



CAMEROON CIVIL AVIATION AUTHORITY – DIRECTION OF AVIATION SAFETY

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AIR OPERATOR CERTIFICATION AND SURVEILLANCE MANUAL	ED	02 DU 01/04/2015
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CHAPTER 14 IN-FLIGHT CABIN INSPECTION



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14.1 BACKGROUND AND OBJECTIVES

14.1.1 In-flight cabin inspections are conducted to assess the effectiveness of cabin safety procedures by the direct observation and evaluation of operations conducted in the aircraft cabin. Cabin inspections provide the CCAA with information concerning the effectiveness of cabin crew training programmes, operator procedures and the condition and maintenance of aircraft emergency equipment and furnishings. The inspection does not apply to the on-board commercial service provided to passengers.

14.1.2 Inspectors must have a good understanding of the specific operator's safety procedures, which are to be designed to ensure that cabin in-flight operations are conducted in accordance with regulations. A wide variation may exist, however, in the manner in which different operators meet these requirements. The CCAA inspector shall review the operator's [Cabin Crew Manual or other similar document] prior to the inspection in order that he is aware of the particular procedures.

14.2 CABIN INSPECTION AREAS

Areas which are examined during cabin inspections may be grouped into three broad categories as follows:

14.2.1 Aircraft. The aircraft inspection area applies to the general airworthiness and cleanliness of the aircraft cabin, and the condition, required complement, serviceability and accessibility of aircraft cabin safety equipment.



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14.2.2 Crew member. The crew member inspection will be applicable to all cabin crew carried on board the aircraft during the inspection. Inspectors shall evaluate crew member knowledge, ability and proficiency by directly observing cabin crews performing their respective safety duties and functions including coordination with the flight deck.

14.2.3 Flight conduct. The flight conduct inspection area refers to items which relate to a particular phase of the flight such as passenger briefings, turbulent air procedures and stowage of carry-on baggage.

14.3 GENERAL IN-FLIGHT CABIN INSPECTION PRACTICES AND PROCEDURES

14.3.1 The inspector should meet the cabin crew in the cabin crew flight preparation meeting area to observe the pre-flight briefing and to be able to question cabin crew as outlined below. If this is not possible, the inspector should board the aircraft before passengers are boarded in order to allow adequate time to inspect the aircraft's emergency equipment, furnishings, cabin crew manuals and to discuss duties, responsibilities and normal and emergency procedures with cabin crew members as time permits. The inspector should first introduce himself using official credentials to both the captain and the cabin crew in-charge person to inform them that an in-flight cabin inspection is being conducted.

14.3.2 Cabin crew should be questioned regarding their familiarity with the location and use of various types of emergency equipment (e.g., life rafts, ELT, medical kits and first aid kits) and their specific duties in the event of an emergency such as a ditching or an emergency evacuation. The interviews with cabin crew members provide an opportunity for the CCAA inspector to assess the effectiveness of their training. Inspectors should make a careful distinction between inadequate knowledge on the part of the crew member and a deficient operator procedure. Inadequate knowledge may reflect a deficiency in training. Some examples for assessing knowledge and procedures include:

- a) how to remove a fire extinguisher or portable oxygen bottle, its method of operation, how to determine its maintenance and inspection status and how to stow the extinguisher or oxygen bottle correctly into its restraint mechanism;
- b) the procedure for dealing with lavatory or galley fires;



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- c) the type of fire extinguisher that should be used on galley (grease/electrical) fires, cabin furnishings fires (seats or floor), lavatory or galley waste container fires (paper or plastic);
- d) the procedures for documenting (in aircraft or cabin logbooks, when available) the need for items of cabin equipment to be repaired, adjusted or replaced;
- e) how to manually deploy a passenger service unit, including how to ensure adequate oxygen flow;
- f) normal and emergency procedures for communications with the flight deck;
- g) normal and emergency procedures for opening/deploying exit doors and slides or sliderafts, including how to deal with adverse conditions such as wind, fire, or an unlevelled aircraft (for example, in a collapsed landing gear situation);
- h) the procedures in the event of a rapid depressurization;
- i) the “brace for impact” position and the appropriate flight deck signal to assume the position;
- j) the procedures during operations in turbulent air, including securing galley service carts, keeping passengers seated and flight deck coordination;
- k) knowledge on dangerous goods including emergency drills; and
- l) the procedures during a hijacking, bomb threat, or other potential security problem including the company’s specific procedures for notifying the flight deck.

14.3.3 An inspector shall be cordial and non-confrontational with the crew members being evaluated. Inspectors shall avoid interfering with the crew member’s assigned duties, particularly during passenger loading. Inspectors may make useful observations, such as evaluating the gate agent’s or cabin crew’s actions concerning carry-on baggage and oversized items.

14.3.4 Operators require cabin crews to accomplish a pre-flight check of at least some of the safety equipment in the cabin. The inspector shall observe the cabin crew checking the equipment. Inspectors shall not examine items such as exits, slide pressure gauges, fire extinguishers, or portable oxygen bottles etc. in view of passengers as this may cause alarm.

14.3.5 Inspectors shall evaluate cabin crew performance of safety duties and the fulfillment of responsibilities for requiring passengers to comply with their instructions and the Cameroon regulations. When the flight has ended, the inspector shall thoroughly debrief the cabin crew in-charge person and, if possible, the captain of all pertinent observations and of any deficiencies noted during the inspection.



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14.4 SPECIFIC IN-FLIGHT CABIN INSPECTION PRACTICES AND PROCEDURES

14.4.1 Aircraft. The aircraft emergency equipment and furnishings shall be inspected before passenger boarding as time permits, including:

- a) cabin logbooks (for open discrepancies, carry-over items and items of cabin equipment needing repair or replacement);
- b) required placards and signs (exit signs; seat belt/no smoking signs; emergency/safety equipment placards; seatbelt/flotation equipment placards at seats; weight restriction placards; no-smoking placards; door-opening instruction placards; etc.);
- c) fire extinguishers (for correct type, number and location; if properly serviced, tagged, and stowed);
- d) portable oxygen bottles (for correct number and location; if properly serviced, tagged, and stowed; for condition of mask, tubing, and connectors);
- e) protective breathing equipment (if installed) for correct location, properly stowed and sealed;
- f) first aid kits, universal precaution kits and emergency medical kits (for correct number and location; if properly tagged and stowed);
- g) megaphones (for correct number and location; if operable and properly stowed);
- h) passenger briefing cards (if available at each passenger seat position; if appropriate to aircraft; if they contain the necessary information including emergency exit location and operation, slides, oxygen use, seatbelt use, brace positions, flotation devices; appropriate pictorials for extended overwater operations including ditching exits, life preservers, and liferaft or slideraft location);



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- i) passenger seats (if not blocking emergency exits; if seat cushions are intact; for latching mechanism of tray tables; if seat belts are operational – not frayed or twisted; presence and condition of life preservers if required);
passenger oxygen service units (if closed and latched);
- j) cabin crew station (for seat retraction/restraint system operation – if seat retracts and is properly secured; if seatbelts are not frayed or twisted and inertial reel retracts; seat cushions intact; for correct position of headrest; if PA system and interphone are operable; for aircraft-installed portable light holders);
- k) galleys (for latching mechanisms (primary and secondary); tie-downs; condition of restraints; padding; proper fit of cover and lining of trash receptacles; hot liquid restraint systems; accessibility and identification of circuit breakers and water shut-off valves; non-skid floor; debris or corrosion of girt bar; "
- l) clean" stationary cart tie-downs (mushrooms); if galley carts in good condition and properly stowed; lower lobe galley (if applicable) emergency cabin floor exits should be passable and not covered by carpeting);
- m) galley personnel lift (if applicable) (should not move up or down with doors open; for safety interlock system; for proper operation of activation switches);
- n) lavatories (for smoke alarm, no-smoking placards; for proper fit of cover and lining of trash receptacles; for automatic fire extinguisher system);
- o) stowage compartments (for weight restriction placards; for restraints and secondary latching mechanisms; for compliance with stowage requirements; for accessibility to emergency equipment; for carry-on baggage provision);
- p) crew baggage (if properly stowed);
- q) emergency lighting system (for independence from main system; if operable; for floor proximity escape path system); and
- r) exits (for general condition; door seals; girt bar and brackets; handle mechanisms; signs and placards; slide or slideraft connections and pressure indications; lights).



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14.4.2 Crew members. The inspector shall determine if the required number of cabin crew are aboard. When evaluating cabin crew knowledge and competency, inspectors should ask clear and concise questions that are related primarily to the use of emergency equipment and operational duties and responsibilities. At least one [cabin crew manual] should be reviewed for currency and for determining the manual's accessibility when cabin crews are performing assigned duties.

14.4.3 Flight conduct. Inspectors shall evaluate the cabin crew during each phase of flight. This evaluation shall include noting the cabin crew's adherence to the safety procedures outlined in the [cabin crew manual] as well as adherence to Cameroon regulations. The evaluation of the various phases of flight will be accomplished as follows.

- a) Pre-departure. An inspector shall observe cabin crews accomplishing tasks such as supervising the boarding of passengers and properly stowing carry-on baggage. As required by [State regulations], the passenger-loading door shall not be closed until a required crewmember verifies that each piece of carry-on luggage is properly stowed. Items that cannot be stowed shall be processed as checked baggage. Additionally, carry-on baggage shall not cover, or in any way interfere with, aircraft emergency equipment in the overhead compartments. Persons seated at emergency exits would be able to understand and perform the functions necessary to open an exit and to exit rapidly.

The departure briefing may be given any time before take-off, provided the cabin crew have sufficient time to take their assigned positions and to secure their restraint systems. The quality, clarity and volume level of the PA system shall be evaluated by the inspector during the briefing.

Passenger briefings shall contain the following areas of information:

- 1) smoking. No smoking when the no-smoking signs are illuminated; requirement for passenger compliance with lighted signs and posted placards; prohibited in lavatories including statement regarding prohibition against tampering with, disabling, or destroying any smoke detector in an airplane lavatory;
- 2) exit locations. The preferred method is to physically point out exits in a meaningful way;
- 3) seatbelt use. Including instructions on how to fasten and unfasten seatbelts;
- 4) flotation devices. Including the location and use of the means of flotation;
- 5) tray tables and seatbacks. Position for takeoff and landing;



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- 6) baggage. How to be properly stowed for takeoff and landing;
 - 7) oxygen use. Shall point out the location of and demonstrate the use of the oxygen mask (if applicable);
 - 8) overwater operations. Including the location, donning and use of life preservers, life rafts (or slide rafts) and other means of flotation;
 - 9) passenger briefing card ; and
 - 10) special passenger briefings (if applicable) for persons who have restricted mobility or who otherwise require special attention and for the individuals assisting them. If someone requires the assistance of another person in an emergency evacuation, both persons shall be briefed by a cabin crew on the location and path to the exits and on the most appropriate manner for assisting the person so as to prevent pain or injury. Inspectors shall refer to the cabin crew manual for company policy and procedures for the handling of these persons.
- b) Taxi and take-off. During taxi operations and before take-off, cabin crews should remain seated and shall perform only those duties that are safety-related and that require movement around the cabin. Items or activities which should be evaluated during taxi and take-off include:
- 1) each exit is closed and locked with the girt bars properly attached (if applicable);
 - 2) carry-on baggage is stowed, all seat backs and tray tables are upright and stowed respectively and all stowage compartments are properly secured and latched closed;
 - 3) the galley is secured with no loose items; all serving carts are properly restrained in the proper floor attachment points; the flight deck door is secure;
 - 4) passenger seat belts and shoulder harnesses, if installed, are secured;
 - 5) compliance with operator procedures for ensuring passengers are seated before the aircraft is moved;
 - 6) compliance with operator procedures concerning the use of portable electronic devices (PEDs);
 - 7) during the actual take-off, each cabin crew is seated with restraint systems properly fastened; any unoccupied cabin crew seat is properly secured for takeoff; signal from flight deck to cabin crews is properly given;



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- 8) after take-off, and either before or immediately after the seat belt illumination is shut off, it is recommended that an announcement is made that passengers should keep their seatbelts fastened, even when the seat belt sign is turned off;
- c) En-route/cruise procedures. During the en-route phase of flight, several areas may be evaluated by the inspector to note whether they conform to regulations and to safe operating practices:
- 1) signs (monitoring of seat belt and no-smoking signs to ensure passenger compliance);
 - 2) crew coordination (for flight crew and cabin crew member communications – routine and/or emergency);
 - 3) turbulent air procedures (including the proper restraint of serving carts, galley furnishings and equipment, passenger seat belts fastened, and instructions from the flight deck being followed); and
 - 4) passenger handling (including not serving alcoholic beverages to intoxicated passengers; handling abusive or disruptive passengers; handling handicapped or ill passengers; and
 - 5) handling those passengers who for other reasons require special attention).
- d) Approach and landing. During the approach and landing phases of flight, cabin crews shall prepare the cabin for arrival by performing at least the following actions:
- 1) ensuring carry-on baggage is stowed and all seat backs and tray tables are upright and stowed respectively;
 - 2) removing all food, beverages, or tableware from each passenger seat location;
 - 3) observing "sterile flight deck" procedures;
 - 4) ensuring that passenger seat belts are fastened; and
 - 5) being seated before landing at assigned duty positions, with appropriate restraint systems fastened, for a uniform distribution among the floor level exits to provide the most effective egress of passengers in the event of an emergency evacuation.
- e) Landing/arrival. After landing, the cabin crew shall prepare the aircraft for arrival by performing duties such as the following:



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- 1) before the captain has turned off the seatbelt sign, observing operator procedures for ensuring passengers remain in their seats with seat belts fastened;
- 2) upon arrival at the gate and after the seat belt sign has been turned off, preparing the exits for deplaning; and
- 3) ensuring the appropriate complement of cabin crews remain onboard the aircraft at en route stops (when passengers remain onboard the aircraft to proceed to another destination).

14.5 REPORTING PROCEDURES

14.5.1 The Air Operator In-flight Cabin Inspection Checklist DSA.AOC.CHKL.137 included at the end of this chapter contains a list of reminder items for the specific inspection areas which should be observed and evaluated. This form follows the format of this chapter. It is necessarily general in nature and intended to cover all aircraft types and conditions of flight, thus, every item may not apply to a particular flight.



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CHAPTER 15 RAMP INSPECTIONS OF CAMEROON OPERATORS

15.1 BACKGROUND AND OBJECTIVES

15.1.1 Ramp inspections provide an opportunity for an overall evaluation of the effectiveness of air operator's procedures during actual operations. Ramp inspections allow inspectors to observe and evaluate the routine methods and procedures used by an operator's personnel during the period immediately before or after a flight and to determine the operator's compliance with regulations and safe operating practices.

15.2 GENERAL RAMP INSPECTION PRACTICES AND PROCEDURES

15.2.1 A ramp inspection may be conducted any time an aircraft is at a gate or a fixed ramp location, provided the inspection is conducted when the crew and ground personnel are performing the necessary preparations for a flight or when they are performing post-flight tasks and procedures.

15.2.2 The operator does not have to be given advance notice that a ramp inspection is going to be conducted. In fact, most ramp inspections shall be conducted as no-notice inspections. Inspectors must conduct inspections in a manner that does not unnecessarily delay crew members and/or ground personnel in the performance of their duties.

15.2.3 Inspection activities should be timed so that they do not delay or interfere with passenger boarding or deplaning and with servicing or catering. In addition, inspectors should be aware of the aircraft departure time and the time when passenger boarding will take place.

15.3 RAMP INSPECTION AREAS

15.3.1 During a ramp inspection an inspector may observe, in a short period of time, many of the areas which are also examined during the more time-consuming station facility inspections, in-flight cockpit inspection and in-flight cabin inspection. Ramp inspections customarily involve the aircraft and its crew, line station operations, servicing and maintenance and the ramp and gate area condition and activity. Areas which may be observed and evaluated during ramp inspections fall into five different categories:



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- a) crew member. Refers to the evaluation of crew member preparation for flight and compliance with post-flight procedures as applicable. This area includes evaluations of crew member manuals and any required flight equipment, flight crew flight planning, flight crew licences, crew member disposition of trip paperwork and other items that relate to crew member responsibilities;
- b) station operations. Refers to the various methods and procedures used by the operator to support the flight such as flight planning material, passenger handling, boarding procedures and carry-on baggage screening;
- c) aircraft. Refers to the aircraft's general airworthiness, logbook entries, MEL compliance, defect deferrals and required items of emergency and cabin safety equipment;
- d) ground handling, servicing and maintenance. Applies to any ongoing maintenance and servicing, such as fueling, de-icing or catering;
- e) ramp and gate condition and activity. Refers to taxi and marshaling operations, ramp or parking area surfaces, any apparent contamination or debris, vehicle operations and the condition and use of support equipment. Findings should be reported to the State of the aerodrome and the operator's related mitigating procedures should be evaluated.

15.4 CONDUCTING RAMP INSPECTIONS

15.4.1 While ramp inspections may be conducted by one inspector, it is desirable to conduct them with a team of inspectors. Normally, this would consist of one operations and one airworthiness inspector.

For large aircraft, a third inspector could be utilized to conduct the cabin safety inspection. Prior to the inspection, a determination is to be made on the distribution of tasks and the time to be allocated to each task.



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15.4.2 Where a team of inspectors cannot be utilized it might not be possible to cover all the desired elements in the time available. Also, the inspector may not have the expertise to conduct inspections in all areas. For this reason, the inspector should vary the areas of emphasis over several inspections and describe in the reports how the inspection was limited in scope. The elements of the checklist in

Attachment B and C marked with an asterisk (*) are minimum items that should be addressed in a ramp inspection.

15.4.3 When an inspector makes direct contact with a crew member, the inspector shall provide an official but courteous introduction, offer appropriate identification for the crew member to inspect and inform the crew member that a ramp inspection is being conducted. Upon completion of the inspection, the inspector shall provide a verbal debriefing of the results of the inspection to the aircraft captain or, if he is not available, another crew member.

15.4.4 All ramp inspections will be conducted with reference to the Guidance for Ramp Inspections found in Attachment A of this chapter and recorded in the appropriate checklist contained in Attachment B and C and/or D of this chapter.

15.4.5 Special-purpose ramp inspections focused on a particular air operator may be conducted where previous inspections have indicated a high level of non-conformances to requirements. In addition, reports from air traffic services, aerodrome staff and/or incident reports may also result in a requirement for special-purpose ramp inspections.

15.5 RESOLUTION OF SAFETY DEFICIENCIES

15.5.1 Inspector action resulting from deficiencies noted during ramp inspections will depend on the seriousness of the safety finding. In the case of a serious deficiency such as aircraft not being airworthy or unqualified flight crew, the inspector is authorized, in accordance with the "Loi N° 2013-010 du 24 Juillet 2013" to take such steps as are necessary to detain the aircraft.



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15.5.2 In the other cases where there is not an immediate threat to safety, the air operator will be advised of the results of the ramp inspection in writing and requested to advise CCAA within 30 days of the corrective action that has been or is to be taken to rectify any deficiencies noted. Inspectors will follow up as required to ensure that corrective action is both effective and has been completed.

15.5.3 Further disposition and analysis of the ramp inspections findings shall be in accordance with Volume II, Chapter 6 – Continuing Safety Oversight – Surveillance of this manual.