugs

- Air operator policy

1A.5 Flight Deck

- Authority of the pilot in command
- Chain of command while on duty
- Safe communication practices with the Flight Deck

1A.6 Admittance to the Flight Deck

- Pilot in command's authority for admittance to the flight deck
- Policies and procedures regarding admittance to flight deck and occupancy of flight Deck seats

1A.7 Sterile Flight Deck

- Definition
- Phases of flight
- Emergency communication during these periods

1A.8 Flight Deck Service

- Safety guidelines
- Procedures re: crew meals

1A.9 Security Pass

- Airports Company issued security pass - policies/procedures regarding use/wearing of the card
- Procedures - lost security pass



FLIGHT ATTENDANT MANUAL STANDARD

1A.10 Crew Complement

- Minimum cabin crew - each aircraft type
- Crew position assignment priorities, each aircraft type
- Operations Specification - "Exceptional Circumstances"

1A.11 Crew Pre-Flight Safety Briefings

- Procedures re:
 - When and by whom to be conducted
 - Content and format

1A.12 Pre-Flight Serviceability Checks of Safety and Emergency Equipment

- When checks are completed
 - Change of crew
 - Change of aircraft
 - Continuous duty periods with crew rest between operations
- How/who to perform checks.
 - Associated paperwork/checklists
- What to do if equipment is:
 - Unserviceable
 - Missing
 - Replaced

1A.13 Special Needs Passengers

- Definition and description of passengers deemed "Special Needs Passengers"
- Restrictions in numbers to be carried - each aircraft type
- Seating restrictions
- Procedures re: special briefing prior to departure to meet the particular requirements of individual special needs passenger - include content and methodology
- Seat back recline procedures
- Carriage of: stretcher(s), incubator(s) – procedure

1A.14 Passenger Safety Announcements

- Pre-Flight Passenger Safety Announcement and Demonstration
 - Identify the requirement for, prior to departure
 - Identify the content of, including but not limited to:
 - Carry-on baggage regulations
 - Use of seatbelts; fastening, releasing, tightening
 - Seatbacks and tray table positioning
 - Location of emergency exits and exit locator signs
 - Seatbelt and no smoking signs
 - Oxygen mask locations, donning and operation
 - Life preserver location, removal from stowage, donning and operation
 - Location, operation, instructions for other floatation equipment
 - Emergency lighting/floor proximity lighting system



FLIGHT ATTENDANT MANUAL STANDARD

- Passengers advised that they may draw any concerns to the attention of a
 - Cabin crew member
 - Passenger operated electronic devices
 - Safety features card
- Identify the content of the after-take-off briefing including but not limited to:
 - Smoking regulations
 - Recommended use of seatbelt in-flight
- Identify the requirement for and the content of briefings regarding turbulence
 - directing use of seatbelts
 - stowing carry-on baggage
- Identify the content of the pre-landing briefing including but not limited to:
 - Carry-on baggage stowage
 - fastening of seatbelts
 - Seatbacks and tray table positioning
 - Location of exits on flights scheduled four hours or more
- Identify the content of the after-landing briefing including but not limited to:
 - Remaining seated with seatbelts fastened
 - Carry-on baggage requirements
 - Smoking restriction
 - Safe movement away from aircraft

1A.15 Carriage of Guide and Service Animal(s) - procedures

1A.16 Carriage of Animals in the Cabin – Procedures

1A.17 Child Restraint Systems

- Terms of acceptance
- Maximum weight, height of occupants
- Procedures for the carriage of the seat
- Labelling requirements
- Seating Locations - restrictions
- Special briefing requirement

1A.18 Infant Seating - restrictions

1A.19 Exit Row Seating - restrictions

1A.20 Prisoners/Escorts - transportation procedures

1A.21 Cabin Supervision

- Definition
- Procedures - station stops; during boarding; and deplaning of passengers

1A.22 Carriage of Weapons - procedures



FLIGHT ATTENDANT MANUAL STANDARD

1A.23 Passenger Head Count/Weight & Balance - procedures

1A.24 Door Procedures/Signals (Normal Operation)

- Closing of doors
- Arming of doors
- Disarming of doors
- Opening of doors

1A.25 Inoperative Doors

- MEL relief given to carriers when a door/slide is inoperative, including but not limited to:
 - Number of doors/slides that may be inoperative for each aircraft type
 - Passenger load and seating restrictions for each aircraft type
 - Flight attendant duties and manning of stations for take-off and landing when
 - This condition occurs
 - Signage, placarding, and announcement to passengers regarding inoperative door/slide

1A.26 Ground Service

- Regulatory requirements
- Procedures **1A.27 Duties Prior To/During Pushback/Taxi/Preparation For Take-off**
- Company requirements and procedures
- Safety duties only

1A 28 Pre-Take-Off / Pre-Landing Checks-Cabin/Galley Secure

- Procedures: passenger: Cabin: Galley: Lavatory
- Air Operator's procedure to ensure that cabin/galley duties are complete & Flight Attendants seated and secured to commencement of the take-off roll and prior to landing.

1A.29 Passenger Medical Oxygen

- Procedures re: acceptance of passengers and equipment
- Stowage/securing means/devices for take-off, landing, and in-flight turbulence

1A.30 Seat Belts/No Smoking Signs

- Flight Attendant(s) duties when a seat belt/no smoking sign is changed (ON/OFF)

1A.31 Seat Belts

- Requirement for seat belts
- Passenger requirement for use
- Crew requirement for use
- Seat belt extensions



FLIGHT ATTENDANT MANUAL STANDARD

1A.32 Smoking

- Regulatory requirements including enforcement
- Air operator procedures

1A.33 Use of Portable Electronic Devices

- Procedures re:
 - Items permitted without restriction
 - Items permitted during cruise
 - Items prohibited
- Procedures when interference to aircraft systems is experienced
- Use of devices on open ramps and during boarding/deplane

1A.34 Turbulence

- Definitions from A.I.P. / CAR
- Flight Attendant duties/responsibilities-each category
- Service
- Communication between crew (Flight Deck/Cabin etc.)
- In-charge flight attendant responsibilities

1A.35 Signals - Take-off/Landing Imminent - and associated procedures

1A.36 Silent Review

- Description
- Phases of flight when required
- Content

1A.37 Flight Attendant Seats/Stations

- When Flight Attendants must occupy seats
- Requirement to occupy assigned station/seat
- Persons authorized to occupy
- Pre-flight serviceability checks

1A.38 Unserviceable Flight Attendant Seat (*Aircraft MEL*)

- Conditions which constitute an unserviceable flight attendant seat
- Procedures for unserviceable flight attendant seats
 - alternate seating
 - alternate procedures for communication, evacuation
 - conditions for occupying alternate seat

1A.39 Cabin Baggage

- Regulatory requirements
- Procedures for acceptance
- Approved stowage
- Restricted areas
- Procedures for management of excess baggage
- Crew carry-on baggage procedures



FLIGHT ATTENDANT MANUAL STANDARD

1A.40 Cargo in Passenger Seats/Cabin

- Regulatory requirements
- Equipment used to meet compliance
- Procedures for acceptance and securing

1A.41 Galley/Service Equipment

- Safety procedures
- Use of galley equipment/service during turbulence

1A.42 Duties After Landing - Taxi-In

1A.43 Fuelling With Passengers Onboard

- Regulatory requirements
- Procedures and conditions

1A.44 Cabin Checks/Lavatory Checks - During Flight

1A.45 Liquor Laws

- Regulations
- Air operator responsibilities
- Flight Attendant responsibilities
- Enforcement

1A.46 Unruly, Unmanageable and Impaired Passengers

- Flight attendant procedures
 - Acceptance / refusal

1A.47 Transportation of Dangerous Goods in Cabin

- Definition
 - Dangerous Goods Accepted
 - Dangerous Goods Forbidden
 - Dangerous Goods Excepted
- 9 Classes of Dangerous Goods
- Packaging labels - examples
- List of Dangerous Goods Excepted:
 - On the aircraft
 - On person
 - Carry-on baggage
 - Carry-on OR checked baggage
- Dangerous Goods Spill/Leak
 - Procedures



FLIGHT ATTENDANT MANUAL STANDARD

1A.48 Flight Attendant Safety Responsibilities/Duties each position (station)-each aircraft type

1A.49 Incident Reporting

- Procedures

1A.50 Aircraft Surface Contamination Procedures

- Description of surface contamination
- Description of "Clean Aircraft Concept"
- Flight Attendant responsibilities
- Crew communication
- De-Icing/Anti-Icing
 - Definition and Application
- Flight Attendant responsibility to monitor wing surface conditions for contamination in conditions of adverse weather.
- Flight Attendant responsibility to report to the pilot-in-command, any time prior to the take-off roll, any concerns conveyed by a passenger relating to wing contamination.

1A.51 Apron Safety Procedures

1A.52 Workplace Hazardous Materials Information System

- Definition of "WHMIS"
- Access of Material Safety Data Sheets (MSDS)
- Air operator procedures

1A.53 Announcements - General

- Air operator language procedures
- When announcements must be made
- Demonstration positions in cabin - each aircraft
- Content/methodology of demonstration
- Flight Attendant duties during taped announcements/demonstrations

1A.54 Rejected (Aborted) Take-Off

- Description
- Flight attendant procedures

1A.55 Missed Approach

- Description
- Flight attendant procedures



CIVIL AVIATION DEPARTMENT
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REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

PART A - SECTION TWO
EMERGENCY PROCEDURES



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SECTION 2

EMERGENCY PROCEDURES

Due to the number of topics under the general heading "Emergency Procedures", a CHRONOLOGICAL and ALPHABETICAL index have been included in this section.

CHRONOLOGICAL INDEX

Rapid Decompression	3
Cabin Pressurization Problems	3
Fire Prevention	3
Fire Fighting	3
Flash fire/Flashover	3
Engine fires/APU fires/Torching	3
Fuel Spills/Fires	4
Gate/Apron Emergencies	4
PTV Mated to the Aircraft Emergencies	4
Cabin Smoke/Smoke Removal	4
Fuel Fumes in the Cabin	4
Fuel Dumping	4
Incapacitated Flight Deck Crew Member	4
Incapacitated Flight Attendant.....	4
Propeller Over speed and Runaway	4
Passenger Brace Positions for Impact	4
Flight Attendant Brace Positions	5
Brace Commands	5
Emergency Evacuation Commands - General	5
Emergency Evacuation Commands - Applications.....	5
Notification of an Emergency	5
Brace Signals	5
Evacuations vs. Rapid Deplanements	6
Evacuations	6
Evacuation Signals	7
Prepared Emergency Landing/Ditching	7
Exit Priorities - Land / Ditching	7
Post evacuation and Survival	5



FLIGHT ATTENDANT MANUAL STANDARD

ALPHABETICAL INDEX

Brace Signals	5
Brace Commands	5
Cabin Smoke/Smoke Removal	4
Cabin Pressurization Problems	3
Emergency Evacuation Commands - General	5
Emergency Evacuation Commands - Applications	5
Engine fires/APU fires/Torching	3
Evacuation Signals	7
Evacuations	6
Evacuations vs. Rapid Deplanements	6
Exit Priorities - Land/Ditching	7
Fire Fighting	3
Fire Prevention	3
Flash fire/Flashover	3
Flight Attendant Brace Positions	5
Fuel Fumes in the Cabin	4
Fuel Dumping	4
Fuel Spills/Fires	4
Gate/Apron emergencies	4
Incapacitated Flight Deck Crew Member	4
Incapacitated Flight Attendant	5
Notification of an Emergency	5
Passenger Brace Positions for Impact	4
Post Evacuation and Survival	7
Prepared Emergency Landing/Ditching	4
Propeller Over speed and Runaway	5
PTV Mated to the Aircraft Emergencies	4
Rapid Decompression	3



FLIGHT ATTENDANT MANUAL STANDARD

2A.0 Rapid Decompression

- Causes
- Physical Signs
- Physiological Symptoms
- Procedures during and following rapid decompression/emergency decent

2A.1 Cabin Pressurization Problems

- Causes
- Signs & Symptoms
- Procedures

2A.2 Fire Prevention

- Enforcement of no-smoking policies
- Monitoring of lavatory and cabin at specific intervals during flight
- Responding to smoke detector activation
- Investigation of unusual smoke/fumes/odours in the cabin

2A.3 Fire Fighting

- Use of various extinguishers on specific classes of fires
- Technique of searching for fires
- Communication procedures
- Primary responsibilities - fire fighting
- Back-up responsibilities – fire fighting
- Safe practices in fighting fires
- Management of specific types of fires
 - Fire on a person
 - Oven/galley fire
 - Hidden fires/inaccessible fires
 - Cargo compartment fires
 - Electrical fire
 - Lavatory fire
 - Waste bin fire
 - Seat fire
 - Fire/smoke in flight deck
 - Overhead bin fire
 - Cabin baggage fire
- Post fire procedures

2A.4 Flash fire/Flashover

- Description

2A.5 Engine fires/APU fires/Torching

- Description
- Procedures

2A.6 Fuel Spills/Fires

- Description
- Procedures



2A.7 Gate/Apron Emergencies

- Description
- Procedures

2A.8 PTV Mated to the Aircraft Emergencies

- Procedures

2A.9 Cabin Smoke/Smoke Removal

- Description
- Procedures

2A.10 Fuel Fumes in the Cabin

- Description
- Procedures

2A.11 Fuel Dumping

- Aircraft in fleet those are capable of fuel dumping
- Description
- Procedures

2A.12 Incapacitated Flight Deck Crew Member

- Procedures

2A.13 Incapacitated Flight Attendant

- Procedures

2A.14 Propeller Over speed and Runaway

- Description
- Signs
- Procedures

2A.15 Passenger Brace Positions for Impact

- Forward facing passengers
- Aft facing passengers
- Side facing passengers
- Passengers with arm held infants
- Pregnant passengers

2A.16 Flight Attendant Brace Positions

- Forward facing seat
- Aft facing seat
- Passenger seat
- Procedures regarding brace position for each take-off/landing



FLIGHT ATTENDANT MANUAL STANDARD

2A.17 Brace Commands

- Unprepared emergency landing
- Prepared emergency landing

2A.18 Emergency Evacuation Commands

- General
 - Purpose
 - Technique
 - Correct use
 - PACING

2A.1 Emergency Evacuation Commands - Applications

- General commands – land; inadvertent water contact; and ditching
- Blocked/jammed exit commands
- ABP commands

2A.20 Notification of an Emergency

- Flight Deck- to-Cabin
 - Communication
 - Procedures
- Cabin- to-Flight Deck
 - Communication
 - Procedures
 - Critical phases of flight
- Flight Attendant- to- Flight Attendant
 - Communication procedure

2A.21 Brace Signals

- Descriptions
- Primary signal
- Alternate signal
- Crew member responsibilities at the brace signal

2A.22 Evacuations vs. Rapid Deplanements

- Descriptions
- Conditions under which evacuation would be necessary
- Conditions under which deplanement would be necessary

2A.23 Evacuations

- General
 - Likelihood and recognition of unprepared emergencies - Take-off/Landing; need to be alert
- Possible evacuation scenarios
 - Land; at airport, away from airport
 - Inadvertent water; at airport, away from airport



FLIGHT ATTENDANT MANUAL STANDARD

- Tidal flats
- ditching
- Initiation
 - Flight Deck Crew
 - Cabin Crew
- When/How evacuation is initiated
- Crew Responsibilities - Each Aircraft
 - Equipment, stations, exits (Primary/Secondary) - land and water

2A.24 Evacuation Signals

- Descriptions
- Primary signal/variations
- Alternate signal/variations
- Crew member responsibilities at the evacuation signal
- Evacuation cancellation

2A.25 Prepared Emergency Landing/Ditching - Procedures

NOTE: The carrier must develop procedures in a format that crew members may use when preparing for an emergency landing or ditching that will serve as a checklist. The selected format must include responsibilities of each crew member for the purpose of cabin; passenger; galley; and self preparation. All passenger advisory announcements must be included.

2A.26 Exit priorities – Landing/Ditching –each aircraft type

2A.27 Post Evacuation and Survival

- Responsibilities of crew members (e.g. grouping passengers, first aid, etc.)
- Survival priorities (e.g. shelter, first aid, water, food, etc.)
- Hazards inherent in different environments as applicable to the air carrier's operation. (e.g. Sea, Desert, Jungle, Wilderness, and Arctic)
- Identify on board equipment and supplies that can enhance survival.
- Survival equipment
- Signalling and recovery techniques

Note: Most accidents occur during take-off and landing, therefore, in keeping with the principles of risk management, an air operator must tailor their post-evacuation and survival techniques to the environment in which their stations are located. For example, an air operator that operates in and out of an arctic station would address post evacuation procedures relative to arctic conditions. However, an air operator that over flies an arctic station does not require arctic survival.



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FLIGHT ATTENDANT MANUAL STANDARD

PART A - SECTION THREE
AIRCRAFT SPECIFIC



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REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

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SECTION 3

AIRCRAFT SPECIFIC

DOORS AND EMERGENCY EXITS	3
Normal Operation (Internal).....	3
Arming/Disarming Procedures	3
Emergency Operation (Internal)	3
Airstairs/Ventral Stairs	3
Flight Deck Escape Routes	3
COMMUNICATIONS SYSTEMS.....	3
Public Address System and Interphone System.....	4
ELECTRICAL SYSTEMS	4
Galley Power Shut Off	4
Galley Appliance Overheat/ Malfunctions	4
Circuit Breakers	4
Emergency Lighting	4
Oxygen Systems	4
MISCELLANEOUS	4
Flight Attendant Seats/Stations	4
Flight Crew Seats Two Person Flight Deck	4
Passenger Seat Unserviceable Procedures	4
Stowage Area Unserviceability Procedures	5
Water Supply, Sinks, Drains (Galley / Lavatories)	5
Lifts/Elevators	5
Curtains and Partitions	5
Lavatories	5
Emergency Equipment Locations Diagram	5
Fuelling - Emergency Exits	5
Flight Attendant Seating Priority	5
Exit Row Seating Requirements	5
UNIQUE FEATURES	5



CIVIL AVIATION DEPARTMENT
MINISTRY OF TRANSPORT AND CIVIL AVIATION
REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

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3A.1 DOORS AND EMERGENCY EXITS

3A.1.1 Identify and describe the location, features and operation of each of the exits on the aircraft in both normal and emergency mode.

3A.1.2 Normal Operation (Internal)

- Who opens/closes specific doors
- Signals/conditions to open/close
- Precautions and exit assessment
- Opening/closing procedures
- Crew communications

3A.1.3 Arming/Disarming Procedures

- Who arms/disarms specific doors
- When to arm/disarm
- Arm/disarm checks
- Precautions
- Abnormalities/corrective actions
- Crew communications

3A.1.4 Emergency Operation (Internal)

- Signals to open
- Exit assessment/conditions/attitude of aircraft
- Opening/alternate opening procedures
- Precautions
- Slide/raft (ramp) deployment, inflation & use
- Slide/raft (ramp) failure
- Escape tape, ropes location and use
- Crew communications

3A.1.5 Air stairs/Ventral Stairs

- Controls
- Operations (Normal & Emergency)
- Operational precautions
- Crew communications

3A.1.6 Flight Deck Escape Routes

- Location(s), operation(s) and method(s) of egress
- Conditions for use

3A.2 COMMUNICATIONS SYSTEMS

3A.2.1 Public Address System and Interphone System

- Emergency Operation Procedures



Note: Where applicable, identify procedures to follow when equipment is unserviceable, ie: M.E.L. relief/alternatives, and procedures to follow if systems become unserviceable while airborne.

3A.3 ELECTRICAL SYSTEMS

3A.3.1 Galley Power Shut Off

- Location(s) and Procedures

3A.3.2 Galley Appliance Overheat/ Malfunctions

3A.3.3 Circuit Breakers

- Location(s)
- Purpose
- Description
- Reset procedures

3A.3.4 Emergency Lighting

- Location(s)/operation of controls for activation
- Location(s)/operation-Portable Lighting Units

3A.3.5 Oxygen Systems

- Location(s)/operation/manual release-cabin; galleys; lavatories
- Location(s)/operation-Flight Deck Oxygen Masks

3A.4 MISCELLANEOUS

3A.4.1 Flight Attendant Seats/Stations

- Locations and cabin positions, in all configurations for pre-flight passenger safety demonstrations and emergency landing briefings

3A.4.2 Flight Crew Seats Two Person Flight Deck

- Description of seats, controls and restraint system

3A.4.3 Passenger Seat Unserviceable Procedures

3A.4.4 Stowage Area Unserviceability Procedures

3A.4.5 Water Supply, Sinks, Drains (Galleys/Lavatories)

- Location and description/operation of shut-off valves
- Precautions for using sinks to avoid scalding ground personnel



3A.4.6 Lifts/Elevators

- Abnormal and Emergency Operation
- Control Override Procedures
- Escape Procedures

3A.4.7 Curtains and Partitions

- Procedures for Take-off and Landing

3A.4.8 Lavatories

- Door locking mechanisms (External)
- Emergency entry procedures
- Positioning/locking of lavatory door for take-off and landing
- Electrical outlets
- Location/Operation - Water Heater Units
- Location/Operation - "Waste Receptacle" Fire Extinguisher
- Location/Operation - Smoke Detector Units

3A.4.9 Emergency Equipment Locations Diagram

3A.4.10 Fuelling - Emergency Exits

3A.4.11 Flight Attendant Seating Priority

3A.4.12 Exit Row Seating Requirements

3A.5 UNIQUE FEATURES

3A.5.1 IDENTIFY ANY FEATURES, PROCEDURES AND/OR EQUIPMENT UNIQUE OR DIFFERENT WITHIN THE AIRCRAFT TYPE IN THE AIR CARRIER'S FLEET

- Describe each of the differences, their impact on the carrier's standard operating procedures and the importance to flight safety of crew members being familiar with them.
- Describe the impact of these differences on crew communication and crew coordination procedures and ways to ensure crew members are familiar with these differences prior to the flight, ie: crew briefing, familiarization walk-through.
- Definition and description and operational procedures of:
 - Blow-out panels
 - Flight deck door
 - Smoke barrier



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MINISTRY OF TRANSPORT AND CIVIL AVIATION
REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

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REP OF MALDIVES

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PART A - SECTION FOUR
SECURITY PROCEDURES



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REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

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SECTION 4

SECURITY PROCEDURES

Personal Security.....	3
Reporting Security Incidents	3
Sabotage	3
Vandalism	3
Bomb Threats - Aircraft on the Ground	3
Bomb Threats - Aircraft in the Air	4
Hijacking (Unlawful Interference) - Aircraft on the Ground	4
Hijacking (Unlawful Interference) - Aircraft in the Air	4



FLIGHT ATTENDANT MANUAL STANDARD

4A.0 Personal Security

- Identify that procedures are in place relating to the screening of items to be carried onboard aircraft
 - Screening of persons; passengers, crew
 - Screening of personal belongings; passengers, crew
 - Screening of cargo, mail
- Acceptance of items onboard the aircraft which have not been screened
- Describe procedures relating to the security of the aircraft
 - At domestic airports
 - At foreign airports
- Identify the responsibility of crew members to be alert to possible breaches of security
- Identify the responsibility of crew members to adhere to company standards and CAD security procedures
- Identify the importance of never leaving crew baggage unattended
- Crew responsibility to maintain all personal travel documents and report their loss immediately to appropriate company personnel

4A.1 Reporting Security Incidents

- Identify the reporting procedures for each type of security incident involving crew members
- Review information required in a report of a security incident

4A.2 Sabotage

- Definition
- Prevention
- Procedures

4A.3 Vandalism

- Definition
- Prevention
- Procedures

4A.4 Bomb Threats - Aircraft on the Ground - procedures

- Notification to the pilot-in-command
- Considerations in deplaning/evacuation of persons onboard
- Communication to passengers
- Crew communication
- No attempt is made to re-board the aircraft until the security personnel give clearance to do so



FLIGHT ATTENDANT MANUAL STANDARD

4A.5 Bomb Threats - Aircraft in the Air - procedures

- Notification to the pilot-in-command
- Inspection of the aircraft to locate suspected device
- Description of suspected device-necessary information
- Stabilizing device if necessary
- Considerations in deplaning/evacuation of persons onboard
- Communication to passengers
- Crew communication

4A.6 Hijacking (Unlawful Interference) - Aircraft on the Ground

- Tactics & Procedures
 - Maintain control of the situation
 - Passive resistance-passive control
 - Crew communication procedures
 - Direct efforts to have passengers deplaned

4A.7 Hijacking (Unlawful Interference) - Aircraft in the Air

- Tactics & Procedures
 - Determine number of hijackers and their demands
 - Keep hijackers out of the flight deck
 - Use female flight attendant if flight deck entry is unavoidable
 - Identify type, number of weapons
 - Information regarding the hijacker(s)
 - Use the great slow down
 - Become a neutral friend to the hijacker
 - Encourage the hijacker to talk
 - Overload with questions
 - Offer no technical advice
 - Provide lots of beverages; no alcohol
 - No forceful resistance
 - No antagonizing or arguing with the hijacker
 - avoid becoming emotionally or mentally aligned with hijacker
 - No sudden moves
 - Explain actions when making them



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REP OF MALDIVES

FLIGHT ATTENDANT MANUAL STANDARD

PART A - SECTION FIVE

SAFETY AND EMERGENCY EQUIPMENT



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SECTION 5

SAFETY AND EMERGENCY EQUIPMENT

MINIMUM CONTENT - SAFETY AND EMERGENCY EQUIPMENT	3
Minimum Equipment List	3
Log Book/Entries	3
Specific Equipment	3
Location of Equipment	3



MINIMUM CONTENT - SAFETY AND EMERGENCY EQUIPMENT

5A.0 Minimum Equipment List

- General Function
- Who uses it
- Location

5A.1 Log Book/Entries

- When used
- Who makes entries
- What should be entered
- What to do when entries have been made

5A.2 Specific Equipment

For each piece of safety and emergency equipment carried, identify the following:

- Correct name/terminology
- Purpose
- Components
- Operations procedures (Primary/Alternate) (include removal from stowage)
- Limitations (duration/range/temperature/minimum psi's etc.)
- Operational precautions
- Procedures after use
- Pre-flight serviceability checks

5A.3 Location of Equipment - Each aircraft



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PART A - SECTION SIX

FIRST AID



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SECTION 6

FIRST AID

Medical Emergencies	3
Signs, Symptoms and Management of	3
In-flight medical emergency management	3
Shock, unconsciousness and fainting	3
Artificial respiration - Adult, Child and Infant	3
Choking - Adult, Child and Infant	3
Cardiovascular emergencies	3
Wounds and bleeding	3
Fractures, dislocations, and sprains	3
Head/Spinal injuries	3
Burns	3
Asthma, allergies and poisons	3
Medical Conditions	3
Altitude related conditions	3
Time of Useful Consciousness	3
Flight Attendant Safety	3
Flight Attendant Responsibilities	3
Personal Protection	4
Carriage of Passengers with Contagious Diseases	4
Suspected Death	4
Other First Aid Equipment	4
Aircraft First Aid Kit(s) and Emergency Medical Kits	4
Reporting Medical Incidents	4



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FLIGHT ATTENDANT MANUAL STANDARD

The First Aid section shall include components 6A.0 to 6A.10 or the air operator may have these components in separate documents, provided the document is:

- Referenced in the Flight Attendant Manual,
- Issued to each flight attendant
- Readily available for reference during flight , and
- Approved by Civil Aviation Department

6A.0 Medical Emergencies

- Procedures regarding management of in-flight medical emergency (eg. Emergency Scene Management)

6A.1 Signs, Symptoms and Management of:

- In-flight medical emergency scene management
- Shock, unconsciousness and fainting
- Artificial respiration – Adult, Child and Infant
- Choking – adult, child, and infant
- Cardiovascular emergencies
- Wounds, dislocations and sprains
- Fractures, dislocations and sprains
- Head/spinal injuries
- Burns
- Asthma, allergies and poisons
- Medical conditions
- Altitude related conditions

6A.2 Time of Useful Consciousness

- Description
- Time frames

6A.3 Flight Attendant Safety

- Flight Attendants to be seated during critical phases of flight even when a medical emergency may be in progress onboard

6A.4 Flight Attendant Responsibilities

- Specific air operator policies and procedures regarding such items as administration of medication use of equipment, calling for a physician, notification of the flight deck, etc.
- Provide necessary information required to ensure that appropriate medical assistance is available upon arrival

6A.5 Personal Protection

- Procedures regarding prevention of cabin crew injury (eg. syringes, needles)
- Hygienic protocol to ensure the safety of cabin crew (eg. latex gloves, face masks)



FLIGHT ATTENDANT MANUAL STANDARD

6A.6 Carriage of Passengers with Contagious Diseases

- Procedures
- Equipment
- Precautions

6A.7 Suspected Death

- Procedures

6A.8 Other First Aid Equipment

- Equipment
- Use
- Precautions

6A.9 Aircraft First Aid Kit(S) and Emergency Medical Kits

- Contents
- Use

6A.10 Reposting Medical Incidents

- Procedures



PART B



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TABLE OF CONTENTS

COMPANY/DEPARTMENTAL ORGANIZATION	3
In-Flight Department	3
SECTION 1 - SAFETY PROCEDURES	3
Explanation of Regulatory Requirements	3
Blood Donation	3
Scuba Diving	3
Effects of alcohol/drugs	3
Security Pass/Company I.D.	3
Deportees	3
Cabin Lighting	3
SECTION 2 - EMERGENCY PROCEDURES	4
Introduction	4
Leadership	4
Pressurization	4
SECTION 3 - AIRCRAFT SPECIFIC	4
Communications Systems	4
Public Address System	4
Interphone System: Locations	4
Passenger Call System	4
Automated Announcement System	4
Onboard Entertainment System	4
Electrical Systems	4
Lighting	4
Ovens, Water Boilers, Coffee Makers and any other Galley Appliances	4
Refrigeration Units	5
Electrical Control Panels	5
Seatbelt & No Smoking Signs	5
Heating/Air Conditioning	5
Miscellaneous	5
Cabin Configuration	5
Flight Attendant Seats / Stations	5
Passenger Seats	5
Stowage Areas	5
Water Supply, Sinks, Drains	6
Lifts/Elevators	6
Curtains and Partitions	6
Lavatories	6



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COMPANY/DEPARTMENTAL ORGANIZATION

In-Flight Department

An air operator shall include:

- In-Flight Department name, ie: Cabin Services, In-Flight Services, On-Board Services, etc.
- An organizational chart showing the reporting structure of the In-Flight Department to the entire organization, as well as the reporting structure within the In-Flight Department
- A job description for each operational individual ie: Chief Flight Attendant, In-Charge Flight attendant, Flight attendant
- Flight Attendant Competency

SECTION 1 - SAFETY PROCEDURES

1B.0 Explanation of Regulatory Requirements

- Civil Aviation Regulations
- Associated Standards

1B.1 Blood Donation

- Air operator policy

1B.2 Scuba Diving

- Air operator policy

1B.3 Effects of alcohol/drugs on crew members while on duty/at altitude

- Air operator policy (re: consumption prior to duty)

1B.4 Security Pass / Company I.D. and Air operator procedures re: use

1B.5 Deportees

- Air operator procedures

1B.6 Cabin Lighting

- Air operator procedures for various phases of flight during day and night operations



SECTION 2 - EMERGENCY PROCEDURES2B.0

Introduction

- Purpose of procedures

2B.1 Leadership

- Description/Importance
- Passenger Negative Panic
- Passenger Positive Panic

2B.2 Pressurization

- Identify how cabin pressure is maintained
- Identify how cabin pressure is monitored
- Compartments of aircraft that are pressurized

SECTION 3 - AIRCRAFT SPECIFIC

3B.0 Communications Systems - Location(s); Pre-flight Serviceability Checks; Operations; for each of:

- Public Address System
- Interphone System: Locations
- Passenger Call System
- Automated Announcement System
- Onboard Entertainment System

3B.1 Electrical Systems - Location(s); Pre-flight Serviceability Checks; Operations; for each of:

3B.1.1 Lighting

- Cabin Ceiling Lighting
- Cabin Sidewall Lighting
- Entry Lighting
- Work Station Lighting
- Galley Lighting
- Cockpit Entry-way Lighting
- Lighting in miscellaneous stowage compartments
- Threshold, Cross-aisle Lighting
- Electrically operated coat racks/stowage units

3B.1.2 Ovens, Water Boilers, Coffee Makers and any other Galley Appliances

- Locations, descriptions
- Restraint systems
- Operations
- Procedures in case of overheat and/or malfunctions



FLIGHT ATTENDANT MANUAL STANDARD

3B.1.3 Refrigeration Units

- Locations, descriptions, operations
- Procedures relating to overhead/malfunctions
- Restraint systems

3B.1.4 Electrical Control Panels

- Locations
- Descriptions
- Operations

3B.1.5 Seatbelt & No Smoking Signs

- Cabin indications of use/change

3B.1.6 Heating/Air Conditioning

- Components
- Controls
- Operations

3B.2 Miscellaneous

3B.2.1 Cabin Configuration

- Seating Configuration/Classes of service
- Location of Galleys
- Location of Exits

3B.2.2 Flight Attendant Seats/Stations

- Locations
- Description of seats and controls
- Restraint system
- Operation of seat

3B.2.3 Passenger Seats

- Description of seats and controls
- Restraint system
- Special features-footrest, moveable armrests, stowages, etc.
- Unserviceability procedures

3B.2.4 Stowage Areas

- Location(s)
- Controls/Operation if applicable
- Maximum loading
- Restraint(s)



FLIGHT ATTENDANT MANUAL STANDARD

3B.2.5 Water Supply, Sinks, Drains

- Location and capacity of potable water supply
- Precautions

3B.2.6 Lifts/Elevators

- Location
- Controls
- Maximum loading
- Operation

3B.2.7 Curtains and Partitions

- Locations
- Use/restrictions

3B.2.8 Lavatories

- Locations
- Features



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FLIGHT ATTENDANT MANUAL STANDARD
