




Compliance List CCOM

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ორგანიზაციის დასახელება Audited Organization						
აუდიტის ტიპი Audit type	შიდა Internal		გარე External		მესამე მხარის/ Third Party	
გამოყენებული სტანდარტები/ Audit Scope						
	სხვა/ Other					
აუდიტორთა ჯგუფი Audit Team				გამოკითხული პირები/ Persons Interviewed		
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ექსპლუატანტის დასახელება Operator Name:				AOC Number		
ექსპლუატანტის მისამართი Operator address:				Aeroplane type and frame number:		
CCOM Revision №:				CCOM Revision date:		
List created by Operators responsible person(s):		Date:		List checked by Operators responsible person(s):		Date:
Accountable Manager (name/sign):				Manager Flight OPS (name/sign):		
GCAA POI/FOI				Approved		Not Approved

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This compliance list is a tool for the Operator and Authority to prepare and check the required Cabin Crew Operations Manual(CCOM) or OM Each line contains a reference to OPS paragraphs (or AMC,IEM paragraph), ICAO Doc 7192 E-1 to call the user’s attention when determining or checking the CCOM reference.

This list can be edited by the operator either “handwritten” by printing it before use, or as computer version (preferably). When finished, the operator must send the edited version to GCAA either by Mail or E-Mail (preferably) for further processing.

REQUIREMENT column:

In this column the relevant OPS paragraphs (or AMC, IEM paragraph), ICAO Doc 7192 E -1 are listed.

CCOM reference column:

The correlation between EU-OPS paragraphs (or AMC, IEM paragraph), ICAO Doc 7192 E-1 and the CCOM shall be entered here.

REMARKS column:

This column is for (Operator and Authority) user notes and declarations if needed.

DOC STAT column:

- Documented/Implemented **D/I**
- Documented/ Not Implemented **D/NI**
- Implemented/ Not Documented **I/ ND**
- Not Documented/ Not Implemented **ND/NI**
- Not Applicable **N/A**

In case any error or deficiency is found in this list, it should be notified to GCAA to make the corrections needed.

All suggestions or corrections to this compliance list will be considered for improving and developing the list, and to make it easier for the operator and Authority to use.

Continue with checklist on next page.



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№	REQUIREMENT	CCOM REFERENCE	REMARKS	DOC STATUS
CABIN CREW OPERATIONS MANUAL (CCOM) (OM)				
1	The operator shall have an Operations Manual (OM), which may be issued in separate parts, that contains the policies, procedures and other guidance or information necessary for cabin crew members to perform their duties and be in compliance with applicable regulations, laws, regulations, rules and operator standards.			
OM CONTENT SPECIFICATIONS				
2	<p>The contents of OM shall address the following areas of cabin operations:</p> <ul style="list-style-type: none"> ➤ Compliance of conformity with : <ul style="list-style-type: none"> a) Applicable laws, regulations and rules. b) Standard operating procedures for each phase of flight. ➤ Administration of first aid, to include guidelines: <ul style="list-style-type: none"> a) Life threatening medical emergencies. b) Cardiopulmonary resuscitation (CPR). c) Injuries and illness. d) Use of Automatic External Defibrillator (AED), if applicable. ➤ Response to abnormal and emergency situations: <ul style="list-style-type: none"> a) Aircraft emergency evacuation. b) Cabin decompression, if applicable. c) Onboard smoke and fire. d) Emergency landing. e) Leakage or spillage of suspected dangerous goods. f) Suspected bomb or explosives. g) Hijacking or unlawful interventions. ➤ Use of cabin system and equipment ,to include malfunctions: <ul style="list-style-type: none"> a) Oxygen systems, if applicable. b) Communication systems. c) Entry and exit doors. d) Lifesaving equipment. ➤ Dangerous goods manual or parts relevant to the cabin crew, to include: <ul style="list-style-type: none"> a) DG-s prohibited in passenger and crew baggage. b) Information/instructions for DG-s permitted in passenger and crew baggage. c) Action to be taken in the event of an emergency. ➤ Response to suspected each security situations: <ul style="list-style-type: none"> a) Least risk bomb locations specific to aircraft type. b) Cabin search. ➤ Use of survival equipment. ➤ Cabin crew training program: <ul style="list-style-type: none"> a) Abnormal and emergency situations, emergency evacuation. b) Use of emergency and lifesaving equipment. c) Lack of oxygen, loss pressurization (as applicable). d) Other cabin crew member assignment and functions. e) DG. f) Human performance. ➤ Limitations pertaining to flight time, flight duty periods and rest periods. ➤ Documents and forms. 			



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3	The operator shall have a process to ensure that the OM, including updates and revisions, is submitted for approval to the Authority.			
4	The operator shall have a process to ensure cabin crew members are issued or have direct access to, as a minimum, those parts of the OM that address duties and responsibilities relevant to the safety and security of cabin operations.			
5	The operator shall have a process to ensure holders of the OM enter the most current amendments or revisions into the manual and maintain the manual in an up-to-date condition.			
6	Details of the person(s) responsible for the issuance and insertion of amendments and revisions.			
7	The operator shall ensure information in the OM pertaining to cabin crew duties and responsibilities is published in the designated common language(s) of the operator.			
8	The operator shall ensure one or more copies of the practical manual are onboard the aircraft for passenger flights and located in a manner that provides for immediate access by each cabin crew member.			
9	Explanations and definitions of terms and words needed for the use of the manual.			
10	System of amendment and revision for temporary revisions.			
11	A description of the distribution for the manuals, amendments and revisions.			
12	A description of the system for the annotation of pages and their effective dates			
13	A list of effective pages.			
MANAGEMENT SYSTEM				
14	The operator shall have a management system for the cabin operations organization that ensures control of cabin crew operations in the passenger cabin and the management of safety and security outcomes.			
15	The operator shall have a manager for cabin operations that: a) If required, is a nominated official acceptable to the Authority. b) Has the authority and is responsible for the management and supervision of all cabin operations activities. c) Is accountable to senior management for ensuring the safety and security of cabin operations.			
16	The operator shall ensure the duties and responsibilities of manager for cabin crew operations are defined and described in the Operations Manual (OM).			
AUTHORITIES AND RESPONSIBILITIES				
17	The operator shall ensure the cabin operations management system defines the authorities and responsibilities of management and non- management personnel throughout the cabin operations organization that perform functions relevant to the safety or security of cabin operations. The management system shall also specify: a) The levels of management with the authority to make decisions that affect the safety and/or security of cabin operations; b) Responsibilities for ensuring cabin operations are conducted in accordance with applicable regulations and standards of the operator.			



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18	The operator shall have a process for the delegation of duties within the cabin operations management system that ensures managerial continuity is maintained when operational managers, including nominated postholders, if applicable, are absent from the workplace.			
19	The operator shall ensure the duties and responsibilities of cabin crew members are defined and described in the Operations Manual (OM).			
20	The operator shall ensure cabin crew members maintain familiarity with laws, regulations and procedures pertinent to the performance of their duties.			
21	The operator shall have a policy that addresses the use of psychoactive substances by cabin crew members.			
COMUNICATION				
22	The operator shall have a communication system that enables and ensures an exchange of information relevant to the conduct of cabin operations throughout the cabin operations management system and in all areas where operations are conducted.			
23	The operator shall have processes to ensure information relevant to cabin crew policies, procedures and responsibilities is communicated to all cabin crew members, and to ensure essential operational information or guidance is communicated to the cabin crew prior to each flight.			
PROVISION OF RESOURCES				
24	The operator shall have the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy cabin operations safety and security requirements.			
25	The operator shall ensure management and non-management positions within the cabin operations organization that require the performance of functions relevant to the safety or security of cabin operations are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position.			
DOCUMENTATION SYSTEM				
26	The operator shall have a system for the management and control of cabin operations documentation and/or data used directly in the conduct or support of operations, to include: a) A means of identifying the version of operational documents. b) A distribution process that ensures on-time availability of the current version of the Operations Manual: 1) To appropriate operations personnel and cabin crew members. 2) If the operator outsources cabin operations functions, to external service providers. c) Review and revision as necessary, to maintain the currency of information contained in documents. d) A means of document retention that permits reference and accessibility. e) Identification and control of obsolete and/or reproduced documents. f) Reception of documentation and/or data from external sources to ensure information is received in time to satisfy operational requirements. g) Retention and dissemination of documentation received from external sources			



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27	If the operator utilizes an electronic system for the management and control of any documentation used directly in the conduct of cabin operations, the operator shall ensure the system provides for a regularly scheduled generation of back-up files for such documents.			
28	The operator shall ensure documentation used in the conduct or support of cabin operations: a) Contains legible and accurate information. b) Is written in language(s) understood by cabin operations personnel. c) Is presented in a format appropriate for use by cabin operations personnel. d) If applicable, is accepted or approved by the Authority.			
RECORD SYSTEM				
29	The operator shall have a system for the management and control of cabin operations records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for: a) Identification. b) Legibility. c) Maintenance. d) Retention and retrieval. e) Protection and security. f) Disposal or deletion (electronic records).			
30	If the operator utilizes an electronic system for the management and control of cabin operations records, the operator shall ensure the system provides for a scheduled generation of back-up record files.			
QUALITY ASSUARANCE PROGRAM				
31	The operator shall have a quality assurance program that provides for the auditing and evaluation of the cabin operations management system and operational functions at planned intervals to ensure the organization is: a) Complying with applicable regulations and standards of the operator. b) Satisfying stated operational needs. c) Identifying undesirable conditions and areas requiring improvement. d) Identifying hazards to operations.			
32	The operator shall have a process for addressing findings that result from audits of cabin operations functions, which ensures: a) Identification of root cause(s). b) Development of corrective action as appropriate to address findings. c) Implementation of corrective action in appropriate operational area(s). d) Evaluation of corrective action to determine effectiveness.			



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	SAFETY MANAGEMENT RISK MANAGEMENT			
33	The operator shall have an operational reporting system implemented in the cabin operations organization that: a) Encourages and facilitates cabin operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns. b) Ensures mandatory reporting in accordance with applicable regulations. c) Includes analysis and cabin operations management action to address safety issues identified through the reporting system.			
34	The operator should have a confidential safety reporting system implemented within the cabin operations organization in a manner that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations.			
35	The operator should have processes implemented in the cabin operations organization for setting performance measures as a means to monitor the safety performance of the organization and to validate the effectiveness of risk controls.			
	TRAINING PROGRAMS			
36	The operator shall have a cabin crew training program, approved by the Authority that ensures cabin crew members understand their responsibilities and are competent to perform the duties and functions associated with cabin operations. The cabin crew training program shall include initial, recurrent, re-qualification and aircraft type training courses.			
37	The operator shall ensure all cabin crew members complete an initial training course: a) As part of the cabin crew qualification process for individuals who have not previously been qualified as a cabin crew member for the operator. b) Prior to being assigned duties as a cabin crew member.			
38	The operator shall ensure all cabin crew members complete a recurrent training course once every 12 months in order to remain qualified to perform duties as a cabin crew member.			
39	The operator shall have a cabin crew re-qualification training course, which shall be completed: a) By individuals who have failed to remain qualified as a cabin crew member. b) As part of the process to regain qualification to perform duties as a cabin crew member.			
40	The operator shall have aircraft type training, which shall be completed by cabin crew members as part of the process to qualify and remain qualified to perform cabin crew duties on each type of aircraft to which they may be assigned. As a minimum, subjects covered under aircraft type training shall include: a) Aircraft systems; b) Exit locations and operation; c) Emergency equipment locations and operation; d) Emergency assignments; d) Unique features of the aircraft cabin (as applicable for variants of a common aircraft type).			



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41	The operator shall require instructors that deliver training to cabin crew members to successfully complete an instructor training course that ensures such instructors have an adequate level of knowledge and standardization to provide instruction in the cabin crew training program.			
42	The operator shall ensure cabin crew training courses include testing or evaluation by written, oral or practical means to satisfy requirements for cabin crew members to demonstrate adequate knowledge, competency and proficiency to perform duties, execute procedures and operate emergency and life-saving equipment.			
43	The operator shall ensure the completion of required training by cabin crew members is recorded.			
44	The operator shall ensure cabin crew members receive training or orientation to provide familiarity with basic aviation subjects relevant to cabin operations and cabin crew duties. Such training or orientation shall be part of the cabin crew initial training course and, as a minimum, address the following subject areas: a) Applicable regulations; b) Aviation terminology; c) Basic theory of flight; d) Relevant aircraft systems; e) Altitude physiology; f) Standard operating procedures for cabin operations on the ground and all phases of flight.			
45	The operator shall ensure cabin crew members receive training that provides knowledge of safety policies and procedures associated with the preflight, in-flight and post-flight phases of cabin operations. Such training shall be included in the cabin crew initial and re-qualification training courses, and in the recurrent training course on a frequency in accordance with requirements of the Authority, but not less than once during every 24-month period. Training in safety policies and procedures typically addresses: - Crew coordination and communication; - Sterile flight deck; - Mandatory briefings; - Safety checks; - Passenger acceptance and handling; - Cabin baggage; - Personal electronic devices; - Fueling with passengers on board; - Turbulence; - Flight and cabin crew member incapacitation; - Flight deck access.			



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46	<p>The operator shall ensure cabin crew members receive training that provides the knowledge required to execute emergency procedures. Such training shall be included in the cabin crew initial and re-qualification training courses, and in the recurrent training course on a frequency in accordance with requirements of the Authority, but not less than once during every 24-month period. As a minimum, training shall address emergency procedures associated with:</p> <ul style="list-style-type: none">a) Cabin fires;b) Smoke and fumes;c) Emergency landing (land and water);d) Planned cabin evacuation (land and water);e) Unplanned cabin evacuation (land and water)f) Medical emergencies			
	PROGRAME ELEMENTS			
47	<p>The operator shall ensure cabin crew members receive training that provides the knowledge required to understand the function and operation of cabin emergency equipment and to execute associated preflight checks. Such training shall be included in the cabin crew initial and re-qualification training courses and in the recurrent training course, on a frequency in accordance with requirements of the Authority, but not less than once during every 24-month period.</p>			
48	<p>The operator shall ensure cabin crew members complete practical training exercises consisting of cabin drills and hands-on operation of cabin equipment. Practical training exercises shall be included in the cabin crew initial and re-qualification training courses, and in the recurrent training course, on a frequency in accordance with requirements of the Authority, but all focus areas within the scope of practical training exercises shall be addressed not less than once during every 36-month period.</p> <ul style="list-style-type: none">a) Cabin exit operations (normal and emergency) for each aircraft and exit type;b) Cabin emergency evacuation;c) Firefighting;d) Oxygen administration;e) If required, ditching.			
49	<p>If the operator utilizes pressurized aircraft, the operator shall ensure cabin crew members receive training in high altitude depressurization. Such training shall be included in the cabin crew initial and re-qualification training courses, and in the recurrent training course, once during every 24-month period. Training in high altitude depressurization shall provide:</p> <ul style="list-style-type: none">a) An understanding of the effects on crew and passengers.b) The knowledge necessary to execute associated emergency procedures. Training in depressurization may be conducted in the classroom or as a practical exercise.			
51	<p>The operator shall ensure cabin crew members receive training in dangerous goods awareness, recognition and emergency action. Such training shall be included in the cabin crew initial and re-qualification training courses and in the recurrent training course on a frequency in accordance with requirements of the Authority, but all subjects within the scope of dangerous goods training shall be addressed not less than once during every 24-month period.</p>			



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52	The operator shall ensure cabin crew members receive training in human performance to gain an understanding of the human factors involved in conducting cabin safety duties and coordinating with the flight crew during the execution of onboard emergency procedures. Such training shall be included in the cabin crew initial and re-qualification training courses, and in the recurrent training course, on a frequency in accordance with requirements of the Authority, but not less than once during every 24-month period.			
53	If the operator utilizes aircraft that require more than one cabin crew member, the operator shall ensure cabin crew members receive training that provides the necessary awareness of other cabin crew assignments and procedures to assure fulfillment of all cabin crew duties in the event of an emergency situation. Such training shall be included in the cabin crew initial and re-qualification training courses and in the recurrent training course, on a frequency in accordance with requirements of the Authority, but not less than once during every 24-month period.			
54	The operator should ensure cabin crew members participate in joint training activities or exercises with flight crew members for the purpose of enhancing onboard coordination and mutual understanding of the human factors involved in addressing emergency situations and security threats.			
55	The operator shall ensure cabin crew members receive training that provides knowledge in first aid. Such training shall be included in the initial and re-qualification training courses and in the recurrent training course, on a frequency in accordance with requirements of the Authority, but all subjects within the scope of first aid training shall be addressed not less than once during every 36 month period.			
56	The operator shall ensure cabin crew members receive training in aviation security subjects that address appropriate crew communication, coordination and action in response to acts of unlawful interference. Such training shall be included in the initial and re-qualification training courses and in the recurrent training course, on a frequency in accordance with the civil aviation security program of the State and requirements of the Authority, but not less than once during every 12-month period			
57	If the operator utilizes aircraft that require more than one cabin crew member, the operator shall ensure applicable cabin crew members receive leadership training prior to being assigned to duties as a designated cabin crew leader.			
	LINE QUALIFICATION			
58	The operator shall ensure cabin crew members complete supervised line flight experience as part of the cabin crew initial qualification process and prior to being assigned unsupervised duties as a cabin crew member. Supervised line flight experience shall be completed during a minimum of one sequence of actual line flight segments and shall require a cabin crew member to demonstrate an understanding of all responsibilities and competency to perform the duties and execute the procedures associated with cabin operations.			
59	If the operator utilizes aircraft that require only one cabin crew member, the operator shall ensure cabin crew members complete supervised line flight experience on such aircraft as part of the cabin crew qualification or re-qualification process, and prior to being assigned to perform unsupervised duties on an aircraft as the sole operating cabin crew member.			



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60	The operator should ensure cabin crew members complete supervised line flight experience as part of the cabin crew re-qualification process and prior to being assigned unsupervised duties on any aircraft requiring more than one cabin crew member. Supervised line flight experience is typically referred to as a familiarization flight.			
61	The operator should ensure cabin crew members receive a periodic line evaluation or check while performing their duties during line operations. The line evaluation check of cabin crew members is typically conducted by a cabin crew member who has been specially qualified and designated to conduct dedicated supervisory activities (e.g., evaluator, instructor, purser or other similar supervisory position).			
CABIN CREW REQUIREMENTS				
62	The operator shall specify and require a minimum number of cabin crew members for each aircraft type that is utilized in passenger operations. Such minimum cabin crew specification shall: a) Be based on aircraft seating capacity or number of passengers carried. b) Be in accordance with minimum cabin crew requirements of the Authority. c) Ensure the minimum number of cabin crew members necessary to effect a safe and expeditious evacuation of the aircraft.			
63	If the operator utilizes aircraft that require more than one cabin crew member, the operator shall ensure designation of a cabin crew leader who has overall responsibility for the conduct and coordination of normal and emergency cabin procedures for flights with more than one cabin crew member.			
64	The operator shall have procedures to ensure communication between the cabin crew and flight crew during line operations is conducted in the designated common language(s) of the operator.			
65	The operator shall have flight time and duty period limitations as well as a rest period scheme for cabin crew members. Such limitations and rest period provisions shall be in accordance with applicable regulations and ensure fatigue occurring in one flight, successive flights or accumulated over a period of time does not endanger the safety of cabin operations.			
66	The operator shall have a process to ensure flight time, flight duty periods and rest periods for cabin crew members are recorded and retained for a minimum period of time in accordance with applicable regulations.			
67	The operator shall consider the following as duty time for the purpose of determining required rest periods and calculating duty time limitations for operating cabin crew members: a) Pre-operating deadhead time. b) Training period(s) prior to a flight. c) Administrative or office time prior to a flight (for cabin crew members that serve in a management function).			
68	The operator shall have a policy that ensures cabin crew members, prior to being assigned to duty, will not be affected by factors that could impair human performance. Such factors include, as a minimum: a) Pregnancy. b) Illness, surgery or use of medication(s). c) Blood donation. d) Deep underwater diving.			



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69	The operator shall have procedures that specify cabin crew functions, applicable to each aircraft type, and actions to be executed during an emergency or situation requiring an emergency evacuation.			
	CABIN CREW POLICIES AND PROCEDURES			
70	The operator shall have procedures to ensure a coordinated and expeditious cabin evacuation during aircraft fueling operations with passengers embarking, on board or disembarking.			
71	The operator shall have a procedure to ensure the cabin crew verifies that passenger and crew baggage in the passenger cabin is securely stowed.			
72	If the operator utilizes aircraft equipped with cabin doors that have an automatic slide or slide/raft deployment system, the operator shall have cabin crew procedures for arming and disarming such door systems.			
73	The operator shall require cabin crew members to be seated with their safety harness fastened: a) During the takeoff and landing phases of flight. b) Whenever the pilot-in-command so directs.			
74	The operator should require cabin crew members to be seated with their safety harnesses fastened when the aircraft is taxiing, except to perform safety-related duties.			
75	The operator shall have procedures for preparation of the cabin prior to takeoff and landing.			
76	The operator shall have cabin crew procedures for providing passengers with instructions for appropriate action in the case of an in-flight emergency situation.			
77	If the operator utilizes movable carts or trolleys for passenger service in the aircraft cabin, the operator shall: a) Ensure such carts or trolleys are equipped with braking devices. b) Have a process to ensure braking devices are operative. c) Have procedures to ensure unserviceable carts or trolleys are withdrawn for repair or replacement.			
78	If the operator utilizes movable carts or trolleys for passenger service in the aircraft cabin, the operator shall have procedures to ensure such carts or trolleys are: a) Stowed during the takeoff and landing phases of flight. b) Stowed if feasible, or secured during an emergency situation. c) Stowed if feasible, or secured prior to or during turbulence.			
79	If the operator utilizes movable carts or trolleys for passenger service in the aircraft cabin, the operator shall ensure cabin crew members do not leave such carts or trolleys unattended in the aircraft aisles unless the braking devices are engaged.			
80	If the operator utilizes aircraft with electrical system circuit breakers that are accessible to cabin crew members, the operator shall have procedures that specify limitations for resetting tripped circuit breakers by cabin crew members during flight.			



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	FLIGHT DECK DOOR COORDINATION			
81	The operator shall have a policy and associated procedures that define a sterile flight deck during critical phases of flight, to include: a) A protocol for communication between the cabin crew and flight crew. b) A protocol for notification of the flight crew in the event of an emergency. c) The phases of flight when the operational state of the flight deck must be sterile would be defined by the operator or the State.			
82	If the operator utilizes aircraft equipped with a flight deck lockable entry door, the operator shall have policies and/or procedures that are in accordance with requirements of the Authority and, as a minimum, define: a) When the flight deck entry door must remain locked. b) The way the cabin crew notifies the flight crew in the event of suspicious activity or security breaches in the cabin. c) The way cabin crew members gain entry to the flight deck.			
83	The operator shall have procedures for communication and coordination between the cabin crew and flight crew to ensure a combined and coordinated process in addressing: a) Passenger safety information. b) Cabin readiness prior to first aircraft movement, takeoff and landing. c) Arming or disarming of cabin entry door slides or slide rafts, if applicable. d) Preparation for and an encounter with turbulence. e) Medical situations. f) Flight or cabin crew member incapacitation. g) Emergency evacuation. h) Abnormal situations. i) Emergency situations.			
84	The operator shall have procedures to ensure the cabin crew provides notification to the flight crew when a safety-related situation has been identified. Examples of safety-related situations that typically require notification to the flight deck include: - Unruly behavior by passenger(s). - Injury to passenger or crew member. - Medical emergencies, use of first aid or medical equipment. - Fire, smoke or toxic fumes in the cabin. - Failure of any emergency system or equipment. In general, any occurrences that could pose danger to the aircraft or its occupants would be considered reportable to the flight deck. Procedures typically specify certain critical phases of flight during which the cabin crew is prohibited from initiating any communication to the flight crew (e.g., takeoff and landing).			
85	The operator should have a policy and procedures that define and specify the requirements for standard wording, terminology, signals and/or verbal commands used for communication between cabin crew and flight crew during normal, abnormal and emergency situations.			



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86	a) The operator shall have procedures that ensure the cabin crew is notified: b) When to prepare for takeoff. c) When the flight is in the descent phase. When to prepare for landing.			
87	If the operator transports passengers that require special attention, the operator shall have a policy and associated procedures for the acceptance and onboard handling of such passengers by the cabin crew.			
88	The operator shall have policy and procedures to evaluate and handling a passengers with a suspected communicable disease by the cabin crew.			
89	The operator shall have a policy and associated procedures for addressing passengers that exhibit unruly behavior and/or interfere with a crew member prior to or during flight.			
90	The operator shall have cabin crew procedures that ensure all passengers have ready access to emergency oxygen.			
91	a) The operator shall have cabin crew procedures that ensure all passengers are seated with their seat belts (or harness or other restraint provided) fastened: b) During the taxi phases of a flight. c) During the takeoff and landing phases of flight. d) Prior to and/or during turbulence. e) During an emergency situation, if considered necessary.			
92	The operator shall have procedures in accordance with applicable regulations to ensure a means of infant restraint is utilized during the flight phases or conditions specified in previous point.			
93	If the operator conducts passenger flights with or without cabin crew, and utilizes aircraft that have passenger seats adjacent to cabin emergency exits, the operator shall have guidance and procedures to ensure passengers seated in such seats meet any applicable requirements and restrictions.			
94	If the operator conducts passenger flights with or without cabin crew, the operator shall have guidelines and associated procedures to ensure control of the use of personal electronic devices in the passenger cabin.			
95	The operator shall have cabin crew procedures that ensure an announcement is made to passengers for matters related to safety, including turbulence, normal, abnormal and emergency situations.			
96	The operator shall have guidance and associated cabin crew procedures to ensure passengers: a) Are informed and receive instruction on all restrictions pertaining to onboard smoking. b) Comply with the Fasten Seat Belt sign and, if applicable, the No Smoking sign.			
97	The operator shall have guidance and/or cabin crew procedures to ensure passengers are familiar with the location and use of: a) Seat belts. b) Emergency exits. c) Life jackets (individual flotation devices), if required. d) Oxygen masks. e) Emergency equipment for collective use.			



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98	The operator shall have a policy and cabin crew procedures for the administration of oxygen, as applicable to aircraft type and configuration.			
99	The operator shall have a policy that addresses the acceptance of passengers that have the potential need for supplementary oxygen, and, if such passengers are accepted, cabin crew procedures for the administration of supplementary oxygen.			
PREFLIGHT INSPECTION				
100	The operator shall have a process to ensure the availability, accessibility and serviceability of aircraft cabin emergency systems and equipment for passenger flights. Such process shall include a preflight inspection of systems and equipment, which, as a minimum, shall be conducted by the flight crew or cabin crew prior to the first flight: a) After a new cabin crew has assumed control of the aircraft cabin. b) After an aircraft has been left unattended by a flight crew or cabin crew for any period of time.			
101	The operator shall have a process that permits the cabin crew to report the existence of malfunctioning aircraft equipment prior to and after the completion of a flight.			
SYSTEMS AND EQUIPMENT REQUIREMENTS				
102	The operator shall ensure all passenger aircraft in its fleet are equipped with one or more first aid kits that are distributed as evenly as practicable throughout the passenger cabin(s) and are readily accessible for use by crew members. The minimum number of first aid kits required for passenger aircraft is determined by the Authority, and is typically based on the number of passengers the aircraft is authorized to carry. The following list provides the typical minimum numbers of first aid kits based on aircraft passenger seats: - One kit for aircraft with 100 or fewer passenger seats; - Two kits for aircraft with 101 to 200 passenger seats; - Three kits for aircraft with 201 to 300 passenger seats; - Four kits for aircraft with 301 to 400 passenger seats; - Five kits for aircraft with 401 to 500 passenger seats; - Six kits for aircraft with 501 and more passenger seats.			
103	If the operator utilizes aircraft with more than 100 passenger seats on flight sector lengths of more than two hours, the operator should ensure all such passenger aircraft in its fleet are equipped with a minimum of one medical kit, stored in a secure location, for use by medical doctors or individuals with appropriate qualifications or training.			
104	The operator should ensure all passenger aircraft in its fleet are equipped with one or more universal precaution kits for use by cabin crew members, in managing: a) Episodes of ill health associated with a case of suspected communicable disease; b) Cases of illness involving contact with body fluids.			



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105	<p>If the operator conducts passenger flights with or without cabin crew, the operator shall ensure all passenger aircraft in its fleet are equipped with hand-held fire extinguishers uniformly distributed throughout the passenger cabin (when two or more extinguishers are required), readily accessible at each galley not located on a main passenger deck, and if applicable, available for use in each cargo compartment that is accessible to the crew.</p> <p>Fire extinguishers shall be of a type that will minimize the hazard of toxic gas concentration within the aircraft and, as a minimum, one fire extinguisher shall contain Hallon 1211 or an equivalent agent. The requirements for hand-held fire extinguishers in this provision are applicable only to areas of the aircraft other than the flight deck.</p> <p>The following list provides the typical minimum numbers of hand-held fire extinguishers based on aircraft passenger seats:</p> <ul style="list-style-type: none">- One extinguisher for aircraft with 6 to 30 passenger seats;- Two extinguishers for aircraft with 31 to 60 passenger seats;- Three extinguishers for aircraft with 61 to 200 passenger seats;- Four extinguishers for aircraft with 201 to 300 passenger seats.			
106	<p>The operator shall ensure all unpressurized passenger aircraft in its fleet with a maximum certificated takeoff mass exceeding 5,700 kg (12,566 lb) or having more than 19 passenger seats, as well as all pressurized passenger aircraft in its fleet, are equipped with a portable unit of protective breathing equipment (PBE).</p>			
107	<p>If the operator conducts over-water passenger flights with or without cabin crew, the operator shall ensure all passenger aircraft in its fleet utilized for such flights are equipped with a minimum of one life jacket or equivalent individual flotation device for each person on board, with each life jacket or flotation device stowed for easy accessibility from individual seating positions.</p>			
108	<p>If the operator conducts long-range over-water passenger flights with or without cabin crew, the operator shall ensure all passenger aircraft in its fleet utilized for such flights are equipped with a minimum of one life jacket for each person on board.</p>			
109	<p>If the operator conducts long-range over-water passenger flights with or without cabin crew, the operator shall ensure all aircraft in its fleet utilized for such flights are equipped with lifesaving rafts with sufficient capacity to accommodate all persons on board, with each raft stowed in a manner to facilitate ready use during a ditching emergency. Lifesaving rafts shall contain:</p> <ol style="list-style-type: none">a) Life-sustaining equipment as appropriate to the flight to be undertaken.b) Equipment for making pyrotechnical distress signals.			
110	<p>If the operator conducts passenger flights with or without cabin crew, the operator shall ensure all passenger aircraft in its fleet with more than 9 passenger seats for which the individual certificate of airworthiness was first issued after 1 January 1958 are equipped with a cabin emergency escape path lighting system.</p>			
111	<p>The operator shall ensure all passenger aircraft in its fleet are equipped with a flashlight (torch) at each required cabin crew station.</p>			



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112	The operator shall ensure all passenger aircraft in its fleet are equipped with a seat (or berth) for each person over a specific age as determined by the State, with each seat (or berth) fitted with a safety harness, seat belt or restraining device.			
113	The operator shall ensure all passenger aircraft in its fleet are equipped with forward or rearward facing seats at each emergency evacuation station for use by cabin crew members as specified in point 62. Such seats shall be located near floor level exits and fitted with a safety harness			
114	The operator shall ensure all passenger aircraft in its fleet are provisioned with a safety information card accessible to each passenger, which contains appropriate information, instructions, restrictions or locations relevant to: a) Seat belts; b) Emergency exits; c) If applicable, emergency escape path lighting; d) Life jackets (personal flotation devices), if required; e) Passenger oxygen masks; f) Smoking restrictions			
115	The operator shall ensure all passenger aircraft in its fleet are equipped with portable battery-operated megaphones, stowed in a manner to be readily accessible for use by crew members during an emergency. Aircraft shall be equipped with: a) One megaphone for aircraft with 60 to 100 passenger seats; b) Two megaphones for aircraft with more than 100 passenger seats.			
116	If the operator conducts flights across land areas that have been designated by the state(s) concerned as areas in which search and rescue would be especially difficult, the operator shall ensure all passenger aircraft in its fleet utilized for such flights are equipped with signaling devices and life-saving equipment (including, means of sustaining life) in accordance with requirements of the applicable state.			
117	The operator shall ensure lavatories on all passenger aircraft in its fleet are equipped with a smoke detection system and a built-in fire extinguisher for each lavatory receptacle intended for the disposal of towels, paper or waste. Such equipage of lavatories shall be applicable to either: a) Aircraft over 5,700 kg (12,566 l b) for which application for certification was submitted on or after 2 March 2004; or b) Aircraft in accordance with requirements of the State only if such requirements specify applicability based on a minimum aircraft gross weight and/or passenger capacity.			



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