



ICAO

Doc 10086

Manual on Information and Instructions for Passenger Safety

First Edition, 2018



Approved by and published under the authority of the Secretary General

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AMENDMENTS

Amendments are announced in the supplements to the *Products and Services Catalogue*; the Catalogue and its supplements are available on the ICAO website at www.icao.int. The space below is provided to keep a record of such amendments.

RECORD OF AMENDMENTS AND CORRIGENDA

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FOREWORD

Survivability in an aircraft accident is dependent on multiple factors. Certification standards for crashworthiness and ditching are designed to enhance passenger survivability. Cabin crew evacuation procedures further improve survivability. Passengers' survival rates are improved when they are informed about the correct use of equipment and the actions they should take in the event of an emergency situation. ICAO standards address the need for passengers to receive safety information on board aircraft. Well-informed, knowledgeable passengers have a better chance of surviving a life-threatening situation on board an aircraft. Therefore, States should require operators to communicate specific, accurate information and instructions to passengers in a variety of methods to facilitate understanding. These methods include verbal briefings and visual safety information such as passenger safety briefing cards.

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*, on the safety-related information and instructions that an operator should provide to passengers. 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*.

Additionally, the 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.

The content of this document was developed through a process of consensus, with inputs from experts from civil aviation authorities, airlines, aircraft manufacturers, training organizations, as well as international organizations; and was thereafter submitted for an extensive peer review to collect and take into account comments from the expert community.

ICAO gratefully acknowledges the contribution received from the ICAO Cabin Safety Group (ICSG) and the International Board for Research into Aircraft Crash Evaluation (IBRACE).



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GLOSSARY

DEFINITIONS

Able-bodied passengers. Passengers who are clearly physically able and are willing to help cabin crew maintain good order and discipline on board the aircraft.

Cabin crew member. A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the pilot-in-command of the aircraft, but who shall not act as a flight crew member.

Child. A passenger who has reached their second birthday but not their twelfth birthday.

Child restraint system. Any device, other than a seat belt, that is designed specifically to protect and restrain an infant or child during all phases of flight. It typically has an internal harness and belt combination. The device needs to interface with the aircraft seat. This includes devices that are secured using the aircraft seat belt as well as systems that secure the device to the aircraft seat. The device needs to meet minimum performance standards, as specified by the State of the Operator.

Crew member. A person assigned by an operator to duty on an aircraft during a flight duty period.

Critical phases of flight. The period of high workload on the flight deck, normally being the periods between the beginning of taxiing until the aircraft is on the route climb phase and between the final part of descent to aircraft parking.

Deportee. A person who had legally been admitted to a State by its authorities or who had entered a State illegally, and who at some later time is formally ordered by the competent authorities to leave that State.

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.

Disinsection. The procedure whereby health measures are taken to control or kill insects present in aircraft, baggage, cargo, containers, goods and mail.

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. Each seat in a row of seats located at an emergency exit, having direct access to the exit.

Escort. An individual authorized by a Contracting State or an aircraft operator to accompany inadmissible persons or deportees being removed from that Contracting State.

Flight crew member. A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.

Inadmissible person. A person who is or will be refused admission to a State by its authorities.

Infant. A passenger who has not reached their second birthday.

Oblique-facing seats. Seats installed in the aircraft where the occupant angle relative to the aircraft longitudinal axis is other than those described for forward-facing, rearward-facing or side-facing seats.

Operator. The person, organization or enterprise engaged in or offering to engage in an aircraft operation.

Passenger. A person who is not an operating crew member.

Person with disabilities. Any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness or any other cause of disability when using transport and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.

Restraint. A device designed to safely restrain an occupant in his/her seat to prevent injuries resulting from inertia forces or other in-flight forces such as turbulence. A restraint may be a seat belt, safety harness or approved child restraint system.

Safety harness. A webbing-based restraint consisting of at least three anchor points restraining both the pelvis and upper torso.

Seat belt. A webbing-based restraint consisting of two anchor points restraining the pelvis. It is also referred to as a lap belt.

Special categories of passengers. Persons who need special conditions, assistance, or equipment when travelling by air. These may include but are not limited to:

- a) Infants;
- b) Unaccompanied children;
- c) Persons with disabilities;
- d) Persons with mobility impairments;
- e) Persons on stretchers; and
- f) Inadmissible passengers, deportees or persons in custody.

State of the Operator. The State in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence.

Unstaffed exit. Emergency exit for which no cabin crew member has been positioned for the flight.

ABBREVIATIONS AND ACRONYMS

ADREP	Accident/Incident Data Report System
ANSI	American National Standards Institute
ARP	Aerospace Recommended Practice
CAA	Civil Aviation Authority
CRS	Child restraint system
FAA	Federal Aviation Administration
FAR	Federal Aviation Regulations
IBRACE	International Board for Research into Aircraft Crash Evaluation
ICAO	International Civil Aviation Organization
ICSG	ICAO Cabin Safety Group
IFE	In-flight entertainment system
ISO	International Organization for Standardization
PA	Public address (system)
PED	Portable electronic device
SAE	Society of Automotive Engineers
SARPs	Standards and Recommended Practices
SME	Subject matter expert
TC	Type certificate
TCCA	Transport Canada Civil Aviation

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Chapter 1

INTRODUCTION

1.1 BACKGROUND

1.1.1 Survivability in an aircraft accident is dependent on multiple factors. Certification standards for crashworthiness and ditching are designed to enhance passenger survivability by maintaining the integrity of the structure and access to exits. Cabin crew evacuation procedures further improve passenger survivability. Passengers' survival rates are improved when they are informed about the correct use of equipment—such as seatbelts, and the actions they should take in the event of an emergency—such as how to adopt the brace-for-impact position. This life-saving information is relayed to passengers via passenger safety briefing cards, videos, signs, placards, emergency lighting systems and verbal briefings provided by crew members.

1.1.2 Cabin crew members are trained to respond to a variety of safety-related situations including conducting an evacuation, which in part entails managing passengers in such a way as to optimize egress from the aircraft.

1.1.3 Accident investigations have shown that deficiencies and inaccuracies in safety information briefings, signs, placards and markings can negatively impact passenger survival rates. Well-informed, knowledgeable passengers have a better chance of surviving life-threatening situations that may occur on board an aircraft. Therefore, States should require operators to communicate specific information and instructions to passengers in a variety of methods to facilitate understanding. These methods include briefings and visual safety information (e.g., passenger safety briefing cards and placards).

1.1.4 ICAO Standards address the need for passengers to receive safety information on board aircraft. The in-depth content and presentation of such information should be internationally harmonized. National regulations should require operators to brief all passengers adequately on safety information applicable to their operation. Accident investigations and studies recognize that passengers tend to be inattentive to safety briefings. Therefore, operators may need to employ novel approaches to present safety information—to encourage passenger attention and to improve comprehension and retention of the information and instructions.

1.2 PURPOSE

1.2.1 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*, on the safety-related information and instructions that an operator should provide to passengers. It addresses the different aspects that should be taken into account by a State when developing or modifying its regulations on the necessary information and instructions to passengers on board aircraft, to enhance their safety and improve their reaction and survival in the event of an emergency. The manual provides guidance material that may be used to design, develop and update passenger safety information. This includes information provided during normal operations and in the event of an abnormal or emergency situation. It also highlights items that should be covered in oral and written mediums used by the operator in relaying that information to passengers.

1.2.2 Annex 8 — *Airworthiness of Aircraft* contains provisions on markings and placards for all aircraft that are applicable to the State of Design as part of the type certification process and subject to approval, acceptance or

validation by the State of Registry to demonstrate evidence that an aircraft meets its airworthiness requirements. The 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. For the purpose of this manual, “State” refers to State of the Operator, unless specified otherwise.

Note.—Although this guidance is written for international commercial air transport on aeroplanes, the information provided in this document is also applicable as guidance to meet ICAO requirements found in Annex 6 — Operation of Aircraft, Part II — International General Aviation — Aeroplanes and Annex 6, Part III — International Operations — Helicopters.

1.3 SCOPE

The content of this manual is presented as guidance material. The approach outlined is considered an acceptable means, but not the sole means, to establish national regulations on passenger safety information and instructions. Operators should consult specific requirements with their State and comply with national regulations as applicable. Signs, markings and placards are subject to applicable airworthiness standards set out by the State of Design and are approved as part of the type certificate (TC) by the certification authority. Operators should additionally seek compliance with applicable national regulations.

Chapter 2

PASSENGER SAFETY BRIEFINGS

2.1 OVERVIEW OF ICAO PROVISIONS

2.1.1 Annex 6 — *Operation of Aircraft, Part I — International Commercial Air Transport — Aeroplanes*, paragraph 4.2.12.1, contains requirements for the information that the operator must provide to passengers on board international commercial flights. The operator must ensure that passengers are made familiar with the location and use of the following:

- a) seat belts;
- b) emergency exits;
- c) life jackets, if the carriage of life jackets is prescribed;
- d) oxygen dispensing equipment, if the provision of oxygen for the use of passengers is prescribed; and
- e) other emergency equipment provided for individual use, including passenger emergency briefing cards¹.

2.1.2 Annex 6, Part I, in paragraph 4.2.12.2, requires the operator to inform passengers of the location and general manner of use of the principal emergency equipment carried for collective use.

2.1.3 Annex 6, Part I, in paragraph 4.2.12.3, contains a requirement that passengers be instructed on actions to take in the event of an emergency. The operator must provide instructions to passengers in the event of an emergency situation, such as the preparation of the cabin for an anticipated emergency landing or ditching.

2.1.4 Annex 6, Part I, in paragraph 4.8, requires the operator to ensure that all baggage carried onto its aircraft and taken into the cabin is adequately and securely stowed.

2.2 REGULATORY CONSIDERATIONS

2.2.1 To improve passengers' safety and enhance their reaction and survival in the event of an emergency, the State should require the operator, through its national regulations, to provide the necessary safety information to passengers. This includes information to be provided both during normal operations and also in the event of an abnormal or emergency situation.

1. Commonly referred to as passenger safety briefing cards.

2.2.2 Cabin crew members should conduct verbal and visual safety briefings to provide the necessary information to passengers. Passenger safety briefings include the following:

- a) pre-departure briefing;
- b) unstaffed exit row briefing;
- c) briefings for special categories of passengers;
- d) briefing conducted before take-off, commonly referred to as a safety demonstration;
- e) after take-off briefing;
- f) briefing in the event of turbulence;
- g) pre-landing briefing;
- h) after landing briefing;
- i) transit stop briefing;
- j) refuelling briefing;
- k) information and instructions to passengers during abnormal and emergency situations; and
- l) other briefing(s), as required by the State

2.2.3 The operator should list the content of each briefing described in section 2.2.2 and include it in its operations manual. Additionally, the operator's cabin crew training programme should address the content and conduct of passenger safety briefings. The State should review the content of the briefings as part of the approval process of the operator's operations manual and training programme. The State should also review and authorize by approval any subsequent changes to the operations manual and training programme related to passenger safety briefings.

Note.—Guidance on cabin crew training is contained in the Cabin Crew Safety Training Manual (Doc 10002).

2.2.4 Sections 2.3 to 2.13 present detailed guidance on the content of the different safety briefings.

2.3 PRE-DEPARTURE BRIEFING

The operator's procedures should require cabin crew members to conduct a pre-departure briefing prior to every flight (including stop-overs). Prior to departure from the gate or parking stand, cabin crew should brief passengers on the following items:

- a) carry-on baggage, including information on the operator's baggage allowance, designated stowage locations and special instructions (e.g. place heavier items under the seat instead of in the overhead bin; any restrictions on the stowage of carry-on baggage in emergency exit rows);
- b) operation of unstaffed exits (refer to section 2.4); and
- c) other required announcements (e.g., cabin disinsection and the policy on the use and stowage of portable electronic devices)

Note.—Cabin crew commonly brief passengers on items a) and c) by conducting an announcement made over the public address system.

2.4 UNSTAFFED EXIT ROW BRIEFING

2.4.1 An unstaffed exit is an emergency exit for which no cabin crew member has been assigned. Therefore, passengers should operate these exits in the event of an evacuation. The State should require the operator to develop and implement procedures regarding the criteria that passengers must meet in order to occupy seats located at emergency exit rows (refer to chapter 5). The operator's procedures should include briefings to passengers seated at unstaffed-exit rows on the operation of the exit and the responsibilities of seating in an unstaffed exit row.

2.4.2 Prior to each flight, cabin crew should brief passengers seated at unstaffed exit rows on the following items:

- a) the importance of the role of the passenger in the event of an emergency, so that passengers seated at unstaffed exit rows are aware of their responsibility to operate the exit;
- b) request the passengers to verbally accept the responsibility;
- c) the signal/command that would instruct the passengers to open exits. In order to prevent uncommanded opening, the cabin crew should also emphasize the need to follow all instructions and to listen closely to the crew's commands; and
- d) how to open the exit, including specific aspects of the operation such as:
 - 1) check for hazards before opening the exit (i.e. fire, water, debris);
 - 2) what to do with the exit hatch, if removable; and
 - 3) the location of placards and the passenger safety briefing card.

Note.—In the event of an anticipated emergency landing or ditching, cabin crew may provide additional information to passengers regarding the responsibilities of unstaffed exit row occupants. Detailed guidance for such briefings can be found in the Cabin Crew Safety Training Manual (Doc 10002).

2.5 BRIEFINGS FOR SPECIAL CATEGORIES OF PASSENGERS

2.5.1 In addition to the standard information provided to all passengers on board, certain passengers may require additional, personalized individual briefings, adapted to suit their specific needs.

2.5.2 The State should require the operator to provide individual safety briefings to special categories of passengers and their companion, where applicable. These passengers include, but are not limited to the following:

- a) persons travelling with infants;
- b) unaccompanied children;
- c) persons with disabilities;
- d) persons with mobility impairments; and
- e) persons on stretchers

2.5.3 In general terms, an individual safety briefing for special categories of passengers should include the following:

- a) information contained in the safety demonstration (refer to section 2.6) and the passenger safety briefing card (refer to chapter 3) that the passenger may not be able to receive otherwise (e.g., if the passenger is visually impaired) and is necessary for the safety of the person on board the aircraft; and
- b) additional information specific to the needs of the passenger, as described in section 2.5.5

2.5.4 Individual briefings should be given to special categories of passengers prior to take-off, on the first leg of a journey, and prior to landing but may not need to be repeated during subsequent legs if the flight involves short transit stops on the same aircraft.

2.5.5 Cabin crew should brief special categories of passengers to verify their understanding of the following, as applicable:

- a) Seat belt and other restraint systems:
 - 1) the use of seat belts and additional features (refer to section 2.6.2 a));
 - 2) use of child restraint systems (CRS), if applicable (refer to section 2.5.6 c) 1)); and
 - 3) means to restrain, "secure" or control animals, if permitted in the cabin;
- b) Emergency exits:
 - 1) location of the nearest exit;
 - 2) location of the nearest alternate exits; and
 - 3) emergency lighting (emergency escape path lighting, exit signs);
- c) Oxygen:
 - 1) refer to section 2.6.2 e);
- d) Life jacket or individual flotation devices:
 - 1) refer to section 2.6.2 f);
- e) Brace position:
 - 1) most suitable brace position for the passenger based on physical condition; and
 - 2) commands if bracing is necessary;
- f) Additional assistance during the flight;
- g) Assistance in the event of an emergency situation; and
- h) Additional information: location of seat controls, call button, passenger service unit, and lavatory.

2.5.6 In addition to the items covered in section 2.5.5, cabin crew members should address the following points, as applicable:

- a) In the case of a passenger with mobility impairments who would require assistance to move to an exit in the event of an emergency, a cabin crew member should ascertain the passenger's specific needs and inform him/her of the following:
 - 1) the most appropriate exit for the passenger;
 - 2) the assistance that the passenger might require reaching that exit;
 - 3) the most appropriate means of providing that assistance;
 - 4) the most appropriate route to that exit; and
 - 5) the most appropriate time to begin moving to that exit
- b) In the case of a visually impaired passenger:
 - 1) a tactile familiarization with:
 - i) the equipment that the passenger may be required to use in the event of an emergency; and
 - ii) if requested, the exits; and;
 - 2) inform the passenger of:
 - i) where the passenger's mobility device, if any, is to be stored;
 - ii) the number of rows of seats separating the passenger's seat from the closest exit and from the alternate exit; and
 - iii) the features of those exits; and
 - 3) if the operator carries Braille or large-print versions of its passenger safety briefing cards on board, a copy should be provided to the visually impaired passenger; and
- c) In the case of a passenger who is responsible for another person on board the aircraft:
 - 1) if the passenger is responsible for an infant, or a child occupying a CRS, information on
 - i) the use of CRS, including when the parent/guardian is required to secure the CRS occupant, by phases of flight and when the seat belt sign is illuminated;
 - ii) instruction that an infant/child cannot share a seat belt with the accompanying parent/guardian;
 - iii) information on the use of bassinets, including when they are permitted;
 - iv) how to place and secure the oxygen mask on the infant/child's face;