



CIVIL AVIATION SAFETY INVESTIGATION  
AND ANALYSIS CENTER (CIAS)

# PASSENGERS SAFETY BRIEFING: CONTRIBUTING FACTOR OR NOT?

EASA-CASIAs Meeting  
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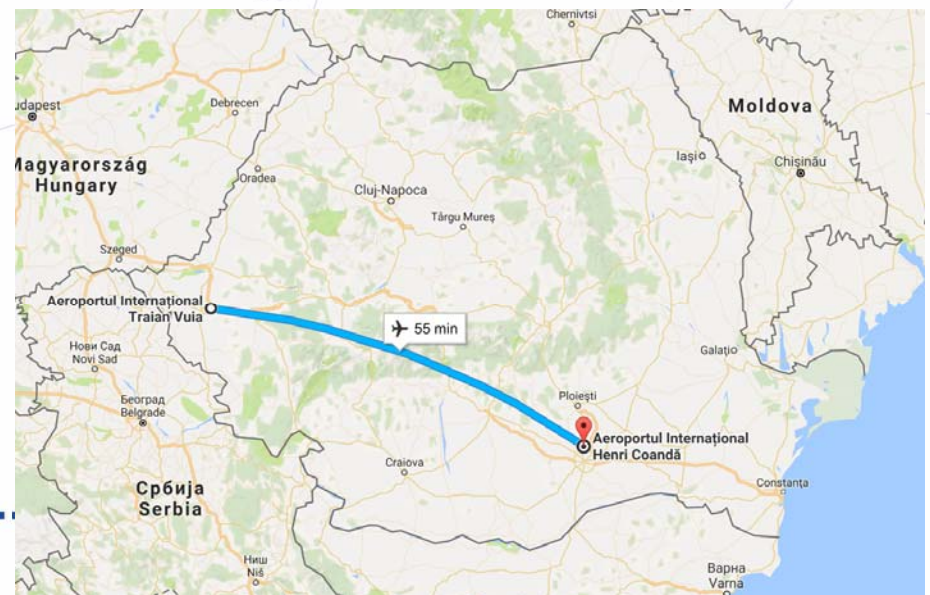


## Facts:

From 1st of November Ryanair started to operate domestic flights in Romania from Timisoara to Bucharest two times a day reaching at the end of April 100.000 passengers on this route.

In December 2016, the Civil Aviation Safety Investigation and Analysis Center (CIAS), received a petition from the Ministry of Transport regarding some issues that may affect flight safety, raised by a passenger who flew on November 20, 2016, on FR436 flight, operated by Ryanair, from Bucharest to Timișoara.

He stated that the passengers safety briefing was made only in English language, although it was a domestic flight.



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The petitioner believes that “in addition to being a major lack of respect for passengers, is also a case of crass irresponsibility”, since if we were to imagine an extreme case in which passengers do not understand English, they will not know how to react in emergency situations.

The passenger pointed out this fact to one of the flight attendants that was Romanian, and she replied that the purser is English speaker and this is the procedure to be used.

The commercial announcements with the duty free products, food and drinks were made in Romanian language.



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Following this petition, we analyzed the issues raised by the petitioner.

According to the article **CAT.OP.MPA.170 Passenger briefing** of the Commission Regulation (EU) no. 965/2012 of 5 October 2012 laying down technical requirements and administrative procedures related to air operations pursuant to Regulation (EC) no. 216/2008 of the European Parliament and of the Council:

*“The operator shall ensure that passengers are:*

- (a) given briefings and demonstrations relating to safety in a form that facilitates the application of the procedures applicable in the event of an emergency; and*
- (b) provided with a safety briefing card on which picture-type instructions indicate the operation of emergency equipment and exits likely to be used by passengers.”*





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Therefore, the air operator is not required to use the official language of the state in which the flight is being carried on. In this case, air operators prefer to make announcements to inform passengers in an official language of the International Civil Aviation Organization, most often in English.

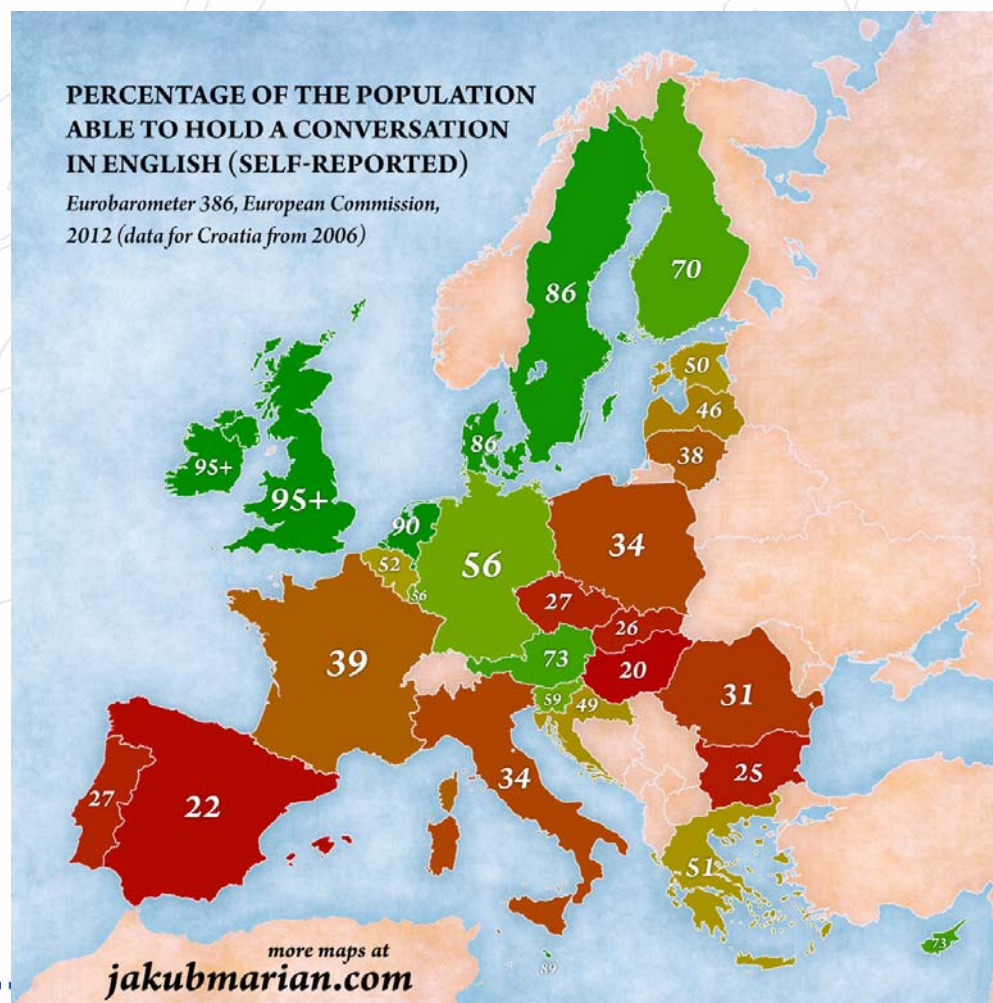
In addition, the provisions of Annex 13 related to the fact that the passenger announcements to be made in an official language of the International Civil Aviation Organization (usually English) refers only to international flights but not on domestic flights.



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The linguist Jakub Marian made a map related to the percentage of population able to hold a conversation in English in the European Union, by country. With a percentage of 31%, Romania is compared to Italy or Poland. The highest percentage, 90%, is in the Netherlands. Very high levels of knowledge of English (86%) still registers in Denmark and Sweden.



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Although it was not an investigation due to the fact that it was not an accident or a serious incident, CIAS issued a safety recommendation to EASA meant to contribute updating the European legislation regarding the language used for safety information briefing for passengers.

Issued on January 16, 2017, code **SR-72.2016-11-20, B**, is addressed to the European Aviation Safety Agency (EASA) and is of European interest:

- *“It is recommended for EASA to take all the necessary actions to ensure that all operators performing domestic flights are providing the safety briefing for the emergency cases stipulated by CAT.OP.MPA.170 Passenger briefing of Regulation (EU) no. 965/2012 also in the official language of the state on which's territory the flight is being carried on.”*





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## EASA's response:

Subject: Reply to Safety Recommendation ROMN-2017-002 received on 16/01/2017

|                               |   |
|-------------------------------|---|
| <b>Safety Recommendation:</b> | It is recommended for EASA to take all the necessary actions to ensure that all operators performing domestic flights are providing the safety briefing for the emergency cases stipulated by CAT.OP.MPA.170 PASSENGER BRIEFING of Regulation (EU) No 965/2012 also in the official language of the state on which's territory the flight is being carried on   |
| <b>Response:</b>              | <p>There are many factors that can influence aircraft incident and accident survivability and subsequent emergency evacuations. The physical factors include; adopting the correct brace position for impact, the correct use of seatbelts, the location and operation of all emergency exits and the configuration of the cabin including aisles and galleys, seating arrangements and the positioning of cabin crew assigned stations.</p> <p>Survivability in emergency evacuations is also affected by information factors such as passenger safety information cards, videos, signs, placards, emergency lighting and marking systems, and verbal briefings by the cabin crew.</p> <p>Initial cabin crew training programmes are required to include training on methods to motivate passengers and the crowd control necessary to expedite an emergency evacuation (see Appendix 1 to Part-CC (Cabin Crew) of Commission Regulation (EU) No 1178/2011 on aircrew). Thereafter, cabin crew shall undergo training from the operator which should also cover passenger handling in emergency situations, tailored to suit the aircraft type and the characteristics of the routes operated (see AMC1 ORO.CC.125(d) of Commission Regulation (EU) No 965/2012 on air operations).</p> <p>Operators are required to ensure that passenger safety briefings and demonstrations are delivered in a form that facilitates the application of the procedures applicable in the event of an emergency (see subparagraph (a) of CAT.OP.MPA.170 of the air operations regulation). In addition, passengers shall be provided with a safety briefing card on which picture-type instructions indicate the operation of emergency equipment and exits likely to be used by passengers (see subparagraph (b) of CAT.OP.MPA.170 of the air operations regulation).</p> <p>How the operator should achieve compliance with the above-mentioned provisions is not prescribed. This supports the performance-based approach to rulemaking which, together with implementation of effective safety management systems (see</p> |

|                |   |
|----------------|---|
|                | <p>ORO.GEN.200 of the air operations regulation), is intended to make aviation safer, more efficient and suitably flexible.</p> <p>There are multiple ways that the operator can meet the safety objective set out under sub-paragraph (a) of CAT.OP.MPA.170. It can be by delivering briefings/demonstrations in language(s) that are most likely to match the native language(s) of most of the passengers on any particular flight, supplemented with non-verbal techniques such as pictorial information for those whose native language is not used in the briefing/demonstration. In fact, assuming the language knowledge of all passengers on any particular flight can be misleading, as even domestic flights may have passengers from different nationalities on board. There is, therefore, no specific language requirement for cabin crew regarding the language to be used when communicating with passengers.</p> <p>Through their oversight, certification and enforcement responsibilities under ARO.GEN.300 of the air operations regulation, the competent authority is required to verify that the operator to whom the Air Operator Certificate (AOC) shall be/has been issued complies with the applicable requirements.</p> <p>Therefore, the operator should demonstrate to the competent authority how the passenger briefing/demonstration will satisfy the requirement to give it 'in a form that facilitates the application of the procedures applicable in the event of an emergency'.</p> |
| <b>Status:</b> | Closed – Partial agreement  |





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# Thank you!



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