

## **Reachout No. 9**



**Delhi, India  
17 to 21 May 2004**

**Hosted by:**

**Co-operative Development of Operational  
Safety and Continuing Airworthiness  
Programme  
South Asia (COSCAP-SA)**

ISASI's first Cabin Safety Reach Out took place during the week of 17 May in Delhi. Barbara Dunn and Ivan Noel facilitated the classes and they both found it to be a very positive experience.

Topics covered included:

- ICAO regulations
- Cabin Crew Training – Best Trends and Practices
- Disruptive Passengers and Air Rage
- Briefings
- Cabin Crew Health
- Cabin Crew Uniforms
- Human Factors in Cabin Safety
- Flight Time Duty Time Limitations
- CRM
- Accident and Incident Investigation
- Witness Interviewing

The objectives for the week were to:

- Provide current information
- Address the needs of the participants
- Learn from each other

It was a tightly packed schedule but there was plenty of time allotted for open discussion.

Attendees came from India, Nepal, the Maldives, Sri Lanka and Bangladesh and represented all the airlines and Civil Aviation Authorities from the region. There were over 30 attendees.

The week in Delhi was opened by P.K Chattopadhyay, Deputy Director General, Civil Aviation Department, Director General of Civil Aviation, India.

During the workshop, ISASI membership applications were made available to the attendees and we now have 4 new members from the region.

Each participant was given a workbook, which contained a paper copy of the Power Point presentation that had been put together by the facilitators. They also received a CD ROM from Transport Canada on the seating of restricted passengers and the latest issue of the Cabin Safety Compendium from GAIN. During the Accident Investigation Module, everyone was provided with a copy of the ISASI Cabin Investigation Guidelines authored by the Cabin Safety Working Group

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