



EGYPTAIR

TRAINING ACADEMY

EGYPTAIR TRAINING ACADEMY

TRAINEE HANDBOOK

Edition 1, REV. 2 | June 2024

Table of Contents

1. Welcome to EGYPTAIR TRAINING ACADEMY and City of Cairo	6	18. End of Course Critique or Evaluation	33
2. About the Training Academy	8	19. Post Course Questionnaire	33
3. Purpose of this book	9	20. Instructors	33
4. Customer Services	9	21. Withdrawal from Training	34
5. Accreditation	10	22. Examination Rules	34
6. Legislative Requirements	10	23. Rules for Appealing Exam Results	35
7. Commitment to Trainees	16	24. Care of Buildings and Classrooms	38
8. Commitment to Instructors	17	25. Smoking	38
9. Expectations of Trainees	17	26. Dining	38
10. Conduct	18	27. Library	38
11. Expectations of Instructors	20	28. Housing	39
12. Restrictions Regarding Training	21	29. Change of Residence	39
13. Standard Operating Procedures	21	30. Transportation and Parking	39
14. Student enrolments, fees and Refund processes	22	30.1 Transportation	39
15. The Registration and Payment Policy for trainees	24	30.2 Access to EGYPTAIR TRAINING ACADEMY	41
16. General Information	24	30.3 Parking	41
16.1 Trainee Responsibility	24	30.4 Handicapped Physically Parking	41
16.2 Resolution of Personal Problems	25	31. Medical Assistance	42
17. Dress Code Policy	25	32. Safety and Security at EGYPTAIR TRAINING ACADEMY	42
17.1 Policy brief & purpose	25	32.1 Identification Badge	42
17.2 Scope	25	32.2 Security of Buildings	42
17.3 Policy elements	25	32.3 Weapons on the EGYPTAIR TRAINING ACADEMY	43
17.4 What is Business Casual?	26	33. Weather Information	43
17.5 What Business Casual Means For Women	27	34. Safety Precautions during the international Pandemic of COVID-19	44
17.6 Do and don'ts for women	29	34.1. Precautionary Quarantines	44
17.7 What Business Casual Means for Men	30	34.2. Face Coverings and Physical (Social) Distancing	44
17.8 Do & don'ts for men	31	34.3. Screening and Testing	45
17.9 Disciplinary Consequences	33	34.4. Personal Protective Equipment	45
		34.5. Hygiene, Cleaning and Disinfection	46
		35. Online and distance courses	46
		36. Important telephone numbers	47

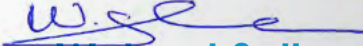
1. Welcome to EGYPTAIR TRAINING ACADEMY and City of Cairo

Welcome to EGYPTAIR TRAINING ACADEMY. As a trainee, you are part of a group of associates who will help ensure professional and efficient training environment. Whether this is your first training experience at the Training Academy or you have trained here before, our team is dedicated to accommodate you and your training needs.

EGYPTAIR TRAINING ACADEMY is required to ensure maximum utilization of available time, and provide Supportive training environment.

We hope this training will prove valuable and your training period will be pleasantly remembered after you return home.

Thank you for choosing to undertake your studies with EGYPTAIR TRAINING ACADEMY.


Captain/ **Waleed Soliman**
President of EGYPTAIR TRAINING ACADEMY



2. About the Training Academy

A. Our Mission

To provide the highest quality of training services delivered with the aim of promoting safety standards and exceeding customer expectations.

B. Vision

To become the regional leader of aviation training and one of the best worldwide by the year 2030

C. Values

Our Values of Integrity, Respect, Responsibility and pioneering are the simplest statement of who we are. They govern everything we do.

D. EGYPTAIR TRAINING ACADEMY's courses utilize the latest instructional systems and techniques that take full advantage of training equipment which duplicates or simulates operational facilities and the field environment.

E. On a daily basis, the Training Academy has approximately 500 trainees in attendance. We also have a large number of visitors, including local, national, and international VIPs. We convey the importance of the role of training in the agency and to some extent throughout the aviation communities of the world.

F. Address EGYPTAIR TRAINING ACADEMY

Cairo International Airport-Cairo, Egypt

G. Map

<https://2u.pw/EBIAA>

H. Contacts

Zip code: 11776

(+202) 22651476 - (+202) 22651477

3. Purpose of this book

The purpose of this handbook is to provide you with information that will be useful to you as a student member of our Aviation Community and the focus of this Student Handbook is on matters specific to the Aviation Community and its business.

4. Customer Services

Customer Services is the office responsible for helping ensure your stay at the Training Academy is a pleasant one. The main Customer Services Office is located in the Training Academy Building (Bldg. S). Staffed by friendly people, trained to help you with virtually any problem that should arise, Customer Services is one of the Training Academy's most important resources. They will provide assistance related to any non-academic area.

Customer Services is open Sunday through Thursday from 9:00 a.m. to 3:00 p.m. Please feel free to drop in anytime to discuss problems you may be experiencing. If the staff is not equipped to deal with your problem, someone can direct you to people who are so equipped.

Customer Services Department provides also Customer Services representative available 24/7 located in Building E, Room E224 if you have an emergency after normal office hours.

At the end of your training, you will be asked to fill out a Customer Services survey. You are requested to rate your housing, Customer Services, the Training Academy transportation service, and other ETA offices and services. You are encouraged to provide suggestions and comments.

5. Accreditation

EGYPTAIR TRAINING ACADEMY is accredited locally from Egyptian Civil Aviation Authority and National Institute of Quality and internationally from different organizations on various training fields; such as ICAO, EASA, IATA and ISO. Accreditation means the Training Academy meets or exceeds all national and international standards for instructional quality.

6. Legislative Requirements

EGYPTAIR TRAINING ACADEMY is committed to access and equity in the provision of training and related services and accordingly to improving people's chances of getting into and succeeding in vocational education, training and employment. As an Approved Training Organization (ATO) EGYPTAIR TRAINING ACADEMY accepts the challenge of ensuring that training and related opportunities extend to all members of our diverse community. Our academy complies with all State legislation and regulatory requirements applicable to the training industry, including but not limited to:



Training Departments Operations

TRAINING DEPARTMENT	OPERATIONAL STANDARDS
Technical Training Departments	ECAR Part 147 – EASA Part 147
Aviation Training Department (TRTO)*	ECAR Part 142 – EASA Part-FCL
Emergency Training Department	ECAR Part 142
Specialized Training Department	ECAR Part 142
Ground Services Training Department	ECAR Part 142
Flight Services Training Department	ECAR Part 142

Training Programs

TRAINING PROGRAM	OPERATIONAL STANDARDS
Airplane Maintenance Engineers Training (Specific Technical Training Department) (Technical Training Department)	ECAR Part 65 EASA Part 66
Flight Crew Training (Aviation Training Department)	ECAR Part 121 Sub-Part N EASA Part-FCL TRTO EGYPTAIR Standards (OPS Manual)
Emergency Training (Emergency Training Department)	ECAR Part 121 Sub- Part N EGYPTAIR Standards (OPS Manual)
Cargo and Dangerous Goods Training (Specialized Training Department)	<ul style="list-style-type: none"> • IATA (Resolutions 600, 600a, 801, 831, 833, and 885) • ICAO Technical Instructions for the Safe Transport of Dangerous goods (Doc 9284-AN/905 as amended). • ECAR Part 175 • IATA Dangerous Goods Training Programs

TRAINING PROGRAM	OPERATIONAL STANDARDS
CRM Training (Emergency Training Department)	JAR-OPS
Aviation Security Training (Specialized Training Department)	ICAO Aviation Security Training Package(ASTP)/Airline ECAR Part 108
Human Factors For Aviation Maintenance Personnel (Specific Technical Training Department) (Technical Training Department)	UK CAA CAP 718 (Human Factors in Aircraft Maintenance and Inspection)
Full Flight Simulators Qualification (Simulators Directorate)	EASA Part ORA ECAR EAC-121-1 CS-FSTD
Travel Agent and Tourism Training.	IATA/UFTAA
Passenger Fares and Ticketing (Specialized Training Department)	IATA Programs EGYPTAIR Standards
Weight and Balance (Specialized Training Department)	IATA Airport Handling Manual (AHM)
Load Master (Ground Services Training Department)	IATA Airport Handling Manual (AHM)



7. Commitment to Trainees

EGYPTAIR TRAINING ACADEMY is committed to trainees to:

- Provide the best possible training.
- Ensure maximum utilization of available time.
- Provide an environment supportive of learning.
- Provide knowledgeable instructors to aid learning.
- Provide a comfortable workplace.
- Be treated fairly and with respect by all students and staff.
- Learn in a supportive environment which is free from harassment.
- Learn in a healthy and safe environment where the risks to personal health and safety are minimized.
- Have their personal details and records kept private and secure according to our Privacy Policy.
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution.
- Make appeals about procedural and assessment decisions.
- Receive training, assessment and support services that meet their individual needs.
- Be given clear and accurate information about their course, training and assessment arrangements and their progress.
- Access the support they need to effectively participate in their training program.
- Provide feedback to EGYPTAIR TRAINING ACADEMY on the Customer Services, training, assessment and support services they receive.
- Be informed of any changes to agreed services, and how it affects them as soon as practicable.

8. Commitment to Instructors

EGYPTAIR TRAINING ACADEMY is committed to Provide instructors with:

- The support necessary to achieve the training mission.
- Sufficient resources to complete the training task.
- The backing of the entire organization in managing the classroom/ laboratory.

9. Expectations of Trainees

EGYPTAIR TRAINING ACADEMY expects trainees to be committed to:

- Cooperating in the management of the training environment.
- Adhering to the training schedules.
- Attending all classroom/laboratory activities unless excused through approved leave.
- Directing all requests for leave through the Supervisor or Manager.
- Respecting other trainees and avoiding disruptive behavior.
- Representing your employer professionally on and off the job.
- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others.
- Not harass, victimize, discriminate against or disrupt others.
- Treat all others and their property with respect.
- Respect the opinions and backgrounds of others.
- Follow all safety policies and procedures as directed by staff.
- Report any perceived safety risks as they become known.
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others.
- Notify us if any of their personal or contact details change.

- Provide relevant and accurate information to the Academy in a timely manner.
- Approach their course with due personal commitment and integrity.
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws.
- Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet or submit assessments online as required.
- Make regular contact with their Trainer/Assessor.
- Prepare appropriately for all assessment tasks, visits and training sessions, as applicable.
- Notify EGYPTAIR TRAINING ACADEMY if any difficulties arise as part of their involvement in the program.
- In the case of training session delivery for up-front courses, notify EGYPTAIR TRAINING ACADEMY if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity.
- Make payments for their training within agreed timeframes, where relevant.

10. Conduct

Trainees are responsible for conducting themselves, both on and off duty, in a manner that will ensure their activities reflect credit. Misconduct could result in your behavior being reported to your supervisor or employer. You could be terminated from training and returned to your Company, depending on the severity of the circumstances.



The following are some basic reminders for trainees:

- Report to class on time and in a condition that will ensure the highest level of learning.
- Put forth your best effort toward the satisfactory completion of the training course you are attending.
- Do not accept or use any form of unauthorized assistance or material (written or verbal) during any classroom activity, laboratory, or any written or oral test.
- Do not attempt to remove, reconstruct, or duplicate by any method, any portion of written test, laboratory problems, or any other evaluation or controlled material from classrooms or laboratories.
- Do not provide unauthorized assistance to other trainees. You should report any instance of unauthorized activity, cheating, removal or duplication of classroom or test material, or any other form of improper or unethical behavior to your instructor or course coordinator/manager.
- Conserve and protect funds, property, equipment, and materials.
- Many of the Training Academy classrooms and laboratories are equipped with computers and other equipment; therefore, limitations have been placed on having food and drinks in the classroom

11. Expectations of Instructors

The Training Academy expects instructors to be committed to:

- Notifying the course coordinator/manager when attendance requirements are not met.
- Counseling trainees when behavior is disruptive.
- Managing the classroom/laboratory environment.

12. Restrictions Regarding Training

There are some restrictions which must be in place:

- Training must be based on needs identified through an assessment that identifies training as appropriate to develop knowledge, skills, and abilities bearing directly on the performance of official duties.
- Trainees must receive prior notification of the content and methods to be used in the training. End-of-course evaluations must be conducted.
- Training cannot contain elements likely to induce high levels of emotional response or psychological stress. Training that simulates stress that is actually present in the employee's work environment is permissible. Individual assessment and feedback by the instructor must respect the individual's privacy rights.
- Training must not contain any methods or content associated with religious or quasi-religious belief systems.
- Training content cannot be offensive to or be designed to change participant's personal values or lifestyle outside the workplace. Training must focus on workplace knowledge, skills, and abilities and behavior that employees are expected to exhibit in the workplace.

13. Standard Operating Procedures

The following are the Training Academy standard operating procedures:

- The worksite of all trainees is the classroom or laboratory.
- The normal work schedule is either 9:00 a.m. to 2:00 p.m. or 2:15 p.m. to 7:15 p.m.
- For classrooms schedule
- For STD (Flight simulators) 24/7 on training session basis.

- Breaks and lunch periods are scheduled every day.
- Official leave for any reason other than sickness is not granted to trainees during course attendance except in an emergency.
- All absences will be handled as follows:
 - Only sick leave and emergency leave can be approved.
 - All leave must be approved by the Supervisor or Manager.
 - Course coordinators/managers must be notified of leave as soon as possible.
 - All unexplained absences are reported to Trainee employer within 1 (one) day of the scheduled class start time.
 - All trainee absences will be reported to their employer.
- Absence without leave and disruptive behavior will be resolved at the lowest level possible. Listed below are the steps to be taken if problems do occur.
 - The instructor will counsel the trainee in an effort to resolve concern.
 - The course coordinator/manager will counsel the trainee and contact the trainee's manager.
 - The Division manager, or Trainee's Supervisor/Manager, at his/her discretion, may return a trainee to his/her company without a certificate of completion.
- The instructor maintains a good learning environment, which is free of disruptions.

14. Student enrolments, fees and Refund processes

EGYPTAIR TRAINING ACADEMY accepts enrolments from all students who meet the entry requirements published in the course information. Enrolments are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

It is in your best interest to send an enquiry through our website and one of our team will be in touch to discuss what you are trying to achieve through your enrolment and to discuss the course requirements with you. When you have gained all the information that you need, you can enroll through our website. <https://training.egyptair.com/crm>

If you are applying for a course that has entry requirements you will also need to provide the necessary evidence (as indicated on the Course Outline) such as verified copies of qualifications, ID, license, or certificates or other evidence.

Once you have completed your enrolment form and gathered any necessary accompanying evidence, you have to fill register online, and finish all the required documents, and then once we have a reasonable number of trainees to start a course, and set a date, we contact the entire registered trainees and inform them.

As part of the entry requirements you may be required to attend an interview or participate in a phone interview as part of an application process.

This process conducted to ensure that you are going to be able to meet the course requirements that you are enrolling in and that the outcomes of the course that you have chosen will provide you with qualifications to meet your future career aspirations. Details of the interview will be provided at this stage.

Upon approval of your enrolment, you will be sent further information about the next steps, payment arrangements and how you can get started in your

course. The course fees will need to be paid to be accepted into a course and to commence your training.

For individual students enrolling, full payment should be done before starting the training.

15. The Registration and Payment Policy for trainees

1. Your registration will only be confirmed once payment has been received.
2. Full payment is due upon receipt of the invoice.
3. Students will not be allowed to participate in a course without proof of payment.
4. Participant cancellation must be made in writing and received by training academy at least 2 weeks before the course

16. General Information

16.1 Trainee Responsibility

You are responsible for providing the course instructor and course coordinator or course manager with:

- Enrollment data
- Local address
- Other needs directly associated with your training course

The Training Academy Trainee Information form should be filled out as completely and accurately as possible. Return the form to your instructor. All other forms and documents may be retained.

16.2 Resolution of Personal Problems

Trainees who have problems should use the following process to help resolve the problem:

IF	THEN
A trainee has a problem	Contact your instructor.
The instructor is unable to resolve the problem	Contact your first-line supervisor for direction.
Additional assistance is required	Contact Customer Services.
The problem still cannot be	Contact the division manager.

17. Dress Code Policy

17.1 Policy brief & purpose

Our dress code policy outlines how we expect our trainees to dress inside EGYPTAIR TRAINING ACADEMY. trainees should note that their appearance matters when representing our/their company. trainees' appearance can create a positive or negative impression that reflects on our/their company and culture.

any national dress is accepted and not to be exaggerated, taking into consideration the security issues.

17.2 Scope

This policy applies to all our, trainees, and visitors.

17.3 Policy elements

These dress code rules always apply:

All must be clean and well-groomed. Grooming styles dictated by religion and ethnicity aren't restricted.

All clothes must project professionalism. Clothes that are too revealing or inappropriate aren't allowed.

All clothes must be clean and in good shape. Discernible rips, tears or holes aren't allowed.

All must avoid clothes with stamps that are offensive or inappropriate.

17.4 What is Business Casual?

Outfit Tips & Examples

Business casual attire is less formal than traditional business clothing but still professional enough to be office appropriate. For women, this typically means a skirt or slacks, a button down blouse, and closed-toe shoes. For men, this typically means a button down shirt, slacks, and dress shoes



17.5 What Business Casual Means For Women

Business casual for women can be a combination of skirt or slacks paired with a button-down blouse. A simple sheath dress can also be worn. A simple jacket or blazer can be added to complete the look for dressier occasions. Shoes should ideally be closed-toe, but women can wear open-toe shoes with heels.

Below are some examples of the types of clothing women can use in mixing and matching their business casual outfit:

- Tops: wrap-around cotton blouses, classy sleeveless shirts, turtle necks, tops with dressy but decent necklines, sheath dresses in neutral and solid colors
- Bottoms: pencil-cut skirts, knee-length skirts, dress pants
- Shoes: stilettos, pumps, open-toed heels, closed kitten heels, , ballet flats
- Avoid: strappy flat sandals, denim, pants with bold prints and bright colors, spaghetti straps



17.6 Do and don'ts for women



17.7 What Business Casual Means for Men

Business casual is probably easier to figure out for men than for women. The business casual basics for men include a long-sleeved button down shirt, pants, socks, and dress shoes.

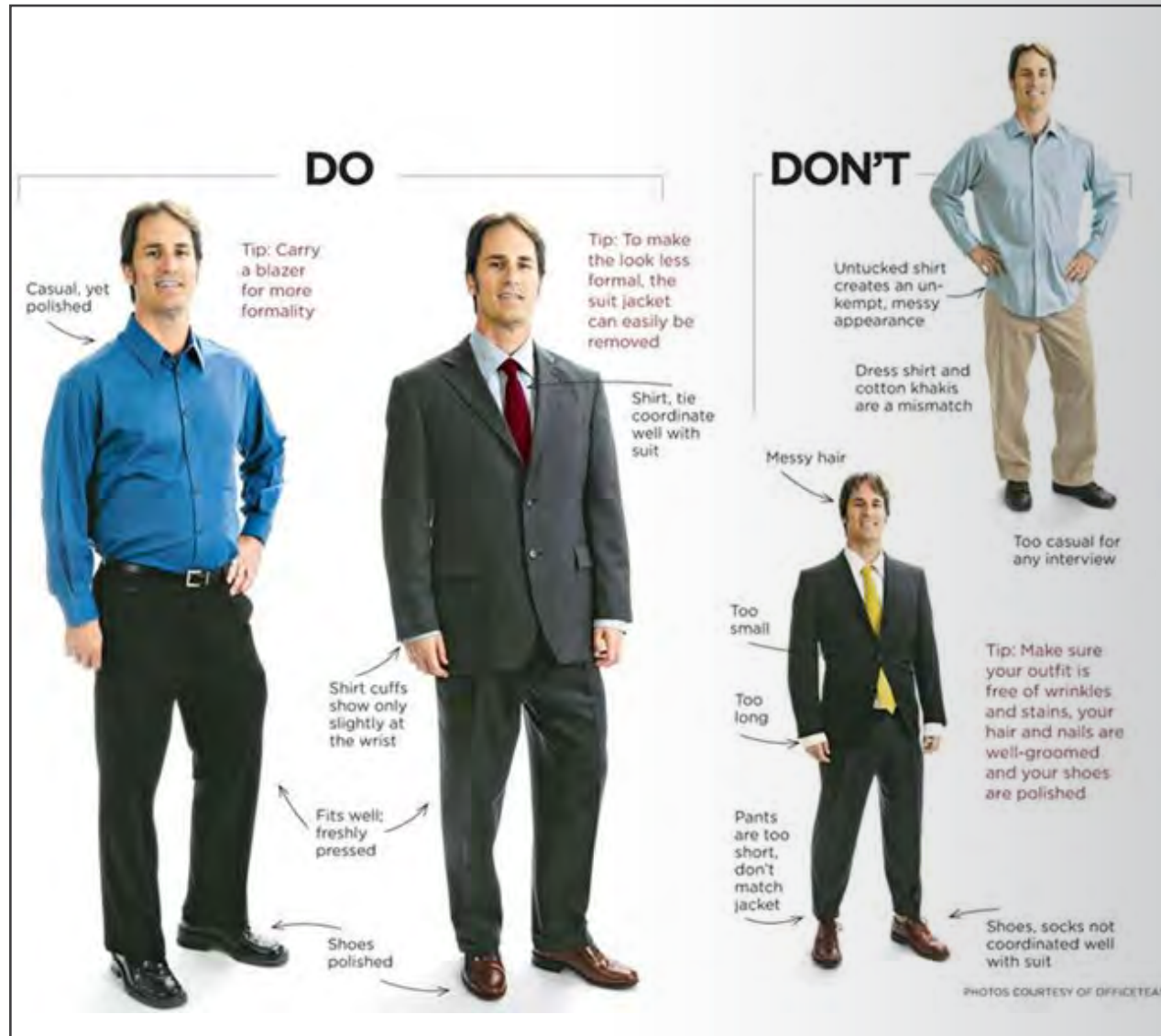
Here are some sample pieces for men:

- Tops: short-sleeved button down shirts ideally in neutral colors; avoid printed shirts
- Bottoms: semi-formal pants, dress slacks, dark jeans – ideally when wearing blazer
- Shoes: tie-up shoes, classic dark leather shoes, classy loafers
- Avoid: sandals, boots, boat shoes



17.8 Do & don'ts for men





17.9 Disciplinary Consequences

When an trainee disregards our dress code, their supervisor should reprimand them. The trainee should start respecting our dress code immediately.

18. End of Course Critique or Evaluation

We request you keep notes as you go through the course for inclusion in final critiques.

Attendance at final end-of-course critique is mandatory and required by Training Academy Standards.

19. Post Course Questionnaire

A post evaluation may be required from your employer to ensure that the training improved your job performance.

20. Instructors

The Training Academy is composed of both EGYPTAIR TRAINING ACADEMY and EGYPTAIR Holding instructors. Besides the classroom instructor, each course has a course coordinator/manager assigned. All instructors are technical experts interested in you successfully completing the course. Each member has been trained as an instructor for the Training Academy and acts as a role model for trainees.

If you have any problems while attending an Training Academy course, please discuss it with your instructor, course coordinator/manager, or Customer Services.

21. Withdrawal from Training

The Trainee may depart from training in the event of an emergency or other unusual circumstance upon approval of his/her manager and by also notifying Instructor or Supervisor.

If reasonable grounds for withdrawal are determined, the trainee will be removed from training and possibly rescheduled.

22. Examination Rules

These rules ensure fairness, integrity, and a controlled environment for all trainees taking exams. It's essential for trainees to familiarize themselves with these rules and adhere to them to avoid any consequences that may affect their training process.

1. Attendance: Trainees must be present on time for their exams. Latecomers may not be allowed to enter once the exam has started.
2. Identification: Trainees must bring a valid ID card or another form of identification to the exam room.
3. Materials Allowed: Only authorized materials (such as pens, pencils, calculators as permitted, etc.) are allowed in the exam room. Any unauthorized materials may lead to disqualification.
4. Electronic Devices: In many cases, electronic devices such as mobile phones, smartwatches, and tablets are not allowed in the exam room or must be turned off and stored away.
5. Cheating and Plagiarism: Any form of cheating, plagiarism, or attempting to communicate with other trainees during the exam is strictly prohibited and may result exam termination.
6. Exam Duration: Trainees must adhere to the specified exam duration and are not allowed to leave the exam room. If they finish early, they should quietly remain seated until the half of the exam period.

7. Behavior: Trainees are expected to maintain appropriate behavior during the exam, including maintaining silence and not disturbing others.
8. Answer Sheets: Trainees must fill out their answer sheets or exam booklets correctly according to the instructions provided by the invigilator.
9. Medical Conditions: If a trainee has a medical condition or requires special accommodations, they should inform the relevant authorities well in advance.

23. Rules for Appealing Exam Results

The trainee has the right to appeal in case of examination result dissatisfaction. The trainee shall follow these steps when appealing exam results:

1. Review Results Promptly: Check your exam results as soon as they're available to understand the basis of your appeal.
2. Know Appeal Deadline: Identify and adhere to the deadline for submitting your appeal within 30 days of result issuance.
3. Gather Evidence: Collect supporting documents like medical certificates or proof of irregularities.
4. Prepare Clear Appeal: Write a clear, factual appeal letter outlining your case and desired outcome.
5. Submit Correctly: Follow the department's procedure for submitting appeals accurately and on time.
6. Attend Hearings: If required, attend any hearings prepared to present your case respectfully.
7. Await Decision: Be patient while awaiting the institution's decision on your appeal.
8. Follow-Up as Needed: Act on the outcome as instructed, whether the appeal is successful or not.



EGYPTAIR
A STAR ALLIANCE MEMBER



24. Care of Buildings and Classrooms

We solicit your cooperation in keeping our buildings, classrooms, and labs clean and in good condition. The Training Academy is your home six hours a day. Help us keep it clean.

25. Smoking

There is a NO SMOKING rule in all buildings. Smoking is only permitted in designated outdoor areas. Smokers are encouraged to keep the smoke area clean and use the containers provided to dispose of smoking materials. Smoking is prohibited inside of buildings and outside the buildings within 3 meters from building doorways or air intake systems. Smoking outposts (consisting mainly of cigarette disposal containers) have been relocated to at least 3 meters from these areas.

NOTE: Smoking is prohibited on all Academy trainee shuttles.

26. Dining

The cafeterias, operated by EGYPTAIR Catering Company, are located in most of Academy Buildings (Building S, D, and B). The cafeteria is open Sunday through Thursday serving breakfast, lunch, and a variety of snacks.

27. Library

Library is conveniently located in Building S, Room 114. Library hours are from 9:00 a.m. to 2:30 p.m., Sunday through Thursday.

The collection includes books, periodicals, and reports on a wide range of topics to complement EGYPTAIR TRAINING ACADEMY many training programs.

These include regulations, aircraft types' manuals, and all aspects of aviation. Trainees are encouraged to use the library frequently. A professionally trained staff is available to assist you.

28. Housing

To assist trainees with efforts to locate satisfactory housing, the Customer Services Department has a Trainee Housing List that is provided as a service to incoming trainees. The housing list is at the Customer Services Office. The Training Academy does not have business relationships or contractual agreements with these providers, nor does the Academy in any manner sponsor or endorse any of the lodging providers. This information is provided as a courtesy to the trainees. Selecting suitable hotel is the responsibility of the trainee.

29. Change of Residence

It is necessary for all trainees to keep the Academy advised of their local place of residence. The trainee must provide this information on the Academy Trainee Information form when starting a new class.

Any change of local, duty, or emergency address while at the Academy should be reported to your instructor or supervisor.

30. Transportation and Parking

30.1 Transportation

The Training Academy provides transportation services for Academy trainees while in training at Cairo City. This service is limited to transportation to and from the trainee's place of residence at housing facilities (specific hotels and apartments) on the shuttle route/schedule.



Transportation to and from the airport is not included in this service and should be arranged separately.

30.2 Access to EGYPTAIR TRAINING ACADEMY

All individuals must show identification to security guards prior to entering the Academy Facilities.

The entrances of the Training Academy have been closed to the general public. Guard gates are located on the main entrance of the Campus next to Novotel Hotel.

30.3 Parking

Parking facilities are provided for your benefit, the Academy assumes no liability for your vehicle while it is parked here. If you do experience a loss while your personally owned vehicle is parked at the Academy, it is your responsibility to:

- Immediately report it to the Security Guards.
- Pedestrians should use the crosswalks when crossing streets.

Notices of violations are issued in the form of written citations. Offenders are subject to appropriate disciplinary action.

30.4 Handicapped Physically Parking

Disabled trainees with mobility restrictions who require a special parking space should contact the Customer Services office prior to arrival and inform them of your needs.

31. Medical Assistance

Accidents, Illness and Injury

Notify your instructor or course coordinator/manager of any accident, illness, injury, or hazardous condition you encounter while in training status.

Proper documentation cannot be accomplished unless your instructors are aware of injuries and accidents occurring while on travel status which subsequently may determine sick leave use versus continuation of pay "traumatic" leave.

32. Safety and Security at EGYPTAIR TRAINING ACADEMY

32.1 Identification Badge

All trainees at the Training Academy are required to have their identification (ID)/Personal i visible at all times while at the Training Academy. The badge should be worn on the outer clothing above the waist and below the neck.

If a trainee needs a temporary ID, visit the Security Department at the main entrance gate to campus. A copy of your travel documents and picture ID are required.

32.2 Security of Buildings

A private, uniformed security guards have the responsibility of enforcing local rules and regulations of the Training Academy. It is the responsibility of trainees to cooperate with the guards in protecting Government property and facilities.

The guards are authorized to ask questions and make requests of trainees in the performance of their duties. During other-than-normal duty hours, all buildings are locked.

Access to any building for any reason other than a regularly scheduled class should be coordinated with your instructor. Please report suspicious people or activities to your instructor and/or ETA security personnel.

All personal items are the responsibility of the owners and should not be left unattended in buildings or classrooms or in unsecured vehicles.

32.3 Weapons on the EGYPTAIR TRAINING ACADEMY

The ETA is an EGYPTAIR facility. Egyptian National law prohibits possession of a firearm or other dangerous weapon without a license.

33. Weather Information

Weather Please Review the EGYPTAIR TRAINING ACADEMY Emergency Readiness Plan for specific information regarding hazardous weather in Cairo City.

Egypt follow much the same pattern as in Europe and North America, with winter falling between November and January, and the peak summer months falling between June and August.

Winters are generally mild, although temperatures can fall below 50 degrees Fahrenheit (10 degrees Celsius) at night.

Most regions have very little precipitation regardless of the season, although Cairo and areas of the Nile Delta may experience a few rainy days during winter.

Summers can be hot, In Cairo, average summer temperatures regularly exceed 86 degrees Fahrenheit (30 degrees Celsius).

34. Safety Precautions during the international Pandemic of COVID-19

EGYPTAIR TRAINING ACADEMY has been closely monitoring and responding to the global situation pertaining to COVID 19 pandemic. and we are committed to keep our organization safe, so we are committed to apply the following:

34.1. Precautionary Quarantines

To reduce the risk of virus transmission, and in accordance with the prime ministry or ministry of Health guidelines, a precautionary seven-days quarantine at their own residence is highly recommended for all staff who has any symptom.

34.2. Face Coverings and Physical (Social) Distancing

The use of face coverings is one of the most effective ways to prevent the spread of COVID-19, according to the most recent scientific evidence gathered by the WHO. To protect their own health and that of their classmates, colleagues, friends and families, members of the community must commit themselves to wearing a face covering at all times according to the following guidelines:

- When inside all the TRAINING ACADEMY's buildings, classrooms, labs and facilities, all trainees, staff and visitors are required to wear a face covering at all times.

- In addition to wearing a mask at all times, physical distancing (also known as social distancing) is highly recommended by the WHO. To promote physical distancing, the TRAINING ACADEMY will modify or reconfigure public spaces and/or restrict the use of classrooms and other places where people tend to congregate, so that people can stay at least 6 feet apart in all directions. Even when physical distancing is possible, face coverings still must be worn at all times when in public spaces – indoors and outdoors – because some risk of transmission still exists at distances greater than 6 feet.

34.3. Screening and Testing

- Monitoring the temperature of all trainees, staff, visitors In the event that the temperature is 38 degrees Celsius, they will be prevented from entering and taking his data and informing the concerned departments.
- The TRAINING ACADEMY will require a quarantine for individuals until showing the BCR result; or who report close contact with people who have tested positive for COVID-19; or who report close contact with people whose symptoms are highly suggestive, if one or both parties were not wearing masks. The quarantine period is 14 days from the time of exposure.

34.4. Personal Protective Equipment

- Every month The TRAINING ACADEMY will provide one reusable face covering to its staff member at no cost and they may choose to wear their own face covering if desired, provided it meets the criteria for an appropriate face covering.

- Trainees / visitors must wear their own face covering which meet the criteria for an appropriate face covering, Additional face coverings will be available for them if they didn't have.

34.5. Hygiene, Cleaning and Disinfection

- The TRAINING ACADEMY will provide and maintain hand hygiene stations, including handwashing areas with soap, running warm water and disposable paper towels/air dryers.
- The TRAINING ACADEMY will conduct regular cleaning and disinfection of facilities and more frequent disinfection of high-traffic public areas and frequently touched surfaces.
- The TRAINING ACADEMY ensuring that regular cleaning and disinfection of all restrooms.
- The TRAINING ACADEMY conducts regular cleaning and disinfection of facilities and more frequent disinfection of high-traffic public areas and frequently touched surfaces.

35. Online and distance courses

Online and distance learning at EGYPTAIR TRAINING ACADEMY offers an approved recurrent Training courses with interaction with your instructor and fellow Trainee from around the world. For more information on available courses, how to apply, resources and an online course demonstration, visit training.egyptair.com/crm

Or contact us: 00202-22651476 - 00202-22651477

Or via email: trainingcenter@egyptair.com

36. Important telephone numbers Emergency Contacts

DEPARTMENT	PHONE NUMBER
EGYPTAIR Security Shift Manager	01065006188
EGYPTAIR Security Shift Manager	01006633218
EGYPTAIR TRAINING ACADEMY Security Department	83072-83073
Fire Department	180
Ambulance	123
Police	122
Water Emergency	125
EGYPTAIR Fire Department	47128
Cairo Airport Ambulance	213392
EGYPTAIR Ambulance	39999
Air condition Control room	83655
EGYPTAIR TRAINING ACADEMY Contacts	
President of Training Academy	Office: 83000 Mobile: 01099915900
General Services Manager	Office: 83610 Mobile: 01003449920
HSE, Chief of Committee	Office: 83307 Mobile: 01005013299
HSE, Head of Section	Office: 83505-83063-83073 Mobile: 01129296099



EGYPTAIR

TRAINING ACADEMY