

- 3 The following new section A-V/3 is added after existing section A-V/2:

**"Section A-V/3**

*Mandatory minimum requirements for the training and qualifications of masters, officers, ratings and other personnel on passenger ships other than ro-ro passenger ships.*

**Crowd management training**

- 1 The crowd management training required by regulation V/3, paragraph 4 for personnel designated on muster lists to assist passengers in emergency situations shall include, but not necessarily be limited to:
  - .1 awareness of life-saving appliance and control plans, including:
    - .1.1 knowledge of muster lists and emergency instructions,
    - .1.2 knowledge of the emergency exits, and
    - .1.3 restrictions on the use of elevators;
  - .2 the ability to assist passengers en route to muster and embarkation stations, including:
    - .2.1 the ability to give clear reassuring orders,
    - .2.2 the control of passengers in corridors, staircase and passage ways,
    - .2.3 maintaining escape routes clear of obstructions,
    - .2.4 methods available for evacuation of disabled persons and persons needing special assistance, and
    - .2.5 search of accommodation spaces;
  - .3 mustering procedures, including:
    - .3.1 the importance of keeping order,
    - .3.2 the ability to use procedures for reducing and avoiding panic,
    - .3.3 the ability to use, where appropriate, passenger lists for evacuation counts, and
    - .3.4 the ability to ensure that the passengers are suitably clothed and have donned their life-jackets correctly.