

Special COVID-19 update – temporary FAA exemptions to improve flight attendant safety

April 14, 2020

All flight attendants

Based on your feedback, we worked with the FAA to find ways to keep crews and customers even safer on board during COVID-19. The FAA has approved temporary exemptions for the double jumpseat on specific aircraft and safety demo changes for flight attendants. Please continue to report any safety concerns.

Social distancing with double jumpseats for Boeing 737 and A321NX aircraft only

The FAA approved our request to temporarily allow social distancing for flight attendants assigned to a double jumpseat on the Boeing 737 and A321NX only. If you are FA 3 on either of these aircraft seated on a double jumpseat (next to FA 1), you may voluntarily choose to relocate to the first-row aircraft right aisle seat of first class for taxi, take-off and landing only:

- Boeing 737D and 737N (160 seats) to seat 3D
- Boeing 737K and 737M (172 seats) to seat 1D
- A321NX to seat 1D

Procedures for this temporary and voluntary exemption are based on the Inoperative Jumpseat procedures in the IFM. Details at *IFM > Aircraft General > Seats > Jumpseats > Inoperative Jumpseat*. For this temporary exemption, follow these procedures:

FA 3 must complete the following duties:

- Notify flight deck of intent to relocate and provide customer seat number
- Inform Customer Service Agent, prior to customer boarding, so the customer seat can be blocked
- Obtain “Do Not Occupy” sign from demo bag and place on passenger seat
- Continue to be responsible for all assigned duties, including assigned aircraft door duties

FA 1 must complete the following duties:

- Move to the aisle jumpseat for taxi, take-off and landing to allow for full view of cabin / customers

Additional procedures to be followed:

- In the event of a planned emergency, FA 3 returns to their assigned jumpseat for landing
- When FA 3 occupies passenger seat for taxi, take-off and landing
 - Conduct 30-Second Review
 - In the unlikely event of an unplanned emergency FA 3 must assume Passenger Standard Brace Position
- The first-row aircraft right aisle seat of first class is the only seat that FA 3 is permitted to use for taxi, take-off and landing
- FA 3 is not assigned any required announcements
- FA 3 may not relocate after customers are on board. Any relocation must be coordinated with the agent prior to customer boarding.
- This temporary exemption does not apply to any other aircraft in the fleet.

Customers may have already requested these seats. If FA 3 wants to relocate, the gate agent must be notified prior to customer boarding so the customer may be resealed, and the seat blocked.

If the window seat next to the 1D / 3D aisle seat (seat 1F or 3F) is occupied by a customer, FA 3 may request the agent relocate the customer. If the customer cannot be relocated, FA 3 will decide if they want to take 1D / 3D seated next to a customer or remain in their assigned jumpseat.

Safety demo changes now approved

The FAA approved our request to temporarily change the way we perform the Safety demo due to concerns about COVID-19. For aircraft without a Safety video, the Safety demo must continue to be performed on all flights. What is changing is the requirement to don the oxygen mask and life vest during the demo.

While conducting the demo, you must clearly point to the critical elements of the life vest and oxygen mask, but you do not have to put the life vest on or bring the oxygen mask close to your face. We recommend you perform the safety demo with gloves and remove them immediately after the demo is complete. Avoid touching your face and wash your hands for 20 seconds.

When demonstrating the oxygen mask away from the face:

- Display oxygen mask without placing near the face
- Display the elastic strap and demonstrate how to extend the strap
- Demonstrate how to tighten the elastic strap

When demonstrating the life vest:

- Display the life vest to customers; you are not required to don the life vest
- Display strap

- Display the buckle
- Point to inflation tab
- Point to the inflation tube
- Point to the water light locator

During the final safety compliance check, flight attendants must be available to answer any customer questions regarding the donning of the oxygen mask and/or life vest.

FAA exemption requirement:

An FAA exemption document is now in the Document Library Comply365 at *My Publications > 01 IFM/PAs/Exemptions > FAA Exemptions > FAA Exemption 18522 for Flight Attendants*. This document may be requested by international regulatory agencies on international flights. Please be sure you can quickly access this document if asked to provide a reason for the temporary change.

Safety is always our priority, and all safety briefings, checks and demos are required. The double jumpseat and safety demo exemptions are in place until June 30, 2020.

Flight Service Policies & Procedures