




# CIVIL AVIATION ADVISORY PUBLICATION CAAP 253-02 v2.0

A composite image featuring a navigation chart with various symbols and text like 'NAVIGATION', 'WAC SCALE 1:1,000,000', and 'JANUARY 08 JAN'. Below it, a pair of hands is shown writing on a document with a pen.

## Passenger safety information: Guidelines on content and standard of safety information to be provided to passengers by aircraft operators

Date October 2018

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This Civil Aviation Advisory Publication (CAAP) provides guidance, interpretation and explanation on complying with the Civil Aviation Regulations 1988 (CAR) or a Civil Aviation Order (CAO).

This CAAP provides advisory information to the aviation industry in support of a particular CAR or CAO. Ordinarily, the CAAP will provide additional 'how to' information not found in the source CAR, or elsewhere.

**Civil Aviation Advisory Publications should always be read in conjunction with the relevant regulations/orders.**

## Audience

This Civil Aviation Advisory Publication (CAAP) applies to:

- aircraft operators
- crew members.

## Purpose

Accident investigations and special studies have shown that the survival prospects of passengers have been jeopardised because of deficiencies and inaccuracies with safety information briefings.

Broadly, s 14 of CAO 20.11 requires the operator of an aircraft to ensure that all passengers are adequately briefed on safety information applicable to their operation.

The purpose of this CAAP is to provide guidance material that may be used to design, develop and update passenger safety information. It also highlights items that are required to be or should be covered in oral and written mediums used by the operator in relaying that information to passengers.

## For further information

For further information on this CAAP, contact CASA's Flight Standards Branch (telephone 131 757).

## Status

This version of the CAAP is approved by the Manager, Flight Standards Branch.

**Note:** Changes made in the current version are not annotated. The document should be read in full.

Version	Date	Details
v2.0	October 2018	Addition of guidance material on the presentation of verbal and printed safety information for passengers on balloon flights. Addition of guidance material concerning cabin baggage and PEDs. Updated references and minor text and formatting amendments made.
(0)	August 2004	Initial CAAP.

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# 1 Reference material

## 1.1 Acronyms

The acronyms and abbreviations used in this CAAP are listed in the table below.

Acronym	Description
CAAP	Civil Aviation Advisory Publication
CAR	<i>Civil Aviation Regulations 1988</i>
CASA	Civil Aviation Safety Authority
CASR	<i>Civil Aviation Safety Regulations 1998</i>
CAO	Civil Aviation Order
CSB	Cabin Safety Bulletin
FAA	Federal Aviation Administration
ICAO	International Civil Aviation Organization
MOS	Manual of Standards
PED	Personal Electronic device
PIC	Pilot in Command
TCCA	Transport Canada Civil Aviation
UK CAA	United Kingdom Civil Aviation Authority

## 1.2 References

### Regulations

Regulations are available on the Federal Register of Legislation website <https://www.legislation.gov.au/>

Document	Title
Division 90.C.2 of CASR 1998	Emergency exits
Sub-regulation 253 (4) of CAR 1988	Emergency exits and equipment
CASR Part 90 MOS	
CAO.20.11.14	Briefing of passengers
CAO 20.11.14.2	Overwater operations
CAO 20.16.3	Air services operations - Carriage of persons

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GUIDELINES ON CONTENT AND STANDARD OF  
SAFETY INFORMATION TO BE PROVIDED TO  
PASSENGERS BY AIRCRAFT OPERATORS

**Advisory material**

CASA's Advisory Circulars are available at <http://www.casa.gov.au/AC>

CASA's Civil Aviation Advisory Publications are available at <http://www.casa.gov.au/CAAP>

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<b>Document</b>	<b>Title</b>
CAAP 235-2(2)	Carriage and restraint of small children in aircraft
FAA 121-24C	Passenger Safety Information and Briefing Cards
UK CAA CAP 360 Part One, Chapter 7	Cabin Safety
FAA/CAMI Report (DOT/FAA/AM-01/2)	Access-to-egress: A meta-analysis of the factors that control emergency evacuation through the transport airplane type III overwing exit
TCCA AC 700-036 (1)	Brace for Impact Positions for all Aircraft Occupants
CSB 6	Brace Positions
CCB 7	Passenger Safety Briefings
CSB 8	Carry-on Baggage
CSB 9	Management of cabin baggage in an aircraft evacuation
CSB 12	Passenger Safety Information for General Aviation Operations
ICAO Doc 10086	Manual on Information and Instructions for Passenger Safety (first edition)
ICAO Doc 10049	Manual on the Approval and Use of Child Restraint Systems (first edition)

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## 2 Introduction

### 2.1 Effective passenger safety information system and trained crew members

- 2.1.1 The factors that control aircraft accident survivability and subsequent emergency evacuations are many. 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, galleys and lavatories, seating arrangements and crew locations.
- 2.1.2 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 crew.
- 2.1.3 An informed, knowledgeable person has a much better chance of surviving any life or injury-threatening situation which could occur during passenger carrying operations in civil aviation.
- 2.1.4 Trained crew members perform the functions necessary to initiate and conduct emergency evacuations. They also provide passenger management functions, intended to produce fast and effective evacuations. Individual passengers have a major, (typically negative) impact on the conduct of emergency evacuations, resulting from their general naiveté regarding aircraft emergencies and ignorance of proper procedures needed to cope with such circumstances.
- 2.1.5 Therefore, CASA requires a passenger information system that includes, as a minimum, oral or audio-visual briefings together with pictorial and other visual safety information e.g. safety briefing cards and aircraft placards.

### 2.2 The rules

- 2.2.1 The CASA rules that apply to passenger safety include:
- Sub-regulation 253 (4) of CAR 1988 requires operators to detail a crew member to ensure passengers are made familiar with the location of emergency exits and equipment, and the use of the emergency equipment.
  - Civil Aviation Order (CAO) 20.11.14 sets out requirements relating to the briefing of passengers, including handicapped passengers; the provision of supplementary printed material; the requirement for certain operators to include relevant briefing procedures in his operations manual; and additional measures for overwater operations.
  - Civil Aviation Order (CAO) 20.16.3 sets out requirements relating to the stowage and security of loose articles, and the need for aisles, passageways and exits to be clear of obstructions.
  - CASR 90 MOS specifies requirements for placards for type III exits.

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- Division 90.C.2 of CASR 1998 specifies markings for exit location and exit operating instructions.



## 3 Oral briefings

### 3.1 Pre-take-off

- 3.1.1 The pre-take-off briefing should be given so that each passenger can clearly hear it and easily see the required demonstration. Crew giving these briefings should speak slowly and distinctly, be animated, and make eye contact with as many passengers as possible. Steps should be taken to eliminate distractions for crew and passengers during the briefing.
- 3.1.2 Where more than one crew member gives the briefings and demonstration, the crew should be distributed through the passenger cabin at designated positions, as per the company's documented procedures. They should coordinate their actions with the information given in the oral briefing.
- 3.1.3 Operators must have procedures to ensure that equipment used during briefings and demonstrations is adequately stowed to prevent any impediment to egress from the aircraft. In addition, operators must have alternative briefing procedures for crew members to follow should audio/visual presentation equipment become inoperative.

### 3.2 Content of briefing

- 3.2.1 Before each take-off the operator of an aircraft shall ensure that all passengers are orally briefed on each of the following:
- a. **Smoking.** The briefing should emphasise the prohibition on smoking, including the prohibition of smoking in the toilets.
  - b. **Seatbelts.** Passengers must be briefed on the use and adjustment of seat belts, i.e. the method of fastening, tightening and unfastening:
    - i. The briefing should include that seatbelts must be fastened anytime the "seatbelt" sign is illuminated and that any instruction from crew members in relation to the seatbelt must be obeyed.
    - ii. Passengers should be informed that seatbelts are to be worn low and tight, and kept fastened anytime they are seated.
  - c. **Emergency exits.** Crew members must brief passengers on the location of emergency exits:
    - i. They should also brief passengers as clearly as possible on any additional information about the exits and physically point them out.
    - ii. The briefing should also explain what to do with carry-on baggage and belongings in case of an evacuation (i.e. leave carry-on baggage behind).
    - iii. Passengers seated in exit rows should be provided with an individual briefing.
    - iv. Research and accident studies show that passengers who receive an individual briefing perform better during actual evacuations, are better prepared to operate exits, and are more likely to read the safety card. Individual briefings

- also remind passengers of their exit seat responsibilities, encourage them to review all safety information and provide an opportunity for them to ask questions about the exit operation and procedures.
- v. Benefit to the crew include being better able to ascertain if passengers occupying exit row seats can understand crew commands and can perform the function if required.
  - d. **Oxygen.** Crew members must brief passengers on the use of oxygen where applicable:
    - i. This briefing should include locating, donning and adjusting the equipment, and any action that might be necessary to start the flow of oxygen. Passengers should also be given instructions regarding the automatic appearance of the masks (where applicable) and be advised to don their own oxygen mask before assisting others.
  - e. **Flotation devices.** (see also CAO 20.11.14.2 Overwater Operations) Crew members must orally brief passengers on the type, location and use of individual flotation devices. This briefing should include:
    - o the stowage locations of life jackets
    - o removal of life jackets from stowage e.g. extraction from pouches
    - o donning
    - o use, including manual and oral inflation methods
    - o instructions on when the equipment should be inflated
    - o the manual operation of accessories
    - i. If there are significant differences in the donning or operation of life jackets carried on board, passengers should be briefed on those differences where applicable. It is suggested that crew individually brief parents or guardians accompanying small children or infants on the use of life jackets as it applies to them.
    - ii. Where life jackets are required to be carried in accordance with CAO 20.11.5.1.1 or 20.11.5.1.4, the briefing must be accompanied by a demonstration that shows the method of donning and inflating the life jacket.
    - iii. Where life rafts are required to be carried in accordance with CAO 20.11.5.2.1 or 20.11.5.2.2, the oral briefing must include their location.
    - iv. If emergency procedures include the use of passengers to assist in manoeuvring the life raft, relevant instructions on retrieval from stowage and preparation for use should be included in the briefing.
  - f. **Stowage of hand luggage.** To ensure loose articles are adequately restrained, and that all aisles, passageways and exits are kept clear of obstructions, crew members must brief passengers on the requirement for all items in the cabin to be secured in an appropriate location.

- i. The briefing should include the appropriate stowage locations and conditions relevant to the aircraft and operation.
- ii.
- g. **Special survival equipment.** Where additional safety equipment is carried e.g. for operations through remote areas of Australia, the location of that equipment must be included in the briefing.
  - i. If emergency procedures include the use of passengers to assist in locating, retrieving or using the safety equipment, relevant instructions should be included in the briefing.

### 3.3 Supplemental information

- 3.3.1 The following information should be included in the oral briefing to ensure understanding and compliance with all safety requirements:
  - a. requirement for passengers to abide by crew member instructions and passenger information signs e.g. lighted information signs, placards
  - b. the location of safety information cards and the fact that they contain additional safety information that the passengers should read
  - c. instructions regarding passenger pre-take-off requirements ie. position of seatbacks, tray tables and any other item that is not in its appropriate stowage location
  - d. policy on the use and stowage of PEDs.

### 3.4 Briefing for handicapped passengers

- 3.4.1 Handicapped passengers, and any persons assisting them, must be given an individual briefing, appropriate to the needs of the passenger, in the procedures to be followed in the event of an emergency evacuation of the aircraft. The individual briefing should include:
  - which emergency exit to use
  - when to move to that exit
  - discussion as to the most appropriate manner of assisting the handicapped person to prevent pain or injury to that person.

## 4 Visual information

### 4.1 Safety information cards

- 4.1.1 The passenger safety briefing must be supplemented with a pictorial safety notice relevant to the type of aircraft and its safety equipment. Information contained in the card must be consistent with information given in the oral briefing.
- 4.1.2 The passenger safety information card should be designed and located so that the seated passenger will be able to see and have access to the card when it is placed in its normal location aboard the aircraft. It should be large enough so that passengers will be able to visually locate the card, and it should have an eye-catching title or symbol that identifies it as safety or emergency instructions.
- 4.1.3 The method used to depict the operation of equipment and passenger actions should be diagrammatic or pictorial, keeping the use of written information to a minimum. The use of international symbols is encouraged. All depictions should be easy to understand and not complex.
- 4.1.4 The cards should bear the name of the air operator and the aircraft type and should contain only information that is essential to safety.
- 4.1.5 They should be interesting, attractive and uncluttered so passengers will want to read them. For example, a multi-coloured card that has pictures and drawings will be picked up and read more often than a black and white printed card or a card that contains too much text.
- 4.1.6 The cards should be sufficiently large enough to compete with magazines for attention.
- 4.1.7 Safety information cards must include:
- diagrams of the emergency exits and methods of operating
  - other instructions necessary for the use of emergency equipment
  - the brace position for emergency landing or ditching.

### 4.2 Content of safety briefing cards

- 4.2.1 Safety briefing cards that provide information to passengers should include the following:
- a. **Passenger compliance.** The instructions on the card should advise passengers that they must comply with safety instructions including signs, placards and instructions of crew members. The importance of complying with the seatbelt sign should be emphasised.
  - b. **No smoking.** The card should clearly indicate when smoking is not permitted.

- c. **Seat belts.** The card should have instructions for fastening, tightening, and unfastening seatbelts and indicate they must be fastened during take-off, landing and whenever the fasten seatbelt sign is on.
- d. **Seatbacks.** The cards should contain information that seatbacks must be upright for take-off and landing.
- e. **Exit locations.** The cards should give the location of every available exit in the cabin. The cards should encourage passengers to familiarise themselves with the location of exits other than the one they entered.
- f. **Exit operations:**
  - i. The cards must contain diagrams depicting the opening of each exit type, and any manual operations necessary to successfully complete an evacuation, such as manual inflation of the evacuation slide or the recommended placement of the hatch on the seat or outside the aircraft.
  - ii. Illustrations should depict a person operating the exit with the direction of the movement of handles clearly indicated. Showing more than one method of operating an exit could be confusing. Past experience has also indicated that confusion is sometimes created by a diagram or picture that demonstrates operation of an exit peculiar to only one side of the aircraft. If, for instance, all emergency door handles rotate toward the rear of the aircraft, this should be explained on the cards.
- g. **Carry-on baggage.** The cards should also explain not to bring carry-on baggage to the exit.
- h. **Evacuation slide use.** The card should contain instructions consistent with the manufacturer's recommended procedures (e.g. for passengers to jump outward in the seated position with legs extended, and not to stop and sit at the door sill). Use of the slide or other assist means should be consistent with the exits on that aircraft.
- i. **Overwing/underwing exit use.** The card should contain instructions illustrating the proper method of evacuating through an overwing or underwing exit. The card should also direct passenger movement on any surface that leads to an exit and give direction and route of escape after leaving an overwing exit.
- j. **Floor proximity emergency lighting.** Where an aircraft is equipped with lighting which directs passengers to exits, the card should inform passengers of its location.
- k. **Brace position.** The cards should contain information about various protective brace positions to be assumed by passengers, including children and infants, seated in all seat orientations (i.e. forward, aft and side facing passenger seats) and all seat spacing for that aircraft.

**Notes:**

- 1: Operators should refer to CAAP 235-2(1) for CASA's recommendations on Carriage and Restraint of Infants.

- 2: Some foreign Regulators do not require infants to be restrained, however CASA legislation requires all aircraft occupants to be restrained at prescribed times.
- l. **Oxygen masks.** The cards should contain instructions on the location, donning and means for adjusting oxygen masks; any further actions needed to start the flow of oxygen; and instructions to passengers to don their own oxygen mask before assisting children.
  - m. **Life jackets.** The card should depict the stowage location and contain instructions concerning removal of the devices from their stowage locations, extraction from stowage pouches or packages, manual or oral inflation systems, when to inflate life jackets, use in the water and the manual operation of survivor locator lights and accessories, as appropriate
  - n. **Life rafts.** When life rafts are required to be carried, the cards should depict life raft and slide raft stowage, launching and securing locations outside the aircraft together with the method of detaching from the aircraft.
  - o. **Portable electronic devices.** The cards should inform passengers of permissible times, conditions and limitations when various portable electronic devices may be used.

### 4.3 Aircraft type

- 4.3.1 The safety information cards must contain information that is pertinent to the type and model of aircraft being used for the flight. Different seating configurations for a particular aircraft may be included on one card, providing the oral briefing includes advice of the configuration in use.
- 4.3.2 The information should be consistent with the operator's procedures. In addition, when aircraft equipment is substantially different, even within the same model of aircraft, depictions on these cards would be more easily understood if aircraft differences were presented on a separate card. Merely labelling exits or other equipment with the pertinent aircraft type, model or configuration does not provide enough information to the average passenger and may be confusing.

### 4.4 Operations manual

- 4.4.1 The procedures to be followed in the briefing must be specified in the aircraft's operations manual or in another document specified in the operations manual.

### 4.5 Aircraft placards and decals

- 4.5.1 It is essential that passengers seated adjacent to emergency exits are readily able to determine the correct method of opening and disposing of (where applicable) those exits in an emergency.

## 4.6 Access to type III exits

- 4.6.1 CASR 90 MOS requirements in relation to placards for type III exits include:
- a. can be read by all persons who are seated adjacent to and are facing a passageway to the exit;
  - b. accurately state or illustrate the correct method of opening the exit, including the use of handholds; and
  - c. if the exit is a removable hatch, state the weight of the hatch and indicate an appropriate location to place the hatch after removal.
- 4.6.2 To ensure consistency and to minimise confusion for passengers, it is important that the information provided on the safety cards is comparable to the instructions on the placard; ideally these illustrations should be identical. Differences in style and technical content between the two forms of information can at best be confusing and at worst can provide conflicting information. Operators should review the content of the safety cards and placards to ensure that it is essentially the same.
- 4.6.3 The method of opening the exit should take into account the ergonomics of the exit design e.g. if the exit is to be operated from the seated position, then this should be clearly depicted.

## 5 Hot air balloon passengers

### 5.1 Introduction and application

- 5.1.1 CAO 20.11 sets out the requirements for the briefing of passengers and the control of passengers in emergencies on Australian registered aircraft. The following information is a guide to recommended practice for Air Operator Certificate holders operating charter and aerial work hot air balloon flights.
- 5.1.2 It is during the landing phase that there is the greatest risk of injury to a passenger on a balloon flight. Factors that mitigate the risks during normal and emergency situations include well briefed passengers and pilots and ground support personnel who are well trained in all procedures.
- 5.1.3 S 14 of CAO 20.11 describes a passenger safety information system that includes, as a minimum, oral briefings and, for charter and RPT operators with a seating capacity of more than 6 (including crew), printed matter such as safety briefing cards and / or aircraft placards. The system and methods used must be detailed in the operator's operations manual (reg 215 of CAR)
- 5.1.4 It is strongly recommended that safety briefing information be presented in a form that can be understood by all passengers with particular attention being paid to passengers who do not have English as their first language. Translated verbal and written briefings and pictograms are useful tools to assist passengers.

### 5.2 In-basket briefing

- 5.2.1 For pre-flight briefings it is highly recommended that all passengers are boarded and have enough room to adopt a safe landing position. All passengers shall receive an oral briefing before take-off. This briefing will usually be conducted by the pilot in command (PIC) and must include the items marked below as mandatory and may include the other items.
- a welcome, introduction and request for full attention from the passengers
  - a briefing on the landing position appropriate to the balloon design type and that must be adopted for all landings on the cue "landing positions"
  - an instruction to stow cameras and personal items before landing
  - an instruction on where to hold on
  - an instruction to flex the knees on touch down
  - an instruction that nothing including hair, clothing or limbs can be outside the basket
  - a practice adoption of the landing position by all passengers to demonstrate understanding
  - an explanation that on landing the basket may remain upright or may tip onto the side and although this may not happen it is quite normal



- a reminder to remain in the basket in any event until instructed to disembark
- a reminder that dangerous goods cannot be carried
- **mandatory** - instruction on the use of any other safety equipment carried (e.g. life jackets)
- **mandatory** - a reminder that smoking is prohibited.

5.2.2 The oral briefing may be supplemented with:

- assistance from ground support personnel to ensure that all passengers have demonstrated the landing position
- repetition of the oral briefing by a translator
- the use of placards and signage using text and/or pictograms and international symbols that illustrate the landing position and other requirements.

5.2.3 Pre-landing briefing. When on approach to a landing it is highly recommended that the PIC make a pre-landing announcement reminding passengers that:

- cameras and loose personal items must be stowed
- a reminder that on the command “landing positions” all passengers must assume the position previously practiced
- a reminder that all persons must remain on board until instructed to disembark
- if a fast or hard landing is expected a reminder of the knee flex position and the need to hold on firmly.

5.2.4 Final approach and landing position. On final approach to landing the PIC should allow sufficient time for all passengers to adopt the landing position after calling for “landing positions”. The PIC can now make a check that all passengers are comfortable in the landing position and if necessary can correct any anomalies before touch-down.

## 5.3 Pre-boarding briefing

5.3.1 In addition to the in-basket pre-take off briefing operators may provide passengers with briefing and information about the balloon flight on the way to, or at, the launch site. This information can be presented in appropriate languages:

- by audio visual presentation
- verbally
- by use of printed media
- information presented may include instruction on:
  - o the dangers of the inflation fan
  - o restricted access areas in the launch area
  - o the procedures for boarding
  - o the authority of the ground support personnel and pilots.

## 5.4 Briefing for handicapped passengers

5.4.1 In some circumstances handicapped or mobility impaired passengers and persons assisting them may be carried on balloon flights. Para 14.1.2 of CAO 20.11 requires that these persons be given an individual briefing appropriate to the needs of the passenger and the design of the balloon basket. The briefing must include the items marked as mandatory below and can include the other items.

- normal and fast or hard landing
- normal (optional) and emergency (**mandatory**) evacuation of the basket
- discussion as to the most appropriate manner of assisting the mobility impaired person to prevent pain or injury to that person.

## 5.5 Training and maintaining proficiency

5.5.1 It is a requirement of s 12 of CAO 20.11 that crew members shall not be assigned or accept assignment to emergency duties in a charter or RPT operation unless they have passed the operator's CAO 20.11 proficiency test on initial deployment and annually thereafter.

5.5.2 It is recommended that all ground support personnel who are involved in helping board and brief passengers, and who may be involved in assisting during an emergency, are also required to pass the operator's CAO 20.11 proficiency test on initial deployment and annually thereafter.