



EUROPEAN AVIATION SAFETY AGENCY
AGENCE EUROPÉENNE DE LA SÉCURITÉ AÉRIENNE
EUROPÄISCHE AGENTUR FÜR FLUGSICHERHEIT

Standardisation of Cabin Crew activities

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Objectives

The presentation of the most common findings related to Cabin Crew activities as were identified during the OPS Standardisation visits in order to increase your awareness on the subject and improve the management of C.C. safety risks



Introduction

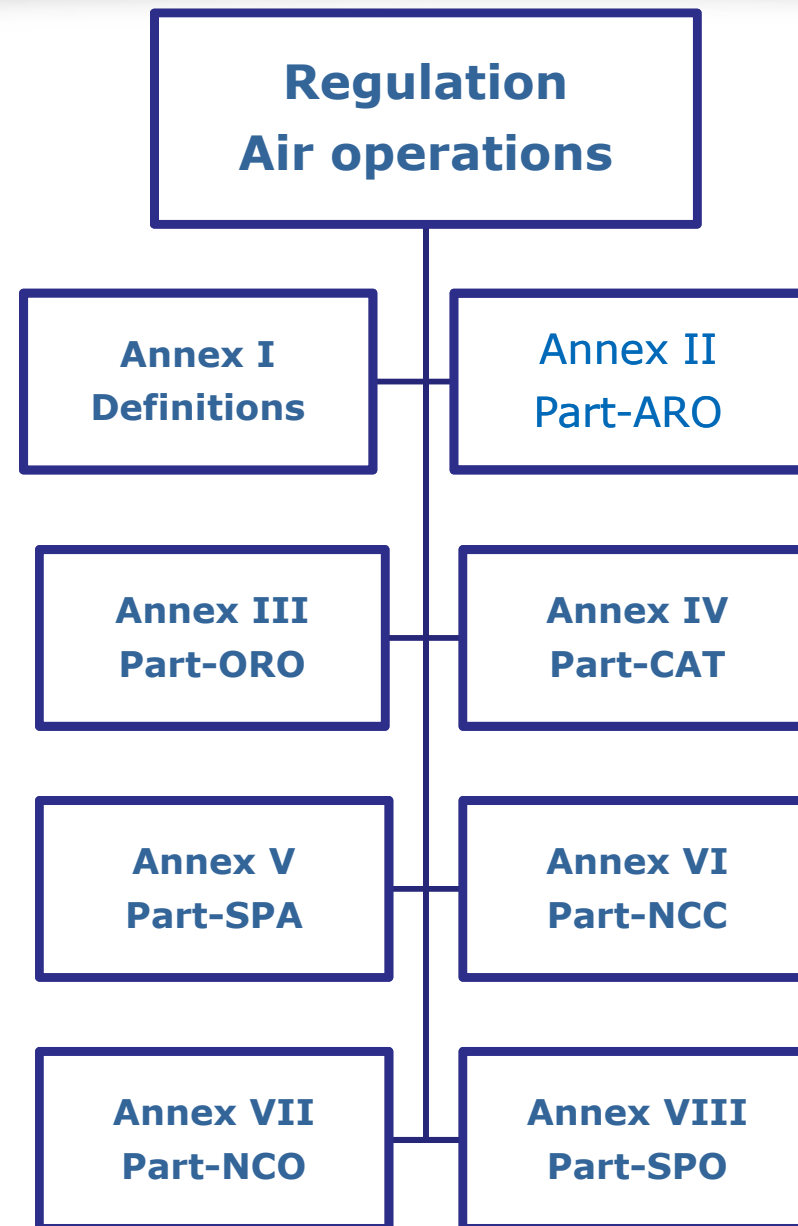


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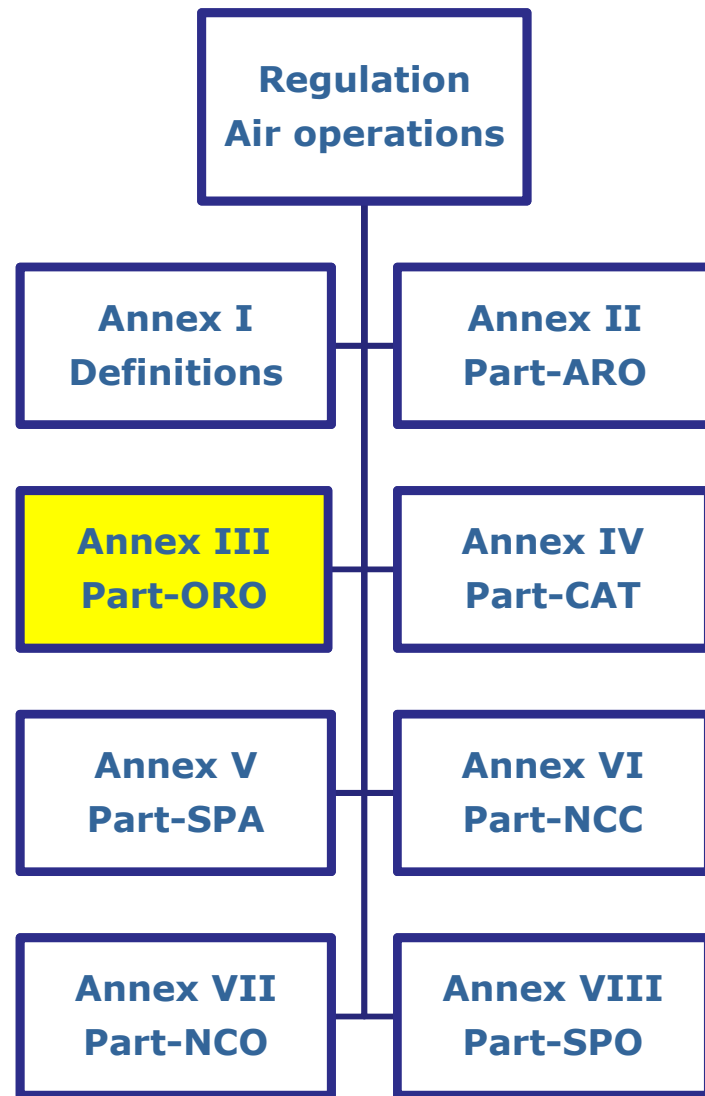


Commission Regulation (EU) No 965/2012





Annex III: Part-ORO

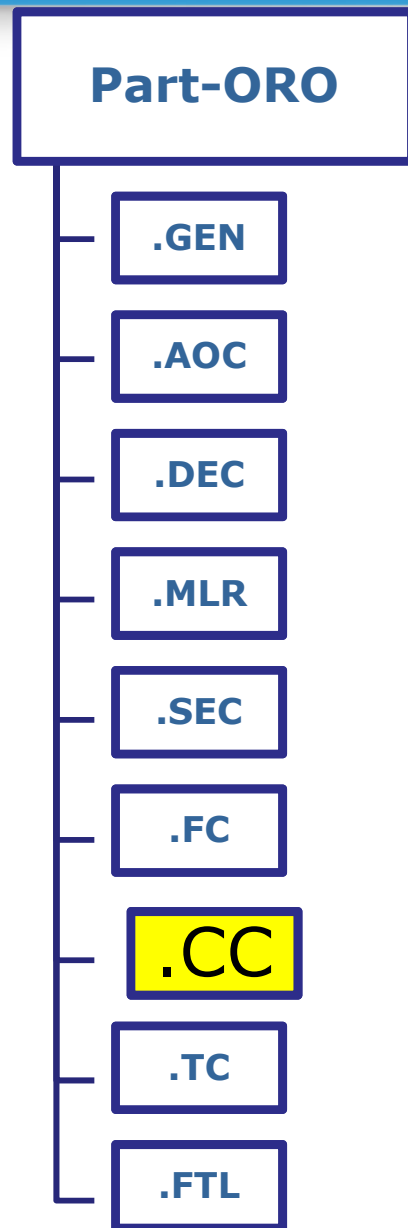


► **Applicability:**

- » CAT operators
- » NCC operators
- » SPO operators
 - » Commercial
 - » Non-commercial with complex aircraft



Annex III: Part-ORO



.GEN – general requirements

.AOC – air operator certification

.DEC – declaration

.MLR – manual, logs, records

.SEC – security

.FC – flight crew

.CC – cabin crew

.TC – technical crew

.FTL – flight time limitations



'Air Operations'

**is the activity where most of
the risks are turning into
fatal accidents.**



Setting up the scene

Risks in particular the one in the
Low Probability / High
Consequences area need more than
ever

**effective risk mitigation and
oversight**



C.C. training

is important contributor to cabin safety



Setting up the scene

Within the scope of our visits is
the cabin crew

continuous competency

to exercise their assigned safety
duties.



Conversion Course

The Operator is responsible for the CC competency.

Tailored conversion syllabus should ensure the CC competency for the assigned duties.

❖ One size does not fit all!



Content of Operations Manual

(missing items, superfluous or non applicable information).

- Equipment other than carried on board (PBEs, slide rafts etc.)
- Missing training elements (effects of aircraft surface contamination, practical CPR (cardio-pulmonary resuscitation), etc.



Prescriptive approach VS the modern SMS.

- ✓ Compliance with EASA IRs is an important step but not the only one.
- ✓ Operators must effectively implement SMS to ensure the safety.
- ✓ Authorities must evaluate the effectiveness of Operators SMS
- ✓ EASA will assess the Authorities performance



OPS Standardisation visit checklist includes not only C.C. training and procedures requirements but also the integration of Cabin crew activities within the Operators' Safety Management System



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Thanks for your attention



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