



# Passenger Briefing

BEST PRACTICES GUIDE

*by AIRPOWER's Safety Department*

# What is the purpose of this booklet?

- ▶ The purpose of this booklet is to provide guidance on how to conduct a briefing to **increase passenger situational awareness** and **enhance any response to an emergency or abnormal event** within the passenger-carrying environment.

## PASSENGER SAFETY BRIEFING



# Background

- ▶ Survivors of aircraft accidents have provided anecdotal evidence as to the importance of their recollection of information concerning the correct operation of aircraft equipment such as exits, the location of emergency equipment and how to adopt the brace position for impact.
- ▶ **Adequately briefed passengers, who understand how to help themselves, will assist in the quick and successful evacuation of an aircraft.**



# The Legislation



- ▶ **Regulation (EU) 965/2012** dictates that the **commander** shall be **responsible for the safety of all passengers**, as soon as he arrives on board the aircraft, until he leaves the aircraft at the end of the flight.
- ▶ Moreover, **the commander shall ensure that all passengers are briefed** on the location of emergency exits and the location and use of relevant safety and emergency equipment.
- ▶ For further guidance **refer to AIRPOWER's OM Part A Section 8.3.16**



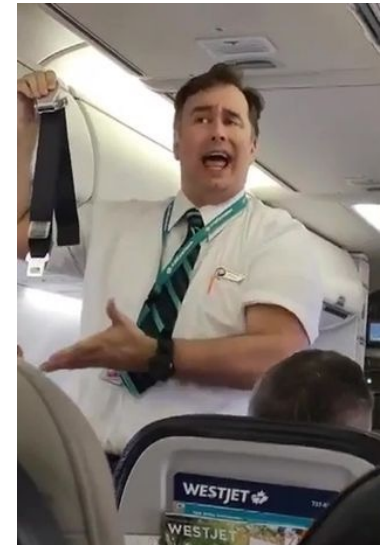
# Conducting the Briefing

- ▶ We have all heard the stories of passengers walking into spinning propellers or rotor blades, often with fatal consequences. **Helicopter pilots need to be acutely aware of how their passengers approach and depart from the aircraft - *always from the front and never from the rear - especially while the rotors are in operation.***



# Conducting the Briefing

- ▶ It is your responsibility as the pilot in command to give your passengers a complete **pre-flight briefing to ensure:**
  - ▶ that they have a level of understanding about what your plan for the flight is,
  - ▶ know what they can and cannot do during the flight,
  - ▶ know when it's okay to speak,
  - ▶ the dangers of the rotors,
  - ▶ how to safely enter and exit the aircraft to avoid rotating helicopter blades,
  - ▶ and in case of an emergency, how to egress a damaged helicopter safely.
- ▶ Whether it's a non-aviator on their first or four hundredth flight with you, or even if it's another pilot along for the ride, be sure to provide a thorough pre-flight briefing to every passenger. It could mean the difference between a safe flight and a disaster.



# Conducting the Briefing



- ▶ The briefing should be conducted **each time** passengers are carried.
- ▶ Passengers should be **orally briefed**. The briefing can be presented verbally and/or via an audiovisual presentation.
- ▶ Passengers with **special needs** may require an individual safety briefing. Examples of these passengers would include visually or hearing-impaired persons or those travelling with infants.
- ▶ Safety briefings should explain where to locate and how to use the emergency equipment passengers may be required to operate. **In an emergency, a well-briefed passenger will depend less on a crew member and optimize their chance of survival.** This life-saving information should be conveyed to passengers in conjunction with a safety-briefing card featuring signs and placards specific to your aircraft.

# Pre-flight the Flight - *Get and Keep Their Attention*

- ▶ Your pre-flight passenger briefing starts **inside the office or hangar**.
- ▶ Question them upfront about any **previous helicopter experience**, and remind them never to let their guard down — even if they've flown in helicopters before.
- ▶ Give an **update on the weather forecast** and expected flight conditions, including any changes to ETA.
- ▶ Help your passengers to understand that there are certain **rules and regulations** that the pilot must follow to ensure the safety of the flight.
- ▶ Ensure passengers know that you will be **happy to cancel or discontinue** a flight if anyone is uncomfortable.
- ▶ **Expectations for the flight:** Adhering to fixed schedules or flying over landmarks may not be possible due to weather, airspace or performance limitations. If passengers are aware of these limitations prior to the flight, there will be less pressure for the pilot to attempt a task beyond his comfort or experience level.
- ▶ **High workload times:** Passengers should always tell the pilot about safety-related items, such as traffic but should refrain from unnecessary conversation during takeoff, landing and radio communications.
- ▶ Before resuming your passenger brief inside the helicopter, **wait until the disruptions (excitement and noise) subside** so they can better focus on your instructions. It will also help to ensure they retain the information.





# Include The Following Instructions In Every Passenger Briefing

## Office/hangar briefing:

### ► Guidance on approaching or leaving a helicopter:

- Only approach and depart the **helicopter towards the front in view of and with the consent of the pilot** staying as low as comfortable.
- Stay within the pilot's field of vision while approaching the helicopter, and **NEVER approach the tail boom or move behind the rear door.**
- On **sloping ground** always approach or leave on the downslope side for maximum rotor clearance.
- Do not approach or leave a helicopter when the **engine and rotors are running down or starting up.**
- Do not raise your hands or any object above your head. **Crouch while walking** for extra rotor clearance. Always **remove hats.** Never reach up or chase after anything that blows away. The pilot or crew will usually escort you to and from the helicopter and help carry your baggage.
- If **carrying a child** always keep your child's head below your shoulder height.
- Carry **long objects** horizontally below waist level – never upright or on the shoulder.

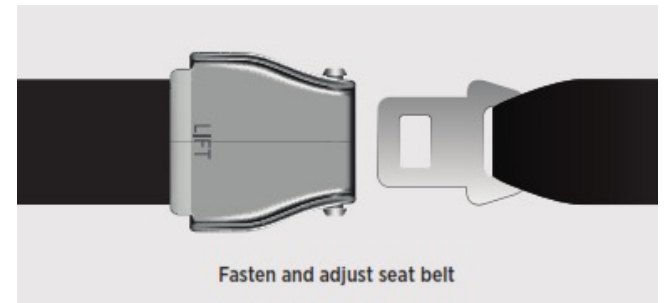


# Include The Following Instructions In Every Passenger Briefing

## In cabin briefing – familiarize with equipment:

### Familiarize passengers with the position and operation of the following equipment:

- ▶ **Door operation and emergency exits** – never open a door if not instructed to do so / NEVER throw or drop anything from a helicopter.
- ▶ **Secure all personal items** – explain company's policy regarding the use and stowage of portable electronic devices. (Cameras and mobile phones are acceptable for taking photographs during flight, the wearing of wrist straps/lanyards which are attached to the device is highly recommended).
- ▶ **Baggage** - correct method of stowage.
- ▶ **Air vents** - location and operation.
- ▶ **No smoking/ vaping policy.**
- ▶ **Seat belt operation** - Keep safety belts snugly fastened during the entire flight.
- ▶ **Headsets** - demonstrate the correct method of fitting and wearing, including activation, volume control and the positioning of the microphone. Explain the need for a sterile cockpit, especially during takeoff and landing.
- ▶ **Life jackets** – Demonstration of how to use them and emphasize NEVER to inflate them until clear of the aircraft.
- ▶ **First Aid kit** – location.
- ▶ **Life raft**– location.
- ▶ **Fire extinguisher** – location and operation.
- ▶ **Aircraft controls** – Always remove passenger–side controls. Caution passengers against inadvertently bumping the cyclic center post or any lever/switch.



# Include The Following Instructions In Every Passenger Briefing

## In cabin briefing – Precautions in case of an **in-flight emergency**:

- ▶ Tighten your seatbelt, brace yourself with the airframe or seat, check that any loose equipment in the cabin is secured.
- ▶ Familiarize with the cabin layout and locate and note the position of emergency exit windows.
- ▶ In case a door fails to open, use the emergency method to jettison, as instructed by the pilot.
- ▶ Listen to and follow any instructions given by the pilot – Do not distract the pilot.
- ▶ After landing do not exit the helicopter until the rotors have stopped turning and move away in a safe distance from the helicopter.



*As a pilot, you are generally accustomed to egressing rotorcraft, and you will often survive helicopter accidents while your passengers may perish. Keep in mind that your passengers are in an unfamiliar environment, and emergencies may shock them into frozen inaction.*

# Include The Following Instructions In Every Passenger Briefing

## In cabin briefing – Precautions in case of an **emergency ditching**:

- ▶ If not already wearing a life jacket, put it on if possible. Do not inflate the jacket till outside the helicopter.
- ▶ Tighten your seatbelt, brace yourself with the airframe or seat, check that any loose equipment in the cabin is secured.
- ▶ Familiarize with the cabin layout and locate and note the position of emergency exit windows.
- ▶ In case a door fails to open, use the emergency method to jettison, as instructed by the pilot.
- ▶ Listen to and follow any instructions given by the pilot – Do not distract the pilot.
- ▶ If so instructed by the pilot after ditching, throw the life-raft into the water.
- ▶ After the ditching, and after the main rotor stops, release your seatbelt and calmly head for the nearest exit. Then swim to a safe distance from the helicopter and inflate your life-jacket.



Stay in the Safe Side & Keep the Rotors Turning..!

