

APPENDIX C 2

CABIN CREW

FLIGHT DUTY AND REST PERIODS

INCLUSIVE OF ULTRA LONG RANGE FLIGHTS

EFFECTIVE DATE : 1 DECEMBER 2006

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Note: Appendix C2 is structured into:

- a) Section A for operation of ALL flights; and
- b) Section B for additional requirements for ULR (Ultra Long Range) operation.

SECTION A

OPERATION OF ALL FLIGHTS

FLIGHT DUTY PERIODS AND REST PERIODS FOR CABIN CREW

1 GENERAL

- 1.1 The standard provisions on cabin crew flight duty and rest periods set up in this section apply to all cabin crew operating a flight and not only to the minimum cabin crew complement carried on board the aircraft to meet the provisions of the Singapore Air Navigation Order.
- 1.2 The provisions of an operator's scheme for the regulation of flight times applicable to cabin crew shall comply with the requirements set out below.

2 FLIGHT DUTY PERIOD (FDP)

- 2.1 An operator may assign a duty period to a cabin crew only when the applicable flight duty period (FDP) limitations of this paragraph are met.
- 2.2 Except as provided in sub paragraph 2.3, an operator may not assign a cabin crew a FDP of more than 14 hours without rest facilities being provided.
- 2.3 An operator may assign a cabin crew for a FDP up to 19 hours provided the following conditions are met:
 - a) Horizontal rest facilities are provided.
 - b) The divisions of duty and rest is fairly distributed among all cabin

crew members on a flight.

- c) A minimum in-flight rest period of :

3 hours must be provided for a FDP up to 17 hours

4 hours must be provided for a FDP up to 19 hours

Note: (i) In the event when rest cannot be taken in-flight due to unforeseen circumstances, rest may be taken on the ground. However such ground rest facilities must be located in a quiet place conducive to rest.

(ii) If horizontal rest facilities are not available due to unforeseen circumstances, the minimum in-flight rest period specified in paragraph 2.3 (c) shall be increased by 1 hour.

- 2.4 In the event of a flight disruption or delay, the FDP limits may be extended as follows:

a) Paragraph 2.2 may be extended up to 16 1/2 hours or up to one hour beyond the maximum extended FDP of the applicable flight crew complement operating on the same flight sectors;

b) Paragraph 2.3 may be extended up to one hour beyond the maximum extended FDP of the applicable flight crew complement operating on the same flight sector(s). (This would be applicable only when the maximum extended FDP of the flight crew is more than 19 hours.)

Note: The above limits shall not be exceeded except unless in an emergency situation where, in the judgement of the commander, there is a need to extend the FDP because of a serious risk to health or safety to persons on board the aircraft.

3 REST PERIOD AFTER A FDP

- 3.1 The minimum rest period for cabin crew immediately after a FDP shall be:

a) as long as the preceding FDP less an hour; or

b) 10 hours whichever is greater.

- 3.2 In the event of a flight disruption or delay, the minimum rest periods spelt out in paragraphs 3.1 (a) may be reduced to 9 hours. This limit shall not be exceeded except unless in an emergency situation where, in the judgement of the commander, there is a need to reduce the rest periods because of a serious risk to health or safety to persons on board the aircraft.

4 DAYS OFF

4.1 Cabin Crew shall:

- a) not be on duty more than 7 consecutive days between days off ; and
- b) have a minimum of 2 days off in any consecutive 12 days; and
- c) have a minimum of 7 days off in any consecutive 4 weeks; and
- d) have an average of at least 8 days off in each consecutive 4 week period, averaged over three such periods.

Note: A day off is a 24 hour period starting from mid-night local time.

5 DUTY HOUR LIMITATION

5.1 Cabin crew duty hours shall not exceed:

- a) 60 hours in any 7 consecutive days. (However, in the event of unforeseen delays after the commencement of a rostered duty period covering a serious of duty periods, this limit may be increased to 65 hours);
- b) 105 hours in any 14 consecutive day;
- c) 210 hours in any 28 consecutive day;

Note: Duty will include flying duties, positioning at the behest of the operator, ground duties and standby duties at the airport.

6 RECORDS TO BE KEPT

6.1 All duty hours records must be kept for at least a period of one year.

SECTION B

ADDITIONAL REQUIREMENTS FOR ULR OPERATION

Definitions

The following definitions will be applicable to ULR flights:

- (a) “Ultra Long Range (ULR) flight” means a continuous non-stop flight between the city pairs as defined in the attachment to this Appendix.

Note: The addition of new city pairs, a change in departure window or the use of different aircraft for ULR operations will only be done after thorough evaluation.

- (b) “Rostered Duty Assignment (RDA)” means a sequence of FDPs, off-duty periods, standby duty periods, crew positioning and rest periods for which cabin crew are rostered when assigned to operate a ULR flight.
- (c) “Base” means the designated place from where a cabin crew member starts and ends a ULR RDA.
- (d) “Outstation” means the destination city away from base to which a cabin crew member operates to as part of a ULR RDA city pair.
- (e) “In-flight Rest Period” means a period of time within a flying duty period (FDP) which is to give a cabin crew member an opportunity to rest before commencing or re-commencing duty as cabin crew.

1 Cabin Crew Rest Facilities

- 1.1 Designated Cabin Crew rest facilities shall be provided on board aircraft. These rest facilities shall provide an environment that is conducive to rest/sleep. The rest area shall be equipped with bunks or horizontal sleeping facilities, adequate lighting, air conditioning, independent temperature controls and have noise levels which afford rest.
- 1.2 The rest facilities shall be subject to the prior approval of the Authority.

2 Crew Complement and Composition

- 2.1 Each ULR flight is to be operated by a minimum of 12 cabin crew.
- 2.2 The required crew complement shall include at least two Crew-in-Charges for each ULR sector with at least one Crew-in-Charge on duty at all times.

Note: A Crew-in-Charge is defined as a cabin crew member who has completed the Crew-in-Charge (CIC) Training requirement as spelt out in AOCR Chapter 6 paragraph 9.

- 2.3 The Operations Manual shall contain specific instructions to ensure that the ULR flight meets the following requirements:

(a) ULR Pre-flight and In-flight Rest Planning

A scheme shall be established to provide guidance to the cabin crew on the expected pre-flight preparations and in-flight rest to be taken. Cabin crew are to be appropriately rested for the ULR flight.

With the exception of flights originating from Singapore, when the cabin crew maximum planned FDP is longer by one hour, the cabin crew maximum planned FDP for flights originating from other stations shall be the same as the maximum planned FDP for flight crew.

For ULR FDP of 19 hours or less, cabin crew shall be provided with a minimum in-flight rest period of 4 hours.

For ULR FDP greater than 19 hours, cabin crew shall be provided a minimum in-flight rest period of 5 hours.

- Note:
1. When the approved cabin crew rest facilities are not available due to unforeseen circumstances, the minimum in-flight rest may be taken in a non-sleeping rest facility. In this case the stipulated ULR FDP minimum in-flight rest period provided to the cabin crew shall be increased by two hours. The non-availability of cabin crew rest facilities shall only be allowed for one sector in a Crew Operating Pattern.
 2. The in-flight rest period may be taken either as a single period or broken into multiple rest periods.

(b) ULR Pre-flight Rostering Requirements

Prior to commencing an ULR RDA, the operator shall ensure that the cabin crew are provided with at least a rest period of one calendar day and three (3) local nights at base.

(c) ULR Flight Rest Period Away from Base

In the ULR RDA, the scheduled period free of flying duties away from base shall be at least 48 hours inclusive of two (2) local nights.

(d) Post ULR Rest At Base Before Embarking on the Next Flight

Upon completion of a ULR RDA, the cabin crew shall be provided with a rest period of at least 48 hours inclusive of at least three (3) consecutive local nights.

3 Discretion to Extend a ULR FDP in event of Flight Disruptions

- 3.1 In the event of a flight disruption, the Crew-in-Charge of the ULR flight, may, at his discretion and after taking into account the circumstances of other cabin crew members of that ULR flight, extend the flight duty period of the ULR flight up to that of the maximum FDP for the flight crew, and for flights originating from Singapore, the maximum FDP for the flight crew plus one hour.
- 3.2 Any extension is to be reported to the Authority by the operator in accordance AOCR Chapter 2 paragraph 4.5.

4 Discretion to reduce a Rest Period at Layover

- 4.1 Further to Section A paragraph 3.2 of this Appendix, the following conditions shall apply to the Crew-in-Charge when exercising the discretion to reduce a rest period for a ULR flight on behalf of the crew, or to an individual exercising the discretion on his own behalf:

(a) The exercise of discretion to reduce a rest period shall be treated as an exception. If exercised, the rest taken in the accommodation shall be of at least 24 hours duration and shall include one local night; and

(b) Such discretion shall not be routinely exercised.

Note: The minimum rest period of 9 hours as spelt out in paragraph 3.2 of Section A of this Appendix shall not be applicable.

4.2 Whenever such discretion is exercised, a report shall be submitted to the Authority by the operator in accordance AOCR Chapter paragraph 4.5.

5 Records to be kept

5.1 All duty hours records must be kept for at least a period of one year.

Attachment 1 to Appendix C2 – ULR operations for Cabin crew

ULTRA LONG RANGE FLIGHTS BETWEEN THE CITY PAIRS

SINGAPORE AND LOS ANGELES

- | | | |
|-----|------------------------|--|
| (a) | Departing Singapore: | 0800 hrs to 1200 hrs
1600 hrs to 2000 hrs |
| (b) | Departing Los Angeles: | 1200 hrs to 1600 hrs
2000 hrs to 0300 hrs |

SINGAPORE AND NEW YORK

- | | | |
|-----|---------------------|--|
| (a) | Departing Singapore | 1010 hrs to 1410 hrs
2200 hrs to 0200 hrs |
| (b) | Departing NYC | 0930 hrs to 1330 hrs
2300 hrs to 0300 hrs |

Note: All time are local times.