

Crew Briefing

The FSC/FFA will introduce her / himself to the captain. The captain will ensure this exchange takes place for proper cockpit / cabin crew coordination.

The captain will conduct a crew brief each day or when there is a crew change. The brief should include: an introduction of crewmembers, departure, enroute and destination weather, appropriate open logbook write-ups and other pertinent information the captain considers necessary for the safe conduct of the flight. The briefing should be conducted in person with the entire crew if possible, but at a minimum the FSC/ISM or FFA, whichever is applicable.

The following is considered the "Standard Crew Brief." If there is anything the captain or the crew desires to be conducted differently, it should be discussed as an exception to the standard brief.

- The Flight Service Coordinator (or ISM or FFA as applicable) should report to the captain in person when the cabin inspection is complete and when the cabin is ready for pushback / powerback. The F/A's will also provide a final passenger count to the cockpit as soon as possible. Any time during the flight, the F/A's should advise the captain of any unusual incidents or problems being experienced.
- In the event of an emergency, the cockpit will notify the cabin by pressing the cabin call button four (4) or more times or via the PA or via the interphone. This signals an emergency which requires immediate communication with the cabin crew. The FSC will proceed to the cockpit for instruction.
- If a takeoff is rejected, and there is no need for passenger evacuation, the cockpit will give the PA command "REMAIN SEATED" as soon as possible. The F/A's will keep the passengers calm and in their seats until the captain is able to make an announcement. If an evacuation is required, the captain shall order the evacuation over the PA, interphone or verbally in the cabin.

In a situation where the F/A's must take immediate action in the interest of safety, the F/A's will attempt to contact the cockpit prior to initiating evacuation. If conditions exist where danger is obvious and imminent, and contact with the cockpit is not possible, the F/A's will signal the cockpit with four (4) chimes and initiate evacuation.

- In the case of a planned emergency, forced or crash landing, the captain will brief the FSC/ISM/FFA on the following:

T - Type of Emergency Expected

This information will allow the flight attendants to determine whether slides should be armed or disarmed, as well as aiding the flight attendants in determining conditions that might influence an emergency evacuation (i.e., weather, fire collapsed landing gear).

E - Evacuation; Will It Be Necessary?

Will it be necessary to prepare the cabin for evacuation or is this information for crewmembers only?

S - Signals For Brace and Evacuation

The flight attendants will reconfirm and coordinate with the cockpit the signals to be used for bracing and evacuating customers.

T - Time Available For Preparation

To assist the flight attendants to set priorities when preparing the cabin for evacuation. If additional time is needed in preparing the cabin for landing, the flight attendants should coordinate those needs with the cockpit.

- Advise the FSC/FFA to conduct a life preserver brief if the route of flight is more than 50 miles from land.
- Coordinate with the FSC/FFA on any customers carrying firearms, jumpseat riders or customers requiring special assistance.
- The cockpit crew will use a verbal PA to the flight attendants to be seated for takeoff. "FLIGHT ATTENDANTS, PLEASE BE SEATED FOR DEPARTURE."
- Sterile cockpit procedures are in effect any time the aircraft is below 10,000 feet. In the event the sterile cockpit light is not installed or is inoperative, refer to the Aircraft Minimum Equipment List (MEL) for appropriate alternate procedures.
- Once the aircraft is above 10,000 feet the cockpit crew will cycle the "No Smoking " sign to indicate this to the cabin crew. The flight attendants will make the appropriate announcements concerning the use of Portable Electronic Devices.
- For entrance to the cockpit on an aircraft with three (3) cockpit crewmembers, the flight attendants should either request entrance via the interphone or by two (2) knocks on the cockpit door allowing the second officer to visually identify the flight attendant prior to opening the cockpit door. For entrance to the cockpit on an aircraft with two (2) cockpit crewmembers, the flight attendants should request entrance via the interphone. If the cabin interphone is inoperative, coordinate with FSC for proper entry signals.

The procedures above are company standard. Different covert entry signals are permitted if agreed upon by all crewmembers before a series of flights.

- The captain will turn OFF the "Seat Belt" sign at his discretion and make a PA announcement, if appropriate.
- Approximately 15 - 25 minutes prior to landing, the captain may make an arrival PA announcement. When the "Seat Belt" sign is turned ON the flight attendants will make the appropriate seat belt announcement, if it
- The cockpit will turn ON (or cycle if already ON), the "No Smoking" sign prior to passing 10,000 feet in the descent as a signal to the cabin crew to prepare the cabin for landing. The flight attendants will make the appropriate PA announcements, stow galley and inflight equipment, perform their safety checks, and take their stations for landing.
- The cockpit will make a verbal announcement at the appropriate time during the approach to seat the flight attendants. "FLIGHT ATTENDANTS, PLEASE BE SEATED FOR ARRIVAL."
- Any maintenance discrepancies which have been recorded in the cabin logbook by either the FSC/FAA must be presented to the captain for review and signature.