

	<b>FLIGHT SAFETY NOTICE</b>	SMSM Appendix A
		<b>SMS FORM: S-4</b>
		Eff Date: 30-06-2022
		Revision: 0

**Information Contained within can be CRITICAL to Flight Safety**

Subject: <b>Passenger Briefing – A way of managing Pressure from Passengers</b>	FSN No: 03/2022
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Distribution:	<input type="checkbox"/> All	<input checked="" type="checkbox"/> <b>Flight Ops</b>	<input type="checkbox"/> Technical
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**Description:**

*Carrying a passenger in and of itself increases risk because passengers add workload and distractions. This Notice addresses the Challenge of Passenger Pressure and how to mitigate it through a proper pre-flight briefing.*

**Comments and/or recommendations:**

As pilots, it is your responsibility to ensure that risks are properly managed throughout the flight and it is important to manage any pressure that passengers and customers might put on you to do anything that might put safety at risk. Share the joy of flying safely and ask yourself: “How often do I take unacceptable risks to please customers?”

Creating a fun experience for passengers shouldn’t put lives at risk. It is important to fly safely and to resist passenger pressure when they make requests that might endanger safety. By managing the expectations of your passengers, it may make it easier to deal with such situations during the flight. You have the power to say no.

Using a well-known Frank Borman quote: “A superior pilot uses his superior judgment to avoid situations which require the use of his superior skill”. The better you prepare your passenger before the flight, the less chance there is that you will be put under pressure during the flight when you may only have a short period of time to make a decision.

**Key Things to Consider When Flying Passengers**

**There are a number of things that pilots can do to resist pressure that may be put on them by passengers:**

- Ultimately, it is your responsibility as the pilot in command to resist passenger pressure and fly safely within the rules – they exist for your safety and the safety of others.
- Don’t put lives at risk just to create a fun experience for your passengers. At the end of the day, you have nothing to prove!
- Before the flight, provide your passengers with a safety briefing to help manage their expectations and save them putting pressure on you when in the air.
- Always have your personal and regulatory minimums in mind. If the weather conditions or a technical problem make it necessary to cancel the flight, explain the situation clearly to your passengers. Once you have made your decision, stick to it – do not be pressured into taking unnecessary risks.
- Know the rules, procedures and limitations: it is easier to explain the situation with confidence if you have solid references.
- Convincing VIPs, difficult passengers and company executives may require assertiveness. Being assertive doesn’t however mean being aggressive or arrogant: just be positive and firm.
- Beware of the risks of flying in certain environments, for instance in mountainous areas, poor weather, downgraded visual environment, with marginal fuel or with marginal aircraft or personal conditions. Prepare your flight thoroughly!

**Appendixes/ Annexes:**

- **AIRPOWER’s Passenger Briefing Booklet**
- EASA SIB No. 2017-15
- Robinson Safety Notice SN-44
- [EASA Video - Passenger Pressure Management](#)
- [EHESST Video Passenger Management – Version for Pilots](#)