

# Passenger Information Card for Exit Row Seats

According to CCAR-121.593 of the Chinese Civil Aviation Regulations, public air transport carriers must comply with the relevant special policies and procedures for emergency exit row seats. Each passenger shall comply with the instructions given by airline crew members or other authorized employees and implement the instructions on the exit row seat restrictions set out in accordance with this Information Card. The following provisions will provide information and guidance for exit row seat passengers.

## **I. Obligations for exit row seat passengers**

Passengers seated in exit row seats should read the Passenger Information Card for Exit Row Seats carefully and follow the instructions given by the crew members.

(1) Under normal circumstances, do not touch the door handle of the emergency exit.

(2) In case of emergency, passengers seated in the exit row seats will be prioritized as rescuers for emergency evacuation.

(3) If a passenger refuses to comply with the instructions given by a crew member on complying with the exit row seat restrictions and refuses to change to a non-emergency exit row seat, Air China may refuse to carry the passenger.

## **II. Abilities required of exit row seat passengers**

(1) Determine the location of the emergency exit.

(2) Recognize the opening lever of the emergency exit.

- (3) Understand instructions on the operation of the emergency exit.
- (4) Operate the emergency exit.
- (5) Follow the oral instructions or gestures given by crew members.
- (6) Hide or secure the emergency exit door in order to not hamper its use.
- (7) Evaluate whether opening the emergency exit will increase the injury caused by exposing passengers.
- (8) Evaluate the condition of the slide, operate the slide, stabilize the slide after deployment, and assist others in leaving from the slide.
- (9) Pass through the emergency exit quickly.
- (10) Assess, select and follow a safe route to leave through the emergency exit.

### **III. Passengers not suitable for exit row seats**

- (1) Passengers below the age of 15.
- (2) Passengers accompanying infants (children), elderly passengers aged 65 and over, or passengers who are pregnant, ill, injured or have a disability.
- (3) Passengers who requires an extended seat belt.
- (4) Passengers lacking the ability to read and understand the requirements of this article and the instructions on emergency evacuation provided in words or diagrams by someone holding relevant certificates, or the oral orders of the crew members.
- (5) Passengers lacking one or more abilities listed in Article 2 of this Information Card due to lack of sufficient visual ability without visual aids other than contact lenses or glasses.

(6) Passengers without sufficient hearing ability to hear and understand loud instructions given by cabin crew without assistance other than hearing aids.

(7) Passengers lacking sufficient ability to verbally communicate information to other passengers.

(8) Passengers lacking sufficient motor function, physical strength or flexibility in their arms, hands and legs resulting in the following cases:

A. Unable to reach the emergency exit and its slide control lever upwards, sideways and downwards.

B. Unable to hold, push, pull, rotate or operate the emergency exit control lever.

C. Unable to push, bump or pull the emergency exit door control lever or open the emergency exit.

D. Unable to lift, hold or place something with size and weight similar to those of the exit window door above the wings on the nearby seats, or move it over the back of the seat to the next row.

E. Unable to move obstacles with size and weight similar to those of the exit door located over the wings.

F. Unable to keep balance when moving obstacles.

G. Unable to quickly reach and exit the emergency exit.

H. Unable to stabilize the slide after it has been deployed.

I. Unable to help others use the slide to exit.

(9) Other passengers who are not suitable to be seated in exit row seats.

#### **IV. Passengers who can ask the crew members for a change of seat**

(1) Passengers not suitable for exit row seats.

(2) Passengers who are not sure whether they have the required abilities.

(3) Passengers who are likely to injure themselves in order to perform the exit row seat duties.

(4) Passengers who are unable to perform the duties required for sitting in exit row seats.

(5) Passengers who are unable to understand the contents of the Passenger Information Card for Exit Row Seats and the explanations of crew members due to reasons such as language and comprehension.

If you want to change your seat to a non-emergency exit row seat, please contact the cabin crew.

If you do not understand the content of this regulation, please inform Air China staff. The Civil Aviation Administration of China has stipulated that anyone who cannot understand this information shall not be allowed to sit in emergency exit row seats.

Thank you for your support and understanding. Thank you!