

## CARRIAGE OF VIP

s22



**CATERING AND SERVICE PROCEDURES**

14. **Serving of alcoholic beverages.** Alcoholic beverages may be served on SPA missions with the permission of the VIP or SOVIPOPS.

15. Aircraft Captains are to be aware of any restrictions on alcohol possession or consumption at the international destinations. Procedures shall be implemented to ensure alcohol is not removed from the aircraft at locations where it may not be tolerated.

16. Crews must ensure that the dietary and custom requirements of the VIP party are strictly adhered to. Should doubt exist on such requirements, VIPOPS will be consulted.

17. **Passengers under the influence of drugs or alcohol.** AFAMMAN prohibits the carriage of passengers who are deemed to be under the influence of intoxicating liquor or a drug. In the first instance, any concern should be addressed to SOVIPOPS (if carried), the senior member of the VIP party or VIPOPS.

s22

**ACCIDENT, INCIDENT AND EVENT REPORTING**

20. Incidents on missions tasked with the carriage of VIPs are likely to attract greater interest from government agencies and media outlets. In addition to routine safety reporting, Aircraft Captains shall ensure the Unit CO and VIPOPS are advised at the next available opportunity. Non-safety of flight incidents such as failings in passenger service standards and passenger complaints shall be considered noteworthy. Notwithstanding Commanders Critical Information Requirements (CCIR), Unit CO shall provide routine reporting to OC 86WG of such incidents.

s22

s22

**Sponsor:** XO 86WG

## CARRIAGE OF VIP

s22



s22

### CATERING AND SERVICE PROCEDURES

15. **Service of alcoholic beverages.** Alcoholic beverages may be served on SPA aircraft with the permission of the VIP or SOVIPOPS.

16. Aircraft Captains are to be aware of any restrictions on alcohol possession or consumption at destination airfields. Procedures shall be implemented to ensure alcohol is not removed from the aircraft at locations where it may not be tolerated.

17. Crews must ensure that the dietary and custom requirements of the VIP party are strictly adhered to. Should doubt exist on such requirements, VIPOPS will be consulted.

18. **Passengers under the influence of drugs or alcohol.** AFAMMAN prohibits the carriage of passengers who are deemed to be under the influence of intoxicating liquor or a drug. In the first instance, any concern should be addressed to the senior member of the VIP party and VIPOPS.

s22

### ACCIDENT, INCIDENT AND EVENT REPORTING

21. Incidents on missions tasked with the carriage of VIPs are likely to attract greater interest from government agencies or media outlets. In addition to routine safety reporting, Aircraft Captains shall ensure the Unit CO and VIPOPS are advised at the next available opportunity. Non-safety flight incidents, such as failings in passenger service standards and passenger complaints, shall be considered noteworthy. Unit CO shall provide routine reporting to OC 86WG of such incidents.

s22

s22

Sponsor: XO 86WG

## CARRIAGE OF VIP

s22



**CATERING AND SERVICE PROCEDURES**

14. **Serving of alcoholic beverages.** Alcoholic beverages may be served on SPA aircraft with the permission of the VIP or SOVIPOPS.

15. Aircraft Captains are to be aware of any restrictions on alcohol possession or consumption at the international destinations. Procedures shall be implemented to ensure alcohol is not removed from the aircraft at locations where it may not be tolerated.

16. Crews must ensure that the dietary and custom requirements of the VIP party are strictly adhered to. Should doubt exist on such requirements, VIPOPS shall be consulted.

17. **Passengers under the influence of drugs or alcohol.** AFAMMAN prohibits the carriage of passengers who are deemed to be under the influence of intoxicating liquor or a drug. In the first instance, any concern should be addressed to the senior member of the VIP party and VIPOPS.

s22

**ACCIDENT, INCIDENT AND EVENT REPORTING**

22. Incidents on missions tasked with the carriage of VIPs are likely to attract greater interest from government agencies and media outlets. In addition to routine safety reporting, Aircraft Captains and/or Unit CO is to report any representational issue, or potential issue, directly to SOVIPOPS for immediate triage and upward reporting if required. Non-safety of flight incidents such as failings in passenger service standards and passenger complaints shall be considered noteworthy. Notwithstanding Commanders Critical Information Requirements (CCIR), Unit CO shall provide routine reporting to OC 86WG of such incidents.

s22

**Sponsor:** XO 86WG

Any alcohol that is used for flights is stored at one of two storage facilities (Brisbane and Canberra). The on board facilities (trolley/buffet carts) are generally stocked by a contracted workforce, or Air Force personnel in preparation for a flight. On board the aircraft, the glassware used is provided through commercial contract.

Any food/drink on board the KC-30A/F7X/BBJ/CL604 is carried within a container or cart (trolley) when not directly being served. This ensures it is secure for the relevant phase of flight. Generically, these storage areas are either fixed refrigeration areas (container) or removable and portable (trolley). Both containers and trolleys may also be non-refrigerated (red wine storage). Note there are no specific alcohol facilities and all food and beverage service all conducted from same galley.

The galley and storage configuration is as per original specifications – i.e. no post-delivery modifications related to alcoholic or non-alcoholic beverage facilities.

Air Force stock 750ml Australian bottles of wine as well as small individual bottles of wines, miniatures of spirits and bottles of beer. The spirits are pre mixed by Responsible Service of Alcohol qualified cabin crew and served in glassware. All wine is pre-poured into glassware. The beer is served in a bottle and a glass is also offered to passengers. On some missions, cabin crew may also have speciality beverages available and this may mean cocktails or alcohol specific to regions. All of the standard alcohol (wine and beers) are Australian and locally sourced and cost conscious. Air Force reviews the content of the stock regularly.

Cabin Crew are trained by Qantas, therefore the service provided would be similar to Qantas business class. Cabin crew also have an internal skill grading structure and will progress through it over a number of years.

Given the layout of the aircraft, this does provide a space for staff to be able to conduct meetings with ease. Air Force cabin crew are highly skilled and professional who aim to provide the best service, therefore have a variety of beverage options available to suit different times of day.

The alcohol ordered prior to a flight accords to a standard order. The contents of this order is reviewed regularly (approximately biannually) to cater for particular supply constraints, or upon feedback from crew members.

There have not been any complaints (or compliments) made in our searches of databases, and feedback is generally formed by crew members observing passengers.

The aircraft used in this FOI have been:

- Boeing 737- BBJ (2003 onwards)
- Bombardier CL604 (2003-2019)
- Airbus KC-30A (2017 onwards)
- Falcon 7X (2019 onwards)

Alcohol is forbidden to be consumed on Air Force flights (unless a VIP flight or other flight authorised by Chief of Air Force). Air Force staff are authorised to offload any passenger considered to be under the influence of an intoxicating liquor or drug not administered, or taken in accordance with the directions, by an authorised person. Any passenger consuming alcohol before or during a flight may be offloaded at the first available port.



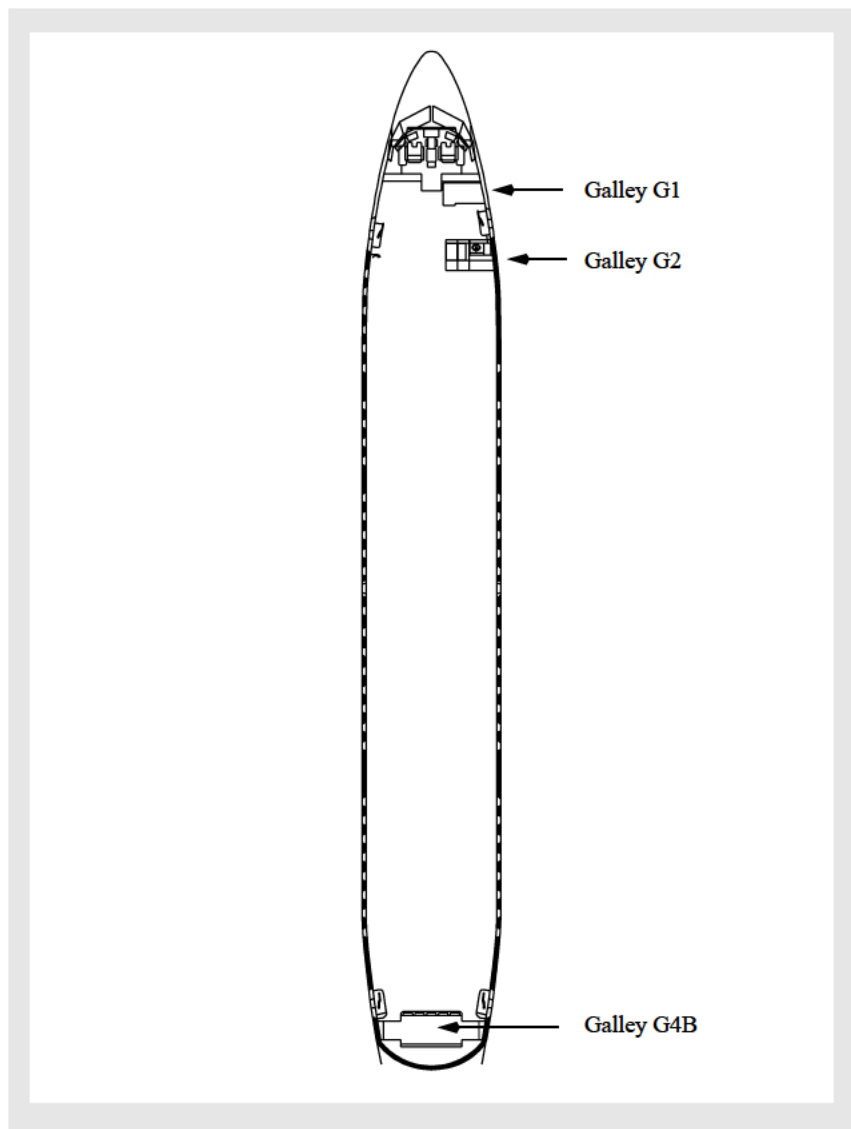


## BBJ Cabin Crew Manual

## Galley Description

Three galleys are installed on the airplane. They are designated G-1, G-2, and G-4B Galleys. The G-4B galley is aft of the aft entry and service doors. G1 and G2 galleys are on the right side of the airplane, off the service entry door.

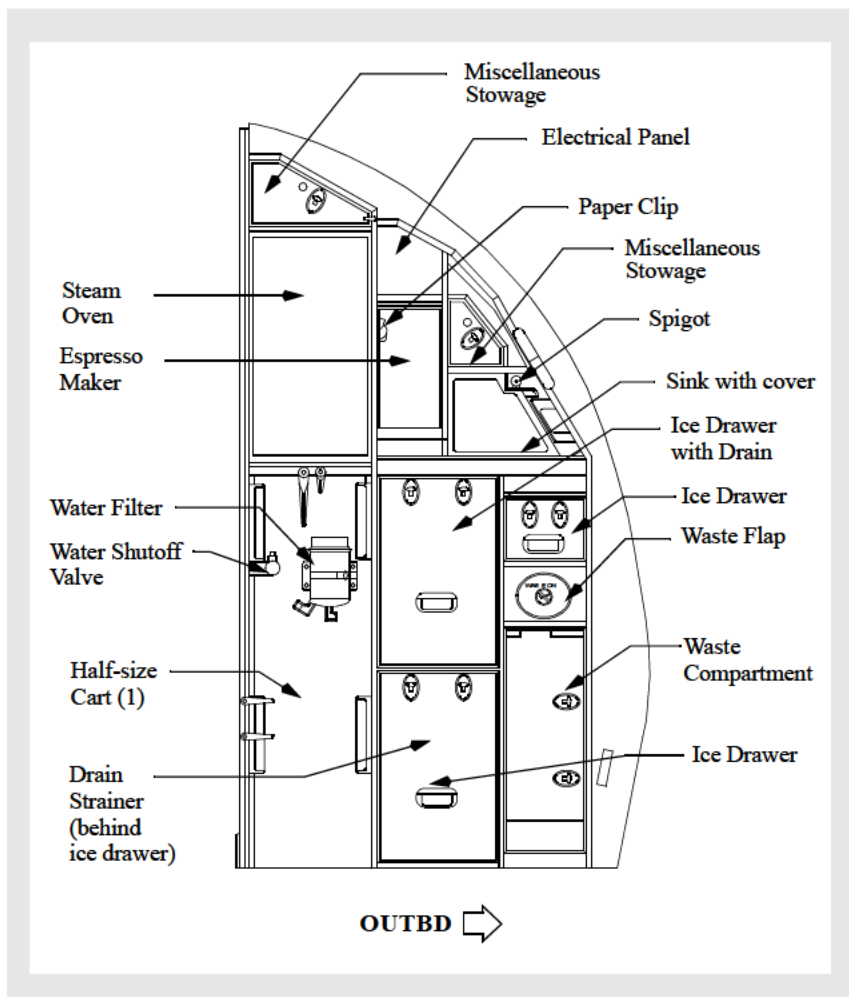
## Galley Layout



## BBJ Cabin Crew Manual

## Forward Galleys (G1 and G2)

## G1 Galley



The G-1 galley is used for cooking and storage. Storage drawers and appliances are installed.

Equipment in the G-1 Galley includes:

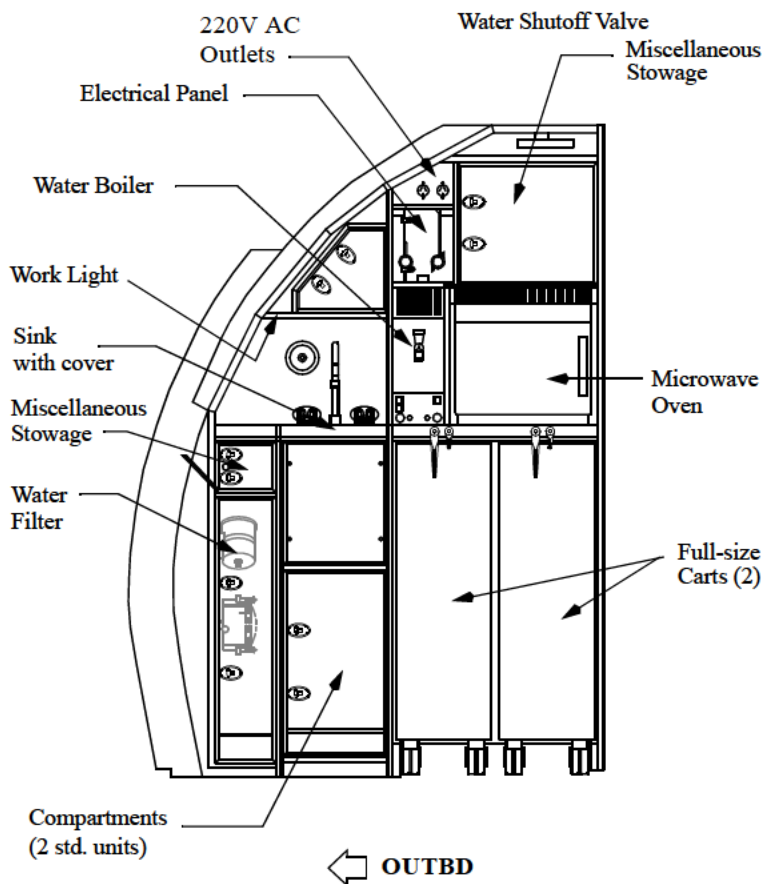
- oven
- espresso maker
- sink with water service
- waste compartment



## BBJ Cabin Crew Manual

- ice drawers
- hot cup

## G2 Galley



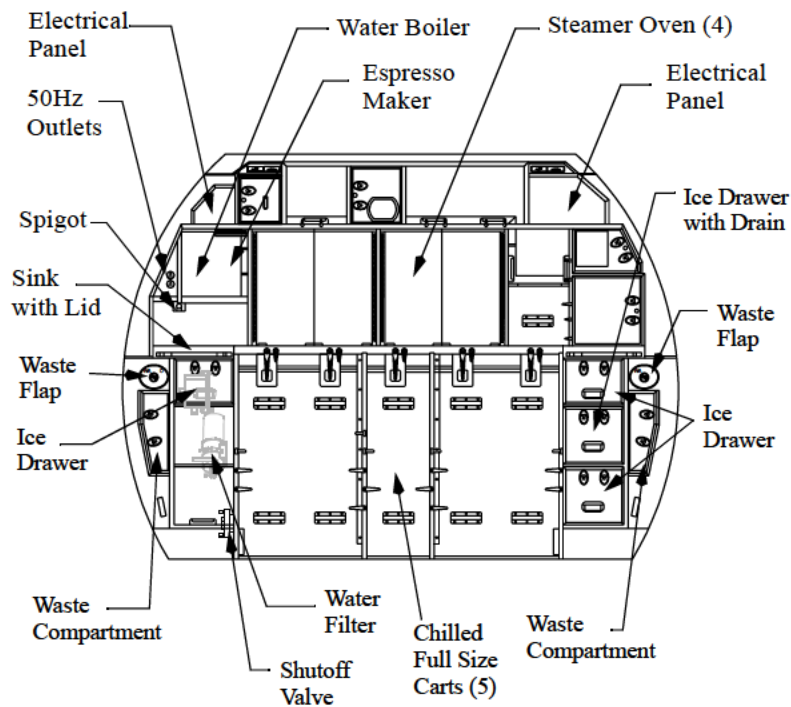
The G-2 galley is used for cooking and storage. Storage drawers and appliances are installed.

Equipment included in the G2- galley includes:

- electrical outlets (220 V AC)
- microwave oven
- water boiler

## BBJ Cabin Crew Manual

- sink with water service
- full size carts (2)

**G4B Galley**

The G-4B galley is the main cooking galley for the airplane. .

Equipment included in the G4B galley includes:

- drawers and cabinets
- sink with lid
- steam ovens (4)
- electrical outlets (220V AC)
- ice drawers (4)
- chilled full size carts (5)

**BBJ Cabin Crew Manual**

---

---

## **Galley Equipment**

A variety of appliances are built into the galleys to assist in preparing meals and cleaning. Refer to the manufacturer provided operating manuals and user guides for instructions on operating the galley appliances.

### **Steam Oven**

The steam oven is a convection oven with steam injection. When the oven reaches a preset temperature, the water injection process starts automatically. A shot of water is injected into the oven every three seconds. This shot of water is instantaneously vaporized, causing an overpressure inside the oven. The oven is controlled by the Oven Control Module, located directly above the door of the oven. Refer to the manufacturer provided instructions for details on the steam oven operation.

### **Espresso Maker**

A cappuccino/espresso maker is installed in the G-1 and G-4B Galleys. It is capable of making a variety of specialty coffee drinks. Instructions are placarded on the espresso maker face-plate.

AAP 7211.037-1CL-2

Sect 1 Chap 2  
Description and Operation

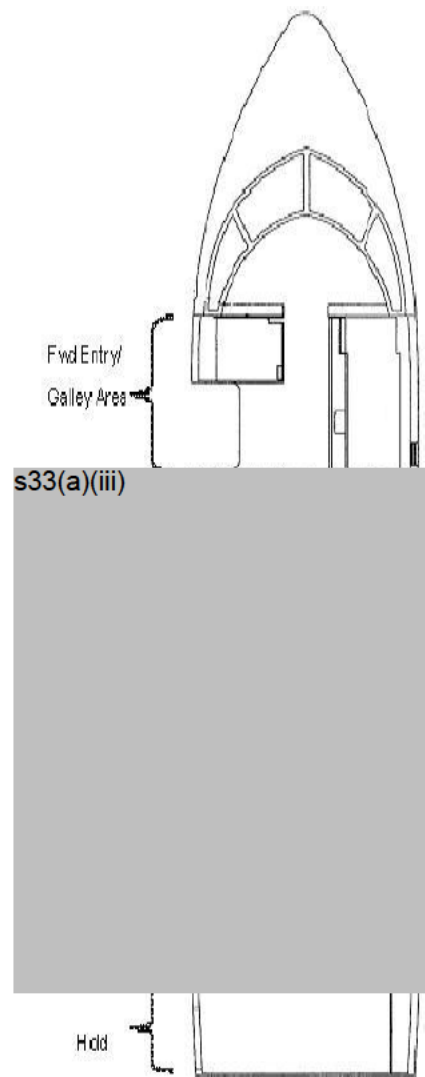


Figure 2-1 Cabin Layout

AAP 7211.037-1CL-2

**Sect 1 Chap 2**  
**Description and Operation**

**FORWARD GALLEY/ENTRY AREA**


The forward entry/galley area of the aircraft is designed for crew use. Furnishings in the entry area include:

1. Jump Seat
2. Cabin Management System
3. Galley
4. Fax Drawer (fax machine has been removed)
5. Microwave Oven
6. High Temperature Oven
7. Coffee Machine
8. Sink with Faucet
9. Storage Compartment with drawers
10. Ice Drawers
11. Wardrobe
12. Noise Reduction Curtain, and
13. Flight Deck/Galley Curtain.

The entry door is located on the forward left-hand side of the aircraft. It is a hinged outward opening door.

The galley has provisions for stowing and preparing food and beverages. Removable containers, known as buffets, are inserted into the galley and used for storage of supplies, food and beverages. The galley is equipped with electrical power and water services.

s33(a)(iii)



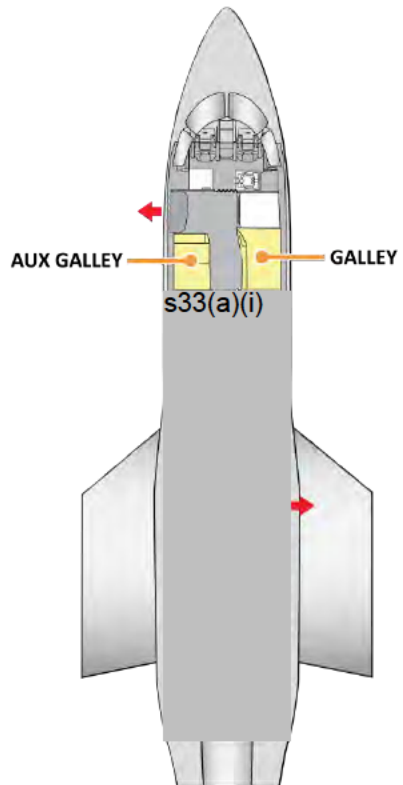
### 3 - GALLEY

This aircraft is equipped with a galley, providing passengers with the option of hot meals and chilled beverages. The Galley area includes right-hand Galley cabinetry and a left-hand auxiliary galley ("Aux Galley").

The galley area is equipped with:

- custom glassware storage
- running hot and cold water
- nespresso machine
- two convection ovens
- pop-out work surfaces
- clean ice drawer
- cold storage drawer
- large trash drawer
- chiller unit
- insulated food tray storage
- storage compartment with locking latch

The galley cabinetry includes custom storage cabinets designed for maximum safety and minimal rattle during flight. Drawers are available for utensils, china, and soda/water bottle storage. There are also interchangeable food tray carriers and bus bins in the galley.

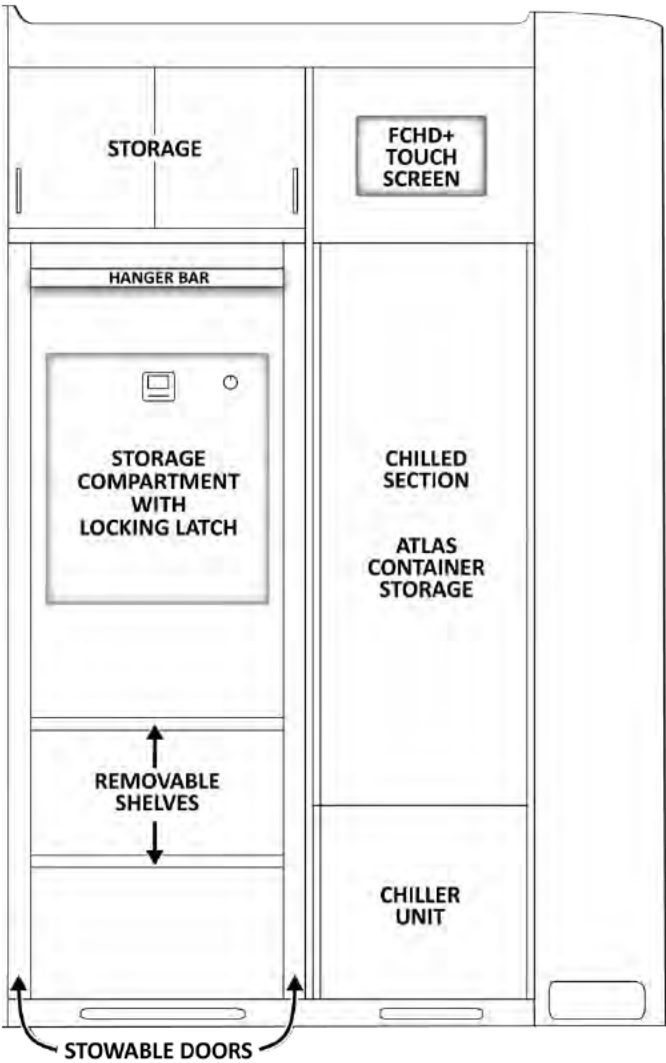


The **Galley Touchscreen**, the primary controller for the FalconCabin High Definition Plus ("FCHD+") cabin management system, is located in the upper Aux Galley.

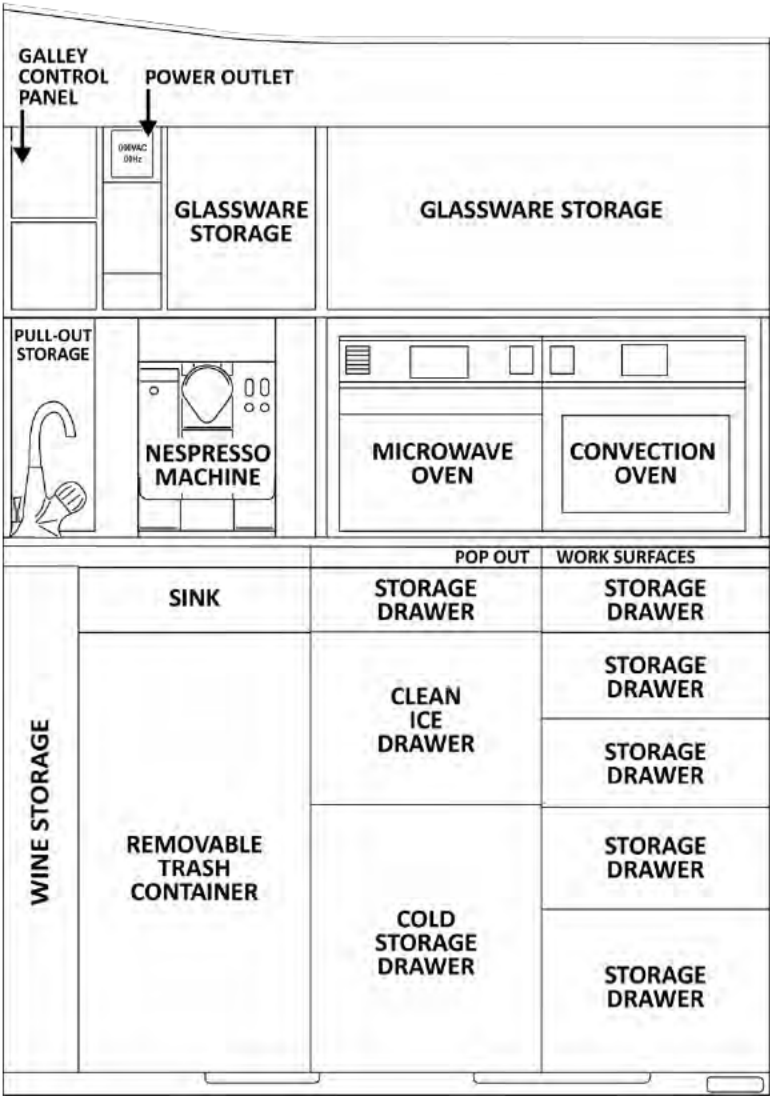
See Chapter 5, CABIN ENTERTAINMENT SYSTEM, for details about the Galley Touchscreen and entertainment components.



**AUX GALLEY EQUIPMENT OVERVIEW (LEFT HAND)**



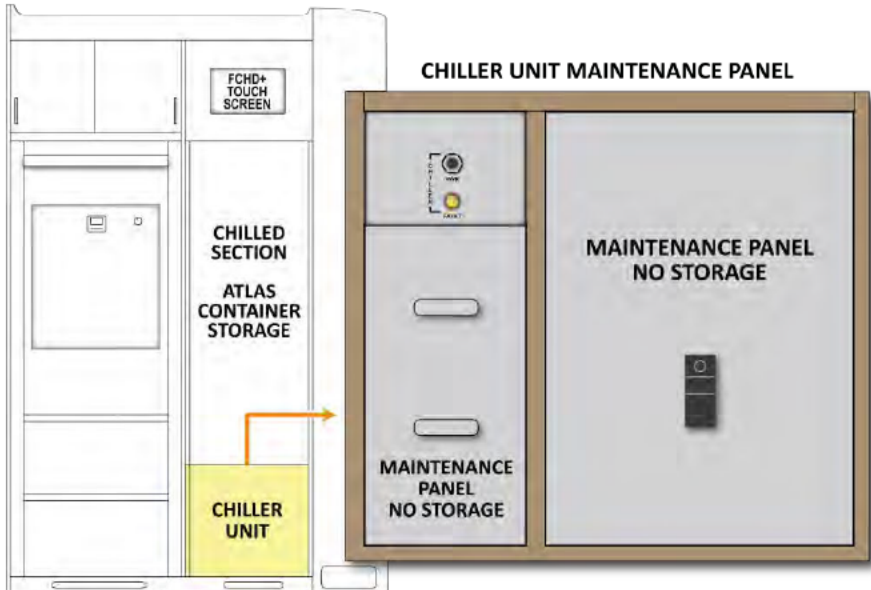
GALLEY ANNEX / GALLEY BAR OVERVIEW (RIGHT HAND)



## CHILLER

An insulated chilled compartment is located in the forward section of the Aux Galley. A chiller unit with maintenance access is housed inside the lower compartment. The chiller unit provides refrigerated air at a temperature of approximately 5 degrees Celsius to the Atlas container storage section.

### CHILLER UNIT LOCATION - LH AUX GALLEY



***The “GALLEY MASTER” switch must be engaged for power to be supplied to the chiller. A crew member can confirm the “GALLEY MASTER” status.***

### Follow these steps to begin using the chiller:

1. Confirm with a crew member that the “GALLEY MASTER” switch in the cockpit is engaged.
2. Engage the chiller inverter switch at the galley control panel. The switch should be pressed in.
3. Engage the power switch located at the chiller maintenance panel.
4. Turn the chiller on in the FCHD+ interface, at the galley touchscreen.

<b>AIRBUS</b> DEFENCE AND SPACE  <b>A330-RAAF</b> CABIN CREW OPERATING MANUAL	<b>CABIN INTERIOR</b> <b>GALLEYS</b>
---	---

**GALLEY COOLING**

Applicable to: ALL

**GENERAL**

The galley cooling keeps the content of the cooling trolleys and cooling compartments cool.

**DESCRIPTION**

The air chiller units supply cold air to cool the trolleys or the trolley compartment in the connected galleys. Each air chiller unit is connected to one galley only. The cooled air is supplied to the galley through insulated ducts. The air returning from the galley is passed through an evaporator and heat exchanger, chilled and returned to the galley in a closed loop. The drain water of the air chiller unit drains into the aircraft bilge drainage-system or the wastewater drain system of the galley. Each galley system has these main components:

- Air Chiller Units are in the underfloor area and/or behind ceiling panels with tubings to the related galleys.
- Tubing for drainage.
- Circuit breakers and control switches for the galley cooling system on the electrical panels of the cooled galleys.

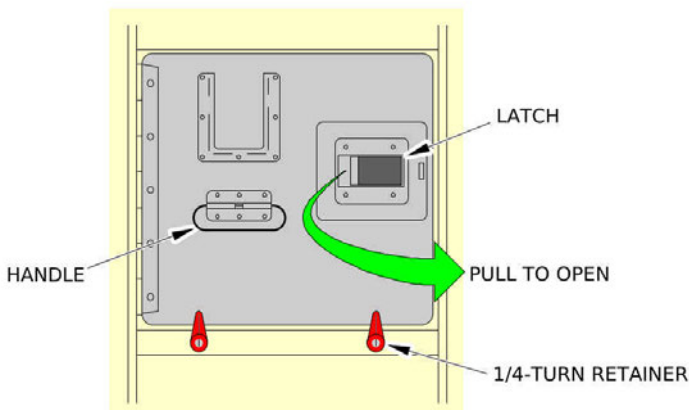
Note: Do not use the circuit breaker to switch ON / OFF the galley cooling system.

## CONTAINER

Applicable to: ALL

### Container

#### EXAMPLE



A container is a mobile unit. Normal purpose is to store and transport several things.

<b>WARNING</b>	Danger of injury! Do not use the container for any other than designated purposes!
----------------	---

The container has a closed housing with a door. The door is opened and closed by a latch. The load limit is specific. Placards at the galley compartment show the load limits.

<b>WARNING</b>	Do not overload the containers! Overload may cause damage to the locking mechanism (danger of uncontrolled opening) and/or container housing and/or galley. To avoid injury to persons, distribute some items to other containers.
----------------	--

### **HANDLING OF THE CONTAINER**

<b>WARNING</b>	Danger of clamping! Clamping of fingers between - container door and its housing - Container and storage place is possible. Be careful!
----------------	---

**AIRBUS**

DEFENCE AND SPACE

**A330-RAAF**

CABIN CREW OPERATING MANUAL

**GALLEYS****Removing the container from the compartment**1. Unlock the latch *Refer to 02-140 Latches.*

2. **WARNING** Danger of injury! Some containers are heavy. Before you take out any item, check its weight. The higher a heavy item is stowed, the more carefully it must be handled. If needed asked a crewmember for help.

Hold the handle of the container tightly while you pull out the container.

3. Put the container on a safe place. A safe place is where the container cannot move during flight manoeuvres or turbulences.

**Opening the container**

1. Lift the slam latch until the container door is unlatched.
2. Using the slam latch, carefully swing out the container door.

**Closing the container**

1. Make sure that the weight is not overloaded and no parts touch the door and latch of the container.
2. Swing in the container door.
3. Push the container door against the housing until the slam latch engages with a snap.

**Re-inserting the container**

1. Take the container and place it in the galley.
2. Lock the latch *Refer to 02-140 Latches.*

**TROLLEYS**

Applicable to: ALL

**GENERAL INFORMATION ABOUT TROLLEYS**

A trolley is a mobile storage and transport unit with brakes. There are service-related trolleys and waste-related trolleys.

**DESCRIPTION**

There are trolleys with two different sizes:

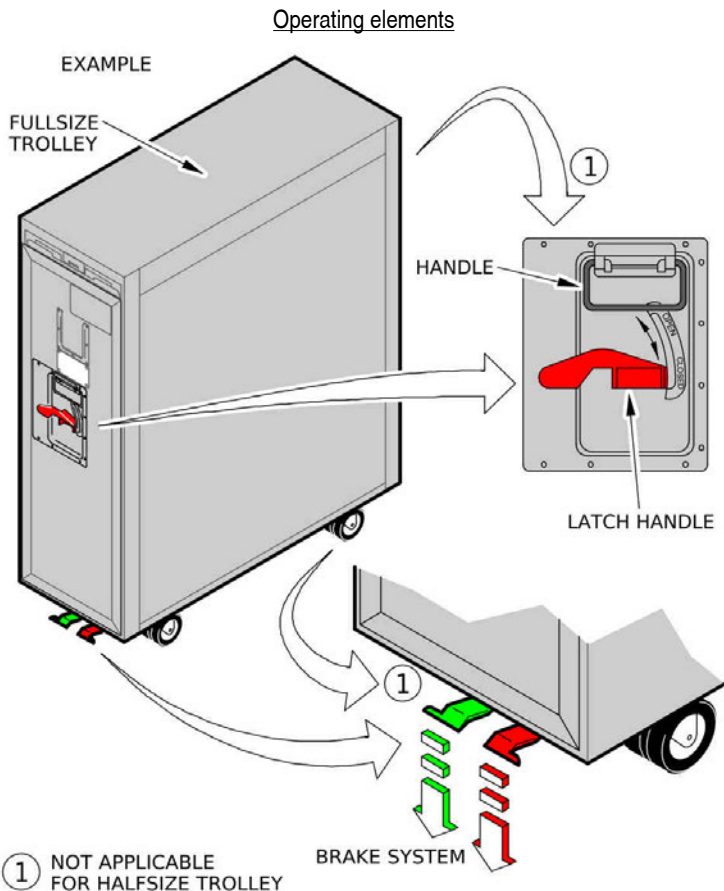
- Full-size trolleys
- Half-size trolleys.

The operation of both trolley types is the same.

Both, the trolleys and the trolley compartments, have specific load limits indicated by placards.

**CAUTION** Do not overload the trolleys.

## HOW TO OPERATE A TROLLEY




## HOW TO REMOVE A TROLLEY FROM ITS COMPARTMENT

1. Open the cover door or the securing latches at the trolley compartment.
2. Disengage the trolley brake.
3. Pull out the trolley from the trolley compartment.

## HOW TO OPERATE THE BRAKE SYSTEM

### How to engage the trolley brake

Press down the red pedal using a foot.

 <b>A330-RAAF</b> CABIN CREW OPERATING MANUAL	<b>CABIN INTERIOR</b> <b>GALLEYS</b>
--	---

### Disengaging the trolley brake

Push the green pedal using a foot to disengage the brake.

## **HOW TO OPERATE THE TROLLEY DOOR/DRAWER**

### How to open the trolley door

1. Turn the latch handle to the OPEN position.
2. Open the trolley door using the handle.

*Note:* The door will remain open, when opened to an angle above 270 °.

### How to close and latch the trolley door

1. Close the door.
2. Ensure that the latch handle is in the OPEN position.
3. Push the door against the housing and lower the latch handle to the CLOSED position.



### How to open the drawer

1. Pull the drawer latch.
2. Use the drawer latch to pull out the drawer.

### How to close the drawer

Push the drawer into the housing until the latch engages with a click.

## **HOW TO INSERT THE TROLLEY INTO ITS COMPARTMENT**

1. Open the cover door  of the trolley compartment and open all latches.
2. If necessary turn the trolley around until its door is on the front side (parking brake pedals visible).
3. Carefully insert the trolley into its compartment.
4. Engage the trolley brake.
5. Close the cover door  and engage all latches at the trolley compartment.