



**ACCEPTABLE  
PASSENGER BRIEFING CARDS**

**Purpose**— The purpose of this advisory circular is to provide guidance to aircraft operators seeking approval of Rwanda Civil Aviation Authority (RCAA) for safety briefing cards for passenger operation.

Table of Contents

Section 1 Policy & General Information .....	2
1.1 Status of this AC .....	2
1.2 Background .....	2
1.3 Applicability .....	2
1.4 Related Regulations .....	2
1.5 Related Publications .....	2
1.6 Definitions & Acronyms .....	3
Section 2 General Concepts .....	3
2.1 Location .....	3
2.2 Extraneous Information .....	4
Section 3 Design & Development .....	4
3.1 Design .....	4
3.2 Presentation of Information .....	4
3.3 Symbols .....	5
3.4 Materials .....	6
3.5 Size .....	6
Section 4 Specific Content .....	6
4.1 Specific Type & Model .....	6
4.2 Passenger Compliance with Safety Information .....	6
4.3 Seat belts .....	7
4.4 Smoking .....	7
4.5 Emergency Lighting .....	7
4.6 Exit Location .....	8
4.7 Carry-On Baggage .....	10
4.8 Brace Position .....	10

- Advisory Circulars are intended to provide advice and guidance to illustrate a means, but not necessarily the only means, of complying with the Regulations, or to explain certain regulatory requirements by providing informative, interpretative and explanatory material.
- Where an AC is referred to in a 'Note' below the regulation, the AC remains as guidance material,
- ACs should always be read in conjunction with the referenced regulations.

4.9 Individual Flotation Equipment .....	10
4.10 Oxygen Mask .....	11
4.11 Portable (Transmitting) Electronic Devices .....	12
4.12 Preparation for Takeoff & Landing .....	12
4.13 Exit Seating .....	12
4.14 Extended Overwater Operations .....	13
Appendix A	
Use of Standard Symbols .....	14
Appendix B	
Example Depiction of Life Raft Deployment .....	15

## SECTION 1 POLICY & GENERAL INFORMATION

### 1.1 STATUS OF THIS AC

This AC is an original issuance.

### 1.2 BACKGROUND

- A. The successful ground or water emergency evacuation is a key factor in a survivable aircraft accidents.
- B. Passenger briefing cards are a vital elements to ensure that passengers are well informed regarding the evacuation routes and methods in preparation for the possible emergency evaluation.
- C. By regulation, a passenger briefing card must be provided at each passenger seat.
- D. The passenger briefing card must have the prior approval of the RCAA before use in aircraft operations.

That approval will be based on the development of a passenger briefing card that conforms to the guidance of this circular.

### 1.3 APPLICABILITY

The requirement for approved passenger briefing cards is applicable to all Rwanda operators of—

- 1) Large and turbine-engine aircraft in general aviation; and
- 2) Any aircraft operated in commercial air transport.

### 1.4 RELATED REGULATIONS

- RCAR Part 6, Aircraft Instruments & Equipment
- RCAR Part 12, AOC Certification & Administration
- RCAR Part 13, Passenger Carrying Operations

### 1.5 RELATED PUBLICATIONS

For further information on this topic, operators are advised to review the following publications and regulatory requirements—

## 1) Rwanda Civil Aviation Authority

- ◆ AC 13-001, Acceptable Passenger Briefings

Copies may be obtained from the RCAA-FSS.

- ◆ AC 10-010, Preparation & Conduct: Emergency Evacuation Demonstration

## 2) International Civil Aviation Organization (ICAO)

- ◆ Annex 6, Part 1, International Commercial Air Transport, Aeroplanes

Copies may be obtained from Document Sales Unit, ICAO, 999 University Street, Montreal, Quebec, Canada H3C 5H7.

- ◆ Annex 6, Part 2, International General Aviation Operations-Aeroplanes

- ◆ Annex 6, Part 3, International Operations of Helicopters

## 3) Federal Aviation Administration (FAA)

- ◆ Order 8900.1, Flight Standards Information Management System (FSSMS)

Copies may be obtained through the Internet address of [www.fsims.faa.gov](http://www.fsims.faa.gov).

## 1.6 DEFINITIONS & ACRONYMS

### 1.6.1 DEFINITIONS

The following definitions apply to this advisory circular—

- 1) **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.
- 2) **Passenger Briefing Card.** A card for the self-briefing of passengers containing all information regarding safety features, emergency equipment and emergency procedures onboard the aircraft which can be used by the passengers to avoid injuries and to enhance their chance survival in anticipated any life threatening situations.

### 1.6.2 ACRONYMS & ABBREVIATIONS

The following acronyms apply to this advisory circular—

- 1) **AC** = Advisory Circular
- 2) **AOC** = Air Operator Certificate
- 3) **PBC** = Passenger Briefing Card
- 4) **RCAR** = Rwanda Civil Aviation Regulations

## SECTION 2 GENERAL CONCEPTS

### 2.1 LOCATION

- A. The passenger safety briefing card must be located so that the seated passenger will be able to see and have access to the PBC when it is placed in its normal location aboard the aircraft.
- B. The PBC should be large enough so that when placed in its normal location aboard the aircraft, the passenger seated for taxi, takeoff, and landing will be able to visually locate and identify the card.

- C. It should not be possible for the PBC when it is in its normal location, to slip out of the sight of the passenger.

## 2.2 EXTRANEOUS INFORMATION

The PBC should contain only information that is essential for safety.

Advertising, schedules, or promotional information is not safety-related and should not be on the PBC.

## SECTION 3 DESIGN & DEVELOPMENT

### 3.1 DESIGN

- A. The PBC must be legible and intelligible. The information on it should be clearly arranged, multi-colored, rich in contrast and attractive to catch the passenger's attention.
- B. The PBC should have an eye-catching title or symbol identifying itself as safety or emergency instructions.
- C. The PBC should also be interesting and attractive so passengers will want to read them.

#### 3.1.1 HEADER AREA

- A. PBC title should be placed in the uppermost right or left hand corner of front of the card and should contain the words—
  - 1) Passenger Briefing Card;
  - 2) Safety Briefing Card; or
  - 3) For Your Safety.
- B. The company logo/business name should also be in the header area of the PBC
- C. Aircraft make, model and series should also appear in the header area to ensure that the PBC relates to the specific aircraft.

The PBC title will be in English, but may have slightly smaller sub-titles in other languages directly below.

The font size of the header information should be at least 44 points and easily readable in the stowed location by a passenger with normal vision.

#### 3.1.2 FOOTER AREA

- A. The phrase "Approved by the RCAA" should appear in the footer"
- B. The date of approval should follow the approval phrase;
- C. The revision number of the PBC should follow the date of approval.

The footer text may be in a small unobtrusive font not intended to attract attention.

## 3.2 PRESENTATION OF INFORMATION

### 3.2.1 METHODS OF PRESENTATIONS

- A. The method of presentation of the safety information may be through the use of—

- 1) Text;
- 2) Symbols;
- 3) Diagrams;
- 4) Pictures; and/or
- 5) Drawing or other forms of art work.

- The preferred method is the combination of symbols and sequenced pictographs.
- All depictions should be simply and easily to understand.
- The use of text only is not acceptable for most aircraft safety briefing applications.

### 3.2.2 PRESENTATION GUIDELINES

- A. The PBC should be mainly pictorial, with drawings, photographs or combinations thereof, making text information unnecessary to the extent possible.
- B. Words should be kept to a minimum, except for titles, supplementary explanations and exit row seating text requirements.
- C. For international operations and where text is necessary, use different languages as necessary to be understood by the majority of potential passengers.
- D. The PBC should be logically structured to group symbols, pictures and details related to the same phase of flight or emergency.
- E. The preferred method to depict action is the use of a symbol as a header to indicate the relevant situation followed by pictures showing the actions to be performed.

### 3.3 SYMBOLS

- A. Symbols are abstract, standardized signs symbolizing hazards, warning, prohibitions, safe ways of action or situations.
- B. Some symbols have become “international” through their use in other applications, such as road signs. These symbols should be used as necessary in the PGC—
  - Prohibitive symbols should be circular
  - Symbols marking hazards should be triangular
  - Symbols providing status or a standard should be rectangular.

- The use of international symbols is highly recommended.
- See Appendix A for an example of possible symbols.

Where possible, symbols should have English sub-titles directly below to minimize possible misunderstanding.

#### 3.3.1 ACTION STEPS AS SEPARATE PICTURES

A sequenced grouping of photographs or realistic, detailed drawings should be used to show required actions.

#### 3.3.2 COLORS

- A. A multicolored PBC which has pictures and drawings will be picked up and read more often than a black and white printed card.
- B. Some colors convey similar messages to people worldwide. These colors should be used with symbols to provide a standardized meaning on all PBCs to be approved by the RCAA—
  - Red indicates something is prohibited or is used to mark hazardous situations
  - Green indicates safety instructions or “safe way of action.”
  - Blue indicates a status or standard situations

### 3.4 MATERIALS

The material used for PBC should comply with the aircraft interior safety requirements where possible.

Laminated materials are not recommended.

- Use of polypropylene or PVC with fire repressing additions is recommended.

### 3.5 SIZE

A. The size of the PBC should be sufficient to—

The edges of the PBC should be rounded.

- 1) Contain all required information; and
- 2) Fit into a receptacle at each passengers' seat.

B. The size required will depending on the type and complexity of the aircraft and emergency equipment. Generally the size for large complex aircraft will warrant a paper size equivalent to—

- 1) European A4;
- 2) A3 folded once to A4; or
- 3) A3 folded twice.

## SECTION 4 SPECIFIC CONTENT

### 4.1 SPECIFIC TYPE & MODEL

A. Oral passenger safety briefings must be supplemented with PBCs, which must be pertinent only to that type and model (and series) of aircraft.

B. The information on the PBC must apply to only the type and model of aircraft on which it is used.

When aircraft equipment is substantially different, even within the same model of aircraft, the operator should provide a PBC specific to that aircraft.

- The information on the PBC should be consistent with the information contained in the air carrier's manuals.

C. PBCs must also show other instructions necessary for the use of emergency equipment on that specific make, model and series of aircraft.

### 4.2 PASSENGER COMPLIANCE WITH SAFETY INFORMATION

A. The instructions on the PBC should advise passengers that they must comply with safety instructions including signs, placards, and instructions of flight attendants.

B. The importance of complying with the "seatbelt" sign should be emphasized.

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### 4.3 SEAT BELTS

- A. The PBC must show how and when to fasten, tighten and unfasten the passenger seat belts and seat harnesses (if attached).
- B. The person depicted on the PBC should be seated well back in the passenger seat with no space between the seatback and the belt should be across the lower pelvis.
- C. The PBC should include a recommendation to keep the seat belts fastened when seated to minimize injuries caused by turbulence.
- D. The proper restraining of children and infants should also be illustrated.



A separate briefing card may be used for this briefing.

### 4.4 SMOKING

- A. The PBC should clearly indicated when, in what areas and under what conditions, smoking is prohibited.
- B. The minimum areas that should be addressed are—
  - 1) Aisles;
  - 2) Lavatories; and
  - 3) Any other isolated areas.
- C. The minimum conditions that should be addressed are—
  - 1) Takeoff and landing;
  - 2) Anytime the “no smoking” sign is illuminated; and
  - 3) When in the immediate vicinity of passengers using oxygen.

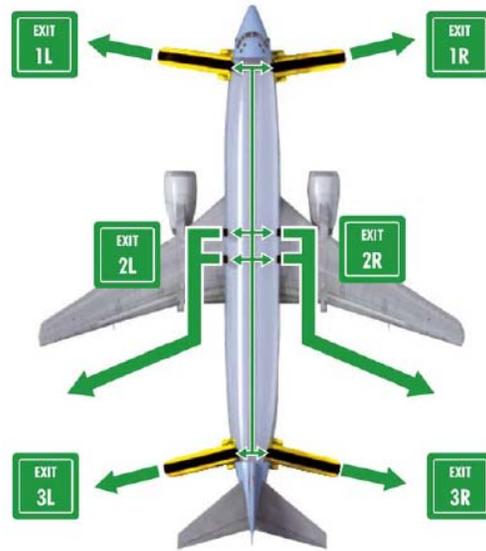
### 4.5 EMERGENCY LIGHTING

- A. The PBC should clearly indicate how the passengers—
  - 1) Will be directed to the emergency exits;
  - 2) If applicable, the emergency escape path marking/lighting; and
  - 3) How the exit will be identifiable.
- B. The PBC should show how passengers how to reach an emergency exit in smoking conditions by means of the floor emergency escape path markings and lighting.
- C. The PBC should show passengers that emergency escape path lights are located on or in the vicinity of the floor of the aircraft.
- D. The PBC should depict the light colors indicating where the passenger is in respect to the emergency exit—
  - White lights should indicate not at emergency exit
  - Red lights indicate the emergency exit is to the left and/or right side of the aircraft.

Parts of emergency lighting system required for evacuation (signs/lights/marking) should be shown as realistic as possible regarding light patterns, colors, appearance and location.

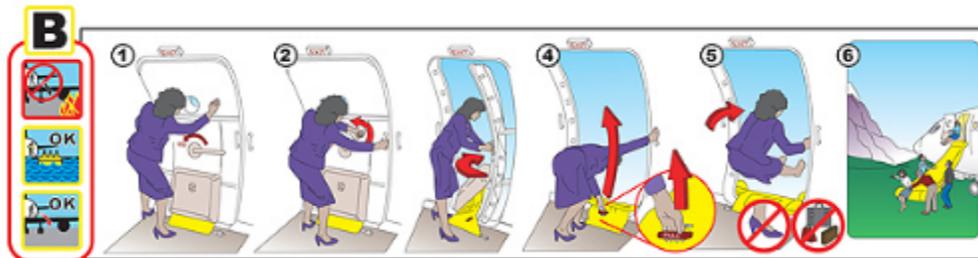
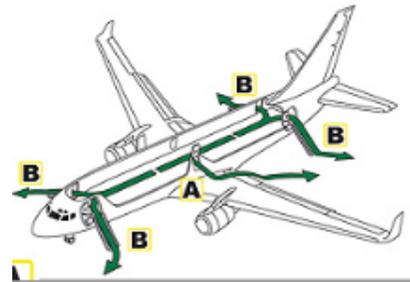
## 4.6 EXIT LOCATION

- A. The PBC must give the location of every available exit in the cabin.
- B. The PBC should encourage passengers to familiarize themselves with the location of exits other than the one they entered.
- C. There are two preferred methods of labeling the exits on a PGC—
  - 1) Numbering the exits from the front of the aircraft to back according to side where they are located.
    - ◆ For example: 1L = most forward exit on the left side).
  - 2) Simply lettering the exits that have the same appearance and open in the same manner.
    - ◆ For example: A = exits that have same appearance and opening method.



### 4.6.1 EXIT OPERATIONS

- A. The PBC must contain diagrams depicting the emergency opening of each exit type.
- B. Any manual operations necessary to successfully complete an evacuation, such as —
  - 1) Manual inflation of the evacuation slide;
  - 2) Operation of the stairs; or
  - 3) The recommended placement of the hatch (on the seat or outside the aircraft) should also be included.



- C. The procedures for the placement of the hatch should be consistent with the procedures used during the aircraft evacuation demonstration conducted for that aircraft certification.

To avoid confusion, do not show more than one method of opening the same door.

- D. Experience indicates that confusion is sometimes created by a diagram or picture that demonstrates operation of an exit peculiar to only one side of the aircraft.

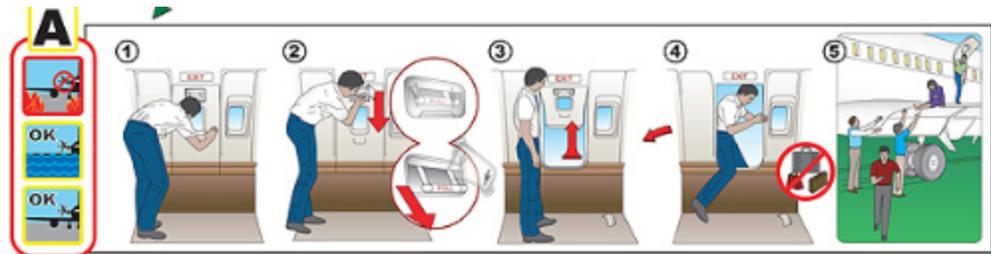
- If, for instance, all the emergency door handles rotate toward the rear of the aircraft, this must be shown on the PBC.
- The PBC should show that the handles need to be rotated in the direction of the arrow.

**4.6.2 EVACUATION SLIDE/ASSIST MEANS**

The PBC must contain instructions for passengers to exit the aircraft and use the slide or other assist means in a manner consistent with the exits on that aircraft.

**4.6.3 OVERWING EXIT USE**

- A. The PBC must contain instructions illustrating the proper method of egressing through an overwing exit.



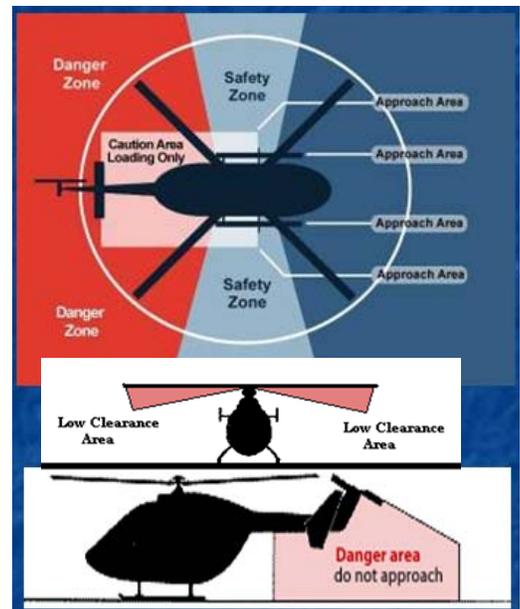
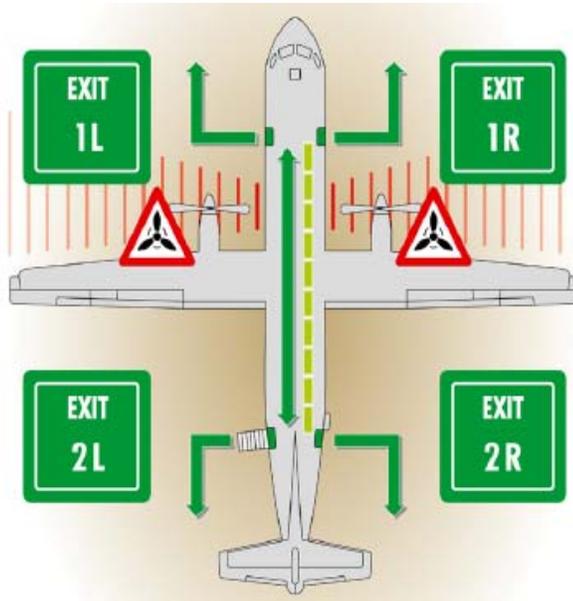
- B. The PBC should also contain instructions for passengers to walk or run on any ramp that leads from an exit.

The direction and route of escape after leaving all overwing exits should also be included.

- C. The procedure for placement of the window exit plug should be consistent with the procedure used during the operator's evacuation demonstration for certification of that aircraft.

**4.6.4 ESCAPE ROUTES DURING EMERGENCY EVACUATIONS**

- A. The PBC for a turboprop airplane must contain guidance to avoid contact with the propellers during an emergency evacuation.



- B. The PBC for a helicopter must contain guidance to avoid contact with the main and tail rotors during an emergency evacuation, that will include the possible dipping of the main rotor.

#### 4.7 CARRY-ON BAGGAGE

- A. The PBC should depict and mark as not permitted, stowing carry-on baggage—

- 1) Behind a bulkhead or partition in front of a seat row;
- 2) Between seat rows;
- 3) Behind the passenger's lower legs; and
- 4) In front of an emergency exit.



- B. The PBC should depict the stowage of carry-on baggage in approved locations only, such as under the seat in front (provided there is a under-seat restraint bar) and in overhead compartments.

- A large (heavy) carry-on stowed under seat should be depicted.

- C. The PBC should indicate that passengers should not bring carry-on baggage to an exit during an emergency situation.

#### 4.8 BRACE POSITION

- A. The PBC should contain information about protective brace positions to be assumed by passengers, including children, in all—

- 1) Seat orientations (i.e., forward-, aft-, and side-facing); and
- 2) Seat spacing for that aircraft.



- B. The depiction should include the—

- 1) Direction of flight; and
- 2) Expected cabin crew command to assume the brace position.
- 3) The recommended brace position for the type of seat.

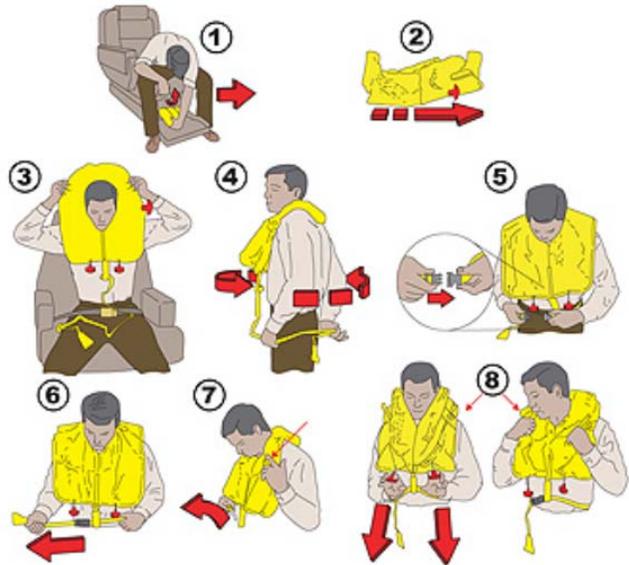
- C. The PBC should depict the passenger with the lower torso seated in the most after position and the seatbelt tight across the pelvis.

- In forward facing seats, the head and upper torso should be bent as far as possible into the direction of flight with arms and legs stretched out forward as possible.
- Where the seatback or partitions is within reach of the passenger, depict the head against the seat and the hands flat, protecting the head.
- In rearward or side-facing seats, the brace depiction should correspond to the manufacturer's recommendation.

#### 4.9 INDIVIDUAL FLOTATION EQUIPMENT

- A. The PBC must depict the stowage location of the life vests/flotation devices and contain instructions concerning—

- 1) Removal of the devices from the stowage locations;
- 2) Extraction from the stowage pouches or packages;
- 3) Donning and adjusting of the life vest;
- 4) Manual and oral inflation backup systems;
- 5) When to inflate the vest;
  - ◆ Evacuating via open exit door, inflate the vest.
  - ◆ Evacuating via overwing exit, inflate on the wing.
  - ◆ Evacuating an overturned aircraft, inflate when clear of the aircraft..



- 6) Use of the device in the water; and
- 7) Manual operation of survivor locator lights and accessories, as appropriate.

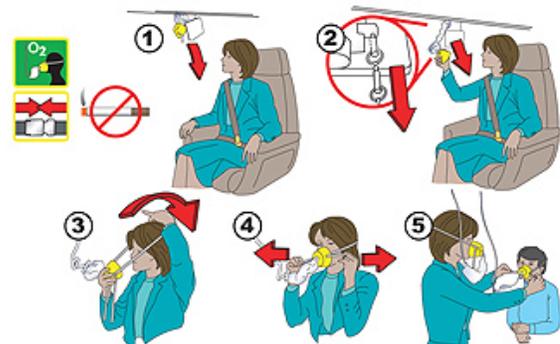
- B. If there are different types of vests on-board the aircraft, the essential differences on donning, adjusting and operating should be shown.
- C. If no life vest are carried, but flotation seat cushions are available, instructions on how to detach and use them in the water should be shown.
- D. The PBC should also depict the method of fitting adult life preservers on small children.



#### 4.10 OXYGEN MASK

The PBC should contain instructions on the—

- 1) Location;
- 2) Donning;
- 3) Means of adjusting oxygen masks;
- 4) Any further actions needed to start the flow of oxygen; and



- 5) Instructions to passengers to don their own oxygen mask before assisting children with their masks.

#### 4.11 PORTABLE (TRANSMITTING) ELECTRONIC DEVICES

- A. The PBC should depict the various portable electronic devices may not be used during airport departures and arrivals.



- B. The above examples include most of the groups of portable electronic devices the operator may determine effect the aircraft electronics.

#### 4.12 PREPARATION FOR TAKEOFF & LANDING

- A. The PBC should show that the tray tables, foot rests, in-seat entertainment equipment are to be stowed away for taxi, take-off and landing.
- B. Seat backs should be shown in the fully upright position (or moving to that position) and arm rests in their regular (horizontal) position.



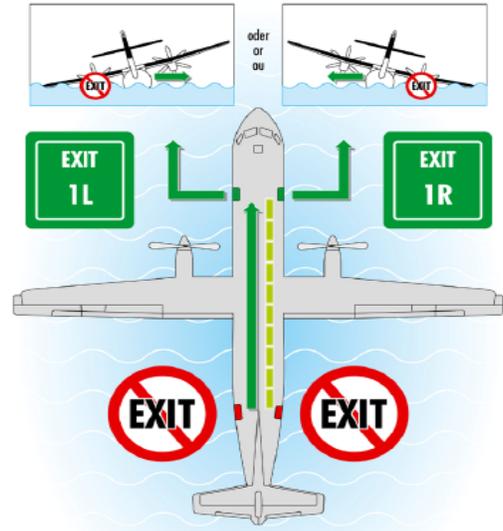
#### 4.13 EXIT SEATING

- A. The exit seating information should outline the textual guidance for the exiting seating program.
- A separate briefing card may be used for this briefing.
- B. The important part of the requirement is that the information must be available at the exit seat.
- The information regarding exit seating must be printed on the PBC in the languages in which briefings and oral commands are given by the crew.
  - Information on the criteria and functions applicable to a passenger occupying an exit seat must be listed on the card.
- C. In addition, the passenger information card must contain a request in the language used by the operator that a passenger identify himself or herself to allow re-seating if —
- 1) He or she cannot meet the selection criteria;
  - 2) Has a non-discernible condition that will prevent him or her from performing the functions listed above;
  - 3) May suffer bodily harm as the result of performing one or more of those functions; or
  - 4) Does not wish to perform those functions.

## 4.14 EXTENDED OVERWATER OPERATIONS

### 4.14.1 DITCHING EXITS AVAILABLE FOR USE

- A. If an aircraft is to be operated overwater, the PBC should depict the exits that may be usable and those that will not be usable after a ditching.
- B. For example, the diagram to the right illustrates the ditching of a high wing airplane.
- Note that the rear exits that will normally not be available during a ditching have prohibitive symbols.
  - Because of the high wing, the prohibitive symbols are also used to denote that all of the exits on the down-wing side will not be available.



### 4.14.2 BRIEFING OF SELECTED ABLE-BODIED PERSONS

If company procedures allow and time is available, the cabin crew may choose passengers to assist with the positioning of the raft and blocking of persons.

In this case it is better to provide briefing cards to the persons to advise them of the location, extraction and positioning of the life rafts.

A separate briefing card may be used for this briefing.

### 4.14.3 LOCATION OF THE LIFE RAFTS

When life rafts are carried on the aircraft, the PBC should show their location in the cabin (or as slide-rafts).

### 4.14.4 DEPLOYMENT OF THE LIFE RAFTS

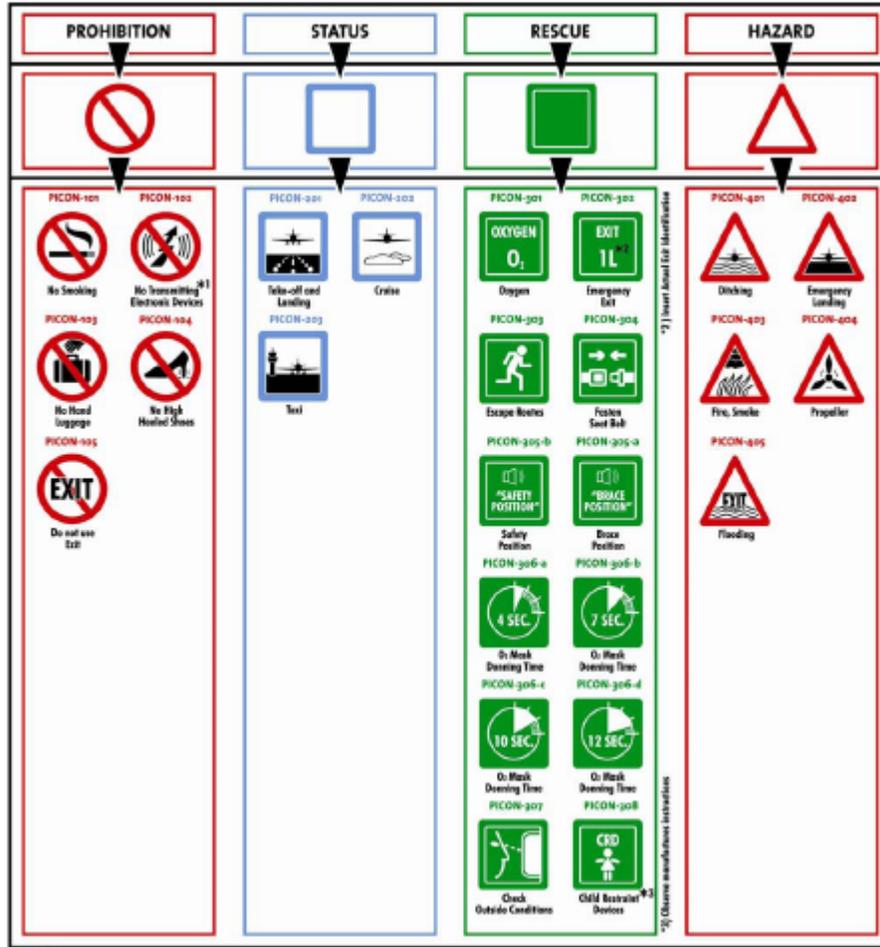
- A. When life rafts are required to be carried in extended overwater operations, the PBC should depict life raft and slide/raft stowage, launching, and securing locations.
- B. The PBC also should contain instructions for passengers concerning—
- Preparation for use;
  - Inflation methods; and
  - Means for securing rafts to the aircraft.

Both the PBC and separate briefing card may include life raft information, but the latter may be more detailed.

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## APPENDIX A Use of Standard Symbols

The following diagram provides examples of the use of symbols and colors.



End of Appendix A

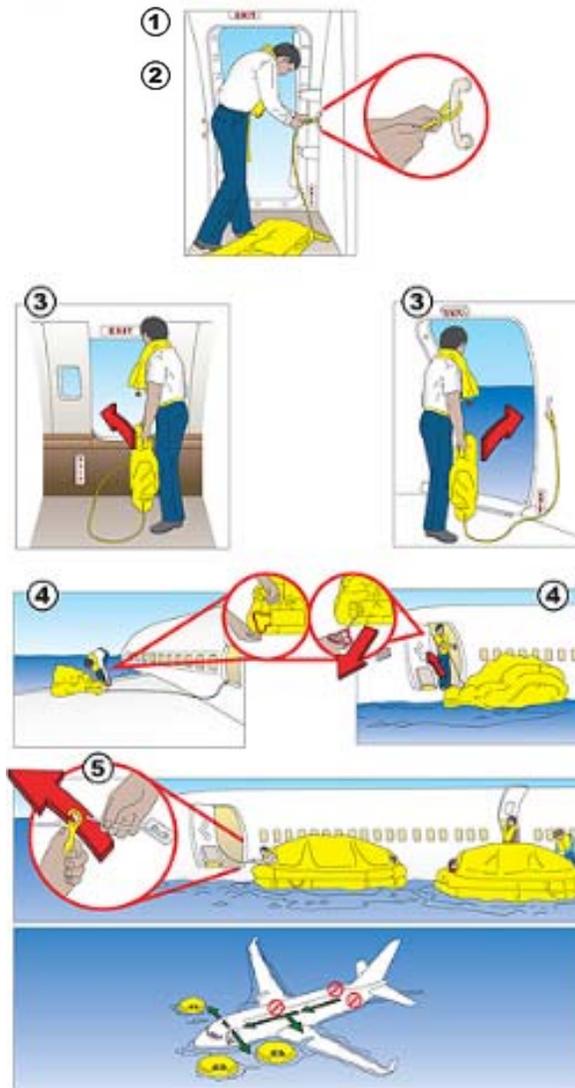
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## APPENDIX B

### Example Depiction of Life Raft Deployment

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Note that relevant steps are provided for this life raft deployment card.



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