**OPERATIONS MANUAL CONTENT AND COMPLIANCE FORM**

**COMMERCIAL AIR TRANSPORT OPERATIONS**

**CAA OF LATVIA**

**AIRCRAFT OPERATIONS DIVISION**

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| **Applicant** *(official name, address, telephone number, fax number and e-mail address)*: Click here to enter text. |
| **Applicant has adopted manufacturer’s type-related standard operating procedures (SOPs) or has developed customized SOPs** *(manufacturer’s FCOM or AFM, including last revision/OM-B):* Click here to enter text. |
| **Operations manual content and compliance form completed by** *(name, surname/position/e-mail address/date)***:** Click here to enter text. |
| **Applicant’s controlled documents verified by** *(name, surname/position/e-mail address/date)*:Click here to enter text. |

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| **Assessment performed by LV CAA Inspectors** *(name, surname/position)*: Click here to enter text. | **Date:** |

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| **A** | **GENERAL/BASIC** |  |  |  |
| **0** | **ADMINISTRATION AND CONTROL OF OPERATIONS MANUAL** |  |  |  |
| 0.1 | Introduction.Annex IV to Regulation (EC) No 216/2008; Annex III (Part-ORO); Annex IV (Part-CAT); Annex V (Part-SPA); Annex I (Part 26) to Regulation (EU) 2015/640; ORO.MLR.100; ORO.MLR.101 |  |  | 1. A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable AOC.
2. A statement that the manual contains operational instructions to be complied by the relevant personnel.
3. A list and brief description of the various parts, their contents, applicability and use.
4. Explanations and definitions of terms and words needed for the use of the manual.
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| 0.2 | System of amendment and revisionAMC1 ORO.MLR.100 |  |  | 1. Details of the person(s) responsible for the issuance and insertion of amendments and revisions.
2. A record of amendments and revisions with insertion dates and effective dates.
3. A statement that handwritten amendments and revisions are not permitted, except in situations requiring immediate amendment or revision in the interest of safety.
4. A description of the system for the annotation of pages or paragraphs and their effective dates.
5. A list of effective pages or paragraphs.
6. Annotation of changes (in the text and, as far as practicable, on charts and diagrams).
7. Temporary revisions.
8. A description of the distribution system for the manuals, amendments and revisions.
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| **Inspector comments:** |

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| **1** | **ORGANISATION AND RESPONSIBILITIES** |  |  |  |
| 1.1 | Organisational structure.ORO.GEN.200; ORO.GEN.210 |  |  | 1. A description of the organisational structure, including the general organogram and operations departments’ organograms.
2. Overall philosophies and principles of the operator with regard to safety, referred to as the safety policy are described.
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| 1.2 | Nominated persons.ORO.GEN.110; ORO.AOC.135; ORO.GEN.210(b); CAT.GEN.MPA.100 |  |  | 1. The name of each nominated person responsible for flight operations, crew training and ground operations. Description of their function and responsibilities.
2. Requirements with regard to adequacy and competency of personnel, and supervision of personnel are established.
3. Ground and flight operations personnel are properly instructed, have demonstrated their abilities in their particular duties and are aware of their responsibilities and the relationship of such duties to the operation as a whole.
4. The operator develops a training programme for ground personnel dealing with the use.
5. MEL training programme for crew members and ground personnel (include maintenance personnel, flight dispatchers and operations officers) is developed and detailed in CAME and OM as appropriate.
6. Procedures and instructions for the safe operation of each aircraft type, containing ground staff and crew member duties and responsibilities, for all types of operation on the ground and in flight are established.
7. Procedures and instructions for a sterile flight crew compartment are established. All crew members should be trained, as appropriate to their duties.
8. Checklist system for each aircraft type to be used by crew members in all phases of flight under normal, abnormal and emergency conditions is established. The design and utilisation of checklists observe human factors principles and take into account the latest relevant documentation from the aircraft manufacturer.
9. The operator issues instructions concerning the consumption of alcohol by crew members.
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| 1.3 | Responsibilities, duties and authority of operations management personnel pertaining to the safety of flight operations and the compliance with the applicable regulations.ORO.GEN.110; ORO.AOC.140; ICAO Security Manual Doc 9811 |  |  | 1. Operation of the aircraft in accordance with Annex IV to Regulation (EC) No 216/2008, as applicable, the relevant requirements of this Annex and its air operator certificate (AOC).
2. Every flight shall be conducted in accordance with the provisions of the operations manual.
3. For ground operations, whenever passengers are embarking, on board or disembarking in the absence of flight crew members, emergency procedures are established.
4. Procedures and a checklist system for cabin crew with respect to the aircraft cabin are established.
5. Dangerous goods training programmes for personnel as required by the technical instructions are established and maintained.
6. Security training programme for crew members, including theoretical and practical elements is established and maintained.
7. Security training programme for ground personnel is established and maintained.
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| 1.4 | Authority, duties and responsibilities of commander. A statement defining the authority, duties and responsibilities of the commander.CAT.GEN.MPA.100; CAT.GEN.MPA.105; CAT.GEN.MPA.110 |  |  | 1. Comply with the relevant requirements of the operator’s occurrence reporting schemes:
2. Comply with all flight and duty time limitations (FTL) and rest requirements.
3. Ensure that measures are taken to preserve recordings of FDR during the flight, after flight, before leaving the flight crew compartment and in the event of an accident or a serious incident.
4. Acceptance of the aircraft with un- service-abilities in accordance with CDL or MEL.
5. Pre-flight inspection is carried out in accordance with the requirements of Annex I (Part-M) to Regulation (EC) No 1321/2014.
 |
| 1.5 | Duties and responsibilities of crew members other than commander.CAT.GEN.MPA.100 | CAT.GEN.MPA.100 |  | 1. Report to the commander any fault, failure, malfunction or defect.
2. Report to the commander any incident that endangered, or could have endangered, the safety of the operation.
3. Comply with the relevant requirements of the operator’s occurrence reporting schemes.
4. Comply with all flight and duty time limitations (FTL) and rest requirements.
5. Specified provisions when crew member shall not perform duties on an aircraft.
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| **Inspector comments:** |

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| **2** | **OPERATIONAL CONTROL AND SUPERVISION** |  |  |  |
| 2.1 | Supervision of the operation by the operator.ORO.GEN.110; ORO.GEN.200; AMC1 CAT.GEN.MPA.100(c)(1) |  |  | All personnel are aware that they shall comply with the laws, regulations and procedures of those States in which operations are conducted and that are pertinent to the performance of their duties. |
| 2.2 | System and responsibility for promulgation of additional operational instructions and information.AMC3 ORO.MLR.100 |  |  | A description of any system for promulgating information which may be of an operational nature, but which is supplementary to that in the OM. The applicability of this information and the responsibilities for its promulgationshould be included. |
| 2.3 | Operational control.ORO.GEN.110; ORO.GEN.215; ORO.GEN.220; CAT.GEN.MPA.180; CAT.GEN.MPA.185; CAT.GEN.MPA.190; CAT.GEN.MPA.205  |  |  | 1. System for exercising operational control over any flight operated under the terms of its certificate is established and maintained.
2. A general description and location of the facilities referred to in ORO.GEN.215.
3. Responsibilities concerning the initiation, continuation and termination or diversion of each flight are specified.
4. Flight Operations officers (if employed) training should be described in the operations manual.
5. Aircraft are equipped and its crews are qualified as required for the area and type of operation.
6. Flight planning procedures are specified in OM to provide for the safe conduct of the flight based on considerations of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodromes.
7. By 16 December 2018 at the latest, the operator shall establish and maintain, as part of the system for exercising operational control over the flights, an aircraft tracking system.

Flights shall be tracked by the operator from take-off to landing, except when the planned routeand the planned diversion routes are fully included in airspace blocks. |
| 2.4 | Powers of the authority.ORO.GEN.140; SPA.GEN.100 |  |  | 1. Competent authority.
2. Operator grants access at any time to any facility, aircraft, document, records, data, procedures or any other material relevant to its activity subject to certification.
3. Access to the aircraft includes the possibility to enter and remain in the aircraft during flight operations unless otherwise decided by the commander for the flight crew compartment in accordance with CAT.GEN.MPA.135 in the interest of safety.
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| **Inspector comments:** |

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| **3** | **MANAGEMENT SYSTEM** |  |  |  |
|  | 1. Safety policy;
2. The process for identifying safety hazards and for evaluating and managing the associated risks;
3. Compliance monitoring system;
4. Allocation of duties and responsibilities;
5. Documentation of all key management system processes.
 |  |  | Reference to:APP 3.7 FDM programme implementation assessment job aidAPP 3.12 Safety management manual assessment APP 3.13 Management system/SMS assessment |
| **Inspector comments:** |

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| **4** | **CREW COMPOSITION** |  |  |  |
| 4.1 | Crew composition. An explanation of the method for determining crew compositions, taking account of the following:1. the type of aircraft being used;
2. the area and type of operation being undertaken;
3. the phase of the flight;
4. the minimum crew requirement and flight duty period planned;
5. experience (total and on type), recency and qualification of the crew members;
6. the designation of the commander and, if necessitated by the duration of the flight, the procedures for the relief of the commander or other members of the flight crew (see ORO.FC.105);
7. the designation of the senior cabin crew member and, if necessitated by the duration of the flight, the procedures for the relief of the senior cabin crew member and any other member of the cabin crew.

ORO.FC.100; ORO.CC.100; ORO.FC.110; ORO.CC.110; ORO.CC.200; ORO.CC.205; CAT.GEN.MPA.115 |  |  | 1. When engaging the services of flight crew members who are working on a freelance or part-time basis, the operator verifies that all applicable requirements of this Subpart and the relevant elements of Annex I (Part-FCL) to Regulation (EU) No 1178/2011, including the requirements on recent experience, are complied with, taking into account all services rendered by the flight crew member to other operator(s) to determine in particular:
* the total number of aircraft types or variants operated; and
* the applicable flight and duty time limitations and rest requirements:
1. Operator ensures that pilots with an OML on their medical certificate only operate aircraft in multi-pilot operations when the other pilot is fully qualified on the relevant type of aircraft, is not subject to an OML and has not attained the age of 60 years.
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| 4.2 | Designation of the commanderORO.FC.105; AMC1 ORO.FC.105(b)(2); (c)GM1 ORO.FC.105 (b)(2); AMC1 ORO.FC.105(c); AMC2 ORO.FC.105(c); GM1 ORO.FC.105(d)  |  |  | The operator designates a flight crew member to act as commander if he/she has:1. the minimum level of experience specified in the operations manual;
2. adequate knowledge of the route or area to be flown and of the aerodromes, including alternate aerodromes, facilities and procedures to be used;
3. in the case of multi-crew operations, completed an operator’s command course if upgrading from co-pilot to commander;
4. Commander shall have had initial familiarisation training of the route or area to be flown and of the aerodromes, facilities and procedures to be used. This route/area and aerodrome knowledge shall be maintained by operating at least once on the route or area or to the aerodrome within a 12-month period;
5. Complexity of the area or route is assessed by the operator. Operator uses methods of familiarisation for:
* less complex areas or routes, familiarisation by self-briefing with route documentation, or by means of programmed instruction;
* more complex areas or routes, in-flight familiarisation as a commander or co-pilot under supervision, observer, or familiarisation in a flight simulation training device (FSTD) using a database appropriate to the route concerned:
1. Aerodrome knowledge:
* Aerodrome training should include knowledge of obstructions, physical layout, lighting, approach aids and arrival, departure, holding and instrument approach procedures, applicable operating minima and ground movement considerations.
* The method of categorisation of aerodromes is described in OM and a list of aerodromes categorised as B or C is provided.
1. Prior operating provisions to B and C categorised aerodromes are specified.
2. Level of environmental knowledge related to the prevention of aeroplane upsets is defined.
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| 4.3 | Flight crew incapacitation | Click here to enter text. |  | Instructions on the succession of command in the event of flight crew incapacitation are defined: |
| 4.4 | **Operation on more than one type.** * Flight crew members operating more than one type or variant of aircraft shall comply with the requirements prescribed in Subpart FC for each type or variant, unless credits related to the training, checking, and recent experience requirements are defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012 for the relevant types or variants.
* The procedures or operational restrictions for operation on more than one type or variant established in the operations manual shall be approved by the competent authority.

ORO.FC.140; ORO.FC.230; ORO.FC.240; AMC1 ORO.FC.240; AMC2 ORO.FC.240; AMC1 ORO.FC.145(b) When developing the training programmes and syllabi, the operator should consider the nonmandatory(recommendation) elements for the relevant type that are provided in the operational suitability data established in accordance with Commission Regulation (EU) No 748/2012. |  |  | 1. Operational restrictions cover:
* the flight crew members’ minimum experience level;
* the minimum experience level on one type or variant before beginning training for and operation of another type or variant;
* the process whereby flight crew qualified on one type or variant will be trained and qualified on another type or variant; and
* all applicable recent experience requirements for each type or variant:
1. Operator’s statement indicates which aircraft are considered as one type for the purpose of:
* flight crew scheduling; and
* cabin crew scheduling;
1. Operator has nominated one aircraft as the base aircraft from which to show differences with the second aircraft type or variant.
2. Operator difference requirements (ODR), are presented.
3. Operator ensures compliance with:
* minimum flight crew complement as specified in the operations manual;
* exercising the privileges of licence endorsements;
* training, checking and recent experience requirements established in Commission Regulation (EU) No 1178/2011 for each type operated;
* required line flying experience on each type as specified in the operations manual:
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| **Inspector comments:** |

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| **5** | **QUALIFICATION REQUIREMENTS** |  |  |  |
| 5.1 | A description of the:* required licence,
* rating(s),
* qualification/competency (e.g. for routes and aerodromes),
* experience,
* training, checking and recency for operations personnel to conduct their duties

Consideration should be given to the aircraft type, kind of operation and composition of the crew. |  |  | FCL.040 Exercise of the privileges of licencesFCL.045 Obligation to carry and present documentsFCL.060 Recent experienceFCL.065 Curtailment of privileges of licence holders aged 60 years or more in commercial air transportFCL.305 CPL — Privileges and conditionsFCL.505 ATPL — PrivilegesFCL.625 IR — Validity, revalidation and renewalFCL.700 Circumstances in which class or type ratings are requiredFCL.705 Privileges of the holder of a class or type ratingFCL.710 Class and type ratings — variantsFCL.725 Requirements for the issue of class and type ratingsFCL.740 Validity and renewal of class and type ratingsORO.FC.200 Composition of flight crewAMC1 ORO.FC.200(a) Composition of flight crew |
| 5.2 | Flight crew:(a) pilot-in-command/commander,(b) pilot relieving the pilot-in-command/commander,(c) co-pilot,(d) pilot relieving the co-pilot,(e) pilot under supervision,(f) system panel operator,(g) operation on more than one type or variantORO.FC.140; ORO.FC.A.250; ORO.FC.H.250; ORO.FC.110; ORO.FC.A.201; ORO.FC.202 |   |  | 1. Commanders holding a CPL(A)
2. Commanders holding a CPL(H)
3. Flight engineer
4. In-flight relief of flight crew members
5. Single-pilot operations under IFR or at night
 |
| 5.3 | Cabin crew:(a) senior cabin crew member,(b) cabin crew member:(i) required cabin crew member,(ii) additional cabin crew member and cabin crew member during familiarisation flights,(c) operation on more than one type or variantORO.CC.100; ORO.CC.110; ORO.CC.125; ORO.CC.130; ORO.CC.135; ORO.CC.200; ORO.CC.210; ORO.CC.250; ORO.CC.255; AMC1 ORO.CC.125(c); AMC1 ORO.CC.135; AMC1 ORO.CC.125(b) & ORO.CC.130(c); AMC1 ORO.CC.200(d); AMC1 ORO.CC.200(e) When establishing the aircraft type specific and the operator conversion training programmes and syllabi, the operator shall include, where available, the relevant elements defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012.  |  |  | 1. Number and composition of cabin crew.
2. Conditions for assignment to duties.
3. Senior cabin crew member.
4. Senior cabin crew member responsibility to the commander (turbulence).
5. Senior cabin crew member – unable to operate.
6. Additional conditions for assignment to duties.
7. Operation on more than one aircraft type or variant.
8. Single cabin crew member operations.
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| 5.4 | Training, checking and supervision personnel(a) for flight crew; and(b) for cabin crewAMC3 ORO.FC.115; AMC1 ORO.FC.220&230; ICAO Document 10011 (‘Manual on UPRT’); AMC1 ORO.FC.230; AMC3 ORO.CC.115(e); GM5 ORO.CC.115(e) |  |  | FC1. FC CRM trainer responsible for classroom CRM training:
* Qualification of flight crew CRM trainer
* Training of flight crew CRM trainer
* Assessment of flight crew CRM trainer
* Recency and renewal of qualification as flight crew CRM trainer
1. Personnel providing FSTD UPRT
2. Suitably qualified commander nominated by the operator
3. Type rating examiner (TRE) or a synthetic flight examiner (SFE)
4. Ground and refresher training by suitably qualified personnel
5. Flight training by a flight instructor (FI), type rating instructor (TRI) or class rating instructor (CRI) or, in the case of the FSTD content, a synthetic flight instructor (SFI)
6. Emergency and safety equipment training by suitably qualified personnel

CC1. CC CRM trainer responsible for classroom CRM training:
* Qualification of cabin crew CRM trainer
* Training of cabin crew CRM trainer
* Assessment of cabin crew CRM trainer
* Recency and renewal of qualification as cabin crew CRM trainer
1. Personnel appropriately qualified for the subject to be covered
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| 5.5 | Other operations personnel (including technical crew and crew members other than flight, cabin and technical crew)ORO.TC.105 |  |  | 1. Suitably qualified and experienced in the subject to be covered
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| **Inspector comments:** |

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| **6** | **CREW HEALTH PRECAUTIONS** |  |  |  |
| 6.1 | Crew health precautions. The relevant regulations and guidance to crew members concerning health, including the following:(a) alcohol and other intoxicating liquids,(b) narcotics,(c) drugs,(d) sleeping tablets,(e) anti-depressants,(f) pharmaceutical preparations,(g) immunisation,(h) deep-sea diving,(i) blood/bone marrow donation,(j) meal precautions prior to and during flight,(k) sleep and rest,(l) surgical operationsCAT.GEN.MPA.100; AMC1 CAT.GEN.MPA.100(c)(1); Annex IV (Part-MED) to Commission Regulation (EU) No 1178/2011 |  |  | 1. Instructions concerning the consumption of alcohol by crew members
2. MED.A.020 Decrease in medical fitness
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| **Inspector comments:** |

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| **7** | **FLIGHT TIME LIMITATIONS** |  |  |  |
| 7.1 | Flight and duty time limitations and rest requirementsPart-ORO SUBPART FTL |  |  | APP 9.17 Assessment of flight time specification scheme checklistATT 9.17 Flight time specification scheme compliance table |
| 7.2 | Exceedance of flight and duty time limitations and/or reductions of rest periods.Conditions under which flight and duty time may be exceeded or rest periods may be reduced and the procedures used to report these modifications. |  |  |  |
| 7.3 | A description of the fatigue risk management, including at least the following:1. the philosophy and principles;
2. documentation of processes;
3. scientific principles and knowledge;
4. hazard identification and risk assessment processes;
5. risk mitigation process;
6. FRM safety assurance processes; and
7. FRM promotion processes.
 |  |  | APP 9.18 FRM Evaluation form |
| **Inspector comments:** |

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| **8** | **OPERATING PROCEDURES** |  |  |  |
| 8.1 | Flight preparation instructions. A description of the method of determination and application of minimum altitudes.Part-CAT SUBPART B; CAT.OP.MPA.100; CAT.OP.MPA.175; CAT.OP.MPA.186; ORO.MLR.115 |  |  | 1. a procedure to establish the minimum altitudes/flight levels for visual flight rules (VFR) flights; and
2. a procedure to establish the minimum altitudes/flight levels for instrument flight rules (IFR) flights
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| **8.1.1** | **Minimum flight altitudes**Description of the method of determination andapplication of minimum altitudes including:(a) a procedure to establish the minimum altitudes/flight levels for visual flight rules (VFR) flights; and(b) a procedure to establish the minimum altitudes/flight levels for instrument flight rules (IFR) flights.CAT.OP.MPA.145; CAT.OP.MPA.270 |  |  | 1. **The method for establishing minimum flight altitudes shall be approved by the competent Authority:**
	1. KSS formula
	2. Jeppesen formula
	3. ATLAS formula
	4. Lido formula
 |
| 8.1.2 | Criteria and responsibilities for determining the adequacy of aerodromes to be used.CAT.OP.MPA.105; CAT.OP.MPA.106; CAT.OP.MPA.107; CAT.OP.MPA.180; CAT.OP.MPA.181 |  |  | **Using an isolated aerodrome as destination aerodrome with aeroplanes requires the prior approval by the competent authority.** |
| 8.1.3 | Methods and responsibilities for establishing aerodrome operating minima.CAT.OP.MPA.110; CAT.OP.MPA.185; CAT.OP.MPA.186 |  |  | Planning minima for IFR flights — aeroplanesPlanning minima for IFR flights — helicopters |
| 8.1.48.1.5  | En-route operating minima for VFR flights or VFR portions of a flight and, where single-engined aircraft are used, instructions for route selection with respect to the availability of surfaces that permit a safe forced landing.Presentation and application of aerodrome and en-route operating minima.CAT.OP.MPA.135; CAT.OP.MPA.136; CAT.OP.MPA.137 |  |  | Routes and areas of operation — generalRoutes and areas of operation — single- engined aeroplanesRoutes and areas of operation — helicopters |
| 8.1.6 | Interpretation of meteorological information.CAT.OP.MPA.245; CAT.OP.MPA.246; CAT.OP.MPA.247 |  |  | Meteorological conditions — all aircraftMeteorological conditions — aeroplanesMeteorological conditions — helicopters |
| **8.1.7** | **Determination of the quantities of fuel, oil and water methanol carried.** 1. The methods by which the quantities of fuel, oil and water methanol to be carried are determined and monitored in-flight.
2. Instructions on the measurement and distribution of the fluid carried on board. Such instructions should take account of all circumstances likely to be encountered on the flight, including the possibility of in-flight re-planning and of failure of one or more of the aircraft’s power plants.
3. The system for maintaining fuel and oil records should also be described.

CAT.OP.MPA.150; AMC1 CAT.OP.MPA.150(b); AMC2 CAT.OP.MPA.150(b); AMC3 CAT.OP.MPA.150(b); GM1 CAT.OP.MPA.150(b); GM1 CAT.OP.MPA.150(c)(3)(i); GM1 CAT.OP.MPA.150(c)(3)(ii); CAT.OP.MPA.151; CAT.OP.MPA.260  |  |  | **The fuel policy for flight planning and in-flight re-planning and any change to it require prior approval by the competent authority.**1. Planning of flight procedures contained in the operations manual:
* Basic procedure
* Reduced contingency fuel (RCF) procedure
* Predetermined point (PDP) procedure
* Isolated aerodrome procedure
1. Data provided by the aircraft manufacturer or current aircraft-specific data derived from a fuel consumption monitoring system:
2. operating conditions under which the flight is to be conducted:
3. Pre-flight calculation of usable fuel required for a flight:
4. In-flight re-planning procedures for calculating usable fuel required
5. Fuel policy — alleviations:
* performance class B aeroplanes
* helicopters with an MCTOM of 3 175 kg or less
1. commencement of flight or continuation in the event of in-flight re-planning
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| **Inspector comments:** |

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| **8.1.8** | **Mass and centre of gravity.**CAT.POL.MAB.100AMC1 CAT.POL.MAB.100(a)AMC1 CAT.POL.MAB.100(b)AMC2 CAT.POL.MAB.100(b)AMC1 CAT.POL.MAB.100(d)AMC2 CAT.POL.MAB.100(d)AMC1 CAT.POL.MAB.100(e)AMC2 CAT.POL.MAB.100(e)GM1 CAT.POL.MAB.100(e)GM2 CAT.POL.MAB.100(e)GM3 CAT.POL.MAB.100(e)GM1 CAT.POL.MAB.100(g)GM1 CAT.POL.MAB.100(i)CAT.POL.MAB.105AMC1 CAT.POL.MAB.105(a)AMC1 CAT.POL.MAB.105(b)AMC1 CAT.POL.MAB.105(c)AMC2 CAT.POL.MAB.105(c)GM1 CAT.POL.MAB.105(e)GM2 CAT.POL.MAB.105(e)The operator shall obtain approval by the competent authority if he/she wishes to use an onboard integrated mass and balance computer system or a stand-alone computerised mass and balance system as a primary source for dispatch. The operator shall demonstrate the accuracy and reliability of that system.*An on-board integrated mass and balance computer system* may be an aircraft installed system capable of receiving input data either from other aircraft systems or from a mass and balance system on ground, in order to generate mass and balance data as an output.*A stand-alone computerised mass and balance system* may be a computer, either as a part of an electronic flight bag (EFB) system or solely dedicated to mass and balance purposes, requiring input from the user, in order to generate mass and balance data as an output. |  |  | 1. The general principles of mass and centre of gravity:
2. definitions;
3. methods, procedures and responsibilities for preparation and acceptance of mass and centre of gravity calculations;
4. the policy for using standard and/or actual masses;
5. adjustment of standard masses
6. the method for determining the applicable passenger, baggage and cargo mass;
7. the applicable passenger and baggage masses for various types of operations and aircraft type;
8. general instructions and information necessary for verification of the various types of mass and balance documentation in use;
9. last-minute changes procedures;
10. specific gravity of fuel, oil and water methanol;
11. seating policy/procedures;
12. for helicopter operations, standard load plans
13. Weighing of aircraft to establish the mass and the CG
14. Aircraft dry operating mass:
* crew and crew baggage;
* catering and removable passenger service equipment; and
* tank water and lavatory chemicals;
1. Mass of the traffic load, including any ballast
2. Standard masses for other load items
3. Mass of the fuel load
4. Loading of aircraft
5. Compliance with additional structural limits:
* floor strength limitations
* maximum load per running metre
* maximum mass per cargo compartment
* maximum seating limit
* In-flight changes in loading for helicopters (hoist operations)
1. Mass and balance data and documentation:
* Aircraft registration and type;
* Flight identification, number and date;
* Name of the commander;
* Name of the person who prepared the document;
* Dry operating mass and the corresponding CG of the aircraft
* Mass of the fuel at take-off and the mass of trip fuel;
* Mass of consumables other than fuel, if applicable;
* Load components including passengers, baggage, freight and ballast;
* Take-off mass, landing mass and zero fuel mass;
* Applicable aircraft CG positions; and
* The limiting mass and CG values.
1. Use of computerised mass and balance system
2. Signature or equivalent
3. Mass and balance documentation sent via data link
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| **Inspector comments:** |

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| 8.1.9 | Air traffic services (ATS) flight plan.1. Procedures and responsibilities for the preparation and submission of the ATS flight plan.
2. Factors to be considered include the means of submission for both individual and repetitive flight plans.

CAT.OP.MPA.100; CAT.OP.MPA.190; AMC1 CAT.OP.MPA.190 |  |  | Use of air traffic servicesSubmission of the ATS flight plan |
| 8.1.10 | Operational flight plan.1. Procedures and responsibilities for the preparation and acceptance of the operational flight plan.
2. The use of the operational flight plan should be described, including samples of the operational flight plan formats in use.

CAT.GEN.MPA.180; CAT.GEN.MPA.185; CAT.OP.MPA.175; AMC1 CAT.OP.MPA.175(a) |  |  | The operational flight plan used and the entries made during flight should contain the following items:1. aircraft registration;
2. aircraft type and variant;
3. date of flight;
4. flight identification;
5. names of flight crew members;
6. duty assignment of flight crew members;
7. place of departure;
8. time of departure (actual off-block time, take-off time);
9. place of arrival (planned and actual);
10. time of arrival (actual landing and on-block time);
11. type of operation (ETOPS, VFR, ferry flight, etc.);
12. route and route segments with checkpoints/waypoints, distances, time and tracks;
13. planned cruising speed and flying times between check-oints/waypoints (estimated and actual times overhead);
14. safe altitudes and minimum levels;
15. planned altitudes and flight levels;
16. fuel calculations (records of in-flight fuel checks);
17. fuel on board when starting engines;
18. alternate(s) for destination and, where applicable, take-off and en-route, including information required in (a)(12) to (15);
19. initial ATS flight plan clearance and subsequent re-clearance;
20. in-flight re-planning calculations; and
21. relevant meteorological information
 |
| 8.1.11 | Operator’s aircraft technical log.AMC3 ORO.MLR.100 |  |  | The responsibilities and the use of the operator’s aircraft technical log should be described, including samples of the format used. |
| 8.1.12 | List of documents, forms and additional information to be carried.CAT.GEN.MPA.180; AMC1 CAT.GEN.MPA.180 |  |  | According to CAT.GEN.MPA.180:1. the aircraft flight manual (AFM), or equivalent document(s);
2. the original certificate of registration;
3. the original certificate of airworthiness (CofA);
4. the noise certificate, including an English translation, where one has been provided by the authority responsible for issuing the noise certificate;
5. a certified true copy of the air operator certificate (AOC), including an English translation when the AOC has been issued in another language;
6. the operations specifications relevant to the aircraft type, issued with the AOC, including an English translation when the operations specifications have been issued in another language;
7. the original aircraft radio licence, if applicable;
8. the third-party liability insurance certificate(s);
9. the journey log, or equivalent, for the aircraft;
10. the aircraft technical log, in accordance with Annex I (Part-M) to Regulation (EC) No 1321/2014;
11. details of the filed ATS flight plan, if applicable;
12. current and suitable aeronautical charts for the route of the proposed flight and all routes along which it is reasonable to expect that the flight may be diverted;
13. procedures and visual signals information for use by intercepting and intercepted aircraft;
14. information concerning search and rescue services for the area of the intended flight, which shall be easily accessible in the flight crew compartment;
15. the current parts of the operations manual that are relevant to the duties of the crew members, which shall be easily accessible to the crew members;
16. the MEL;
17. appropriate notices to airmen (NOTAMs) and aeronautical information service (AIS) briefing documentation;
18. appropriate meteorological information;
19. cargo and/or passenger manifests, if applicable;
20. mass and balance documentation;
21. the operational flight plan, if applicable;
22. notification of special categories of passenger (SCPs) and special loads, if applicable; and
23. any other documentation that may be pertinent to the flight or is required by the States concerned with the flight
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| **Inspector comments:** |

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| **8.2** | **Ground handling instructions** |  |  |  |
| 8.2.1 | **Fuelling procedures.** A description of fuelling procedures, including:1. safety precautions during refuelling and defueling including when an auxiliary power unit is in operation or when rotors are running or when an engine is or engines are running and the prop-brakes are on;
2. refuelling and de-fuelling when passengers are embarking, on board or disembarking; and
3. precautions to be taken to avoid mixing fuels.

CAT.OP.MPA.195; AMC1 CAT.OP.MPA.195; CAT.OP.MPA.200 |  |  | Refuelling/de-fuelling with passengers embarking, on board or disembarking.Operational procedures - aeroplanes:1. refuelling/de-fuelling with passengers on board, ground servicing activities and work inside the aircraft, such as catering and cleaning - provisions for emergency evacuation;
2. specification of the precautions:
* one qualified person remaining at a specified location;
* two-way communication;
* warning of the crew, personnel and passengers;
* ‘Fasten Seat Belts’ signs - off;
* ‘NO SMOKING’ signs - on, together with interior lighting to enable emergency exits to be identified;
* instruction of passengers;
* minimum required number of cabin crew on board;
* presence of fuel vapour - stopping of fuelling;
* ground area beneath the exits - clear;
* provision is made for a safe and rapid evacuation

Operational procedures – helicopters:1. door(s) on the refuelling side remain closed;
2. door(s) on the non-refuelling side remain open;
3. availability of firefighting facilities;
4. availability of sufficient personnel to move passengers clear of the helicopter;
5. sufficient qualified personnel on board for an immediate emergency evacuation;
6. presence of fuel vapour – stopping of fuelling;
7. ground area beneath the exits - clear;
8. provision is made for a safe and rapid evacuation

Refuelling/de-fuelling with wide-cut fuel – procedure (if applicable) |
| **Inspector comments:** |

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| 8.2.2 | **Aircraft, passengers and cargo handling procedures related to safety.** A description of the handling procedures to be used when allocating seats, embarking and disembarking passengers and when loading and unloading the aircraft. Further procedures, aimed at achieving safety whilst the aircraft is on the ramp, should also be given. CAT.GEN.MPA.165 |  |  | Handling procedures should include:1. special categories of passengers, including children/infants, persons with reduced mobility, inadmissible passengers, deportees and persons in custody;
2. permissible size and weight of hand baggage;
3. loading and securing of items in the aircraft;
4. positioning of ground equipment;
5. operation of aircraft doors;
6. safety on the aerodrome/operating site, including fire prevention and safety in blast and suction areas;
7. start-up, ramp departure and arrival procedures, including, for aeroplanes, push-back and towing operations;
8. servicing of aircraft;
9. documents and forms for aircraft handling;
10. special loads and classification of load compartments; and
11. multiple occupancy of aircraft seats

Method of carriage of persons – granting of temporary access by commander in flight. |
| 8.2.3 | Procedures for the refusal of embarkation. CAT.GEN.MPA.170; CAT.GEN.MPA.175 |  |  | Procedures to ensure that persons who appear to be intoxicated, or who demonstrate by manner or physical indications that they are under the influence of drugs, are refused embarkation. This does not apply to medical patients under proper care. |
| **Inspector comments:** |

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| 8.2.4 | **De-icing and anti-icing on the ground.** The operator shall establish procedures to be followed when ground de-icing and anti-icing and related inspections of the aircraft are necessary to allow the safe operation of the aircraft.CAT.OP.MPA.250; GM1 CAT.OP.MPA.250; GM2 CAT.OP.MPA.250 (procedures); GM3 CAT.OP.MPA.250 (background information)1. Use of the ‘Global Aircraft De-icing Standards’:
* SAE AS6285 ‘Aircraft Ground De-icing/Anti-Icing Processes’ and ARP6257 ‘Aircraft Ground De/Anti-Icing Communication Phraseology for Flight and Ground Crews’.
* SAE AS6286 ‘Training and Qualification Program for De-icing/Anti-icing of Aircraft on the Ground’, complemented by subdocuments AS6286/1, AS6286/2, AS6286/3, AS6286/4, AS6286/5 and AS6286/6.
* SAE AS6332 ‘Aircraft Ground De-icing/Anti-icing Quality Management’.
1. Use of ‘FAA Holdover Time Guidelines’. Reference to EASA SIB No.: 2017-11.
 |  |  | 1. Description of the types and effects of icing and other contaminants on aircraft whilst stationary, during ground movements and during take-off.
2. Description of the used fluid types, including the following:
* proprietary or commercial names,
* characteristics,
* effects on aircraft performance,
* hold-over times,
* precautions during usage
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| **Inspector comments:** |

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| **8.3** | **Flight Procedures** |  |  |  |
| 8.3.1 | VFR/IFR Policy. A description of the policy for allowing flights to be made under VFR, or for requiring flights to be made under IFR, or for changing from one to the other.SERA.2005; SERA.2010; SERA.5001; SERA.5005; SERA.5015; SERA.5020; SERA.5025 |   |  | 1. Compliance with the rules of the air
2. Responsibilities
3. VMC visibility and distance from cloud minima
4. Visual flight rules
5. Instrument flight rules (IFR) — Rules applicable to all IFR flights:
* Aircraft equipment
* Minimum levels
* Change from IFR flight to VFR flight
1. IFR — Rules applicable to IFR flights within controlled airspace
2. IFR — Rules Applicable to IFR flights outside controlled airspace:
* Cruising levels
* Communications
* Position reports
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| **Inspector comments:** |

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| 8.3.2 | Navigation Procedures. A description of all navigation procedures, relevant to the type(s) and area(s) of operation.SPA.PBN.100; GM1 SPA.PBN.100; ICAO Doc 9613;SPA.MNPS.100; ICAO Doc 7030; NAT Doc 007; |  |  | Special consideration should be givento: 1. standard navigational procedures, including policy for carrying out independent cross-checks of keyboard entries where these affect the flight path to be followed by the aircraft; and
2. required navigation performance (RNP), minimum navigation performance specification (MNPS) and polar navigation and navigation in other designated areas (specific approval, ref to ISM-O 9);
3. in-flight re-planning;
4. procedures in the event of system degradation; and
5. reduced vertical separation minima (RVSM), for aeroplanes (specific approval, ref to ISM-O 9)
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| **Inspector comments:** |

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| 8.3.3 | Altimeter setting procedures, including, where appropriate, use of:(a) metric altimetry and conversion tables; and(b) QFE operating procedures.ICAO Doc 8168 Part III |  |  | 1. System of flight levels
2. Transition altitude
3. Transition level
4. References to vertical position
5. TAKE-OFF AND CLIMB
6. EN ROUTE
* Terrain clearance
1. APPROACH AND LANDING
* References to vertical positioning after approach clearance
1. MISSED APPROACH
2. Altimeter corrections:
* Pressure correction
* Temperature correction
 |
| 8.3.4 | Altitude alerting system procedures for aeroplanes or audio voice alerting devices for helicopters. CAT.IDE.A.140; CAT.IDE.H.145; AFM |  |  |  |
| 8.3.5 | Ground proximity warning system (GPWS)/terrain avoidance warning system (TAWS), for aeroplanes.CAT.OP.MPA.290; GM1 CAT.OP.MPA.290 Ground proximity detection |  |  | Procedures and instructions required for the avoidance of controlled flight into terrain, including limitations on high rate of descent near the surface:* Use of controls;
* Display interpretation;
* Use of basic GPWS or use of the FLTA function only;
* Crew coordination;
* Reporting procedures;
* Alert thresholds;
* TAWS manoeuvre
 |
| 8.3.6 | Policy and procedures for the use of traffic collision avoidance system (TCAS)/airborne collision avoidance system (ACAS) for aeroplanes and, when applicable, for helicopters.The operator shall establish operational procedures and training programmes when ACAS is installed andserviceable so that the flight crew is appropriately trained in the avoidance of collisions and competent inthe use of ACAS II equipment.The ACAS operational procedures and training programmes established by the operator shouldtake into account GM1 CAT.OP.MPA.295. CAT.OP.MPA.295  |  |  | Verify that the ACAS II procedures comply with Commission Regulation (EU) No 1332/2011 requirements.Operating procedures:* Use of controls;
* Display interpretation;
* Use of the TA-only mode;
* Crew coordination;
* Phraseology rules;
* Reporting rules;
* Advisory thresholds;
* ACAS manoeuvre (TA responses; RA responses)
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| **Inspector comments:** |

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| 8.3.7 | Policy and procedures for in-flight fuel management.CAT.OP.MPA.280; CAT.OP.MPA.281; ICAO A6/I 4.3.7.2.2; 4.3.7.2.3 & A6/III 2.4.9.3; 2.4.9.4 |  |  | 1. In-flight fuel checks
2. In-flight fuel management
3. Instructions for the declaration of **MINIMUM FUEL**
4. Instructions for the declaration of a fuel emergency **(MAYDAY MAYDAY MAYDAY FUEL**
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| **Inspector comments:** |

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| 8.3.8 | Adverse and potentially hazardous atmospheric conditions.CAT.OP.MPA.245; CAT.OP.MPA.246; CAT.OP.MPA.247; CAT.OP.MPA.255 |  |  | Procedures for operating in, and/or avoiding, adverse and potentially hazardous atmospheric conditions, including the following:1. thunderstorms,
2. icing conditions,
3. turbulence,
4. windshear,
5. jet stream,
6. volcanic ash clouds,
7. heavy precipitation,
8. sand storms,
9. mountain waves,
10. significant temperature inversions;
11. commander duties on IFR flights (aeroplanes and helicopters);
12. commander duties on VFR flights (helicopters)
 |
| 8.3.9 | Wake turbulence.CAT.OP.MPA.265; CAT.OP.MPA.300; AMC1 CAT.OP.MPA.170* ICAO PANS-ATM-Doc 4444
* ICAO Doc 8643 Aircraft Type Designators and Doc 9426 Air Traffic Services Planning Manual
* Commission Regulation (EU) 923/2012
* ICAO Airplane Upset Prevention and Recovery Training Aid – Revision 3
* Report ‘An Improved Understanding of En-route wake vortex encounters’, by EUROCONTROL and TU Delft

Reference to EASA SIB No.: 2017-10. |   |  | 1. Separation criteria, taking into account aircraft types, wind conditions and runway/final approach and take-off area (FATO) location.
2. For helicopters, consideration should also be given to rotor downwash.
3. Wake turbulence categories of aircraft.
4. Indication of heavy wake turbulence category.
5. Minimum separation between departing aircraft.

Pilots actions in case of a wake encounter.  |
| **Inspector comments:** |

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| 8.3.10 | Crew members at their stations. The requirements for crew members to occupy their assigned stations or seats during the different phases of flight or whenever deemed necessary in the interest of safety and, for aeroplane operations, including procedures for controlled rest in the flight crew compartment.CAT.OP.MPA.210; AMC1 CAT.OP.MPA.210(b); GM1 CAT.OP.MPA.210; EASA SIB 2016-9 |  |  | Crew members at stations:1. Flight crew members;
2. Cabin crew members;
3. Cabin crew seating positions;
4. Controlled rest procedure;
5. Assessment of the safety and security risks associated with a flight crew member remaining alone in the flight crew compartment.
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| **Inspector comments:** |

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| 8.3.11 | Use of restraint devices for crew and passengers.CAT.OP.MPA.225; CAT.IDE.A.205; CAT.IDE.H.205 |  |  | The requirements for crew members and passengers to use safety belts and/or restraint systems during the different phases of flight or whenever deemed necessary in the interest of safety:* Crew members
* Passengers
 |
| 8.3.12 | Admission to flight crew compartment.CAT.GEN.MPA.135; AMC1 CAT.GEN.MPA.135(a)(3). |  |  | 1. The conditions for the admission to the flight crew compartment of persons other than the flight crew.
2. The policy regarding the admission to the flight crew compartment of inspectors from an authority.
3. Instructions on the permission and carriage of persons in flight crew compartment.
4. Commander’s final decision.
5. Instructions for single-pilot operations under VFR by day.
 |
| 8.3.13 | Use of vacant crew seats |  |  | The conditions and procedures for the use of vacant crew seats. |
| 8.3.14 | Incapacitation of crew members |  |  | 1. Procedures to be followed in the event of incapacitation of crew members in-flight.
2. Examples of the types of incapacitation and the means for recognising them should be included.
 |
| 8.3.15 | Cabin safety requirements.CAT.OP.MPA.165; AMC 1 CAT.OP.MPA.165; GM2 CAT.OP.MPA.165 Emergency exit seating; CAT.OP.MPA.220; CAT.OP.MPA.230; CAT.OP.MPA.240 |  |  | Procedures:1. covering cabin preparation for flight, in-flight requirements and preparation for landing, including procedures for securing the cabin and galleys;
2. to ensure that before taxiing, take-off and landing and when safe and practicable to do so, all means of assistance for emergency evacuation that deploy automatically are armed;
3. to ensure that before taxiing, take-off and landing all exits and escape paths are unobstructed;
4. to ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aircraft;
5. to be followed during passenger embarkation and disembarkation;
6. when refuelling/de-fuelling with passengers embarking, on board or disembarking;
7. covering the carriage of special categories of passengers;
8. covering smoking on board;
9. covering the handling of suspected infectious diseases
 |
| 8.3.16 | Passenger briefing procedures. The contents, means and timing of passenger briefing in accordance with Annex IV (Part-CAT).CAT.GEN.MPA.140; AMC1 CAT.GEN.MPA.140; AMC2 CAT.GEN.MPA.140; CAT.OP.MPA.170; AMC1 CAT.OP.MPA.170; AMC1.1 CAT.OP.MPA.170 (replacement the briefing and demonstration); AMC2 CAT.OP.MPA.170; GM1 CAT.OP.MPA.170(a) (seats with direct access to emergency exits); GM2 CAT.OP.MPA.170 (safety briefing material) |  |  | Before take-off passengers:1. should be briefed on the following items if applicable:
* any cabin secured aspects, e.g. required position of seatbacks, tray tables, footrests, window blinds, etc. as applicable;
* emergency lighting (floor proximity escape path markings, exit signs);
* correct stowage of hand baggage and the importance of leaving hand baggage behind in case of evacuation;
* the use and stowage of portable electronic devices;
* the location and presentation of the safety briefing card, the importance of its contents and the need for passengers to review it prior to take-off; and
* compliance with ordinance signs, pictograms or placards, and crew member instructions; and
1. passengers should receive a demonstration of the following:
* the use of safety belts or restraint systems, including how to fasten and unfasten the safety belts or restraint systems;
* the location of emergency exits;
* the location and use of oxygen equipment, if required. Passengers should also be briefed to extinguish all smoking materials when oxygen is being used; and
* the location and use of life-jackets, if required.
1. Passengers occupying seats with direct access to emergency exits not staffed by cabin crew members should receive an additional briefing on the operation and use of the exit.

After take-off1. Passengers should be reminded of the following, if applicable:
* use of safety belts or restraint systems including the safety benefits of having safety belts fastened when seated, irrespective of seat belt sign illumination; and
* caution when opening overhead compartments.

Before landing1. Passengers should be reminded of the following, if applicable:
* use of safety belts or restraint systems;
* any cabin secured aspects, e.g. required position of seatbacks, tray tables, footrests, window blinds, etc. as applicable;
* correct stowage of hand baggage and the importance of leaving hand baggage behind in case of evacuation;
* the use and stowage of portable electronic devices; and
* the location of the safety briefing card, the importance of its contents and its review.

After landing1. Passengers should be reminded of the following:
* use of safety belts or restraint systems;
* the use and stowage of portable electronic devices; and
* caution when opening overhead compartments.

Emergency during flight:1. Passengers should be instructed as appropriate to the circumstances.

Smoking regulations:1. The operator should determine the frequency of briefings or reminding passengers about the smoking regulations.

Single-pilot operations without cabin crew:1. Passengers’ safety briefing provided by commander
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| **Inspector comments:** |

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| 8.3.17 | Procedures for aircraft operated whenever required cosmic or solar radiation detection equipment is carried |  |  |  |
| 8.3.18 | Policy on the use of autopilot and autothrottle for aircraft fitted with these systems |  |  | 1. Operator’s automation policy
2. Specific guidance in selection of appropriate levels of automation
3. Autopilot/flight director mode selection
4. Flight management system (FMS) target entries (e.g., airspeed, heading, altitude)
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| **Inspector comments:** |

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| **8.4** | **Low visibility operations (LVO)****SPA.GEN.105; Part-SPA SUBPART E; AMC1 SPA.LVO.125** |  |  | Procedures and instructions (ref to APP 9.8.5 LVO Assessment job aid) |
| **Inspector comments:** |

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| **8.5** | **Extended-range operations with two-engined aeroplanes (ETOPS)**The operator shall provide evidence to the competent authority that the relevant elements defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012 are taken into account.CAT.OP.MPA.140; Part-SPA SUBPART F; SPA.GEN.105 |  |  | Procedures and instructions (ref to APP 9.8.3 Application for ETOPS operational approval) |
| **Inspector comments:** |

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| **8.6** | **Use of the minimum equipment and configuration deviation list(s).**ORO.MLR.105; AMC1 ORO.GEN.110(e) |  |  | Procedures and instructions (ref to APP 9.3 MEL compliance evaluation checklist).Training programme for ground personnel dealing with the use of the MEL is developed and detailed in CAME and OM as appropriate.Training programme for crew members is developed and detailed in OM. |
| **Inspector comments:** |

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| **8.7** | **Non-revenue flights.**ORO.AOC.125; GM1 ORO.MLR.105(d)(3) |  |  | Requirements and operating procedures related to non-commercial operations by AOC holders, a description of the differences to commercial operations.  |
| 8.7.1 | Non-commercial operations by AOC holders, a description of the differences to commercial operations |  |  |  |
| 8.7.2  | Training flights |  |  |  |
| 8.7.3 | Test flights |  |  |  |
| 8.7.4 | Delivery flights |  |  |  |
| 8.7.5 | Ferry flights |  |  |  |
| 8.7.6 | Demonstration flights |  |  |  |
| 8.7.7 | Positioning flights, including the kind of persons who may be carried on such flights |  |  |  |
| 8.7.8 | **Use of aircraft included in an AOC for other-than-CAT operations (as applicable):*** As a declared operator (holding the AOC or another AOC holder) conducting SPO activities (commercial or non-commercial, including high risk activities) or as a flight training organisation conducting operations in accordance with Part-NCC or Part-NCO.
* As a declared operator, not holding AOC, conducting operations in accordance with Part-ORO and Part-NCC/Part-SPO (commercial or non-commercial, including high risk activities).
* An NCO operator or SPO operator conducting SPO activities with other-than-complex motor- powered aircraft in accordance with Part-NCO.
* A flight training organisation (ATO or DTO), conducting operations in accordance with Part-NCC or Part-NCO.

ED Decision 2014/016/R AMC and GM to Part-ORO of Regulation (EU) No 965/2012.ED Decision 2014/017/R AMC and GM to Part-ORO of Regulation (EU) No 965/2012. |  |  | AOC holder and any other operator shall have a procedure:* to identify which operator is responsible for the operational control;
* to describe how the handover of the aircraft is formalised upon its return to the AOC holder.

The AOC holder shall:* indicate in its OM the registration marks of the aircraft which are used by other-than-CAT operations;
* ensure that its safety risk management address the operations other than CAT conducted by the AOC holder itself or by the other operators.

 Provisions on the performance of operations by AOC holder in accordance with Part-NCC or Part-SPO related to the specific approvals should be established.Obtaining approvals of the MEL by any operator for its own operations should be described.Responsibilities of the AOC holder should be included in the respective parts of its OM. Written contract related to Continuing airworthiness management with the CAMO of the AOC holder is established.A customised list of occurrences that the other operator has to report to the AOC holder is established. Responsibilities of the other operator should be included in its procedure. |
| 8.7.9 | **Use of aircraft included in an AOC by an NCO operator.** |  |  | The operator shall have a procedure to describe:* how the operational control is transferred from the AOC holder;
* how the handover of the aircraft is formalised upon its return to the AOC holder.

This procedure shall be included in a contract between the AOC holder and the NCO operator.Continuing airworthiness is managed by the CAMO of the AOC holder.Every flight conducted under the operator’s operational control is recorded in the aircraft technical log system.Responsibilities of the NCO operator are clearly described related to:* shift of the operational control;
* notification of defects or technical malfunctions to CAMO;
* reporting of the occurrences.
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| **Inspector comments:** |

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| **8.8** | **Oxygen requirements** |  |  |  |
| 8.8.1 | An explanation of the conditions under which oxygen should be provided and used.CAT.OP.MPA.285; GM1 CAT.IDE.A.230 |  |  | Conditions1. Use of supplemental oxygen by flight crew in flight continuously, whenever the cabin altitude exceeds 10 000 FT for a period of more than 30 minutes and whenever the cabin altitude exceeds 13 000 FT.
2. Use of first-aid oxygen.
 |
| 8.8.2 | The oxygen requirements specified for the following persons:(a) flight crew;(b) cabin crew;(c) passengersCAT.IDE.A.230; CAT.IDE.A.235; AMC1 CAT.IDE.A.235; AMC2 CAT.IDE.A.235; AMC1 CAT.IDE.A.235(e); CAT.IDE.A.240; AMC1 CAT.IDE.A.240 |  |  | Requirements1. Oxygen minimum requirements for pressurised aeroplanes.
2. Supplemental oxygen supply requirements for flight crew compartment seat occupants, and in addition to the minimum number of cabin crew and additional crew members.
3. Supplemental oxygen — pressurised aeroplanes not certified to fly above 25 000 FT.
4. Oxygen minimum requirements for non-pressurised aeroplanes.
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| **Inspector comments:** |

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| 9 | **DANGEROUS GOODS AND WEAPONS** |  |  |  |
| 9.1 | Information, instructions and general guidance on the transport of dangerous goods, in accordance with Subpart G of Annex V (SPA.DG).CAT.GEN.MPA.200; AMC1 CAT.GEN.MPA.200(e) |  |  | 1. Operator’s policy on the transport of dangerous goods;
2. Guidance on the requirements for acceptance, labelling, handling, stowage and segregation of dangerous goods;
3. Special notification requirements in the event of an accident or occurrence when dangerous goods are being carried;
4. Procedures for responding to emergency situations involving dangerous goods;
5. Duties of all personnel involved; and
6. Instructions on the carriage of the operator’s personnel on cargo aircraft when dangerous goods are being carried.

Reference to APP 9.8.6.2 DG procedures – approval checklist |
| 9.2 | The conditions under which weapons, munitions of war and sporting weapons may be carried.CAT.GEN.MPA.155; GM1 CAT.GEN.MPA.155; CAT.GEN.MPA.160; GM1 CAT.GEN.MPA.160; CAT.GEN.MPA.161; AMC1 CAT.GEN.MPA.161 |  |  | 1. Requirements of carriage of weapons of war and munitions of war:
* Provisions of stowage and commander’s notification.
1. Requirements of carriage of sporting weapons and ammunition:
* Provisions of stowage.
* Procedures of carriage sporting weapons and ammunition by NC helicopters operated by day and over routes navigated by reference to visual landmarks.
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| **Inspector comments:** |

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| 10 | **SECURITY**Regulation (EC) No 300/2008; Part-ORO SUBPART SEC |  |  | Security instructions, guidance, procedures, training and responsibilities, taking into account Regulation (EC) No 300/2008.  |
| **Inspector comments:** |

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| 11 | **HANDLING, NOTIFYING AND REPORTING ACCIDENTS, INCIDENTS AND OCCURRENCES AND USING THE CVR RECORDING**ORO.GEN.160; CAT.GEN.MPA.190; CAT.GEN.MPA.195Note: Operator shall demonstrate compliance with:* REGULATION (EU) No 376/2014 on the reporting, analysis and follow-up of occurrences in civil aviation.
* REGULATION (EU) 2015/1018 laying down a list, classifying occurrences in civil aviation to be mandatorily reported according to Regulation (EU) No 376/2014.
 |  |  | **Procedures for handling, notifying and reporting accidents, incidents and occurrences.**Reference to APP 3.15 Assessment of the organisation’s occurrence reporting system. |
| 11.1 | Definition of accident, incident and occurrence and of the relevant responsibilities of all persons involved. |  |  |  |
| 11.2 | Illustrations of forms to be used for reporting all types of accident, incident and occurrence (or copies of the forms themselves), instructions on how they are to be completed, the addresses to which they should be sent and the time allowed for this to be done. |  |  | Instructions. |
| 11.3 | In the event of an accident, descriptions of which departments, authorities and other organisations have to be notified, how this will be done and in what sequence. |  |  | Procedures. |
| 11.4 | Procedures for verbal notification to air traffic service units of incidents involving ACAS resolution advisories (RAs), bird hazards, dangerous goods and hazardous conditions. |  |  | Procedures. |
| 11.5 | Procedures for submitting written reports on air traffic incidents, ACAS RAs, bird strikes, dangerous goods incidents or accidents, and unlawful interference. |  |  | Procedures. |
| 11.6 | Internal safety-related reporting procedures to be followed by crew members, designed to ensure that the commander is informed immediately of any incident that has endangered, or may have endangered, safety during the flight, and that the commander is provided with all relevant information. |  |  | Procedures. |
| 11.7 | Procedures for the preservation of recordings of the flight recorders following an accident or a serious incident or when so directed by the investigating authority. |  |  | * Full quotation of CAT.GEN.MPA.195(a) – “preserve the original recorded data for a period of 60 days or until otherwise directed by the investigating authority”.
* Instructions and means to prevent inadvertent reactivation, repair or reinstallation of the flight recorders by personnel of the operator or of third parties, and to ensure that flight recorder recordings are preserved for the needs of the investigating authority.
 |
| 11.8 | Procedures required by CAT.GEN.MPA.195 for using the CVR recording or its transcript without prejudice to Regulation (EU) No 996/210, when applicable. |  |  | Procedures. |
| **Inspector comments:** |

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| 12 | RULES OF THE AIRSERA; ICAO Doc 7030; ICAO Doc 4444 |  |  |   |
| 12.1 | Visual and instrument flight rules |  |  |  |
| 12.2 | Territorial application of the rules of the air |  |  |  |
| 12.3 | Communication procedures, including communication-failure procedures |  |  |  |
| 12.4 | Information and instructions relating to the interception of civil aircraft |  |  |  |
| 12.5 | The circumstances in which a radio listening watch is to be maintained |  |  |  |
| 12.6 | Signals |  |  |  |
| 12.7 | Time system used in operation |  |  |  |
| 12.8 | ATC clearances, adherence to flight plan and position reports |  |  |  |
| 12.9 | Visual signals used to warn an unauthorised aircraft flying in or about to enter a restricted, prohibited or danger area |  |  |  |
| 12.10 | Procedures for flight crew observing an accident or receiving a distress transmission |  |  |  |
| 12.11 | The ground/air visual codes for use by survivors, and description and use of signal aids |  |  |  |
| 12.12 | Distress and urgency signals |  |  |  |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 13 | LEASING/CODE-SHAREORO.AOC.110; ORO.AOC.115 |  |  | 1. Operational arrangements for leasing and code-share, including lease agreement approvals by the competent authority.
2. Procedures.
3. Management responsibilities.
 |
| **Inspector comments:** |

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| **B** | **AIRCRAFT OPERATING MATTERS — TYPE RELATED** |  |  |  |
| 0 | GENERAL INFORMATION AND UNITS OF MEASUREMENT |  |  |  |
| 0.1 | General information (e.g. aircraft dimensions), including a description of the units of measurement used for the operation of the aircraft type concerned and conversion tables |  |  |  |
| 1 | LIMITATIONS |  |  |  |
| 1.1 | A description of the certified limitations and the applicable operational limitations |  |  | 1. Certification status (e.g. EASA (supplemental) type certificate, environmental certification, etc.);
2. Passenger seating configuration for each aircraft type, including a pictorial presentation;
3. Types of operation that are approved (e.g. VFR/IFR, CAT II/III, RNP, flights in known icing conditions, etc.);
4. Crew composition;
5. Mass and centre of gravity;
6. Speed limitations;
7. Flight envelope(s);
8. Wind limits, including operations on contaminated runways;
9. Performance limitations for applicable configurations;
10. (Runway) slope;
11. For aeroplanes, limitations on wet or contaminated runways;
12. Airframe contamination;
13. System limitations.
 |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 2 | NORMAL PROCEDURESThe normal procedures and duties assigned to the crew, the appropriate checklists, the system for their use and a statement covering the necessary coordination procedures between flight and cabin/other crew members.CAT.GEN.MPA.125; CAT.GEN.MPA.180; CAT.GEN.MPA.185; CAT.OP.MPA.205; Part-CAT SUBPART B |  |  | Note: During the assessment Flight Operations Inspector verifies that SOPs have emphasized the following items (according to Flight Safety Foundation (FSF) Approach-and-landing Accident Reduction (ALAR) Toolkit):* Operating philosophy, including crew coordination;
* Task-sharing;
* Optimum use of automation;
* “Golden rules” (Fly, Navigate, Communicate and Manage-In That Order);
* Standard calls;
* Normal checklists;
* Approach briefings;
* Altimeter-setting and cross-checking procedures;
* Descent profile management;
* Energy management;
* Terrain awareness;
* Approach hazards awareness;
* Radio altimeter;
* Elements of stabilized approach.

(Ref to B AIRCRAFT OPERATING MATTERS — TYPE RELATED STANDARD OPERATING PROCEDURES (SOPs) checklist below) |
| 2.1 | Pre-flight |  |  |  |
| 2.2 | Pre-departure |  |  |  |
| 2.3 | Altimeter setting and checking |  |  |  |
| 2.4 | Taxi, take-off and climb |  |  |  |
| 2.5 | Noise abatement |  |  |  |
| 2.6 | Cruise and descent |  |  |  |
| 2.7 | Approach, landing preparation and briefing |  |  |  |
| 2.8 | VFR approach |  |  |  |
| 2.9 | IFR approach |  |  |  |
| 2.10 | Visual approach and circling |  |  |  |
| 2.11 | Missed approach |  |  |  |
| 2.12 | Normal landing |  |  |  |
| 2.13 | Post-landing |  |  |  |
| 2.14 | Operations on wet and contaminated runways (aeroplanes) |  |  |  |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 3 | ABNORMAL AND/OR EMERGENCY PROCEDURESThe abnormal and/or emergency procedures and duties assigned to the crew, the appropriate checklists, the system for their use and a statement covering the necessary coordination procedures between flight and cabin/other crew members.**Procedures:** |  |  |  |
| 3.1 | Crew incapacitation |  |  |  |
| 3.2 | Fire and smoke drills |  |  |  |
| 3.3 | Un-pressurised and partially pressurised flight (for aeroplanes) |  |  |  |
| 3.4 | Exceeding structural limits such as overweight landing (for aeroplanes) |  |  |  |
| 3.5 | Lightning strikes |  |  |  |
| 3.6 | Distress communications and alerting ATC to emergencies |  |  |  |
| 3.7 | Engine/burner failure |  |  |  |
| 3.8 | System failures |  |  |  |
| 3.9 | Guidance for diversion in case of serious technical failure |  |  |  |
| 3.10 | Ground proximity warning, including for helicopters audio voice alerting device (AVAD) warning |  |  |  |
| 3.11 | ACAS/TCAS warning for aeroplanes/audio voice alerting device (AVAD) warning for helicopters |  |  |  |
| 3.12 | Wind-shear |  |  |  |
| 3.13 | Emergency landing/ditching |  |  |  |
| 3.14 | Departure contingency procedures (for aeroplanes) |  |  |  |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 4 | PERFORMANCE |  |  |  |
| 4.0 | Form of provided performance data.The OM may contain cross-reference to the data contained in the AFM where such data are not likely to be used often or in an emergency. |  |  |  |
| 4.1 | Performance dataCAT.POL.A.105; CAT.POL.H.105; CAT.POL.A.200 |  |  | Performance requirements prescribed in Annex IV (Part-CAT):1. take-off climb limits — mass, altitude, temperature;
2. take-off field length (for dry, wet and contaminated runway conditions);
3. net flight path data for obstacle clearance calculation or, where applicable, take-off flight path;
4. the gradient losses for banked climb-outs;
5. en-route climb limits;
6. approach climb limits;
7. landing climb limits;
8. landing field length (for dry, wet and contaminated runway conditions) including the effects of an in-flight failure of a system or device, if it affects the landing distance;
9. brake energy limits;
10. speeds applicable for the various flight stages (also considering dry, wet and contaminated runway conditions)
 |
| 4.1.1 | Supplementary data covering flights in icing conditions |  |  | Any certified performance related to an allowable configuration, or configuration deviation, such as anti-skid inoperative. |
| 4.1.2 | If performance data, as required for the appropriate performance class, is not available in the AFM, then other data should be included |  |  | Other performance data |
| 4.2 | Additional performance data for aeroplanes |  |  | Additional performance data, where applicable, including the following:1. all engine climb gradients,
2. drift-down data,
3. effect of de-icing/anti-icing fluids,
4. flight with landing gear down,
5. for aircraft with 3 or more engines, one-engine-inoperative ferry flights,
6. flights conducted under the provisions of the configuration deviation list (CDL)
 |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 5 | FLIGHT PLANNING |  |  |  |
| 5.1 | Part-CAT SUBPART BPrescribed authorities and responsibilities for: |  |  | Data and instructions necessary for pre-flight and in-flight planning. |
|  | Pre-flight planning:* meteorological information,
* information concerning operations plans,
* instructions concerning aircraft and crew use,
* load requirements and availability,
* routes, altitudes, tracks and technical stops that will be necessary and what alternate aerodromes are considered suitable for the various terminals,
* fuel requirements,
* aircraft gross weight and balance,
* any irregular operation of airport, airway, navigation or communication facilities
 |  |  |  |
|  | Delay (revised plans) |  |  |  |
|  | Dispatch release of the flight |  |  |  |
|  | In-flight assistance:* diversion,
* flight return,
* en-route delay or cancellation,
* revised routes, altitudes and alternates,
* commercial and technical considerations,
* monitoring adequacy of remaining fuel,
* supplying or arranging for the supply of supplementary information, including significant weather information, irregularities in operation of navigation and communication facilities, etc.
 |  |  |  |
|  | Guidance and procedures to prepare the OFP and ATS flight plan |  |  |  |
| 5.2 | The method for calculating fuel needed for the various stages of flightPart-CAT SUBPART B |  |  | Reference to APP 9.9 “Assessment of operator’s fuel policy – job aid” |
| **Inspector comments:** |

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| **5.3** | **Performance data for ETOPS critical fuel reserve** and area of operation. |  |  | When applicable, for aeroplanes, performance data for ETOPS critical fuel reserve and area of operation, including sufficient data to support the critical fuel reserve and area of operation calculation based on approved aircraft performance data.Refer to APP 9.8.3 “ETOPS operations approval checklist”. |
| 5.3.1 | Detailed engine(s)-inoperative performance data, including fuel flow for standard and non-standard atmospheric conditions and as a function of airspeed and power setting, where appropriate, covering:* drift down (includes net performance), where applicable;
* cruise altitude coverage including 10 000 FT;
* holding;
* altitude capability (includes net performance); and
* missed approach.
 |  |  |  |
| 5.3.2 | Detailed all-engine-operating performance data, including nominal fuel flow data, for standard and non-standard atmospheric conditions and as a function of airspeed and power setting, where appropriate, covering:* cruise (altitude coverage including 10 000 FT); and
* holding.
 |  |  |  |
| 5.3.3 | Details of any other conditions relevant to ETOPS operations which can cause significant deterioration of performance, such as ice accumulation on the unprotected surfaces of the aircraft, ram air turbine (RAT) deployment, thrust-reverser deployment, etc. |  |  |  |
| 5.3.4 | The altitudes, airspeeds, thrust settings, and fuel flow used in establishing the ETOPS area of operations for each airframe-engine combination should be used in showing the corresponding terrain and obstruction clearances in accordance with Annex IV (Part-CAT). |  |  |  |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 6 | MASS AND BALANCECAT.GEN.MPA.180; CAT.POL.MAB.100; CAT.POL.MAB.105**Instructions and data for the calculation of the mass and balance, including the following:** |  |  |   |
| 6.1 | Calculation system (e.g. index system) |  |  |  |
| 6.2 | Information and instructions for completion of mass and balance documentation, including manual and computer-generated types. |  |  | Where mass and balance data and documentation are generated by a computerised mass and balance system, the operator shall verify the integrity of the output data. |
| 6.3 | Limiting masses and centre of gravity for the types, variants or individual aircraft used by the operator. |  |  |  |
| 6.4 | Dry operating mass and corresponding centre of gravity or index. |  |  |  |
| 7 | LOADINGCAT.POL.MAB.100Procedures and provisions for loading and unloading and securing the load in the aircraft. |  |  | The person supervising the loading of the aircraft shall confirm by hand signature or equivalent that the load and its distribution are in accordance with the mass and balance documentation given to the commander. The commander shall indicate his/her acceptance by hand signature or equivalent. |
| **Inspector comments:** |

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| 8 | CONFIGURATION DEVIATION LIST |  |  | The CDL(s), if provided by the manufacturer |
| 8.1 | Types and variants operated |  |  |  |
| 8.2 | Procedures to be followed when an aircraft is being dispatched under the terms of its CDL. |  |  |  |
| 9 | MINIMUM EQUIPMENT LIST (MEL)ORO.MLR.105 |  |  | (Ref to APP 9.3 “MEL compliance evaluation checklist”) |
|  | The MEL for each aircraft type or variant operated and the type(s)/area(s) of operation, including:* dispatch conditions associated with operations required for a specific approval (e.g. LVO, NAT HLA, RVSM, ETOPS, etc.)
* using the ATA number system when allocating chapters and numbers
 |  |  |  |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 10 | SURVIVAL AND EMERGENCY EQUIPMENT INCLUDING OXYGENCAT.GEN.MPA.145; CAT.IDE.A.100; CAT.IDE.A.285; CAT.IDE.A.305; CAT.IDE.H.100; CAT.IDE.H.295; CAT.IDE.H.300; CAT.IDE.H.310 |  |  |  |
| 10.1  | A list of the survival equipment to be carried for the routes to be flown. |  |  |  |
| 10.2 | Procedures for checking the serviceability of the equipment prior to take-off. |  |  |  |
| 10.3 | The procedure for determining the amount of oxygen required and the quantity that is available. The flight profile, number of occupants and possible cabin decompression should be considered. |  |  |  |
| 11 | EMERGENCY EVACUATION PROCEDURES |  |  |  |
| 11.1 | Instructions for preparation for emergency evacuation, including crew coordination and emergency station assignment. |  |  |  |
| 11.2 | Emergency evacuation procedures. |  |  |  |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 12 | AIRCRAFT SYSTEMS |  |  | A description of the aircraft systems, related controls and indications and operating instructions. Consideration should be given to use the ATA number system when allocating chapters and numbers. |
| **Inspector comments:** |

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| **C** | **ROUTE/ROLE/AREA AND AERODROME/OPERATING SITE INSTRUCTIONS AND INFORMATION** |  |  |  |
| 1 |  |  |  | Instructions and information relating to communications, navigation and aerodromes/operating sites, including minimum flight levels and altitudes for each route to be flown and operating minima for each aerodrome/operating site planned to be used. |
| 1.1 | Minimum flight level/altitude |  |  |  |
| 1.2 | Operating minima for departure, destination and alternate aerodromes |  |  |  |
| 1.3 | Communication facilities and navigation aids |  |  |  |
| 1.4 | Runway/final approach and take-off area (FATO) data and aerodrome/operating site facilities |  |  |  |
| 1.5 | Approach, missed approach and departure procedures including noise abatement procedures |  |  |  |
| 1.6 | Communication-failure procedures |  |  |  |
| 1.7 | Search and rescue facilities in the area over which the aircraft is to be flown |  |  |  |
| 1.8 | Description of the aeronautical charts that should be carried on board in relation to the type of flight and the route to be flown, including the method to check their validity |  |  |  |
| 1.9 | Availability of aeronautical information and MET services |  |  |  |
| 1.10 | En-route communication/navigation procedures |  |  |  |
| 1.11 | Aerodrome/operating site categorisation for flight crew competence qualification |  |  |  |
| 1.12 | Special aerodrome/operating site limitations (performance limitations and operating procedures, etc.) |  |  |  |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| **D** | **TRAINING** |  |  |  |
| 1 | Description of scopeORO.FC.145  |  |  | Training syllabi and checking programmes for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight.Training and checking programmes, including syllabi and use of individual flight simulation training devices (FSTDs), shall be approved by the competent authority.The FSTD shall replicate the aircraft used by the operator, as far as practicable. Differencesbetween the FSTD and the aircraft shall be described and addressed through a briefing ortraining, as appropriate.The operator shall establish a system to adequately monitor changes to the FSTD and to ensure that those changes do not affect the adequacy of the training programmes. |
| 2 | Content: Training syllabi and checking programmes  |  |  | Operator shall include the relevant elements defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012. |
| 2.1 | Flight crew |  |  | Operator shall include in the training programmes and syllabi all relevant items prescribed in Annex IV (Part-CAT), Annex V (Part-SPA) and ORO.FC.  |
| 2.1.1 | Conversion training and checkingORO.FC.220; AMC1 ORO.FC.220; AMC1 ORO.FC.220&230; AMC2 ORO.FC.220&230  |  |  | Ref. to APP 9,4 “Conversion training and checking checklist” |
| 2.1.2 | Recurrent training and checkingORO.FC.130; ORO.FC.230; AMC1 ORO.FC.230 |  |  | Ref. to APP 9.6 “Recurrent training and checking checklist” |
| 2.1.3  | Command course training and checkingORO.FC.205 |  |  | Ref. to APP 9.7 “Command course training and checking checklist” |
| 2.1.4  | CRM trainingORO.FC.215 |  |  | Ref. to APP 7.8.1 “CRM training checklist” |
| 2.1.5 | Differences training and familiarisation trainingORO.FC.125; AMC1 ORO.FC.125 |  |  | Differences or familiarisation training when required by Annex I (Part-FCL) to Regulation (EU) No 1178/2011 and when changing equipment or procedures requiring additional knowledge on types or variants currently operated.The operations manual shall specify when such differences or familiarisation training is required. |
| 2.1.6 | Pilot qualification to operate in either pilot’s seatORO.FC.135; ORO.FC.235 |  |  | Appropriate training and checking shall be specified in the operations manual. |
| 2.1.7 | Operation on more than one type or variantORO.FC.140; ORO.FC.240; AMC1 ORO.FC.240; AMC2 ORO.FC.240  |  |  | Requirements prescribed in ORO.FC Subpart for each type or variant, unless credits related to the training, checking, and recent experience requirements are defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012 for the relevant types or variants, shall be considered by the operator.Appropriate procedures and/or operational restrictions shall be specified in the operationsmanual for any operation on more than one type or variant. |
| 2.1.8 | Alternative training and qualification programmeORO.FC.A.245; AMC1 ORO.FC.A.245 |  |  | One or more of the following training and checking requirements for flight crew by an alternative training and qualification programme (ATQP) may be substituted by the operator an approved by the competent authority:1. SPA.LVO.120 on flight crew training and qualifications;
2. conversion training and checking;
3. differences training and familiarisation training;
4. command course;
5. recurrent training and checking; and
6. operation on more than one type or variant.
 |
| 2.2 | Cabin crew |  |  | Operator shall include in the training programmes and syllabi all relevant items prescribed in Annex IV (Part-CAT), Annex V (Part-CC) of Commission Regulation (EU) 1178/2011 and ORO.CC (ref to CC 100-12/106) |
| 2.3 | Technical crew |  |  | Operator shall include in the training programmes and syllabi all relevant items prescribed in Annex IV (Part-CAT), Annex V (Part-SPA) and ORO.TC |
| 2.4 | Operations personnel, including crew members |  |  | Operator shall include in the training programmes and syllabi all relevant items prescribed in SPA.DG Subpart G of Annex IV (SPA.DG); and all relevant items prescribed in Annex IV (Part-CAT) and ORO.SEC. |
| 2.5 | Operations personnel other than crew members (e.g. dispatcher, handling personnel, etc. |  |  | Operator shall include in the training programmes and syllabi all other relevant items prescribed in Annex IV (Part-CAT) and in Annex III (Part-ORO) pertaining to their duties. |
| **Inspector comments:** |

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| --- | --- | --- | --- | --- |
| 3 | Procedures |  |  |  |
| 3.1 | Procedures for training and checking |  |  |  |
| 3.2 | Procedures to be applied in the event that personnel do not achieve or maintain the required standards |  |  |  |
| 3.3 | Procedures to ensure that abnormal or emergency situations requiring the application of part or all of the abnormal or emergency procedures, and simulation of instrument meteorological conditions (IMC) by artificial means are not simulated during commercial air transport operations |  |  |  |
| 4 | Description of documentation to be stored and storage periodsORO.MLR.115  |  |  |  |
| **Inspector comments:** |

**B AIRCRAFT OPERATING MATTERS — TYPE RELATED STANDARD OPERATING PROCEDURES (SOPs)**

**CHECKLIST**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **1** | **Captain’s (pilot in-command/commander) authority** |  |  |  |
| **2** | **Use of automation** |  |  | * Operator’s automation policy
* Specific guidance in selection of appropriate levels of automation
* Autopilot/flight director mode selection
* Flight management system (FMS) target entries (e.g., airspeed, heading, altitude)
 |
| **3** | **Checklist objectives** |  |  | * Providing logical sequences of coverage of the flight deck panels
* Providing logical sequences of actions to meet both internal and external flight deck operational requirements
* Allowing mutual monitoring among flight crew members to keep all flight crew members in the information loop
* Facilitating crew coordination to assure a logical distribution of flight deck tasks
 |
| **4** | **Walk-around** |  |  |  |
| **5** | **Checklists** |  |  | * Safety check prior to power on
* Originating/receiving
* Before start
* After start
* Before taxi
* Before take-off
* After take-off
* Climb check
* Cruise check
* Approach
* Landing
* After landing
* Parking and securing
* Emergency procedures
* Abnormal procedures
 |
| **6** | **Communication**  |  |  | * Who handles radios
* Primary language used with ATC and on the flight deck
* Keeping both pilots “in the loop”
* Operator’s radio procedures
* Flight deck signals to cabin
* Cabin signals to flight deck
 |
| **7** | **Briefings** |  |  | * CFIT risk considered
* Special airport qualifications considered
* Pre-flight
* Departure
* Arrival
 |
| **8** | **Flight deck access** |  |  | * On ground/in flight
* Jump seat
* Access signals, keys. Safety and security risks associated with flight crew members leaving the flight crew compartment due to operational or physiological needs during non-critical phases of flight/access procedures.
 |
| **9** | **Flight deck discipline**AMC1 ORO.GEN.110(f);GM1 ORO.GEN.110(f**)** |  |  | * STERILE FLIGHT CREW COMPARTMENT
* Maintaining outside vigilance
* Transfer of control
* Additional duties
* Flight kits/EFB
* Headsets/Audio selector panel
* Boom or throat microphone
* Maps/approach charts
* Meals
 |
| **10** | **Altitude awareness** |  |  | * Altimeter-setting and cross-checking procedures
* Transition altitude/flight level
* Standard calls (verification of)
* Minimum safe altitudes
* Temperature corrections
 |
| **11** | **Report times** |  |  | * Check-in
* On flight deck
* Checklist accomplishment
 |
| **12** | **Maintenance procedures** |  |  | * Technical Log items
* Aircraft external check
* Application of the MEL/CDL
* Crew coordination in ground de-icing
 |
| **13** | **Flight plans/dispatch procedures** |  |  | * VFR/IFR
* Icing considerations
* Fuel loads
* Weather-information package
* Where weather-information package is available
* Departure procedure climb gradient analysis
 |
| **14** | **Boarding of passengers/cargo** |  |  | * Carry-on baggage
* Exit-row seating
* Hazardous materials
* Inadmissible passengers, deportees or persons in custody/passengers with reduced mobility
* Firearms on-board
* Count/load
 |
| **15** | **Pushback/power-back** |  |  |  |
| **16** | **Taxiing**AMC1 CAT.GEN.MPA.124 |  |  | * Single-engine
* All-engines
* On ice or snow
* Prevention of runway incursion
* Application of the sterile flight crew compartment procedures
* Use of standard radio-telephony (RTF) phraseology
* Use of lights
* Measures to enhance the situational awareness of the minimum required flight crew members
 |
| **17** | **CRM, including crew briefings (CC and FC)** |  |  |  |
| **18** | **Weight and balance/cargo loading** |  |  | * Who is responsible for loading cargo and securing cargo?
* Who prepares the weight-and-balance data form? Who checks the form; and how a copy of the form is provided to the crew?
 |
| **19** | **Flight deck/cabin crew interchange** |  |  | * Boarding
* Ready to taxi
* Cabin emergency
* Prior to take-off/landing
 |
| **20** | **Take-off** |  |  | * Who conducts the take-off
* Briefing, VFR/IFR
* Reduced-power procedures
* Tail wind, runway clutter
* Intersections/land and hold short operations procedures
* Noise-abatement procedures
* Special departure procedures
* Use/non-use of flight directors
* Standard calls
* Clean-up
* Loss of engine, including rejected take-off after V1 (actions/standard calls)
* Flap settings (normal, non-standard and reason for, crosswind)
* Close-in turns
 |
| **21** | **Climb** |  |  | * Speeds
* Configuration
* Confirm compliance with climb gradient required in departure procedure
* Confirm appropriate cold-temperature corrections made
 |
| **22** | **Cruise altitude selection (speeds/weights)** |  |  |  |
| **23** | **Position reports to ATC and to company** |  |  |  |
| **24** | **Emergency descents** |  |  |  |
| **25** | **Holding procedures** |  |  |  |
| **26** | **Procedures for diversion to alternate airport** |  |  |  |
| **27** | **Normal descents** |  |  | * Planning top of-descent point
* Risk assessment and briefing
* Use/non-use of speed brakes
* Use of flaps/gear
* Icing considerations
* Convective activity
 |
| **28** | **GPWS or TAWS recovery (“pull-up”)** |  |  |  |
| **29** | **TCAS/ACAS** |  |  |  |
| **30** | **Wind shear** |  |  | * Avoidance of likely encounters
* Recognition
* Recovery/escape maneuver
 |
| **31** | **Approach philosophy** |  |  | * Precision approaches preferred
* Stabilised approaches standard
* Use of navigation aids
* FMS/autopilot use and when to discontinue use
* Approach gate and limits for stabilised approaches
* Use of radio altimeter
* Go-around (plan to go around; change plan to land when visual, if stabilised)
 |
| **32** | **Individual approach type (all types, including engine-out approaches)** |  |  |  |
| **33** | **For each type of approach/procedures and techniques** |  |  | * Profile
* Flap/gear extension
* Standard calls
* Procedures
 |
| **34** | **Go-around/missed approach/preparation and commitment to go around** |  |  | * Initiation when an approach gate is missed
* Procedure
* Standard calls
* Clean-up profile
 |
| **35** | **Landing** |  |  | * Actions and standard calls
* Configuration for conditions (visual approach, low visibility, and wet or contaminated runway)
* Close-in turns
* Crosswind landing
* Rejected landing
* Transfer of control after first officer’s landing
 |
| **36** | **Cabin crew procedures**AMC1 ORO.GEN.110(f)(h) Operator responsibilities |  |  |  |

**FLIGHT OPERATIONS INSPECTOR (FOI) REPORT**

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FOI NAME/SIGNATURE DATE

**INFORMATION TO THE OPERATOR**

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