



LFI: PETC In Emergency Row

Dear All

A few days ago, we had an incident, when a passenger with a PETC on X32142 was seated in the first row. The first row has the same attributes as the emergency exit row, and passengers who are not suitable for the exit may not be seated in the first row either.

During the check-in, and later at the gate during boarding please check that passengers with these SSRs have seats where they are allowed to be seated.

As a reminder:

*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**bese, **D**isabled, **E**lderly*

Reference: DHS Induction Training – Check In

Thank you!

Norbert