

**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 Bridgewater State University flight instructors, their students, and any passengers involved with flight and/or ground training conducted in Bridgewater State University aircraft, AATDs, or at any University facility. The guiding principle of the following policies is that employee and student conduct, including that of their passengers (when applicable) shall at all times reflect a positive image and credit upon Bridgewater State University and the Bridgewater State University Aviation Program.

**NOTE**

Adherence to the following policies and procedures is mandatory.

## **Professional Conduct and Uniform Policy (Instructors and Students)**

### **Introduction**

This section of the manual describes Bridgewater State University Aviation policy concerning the conduct and responsibilities of all flight crews, staff, and support personnel.

**NOTE**

There will be no deviation from the procedures and policies in this manual without specific permission from the Associate Dean, School of Business and the Chief Instructor.

### **Public Conduct**

All Bridgewater State University Aviation personnel and especially uniformed Aviation Operations staff, when in the presence of the public, or when representing the University, shall conduct themselves in a dignified, courteous and professional manner. Perception is reality in the minds of potential customers and visitors. In the aviation community, observers form their opinions of an aviation organization by observing the behavior of the personnel who fly the aircraft.

**NOTE**

All flight crewmembers shall conduct themselves in an appropriate manner, regardless of their presence on or away from the Bridgewater State University campus or Flight Operations Center.

## **Professional Appearance**

Bridgewater State University flight crews are expected to both project and protect the positive perception and reputation of the University and of the Aviation Science program. Flight crews shall be neat, clean, well groomed, courteous and helpful whenever they are in uniform in public, on campus, at University functions, and during flight operations.

Flight crewmembers shall wear the Bridgewater State University uniform in the prescribed manner and will uphold Bridgewater State University appearance and conduct standards at all times. Failure to do so will lead to disciplinary action. There shall be no exceptions to these uniform policies unless specifically authorized by the Associate Dean, School of Business, and the Chief Flight Instructor.

## **Uniform Wear (Instructors)**

The Bridgewater State University CFI uniform consists of the following:

- ⊕ Black uniform shirt with approved Aviation logo (as issued), with lower two buttons closed, third (upper) button at neck left open.
- ⊕ White or red/scarlet crew-neck undershirt (male), white or red/scarlet crew-neck, v-neck or tank-top style undershirt (female).
- ⊕ Tan khaki pants (no cargo, camouflage-type, or overly baggy/tight fit).
- ⊕ Dark brown belt with standard belt buckle (no logos or oversize buckles).
- ⊕ Dark brown shoes/boots with dark brown laces or clasps (cowboy boots, Doc Martins, open-toed, etc. not permitted). Black or dark brown socks.
- ⊕ BSU-issue uniform flight jacket (additional patches, badges, pins, etc. must be approved by the Chief Instructor).

The Bridgewater State University Aviation uniform shall be worn while on duty, during flight operations, on special occasions requiring a uniform. It may be worn while en route to and from duty assignments. When in public view all parts of the complete uniform must be worn in a manner that reflects individual pride of appearance and a positive image for Bridgewater State University.

### **CAUTION**

*Bridgewater State University flight crewmembers are expressly PROHIBITED from wearing any labeled part of the uniform (jacket or shirt with BSU Aviation logo, name badge if applicable, identification badge), in any bar, tavern or any other inappropriate establishment. Flight crews may wear the Bridgewater State University Aviation uniform in a restaurant that serves alcohol provided they are not in the "bar" portion of the restaurant.*

### **CAUTION**

*Bridgewater State University flight crewmembers are PROHIBITED from consuming, purchasing, or distributing alcohol when wearing any part of the Bridgewater State University Aviation uniform.*

BSU CFI Standardization class candidates are expected to dress in appropriate business attire during the class (i.e. business slacks, skirt or dress, a collared shirt and tie (men) or blouse (women) and appropriate footwear (no gym, running, canvas, open toed or similar shoes)). During the CFI Standardization class, candidates are bound by all BSU Aviation employee policies.

Although Aviation Operations maintains direct supervision of all Bridgewater State University flight crews, all Bridgewater State University Aviation staff are responsible for monitoring and correcting uniformed personnel when their uniform appearance does not meet the expected standards.

### **Personal Appearance (General)**

Jewelry will be worn sparingly and must complement the uniform. Necklaces shall not be worn outside the uniform shirt. Necklaces that are too short to fit underneath the uniform shirt or undershirt shall be removed while on duty. A maximum of three rings, two on any one hand, are permissible. A wedding set (engagement ring and wedding band) is considered one ring.

- ⊕ Hands must be clean and well kept. Nails must be clean and neatly trimmed.
- ⊕ Shoes must be clean, in good repair, and show adequate heel, sole and grip.
- ⊕ Pants, shirts, and jackets shall be kept clean and as appropriate, pressed at all times.
- ⊕ Visible tattoos are considered unprofessional and should be covered when possible.

### **Males (Instructors and Students)**

Hair shall be trimmed/styled to avoid interfering with the pilot's ability to perform his duties, and shall accommodate the wearing of a headset. Styles shall be compatible with the appearance of a professional aviator. Look sharp, be sharp.

Males must be clean-shaven when arriving for and during the conduct of all training events. Any individual needing to shave more than the minimum of once per day to meet this standard is expected to do so.

Moustaches must be neat and may not extend beyond the corner of the mouth. No other facial hair is permitted (beards, "shadow," excessive sideburns, Fu Manchu moustaches, etc.).

<b>NOTE</b>
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Male students and instructors are not permitted to wear earrings or other visible body piercings, including tongue rings.

**Females (Instructors and Students)**

Cosmetics must complement skin tone and the uniform, if applicable. Hairstyles shall be neat and well-kept, must not interfere with vision during flight duty, and must accommodate wearing of a headset. Hair longer than the top of the shirt collar should be controlled or styled up to avoid possible distraction, tangling, or vision impairment during flight.

Hair restraints, if worn, should not be visible. Hairpins, bobby pins and rubber / elastic bands are acceptable. Hairnets are prohibited. Combs and barrettes should be dark colored.

Only one earring should be worn per ear, and may not exceed the size of the ear lobe. Loop or dangling style earring is prohibited. Styles shall be compatible with the appearance of a professional aviator. Look sharp, be sharp. Non-earring type visible body piercings (includes tongue rings) are prohibited.

**Apparel (All Instructors and Students)**

- ⊕ **Belts** - Plain, solid brown leather with a gold or silver buckle of conservative size and design.
- ⊕ **Footwear** - Dark brown and properly maintained. Shoes must be plain-toed with no tassels or high lift heels. Loafers, Wellington or low heel boots are acceptable. Women's shoes must be appropriate for wear with the uniform and present a professional image.

**CAUTION**

Athletic-type shoes, cowboy boots (e.g.: pointed toe, high heel), or shoes/boots with suede finish/ pointed toes, or large buckles are not permitted.

- ⊕ **Gloves** - Black gloves (only) may be worn as part of the uniform, and must be of an appropriate style, weight, and utility.
- ⊕ **Headgear** – Caps must be of an appropriate style, weight, and utility (e.g. warm knit cap for cold weather operations), and may not interfere with a flight crew member's (or passenger's) ability to conduct ground and/or flight operations safely and competently. Baseball-style caps may be worn during ground and flight operations, as they provide effective shading/coverage from the sun for increased visibility and protection.
- ⊕ **Identification Badges** - Flight crewmembers will wear the appropriate identification badge(s) at all times. The identification badge(s), as issued by Aviation Operations, will be attached to a lanyard and worn in view around the neck. Lanyards will be secured to avoid distraction during ramp and flight operations.
- ⊕ **Jackets** - BSU CFIs may wear the approved black flight jacket, as issued. Student jackets must be of an appropriate style, weight, and utility.

**NOTE**

The Bridgewater State University Aviation flight jacket is a distinctive garment. BSU CFIs are expected to take pride in wearing it and in maintaining its appearance. BSU CFIs are encouraged and permitted to wear the flight jacket for non-aviation related activities provided they do so within the bounds of common sense and BSU Aviation uniform policy.

**NOTE**

Regardless of the type of outerwear worn (if any) by CFIs or their students, the Bridgewater State University photo identification badge **MUST** be worn and clearly visible at all times.

- ⊕ **Scarves** - During cold weather employees may wear black or red/scarlet scarves or similar gear. These must be of an appropriate style, weight and utility.
- ⊕ **Shirts** - The shirt will be the approved black with logo emblem for employees, as issued. Students are not required to wear uniforms. Employee shirts other than those issued by Bridgewater State University Aviation are prohibited.

**NOTE**

Uniforms shall not be allowed to look tattered or “worn out.” Flight crews will ensure that all uniform elements are kept clean and washed as necessary.

- ⊕ **Socks** - Plain, solid black or brown. Females may wear black or brown colored hose.
- ⊕ **Sunglasses** - Conservatively styled sunglasses should be worn when conditions require. Eyewear may not negatively affect the vision field.
- ⊕ **Pants** – CFI uniform pants will be tan khaki, straight leg. Pants must be of an appropriate style and length as indicated earlier in this chapter.

**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 employee 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 them of the lost item.

## Identification Badges

For security purposes, Identification (ID) Badges, once issued by the University, must be worn at all times while on any BSU Aviation Operations property.

### NOTE

Dispatch shall NOT release any flight training equipment without verifying that the student and CFI possess and are properly wearing the required Bridgewater State University ID badge.

Lost or misplaced ID badges must be reported to Dispatch so that a temporary badge can be issued *for one training day*. Students must then obtain a new Bridgewater State University photo ID badge. Failure to obtain a new permanent ID badge will result in the student being charged an absence for the affected training event (see Absence/No-Show policy later in this chapter). Visitor badges issued by Aviation Operations do not allow unescorted access to the flight line or ramp. Visitors MUST be escorted at all times when on property.

Should any University employee lose an ID badge, report as soon as practical (before the next work day if possible) to the Bridgewater State University Parking Services/Connect Card Office and obtain a replacement.

## 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.

Stress and activities outside of Bridgewater State University (i.e. business interests, commuting, family, etc.) can affect and in some cases reduce pilot fitness and readiness. 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 (e.g. a short day becomes a long one with the unexpected addition of one or two previously unscheduled events).

## 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.
- ⊕ Any person(s) authorized by 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, Chief Flight Instructor evaluating an instructor or student, etc.).

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

Passengers are not permitted on Operations flights unless specifically warranted by the nature of the operation and approved by the Chief Flight Instructor prior to departure.

- ⊕ Any passenger incident that results in a delayed departure, disruption of the training event, need to remove the passenger before departure or after landing, or in any way results in a negative customer service situation shall be reported on an Incident Report by the Pilot In Command and/or student or other personnel witness, as appropriate. 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 shall attempt to address any such situation so as to avoid escalation. *However, the PIC is authorized to deal with potentially unsafe passenger behavior 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.
- ⊕ No passenger may be allowed to smoke or use any other tobacco products aboard a Bridgewater State University aircraft at any time. The Pilot In Command shall inform passengers of this policy. The PIC shall exercise good judgment in addressing a situation where the passenger unknowingly initiated the prohibited activity but discontinued it immediately after being informed of Bridgewater State University policy.
- ⊕ Passenger use of personal electronic devices in any ramp area or aboard a Bridgewater State University aircraft 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 without being overly technical, clearly delivered in a timely and professional manner and in plain language. Passengers should be kept well-informed and whenever possible informed in advance of any condition that warrants such an announcement.

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