

24/2010**Applicability:** All Aeroplane AOC Holders**CABIN CREW MEMBERS RESPONSIBLE FOR A PAIR OF EXITS****1 Introduction**

- 1.1 The Air Accidents Investigation Branch [Bulletin 6/2010](#) contained two reports on evacuations where a cabin crew member was, or became, responsible for a pair of exits.
- Whilst on pushback, a B747-400 returned to stand with smoke and fumes in the aircraft cabin. An exit was left unattended whilst cabin crew members attempted to locate the source and fight the fire. Passengers were distressed and anxious and a passenger opened the unattended exit.
 - An Embraer 195 diverted due to smoke in the cabin, and after landing an evacuation was ordered. Despite the cabin crew member opening both forward exits and ensuring the slides had inflated correctly, no passengers used the right hand exit.
- 1.2 Neither of these events was pre-meditated, therefore no specific briefing had been given to passengers seated adjacent or close to a pair of exits controlled by a single cabin crew member.
- 1.3 In addition, the National Transportation Safety Board Recommendation A-92-71 identified a concern relating to cabin crew training for exit operation in that some training programmes did not require cabin crew to practice opening more than one exit during practical training. Guidance for this is given at paragraph 3-1802 of [Volume 3, Chapter 23, Section 4 of Federal Aviation Administration Order 8900.1](#)
- 1.4 In response to this, the Joint Aviation Authorities issued [Safety Information Circular \(SIC\) No. 5 – Cabin Crew Responsible for a Pair of Exits](#) in May 2006.
- 1.5 The purpose of this FODCOM is to alert operators to considerations that are required when a cabin crew member may be responsible for a pair of exits during an evacuation.

2 Issue

- 2.1 The majority of operators now operate aeroplanes where some cabin crew will be required to operate two exits in the event of an evacuation. Also sickness down route and in-flight incapacitation of a cabin crew member could also result in the number of cabin crew on board being reduced and result in a change of procedures regarding exit operation.
- 2.2 Passengers are generally given an awareness briefing if they are seated adjacent to self-help exits such as overwings, but it is not normal practice to brief passengers seated adjacent to a pair of floor-level exits where there is at least one cabin crew member.
- 2.3 Such a briefing would normally be covered in a pre-meditated emergency and would include when and how to open the exit. However, when this is unpremeditated there is a real risk that the exit is either not opened which could delay the evacuation, or is opened when it should remain closed, maybe in the event of an external fire, which could result in lives being lost.

3 Recommendations

- 3.1 Operators who have a cabin crew complement where a cabin crew member is, or could be, responsible for a pair of exits should include procedures for training in their Aircraft Conversion and Recurrent training courses. This training should include practical exercises in the operation of two exits and effective crowd control techniques and commands.

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3.2 Operators should ensure that their Operations Manuals and Cabin Crew Training Manuals include normal and emergency procedures to be followed when a cabin crew member is, or could be, responsible for a pair of exits.

3.3 Operators should consider including appropriate briefings for passengers seated adjacent or close to a pair of exits controlled by a single cabin crew member.

4 Queries

4.1 Any queries as a result of this Flight Operations Communication should be addressed to the operator's Flight Operations Inspector (FOI), or for those who do not have an assigned FOI to the Head of Flight Operations Policy at the following e-mail address: FOP.Admin@caa.co.uk.

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