Chapter 6
Flight Crews and Passengers

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General
This section of the manual provides policy and guidance on the conduct standards for BSU Flight Operations staff, students, and passengers involved with flight and/or ground operations conducted in Bridgewater State University aircraft, facilities, or at any University facility. The guiding principle of these policies is that staff and student conduct, including that of their passengers (when applicable) shall at all times reflect credit upon Bridgewater State University and the Bridgewater State University Aviation Program.

Adherence to the following policies and procedures is mandatory.

Introduction
This section of the manual describes BSU Aviation policy concerning the conduct and responsibilities of all flight crews, staff, and students. Deviation from the procedures and policies in this manual require permission from the Director of Operations and the Chief Instructor.

Public Conduct
All BSU Aviation staff shall conduct themselves always in a dignified, courteous and professional manner, regardless of their presence on or away from the Bridgewater State University campus or Aviation Training Center. In the aviation community as it is elsewhere, observers form their opinions of an organization by observing the behavior of the personnel who conduct daily operations. *Perception is reality.*

Professional Appearance
All BSU Aviation Flight Operations staff and students shall be properly attired and maintain a professional appearance at all times when conducting business at the training center.

BSU flight crews are expected to both project and protect the positive perception and reputation of the University and of the Aviation Science program.

Attire
All clothing is to be clean and neat in appearance. Appropriate attire is:

- Shoes/boots with socks appropriate to weather conditions. No open-toed shoes of any kind.
- Collared shirt for men, blouses for women.
- Casual slacks/trousers (No shorts or athletic wear).
- Visible tattoos are considered unprofessional and should be covered.
- Hair shall be neat and clean in appearance, styled to avoid interfering with performance of required duties, and for pilots shall accommodate the wearing of a headset.
- Multiple body piercings, rings, bracelets, necklaces, etc. convey an unprofessional appearance and are prohibited.
- Men are to either be clean-shaven or moustaches and/or beards must be kept neat and clean in appearance.
Any staff member or student failing to comply with the above policy cannot conduct training, will be asked to depart the premises, and may return only when in compliance.

**Uniform Wear (Operations Staff)**
Staff shall be in uniform while on duty and/or on other occasions as required. Uniform wear shall reflect professionalism and a positive image for Bridgewater State University.

The BSU Flight Operations uniform consists of the following:
- Uniform shirts and outerwear as issued. For short-sleeved shirt, lower two buttons are to be closed, top button at neck left open. For long-sleeve button-down shirt, top button remains open, collar tab buttons closed.
- White or red/scarlet crew or v-neck undershirt.
- Tan khaki pants, natural-fiber preferred (no cargo, camo-type, or overly baggy/tight fit).
- Dark brown or black belt with standard belt buckle (no logos or oversize buckles).
- Dark brown or black shoes/boots with dark brown or black laces or clasps (cowboy boots, Doc Martins, open-toed, etc. not permitted). Black or dark brown socks.

**CAUTION**
BSU Flight Operations staff members are PROHIBITED from wearing any identifiable part of the uniform in any bar, tavern or any other inappropriate establishment. Staff may wear the BSU uniform in a restaurant that serves alcohol provided they are not in the “bar” portion of the restaurant.

**CAUTION**
BSU Flight Operations staff are PROHIBITED from consuming, purchasing, or distributing alcohol when wearing any identifiable element of the BSU Aviation uniform.

BSU CFI Standardization class candidates shall adhere to Stage Check attire and appearance standards as stated in Chapter 5 of this manual.

**Lost/Missing/Stolen Items and Lost & Found**
Bridgewater State University is not responsible for any employee or student’s lost, missing, or stolen personal or training related items. Each individual is responsible for maintaining the security of his/her possessions. Lost & found items are to be turned in to Dispatch. If a person has lost or misplaced an item, notify Dispatch of the lost or misplaced item to determine if the item has been turned in or to alert the staff of the lost item.
Identification Badges
See Chapter 3 – 3, General and Operational Policies.

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<td>Dispatch shall NOT release any flight training equipment without verifying that the student and staff possess and are properly wearing the required BSU ID badge.</td>
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Visitor badges are required for all guests, and are obtained at Dispatch. Visitors MUST be escorted at all times when on property.

Flight Fitness/Readiness
All pilots shall report for their events in a fit and ready condition. Federal Aviation Regulations require holders of medical certificates to continually maintain their physical/mental condition to meet the requirements of the medical certificate they hold.

Academics, stress and activities outside of Bridgewater State University (i.e. business interests, commuting, family, etc.) affect and in some cases can reduce pilot fitness and readiness for flight. Flight personnel are required to report for work or training after proper rest and nutrition in order to complete their duties in a safe and competent manner. Flight crews should expect the unexpected and make allowances as necessary. A pilot who recognizes that she/he is not fit for flight should not fly.

Passengers
The only persons authorized on Bridgewater State University aircraft are:

- Bridgewater State University Instructors.
- Enrolled Bridgewater State University Aviation students.
- Designated flight examiners on board to conduct FAA check rides.
- Person(s) authorized by the Chief Instructor or Director of Flight Operations.

Passengers are permitted on any training flight (except solo flights) at the discretion of the student and with the approval of the Pilot In Command, provided the passenger has legitimate business with the University flight training program (e.g. student back seating a flight, Check Instructor evaluation, etc.). Passengers are not permitted on other BSU flights unless specifically warranted by the nature of the operation.

Passengers aboard Bridgewater State University aircraft are bound by all BSU Aviation policies and procedures.

- Any passenger-induced incident that results in disruption of the flight operation shall be reported to the Chief Instructor. The report shall include specific information including the
name(s) of all involved persons, date, time, and location of event (including aircraft tail #, as appropriate), and description of the observed event.

- Any deliberate passenger activity that interferes with the safe conduct of the flight is a violation of applicable FARs and will be handled as such. *The Pilot In Command is authorized to deal with any unsafe condition using any means necessary to ensure the safe outcome of the flight.*

- No passenger may be allowed aboard a Bridgewater State University aircraft while under the influence of any illicit drug(s) or alcohol, nor may any passenger consume alcoholic beverages aboard a Bridgewater State University aircraft.

- Use of tobacco products aboard Bridgewater State University aircraft is PROHIBITED. The PIC shall inform passengers of this policy.

- Passenger use of personal electronic devices in any ramp area or aboard a Bridgewater State University aircraft for non-flight related activity is PROHIBITED.

Communicating with Passengers During Flights

Passengers typically prefer to know more rather than less about the condition of the flight. Announcements to passengers should be accurate, clearly delivered in plain language, and in a timely and professional manner. Passengers should be kept well informed and whenever possible informed in advance of any condition that warrants such an announcement (e.g. expected weather, delays, etc.).