



Topic: Emergency Exit Row

Dear All

Recently we have had a couple of passengers sitting in the emergency exit row, although they did not meet the requirements to be able to sit there. See 3 crew reports below.

Please kindly check at both counters during check-in and gates while boarding, that passengers who have an emergency exit row seat do actually meet the below requirements.

Time is critical during an emergency, and passengers seated adjacent to window exits play a very important role in assisting flight attendants during an evacuation.

All passengers need to act according to the crew's verbal commands during the evacuation process. The reaction of passengers seated in a window emergency exit row is even more crucial.

The crew commands will vary depending on many factors, such as the nature and location of the emergency, potential fire, and other dangers outside or inside the aircraft.

Therefore, it is vital that passengers seated in the emergency exit rows understand how and when to open specific exits and, perhaps more importantly, when not to open them.

*PINCODE is an easy way to remember the types of passengers who **should not** be sat in an emergency exit row. **P**regnant, **I**nfant, **N**ervous, **C**hild, **O**besse, **D**isabled, **E**lderly*

Reference: DHS Induction Training – Check In

Report Text:

15EF reservierte Sitzplätze. Extrem übergewichtige Frau, die ihren EIGENEN Extension-Belt mit an Bord brachte.

Aufgrund der Passagierzahlen konnten wir sie umsetzen aber sie war sehr erbost darüber, daß wir sie nicht auf Ihren bezahlten Sitzplätzen haben sitzen lassen.

Report Text:

16ABC körperlich stark beeinträchtigte Frau umgesetzt. Die Tochter sprach die Kollegin an und sagte, daß ihre Mutter körperlich nicht fit ist aber wegsetzen lassen wollte sie sich auch erst nicht.

Report Text:

Umsetzen am OWE aufgrund fehlender Deutsch- und Englischkenntnisse 1 Pax