

**Docket No. SA-538**

**Exhibit No. 20-H**

**NATIONAL TRANSPORTATION SAFETY BOARD**

**Washington, D.C.**

FOM Excerpt – Duties and Responsibilities of Crewmembers

(2 pages)



**02.01.01.03 CAPTAIN COMMAND AUTHORITY**  
14 CFRs 121.533, 121.535, 121.537

The Captain is in command of the aircraft and flight crew from the time of block-out until block-in. The Captain is responsible for, and the final authority as to, the operation of the aircraft and flight crew. The Captain is expected to use proper judgment at all times to ensure the safe conduct of the flight.

- The Captain has authority over all assigned crewmembers from the time they report for duty until termination of the flight. This includes transportation to and from the layover facility.
- The Captain's directions will receive prompt compliance from all crewmembers.
  - Directions that deviate from UPS Standard Operating Procedures (SOPs) should be brought to the Captain's attention. Deviations from SOP are only performed if they are the only way to preserve the safe operation of the aircraft.

The Captain sets the example for all crewmember proper conduct, appearance, alertness, discipline, adherence to operating procedures and standards of proficiency. The Captain will foster open communication and be receptive to input from all crewmembers to ensure safe flight operations.

The Captain shall not:

- Delay a flight at the ramp for catering services unless, in the opinion of the Captain, safety could be compromised.
- Assume the responsibility for delaying a flight for late or connecting packages/cargo, or other similar reason.

**NOTE:** In the event of any emergency involving the aircraft or persons on board while the aircraft is at the gate, the Captain, if present, will assume command and all personnel will perform their duties under his direction. Gateway personnel shall be responsible for complete cooperation with the Captain and Flight Dispatcher.

**02.01.01.04 DUTIES AND RESPONSIBILITY OF CREWMEMBERS**  
14 CFR 91.13, 121.535, 121.537

**ALL CREWMEMBERS**

All crewmembers are expected to use proper judgement at all times to ensure the safe conduct of the flight.

**CAPTAIN**

- Allow only current and qualified crewmembers (same aircraft type) to occupy a control seat.
- Occupy a control seat during takeoff and landing.
- On flights with an augmented or heavy crew, determine each pilot's rest period after due consideration of individual desires and regulatory requirements.
- Assume final responsibility and authority for the safe operation and conduct of the flight, at all times, including inflight rest periods.
- Resolve all maintenance discrepancies and MEL considerations to his satisfaction.
- Make the final decision regarding inflight diversion.

**FIRST OFFICER**

The First Officer's and IRO's (if applicable) primary responsibilities are to assist the Captain in the safe and efficient operation of the aircraft while performing assigned duties. They are also charged with the responsibility of immediately informing the Captain of unsafe conditions or improper handling which could place the aircraft or flight crew in jeopardy.