

Passenger safety briefings

General

Civil Aviation Authority (CAA) Advisory Circulars (ACs) contain information about standards, practices, and procedures that the Director has found to be an **acceptable means of compliance** with the associated rule.

Consideration will be given to other methods of compliance that are presented to the Director. When new standards, practices, or procedures are found to be acceptable they will be added to the appropriate AC.

Purpose

This AC provides guidance on operators' obligations to provide appropriate safety information relevant to the nature and type of aircraft being operated and needs of passengers.

Related Rules

This AC provides guidance on Civil Aviation Parts 91, 100, 115, 125 and 135.

A summary is in Appendix 1.

Change Notice

This is the initial issue of this AC.

Version History

History Log

Revision No.	Effective Date	Summary of Changes
AC91-25	18 July 2025	Initial issue.

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Purpose

1. Operators of an aircraft carrying passengers must provide safety briefings for passengers. This can be delivered as a verbal or pre-recorded briefing, but whatever the format, it needs to be accessible and clear to all passengers, including special categories of passengers, such as those with limited vision, hearing, or mobility. For the relevant rules, please refer to Appendix 1 of this AC.
2. This AC provides guidance to operators on passenger safety briefings in general, for different types of aircraft, and to meet the needs of special categories of passengers.
3. Well-informed, knowledgeable passengers have a better chance of surviving a life-threatening situation on an aircraft. To support operators to prepare and deliver effective briefings, the Further Resources section of this AC lists material from other National Aviation Authorities (NAAs) and other sources, about communicating with passengers.
4. Operators of larger aircraft, notably Part 121 aircraft, may also need to develop plans for briefing passengers seated in emergency exit rows who may need to help in the case of an emergency. This is covered briefly in this AC, but in more detail in AC121-6, *Occupation of Emergency Exit Rows*.

Definitions

5. Many of the following definitions are either from Part 1, *Definitions and Abbreviations* or from ICAO¹. They have been included here for easy reference.

Cabin crew	A team of more than one flight attendant.
Cabin crew member	A flight attendant who performs, in the interest of passenger safety, duties assigned by the operator or the pilot-in-command (PIC) of the aircraft, but who must not act as a flight crew member.
Crew member	<p>A person carried by an aircraft who is assigned by the operator:</p> <ul style="list-style-type: none"> • as a flight crew member or flight attendant to perform a duty associated with the operation of the flight, or • to perform a duty associated with the operation of the aircraft during flight time, or • a person carried for the sole purpose of: <ul style="list-style-type: none"> • (i) undergoing or giving instruction in the control and navigation of the aircraft, or • (ii) undergoing instruction as a flight engineer or flight attendant, or

¹ Doc 10086, *Manual on Information and Instructions for Passenger Safety*, First Edition, 2018 or ICAO Doc 10002, *Cabin Crew Safety Training Manual*, First Edition, 2014.

	<ul style="list-style-type: none"> authorised by the Director to exercise a function associated with the operation of the aircraft during flight time, or a person carried to perform a specified function necessary for the purpose of an operation under circumstances and conditions determined by the Director as specified in a notice under rule 91.227E, or a flight examiner.
Critical phases of flight	<p>The period of high workload on the flight deck, i.e. between the beginning of taxiing until the aircraft is on the route climb phase and between the final part of descent to aircraft parking.</p> <p>Also referred to as taxi, take-off and landing (TTL).</p>
Direct access	A direct route or passage from a seat to an exit from which a passenger can proceed without entering an aisle or passing around an obstruction.
Embarkation	Boarding an aircraft for the purpose of commencing a flight, except by crew or passengers that have already boarded the aircraft on a previous stage of the same through-flight.
Emergency exit	Door, window exit, or any other type of exit (e.g. hatch in the flight deck, tail cone exit) used as an egress point to allow maximum opportunity for cabin evacuation within an appropriate time period.
Emergency exit row seating	A row of seats located at an emergency exit, having direct access to the exit.
Escorted passenger	Any passenger requiring the personal attendance of an appointed escort during an air transport operation.
Flight attendant	An appropriately trained person assigned by the operator to be responsible to the PIC for passenger safety on an aircraft.
Operate	To fly or use the aircraft, or to cause or permit the aircraft to fly, be used, or be in any place, whether or not the person is present with the aircraft.
Operator	A person, organisation or enterprise engaged in or offering to engage in an aircraft operation.
Passenger with disabilities, aka disabled passenger	Any passenger whose physical, medical, or mental condition requires individual attention not normally extended to passengers during an air transport operation.
Special categories of passenger	<p>Persons who need special conditions, assistance, or equipment when travelling by air, including but not limited to:</p> <ul style="list-style-type: none"> infants unaccompanied children

	<ul style="list-style-type: none"> escorts of deportees and persons in custody persons with limited vision or hearing persons with mobility impairments, and persons on stretchers.
Unstaffed exit	Emergency exit at which no cabin crew member has been positioned for the flight.

Types of briefings

Standard briefings

6. Standard briefings include:

- Pre-departure briefings, including refuelling briefings
- Briefings for passengers in unstaffed exit rows
- Tailored briefings for special categories of passengers
- Briefings conducted before take-off, also referred to as a safety demonstration
- After take-off briefings
- Briefings in the event of turbulence
- Pre-landing briefings
- After landing briefings, and
- Transit stop briefings.

Emergency briefings

7. These should be given when crew members determine they are necessary. They cover situations such as:

- Precautionary disembarkation
- Evacuation
- Emergency landing
- Water – ditching²
- Land – off-airport landing
- Bracing for impact, and/or
- Decompression.

8. Emergency briefings can be planned, for example, when the decision is made to evacuate due to a safety risk, or unplanned, when an emergency means immediate evacuation is necessary. Briefings for planned and unplanned events are run differently, because crew have more time in planned briefings to give instructions to passengers.

9. In either case, the PIC or crew member needs to communicate important information and instructions, and people seated in emergency exit rows, where applicable, need to have been briefed on what they need to do, to help staff and other passengers.

² AC121-7 & 125-2, *Ditching - Techniques, Hazards, and Survival: A Basis for Assessing Risk*, provides more guidance on how to brief passengers in this situation.

What to cover in safety briefings – all aircraft

10. All passengers must receive a safety briefing irrespective of the size or type of aircraft. Special categories of passengers may require a stand-alone briefing or additional briefing.

11. The table below outlines the safety briefing requirements and the relevant rules:

What needs to be covered in the safety briefing	Rule(s)
conditions under which smoking is permitted location and operation of: <ul style="list-style-type: none">○ doors and emergency exits, and○ any emergency equipment for passenger use³,○ life jackets or preservers, including how to don and inflate, and○ oxygen-dispensing equipment, for flights above flight level (FL) 250, with a demonstration of how to use⁴, and○ procedures in the case of an emergency landing.	91.211
rules around portable electronic devices such as mobile phones.	91.7 and 91.211
requirement for passengers to comply with lighted passenger signs and crew member instructions.	91.211
the need to secure (or stow) equipment, such as food trays and viewing screens, during the critical (or TTL) phases of flight.	91.121
the need to wear a restraint (for example, a safety (or seat) belt or harness): <ul style="list-style-type: none">○ during TTL○ when the aircraft is flying at a height of less than 1000 feet above the surface○ at other times when the PIC considers it necessary for passenger safety○ during aerobatic flight, and○ at all times in an open cockpit aircraft	91.207

³ This may include the emergency locator transmitter, survival kit, first aid kit, fire extinguisher and any other safety equipment.

⁴ Including the requirement for the oxygen mask to cover the nose and mouth.

<p>that unless they are in their own seat and wearing a restraint as per the above, children under four years need to be:</p> <ul style="list-style-type: none"> ○ held by an adult occupying a seat or berth who has been briefed on how to operate the loop belt for the child, and ○ secured by a loop belt⁵ attached to the adult's safety belt, or ○ in a seat equipped with a child restraint system, if they <ul style="list-style-type: none"> ▪ do not exceed the specified weight limit for that system and ▪ are accompanied by: <ul style="list-style-type: none"> • a parent, guardian, or • an attendant designated by the child's parent or guardian to attend to the safety of the child during the flight <p>the importance of using a shoulder harness, where fitted</p> <p>the configuration and securing of seat backs, as appropriate.</p>	
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12. If operators are unsure about the content and format of their safety briefings, Flight Operations Inspectors can review and provide feedback on rule compliance. They can be contacted by navigating to the Contact Us page on the CAA website and clicking on Aviation safety oversight.

Other uses of safety briefings

13. Under rule 91.213, operators, apart from balloon operators, need to make sure that all baggage has been stowed:
- in a baggage locker, or
 - under a passenger seat in such a way that it cannot:
 - slide forward under crash impact, or
 - hinder evacuation of the aircraft in the event of an emergency.
14. Passenger safety briefings are a good opportunity to reinforce this message to passengers. Briefings done in person, or by a video presentation in aircraft with flight crew, can also be combined with a check that all baggage has been stowed safely.

⁵ Refer to the CAA webpage on Supplementary Loop Belts, in the *Further Resources* section, below.

Delivering safety briefings

15. As part of their Safety Management System (SMS), operators are encouraged to show that passengers understand the safety messaging that is provided in the briefing. AC100-1, *Safety Management*, provides comprehensive guidance material to help organisations implementing an SMS.
16. In most cases, a briefing is needed each time passengers are carried. The only exceptions to this are flights where the PIC has determined that all passengers are familiar with the contents of the briefing. However, this is only likely on very small aircraft with passengers who use that aircraft repeatedly, e.g. private or chartered flights.
17. Verbal briefings must be provided by the PIC, a member of the crew, or a person nominated by the operator. Whatever the medium, briefings need to be clear and easy for passengers to understand. The verbal briefing can be supplemented by printed cards – refer to section *Passenger safety cards and other information*.
18. Operators must ensure that those delivering the safety briefing/s can do this effectively and clearly enough for passengers to understand the safety messages. Crew may also use the period before a briefing to address any observed non-compliance with instructions given in the briefing, such as personal earbuds or headphones not being removed and being used during the briefing. They can also remind passengers to put phones and other devices into flight mode.
19. It is recommended that operators test their safety briefings, to ensure that the content is easily understood by a wide range of passengers. There are more suggestions about how to do this effectively in the section *Passenger safety cards and other information*. Like all procedures, it is also important to regularly review how effective safety briefings are, and update when required. Operators should also refer to the section *Special Categories of Passengers*, below, which provides more advice on how to tailor briefings for some passengers.

Aircraft with cabin crew

Aircraft with one flight attendant

20. On an aircraft where one flight attendant is giving the briefing, they need to be visible to all passengers.

Aircraft with more than one flight attendant

21. When aircraft have more than one flight attendant operating, one should be responsible for the delivery of the message, whether by microphone, audio system or video, and the others should be spaced throughout the cabin so that all passengers can see at least one of the flight attendants.

Aircraft with no cabin crew

22. The PIC, other crew member or nominated person can do the briefing before the aircraft takes off but after all passengers are seated. It is recommended that a checklist is used to ensure all items are covered.

Keeping records of briefing material

23. To show compliance with Rule 91.211 and relevant exposition requirements, operators need to outline the contents of the safety briefings as part of their exposition. This should include details of what needs to be covered in each briefing, including briefings for special categories of passengers. This ensures that staff providing the briefings have access to the information and instructions they need to effectively communicate safety information to passengers.
24. Operators may choose to have the briefings listed in other places as well such as in associated manuals and instructions such as a Passenger Announcement Manual, or on a quick reference card.

Training

25. Persons providing safety briefings to passengers should be trained in effective presentation and delivery. This training should also cover briefing passengers listed in the special category section. Training staff helps operators ensure consistency with the safety messaging.
26. Any cabin crew training programme must cover the briefing of passengers. It should address the content, presentation and manual demonstration of passenger safety briefings.
27. In addition to this, the training should include:
 - instructions on what to do if a passenger fails to comply with safety instructions, and
 - clear directions that flight attendants (or crew members) should not perform any non-safety-related duties during the safety briefings, to ensure that they do not obstruct the view of the passengers or distract passengers from paying attention to the briefing.

Special categories of passengers

28. Special categories of passengers may need tailored briefings, particularly if they:
 - are seated in emergency exit row seats⁶
 - have limited vision
 - are Deaf or Hard of Hearing
 - have a physical disability or limitations to their mobility
 - have sensory processing issues⁷
 - are an escorted prisoner, inadmissible person or deportee,

⁶ This is covered in AC121-6, *Occupation of Emergency Exit Rows*.

⁷ Sensory processing disorders are conditions that affect how the brain processes sensory information. They can cause over or undersensitivity to sensory information, including sight, sound, and touch.

- a companion travelling with a person with a serious or unstable medical condition⁸, or
 - are unaccompanied minors.
29. Special categories of passengers could be affected by a range of things that impact on how well they can hear and see standard briefings (whether verbal or pre-recorded) and how mobile and independent they would be in the event of an emergency. Therefore, it is recommended that operators prepare briefings and extra assistance tailored for a range of passenger needs. When checking in passengers or briefing them, staff / crew could also ask how they can best assist.
30. Although this does not apply to all aircraft, under rule 121.81(3), Part 121 operators have to ensure disabled passengers are “appropriately cared for”. Operators could do this by ensuring:
- these passengers have been provided with a safety briefing that suits their needs, and
 - any special needs they have during an emergency evacuation will be accommodated.

Preparing for passengers’ communication needs

31. It is important to bear in mind that not all disabilities are visible and may not be immediately apparent to crew members. It may help operators prepare by asking passengers if they have:
- any disabilities or challenges that could affect how well they can hear and understand safety briefings and crew instructions, or
 - any mobility issues that could affect how quickly they can evacuate an aircraft, and what extra assistance they would need.
 - For Part 121 aircraft, rule 121.81(6) states that the senior cabin crew member (flight attendant in the rule wording), or the PIC, needs to be notified when a disabled or escorted person will be a passenger on the aeroplane, so this information is useful to ensure that appropriate briefings are delivered.
32. Passengers have a right to know why they are being asked this information, however some passengers may not want to disclose it. To encourage passengers to disclose if they need assistance, it may be helpful to include information on websites and ticketing information about why the operator is asking.
33. It is recommended that cabin crew have training on diversity and ways to encourage anyone with additional support or communication needs to let them know. This can help disabled people feel more comfortable in asking for any additional safety-related assistance.

Passenger safety cards and other information

34. Verbal briefings can be supplemented with printed safety cards that provide a visual reference, such as diagrams showing for example:

⁸ If a passenger has a serious or unstable medical condition where they need an escort, the escort needs a special briefing as applicable to the air operator.

- how to put on life preservers and oxygen masks
 - where the emergency exits are
 - the operation of the exits.
35. If using safety cards, the operator must place them in convenient locations on the aircraft, with at least one for each passenger, and ensure that they contain information that represents only the type and model of aircraft on which they are carried.
36. Producing versions of the cards in alternative formats, such as Braille, EasyRead⁹ and large print, could help operators cater to the needs of a wider range of passengers. An example for how to cater to different communication needs is to include sub-titles or an inset box with a translation in New Zealand Sign Language on video safety briefings.
37. It is important to avoid overcomplicating or using too many graphics and special effects when developing briefings. When designing material, the aim should be to deliver a simple and clear message, so that the highest number of passengers understand what they need to know. No matter what format is used, clear content is key.
38. There is more advice on what to include on safety cards in Appendix 1 of this AC and the passenger safety card guidance page on the CAA website, in the Further Resources section below.

Further resources

CAA of New Zealand

- [AC100-1 - Safety Management | aviation.govt.nz](#)
- [AC115-1 - Adventure Aviation - Operator Certification | aviation.govt.nz](#)
- [AC119-3 - Air Operator Certification - Part 135 Operations | aviation.govt.nz](#)
- [AC121-6, Occupancy of Emergency Exit Rows](#)
- [AC125-2, Ditching - Techniques, Hazards, and Survival: A Basis for Assessing Risk](#)
- [Passenger safety card guidance](#)

International Civil Aviation Organization

39. *The Manual on Information and Instructions for Passenger Safety (Doc 10086)* provides guidance on ICAO provisions in *Annex 6 — Operation of Aircraft, Part I — International Commercial Air Transport — Aeroplanes, Chapter 4. Flight Operations*, section 4.2.12.1, on the safety-related information and instructions that an operator should provide to passengers.
40. The information contained in this document is also applicable as guidance to meet ICAO requirements found in *Annex 6, Part II — International General Aviation — Aeroplanes and Annex 6, Part III — International Operations — Helicopters*.

⁹ EasyRead documents usually combine short, jargon-free sentences with simple, clear images to help explain the content. They are commonly used to help people with learning disabilities, but can also be useful for people who speak English as a second language, or with memory issues.

41. This manual presents guidance for airworthiness standards related to passenger information signs, markings and placards that should be located in the cabin. It also addresses other aspects related to the safety of passengers on board aircraft, including considerations for persons seated at emergency exit rows, recommended brace-for-impact positions and sample commands used by cabin crew members to instruct passengers in the event of an emergency.
42. Other useful ICAO sources include:
- ICAO Doc 10002, Cabin Crew Safety Training Manual (second edition)
 - ICAO Doc 10049, Manual on the Approval and Use of Child Restraint Systems (second edition)

Other National Aviation Authorities (NAAs)

43. As well as ACs and other formal guidance, many NAAs and other agencies have developed communications on how to do passenger safety briefings effectively.
44. Some of the detail goes beyond the requirements of New Zealand rules on passenger safety briefings, however, they provide examples of good practice which New Zealand operators may adopt for the benefit of safety.

Civil Aviation Safety Authority of Australia:

- <https://www.casa.gov.au/sites/default/files/2021-08/multi-part-advisory-circular-91-19-ac-121-04-ac-133-10-ac-135-12-ac-138-10-passenger-safety-information.pdf>
- [Your safety and behaviour | Civil Aviation Safety Authority \(casa.gov.au\)](#)

European Union Aviation Safety Agency (EASA)

- <https://www.easa.europa.eu/en/light/topics/ready-fly>

Federal Aviation Administration (FAA)

- https://www.faa.gov/documentLibrary/media/Advisory_Circular/AC_121-24D.pdf
- [Federal Aviation Regulations \(FAR\) 121.585](#)

Transport Canada

- <https://tc.canada.ca/en/aviation/reference-centre/advisory-circulars/advisory-circular-ac-no-700-012>

Other sources

- [Effective Passenger Safety Briefings | SKYbrary Aviation Safety](#)
- [WorkSafeNZ for background and advice on the Health and Safety at Work Act \(2015\)](#)
- <https://social.desa.un.org/issues/disability/crpd/article-5-equality-and-non-discrimination>

Appendix 1: Relevant Civil Aviation Rules

Parts 91 and 121

- 91.211, *Passenger briefing*
- 91.121, *Stowage of Passenger service equipment*
- 91.207, *Occupation of seats and wearing of restraints*
- 91.213, *Carry-on baggage*
- 91.7, *Portable electronic devices*
- 121.81, *Passenger safety*

Part 100, Safety Management

Parts 115, 125, 135

- 115.79(a)(9)(ii), *Adventure Aviation Operator Exposition*
- 115.203, *Passenger Safety*
- 115.205, *Passenger Training and Briefing*
- 115.215, *Manipulation of Controls*
- 125.65, *Passenger Safety*
- 125.67, *Flight Compartment Admission*
- 125.69, *Manipulation of Controls*
- 135.65, *Passenger Safety*
- 135.69, *Manipulation of Controls*

For more information, refer to the CAA website rules page at this link: [Civil Aviation Rules | aviation.govt.nz](https://www.caa.govt.nz/civil-aviation-rules/)

Appendix 2: Safety Briefing Cards

This checklist is designed to provide guidance for operators about what should be included on their passenger safety cards.

For more information, email cabin.safety@caa.govt.nz. The [Passenger safety card guidance](#) available on the CAA website is another good source.

- If safety cards are used, there must be a safety card for each passenger.

As far as possible:

- Passengers should be able to clearly see the safety briefing card in the seat pocket in front of them (where applicable)
- The card should clearly indicate that it is a safety briefing / information card
- The aircraft type should be specified on the top of the card
- Where appropriate, cards should be multilingual (or the operator should have multilingual cards available)
- Cards should be controlled with a version number and a date

Safety cards should clearly and simply describe safety provisions for the aircraft being operated, using clear design and layout to help passengers easily understand the content.

- Information on the passenger safety instruction card should be clear and presented in an understandable manner
- Information/instructions should use pictures or diagrams and not rely only on words
- The information should be set out in a logical sequence
- Multi-action procedures should be presented in the correct sequence, and the sequence should be clearly identified (for example, numbered steps)
- The use of international symbols is encouraged
- Use of a multi-coloured card rather than black and white is preferable
- The design should make it easy to identify the aircraft type
- Cards should be tested for comprehension
- Operators should monitor the effectiveness of their safety briefing cards
- Information on the card should be comparable to the instructions on the passenger safety information signs, markings and placards in the cabin
- For passengers with little or no English, instructions should be as simple as possible
- When appropriate, information can be repeated in the languages of the passengers most likely to be carried
- The card should give instructions on seat belt use. In a stressful situation people may revert back to what they know, e.g. trying to get out of a seatbelt as they would in their car, looking for a push down button instead of pulling up on the clasp.

Note 1: Operators could provide passengers occupying seats with direct access to emergency exits with a separate briefing card containing a summary of the exit briefing information.

Note 2: An operator conducting an operation without cabin crew should consider including expanded information, such as location and use of fire extinguisher, oxygen system (if different from the drop-down system), etc.

Note 3: Producing versions of the cards in alternative formats, such as Braille, EasyRead and large print, also helps operators cater to the needs of a wider range of passengers.

Appendix 3: Passenger safety information mnemonic

The mnemonic **SAFETY** can be used as a method to convey important information to passengers by aircrew as detailed below:

S	Seatbelt	<ul style="list-style-type: none"> Use and adjustment of seat belts (shoulder harness, if applicable), i.e. the method of fastening, tightening, and unfastening for taxi, take-off, and landing. Seatbelts must be worn low and tight and kept fastened anytime passengers are seated. Seatbelts must be fastened anytime the seat belt sign is illuminated and any instruction from crew members in relation to the seatbelt must be obeyed.
	Seats	<ul style="list-style-type: none"> Adjust and lock in place, how to adopt the brace position if sitting in an aft, forward or side facing position.
	Smoking	<ul style="list-style-type: none"> Emphasis on prohibition of smoking, including use of e-cigarettes.
	Special categories of passengers	<ul style="list-style-type: none"> Require 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 including: <ul style="list-style-type: none"> which emergency exit to use. when to move to that exit. most appropriate manner of assisting the person(s). Special survival equipment. Where additional safety equipment is carried, e.g. for operations through remote areas, the location of that equipment must be included in the briefing. If emergency procedures include the use of passengers to assist in locating, retrieving, or using the safety equipment, relevant instruction should be included in the briefing.
	Stowage of luggage	<ul style="list-style-type: none"> Luggage, loose articles, maps, and water bottles are adequately restrained, and aisles, passageways and exits are kept clear of obstruction. Approved stowage locations and conditions relevant to the aircraft and operation. Carriage of any restricted or prohibited dangerous goods, weight, and balance of the aircraft.
A	Actions	<ul style="list-style-type: none"> Required in turbulence and the process to follow if supplemental oxygen is required.

		<ul style="list-style-type: none"> ▪ Air vents. ▪ Environmental controls in the cabin and action to be taken in the event a passenger feels unwell. ▪ Awareness. ▪ Altitude changes may be encountered.
F	Fire extinguishers	<ul style="list-style-type: none"> ▪ Location and method of removal of the fire extinguisher from its brackets and how to operate.
	Flotation devices	<ul style="list-style-type: none"> ▪ Brief passengers on the type, location and use of individual flotation devices. ▪ Fitment (adult and infant) of life jackets or preservers and that life rafts, if carried, must only be inflated outside the aircraft. ▪ The briefing will also include: <ul style="list-style-type: none"> ○ stowage locations of life jackets or preservers ○ removal of life jackets or preservers from stowage, e.g. extraction from pouches ○ donning of life jacket or preserver and a brief on any differences there may be ○ use, including manual and oral inflation methods ○ instructions on when the equipment should be inflated ○ manual operation of accessories. ▪ If applicable, manoeuvring of life raft, relevant instructions on retrieval from stowage and preparation for use.
E	Electronic devices	<ul style="list-style-type: none"> ▪ Types of portable electronic devices (PED) that can be used airside and onboard, and at what stages of flight.
	Emergency equipment	<ul style="list-style-type: none"> ▪ If applicable, use of oxygen including: <ul style="list-style-type: none"> ○ locating, donning, and adjusting the equipment and any action that might be necessary to start the flow of oxygen. ▪ Location and operation of emergency locator transmitter, first aid and survival kit, parachute equipped aircraft, other safety equipment.
	Emergency procedures	<ul style="list-style-type: none"> ▪ Actions following a forced landing or ditching. ▪ Identification of an assembly point away from the aircraft, if required.

	Exits	<ul style="list-style-type: none">▪ Location of emergency exits including any additional information about the exits; physically pointing them out.▪ Demonstrate the operation of exit doors and windows, the use of steps and handholds to exit safely.▪ Ramp safety including the dangers of spinning propellers.
<u>T</u>	Talking	<ul style="list-style-type: none">▪ Explain the need for sterile communication.▪ If passenger is wearing a headset, explain the need to maintain silence when information is being received.▪ Requirement to inform the pilot of any hazards identified.
	Touching	<ul style="list-style-type: none">▪ Passengers seated at a pilot position must be informed of the requirement not to touch the controls or pedals on the floor unless instructed.
	Traffic	<ul style="list-style-type: none">▪ Brief passengers that they may be able to assist by observing for any other aircraft and explain and demonstrate the 'clock system' of identification.
<u>Y</u>	Your questions	<ul style="list-style-type: none">▪ Answer any questions regarding the briefing and seek confirmation of understanding.▪ Use the passenger safety briefing card to reinforce the information.

Appendix 4: Different types of safety information

Type	Suitable for	Pros	Cons	Ways to manage cons
Verbal Safety briefing	Operators operating without cabin crew	Easier to adapt to audience, e.g. passenger with special needs	Limited abilities to provide subtitles, sign language, braille, a second language due to small size of staff Can be boring so people don't listen	Back up with printed material or summary for other passengers
Recorded presentation, e.g. in-flight Safety video	Operators that can afford it, larger carriers	More watchable, can get attention A good way to deliver safety messages consistently	Videos can be confusing and hard to understand for non-native speakers or people who are Deaf or Hard of Hearing	Doing a printed-out version of the text for people to read Sticking to key messages, and clear language and visuals, not entertainment
Safety Card	All operators	Cheaper to provide than videos, and can be updated and tailored more easily	Limited value for people who can't understand English or have limited vision Not exciting so many people don't read them	Using simplified English, pictograms and other visuals Cards can be created for specific audiences ahead of time, e.g. Braille, Easy Read and large print
Tailored briefings (often verbal briefings, but can be pre-recorded)	People with special needs or in special seats (e.g. exit rows)	Crew can check people are listening Easier to tailor to special needs Can be done in different media – e.g. on an iPad, printed version in braille etc	Often be resource intensive, if individual verbal briefings You still might not capture passengers' attention	Back up with printed material or summary for other passengers

Appendix 5 – Extra information for specific types of aircraft

The configurations of different types of aircraft often affect the style and content of passenger safety briefings. Common examples are outlined below, though this is not an exhaustive list.

Helicopters

The operator should conduct the passenger briefing before passengers enter the helicopter. Depending on the type of helicopter, a passenger seated in a crew seat, i.e. the front seat, may also need a tailored briefing, if they:

- are close enough to have access to controls and instruments, as they need to be warned not to touch them, or
- would need to help crew in an emergency, e.g. by helping to open doors or evacuate passengers.

In addition to the material covered in the section for all types of aircraft, briefings for helicopters should cover:

Pre-flight Briefing

Instructions on:

- remaining in the seat unless given permission to move as applicable, and
- not distracting the PIC during take-off, manoeuvring or landing.

Different types of helicopters

Safety procedures vary from one helicopter model to another, so briefings should be in accordance with the model's *RFM* or equivalent operating manual. They may include instructions to:

- wait for staff to tell them to approach or leave the helicopter
- stay well clear of the helipad when the helicopter is arriving or departing
- approach and leave to the side or front in a crouched position, never by the rear of the helicopter
- wait until the rotors stop turning
- carry tools horizontally, below waist level, never upright, over the shoulder or above the head
- never throw items towards or out of a helicopter
- hold firmly onto hats and loose articles
- stow loose articles in the cabin when inflight
- never reach up or dart after a hat or other object that might have blown off or away
- protect eyes against blown dust and particles by shielding them with a hand or by wearing sunglasses, safety glasses or safety goggles
- if sudden blindness occurs due to dust or a blowing object, stop and crouch lower or sit down and wait for assistance
- approach and leave by the downslope side for rotor clearance
- never feel the way toward or away from the helicopter
- protect hearing by wearing ear plugs or earmuffs, and
- keep clothing and equipment clear of the door latches inflight

Additional resources

The *Safety Around Helicopters* poster on the CAA website, in the Further Resources section below, is a useful resource to display around the office or hangar or give to passengers.

Balloons***Before leaving the base***

The pilot should do an assessment of the intended passengers to check:

- if there any people present who would have difficulty understanding instructions in English. A translator/interpreter may be needed, and briefing cards in their language may need to be provided
- if there are people with disabilities who cannot be accommodated in the balloon, and
- if there are Deaf or hard of hearing passengers, who need to sit next to the pilot.

It is useful to have placards and signage using text and/or pictograms and international symbols that illustrate the landing position and other requirements.

As part of this assessment, the pilot will ask passengers to sign a medical declaration and a balloon flight passenger waiver form, which can be done electronically.

Pre-inflation

Instructions on:

- not carrying backpacks and handbags onboard
- not standing above or beside the fans
- not wearing loose clothing. Scarves need to be tucked inside jackets
- not smoking or vaping anywhere around the balloon
- not carrying onboard matches, lighters, or any sharp objects
- not walking between the basket and the tie-off vehicle at any time.

The pilot will check if anyone has any difficulty going into the basket. If so, they will demonstrate a pre-load for those passengers. On a windy launch, preloading may be required for all passengers.

The rest of the passengers should be shown how to climb into the basket by using the footholes at the end of the basket.

Pre-launch briefing

Instructions on:

- the landing position, with knees slightly bent and hanging on to the rope handles inside the basket and facing backwards
- keeping hands inside the basket hanging on to the ropes
- staying in the basket and not getting out until pilot instructs
- not touching any control lines on the balloon
- if carrying a camera, putting it inside your jacket and doing it up, and
- not dropping objects from the balloon, which is strictly prohibited.

The pilot should also warn passengers that the basket may tip over when landing, which is normal, and let them know there is a fire extinguisher and first aid kit inside the pilot compartment.

Pre-landing briefing

On approach to landing, the pilot should make a pre-landing announcement reminding passengers to get into the landing position and:

- cameras and phones items must be stowed
- on the command 'landing positions' all passengers must assume the landing position previously practiced
- all persons must remain inside the basket holding onto the ropes until instructed to disembark.