FEDERATE STATES OF MICRONESIA

CIVIL AVIATION REGULATIONS

PART 9 — AIR OPERATOR CERTIFICATION AND ADMINISTRATION

VERSION 2.8

AUGUST 2015

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AMENDMENTS

Location	Date	Description
Introduction	11/2014	Updated amendment version of ICAO Annexes used
9.1.1.2(a)(1)	11/16/04	New definition – note deleted.
9.1.1.2(a)	8/06/06	New definitions added: aircraft operating manual; air operator certificate; cabin crew member; commercial air transport operation; configuration deviation list; crew member; flight crew member; flight safety document system; human factors principles; instrument meteorological conditions; maintenance release; operational control; operational flight plan; safety management system; visual meteorological conditions and definitions from ICAO Annex 18
9.1.1.2(a)	8/06/06	Definition of maintenance control manual edited
9.1.1.2(a)13	5/25/2010	Note added "Dangerous Goods"
9.1.1.2(a)20	5/25/2010	New Definition "Flight operations officer/flight dispatcher"
9.1.1.2(a)25	5/25/2010	New Definition "Ground handling"
9.1.1.2(a)35	5/25/2010	New Definition "Maintenance programme"
9.1.1.2(a)37	5/25/2010	Note added
9.1.1.2(a)44	5/25/2010	New Definition “Performance-based navigation (PBN)”
9.1.1.2	11/2013	Moved definitions to MCAR Part 1
9.1.1.3	11/16/04	Replaced “Acronyms” with “Abbreviations”
9.1.1.3	8/06/06	New abbreviations added for: CAT; IMC; SMS; VMC
9.1.1.3(a) 11	5/25/2010	New abbreviations added for: PBN – Performance-based Navigation
9.1.1.3	11/2013	Deleted abbreviations: FAA, JAA. Added abbreviations: DH, EDTO, RVR, RVSM, RFFS. Revised abbreviation for CAT.
9.1.1.5	5/25/2010	Reference change
9.1.1.5(c)	11/2013	Added SMS language
9.1.1.7(a)(2)	11/16/04	Replaced “specific operating provisions” with “operations specifications”
9.1.1.7(b)	5/25/2010	New text added (1-5)
9.1.1.8	8/06/06	New item (b) added
9.1.1.9	5/25/2010	Reference added
9.1.1.10	11/2013	Added new Note 2
9.1.1.11	5/25/2010	Reference added
9.2.2.2(b)(5)	11/16/04	Replaced “Quality Manager” with “Chief Inspector”
9.2.2.2	8/06/06	New note added; new items (e) and (f) added
9.2.2.3	8/06/06	Item (d) amended to refer to new IS; item (f) added with text moved from 9.4.1.6
9.2.2.4(a)(4)	11/16/04	Replaced “specific operating provisions” with “operations specifications”
9.2.2.5(c)(3)	11/16/04	Added “(to be retained by the operator for a period of three months).”
9.2.2.5	8/06/06	New text added so that this section will contain a list of all required records and reporting; new text added to refer to a new IS

9.2.2.6	8/06/06	Words flight deck changed to cockpit in text, occurrence changed to incident; new note added.
9.2.2.7	5/25/2010	Added text and reference change
9.2.2.8	8/06/06	Note added
9.2.2.9	8/06/06	Section rewritten and note added
9.2.2.10	8/06/06	New section added on flight safety document system
9.2.2.10	11/11/2011	moved to 9.2.2.11
9.2.2.10	11/11/2011	Moved section on Flight Safety Document System and replaced with "Safety Management System."
9.2.2.10	11/2013	Rewrote per new Annex 19
9.2.2.11	5/25/2010	Added new text and reference
9.2.2.11	8/06/06	New section added on safety management system (see 9.2.2.10 dated November 2011).
9.2.3.2	5/25/2010	Reference change
9.2.3.3	5/25/2010	Reference change
9.2.3.4	5/25/2010	Reference change
9.2.3.5	5/25/2010	Reference change
9.2.3.6	5/25/2010	Reference change
9.2.3.6	11/2013	Deleted original (d) and (e) and inserted new (d)
9.2.4.1	5/25/2010	Reference change
9.2.4.1	11/2013	Added new text (c) – (f)
9.3.1.2	5/25/2010	General - added text
9.3.1.2(g)	11/16/04	Added “including operational flight planning.”
9.3.1.2(g)	11/2013	Rewrote (g)
9.3.1.3	11/2013	Edited title
9.3.1.4	11/2013	Edited title
9.3.1.5	8/06/06	Word “entries” added to title
9.3.1.5(b) & (c)	11/16/04	New subsections.
9.3.1.7(b)	11/16/04	Replaced “provisions” with “specifications.”
9.3.1.8	8/06/06	Note added
9.3.1.9	8/06/06	Rewording of item (b) and two notes added
9.3.1.10	8/06/06	Paragraph reserved with prior text incorporated into 9.3.1.8
9.3.1.11	8/06/06	Note added
9.3.1.13	8/06/06	Note added
9.3.1.15	8/06/06	Note added
9.3.1.17	8/06/06	Words “cabin attendant” changed to “cabin crew member”
9.3.1.18	8/06/06	Item (c) edited to reflect addition to IS of information on exit row seating; note added

9.3.1.20	11/2013	Edited title; (b) and (c)
9.3.1.21	5/25/2010	Added text and reference change
9.3.1.22	8/06/06	Note added
9.3.1.24	8/06/06	Text deleted and item reserved as subject is covered in 9.3.1.23
9.3.1.24	11/11/2011	Added “Managing Fatigue-Related Safety Risks”
9.3.1.25(c)	11/16/04	New subsection.
9.3.1.25	8/06/06	New text added to item (b)
9.3.1.27	8/06/06	New note added
9.3.1.28	5/25/2010	Added note
9.3.2	11/11/2011	Corrected numbering from previous issue. 9.3.2 is correctly numbered as 9.4 and all subsequent paragraphs renumbered.
9.4.1.2	8/06/06	New item (f) added
9.4.1.4	5/25/2010	Reference change
9.4.1.4	8/06/06	New note added
9.4.1.4	11/11/2011	Updated reference to MCAR 5
9.4.1.5(e)	5/25/2010	Added text and reference change
9.4.1.5	8/06/06	New note added
9.4.1.6	8/06/06	Text deleted and covered by 9.2.2.3. Section reserved
9.4.1.7	8/06/06	Test deleted and section reserved
9.4.1.9	8/06/06	Word “entries” added to title; new items (c) and (d) added
9.4.1.10	5/25/2010	Reference change
9.4.1.10(b)	11/16/04	Replaced “specific operating provisions” with “operations specifications”
9.4.1.11	5/25/2010	Changed and added text and reference change
9.4.1.11	8/06/06	New noted added
9.4.1.12	5/25/2010	Reference change
9.4.1.13	5/25/2010	Changed and added text and reference change
9.4.1.13(a)	11/16/04	Replaced “specific operating provisions” with “operations specifications”
9.4.1.16	5/25/2010	Reference change
9.4.1.3(b)8	5/25/2010	Added new text
9.5	8/06/06	New note added
9.5.1.3	8/06/06	New item (b) and note added
9.5.1.3(b)(8)	11/11/2011	Added new text
9.5.1.5 (b)	11/11/2011	Added new text
9.5.1.6	8/06/06	Title edited; new items (b) and (c) added
9.5.1.7	8/06/06	New paragraph added
9.5.1.8	5/25/2010	New section added "Carriage of weapons"
9.6.1.1	11/11/2011	Added text
9.6.1.4	8/06/06	Text added to item (b) to reflect prohibition of carriage of infected live animals

9.6.1.5	8/06/06	Text in item (a) edited
9.6.1.6	8/06/06	New item (b) added
9.6.1.7	8/06/06	Text added to item (b); new item (c) added and former item (c) renumbered to item (d)
9.6.1.12	8/06/06	Title edited to reflect addition of regulations for stowage of dangerous goods; text added to item (d); new items (e) and (f) added
9.6.1.13	8/06/06	New items (c) and (g) added and remaining items renumbered; text added to items (d) and (f)
9.6.1.14	5/25/2010	Moved contents of the dangerous goods training programme to Part 8 and moved dangerous goods manual requirements from Part 8 to here.
9.6.1.15	8/06/06	New item (b) added
9.6.1.16	8/06/06	New section added
9.6.1.17	4/07	New section added
IS: 9.1.1.7 (c)	5/25/2010	New IS and form added “Contents of Air Operator Certificate”
IS: 9.1.1.7 (e)	5/25/2010	New IS added “Operations Specification”
IS: 9.1.1.7 (e)	11/2013	Editorials to items 13, 14 and 16 in operations specifications form and in instructions lines 10 and 13
IS: 9.2.2.2	8/06/06	Text added to requirements for Director of Maintenance; requirements added for Chief Inspector
IS: 9.2.2.3	8/06/06	New IS added
IS: 9.2.2.3	5/25/2010	1.1(a)(2) definition of quality assurance edited.
IS: 9.2.2.3	11/2013	Updates to Quality System manual at 2.2.1(k); 2.3.2(g) to incorporate new SMS requirements
IS: 9.2.2.5	8/06/06	New IS added
IS: 9.2.2.9	8/06/06	Deleted and text moved to 9.2.2.9
IS: 9.2.2.10	8/06/06	New IS added, “Flight Safety Documents System”
IS: 9.2.2.11	11/11/2011	Updated IS Number, “Flight Safety Documents System”
IS: 9.2.3.4	5/25/2010	Reference change
IS: 9.2.3.5	5/25/2010	Reference change
IS: 9.2.3.6	5/25/2010	Reference change
IS: 9.2.3.6	11/2013	Deleted definition in (a) and moved to MCAR Part 1; Rewrote (b)
IS: 9.3.1.2(b)	5/25/2010	Added/changed text
IS: 9.3.1.2	5/25/2010	Reference change
IS: 9.3.1.2 (d)(7)	5/25/2010	Added text
IS: 9.3.1.2 (e)	5/25/2010	Added text
IS: 9.3.1.2 (e) (Table: 2.1, 3.1, 5.1, 6.0, 7.0, 7.1, 8.0, 8.1, 9.1.2, 9.1.3, 9.1.7,	5/25/2010	Added/changed text

9.2., 9.2.1, 9.2.2, 9.2.4, 9.3, 9.3.1, 9.3.2, 10.1, 12.0)		
IS: 9.3.1.2	11/2013	Revised title to include reference; contents of Operations Manual - General at 3.3; 7.0; 7.29.3.2(d) due to new ICAO Annex 6 and 19 changes
IS: 9.3.1.3	5/25/2010	Reference change
IS: 9.3.1.3 (Table: 1.2 (a) and (d))	5/25/2010	Wording edited for clarification
IS: 9.3.1.3 (Table: 1.2 (a) and (d))	5/25/2010	(g) and (h) added; former (g) becomes (i)
IS: 9.3.1.3	11/2013	Revision to title and (a) for clarification; changes made to the manual outline at 1.3(f) and 1.6.
IS: 9.3.1.4 (Table: 5.1.1, 6.1, 6.2, 8.1)	5/25/2010	Text added
IS: 9.3.1.4 (Table 8.2)	5/25/2010	8.2. corrects duplicate numbering of 8.1
IS: 9.3.1.4 (Table: 9.2)	5/25/2010	Added 9.2 “Ground – Air Visual Signal” Renumbered subsequent sections
IS: 9.3.1.4	11/2013	Revision to title and (a) for clarification; and manual at 6.1 due to ICAO Annex 6 change
IS: 9.3.1.10	8/06/06	Deleted
IS 9.3.1.20	11/11/2011	Added “Route Guide”
IS 9.3.1.20	11/2013	Revision to title and (a) for clarification
IS: 9.3.1.21	5/25/2010	Reference change
IS: 9.3.1.22	8/06/06	New item (b) added and remaining paragraphs renumbered
IS:9.3.1.23	8/06/06	Previously IS: 9.3.1.24.
IS 9.3.1.24	11/11/2011	Added “Fatigue Management System Requirements”
IS: 9.4.1.4	5/25/2010	Added “Maintenance Control Manual”
IS: 9.4.1.4	11/2012	Corrects formatting so 3.15 is visible.

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INTRODUCTION

Part 9 of the Model Regulations sets forth the requirements for persons or entities to be granted an AOC certification from FSM. Part 9 includes regulations concerning the AOC certificate, flight operations management, maintenance requirements, security management, and dangerous goods management and shipping. The regulations in the Part address the standards in ICAO Annex 18, amendment 11, and the air operator requirements of ICAO Annex 6, Parts I, amendment 37-A and B, and III, amendment 18-A and B.

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Part 9— Air Operator Certification and Administration

9.1 AIR OPERATOR CERTIFICATE

9.1.1.1 APPLICABILITY

(a) Part 9 applies to the carriage of passengers, cargo or mail for remuneration or hire by persons whose principal place of business or permanent residence is located in FSM.

(b) This Part of the regulations prescribes requirements for the original certification and continued validity of air operator certificates (AOC) issued by FSM.

(c) Except where specifically noted, Part 9 applies to all commercial air transport operations by AOC holders for which FSM is the State of the Operator under the definitions provided in Annex 6 to the Convention on International Civil Aviation.

9.1.1.2 DEFINITIONS

(a) Definitions are contained in MCAR Part 1.

9.1.1.3 ABBREVIATIONS

(a) The following abbreviations are used in Part 9.

(1) **AOC** – Air Operator Certificate

(2) **AMO** – Approved Maintenance Organisation

(3) **ATP** – Air Transport Pilot

(4) **CAT** Category [of instrument approach operation: Type B (CAT I, II, III)]

(5) **CDL** – Configuration Deviation List

(6) **DH** – Decision Height

(7) **EDTO** – Extended Diversion Time Operation

(8) **IFR** – Instrument Flight Rules

(9) **IMC** – Instrument Meteorological Conditions

(10) **MEL** – Minimum Equipment List

(11) **PIC** – Pilot-In-Command

(12) **RFFS** – Rescue and Fire Fighting Service

(13) **RVR** – Runway Visual Range

(14) **RVSM** – Reduced Vertical Separation Minimum

(15) **SMS** – Safety Management System

(16) **UN** – United Nations

(17) **VFR** – Visual Flight Rules

(18) **VMC** – Visual Meteorological Conditions

9.1.1.4 COMPLIANCE WITH AN AIR OPERATOR CERTIFICATE

(a) No operator may operate an aircraft in commercial air transport unless that operator holds an AOC for the operations being conducted.

(b) No person may operate an aircraft in commercial air transport operations which are not authorised by the terms and conditions of its AOC.

(c) Each AOC holder shall carry a certified true copy of the air operator certificate and a copy of the operations specifications relevant to the aircraft type, issued in conjunction with the certificate on board its aircraft. When the certificate and the associated operations specifications are issued by the State of the Operator in a language other than English, and English translation shall be included.

(d) Each AOC holder shall, at all times, continue in compliance with the AOC terms, conditions of issuance, and maintenance requirements in order to hold that certificate.

Failure to comply may result in the revocation or suspension of the AOC.
ICAO Annex 6: Part I: 4.2.1.1; 4.2.1.2; 4.2.1.3; 4.2.1.4
ICAO Annex 6, Part III, Section II: 2.2.1.1; 2.2.1.2, 2.2.1.3; 2.2.1.4
ICAO Annex 18: 11.3.1
14 CFR: 119.5; 121.2
JAR OPS 1: 1.175(a)&(f)
JAR OPS 3: 3.175(a)&(f)

9.1.1.5 APPLICATION FOR AN AIR OPERATOR CERTIFICATE

(a) An operator applying to the Authority for an AOC shall submit an application—

(1) In a form and manner prescribed by the Authority; and

(2) Containing any information the Authority requires the applicant to submit.

(b) Each applicant shall make the application for an initial issue of an AOC at least 90 days before the date of intended operation.

(c) At the time of application, the applicant shall provide all information and manuals required under this Part, and the safety management system documentation required by MCAR Part 1.

ICAO Annex 6: Part I: 4.2.1.6; 4.2.1.8
ICAO Annex 6, Part III, Section II: 2.2.1.6; 2.2.1.8
ICAO Annex 19: 4.1.1; 4.1.3
ICAO Doc 8335, Chapter 3: 3.1.1(a)
14 CFR: 119.35
JAR OPS 1: 1.185
JAR OPS 3: 3.185

9.1.1.6 ISSUANCE OR DENIAL OF AIR OPERATOR CERTIFICATE

(a) The Authority may issue an AOC if, after investigation, the Authority finds that the applicant—

(1) Is a citizen of the FSM;

(2) Has its principle place of business and its registered office, if any, located in FSM;

(3) Meets the applicable regulations and standards for the holder of an AOC;

(4) Is properly and adequately equipped for safe operations in commercial air transport and maintenance of the aircraft; and

(5) Holds the economic authority issued by the FSM under the provisions of the [AVIATION ACT].

(b) The Authority may deny application for an AOC if the Authority finds that—

(1) The applicant is not properly or adequately equipped or is not able to conduct safe operations in commercial air transport;

(2) The applicant previously held an AOC which was revoked; or

(3) An individual that contributed to the circumstances causing the revocation process of an AOC obtains a substantial ownership or is employed in a position required by this regulation.

ICAO Annex 6: Part I: 4.2.1.3, 11.1
ICAO Annex 6, Part III, Section II: 2.2.1.3
14 CFR: 119.39
JAR OPS 1: 1.175(b)
JAR OPS 3: 3.175(b)

9.1.1.7 CONTENTS OF AIR OPERATOR CERTIFICATE

(a) The AOC will consist of two documents—

(1) A one-page certificate for public display signed by the Authority, and

(2) Operations specifications containing the terms and conditions applicable to the AOC holder's certificate.

(b) The Authority will issue an AOC which will contain—

(1) The State of the Operator and the issuing authority;

(2) The Air Operator Certificate number and its expiration date;

(3) The operator name, trading name (if different) and address of the principal place of business;

(4) The date of issue and the name, signature and title of the Authority representative, and

(5) The location, in a controlled document carried on board, where the contact details of operational management can be found.

(c) See IS 9.1.1.7(c) for detailed requirements on the layout and content of the Air Operator Certificate.

(d) The operations specifications associated with the Air Operator Certificate shall contain the authorisations, conditions, limitations and approvals issued by the authority in accordance with the standards which are applicable to operations and maintenance conducted by the AOC holder.

(e) See IS 9.1.1.7(e) for the layout and content of the Operations Specifications.

(f) Air operator certificates and their associated operations specifications first issued from November 2008 shall follow the layouts of IS 9.1.1.7(c)(e).

ICAO Annex 6: Part I: 4.2.1.5
ICAO Annex 6, Part III, Section II: 2.2.1.5
14 CFR: 119.37, 119.49
JAR OPS 1: Appendix 1 to 1.175
JAR OPS 3: Appendix 1 to 3.175

9.1.1.8 DURATION OF AN AIR OPERATOR CERTIFICATE

(a) An AOC, or any portion of the AOC, issued by the Authority is effective for twelve months unless—

(1) The Authority amends, suspends, revokes or otherwise terminates the certificate;

(2) The AOC holder surrenders it to the Authority; or

(3) The AOC holder suspends operations for more than 60 days.

(b) An AOC holder shall make application for renewal of an AOC at least 30 days before the end of the existing period of validity.

ICAO Annex 6: Part I: 4.2.1.4;
ICAO Annex 6, Part III, Section II: 2.2.1.4
ICAO Annex 18: 11.3.1
14 CFR: 119.61
JAR OPS 1. 1.175(f); 1.185(e)
JAR OPS 3 3.175(f); 3.185(e)

9.1.1.9 AMENDMENT OF AN AIR OPERATOR CERTIFICATE

(a) The Authority may amend any AOC if—

(1) The Authority determines that safety in commercial air transport and the public interest require the amendment; or

(2) The AOC holder applies for an amendment, and the Authority determines that safety in commercial air transport and the public interest allows the amendment.

(b) If the Authority stipulates in writing that an emergency exists requiring immediate amendment in the public interest with respect to safety in commercial air transportation, such an amendment is effective without stay on the date the AOC holder receives notice.

(c) An AOC holder may appeal the amendment, but shall operate in accordance with it, unless it is subsequently withdrawn.

(d) Amendments proposed by the Authority, other than emergency amendments, become effective 30 days after notice to the AOC holder, unless the AOC holder appeals the proposal in writing prior to the effective date. The filing of an appeal stays the effective date until the appeal process is completed.

(e) Amendments proposed by the AOC holder shall be made at least 30 days prior to the intended date of any operation under that amendment.

(f) No person may perform a commercial air transport operation for which an AOC amendment is required, unless it has received notice of the approval from the Authority.

ICAO Doc 8335, Part I, Chapter 5: 5.2.1(a)
ICAO Doc 8335, Part III, Chapter 7: 7.5
14 CFR: 119.41, 119.51
JAR OPS 1: 1.185(d)
JAR OPS 3: 3.185(d)

9.1.1.10 ACCESS FOR INSPECTION

(a) To determine continued compliance with the applicable regulations, the AOC holder shall—

(1) Grant the Authority access to and co-operation with any of its organisations, facilities and aircraft;

(2) Ensure that the Authority is granted access to and co-operation with any organisation or facilities that it has contracted for services associated with commercial air transport operations and maintenance for services; and

(3) Grant the Authority free and uninterrupted access to the flight deck of the aircraft during flight operations.

(b) Each AOC holder shall provide to the Authority a forward observer's seat on each of the AOC holder's aircraft from which the flight crew's actions and conversations may be easily observed.

Note 1- The suitability of the seat location and the ability to monitor crewmember actions, conversations and radio communications is determined by the Authority.

Note 2-Guidance on dangerous goods inspections and enforcement may be found in the Supplement to the Technical Instructions (Pat S-5, Chapter 1 and Part S-7, Chapters 5 and 6).

ICAO Annex 6, Part I: 4.2.1.4
ICAO Annex 6, Part III, Section II: 2.2.1.6
ICAO Annex 18: 11.1
14 CFR: 119.59; 121.581

9.1.1.11 CONDUCTING TESTS AND INSPECTIONS

(a) The Authority will conduct on-going validation of the AOC holder's continued eligibility to hold its AOC and associated approvals.

(b) The AOC holder shall allow the Authority to conduct tests and inspections, at any time or place, to determine whether an AOC holder is complying with the applicable laws, regulations and AOC terms and conditions.

(c) The AOC holder shall make available at its principal base of operations—

(1) All portions of its current Air Operator Certificate;

(2) All portions of its Operations and Maintenance Manuals; and

(3) A current listing that includes the location and individual positions responsible for each record, document and report required to be kept by the AOC holder under the applicable aviation law, regulations or standards.

(d) Failure by any AOC holder to make available to the Authority upon request, all portions of the AOC, Operations and Maintenance Manuals and any required record, document or report is grounds for suspension of all or part of the AOC.

ICAO Annex 6: Part I: 4.2.1.8
ICAO Annex 6, Part III, Section II: 2.2.1.6
ICAO Doc 8335, Part III, Chapter 6: 6.1.1
14 CFR: 119.59
JAR OPS 1: 1.175(e)
JAR OPS 3: 3.175(e)

9.2 AIR OPERATOR CERTIFICATION AND CONTINUED VALIDITY

9.2.1.1 APPLICABILITY

(a) Subpart 9.2 provides requirements applicable to the certification and continued validity of all AOC holders.

9.2.2 ADMINISTRATION

9.2.2.1 BASE OF OPERATIONS

(a) Each AOC holder that is not authorised to conduct maintenance under its AOC certificate shall maintain a principal base of operations.

(b) Each AOC holder that is authorised to conduct maintenance under its AOC certificate shall maintain a principal base of operations and maintenance.

(c) An AOC holder may establish a main operations base and a main maintenance base at the same location or at separate locations.

(d) Each AOC holder shall provide written notification of intent to the Authority at least 30 days before it proposes to establish or change the location of either base.

14 CFR: 119.47
JAR OPS 1: 1.175(c); 1.185(d)
JAR OPS 3: 3.175(c); 3.185(d)

9.2.2.2 MANAGEMENT PERSONNEL REQUIRED FOR COMMERCIAL AIR TRANSPORT OPERATIONS

(a) Each AOC holder shall have an accountable manager, acceptable to the Authority, who has corporate authority for ensuring that all flight operations and maintenance activities can be financed and carried out to the highest degree of safety standards required by the Authority.

(b) When conducting commercial air transport operations, the AOC holder shall have qualified personnel, with proven competency in civil aviation, available and serving full-time in the following positions or their equivalent:

(1) Director of Operations.

(2) Chief Pilot.

(3) Director of Safety.

(4) Director of Maintenance.

(5) Chief Inspector.

Note 1: "Competency in civil aviation" means that an individual shall have a technical qualification and management experience acceptable to the Authority for the position served.

Note 2: The Chief Inspector is responsible for quality control, as opposed to quality assurance and is not to be confused with the quality manager under the quality system.

(c) The Authority may approve positions or numbers of positions, other than those listed, if the AOC holder is able to show that it can perform the operation with the highest degree of safety under the direction of fewer or different categories of management personnel due to the—

(1) The kind of operations involved;

(2) The number of aircraft used; and

(3) The area of operation.

(d) See IS: 9.2.2.2 for additional management personnel requirements.

(e) The individuals who serve in the positions required or approved under this section and anyone in a position to exercise control over operations conducted under the AOC must:

(1) Be qualified through training, experience, and expertise;

(2) Discharge their duties to meet applicable legal requirements and to maintain safe operations; and

(3) To the extent of their responsibilities, have a full understanding of the following materials with respect of the AOC holder's operation:

(i) Aviation safety standards and safe operating practices;

(ii) These [Model Regulations];

(iii) The AOC holder's operations specifications;

(iv) All appropriate maintenance and airworthiness requirements of this Part;

(v) The manuals requirements of this Part.

(f) Each AOC holder must :

(1) State in the general policy provisions of the operations manual the duties, responsibilities and authority of personnel required by this section;

(2) List in the operations manual the names and business addresses of the individuals assigned to those positions; and

(3) Notify the Authority within 10 days of any change in personnel or any vacancy in any position listed.

ICAO Doc. 8335: Part III, 3.1
14 CFR: 119.65, 119.67
JAR OPS 1: Appendix 2 to 1.175
JAR OPS 3: Appendix 2 to 3.175

9.2.2.3 QUALITY SYSTEM

(a) Each AOC holder shall establish a quality system and designate a quality manager to monitor compliance with, and adequacy of, procedures required to ensure safe operational practices and airworthy aircraft. Compliance monitoring shall include a feedback system to the accountable manager to ensure corrective action as necessary.

(b) Each AOC holder shall ensure that the quality system includes a quality assurance programme that contains procedures designed to verify that all operations are being conducted in accordance with all applicable requirements, standards and procedures.

(c) The quality system, and the quality manager, shall be acceptable to the Authority.

(d) Each AOC holder shall describe the quality system in relevant documentation as outlined in IS: 9.2.2.3.

(e) Notwithstanding (a) above, the Authority may accept the nomination of two Quality Managers, one for operations and one for maintenance, provided that the operator has designated one Quality Management Unit to ensure that the Quality System is applied uniformly throughout the entire operation.

(f) Where the AOC holder is also an AMO, the AOC holder's quality management system may be combined with the requirements of an AMO and submitted for acceptance to the Authority, and State of Registry for aircraft not registered in FSM.

ICAO Annex 6, Part I: 8.7.4
ICAO Doc. 9734, Chapter 2: 2.4.8
ICAO Doc. 9760, Chapter 6: 6.4
JAR-OPS 1: 1.035; 1.900
JAR OPS 3: 3.035; 3.900

9.2.2.4 SUBMISSION AND REVISION OF POLICY AND PROCEDURE MANUALS

(a) Each manual required by this part must:

(1) Include instructions and information necessary to allow the personnel concerned to perform their duties and responsibilities with a high degree of safety;

(2) Be in a form that is easy to revise and contains a system which allows personnel to determine the current revision status of each manual;

(3) Have a date of the last revision on each page concerned;

(4) Not be contrary to any applicable FSM regulation and the AOC holder's operations specifications; and

(5) Each manual will include a reference to appropriate civil aviation regulations.

(b) No person may cause the use of any policy and procedure for flight operations or airworthiness function prior to co-ordination with the Authority.

(c) Each AOC holder shall submit the proposed policy or procedure to the Authority at least 30 days prior to the date of intended implementation.

ICAO Annex 6: Part I: 4.2.3.2,
ICAO Annex 6, Part III, Section II: 2.2.3.2
14 CFR 121.135
JAR-OPS 1: 1.1040
JAR OPS 3: 3.1040

9.2.2.5 RETENTION OF RECORDS

(a) Each AOC holder shall retain the following records for the period specified in IS: 9.2.2.5.

(1) Flight and duty records.

(2) Flight crew records.

(3) Other AOC holder personnel for which a training programme is required.

(4) Fuel and oil records.

(5) Maintenance records of the aircraft.

(6) Operational flight plan.

(7) Flight Preparation forms listed below —

(i) Completed load manifests.

(ii) Mass and balance records.

(iii) Dispatch releases.

(iv) Flight plans.

(v) Passenger manifests.

(vi) Weather reports.

(8) Aircraft technical logbook, including the following sections listed below —

(i) Journey records section.

(ii) Maintenance records section.

(iii) Flight recorder records.

(iv) Quality system records.

(v) Dangerous goods transport document.

(vi) Dangerous goods acceptance checklist.

(vii) Records on cosmic and solar radiation dosage.

(viii) Other records as may be required by the Authority.

(b) For the records identified in paragraph (a)(1),(2) and (3) above, the AOC holder shall maintain:

(1) Current records which detail the qualifications and training of all its employees, and contract employees, involved in the operational control, flight operations, ground operations and maintenance of the air operator.

(2) Records for those employees performing crew member or flight operations officer duties in sufficient detail to determine whether the employee meets the experience and qualification for duties in commercial air transport operations.

(c) Each AOC holder shall maintain records in a manner acceptable to the Authority.

ICAO Annex 6, Part I, 4.2.10.1; 4.2.10.2; 4.2.12.1;4.3.2; 4.3.3.1; 8.4.1; 8.4.2; 9.4.3.4, 11.6
ICAO Annex 6: Part III, Section II: 2.2.8.1; 2.2.8.2; 2.2.9.3,:2.3.1; 2.3.2; 2.3.3.1; 4.3.9.2; 6.4.1; 6.4.2; 6.8.1; 6.8.2; 7.4.3.4; 9.6
14 CFR: 121.380; 121:683; 121.685; 121.687; 121.698; 121.693; 121.695; 121.701; 121.1007
JAR OPS 1: Appendix 1 to 1.1065
JAR OPS 3: Appendix 1 to 3.1065

9.2.2.6 COCKPIT VOICE AND FLIGHT DATA RECORDER RECORDS

(a) Each AOC holder shall retain:

(1) The most recent flight data recorder calibration, including the recording medium from which this calibration is derived; and

(2) The flight data recorder correlation for one aircraft of any group of aircraft operated by the AOC holder—

(i) That are of the same type;

(ii) On which the model flight recorder and its installation are the same; and

(iii) On which there is no difference in type design with respect to the original installation of instruments associated with the recorder.

Note: The flight data recorder calibration and the flight data recorder correlation will be kept as part of the maintenance records for aircraft and its components.

(b) In the event of an accident or incident requiring immediate notification of the Authority, the AOC holder shall remove and keep recorded information from the cockpit voice recorder and flight data recorder for at least 60 days or, if requested by the Authority, for a longer period.

ICAO Annex 6: Part I: 11.6
ICAO Annex 6: Part III, Section II: 4.7
14 CFR: 121.343(l); 121.359(h)
JAR OPS 1: 1.160
JAR OPS 3: 3.160

9.2.2.7 AIRCRAFT OPERATED BY THE AOC HOLDER

(a) The AOC holder shall list in its operations specifications the aircraft make, model and series with the following list of authorisations, conditions and limitations:

(1) Issuing authority contact details;

(2) Operator name and AOC number;

(3) Date of issue and signature of the Authority representative;

(4) Aircraft model;

(5) Types and areas of operations, and

(6) Special limitations and authorisations.

(b) Each AOC holder shall apply to the Authority for an amendment to its operations specification in advance of any intended change of aircraft.

(c) Aircraft of another certificate holder operated under an interchange agreement shall be incorporated to the operations specifications as required by paragraph (a) above.

ICAO Annex 6, Part I: 4.2.1.5, Appendix 6
ICAO Annex 6, Part III, Section II: 2.2.1.7,Appendix 3
ICAO Doc 8335, Part 3, Chapter 3: 3.2.7
14 CFR: 121.685

9.2.2.8 AIRCRAFT TECHNICAL LOG

(a) Each AOC holder shall have an aircraft technical log that is carried on the aircraft that contains a journey records section and an aircraft maintenance record section. The journey records section is further described in 9.3.1.5 and the aircraft maintenance record section is further described in 9.4.1.9.

Note: The aircraft technical log may be computerised. The journey records section and the maintenance record section may be combined. See JAR OPS 1: ACJ to Appendix 1 of JAR OPS 1.005(a) for two examples of an aircraft technical log entry.

ICAO Annex 6, Part I: 11.4.1R
ICAO Annex 6, Part III, Section II: 9.4.1R
14 CFR: 121.687; 121.701
JAR OPS 1: 1.1055; 1.915; 1.195
JAR OPS 3: 3.1055; 3.915; 3.195

9.2.2.9 COMPANY PROCEDURES INDOCTRINATION

(a) No person may serve nor may any AOC holder use a person in its employ unless that person has completed the company indoctrination curriculum approved by the Authority, appropriate to that person's duties and responsibilities.

(b) The indoctrination curriculum shall include training in knowledge and skills related to human performance, including co-ordination with other AOC personnel.

Note: Indoctrination, initial, recurrent, and other training required for crew members and flight operations officers/ dispatchers is contained in Part 8.

ICAO Annex 6, Part I: 8.7.5.4; 9.3.1; 12.4
ICAO Annex 6, Part III, Section II: 7.3.1; 10.3; 11.2.1; 11.2.2
14 CFR: 415
JAR OPS 1: 1.205
JAR OPS 3: 3.205

9.2.2.10 SAFETY MANAGEMENT SYSTEM

(a) An AOC holder shall implement a safety management system acceptable to the Authority as outlined in MCAR Part 1: 1.6.

(b) An AOC holder operating aircraft with a maximum take-off mass over 20,000 kg (44,092 lb) shall establish a flight safety document system for the use and guidance of operational personnel, as part of its safety management system.

(c) The AOC holder's flight data analysis programme shall be non-punitive and contain adequate safeguards to protect the source(s) of data.

Note 1 – An operator may contract the operation of a flight data analysis programme to another party while retaining overall responsibility for the maintenance of such a programme.

Note 2 – Guidance on the establishment of flight data analysis programmes is included in ICAO Doc 10000, Manual on Flight Data Analysis Programmes.

Note 3 – Legal guidance for the protection of information from safety data collection and processing systems is contained in ICAO Annex 19, Attachment B.

ICAO Annex 6, Part I: 3.3.1R; 3.3.2; 3.3.4
ICAO Annex 6, Part III, Section II: 1.3.1R; 1.3.2
ICAO Annex 19: 4.1.1; 4.1.3

9.2.2.11 FLIGHT SAFETY DOCUMENT SYSTEM

(a) An AOC holder shall establish a flight safety document system for the use and guidance of operational personnel, as part of its safety management system.

(b) The development and organisation of a flight safety document system shall contain the minimum elements of the outline provided in the IS: 9.2.2.11.

ICAO Annex 6, Part I: 3.3.4

9.2.3 AIRCRAFT

9.2.3.1 AUTHORISED AIRCRAFT

(a) No person may operate an aircraft in commercial air transport unless that aircraft has an appropriate current airworthiness certificate, is in an airworthy condition, and meets the applicable airworthiness requirements for these operations, including those related to identification and equipment.

(b) No person may operate any specific type of aircraft in commercial air transport until it has completed satisfactory initial certification, which includes the issuance of an AOC listing that type of aircraft.

(c) No person may operate additional or replacement aircraft of a type for which it is currently authorised unless it can show that each aircraft has completed an evaluation process for inclusion in the AOC holder's fleet.

Chicago Convention, Article 29(b)
ICAO Annex 6 Part I: 4.2.1.1; 4.2.1.2; 4.2.1.5(d); 8.1.1
ICAO Annex 6, Part III, Section II: 2.2.1.1; 2.,2.1.2; 2.2.1.5(d); 6.1.1
14 CFR: 91.7; 121.153
JAR OPS 1: 1.175(a); 1.180(a)
JAR OPS 3: 3.175(a); 1.180(a)

9.2.3.2 DRY LEASING OF FOREIGN REGISTERED AIRCRAFT

(a) An AOC holder may dry-lease a foreign aircraft for commercial air transport as authorised by the Authority.

(b) No person may be authorised to operate a foreign registered aircraft unless—

(1) There is in existence a current agreement between the Authority and the State of Registry that, while the aircraft is operated by the FSM AOC holder, the operations regulations of FSM are applicable;

(2) There is in existence a current agreement between the Authority and the State of Registry that—

(i) While the aircraft is operated by the AOC holder, the airworthiness regulations of the State of Registry are applicable; or,

(ii) If the State of Registry agrees to transfer some or all of the responsibility for airworthiness to the Authority under Article 83 bis of the Chicago Convention, the airworthiness regulations of FSM shall apply to the extent agreed upon by the Authority and the State of Registry.

(iii) The agreement acknowledges that the Authority shall have free and uninterrupted access to the aircraft at any place and any time.

(c) See IS: 9.2.3.2 for additional requirements for dry leasing of foreign-registered aircraft.

Chicago Convention, Article 83 bis
ICAO Doc 8335, Part V Chapter 2:2.1
14 CFR: 121.153
JAR-OPS 1: 1.165(c)
JAR OPS 3: 3.165(c)

9.2.3.3 AIRCRAFT INTERCHANGE

(a) No person may interchange aircraft with another AOC holder without the approval of the Authority.

(b) See IS: 9.2.3.3 for requirements pertaining to aircraft interchange agreements approved by the Authority.

ICAO Doc 8335, Part V Chapter 4: 4.3.3
14 CFR: 121.569

9.2.3.4 WET-LEASING

(a) No person may conduct wet-lease operations on behalf of another air operator except in accordance with the applicable laws and regulations of the country in which the operation occurs and the restrictions imposed by the Authority.

(b) No person may allow another entity or air operator to conduct wet-lease operations on its behalf unless—

(1) That air operator holds an AOC or its equivalent from a Contracting State that authorises those operations; and

(2) The AOC holder advises the Authority of such operations and provides a copy of the AOC under which the operation was conducted.

(c) See IS: 9.2.3.4 for additional requirements when wet leasing aircraft.

ICAO Doc 8335, Part V Chapter 3: 3.2
14 CFR: 119.53
JAR OPS 1: 1.165(c)
JAR OPS 3: 3.165(c)
FAA Order 8400.10, Vol. 3, Chapter 13

9.2.3.5 EMERGENCY EVACUATION DEMONSTRATION

(a) No person may use an aircraft type and model in commercial air transport passenger-carrying operations unless it has first conducted, for the Authority, an actual full capacity emergency evacuation demonstration for the configuration in 90 seconds or less.

(b) The full capacity actual demonstration may not be required, if the AOC holder provides a written petition for deviation with evidence that—

(1) A satisfactory full capacity emergency evacuation for the aircraft to be operated was demonstrated during the aircraft type certification or during the certification of another air operator; and

(2) There is an engineering analysis, which shows that an evacuation is still possible within the 90-second standard, if the AOC holder's aircraft configuration differs with regard to number of exits or exit type or number of cabin crew members or location of the cabin crew members.

(c) If a full capacity demonstration is not required, no person may use an aircraft type and model in commercial air transport passenger-carrying operations unless it has first demonstrated to the Authority that its available personnel, procedures and equipment could provide sufficient open exits for evacuation in 15 seconds or less.

(d) No person may use a land plane in extended overwater operations unless it has first demonstrated to the Authority that it has the ability and equipment to efficiently carry out its ditching procedures.

(e) See IS: 9.2.3.5 for additional requirements concerning emergency evacuation demonstrations.

ICAO Doc 8335, Part III Chapter 5: 5.3.11
14 CFR: 121.291

9.2.3.6 DEMONSTRATION FLIGHTS

(a) No person may operate an aircraft type in commercial air transport unless it first conducts satisfactory demonstration flights for the Authority in that aircraft type.

(b) No person may operate an aircraft in a designated special area, or using a specialised navigation system, unless it conducts a satisfactory demonstration flight for the Authority.

(c) Demonstration flights required by paragraph (a) shall be conducted in accordance with the regulations applicable to the type of operation and aircraft type used.

(d) The number of hours and type of demonstration flights shall be conducted in accordance with IS: 9.2.3.6.

ICAO Annex 6, Part I, 4.2.1.3
ICAO Doc 8335, Chapter 5: 5.4.
14 CFR: 121.163

9.2.4 FACILITIES AND OPERATIONS SCHEDULES

9.2.4.1 FACILITIES

(a) Each AOC holder shall maintain operational and airworthiness support facilities at the main operating base, appropriate for the area and type of operation.

(b) Each AOC holder shall arrange appropriate ground handling facilities at each airport used to ensure the safe servicing and loading of its flights.

(c) Each AOC holder shall not commence a flight unless it has been ascertained by every reasonable means available that the ground and/or water facilities available and directly required on such flight, for the safety operation of the aircraft and the protection of the passengers, are adequate for type of operation under which the flight is to be conducted and are adequately operated for this purpose.

Note. "Reasonable means" is intended to denote the use, at the point of departure, of information available to the operator either through official information published by the aeronautical information services or readily available from other sources.

(d) Each AOC holder shall ensure that any inadequacy of facilities observed in the course of operations is reported to the authority responsible without delay.

(e) Each AOC holder shall, as part of its safety management system, asses the level or rescue and fire fighting service (RFFS) protection available at any aerodrome intended to be specified in the operational flight plan in order to ensure that an acceptable level of protection is available for the aircraft intended to be used.

(f) Each AOC holder shall include in its operations manual information related to the level of RFFS protection that is deemed acceptable.

Note: ICAO Annex 6, Part I: Attachment J contains guidance on assessing an acceptable level of RFFS protection at aerodromes.

ICAO Annex 6, Part I: 4.1.1; 4.1.2; 4.1.4; 4.1.5
ICAO Annex 6, Part III, Section II: 2.1.1; 2.1.3
ICAO Doc 8335, Part III Chapter 5: 5.3.
14 CFR: 121.105, 121.123
JAR OPS 1: 1.175(m)(q)
JAR OPS 3: 3.175(m)(q)

9.2.4.2 OPERATIONS SCHEDULES

(a) In establishing flight operations schedules, each AOC holder conducting scheduled operations shall allow enough time for the proper servicing of aircraft at intermediate stops, and shall consider the prevailing winds en route and cruising speed for the type of aircraft. This cruising speed may not be more than that resulting from the specified cruising output of the engines.

14 CFR: 121.541

9.3 AOC FLIGHT OPERATIONS MANAGEMENT

9.3.1.1 APPLICABILITY

(a) Subpart 9.3 provides those certification requirements that apply to management of flight operations personnel and their functions.

9.3.1.2 OPERATIONS MANUAL

(a) Each AOC holder shall issue to the crewmembers and persons assigned operational control functions, an Operations Manual acceptable to the Authority.

(b) The Operations Manual shall contain the overall (general) company policies and procedures regarding the flight operations it conducts.

(c) Each AOC holder shall prepare and keep current an Operations Manual which contains the AOC procedures and policies for the use and guidance of its personnel.

(d) Each AOC holder shall issue the Operations Manual, or pertinent portions, together with all amendments and revisions to all personnel that are required to use it.

(e) No person may provide for use of its personnel in commercial air transport any Operations Manual or portion of this manual which has not been reviewed and found acceptable or approved for the AOC holder by the Authority.

(f) Each AOC holder shall ensure that the contents of the Operations Manual includes at least those subjects designated by the Authority that are applicable to the AOC holder's operations.

(g) The Operations Manual shall contain the specific areas listed below, and may be issued in separate parts.

(1) General, as specified in IS: 9.3.1.2,

(2) Aircraft Operating Information Manual, as specified in paragraph 9.3.1.4 and IS: 9.3.1.4

(3) Route Guide -- Areas, Routes and Aerodromes, as specified in paragraph .9.3.1.20 and IS: 9.3.1.20.

(4) Training, as specified in paragraph 9.3.1.3, and IS: 9.3.1.3.

ICAO Annex 6: Part I: 4.2.3, 4.2.3.1; 4.2.3.2; 4.2.6.2, 4.2.7.1, 4.2.8, 4.2.10.2, 4.3.3.2, Appendix 2,
ICAO Annex 6, Part III, Section II: 2.2.2; 2.2.2.1; 2.2.2.2; 2.2.3.3.R; 2.2.6.2; 2.2.7.1; 7.6; 2.3.3.2; Appendix 2
ICAO Annex 19: 4.1.1; 4.1.3
ICAO Doc 8335, Part III, Chapter 4
14 CFR: 121.131; 121.133; 121.135; 121.137; 121.141
JAR-OPS 1: 1.1040, 1.1045
JAR OPS 3: 3.1040; 3.1045

9.3.1.3 TRAINING PROGRAMME MANUAL

(a) Each AOC holder shall ensure that all operations personnel are properly instructed in their duties and responsibilities and the relationship of such duties to the operation as a whole.

(b) Each AOC holder shall have a training programme manual approved by the Authority containing the general training, checking, and record keeping policies.

(c) Each AOC holder shall have approval of the Authority prior to using a training curriculum for the purpose of qualifying a crewmember, or person performing operational control functions, for duties in commercial air transport.

(d) Each AOC holder shall submit to the Authority any revision to an approved training programme, and shall receive written approval from the Authority before that revision can be used.

(e) The training programme manual shall conform to the outline in IS: 9.3.1.3

ICAO Annex 6: Part I: 4.2.1.3; 4.2.3.1, 4.2.3.3.R; 9.3.1, 12..4; 13.4.1; Appendix 2: 2.4.1; 2.4.2; 2.4.3
ICAO Annex 6, Part III, Section II:2.2.3.1; 2.2.3.3R; 2.2.3.1, 7.3.1; 10.3; 11.2.1; Appendix: 2.4.1; 2.4.2; 2.4.3
14 CFR: 121.401-403, 135.323-327
JAR OPS 1: 1.1045, Part D, Appendix 1 and IEM 1.1045
JAR OPS 3: 3.1045, Part D, and Appendix 1 and IEM 3.1045

9.3.1.4 AIRCRAFT OPERATING INFORMATION MANUAL

(a) Each AOC holder or applicant shall submit proposed aircraft operating manuals for each type and variant of aircraft operated, containing the normal, abnormal and emergency procedures relating to the operation of the aircraft for approval by the Authority.

(b) Each Aircraft Operating Manual shall be based upon the aircraft manufacturer's data for the specific aircraft type and variant operated by the AOC holder and shall include specific operating parameters, details of the aircraft systems, and of the check lists to be used applicable to the operations of the AOC that are approved by the Authority. The design of the manual shall observe human factors principles.

(c) The Aircraft Operating Manual shall be issued to the flight crewmembers and persons assigned operational control functions to each aircraft operated by the AOC.

(d) The Aircraft Operating Manual may conform to the outline contained in IS: 9.3.1.4.

ICAO Annex 6: Part I: 4.2.3; 6.1.4, Appendix 2: 2.2.1 – 2.2.14
ICAO Annex 6, Part III, Section II: 2.2.5; 4.1.3; Appendix: 2.2.1 – 2.2.14
14 CFR: 121.141, 125.75
JAR OPS 1: 1.1045, Part B
JAR OPS 3: 3.1045, Part B

9.3.1.5 AIRCRAFT TECHNICAL LOG ENTRIES – JOURNEY RECORDS SECTION

(a) Each AOC holder shall use an aircraft technical log containing a journey records section which includes the following information for each flight: (See 9.4.1.9 for maintenance records section of the aircraft technical log).

(1) Aircraft nationality and registration;

(2) Date;

(3) Names of crewmembers;

(4) Duty assignments of crewmembers;

(5) Place of departure;

(6) Place of arrival;

(7) Time of departure;

(8) Time of arrival;

(9) Hours of flight;

(10) Nature of flight (private, aerial work, scheduled, non-scheduled);

(11) Incidents, observations, if any; and

(12) Signature of person in charge.

(b) Entries in the journey logbook shall be made currently and in ink or indelible pencil.

(c) Completed journey log books shall be retained to provide a continuous record of the last 2 years operations.

ICAO Annex 6: Part 1, 4.5.5, 11.4.1R; 11.4.2R; 11.4.3R
ICAO Annex 6, Part III, Section II: 9.4.1R
14 CFR: 121.687
JAR-OPS 1 1.1055; 1.415
JAR-OPS 3 3.1055; 3.415

9.3.1.6 DESIGNATION OF PIC FOR COMMERCIAL AIR TRANSPORT

(a) The AOC holder shall, for each commercial air transport operation, designate in writing one pilot as the PIC.

ICAO Annex 6: Part I: 4.2.10.1
ICAO Annex 6, Part III, Section II: 2.2.9.1
14 CFR: 121.385(c)
JAR-OPS 1: 1.940(a)(5)
JAR-OPS 3: 3.940(a)(5)

9.3.1.7 REQUIRED CABIN CREW MEMBERS

(a) The AOC holder shall schedule, and the PIC shall ensure that, the minimum number of required cabin crew members are on board passenger-carrying flights.

(b) The number of cabin crew members may not be less than the minimum prescribed by the Authority in the AOC holder's operations specifications or the following, whichever is greater—

(c) For a seating capacity of 20 to 50 passengers: 1 cabin crew member; and

(d) One additional cabin crew member for each unit, or part of a unit, of 50 passenger seat capacity.

(e) When passengers are on board a parked aircraft, the minimum number of flight attendants shall be one-half that required for the flight operation, but never less than one cabin crew member (or another person qualified in the emergency evacuation procedures for the aircraft).

Note: Where one-half would result in a fractional number, it is permissible to round down to the next whole number.

ICAO Annex 6: Part I: 12.1
ICAO Annex 6, Part III, Section II: 10.1
14 CFR: 121.391,121.393, 125.269;135.107
JAR OPS 1: 1.990

9.3.1.8 CARRIAGE OF SPECIAL SITUATION PASSENGERS

(a) No AOC holder may allow the transportation of special situation passengers except—

(b) As provided in the AOC holder's Operations Manual procedures; and

(c) With the knowledge and concurrence of the PIC.

Note: Each State should consult its National laws or other regulations when developing regulations for the carriage of persons with physical or mental disabilities or inadmissible passengers, deportees or persons in custody.

FAA AC 120-32, Air Transportation of Handicapped Persons
JAR-OPS 1: 1.260; 1.265
JAR OPS 3: 3.260; 3.265

9.3.1.9 CREW MEMBER CHECKING AND STANDARDISATION PROGRAMME

(a) Each AOC holder shall have a programme of checking and standardisation of crew members approved by the Authority.

(b) An AOC holder shall check pilots' proficiency on those manoeuvres and procedures that are prescribed by the Authority for pilot proficiency checks, which shall include emergency procedures and, where applicable, instrument flight rules.

Note 1: A standardised process is defined to address the operator unique fleet differences and compliance methods.

Note 2: See Part 8 for specific checking requirements.

ICAO Annex 6, Part I: 9.4.4
ICAO Annex 6, Part III, Section II: 7.4.4
FAA AC 120-53, Crew Qualification and Pilot Type Rating Requirements for Transport Category Aircraft

9.3.1.10 RESERVED

9.3.1.11 COCKPIT CHECK PROCEDURE

(a) Each AOC holder shall issue to the flight crews and make available on each aircraft, the checklist procedures approved by the Authority appropriate to for the type and variant of aircraft.

(b) Each AOC holder shall ensure that approved procedures include each item necessary for flight crew members to check for safety before starting engines, taking off, or landing, and for engine and systems abnormalities and emergencies.

(c) Each AOC holder shall ensure that the checklist procedures are designed so that a flight crew member will not need to rely upon his memory for items to be checked.

(d) Each AOC holder shall make the approved procedures readily useable in the cockpit of each aircraft and the flight crew shall be required to follow them when operating the aircraft.

Note: Checklists are part of the Aircraft Operating Manual, which is a part of the Operations Manual of the AOC and is approved by the Authority.

ICAO Annex 6: Part I: 4.2.5,
ICAO Annex 6, Part III, Section II: 2.2.5
14 CFR: 121.315
JAR OPS 1: 1.130(a)(2)
JAR OPS 3: 3.130(a)(2)

9.3.1.12 MINIMUM EQUIPMENT LIST AND CONFIGURATION DEVIATION LIST

(a) Each AOC holder shall provide for the use of the flight crew members, maintenance personnel and persons assigned operational control functions during the performance of their duties, an MEL approved by the Authority.

(b) The MEL shall be specific to the aircraft type and variant which contains the circumstances, limitations and procedures for release or continuance of flight of the aircraft with inoperative components, equipment or instruments.

(c) Each AOC holder may provide for the use of flight crew members, maintenance personnel and persons assigned operational control functions during the performance of their duties a Configuration Deviation List (CDL) specific to the aircraft type if one is provided and approved by the State of Design. An AOC Holder operations manual shall contain those procedures acceptable to the Authority for operations in accordance with the CDL requirements.

ICAO Annex 6: Part I: 6.1.2,
ICAO Annex 6, Part III, Section II: 4.1.2
JAR OPS 1: 1.030
JAR OPS 3: 3.030

9.3.1.13 PERFORMANCE PLANNING MANUAL

(a) Each AOC holder shall provide for the use of the flight crew members and persons assigned operational control functions during the performance of their duties, a performance planning manual acceptable to the Authority.

(b) The performance planning manual shall be specific to the aircraft type and variant and shall contain adequate performance information to accurately calculate the performance in all normal phases of flight operation.

Note: See ICAO Annex 6, Part I, Attachment C and ICAO Annex 6, Part III, Attachment A for guidance on preparing the performance planning manual.

ICAO Annex 6: Part I: 4.2.3.3R
ICAO Annex 6, Part III, Section II: 2.2.3.3R
14 CFR: 121.171
JAR OPS 1: 1.485; 1.560

9.3.1.14 PERFORMANCE DATA CONTROL SYSTEM

(a) Each AOC holder shall have a system approved by the Authority for obtaining, maintaining and distributing to appropriate personnel current performance data for each aircraft, route and airport that it uses.

(b) The system approved by the Authority shall provide current obstacle data for departure and arrival performance calculations.

ICAO Annex 6: Part I: 5.3.1,
ICAO Annex 6, Part III, Section II: 3.3.1

9.3.1.15 AIRCRAFT LOADING AND HANDLING MANUAL

(a) Each AOC holder shall provide for the use of the flight crew members, ground handling personnel and persons assigned operational control functions during the performance of their duties, an aircraft handling and loading manual acceptable to the Authority.

(b) This manual shall be specific to the aircraft type and variant and shall contain the procedures and limitations for servicing and loading of the aircraft.

Note: Depending on the size and scope of the AOC operations, the aircraft loading and handling manual may be either a standalone document or contained in the Aircraft Flight Manual.

ICAO Annex 6, Part I: 4.2.2.1; 4.3.1(d)(e); Appendix 2: 2.1.9; 2.2.7
ICAO Annex 6, Part III, Section II: 2.2.1.3; 2.3.1(d)(e); Appendix: 2.1.8; 2.2.5
ICAO Annex 8: 9.1; 9.2.1
14 CFR: 121.135(b)(20)
JAR OPS 1: 1.605(a)
JAR OPS 3: 3.605(a)

9.3.1.16 MASS AND BALANCE DATA CONTROL SYSTEM

(a) Each AOC holder shall have a system approved by the Authority for obtaining, maintaining and distributing to appropriate personnel current information regarding the mass and balance of each aircraft operated.

ICAO Annex 6, Part I: 4.2.2.1; Appendix 2: 2.1.14; 2.2.6
ICAO Annex 6, Part III, Section II: 2.2.1.3; Appendix: 2.13
14 CFR: 121.135(b)(20); 121.137
JAR OPS 1: 1.610
JAR OPS 3: 3.610

9.3.1.17 CABIN CREW MEMBER MANUAL

(a) The AOC holder shall issue to the cabin crew members and provide to passenger agents during the performance of their duties, a cabin crew member manual acceptable to the Authority.

(b) The cabin crew member manual shall contain those operational policies and procedures applicable to cabin crew members and the carriage of passengers.

(c) The AOC holder shall issue to the cabin crew members, a manual specific to the aircraft type and variant which contains the details of their normal, abnormal and emergency procedures and the location and operation of emergency equipment.

Note: These manuals may be combined into one manual for use by the cabin crew members.

ICAO Annex 6, Part I: 4.2.2.2; Appendix 2: 2.2.12
ICAO Annex 6, Part III, Section II: 2.2.2.2; Appendix: 2.2.10
14 CFR: 121.135(b)(2)

JAR OPS 1: 1.045, Appendix 1 5.3; 8.3.15
JAR OPS 3: 3.045, Appendix 1 5.3; 8.3.15

9.3.1.18 PASSENGER BRIEFING CARDS

(a) Each AOC holder shall carry on each passenger carrying aircraft, in convenient locations for the use of each passenger, printed cards supplementing the oral briefing and containing—

(1) Diagrams and methods of operating the emergency exits;

(2) Other instructions necessary for use of the emergency equipment, and

(3) Information regarding the restrictions and requirements associated with sitting in an exit seat row.

(b) Each AOC holder shall ensure that each card contains information that is pertinent only to the type and variant of aircraft used for that flight.

(c) See IS: 9.3.1.18 for specific information to be included on passenger information cards regarding exit row seating.

Note: See FAA AC 121-24C, Passenger Information Safety Briefing and Briefing Cards, for a detailed information on passenger briefings.

ICAO Annex 6, Part I: 4.2.2.1(e)
ICAO Annex 6, Part III, Section II: 4.2.2(d)
14 CFR: 121.571(b)
JAR OPS 1: 1.285 (2)
JAR OPS 3: 3.285 (2)
FAA AC 121-24C

9.3.1.19 AERONAUTICAL DATA CONTROL SYSTEM

(a) Each AOC holder shall have a system approved by the Authority for obtaining, maintaining and distributing to appropriate personnel current aeronautical data for each route and aerodrome that it uses.

(b) See IS: 9.3.1.19 for the specific aerodrome information to be contained in the aeronautical data control system.

ICAO Annex 6, Part I: 4.2.7.1, 5.3.1; 5.3 2
14 CFR: 121.97, 121.117
JAR OPS 1: 1.220
JAR OPS 3: 3.220

9.3.1.20 ROUTE GUIDE - AREAS, ROUTES AND AERODROMES

(a) Each AOC holder shall provide for the use of the flight crew members and persons assigned operational control functions during the performance of their duties, information on areas, routes and aerodromes, and aeronautical charts approved by the Authority.

(b) The AOC holder shall keep this information and aeronautical charts current and appropriate for the proposed types and areas of operations to be conducted by the AOC holder. This information is issued as part of the operations manual or may be separate.

(c) This information shall contain at least the information outlined in IS: 9.3.1.20.

ICAO Annex 6, Part 1: 4.2.3.1, Appendix 2:2.3
ICAO Annex 6, Part III, Section II: 2.2.2.2; 2.2.6.1; 2.2.6.2
14 CFR: 121.113; 121.115; 121.135(b)(8)
JAR OPS 1. 1.240(4)

JAR OPS 3. 3.240(4)

9.3.1.21 WEATHER REPORTING SOURCES

(a) Each AOC holder shall use sources approved the Authority for the weather reports and forecasts used for decisions regarding flight preparation, routing and terminal operations.

(b) For passenger carrying operations, the AOC holder shall have an approved system for obtaining forecasts and reports of adverse weather phenomena that may affect safety of flight on each route to be flown and airport to be used.

(c) See IS: 9.3.1.21 for sources of weather reports satisfactory for flight planning or controlling flight movement.

ICAO Annex 6, Part I: 4.3.5.1; 4.3.5.2
ICAO Annex 6, Part III, Section II: 2.3.5.1; 2.3.5.2
14 CFR: 121.101, 121.119

9.3.1.22 DEICING AND ANTI-ICING PROGRAMME

(a) Each AOC holder planning to operate an aircraft in conditions where frost, ice, or snow may reasonably be expected to adhere to the aircraft shall—

(1) Use only aircraft adequately equipped for such conditions;

(2) Ensure flight crew is adequately trained for such conditions; and

(3) Have an approved ground deicing and anti-icing programme.

(b) See IS: 9.3.1.22 for detailed requirements pertaining to the AOC holder's deicing programme.

Note: See the current edition of FAA AC 120-60, Ground Deicing and Anti-Icing Programme for a discussion of the programme and training of employees. See also ICAO Doc 9649, Manual of Aircraft Ground Deicing/Anti-icing Operations.

ICAO Annex 6, Part I: 4.3.5.4
ICAO Annex 6, Part III, Section II: 2.3.5.3; 2.3.5.4
14 CFR: 121.629(c)
JAR OPS 1: 1.345, 1.346
JAR OPS 3: 3.345, 3.346

9.3.1.23 FLIGHT SUPERVISION AND MONITORING SYSTEM

(a) Each AOC holder shall have an adequate system approved by the Authority for proper dispatch and monitoring of the progress of the flights.

(b) The dispatch and monitoring system shall have enough dispatch centres, adequate for the operations to be conducted, located at points necessary to ensure adequate flight preparation, dispatch and in-flight contact with the flight operations.

(c) Each AOC holder shall provide enough qualified flight operations officers at each dispatch centre to ensure proper operational control of each flight.

(d) See IS: 9.3.1.23 for detailed requirements pertaining to the AOC holder’s flight monitoring system.

ICAO Annex 6, Part I: 4.2.1.3; 10.1; 10.2
ICAO Annex 6, Part III, Section II: 2.3.3.1; 8.1R; 8.2R
14 CFR: 121.107
JAR OPS 1: 1.195
JAR OPS 3: 3.195

9.3.1.24 MANAGING FATIGUE-RELATED SAFETY RISKS

(a) For the purpose of managing fatigue-related safety risks, an AOC holder shall establish either:

(1) flight time, flight duty period, duty period and rest period limitations that are within the prescriptive fatigue management regulations in 8.12; or

(2) a Fatigue Risk Management System (FRMS) in compliance with 8.11.1.2(e); or

(3) an FRMS in compliance with 8.11.1.2(e) for part of its operations and the requirements of 8.12 for the remainder of its operations.

(b) Where the operator adopts prescriptive fatigue management regulations for part or all of its operations, the CAA may approve, in exceptional circumstances, variations to these regulations on the basis of a risk assessment provided by the operator. Approved variations shall provide a level of safety equivalent to, or better than, that achieved through the prescriptive fatigue management regulations.

(c) The CAA shall approve an operator's FRMS before it may take the place of any or all of the prescriptive fatigue management regulations. An approved FRMS shall provide a level of safety equivalent to, or better than, the prescriptive fatigue management regulations.

(d) Operators using an FRMS must adhere to the following provisions of the FRMS approval process that allows the CAA to ensure that the approved FRMS meets the requirements of 8.11.1.2(c).

(1) Establish maximum values for flight times and/or flight duty period(s) and duty period(s), and minimum values for rest periods that shall be based upon scientific principles and knowledge, subject to safety assurance processes.

(2) Adhere to CAA mandates to decrease maximum values and increase in minimum values in the event that the operator's data indicates these values are too high to too low, respectively; and

(3) Provide justification to the CAA for any increase in maximum values or decrease in minimum values based on accumulated FRMS experience and fatigue-related data before such changes will be approved by the CAA.

(e) Operators implementing an FRMS to manage fatigue-related safety risks shall, as a minimum:

(1) Incorporate scientific principles and knowledge within the FRMS;

(2) Identify fatigue-related safety hazards and the resulting risks on an ongoing basis;

(3) Ensure that the remedial actions, necessary to effectively mitigate the risks associated with the hazards, are implemented promptly;

(4) Provide for continuous monitoring and regular assessment of the mitigation of fatigue risks achieved by such actions; and

(5) Provide for continuous improvement to the overall performance of the FRMS.

(f) See detailed IS: 9. 3.1.24 requirements pertaining to FRMS.

ICAO Annex 6, Part I: 4.10.1; 4.10.2; 4.10.3; 4.10.4; 4.10.5; 4.10.6; 4.10.7R; 4.10.8
ICAO Annex 6, Part III, Section II: 7.6, 10.4
14 CFR: 121.470, 135.261

9.3.1.25 COMMUNICATIONS FACILITIES

(a) Each AOC holder's flights shall be able to have two-way radio communications with all ATC facilities along the routes and alternate routes to be used.

(b) For passenger carrying operations, each AOC holder shall be able to have rapid and reliable radio communications with all flights over the AOC's entire route structure under normal operating conditions. This radio communication system shall be independent from the ATC system.

(c) Each AOC holder engaged in international air navigation shall at all times have available for immediate communication to rescue coordination centres, information on the emergency and survival equipment carried on board any of their aeroplanes including, as applicable —

(1) The number, colour and types of life rafts and pyrotechnics;

(2) Details of emergency water and medical supplies; and

(3) The type and frequencies of the emergency portable radio equipment.

ICAO Annex 6, Part I: 4.1.1; 4.1.3; 11.5
ICAO Annex 6, Part III, Section II: 2.1.1; 2.1.3; 9.5
14 CFR: 121.99

9.3.1.26 ROUTES AND AREAS OF OPERATION

(a) An AOC holder may conduct operations only along such routes and within such areas for which—

(1) Ground facilities and services, including meteorological services, are provided which are adequate for the planned operation;

(2) The performance of the aircraft intended to be used is adequate to comply with minimum flight altitude requirements;

(3) The equipment of the aircraft intended to be used meets the minimum requirements for the planned operation;

(4) Appropriate and current maps and charts are available;

(5) If two-engine aircraft are used, adequate airports are available within the time/distance limitations; and

(6) If single-engine aircraft are used, surfaces are available which permit a safe forced landing to be executed.

(b) No person may conduct commercial air transport operations on any route or area of operation unless those operations are in accordance with any restrictions imposed by the Authority.

ICAO Annex 6: Part I: 4.2.2.2; 4.2.6.1; 4.4.8.2
ICAO Annex 6, Part III, Section II: 2.2.2.2; 2.2.6.1; 2.2.6.2
14 CFR: 121.93; 121.95, 121.135
JAR OPS 1: 1.240
JAR OPS 3: 3.240

9.3.1.27 NAVIGATIONAL ACCURACY

(a) Each AOC holder shall ensure, for each proposed route or area, that the navigational systems and facilities it uses are capable of navigating the aircraft—

(b) Within the degree of accuracy required for ATC; and

(c) To the airports in the operational flight plan within the degree of accuracy necessary for the operation involved.

(d) In situations without adequate navigation systems reference, the Authority may authorise day VFR operations that can be conducted safely by pilotage because of the characteristics of the terrain.

(e) Except for those navigational aids required for routes to alternate airports, the Authority will list in the AOC holder's operations specifications nonvisual ground aids required for approval of routes outside of controlled airspace.

(f) Non-visual ground aids are not required for night VFR operations on routes that the certificate holder shows have reliably lighted landmarks adequate for safe operation.

(g) Operations on route segments where the use of celestial or other specialised means of navigation is required shall be approved by the Authority.

Note 1: From 1 January 2010, the operations specifications layout depicted in Annex 6, Appendix 6, paragraph 3 shall be followed. The bottom row of the ICAO layout provides for "other" authorisations, approvals and remarks. Other authorisations may require multiple pages to prepare based on the complexity of the AOC holder's operation. It would be appropriate for the Authority to list in the AOC holder's operations specifications as "other" authorisations, the nonvisual ground aids required for approval of routes outside of controlled airspace.

Note 2: See ICAO Doc 9613, Manual on Required Navigation Performance, for information on the approval process for operations in RNP airspace and a list of references to other documents produced by States and international bodies.

ICAO Annex 6, Part I: 7.2.1; 7.2.2; 7.2.8; 7.2.3
ICAO Annex 6, Part III, Section II: 5.2.1; 5.2.2; 5.2.3
14 CFR: 121.103
JAR OPS 1: 1.240; 1.243
JAR OPS 3: 3.240; 3.243

9.4 AOC MAINTENANCE REQUIREMENTS

9.4.1.1 APPLICABILITY

(a) This Subpart provides those certification and maintenance requirements that apply to an AOC holder utilising an AMO or an equivalent system.

9.4.1.2 MAINTENANCE RESPONSIBILITY

(a) Each AOC holder shall ensure the airworthiness of the aircraft and the serviceability of both operational and emergency equipment by—

(1) Assuring the accomplishment of preflight inspections;

(2) Assuring the correction of any defect and/or damage affecting safe operation of an aircraft to an approved standard, taking into account the MEL and CDL if available for the aircraft type;

(3) Assuring the accomplishment of all maintenance in accordance with the approved operator's aircraft maintenance programme;

(4) The analysis of the effectiveness of the AOC holder's approved aircraft maintenance programme;

(5) Assuring the accomplishment of any operational directive, airworthiness directive and any other continued airworthiness requirement made mandatory by the Authority; and

(6) Assuring the accomplishment of modifications in accordance with an approved standard and, for non-mandatory modifications, the establishment of an embodiment policy.

(b) Each AOC holder shall ensure that the Certificate of Airworthiness for each aircraft operated remains valid in respect to—

(1) The requirements in paragraph (a);

(2) The expiration date of the Certificate; and

Note: The Authority may or may not impose an expiration date on a Certificate of Airworthiness; an expiration date is used by in JAR-OPS, the FAA does not issue an expiration date on a Certificate of Airworthiness.

(3) Any other maintenance condition specified in the Certificate.

(c) Each AOC holder shall ensure that the requirements specified in paragraph (a) are performed in accordance with procedures approved by or acceptable to the Authority.

(d) Each AOC holder shall ensure that the maintenance, preventive maintenance, and modification of its aircraft/aeronautical products are performed in accordance with its maintenance control manual and/or current instructions for continued airworthiness, and applicable aviation regulations.

(e) Each AOC holder may make an arrangement with another person or entity for the performance of any maintenance, preventive maintenance, or modifications; but shall remain responsible of all work performed under such arrangement.

(f) Each AOC holder shall have its aircraft maintained and released to service by either an AMO certificated under Part 6 or by an equivalent system. If an equivalent system to an AMO is used, the AOC holder shall ensure that the person signing the maintenance release is licensed in accordance with Part 2.

ICAO Annex 6, Part I: 8.1.1; 8.1.2; 8.1.3; 8.1.4; 8.1.5
ICAO Annex 6, Part III, Section II: 6.1.1; 8.1.2; 8.1.3; 6.1.4; 6.1.5
14 CFR: 121.363; 121.365; 121.367; 121.368
JAR OPS 1: 1.890
JAR OPS 3: 3.890

9.4.1.3 APPROVAL AND ACCEPTANCE OF AOC MAINTENANCE SYSTEMS AND PROGRAMMES

(a) An AOC holder shall not operate an aircraft, except for pre-flight inspections, unless it is maintained and released to service by an AMO or equivalent system of maintenance that is approved by the State of Registry and is acceptable to the Authority.

(b) For aircraft registered in FSM, an AMO or an equivalent system of maintenance shall be approved by the Authority.

(c) For aircraft not registered in FSM, an AMO or an equivalent system of maintenance will be approved by the State of Registry of the aircraft, and such approval will be accepted by the Authority.

(d) When the Authority or the State of Registry accepts an equivalent system of maintenance, the persons designated to sign a maintenance release or airworthiness release shall be licensed in accordance with Part 2, as appropriate.

Note: Under JAR-OPS an AOC holder performing its own maintenance is certified as an AMO, while under 14 CFR the current practice is that an AOC holder is authorised to perform its own maintenance under the AOC certificate without being designated separately as an AMO.

ICAO Annex 6: Part 1: 8.1.2, 8.1.3
ICAO Annex 6, Part III, Section II: 6.1.2; 6.1.3
14 CFR: 121.367
JAR-OPS 1: 1.875

JAR OPS 3: 3.175

9.4.1.4 MAINTENANCE CONTROL MANUAL

(a) Each FSM AOC holder shall provide to the Authority, and to the State of Registry of the aircraft, if different from the Authority, an AOC holder's maintenance control manual and subsequent amendments, for the use and guidance of maintenance and operational personnel concerned, containing details of the organisation's structure including:

(1) The accountable manager and designated person(s) responsible for the maintenance system as required by 9.2.2.2.

(2) Procedures to be followed to satisfy the maintenance responsibility of 9.4.1.2, except where the AOC holder is an AMO, and has the quality functions of 9.2.2.3. Such procedures may be included in the AMO procedures manual.

(3) Procedures for the reporting of failures, malfunctions, and defects in accordance with 5.4.1.5, to the Authority, State of Registry and the State of Design within 72 hours of discovery; in addition, items that warrant immediate notification to the Authority by telephone/telex/fax, with a written follow-on report as soon as possible but no later than within 72 hours of discovery, are—

(i) Primary structural failure;

(ii) Control system failure;

(iii) Fire in the aircraft;

(iv) Engine structure failure; or

(v) Any other condition considered an imminent hazard to safety.

(b) The AOC holder's maintenance control manual shall contain the following information which may be issued in separate parts—

(1) A description of the administrative agreements between the AOC holder and the AMO, or a description of the maintenance procedures and the procedures for completing and signing a maintenance release when maintenance is based on a system other than that of an AMO;

(2) A description of the procedures to ensure each aircraft they operate is in an airworthy condition;

(3) A description of the procedures to ensure the emergency equipment for each flight is serviceable;

(4) The names and duties of the person or persons required to ensure that all maintenance is carried out in accordance with the maintenance control manual;

(5) A reference to the maintenance programme required in 9.4.1.12;

(6) A description of the methods for completion and retention of the operator's maintenance records required by 9.4.1.8;

(7) A description of the procedures for monitoring, assessing and reporting maintenance and operational experience for all aircraft over 5,700 kg maximum certificated take-off mass;

(8) A description of the procedures for obtaining and assessing continued airworthiness information and implementing any resulting actions considered necessary by the State of Registry for all aircraft over 5,700 kg maximum certificated take-off mass, from the organisation responsible for the type design, ;

(9) A description of the procedures for implementing mandatory continuing airworthiness as required in 9.4.1.2(a)(5);

(10) A description of the procedures establishing and maintaining a system of analysis and continued monitoring of the performance and efficiency of the maintenance programme in order to correct any deficiency in that programme;

(11) A description of aircraft types and models to which the manual applies;

(12) A description of the procedures for ensuring that unserviceabilities affecting airworthiness are recorded and rectified; and

(13) A description of the procedures for advising the State of Registry of significant in-service occurrences.

(c) No person may provide for use of its personnel in commercial air transport any Maintenance Control Manual or portion of this manual which has not been reviewed and approved for the AOC holder by the Authority.

(d) See IS: 9.4.1.4 for an outline of specific subjects to be contained as appropriate in the AOC holder's maintenance control manual.

Note: In the FAA system, the maintenance control manual is usually referred to as the general maintenance manual; in JAR it is called the Maintenance Management Exposition.

ICAO Annex 6: Part 1, 8.2.1, 11.2
ICAO Annex 6, Part III, Section II: 6.2.1; 9.2
14 CFR: 121.369
JAR-OPS 1: 1.905
JAR OPS 3: 3.905
ICAO Doc 9760, Vol. I, Chapter 6, 6.5
ICAO Doc 9760, Vol. II, Chapter 8, Appendix B, 4.1

9.4.1.5 MAINTENANCE MANAGEMENT

(a) The AOC holder, approved as an AMO, may carry out the requirements specified in 9.4.1.2 (a)(2),(3),(5)and (6).

(b) If the AOC holder is not an AMO, the AOC holder shall meet its responsibilities under in 9.4.1.2 (a)(2),(3),(5)and (6) by using —

(1) An equivalent system of maintenance approved or accepted by the Authority; or

(2) Through an arrangement with an AMO with a written maintenance contract agreed between the AOC holder and the contracting AMO detailing the required maintenance functions and defining the support of the quality functions approved or accepted by the Authority.

Note: ICAO Doc. 9760, Appendix B to Chapter 6, Figure I-6B-5, contains a sample operations specification authorisation for contractual maintenance agreements.

(c) Each AOC holder shall employ a person or group of persons, acceptable to the Authority, to ensure that all maintenance is carried out to an approved standard such that the maintenance requirements of 9.4.1.2 and requirements of the AOC holder's maintenance control manual are satisfied, and to ensure the functioning of the quality system.

(d) Each AOC holder shall provide suitable office accommodation at appropriate locations for the personnel specified in paragraph (c).

(e) Each AOC holder shall establish a safety management system for the maintenance of aircraft that is accordance with the provisions of 9.2.2.11and that is acceptable to the authority.

ICAO Annex 6, Part 1, 8.1.2; 8.1.4, 8.7.33, 8.7.3.4
ICAO Annex 6, Part III, Section II: 6.1.2; 6.1.4
ICAO Doc 9670, Vol. I, Chapter 6: 6.3, and Appendix B
14 CFR: 121.363
JAR-OPS 1: 1.895
JAR-OPS 3: 3.895

9.4.1.6 RESERVED

9.4.1.7 RESERVED

9.4.1.8 MAINTENANCE RECORDS

(a) Each AOC holder shall ensure that a system has been established to keep, in a form acceptable to the Authority, the following records:

(1) The total time in service (hours, calendar time and cycles, as appropriate) of the aircraft and all life-limited components;

(2) The current status of compliance with all mandatory continuing airworthiness information;

(3) Appropriate details of modifications and repairs to the aircraft and its major components;

(4) The time in service (hours, calendar time and cycles, as appropriate) since last overhaul of the aircraft or its components subject to mandatory overhaul life;

(5) The current aircraft status of compliance with the maintenance programme; and

(6) The detailed maintenance records to show that all requirements for signing of a maintenance release and airworthiness release have been met.

(b) Each AOC holder shall ensure that items in (a)(1-5) shall be kept for a minimum of 90 days after the unit to which they refer has been permanently withdrawn from service, and the records in (a)(6) shall be kept for a minimum of 1 year after the signing of the maintenance release and/or airworthiness release.

(c) Each AOC holder shall ensure that in the event of temporary change of operator, the records specified in paragraph (a) shall be made available to the new operator.

(d) Each AOC holder shall ensure that when an aircraft is permanently transferred from one operator to another operator, the records specified in paragraph (a) are also transferred.

Note: In the context of ICAO Annex 6, Part I: 8.4.3, a judgement on what should be considered as a temporary change of operator will need to be made by the State of Registry in the light of the need to exercise control over the records, which will depend on access to them and the opportunity to update them.

ICAO Annex 6, Part 1, 8.4
14 CFR: 121.380
JAR-OPS 1: 1.920

9.4.1.9 AIRCRAFT TECHNICAL LOG ENTRIES—MAINTENANCE RECORD SECTION

(a) Each AOC holder shall use an aircraft technical log which includes an aircraft maintenance record section containing the following information for each aircraft:

Note: See 9.3.1.5 for journey records section of the aircraft technical log.

(1) Information about each previous flight necessary to ensure continued flight safety.

(2) The current aircraft maintenance release and/or an airworthiness release.

(3) The current inspection status of the aircraft, to include inspections due to be performed on an established schedule and inspections that are due to be performed that are not on an established schedule, except that the Authority may agree to the maintenance statement being kept elsewhere.

(4) The current maintenance status of the aircraft, to include maintenance due to be performed on an established schedule and maintenance that is due to be performed that is not on an established schedule except that the Authority may agree to the maintenance statement being kept elsewhere.

(5) All deferred defects that affect the operation of the aircraft.

Note: Defects which are not airworthiness items may be deferred to a later date for rectification. When this is done, there must be a method of recording such a deferral, and normally the aircraft technical log has a section solely for this purpose. Some operators have a system of classifying deferred defects so as to allow different lengths of time, either in hours flown, number of sectors, or on return to a maintenance base, until a defect must be rectified before further flight.

(b) The aircraft technical log and any subsequent amendment shall be approved by the Authority.

(c) Each person who takes action in the case of a reported or observed failure or malfunction of an aircraft/ aeronautical product, that is critical to the safety of flight shall make, or have made, a record of that action in the maintenance section of the aircraft technical log.

(d) Each AOC holder shall have a procedure for keeping adequate copies of required records to be carried aboard, in a place readily accessible to each flight crewmember and shall put that procedure in the AOC holder's operations manual.

14 CFR: 121.701
JAR-OPS 1: 1.915
JAR-OPS 3: 3.915

9.4.1.10 RELEASE TO SERVICE

(a) No AOC holder shall operate an aircraft unless it has both a maintenance release, if maintenance has been performed prior to the flight, and a valid airworthiness release, as follows.

(1) Maintenance Release:

(i) An AOC holder shall not operate an aircraft unless it is maintained and released to service by an organisation approved in accordance with Part 6, or under an equivalent system, either of which shall be acceptable to the State of Registry.

(ii) An AOC holder using an AMO shall not operate an aircraft after release under subparagraph (i) unless a Certificate of Release to Service has been prepared in accordance with the AOC maintenance control manual procedures and a logbook entry in the maintenance records section of the aircraft technical log has been made.

(iii) An AOC holder using an equivalent system shall not operate an aircraft after release under subparagraph (i) unless a logbook entry in the maintenance records section of the aircraft technical log is prepared or caused to be prepared by an appropriately licensed and rated individual in accordance with Part 2, as appropriate. This maintenance release shall be made in accordance with the AOC maintenance control manual procedures.

(iv) The AOC holder shall ensure that the PIC of the aircraft has reviewed the maintenance section of the aircraft technical log and determined that any maintenance performed has been appropriately documented.

(2) Airworthiness Release

(i) An AOC holder shall not operate an aircraft unless the PIC is in possession of a valid airworthiness release to indicate that any maintenance, preventative maintenance or inspections performed on the aircraft have been satisfactorily performed and appropriately documented.

ICAO Annex 6, Part I: 8.1.2; 8.1.3; 8.8.1
ICAO Annex 6, Part III, Section II: 6.1.2; 6.1.3; 6.7.1
ICAO Document 9760, Chapter 7: 7.2.6
ICAO Doc. 8335, Part III, Chapter 6: 6.3.2
14 CFR: 121.709
FAA AC 120-16D
JAR-OPS 1: 1.875(a)
JAR OPS 3: 3.875(a)

9.4.1.11 MODIFICATION AND REPAIRS

(a) All modifications and repairs shall comply with airworthiness requirements acceptable to the State of Registry. Procedures shall be established to ensure that the substantiating data supporting compliance with the airworthiness requirements are retained. However, in the case of a major repair or major modification, the work must have been done in accordance with technical data approved by the Authority.

(b) An AOC holder may be authorised to perform maintenance, preventive maintenance, and modifications of any aircraft, airframe, aircraft engine, propeller, appliance, component, or part thereof, under the AOC provided:

(1) It is performed under a maintenance system, acceptable to the State of Registry, that is equivalent to that of an Approved Maintenance Organisation (AMO) established in accordance with Part 6, and

(2) It is performed in accordance with the approved AOC's operations specifications

(c) An AOC holder using a maintenance system acceptable to the State of Registry and equivalent to that of an AMO that wishes to approve for return to service major repairs or major modifications to an aircraft registered in FSM shall use a current and valid licensed AMT with an airframe and powerplant rating and shall be qualified in accordance with Part 2.

(d) Each AOC holder shall, promptly upon its completion, prepare a report of each major modification or major repair of an airframe, aircraft engine, propeller, or appliance of an aircraft that it operates.

(e) The AOC holder shall submit a copy of each report of a major modification to the Authority, and shall keep a copy of each report of a major repair available for inspection.

(f) The Authority issuing an approval for the design of a modification, of a repair or of a replacement part shall do so on the basis of satisfactory evidence that the aircraft is in compliance with airworthiness requirements used for the issuance of the Type Certificate, its amendments or later requirements when determined by the State.

Note: See ICAO Doc 9760, Chapter 5, for guidance on modifications and repairs.

ICAO Annex 6 Part I: 8.6
ICAO Annex 6, Part III, Section II: 6.6
14 CFR: 121.707;121.379(b)
JAR OPS 1: 1.920 (b)(6)
JAR OPS: 3: 3.920(b)(6)

9.4.1.12 AIRCRAFT MAINTENANCE PROGRAMME

(a) Each AOC holder's aircraft maintenance programme and any subsequent amendment shall be submitted to the State of Registry for approval; acceptance by the Authority will be conditioned upon prior approval by the State of Registry, or where appropriate, upon the AOC holder complying with recommendations provided by the State of Registry.

(b) The Authority will require an operator to include a reliability programme when the Authority determines that such a reliability programme is necessary. When such a determination is made by the Authority the AOC holder shall provide such procedures and information in the AOC holder's maintenance control manual

(c) Each AOC holder shall ensure that each aircraft is maintained in accordance with the AOC holder's approved maintenance programme as required by 9.4.1.3 which shall include—

(1) Maintenance tasks and the intervals in which these are to be performed, taking into account the anticipated utilisation of the aircraft;

(2) When applicable, a continuing structural integrity programme;

(3) Procedures for changing or deviating from subparagraphs (c)(1) and (c)(2); and

(4) When applicable, condition monitoring and reliability programme for aircraft systems, components, and powerplants.

(d) Repetitive maintenance tasks that are specified in mandatory intervals as a condition of approval of the type design shall be identified as such.

Note: The maintenance programme should be based on maintenance programme information made available by the State of Design or by the organisation responsible for the type design, and any additional applicable experience.

(e) No person may provide for use of its personnel in commercial air transport a Maintenance Programme or portion thereof which has not been reviewed and approved for the AOC holder by the Authority.

(f) Approval by the Authority of an AOC holder's maintenance programme and any subsequent amendments shall be noted in the AOC certificate pursuant to 9.1.1.7(b)(6).

(g) Each AOC holder shall have an inspection programme and a programme covering other maintenance, preventive maintenance, and modifications to ensure that—

(1) Maintenance, preventive maintenance, and modifications performed by it, or by other persons, are performed in accordance with the AOC holder's maintenance control manual;

(2) Each aircraft released to service is airworthy and has been properly maintained for operation.

(h) The Authority may amend any specifications issued to an AOC holder to permit deviation from those provisions of this Subpart that would prevent the return to service and use of airframe components, powerplants, appliances, and spare parts thereof because those items have been maintained, altered, or inspected by persons employed outside FSM who do not hold a FSM technician's licence. Each AOC holder who is granted authority under this deviation shall provide for surveillance of facilities and practices to assure that all work performed on these parts is accomplished in accordance with the AOC holder's maintenance control manual.

ICAO Annex 6; Part 1: 11.3.1; 11.3.2; 11.3.3R
ICAO Annex 6, Part III, Section II: 9.3.1; 9.3.2; 9.3.3R

ICAO Doc 9760, Vol. I, Chapter 6: 6.6
14 CFR: 121.367
JAR-OPS 1: 1.910
JAR OPS 3: 3.910

9.4.1.13 RELIABILITY PROGRAMME

(a) A maintenance programme for each aeroplane shall contain when applicable, condition monitoring and reliability programme descriptions for aircraft systems, components and powerplants.

(b) Reliability programmes should be developed for aircraft maintenance programmes based upon maintenance steering groups (MSG) logic or those that include condition monitored components or that does not contain overhaul time periods for all significant system components.

(c) Reliability programmes need not be developed for aircraft not considered as large aircraft or that contain overhaul time periods for all significant aircraft system components.

(d) The purpose of a reliability programme is to ensure that the aircraft maintenance programme tasks are effective and their periodicity is adequate.

(e) The reliability programme may result in the escalation or deletion of maintenance tasks, as well as de-escalation or addition of maintenance tasks.

(f) A reliability programme provides an appropriate means of monitoring the effectiveness of the maintenance programme.

ICAO Annex 6, Part 1: 11.3, Doc. 9760.Part IV: Chapter 1: 1.8.4

9.4.1.14 AUTHORITY TO PERFORM AND APPROVE MAINTENANCE, PREVENTIVE MAINTENANCE, AND MODIFICATIONS

(a) An AOC holder which is not approved as an AMO may perform and approve maintenance, preventive maintenance, or modifications of any aircraft, airframe, aircraft engine, propeller, appliance, or component, or a part thereof for return to service, if approved in the operations specifications, as provided in its maintenance programme and maintenance control manual.

(b) An AOC holder may make arrangements with an AMO (appropriately rated) for the performance of maintenance, preventive maintenance, or modifications of any aircraft, airframe, aircraft engine, propeller, appliance, or component, or part thereof as provided in its maintenance programme and maintenance control manual.

(c) An AOC holder which is not approved as an AMO shall use an appropriately licensed and rated individual in accordance with Part 2, as appropriate, to approve maintenance, preventive maintenance, or modifications of any aircraft, airframe, aircraft engine, propeller, or appliance for return to service after performing or supervising in accordance with technical data approved by the Authority.

ICAO Annex 6, Part I: 8.1.2; 8.1.3
ICAO Annex 6, Part III, Part II: 6.1.2; 6.1.3
14 CFR: 43.3; 121.379

9.4.1.15 LICENCE REQUIREMENTS FOR A TECHNICIAN —AOC HOLDER USING EQUIVALENT SYSTEM

(a) Each person who is directly in charge of maintenance, preventive maintenance, or modification, of any aircraft, airframe, aircraft engine, propeller, appliance, or component, or part thereof and each person performing required inspections and approving for return to service the maintenance performed shall be an appropriately licensed and rated technician or repair specialist in accordance with Part 2, as appropriate, and acceptable to the Authority.

(b) A person who is directly in charge shall be on site but need not physically observe and direct each worker constantly, but shall be available for consultation and decision on matters requiring instruction or decision from higher authority than that of the persons performing the work.

Note: A person "directly in charge" is each person assigned to a position in which he is responsible for the work of a shop or station that performs maintenance, preventive maintenance, modifications, or other functions affecting aircraft airworthiness.

ICAO Annex 6, Part 1, 8.1.2, 8.1.3
ICAO Annex 6, Part III, Part II: 6.1.2; 6.1.3
14 CFR: 121.378(a)(b)

9.4.1.16 REST AND DUTY LIMITATIONS FOR PERSONS PERFORMING MAINTENANCE FUNCTIONS ON AOC HOLDER AIRCRAFT

(a) No person may assign, nor shall any person perform maintenance functions for aircraft certified for commercial air transport, unless that person has had a minimum rest period of 8 hours prior to the beginning of duty.

(b) No person may schedule a person performing maintenance functions for aircraft certified for commercial air transport for more than 12 consecutive hours of duty.

(c) In situations involving unscheduled aircraft unserviceability, persons performing maintenance functions for aircraft certified for commercial air transport may be continued on duty for—

(1) Up to 16 consecutive hours; or

(2) 20 hours in 24 consecutive hours.

(d) Following unscheduled duty periods, the person performing maintenance functions for aircraft shall have a mandatory rest period of 10 hours.

(e) The AOC holder shall relieve the person performing maintenance functions from all duties for 24 consecutive hours during any 7 consecutive day period.

ICAO Doc 9760, Vol. I, Chapter 7: 7.2.4
14 CFR: 121.377

9.5 AOC SECURITY MANAGEMENT

Note: See ICAO Doc 9811, Manual on the Implementation of the Security Provisions of Annex 6 for a discussion of implementation of Annex 6 security standards.

9.5.1.1 APPLICABILITY

(a) Subpart 9.5 provides those certification requirements that apply to the AOC holder's protection of aircraft, facilities and personnel from unlawful interference.

9.5.1.2 SECURITY REQUIREMENTS

(a) Each AOC holder shall ensure that all appropriate personnel are familiar, and comply with, the relevant requirements of the national security programmes of the State of the operator.

ICAO Annex 6, Part I: 13.1R
ICAO Annex 6, Part III, Section III: 11.2.1
ICAO Annex 17
49 CFR: 1544.101(a)
JAR-OPS 1: 1.1235
JAR OPS 3: 3.1235

9.5.1.3 SECURITY TRAINING PROGRAMMES

(a) Each AOC holder shall establish, maintain and conduct approved training programmes which enable the operator's personnel to take appropriate action to prevent acts of unlawful interference such as sabotage or unlawful seizure of aircraft and to minimise the consequences of such events should they occur.

(b) As a minimum, the security training programme shall include:

(1) Determination of the seriousness of any occurrence;

(2) Crew communication and coordination;

(3) Appropriate self-defence responses;

(4) Use of non-lethal protective devices assigned to crew members whose use of authorised by FSM;

(5) Live situational training exercises regarding various threat conditions;

(6) Flight deck procedures to protect the aircraft;

(7) Aircraft search procedures and guidance on least-risk bomb locations where practicable;

(8) Understanding of behaviour of terrorists so as to facilitate the ability of crewmembers to cope with hijacker behaviour and passenger responses, and

(9) Crew preventative measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage on an aircraft.

Note: If the AOC is responsible for airport screening of passengers, baggage and cargo, then screening training must be included in the security training programme.

ICAO Annex 6, Part I: 13.4.1; 13.4.2
ICAO Annex 6, Part III, Section II: 11.2.1; 11.2.2
ICAO Doc 9811; Chapter 3
49 CFR: 1544.103(a)
JAR-OPS 1: 1.1240
JAR OPS 3: 3.1240

9.5.1.4 REPORTING ACTS OF UNLAWFUL INTERFERENCE

(a) Following an act of unlawful interference on board an aircraft the PIC or, in his absence, the AOC holder shall submit, without delay, a report of such an act to the designated local authority and the Authority in the State of the operator.

ICAO Annex 6, Part I: 13.5
ICAO Annex 6, Part III, Section II: 11.3
ICAO Doc 9811; Chapter 4
14 CFR: 121.580
JAR-OPS 1: 1.1245
JAR OPS 3: 3.1245

9.5.1.5 AIRCRAFT SEARCH PROCEDURE CHECKLIST

(a) Each AOC holder shall ensure that all aircraft carry a checklist of the procedures to be followed for that type aircraft in searching for concealed weapons, explosives, or other dangerous devices.

(b) The checklist shall be supported by guidance on the appropriate course of action to be taken should a bomb or suspicious object be found and information on the least-risk bomb location specific to the aeroplane.

ICAO Annex 6, Part I: 13.3
ICAO Annex 6, Part III, Section II: 11.3
ICAO Doc 9811; Chapter 2
49 CFR: 1544.225
JAR-OPS 1: 1.1250
JAR OPS 3: 3.1250

9.5.1.6 FLIGHT CREW COMPARTMENT DOORS, IF INSTALLED—SECURITY PROCEDURES

(a) The flight crew compartment door on aircraft operated for the purpose of carrying passengers shall be capable of being locked from within the compartment in order to prevent unauthorised access.

(b) Each AOC holder shall have an approved means by which the cabin crew can discreetly notify the flight crew in the event of suspicious activity or security breaches in the cabin.

(c) All passenger carrying aeroplanes should be equipped with an approved flight crew compartment door, where practicable, that is designed to resist penetration by small arms fire and grenade shrapnel and to resist forcible intrusions by unauthorised persons. This door should be capable of being locked and unlocked from either pilot's station.

(1) The door should be closed and locked from the time all external doors are closed following embarkation until any such door is opened for disembarkation, except when necessary to permit access and egress by authorised persons; and

(2) Means should be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behaviour or potential threat.

ICAO Annex 6, Part I: 13.2.1; 13.2.2; 13.2.4R; 13.2.5R
ICAO Doc 9811; Chapter 1
49 CFR: 1544.237
JAR-OPS 1: 1.1255
JAR OPS 3: 3.1255

9.5.1.7 FLIGHT CREW COMPARTMENT DOORS, LARGE AEROPLANES—SECURITY PROCEDURES

(a) All aeroplanes certificated with a maximum certificated take-off mass in excess of 45 500 kg or with a passenger seating capacity greater than 60 shall be equipped with an approved flight crew compartment door that is designed to resist penetration by small arms fire and grenade shrapnel, and to resist forcible intrusions by unauthorised persons. This door should be capable of being locked and unlocked from either pilot's station.

(1) The door shall be closed and locked from the time all external doors are closed following embarkation until any such door is opened for disembarkation, except when necessary to permit access and egress by authorised persons; and

(2) Means shall be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behaviour or potential threat.

ICAO Annex 6, Part I: 13.2.1; 13.2.2; 13.2.4R; 13.2.5R
ICAO Doc 9811; Chapter 1
49 CFR: 1544.237

9.5.1.8 CARRIAGE OF WEAPONS

(a) Where an operator accepts the carriage of weapons removed from passengers, the aeroplane should have provision for stowing such weapons in a place so that they are not accessible to any person during flight time.

ICAO Annex 6, Part 1: Chapter 13:13.6.2

9.6 AOC DANGEROUS GOODS MANAGEMENT

9.6.1.1 APPLICABILITY

(a) Subpart 9.6 provides those certification requirements that apply to management and transport of dangerous goods.

ICAO Annex 18: 2.1
ICAO Doc 9284, Chapter 5: 5.1

9.6.1.2 APPROVAL TO TRANSPORT DANGEROUS GOODS

(a) No AOC holder may transport dangerous goods unless approved to do so by the Authority.

ICAO Annex 18: 2.3R
JAR-OPS 1: 1.1155
JAR OPS 3: 3.1155

9.6.1.3 SCOPE

(a) Each AOC holder shall comply with the provisions contained in the ICAO Technical Instructions for the Safe Transport of Dangerous Goods By Air, ICAO Doc. 9284 (Technical Instructions) on all occasions when dangerous goods are carried, irrespective of whether the flight is wholly or partly within or wholly outside the territory of FSM. Where dangerous goods are to be transported outside the territory of FSM, the AOC holder shall review and comply with the appropriate variations noted by contracting states contained in Attachment 3 to the Technical Instructions.

(b) Articles and substances which would otherwise be classified as dangerous goods are excluded from the provisions of Subpart 9.6, to the extent specified in the Technical Instructions, provided they are—

(1) Required to be aboard the aircraft for operating reasons;

(2) Carried as catering or cabin service supplies;

(3) Carried for use in flight as veterinary aid or as a humane killer for an animal; or

(4) Carried for use in flight for medical aid for a patient, provided that—

(i) Gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas;

(ii) Drugs, medicines and other medical matter are under the control of trained personnel during the time when they are in use in the aircraft;

(iii) Equipment containing wet cell batteries is kept and, when necessary secured, in an upright position to prevent spillage of the electrolyte; and

(iv) Proper provision is made to stow and secure all the equipment during take-off and landing and at all other times when deemed necessary by the PIC in the interests of safety; or

(v) They are carried by passengers or crewmembers.

(c) Articles and substances intended as replacements for those in paragraph (b)(1) may be transported on an aircraft as specified in the Technical Instructions.

ICAO Annex 18: 2.1; 2.2.1; 2.4.1; 2.4.2; 2.4.3
ICAO Doc 9284
JAR-OPS 1: 1.1160
JAR OPS 3: 3.1160

9.6.1.4 LIMITATIONS ON THE TRANSPORT OF DANGEROUS GOODS

(a) Each AOC holder shall take all reasonable measures to ensure that articles and substances that are specifically identified by name or generic description in the Technical Instructions as being forbidden for transport under any circumstances are not carried on any aircraft.

(b) Each AOC holder shall take all reasonable measures to ensure that articles and substances or other goods that are identified in the Technical Instructions as being forbidden for transport in normal circumstances or infected live animals are transported only when—

(1) They are exempted by the States concerned under the provisions of the Technical Instructions; or

(2) The Technical Instructions indicate they may be transported under an approval issued by the State of Origin.

ICAO Annex 18: 4.1, 4.2, 4.3
ICAO Doc 9284; Chapter 6
JAR-OPS 1: 1.1165
JAR OPS 3: 3.1165

9.6.1.5 CLASSIFICATION

(a) Each AOC holder shall ensure that articles and substances are classified as dangerous goods as specified in the Technical Instructions.

ICAO Annex 18: Chapter 3
JAR-OPS 1: 1.1170
JAR OPS 3: 3.1170

9.6.1.6 PACKING

(a) Each AOC holder shall ensure that dangerous goods are packed as specified in the Technical Instructions.

(b) Packing used for the transport of dangerous goods shall:

(1) Be of good quality and shall be constructed and securely closed so as to prevent leakage which might be caused in normal conditions of transport, by changes in temperature, humidity or pressure, or by vibration.

(2) Be suitable for the contents. Packaging in direct contact with dangerous goods shall be resistant to any chemical or other action of such goods.

(3) Meet the material and construction specifications in the Technical Instructions.

(4) Be tested in accordance with the provisions of the Technical Instructions.

(5) For which retention of a liquid is a basic function, shall be capable of withstanding, without leaking, the pressure stated in the Technical Instructions.

(6) For inner packaging, shall be so packed, secured or cushioned as to prevent their breakage or leakage and to control their movement within the outer packaging(s) during normal conditions of air transport. Cushioning and absorbent materials shall not react dangerously with the contents of the packaging.

(7) Not be reused until it has been inspected and found free from corrosion or other damage. Where packaging is re-used, all necessary measures shall be taken to prevent contamination of subsequent contents.

(c) If because of the nature of their former contents, uncleaned empty packaging may present a hazard, they shall be tightly closed and treated according to the hazard they constitute.

(d) No harmful quantity of a dangerous substance shall adhere to the outside of packages.

ICAO Annex 18: 5.1; 5.2.1; 5.2.2; 5.2.3; 5.2.4; 5.2.5; 5.2.6; 5.2.7; 5.2.8; 5.2.9
JAR-OPS 1: 1.1175
JAR OPS 3: 3.1175

9.6.1.7 LABELING AND MARKING

(a) Each AOC holder shall ensure that packages, overpacks and freight containers are labeled as specified in the Technical Instructions.

(b) Each AOC holder shall ensure that packages, overpacks and freight containers are marked with:

(1) the proper shipping name of its contents;

(2) the UN number, when assigned, and

(3) other such markings as may be specified in the Technical Instructions.

(c) Each AOC holder shall ensure that packaging manufactured to a specification contained in the Technical Instructions shall be so marked in accordance with the Technical Instructions.

(d) Where dangerous goods are carried on a flight which takes place wholly or partly outside the territory of FSM, the AOC holder shall ensure that labeling and marking are in the English language in addition to any other language requirements.

ICAO Annex 18: 6.1; 6.2.1; 6.2.2; 6.3R
JAR-OPS 1: 1.1180
JAR OPS 3: 3.1180

9.6.1.8 DANGEROUS GOODS TRANSPORT DOCUMENT

(a) Each AOC holder shall ensure that, except when otherwise specified in the Technical Instructions, dangerous goods are accompanied by a dangerous goods transport document.

(b) Where dangerous goods are carried on a flight which takes place wholly or partly outside the territory of FSM, the AOC holder shall ensure that the English language is used for the dangerous goods transport document in addition to any other language requirements.

ICAO Annex 18: 8.1(a); 6.3R
JAR-OPS 1: 1.1185
JAR OPS 3: 3.1185

9.6.1.9 ACCEPTANCE OF DANGEROUS GOODS

(a) No AOC holder may accept dangerous goods for transport until the package, overpack or freight container has been inspected in accordance with the acceptance procedures in the Technical Instructions.

(b) Each AOC holder, or its handling agent, shall use an acceptance check list which—

(1) Shall allow for all relevant details to be checked; and

(2) Shall be in such form as will allow for the recording of the results of the acceptance check by manual, mechanical or computerised means.

ICAO Annex 18, 8.1(b); 8.2
JAR-OPS 1: 1195
JAR OPS 3: 3.1195

9.6.1.10 INSPECTION FOR DAMAGE, LEAKAGE OR CONTAMINATION

(a) Each AOC holder shall ensure that:

(1) Packages, overpacks and freight containers are inspected for evidence of leakage or damage immediately prior to loading on an aircraft or into a unit load device, as specified in the Technical Instructions.

(2) A unit load device is not loaded on an aircraft unless it has been inspected as required by the Technical Instructions and found free from any evidence of leakage from, or damage to, the dangerous goods contained therein.

(3) Leaking or damaged packages, overpacks or freight containers are not loaded on an aircraft.

(4) Any package of dangerous goods found on an aircraft and which appears to be damaged or leaking is removed or arrangements made for its removal by an appropriate authority or organisation.

(5) After removal of any leaking or damaged goods, the remainder of the consignment is inspected to ensure it is in a proper condition for transport and that no damage or contamination has occurred to the aircraft or its load.

(6) Packages, overpacks and freight containers are inspected for signs of damage or leakage upon unloading from an aircraft or from a unit load device and, if there is evidence of damage or leakage, the area where the dangerous goods were stowed is inspected for damage or contamination.

ICAO Annex 18: 8.4.1; 8.4.2; 8.4.3; 8.4.4
JAR-OPS 1: 1.1200
JAR OPS 3: 3.1200

9.6.1.11 REMOVAL OF CONTAMINATION

(a) Each AOC holder shall ensure that—

(1) Any contamination found as a result of the leakage or damage of dangerous goods is removed without delay; and

(2) An aircraft which has been contaminated by radioactive materials is immediately taken out of service and not returned until the radiation level at any accessible surface and the non-fixed contamination are not more than the values specified in the Technical Instructions.

ICAO Annex 18: 8.4.1; 8.4.3; 8.4.4; 8.6.1; 8.6.2
JAR-OPS 1: 1.1205
JAR OPS 3: 3.1205

9.6.1.12 LOADING RESTRICTIONS AND STOWAGE OF DANGEROUS GOODS

(a) Each AOC holder shall ensure that packages and overpacks containing dangerous goods and freight containers containing radioactive materials are loaded and stowed in accordance with the Technical Instructions.

(1) Passenger Cabin and Flight Deck. Each AOC holder shall ensure that dangerous goods are not carried in an aircraft cabin occupied by passengers or on the flight deck, unless otherwise specified in the Technical Instructions.

(2) Cargo Compartments. Each AOC holder shall ensure that dangerous goods are loaded, segregated, stowed and secured on an aircraft as specified in the Technical Instructions.

(3) Dangerous Goods Designated for Carriage Only on Cargo Aircraft. Each AOC holder shall ensure that packages of dangerous goods bearing the "Cargo Aircraft Only" label are carried on a cargo aircraft and loaded as specified in the Technical Instructions, and in a manner that a crew member or other authorised person can see, handle and, where size and weight permit, separate such packages from other cargo in flight.

(b) Packages containing dangerous goods shall be separated when stowing as follows:

(1) Those packages that might react dangerously with other packages shall not be stowed next to each other or in a position that might allow interaction between them in the event of a leakage.

(2) Those packages containing toxic and infectious substances shall be stowed in accordance with the Technical Instructions.

(3) Those packages containing radioactive materials shall be stowed so that they are separated from persons, live animals and undeveloped film, and secured in flight in accordance with the Technical Instructions.

(c) The AOC holder shall protect and secure any dangerous goods in such a manner that will prevent any movement in flight that might change the orientation of the packages.

ICAO Annex 18: 8.3; 8.5; 8.7.1; 8.7.2; 8.7.3, 8.8; 8.9
JAR-OPS 1: 1.1210
JAR OPS 3: 3.1210

9.6.1.13 PROVISION OF INFORMATION

(a) *Information to Ground Staff*. Each AOC holder shall ensure that:

(1) Information is provided to enable ground staff to carry out their duties with regard to the transport of dangerous goods, including the actions to be taken in the event of incidents and accidents involving dangerous goods; and

(2) Where applicable, the information referred to in paragraph (a)(1) is also provided to the handling agent.

(b) *Information to Passengers*. Each AOC holder shall ensure that information is promulgated as required by the Technical Instructions so that passengers are warned as to the types of goods which they are forbidden from transporting aboard an aircraft.

(c) *Information to Shippers*. Each AOC holder shall ensure that information is promulgated as required by the Technical Instructions so that shippers of dangerous goods are provided with the information as required by the Technical Instructions to enable them to carry out their responsibilities with regard to the transport of dangerous goods and the action to be taken in the event of emergencies arising involving dangerous goods.

(d) *Information to Acceptance Points Personnel*. Each AOC holder and, where applicable, the handling agent shall ensure that notices are provided at acceptance points for cargo giving information about the transport of dangerous goods, including the actions to be taken in the event of emergencies arising involving dangerous goods.

(e) *Information to Crew Members*. Each AOC holder shall ensure that information is provided in the Operations Manual to enable crew members to carry out their responsibilities in regard to the transport of dangerous goods, including the actions to be taken in the event of emergencies arising involving dangerous goods.

(f) *Information to the PIC.* Each AOC holder shall ensure that the PIC is provided, as early as practicable before the departure of the flight, with written information, as specified in the Technical Instructions.

(g) *Information in the Event of an In-Flight Emergency*. If an in-flight emergency occurs, the PIC shall, as soon as the situation permits, inform the appropriate air traffic services unit, for the information of the aerodrome authorities, of any dangerous goods on board the aircraft, as provided for in the Technical Instructions.

(h) *Information in the Event of an Aircraft Incident or Accident*. Each AOC holder which is involved in an aircraft accident or incident shall—

(1) As soon as possible, inform the appropriate authority of the State in which the aircraft accident or incident occurred of any dangerous goods carried; and

(2) On request, provide any information required to minimise the hazards created by any dangerous goods carried.

ICAO Annex 18: 9.1; 9.2; 9.3; 9.4; 9.5; 9.6.1; 9.6.2
JAR-OPS 1: 1.1215
JAR OPS 3: 3.1215

9.6.1.14 DANGEROUS GOODS TRAINING PROGRAMME AND MANUAL

(a) Crew members, passenger handling staff, and security staff employed by the AOC holder who deal with the screening of a passengers and their baggage and cargo shall have received training which covers as a minimum, the areas identified in Part 8 to a depth sufficient to ensure that an awareness is gained of the hazards associated with dangerous goods, how to identify them and what requirements apply to the carriage of such goods by passengers.

(b) An AOC holder shall provide dangerous goods training manuals which contain adequate procedures and information to assist personnel in identifying packages marked or labelled as containing hazardous materials including—

(1) Instructions on the acceptance, handling, and carriage of hazardous materials.

(2) Instructions governing the determination of proper shipping names and hazard classes.

(3) Packaging, labelling, and marking requirements.

(4) Requirements for shipping papers, compatibility requirements, loading, storage, and handling requirements.

(5) Restrictions.

ICAO Annex 18: 9.2; Chapter 10
ICAO Doc 9284, Technical Instructions for the Safe Transport of Dangerous Goods by Air, Part 1, Chapter Chapters 4 and 5
14 CFR: 121.1001-1005
JAR-OPS: 1.1220

9.6.1.15 DANGEROUS GOODS INCIDENT AND ACCIDENT REPORTS

(a) Each AOC holder shall report dangerous goods incidents and accidents to the Authority within 72 hours of the event, unless exceptional circumstances prevent this.

(b) Each AOC holder shall report undeclared or misdeclared dangerous goods discovered in cargo or passenger's baggage to the Authority within 72 hours of the discovery, unless exceptional circumstances prevent this.

ICAO Annex 18: 12.1
49 CFR: 171.16

JAR-OPS 1: 1.1225
JAR OPS 3: 3.1225

9.6.1.16 SHIPPER'S RESPONSIBILITIES

(a) No person shall offer a package, overpack or freight container containing dangerous goods for shipment by air unless that person has, in accordance with the Technical Instructions, ensured that the dangerous goods are properly--

(1) Classified;

(2) Packed;

(3) Labelled and

(4) Accompanied by a properly executed dangerous good transport document.

(b) In completing the dangerous goods transport document for the AOC holder, the shipper shall, in accordance with the Technical Instructions and any other regulations of FSM:

(1) Declare that the dangerous goods are fully and accurately described by their proper shipping names;

(2) Declare that the dangerous goods are classified, packed, marked and labelled and in the proper condition for transport;

(3) Complete the form in both the language of FSM and in English when the dangerous goods are to be carried either wholly or partly outside FSM; and

(4) Sign the form.

ICAO Annex 18: 7.1; 7.2; 7.3

9.6.1.17 DANGEROUS GOODS SECURITY PROVISIONS

(a) Each shipper, operator and other individuals engaged in the transport of dangerous goods by air shall establish security measures, consistent with these regulations, to minimise theft or misuse of dangerous goods that may endanger persons, property or the environment.

ICAO Annex 18: Chapter 13

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CIVIL AVIATION REGULATIONS

PART 9 — IMPLEMENTING STANDARDS

VERSIONS 2.8

AUGUST 2015

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PART 9 — IMPLEMENTING STANDARDS

IS 9.1.1.7(C) CONTENTS OF AIR OPERATOR CERTIFICATE

(a) The AOC and its associated operations specifications shall contain the minimum information required in paragraphs (c) and (d) respectively, in a standardised format.

(b) The air operator certificate and its associated operations specifications shall define the operations for which an operator is authorised.

(c) The AOC shall be based on the following template:

<table>
<tr><th colspan="3">AIR OPERATOR CERTIFICATE</th></tr>
<tr><td rowspan="2">1</td><td>[State of the Operator] 2</td><td rowspan="2">1</td></tr>
<tr><td>[Issuing Authority] 3</td></tr>
<tr><td rowspan="2">AOC#: 4

Expiry Date: 5</td><td>Operator Name: 6</td><td rowspan="5">Operational Points of Contact: 10
Contact details, at which operational management can be contacted without undue delay, are listed in_____.11</td></tr>
<tr><td>DBA Trading Name: 7</td></tr>
<tr><td rowspan="3"></td><td>Operator address: 8</td></tr>
<tr><td>Telephone: 9</td></tr>
<tr><td>Fax:

E-mail:</td></tr>
<tr><td colspan="3">This certificate certifies that _____12 is authorised to perform commercial air operations, as defined in the attached operations specifications, in accordance with the Operations Manual and the _____.13</td></tr>
<tr><td colspan="2">Date of issue14:</td><td>Name and Signature15:

Title:</td></tr>
</table>

Notes:

1. *For use of the State of the Operator.*
2. *Replace by the name of the State of the Operator.*
3. *Replace by the identification of the issuing authority of the State of the Operator.*
4. *Unique AOC number, as issued by the State of the Operator.*
5. *Date after which the AOC ceases to be valid (dd-mm-yyyy).*
6. *Replace by the operator's registered name.*
7. *Operator's trading name, if different. Insert "DBA" before the trading name (for "doing business as").*
8. *Operator's principal place of business address.*
9. *Operator's principal place of business telephone and fax details, including the country code. E-mail to be provided if available.*

10. The contact details include the telephone and fax numbers, including the country code, and the e-mail address (if available) at which operational management can be contacted without undue delay for issues related to flight operations, airworthiness, flight and cabin crew competency, dangerous goods and other matters, as appropriate.

11. Insert the controlled document, carried on board, in which the contact details are listed, with the appropriate paragraph or page reference, e.g.: "Contact details are listed in the operations manual. Gen/Basic, Chapter 1, 1.1" or "…are listed in the operations specifications, page 1" or "…are listed in an attachment to this document."

12. Operator's registered name.

13. Insertion of reference to the appropriate civil aviation regulations.

14. Issuance date of the AOC (dd-mm-yyyy).

15. Title, name and signature of the authority representative. In addition, an official stamp may be applied on the AOC (identification of the issuing Authority of the State of the Operator).

(d) For each aircraft model in the operator's fleet, identified by aircraft make, model and series, the following list of authorisations, conditions and limitations shall be included: issuing authority contact details, operator name and AOC number, date of issue and signature of the Authority representative, aircraft model, types and area of operations, special limitations and authorisations.

Note: If authorisations and limitations are identical for two or more models, these models may be grouped in a single list.

Annex 6: Part 1: Appendix 6:2

IS 9.1.1.7(E) CONTENTS OF OPERATIONS SPECIFICATIONS

(a) The operations specifications layout shall be as follows:

Note: - The Minimum Equipment List (MEL) constitutes an integral part of the Operations Manual

OPERATIONS SPECIFICATIONS

(subject to the approved conditions in the Operations Manual)

Issuing Authority Contact Details[1]

Telephone:	Fax:	E-mail:	
AOC#[2]:	Operator Name[3]:	Date[4]:	Signature:
DBA Trading Name:			
Aircraft Model[5]:			

Types of Operation: □Passengers □Cargo □Other[6]:

Area of operation[7]:

Special Limitations[8]:

Special Authorisations:	Yes	No	Specific Approvals9	Remarks
Dangerous Goods	□	□		
Low Visibility Operations				
Approach and Landing	□	□	CAT[10]: ____, RVR: _____m, DH: ___ ft	
Take-off	□	□	RVR[11]: _____m	
RVSM[12] □ N/A	□	□		
EDTO[13] □N/A	□	□	Threshold time[14] : ____ minutes Maximum Diversion Time[14]: __ minutes	
Navigation Specifications for PBN Operations[15]	□	□		16
Continuing Airworthiness[16]	**X**	**X**	17	
Other[18]	□	□		

Notes:

1. Telephone and fax contact details of the Authority, including the country code. E-mail to be provided if available.
2. Insertion of associated AOC number.
3. Insertion of the operator registered name and the operator trading name, if different. Insert "DBA" before the trading name (for "Doing business as").
4. Issuance date of the operations specifications (dd-mm-yyyy) and signature of the Authority representative.
5. Insertion of the Commercial Aviation Safety Team (CAST) ICAO designation of the aircraft make, model and series, or master series, if a series has been designated (e.g. Boeing-737-3K2 or Boeing-777-232). The CAST/ICAO taxonomy is available at: http://www.intlaviationstandards.org/.
6. Other type of transportation to be specified (e.g. emergency medical service).
7. Listing of geographical area(s) of authorised operation (by geographical coordinates or specific routes, flight information region or national or regional boundaries).
8. Listing of applicable special limitations (e.g. VFR only, Day only, etc.).

9. List in this column the most permissive criteria for each approval or the approval type (with appropriate criteria).
10. Insertion of applicable instrument approach operation: Type B (CAT I, II, III). Insertion of minimum RVR in meters and Decision Height in feet. One line is used per listed approach category.
11. Insertion of approved minimum take-off RVR in meters. One line per approval may be used if different approvals are granted.
12. Not Applicable (N/A) box may be checked only if the aircraft maximum ceiling is below FL290.
13. Extended diversion time operations (EDTO) currently applies only to twin-engined aircraft. Therefore the Not Applicable (N/A) box may be checked if the aircraft model has more than 2 engines. Should the concept be extended to 3 or 4-engine aircraft in the future, the Yes or No checkbox will be required to be checked.
14. The threshold distance may also be listed (in nm), as well as the engine type.
15. Performance-based Navigation (PBN): one line is used for each PBN specifications authorisation (e.g. RNAV 1, RNP 4), with appropriate limitations or conditions listed in the "Specific Approvals" and/or "Remarks" columns.
16. Limitations, conditions and regulatory basis for operational approval associated with the Performance-based Navigation specifications (e.g. GNSS, DME/DME/IRU). Information on performance-based navigation, and guidance concerning the implementation and operational approval process, are contained in the Performance-based Navigation Manual (Doc9613).
17. Insert the name of the person/organisation, responsible for ensuring that the continuing airworthiness of the aircraft is maintained and the regulations which require the work, i.e. within the AOC regulation or a specific approval (e.g. EC2042/2003, Part M, Subpart G).
18. Other authorisations or data can be entered here, using one line (or one multi-line block) per authorisation (e.g. special approach authorisations, NMPS, approved navigation performance, etc.).

(b) In addition to the items in (d) and (e) operations specifications may include other specific authorisation, such as:

(1) Special aerodrome operations (e.g. short take-off and landing operations or land and hold short operations);

(2) Special approach procedures (e.g. steep gradient approach, instrument landing system precision runway monitor approach, localizer-type directional aid precision runway monitor approach, RNP approach, etc.);

(3) Single-engine passenger transport at night or in instrument meteorological (IMC) conditions;

(4) Operations in areas with special procedures (e.g. operations in areas using different altimetry units or altimeter setting procedures).

Annex 6: Part 1: Appendix 6:3

IS: 9.2.2.2 MANAGEMENT PERSONNEL REQUIRED FOR COMMERCIAL AIR TRANSPORT OPERATIONS

(a) Each AOC holder shall make arrangements to ensure continuity of supervision if operations are conducted in the absence of any required management personnel.

(b) Required management personnel shall be contracted to work sufficient hours such that the management functions are fulfilled.

(c) A person serving in a required management position for an AOC holder may not serve in a similar position for any other AOC holder, unless an exemption is issued by the Authority.

(d) The minimum initial qualifications for a Director of Operations are—

(1) An ATP licence; and

(2) 3 years experience as PIC in commercial air transport operations—

(i) Of large aircraft if the AOC holder operates large aircraft, or

(ii) Of either large or small aircraft if the AOC holder operates only small aircraft.

(e) The minimum qualifications for a Chief Pilot are—

(1) An ATP licence with the appropriate ratings for at least one of the aircraft used in the AOC holder's operations; and

(2) 3 years experience as PIC in commercial air transport operations—

(i) In large aircraft if the AOC holder operates large aircraft, or

(ii) In either large or small aircraft if the AOC holder operates only small aircraft.

Note: The Authority may accept a commercial pilot licence with instrument rating in lieu of the ATP licence if the PIC requirements for the operations conducted require only a commercial certificate.

(f) The minimum entry qualifications for a Director of Maintenance are—

(1) An Aviation Maintenance Technician (AMT) licence with airframe and powerplant ratings;

(2) 3 years experience in maintaining the same category and class of aircraft used by the AOC holder including 1 year in the capacity of returning aircraft to service; and

(3) 1 year supervisory experience maintaining the same category and class of aircraft used by the AOC holder.

(g) The minimum entry qualifications for a Chief Inspector are—

(1) An Aviation Maintenance Technician (AMT) licence with airframe and powerplant ratings;

(2) 3 years experience in maintaining the same category and class of aircraft used by the AOC holder including 1 year in the capacity of returning aircraft to service.

(h) An AOC holder may employ a person who does not meet the appropriate airman qualification or experience if the Authority issues an exemption finding that that person has comparable experience and can effectively perform the required management functions.

14 CFR: 119.67

IS: 9.2.2.3 QUALITY SYSTEM

(a) In order to show compliance with 9.2.2.3, an AOC holder should establish its quality system in accordance with the instruction and information contained in the following paragraphs.

1.0. General.

1.1 Terminology.

(a) The terms used in the context of the requirement for an AOC's quality system have the following meaning:

(1) Accountable Manager. The person acceptable to the Authority who has corporate authority for ensuring that all operations and maintenance activities can be financed and carried out to the standard required by the Authority, and any additional requirements defined by the operator.

(2) Quality assurance. Quality assurance, as distinguished from quality control, involves activities in the business, systems, and technical audit areas. A set of predetermined, systemic actions which are required to provide adequate confidence that a product or service satisfies quality requirements.

1.2 Quality Policy.

1.2.1 An operator shall establish a formal, written quality policy statement that is a commitment by the accountable manager as to what the quality system is intended to achieve. The quality policy should reflect the achievement and continued compliance with the [Model Regulations] together with any additional standards specified by the operator.

1.2.2 The accountable manager is an essential part of the operator's management organisation. With regard to the text in 9.2.2.2(a), the term "accountable manager" is intended to mean the Chief Executive/President/Managing Director/ General Manager, etc. of the operator's organisation, who by virtue of his or her position has overall responsibility (including financial) for managing the organisation.

1.2.3 The accountable manager will have overall responsibility for the operator's quality system, including the frequency, format and structure of the internal management evaluation activities as prescribed in paragraph 3.9 below.

1.3 Purpose of the Quality System.

1.3.1 The quality system should enable the operator to monitor compliance with these [Model Regulations], the operator's manual system, and any other standards specified by the operator, or the Authority, to ensure safe operations and airworthy aircraft.

1.4 Quality Manager.

1.4.1 The function of the quality manager to monitor compliance with, and the adequacy of, procedures required to ensure safe operational practices and airworthy aircraft as required by these [Model Regulations] may be carried out by more than one person by means of different, but complementary, quality assurance programmes.

1.4.2 The primary role of the quality manager is to verify, by monitoring activity in the fields of flight operations, maintenance, crew training and ground operations, that the standards required by the Authority, and any additional requirements defined by the operator, are being carried out under the supervision of the relevant required management personnel.

1.4.3 The quality manager should be responsible for ensuring that the quality assurance programme is properly established, implemented and maintained.

1.4.4 The quality manager should:

(a) report to the accountable manager;

(b) not be one of the required management personnel; and

(c) have access to all parts of the operator's, and as necessary, any sub-contractor's organisation.

1.4.5 In the case of small/very small operators, the posts of the Accountable Manager and quality manager may be combined.

2.0 Quality System.

2.1 Introduction.

2.1.1 The operator's quality system should ensure compliance with and adequacy of operational and maintenance activities requirements, standards, and operational procedures.

2.1.2 The operator should specify the basic structure of the quality system applicable to the operation.

2.1.3 The quality system should be structured according to the size and complexity of the operation to be monitored.

2.2 Scope.

2.2.1 As a minimum, the quality system should address the following:

(a) The provisions of these [Model Regulations];

(b) The operator's additional standards and operating practices;

(c) The operator's quality policy;

(d) The operator's organisational structure;

(e) Responsibility for the development, establishment and management of the quality system;

(f) Documentation, including manuals, reports and records;

(g) Quality procedures;

(h) Quality assurance programme;

(i) The required financial, material and human resources;

(j) Training requirements.

(k) Safety management system programme;

2.2.2 The quality system should include a feedback system to the accountable manager to ensure that corrective actions are both identified and promptly addressed. The feedback system should also specify who is required to rectify discrepancies and non-compliance in each particular case, and the procedure to be followed if corrective action is not completed within an appropriate timescale.

2.3 Relevant Documentation.

2.3.1 Relevant documentation includes the relevant part of the operator's manual system.

2.3.2 In addition, relevant document should include the following:

(a) Quality policy;

(b) Terminology;

(c) Specified operational standards;

(d) A description of the organisation;

(e) The allocation of duties and responsibilities;

(f) Operational procedures to ensure regulatory compliance;

(g) The quality assurance programme, reflecting:

(1) Schedule of the monitoring process;

(2) Audit procedures;
(3) Reporting procedures;
(4) Follow-up and corrective action procedures;
(5) Recording system;
(6) The training syllabus; and
(7) Document control

3.0 Quality Assurance Programme.

3.1 Introduction.

3.1.1 The quality assurance programme should include all planned and systematic actions necessary to provide confidence that all operations and maintenance are conducted in accordance with all applicable requirements, standards and operational procedures.

3.1.2 When establishing a quality assurance programme, consideration should be given to at least the following:

(a) Quality inspection;
(b) Audit;
(c) Auditors;
(d) Auditor's independence
(e) Audit scope;
(f) Audit scheduling;
(g) Monitoring and corrective action;
(h) Management evaluation.

3.2 Quality Inspection.

3.2.1 The primary purpose of a quality inspection is to observe a particular event/action/document, etc. in order to verify whether established operational procedures and requirements are followed during the accomplishment of that event and whether the required standard is achieved.

3.2.2 Typical subject areas for quality inspections are:

(a) Actual flight operations;
(b) Ground deicing/anti-icing;
(c) Flight support services;
(d) Load control;
(e) Maintenance;
(f) Technical standards; and
(g) Training standards.

3.2.3 Typical methods for quality inspections for maintenance include:

(a) Product sampling - the part inspection of a representative sample of the aircraft fleet;
(b) Defect sampling - the monitoring of defect rectification performance;
(c) Concession sampling - the monitoring of any concession to not carry out maintenance on time;
(d) On time maintenance sampling - the monitoring of when (flying hours/calendar time/flight cycles, etc.) aircraft and their components are brought in for maintenance;
(e) Sample reports of unairworthy conditions and maintenance errors on aircraft and components.

3.3 Audit.

3.3.1 An audit is a systematic and independent comparison of the way in which an operation is being conducted against the way in which the published operational procedures say it should be conducted.

3.3.2 Audits should include at least the following quality procedures and processes:

(a) A statement explaining the scope of the audit;
(b) Planning and preparation;
(c) Gathering and recording evidence; and
(d) Analysis of the evidence.

3.3.3 Techniques that contribute to an effective audit are:

(a) Interviews or discussions with personnel;
(b) A review of published documents;
(c) The examination of an adequate sample of records;
(d) The witnessing of the activities that make up the operation; and
(e) The preservation of documents and the recording of observations.

3.4. Auditors.

3.4.1 An operator should decide, depending upon the complexity of the operations, whether to make use of a dedicated audit team or a single auditor. In any event, the auditor or audit team should have relevant operational and/or maintenance experience.

3.4.2 The responsibilities of the auditors should be clearly defined in the relevant documentation.

3.5 Auditor's Independence.

3.5.1 Auditors should not have any day-to-day involvement in the area of the operation and/or maintenance activity that is to be audited. An operator may, in addition to using the services of full-time dedicated personnel belonging to a separate quality department, undertake the monitoring of specific areas or activities by the use of part-time auditors. An operator whose structure and size does not justify the establishment of full-time auditors, may undertake the audit function by the use of part-time personnel from within its own organisation or from an external source under the terms of an agreement acceptable to the Authority. In all cases the operator should develop suitable procedures to ensure that persons directly responsible for the activities to be audited are not selected as part of the auditing team. Where external auditors are used, it is essential that any external specialist is familiar with the type of operation and/or maintenance conducted by the operator.

3.5.2 The operator's quality assurance programme should identify the persons within the company who have the experience, responsibility and authority to:

(a) Perform quality inspections and audits as part of ongoing quality assurance;
(b) Identify and record any concerns or findings, and the evidence necessary to substantiate such concerns or findings;
(c) Initiate or recommend solutions to concerns or findings through designated reporting channels;
(d) Verify the implementation of solutions within specific timescales;
(e) Report directly to the quality manager.

3.6 Audit Scope.

3.6.1 Operators are required to monitor compliance with the operational and maintenance procedures they have designed to ensure safe operations, airworthy aircraft and the serviceability of both operational and safety equipment. In doing so they should as a minimum, and where appropriate, monitor:

(a) Organisation;

(b) Plans and company objectives;
(c) Operational procedures;
(d) Flight safety;
(e) Operator certification (AOC/Operations specifications)
(f) Supervision;
(g) Aircraft performance;
(h) All weather operations;
(i) Communications and navigational equipment and practices;
(j) Mass, balance and aircraft loading;
(k) Instruments and safety equipment;
(l) Manuals, logs, and records;
(m) Flight and duty time limitations, rest requirements, and scheduling;
(n) Aircraft maintenance/operations interface;
(o) Use of the MEL;
(p) Maintenance programmes and continued airworthiness;
(q) Airworthiness directives management;
(r) Maintenance accomplishment;
(s) Defect deferral;
(t) Flight crew;
(u) Cabin crew;
(v) Dangerous goods;
(w) Security;
(x) Training.

3.7 Audit Scheduling.

3.7.1 A quality assurance programme should include a defined audit schedule and a periodic review cycle area by area. The schedule should be flexible, and allow unscheduled audits when trends are identified. Follow-up audits should be scheduled when necessary to verify that corrective action was carried out and that it was effective.

3.7.2 An operator should establish a schedule of audits to be completed during a specified calendar period. All aspects of the operation should be reviewed within every 12 month period in accordance with the programme unless an extension to the audit period is accepted as explained below. An operator may increase the frequency of audits at its discretion but should not decrease the frequency without the agreement of the Authority. Audit frequency should not be decreased beyond a 24 month period interval.

3.7.3 When an operator defines the audit schedule, significant changes to the management, organisation, operation, or technologies should be considered as well as changes to the regulatory requirements.

3.8 Monitoring and Corrective Action.

3.8.1 The aim of monitoring within the quality system is primarily to investigate and judge its effectiveness and thereby to ensure that defined policy, operational, and maintenance standards are continuously complied with. Monitoring activity is based upon quality inspections, audits, corrective action and follow-up. The operator should establish and publish a quality procedure to monitor regulatory compliance on a continuing basis. This monitoring activity should be aimed at eliminating the causes of unsatisfactory performance.

3.8.2. Any non-compliance identified as a result of monitoring should be communicated to the manager responsible for taking corrective action or, if appropriate, the accountable manager. Such non-compliance should be recorded, for the purpose of further investigation, in order to determine the cause and to enable the recommendation of appropriate corrective action.

3.8.3 The quality assurance programme should include procedures to ensure that corrective actions are taken in response to findings. These quality procedures should monitor such actions to verify their effectiveness and that they have been completed. Organisational responsibility and accountability for the implementation of corrective action resides with the department cited in the report identifying the finding. The accountable manager will have the ultimate responsibility for resourcing the corrective active action and ensuring, through the quality manager, that the corrective action has re-established compliance with the standard required by the Authority, and any additional requirements defined by the operator.

3.8.4 Corrective action. Subsequent to the quality inspection/audit, the operator should establish:

(a) The seriousness of any findings and any need for immediate corrective action;
(b) The origin of the finding;
(c) What corrective actions are required to ensure that the non-compliance does not recur;
(d) A schedule for corrective action;
(e) The identification of individuals or departments responsible for implementing corrective action;
(f) Allocation of resources by the accountable manager, where appropriate.

3.8.5 The quality manager should:

(a) Verify that corrective action is taken by the manager responsible in response to any finding of non-compliance;
(b) Verify the corrective action includes the elements outlined in paragraph 3.8.4 above;
(c) Monitor the implementation and completion of corrective action'
(d) Provide management with an independent assessment of corrective action; implementation and completion;
(e) Evaluate the effectiveness of corrective action through follow-up process.

3.9 Management Evaluation.

3.9.1 A management evaluation is a comprehensive, systematic, documented review by the management of the quality system, operational policies and procedures, and should consider:

(a) The results of quality inspections, audits and any other indicators;
(b) The overall effectiveness of the management organisation in achieving stated objectives.

3.9.2 A management should identify and correct trends, and prevent, where possible, future non-conformities. Conclusions and recommendations made as a result of an evaluation should be submitted in writing to the responsible manager for action. The responsible manager should be an individual who has the authority to resolve issues and take action.

3.9.3 The accountable manager should decide upon the frequency, format and structure of internal management evaluation activities.

3.10 Recording.

3.10.1 Accurate, complete and readily accessible records documenting the results of the quality assurance programme should be maintained by the operator. Records are essential data to enable an operator to analyse and determine the root causes of non-conformity, so that areas of non-compliance can be identified and addressed.

3.10.2 The following records should be retained for a period of 5 years:

(a) Audit schedules;
(b) Quality inspection and audit reports;
(c) Responses to findings;
(d) Corrective action reports;

(e) Follow-up and closure reports; and

(f) Management evaluation reports.

4.0 Quality Assurance Responsibility for Sub-Contractors.

4.1 Sub-Contractors.

4.1.1 Operators may decide to sub-contract out certain activities to external agencies for the provision of services related to areas such as:

(a) Ground deicing/anti-icing;

(b) Maintenance;

(c) Ground handling;

(d) Flight support (including performance calculations, flight planning, navigation database and dispatch);

(e) Training;

(f) Manual preparation.

4.1.2 The ultimate responsibility for the product or service provided by the sub-contractor always remains with the operator. A written agreement should exist between the operator and the sub-contractor clearly defining the safety related services and quality to be provided. The sub-contractor's safety related activities relevant to the agreement should be included in the operator's quality assurance programme.

4.1.3 The operator should ensure that the sub-contractor has the necessary authorisation/approval when required and commands the resources and competence to undertake the task.

5.0. Quality System Training.

5.1 General.

5.1.1 An operator should establish effective, well planned and resourced quality related briefing for all personnel.

5.1.2 Those responsible for managing the quality system should receive training covering:

(a) An introduction to the concept of the quality system;

(b) Quality management;

(c) The concept of quality assurance;

(d) Quality manuals;

(e) Audit techniques;

(f) Reporting and recording; and

(g) The way in which the quality system will function in the company.

5.1.3 Time should be provided to train every individual involved in quality management and for briefing the remainder of the employees. The allocation of time and resources should be governed by the size and complexity of the operation concerned.

5.2 Sources of Training.

5.2.1 Quality management courses are available from the various [National] or International Standards Institutions, and an operator should consider whether to offer such courses to those likely to be involved in the management of quality systems. Operators with sufficient appropriately qualified staff should consider whether to carry out in-house training.

6.0 Organisations with 20 or Less Full-Time Employees.

6.1 Introduction.

6.1.1 The requirements to establish and document a quality system and to employ a quality manager apply to all operators. References to large and small operators elsewhere in these [Model Regulations] are governed by aircraft capacity (i.e. more or less than 20 seats) and by mass (i.e. greater or less than 10 tonnes maximum take-off mass). Such terminology is not relevant when considering the scale of an operation and the quality system required. In the context of quality systems therefore, operators should be categorised according to the number of full time staff employees.

6.2 Scale of Operation.

6.2.1 Operators who employ 5 or less full time staff are considered to be "very small" while those employing between 6 and 20 full time employees are regarded as "small" operators as far as quality systems are concerned. Full-time in this context means employed for not less than 35 hours per week excluding vacation periods.

6.2.2 Complex quality systems could be inappropriate for small or very small operators and the clerical effort required to draw up manuals and quality procedures for a complex system may stretch their resources. It is therefore accepted that such operators should tailor their quality systems to suit the size and complexity of their operation and allocate resources accordingly.

6.3 Quality System for Small/Very Small Operators.

6.3.1 For small and very small operators it may be appropriate to develop a quality assurance programme that employs a checklist. The checklist should have a supporting schedule that requires completion of all checklist items within a specified timescale, together with a statement acknowledging completion of a periodic review by top management. An occasional independent overview of the checklist content and achievement of the quality assurance should be undertaken.

6.3.2 The "small" operator may decide to use internal or external auditors or a combination of the two. In these circumstances it would be acceptable for external specialists and or qualified organisations to perform the quality audits on behalf of the quality manager.

6.3.3 If the independent quality audit function is being conducted by external auditors, the audit schedule should be shown in the relevant documentation.

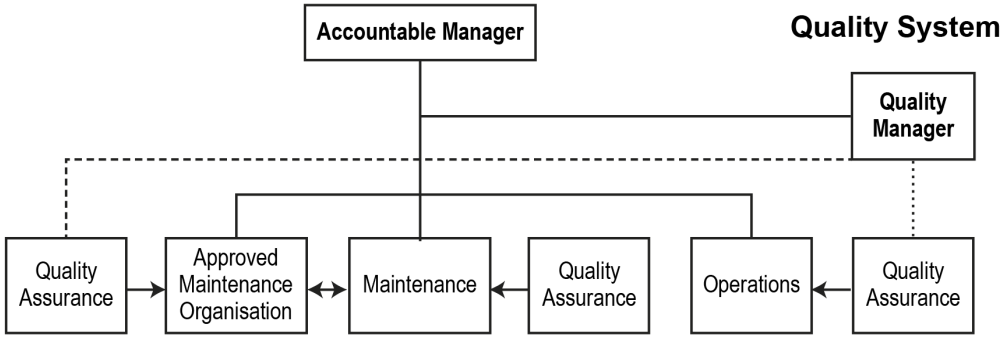
6.3.4 Whatever arrangements are made, the operator retains the ultimate responsibility for the quality system and especially the completion and follow-up of corrective actions.

JAR OPS 1: AMC to JAR OPS 1.035 and AMC and IEM to 1.900
JAR OPS 3: AMC to JAR OPS 3.035 and AMC and IEM to 3.900

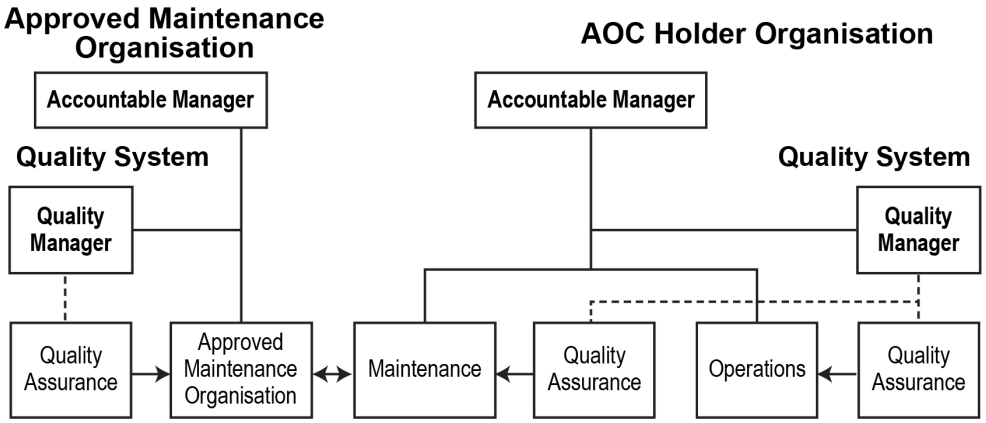
Quality System —Organisation Examples

(a) The following diagrams illustrate two typical examples of Quality organisations.

(1) Quality System within the AOC holder's organisation when the AOC holder also holds an approval for maintenance.



(b) Quality Systems related to an AOC holder's organisation where aircraft maintenance is contracted out to an approved organisation which is not integrated with the AOC holder.



Note: The Quality System and Quality Audit Programme of the AOC holder should assure that the maintenance carried out by the approved organisation is in accordance with requirements specified by the AOC holder.

IS: 9.2.2.5 RETENTION OF RECORDS

(a) An operator shall ensure that the following information or documentation is retained for the periods shown in the table below.

Table of Record Retention

Flight Crew Records	
Flight, duty and rest time	2 years
Licence and medical certificate	Until 12 months after the flight crew member has left the employ of the operator
Ground and flight training (all types)	Until 12 months after the flight crew member has left the employ of the operator
Route and aerodrome/heliport qualification training	Until 12 months after the flight crew member has left the employ of the operator
Dangerous good training	Until 12 months after the flight crew member has left the employ of the operator
Security training	Until 12 months after the flight crew member has left the employ of the operator
Proficiency and qualification checks (all types)	Until 12 months after the flight crew member has left the employ of the operator
Cabin Crew Records	
Flight, duty and rest time	2 years
Licence, if applicable	Until 12 months after the cabin crew member has left the employ of the operator
Ground and flight training (all types) and qualification checks	Until 12 months after the cabin crew member has left the employ of the operator
Dangerous good training	Until 12 months after the cabin crew member has left the employ of the operator
Security training	Until 12 months after the cabin crew member has left the employ of the operator
Competency checks	Until 12 months after the cabin crew member has left the employ of the operator
Records for other AOC Personnel	
Training/qualification of other personnel for whom an approved training programme is required in these regulations	Until 12 months after the employee has left the employ of the operator
Licence, if required, and medical certificate if required	Until 12 months after the employee has left the employ of the operator
Proficiency or competency checks, if required	Until 12 months after the employee has left the employ of the operator

Table of Record Retention

Flight Preparation Forms	
Completed load manifest	3 months after the completion of the flight
Mass and balance reports	3 months after the completion of the flight
Dispatch releases	3 months after the completion of the flight
Flight plans	3 months after the completion of the flight
Passenger manifests	3 months after the completion of the flight
Weather reports	3 months after the completion of the flight
Flight Recorder Records	
Cockpit voice recordings	Preserved after an accident or incident for 60 days or longer if requested by the Authority
Flight data recordings	Preserved after an accident or incident for 60 days or longer if requested by the Authority
Aircraft Technical Logbook	
Journey records section	2 years
Maintenance records section	2 years
Maintenance Records of the Aircraft	
Total time in service (hours, calendar time and cycles, as appropriate) of the aircraft and all life-limited components	3 months after the unit to which they refer has been permanently withdrawn from service
Current status of compliance with all mandatory continuing airworthiness information	3 months after the unit to which they refer has been permanently withdrawn from service
Appropriate details of modifications and repairs to the aircraft and its components	3 months after the unit to which they refer has been permanently withdrawn from service
Total time in service (hours, calendar time and cycles, as appropriate) since the last overhaul of the aircraft or its components subject to a mandatory overhaul life	3 months after the unit to which they refer has been permanently withdrawn from service
The detailed maintenance records to show all requirements for a maintenance release have been met	1 year after signing of the maintenance release
Other Records	
Operational flight plan	3 months after the completion of the flight
Quality system records	5 years
Dangerous goods transport document	6 months after the completion of the flight
Dangerous goods acceptance checklist	6 months after the completion of the flight
Records on cosmic and solar radiation dosage, if AOC holder operates aircraft that fly above 15 000 m (49 000 ft)	Until 12 months after the crew member has left the employ of the AOC holder

Note: See 9.3.1.5 s for details of the journey records section and 9.4.1.9 for details of the maintenance records section of the aircraft technical log.

ICAO Annex 6, Part I, 4.2.9.1; 4.2.9.2; 4.2.10.3;4.3.2; 4.3.3.1; 8.4.1; 8.4.2; 9.4.3.4, 11.6
ICAO Annex 6: Part III, Section II: 2.2.8.1; 2.2.8.2; 2.2.9.3,:2.3.1; 2.3.2; 2.3.3.1; 4.3.9.2; 6.4.1; 6.4.2; 6.8.1; 6.8.2; 7.4.3.4; 9.6
14 CFR: 121.380; 121:683; 121.685; 121.687; 121.698; 121.693; 121.695; 121.701; 121.1007
JAR OPS 1: Appendix 1 to 1.1065
JAR OPS 3: Appendix 1 to 3.1065

IS: 9.2.2.8 AIRCRAFT TECHNICAL LOG

(a) The following are two examples of an aircraft technical log:

Name of the Operator[1] Address of the operator	**Flight Log**[2]	Name of Commander:	Registration:	Sheet No[3]:
	Commander's Signature[4]:	Name and duty of other Crew Member(s):	Aeroplane Type:	Date:

FLIGHT[5]				**CHECK**	**BLOCK TIME**			**AIRBORNE TIME**			**LOAD**		**FUEL ON BOARD**		
Nature of Flight:[6]	From:	To	No. of Ldg.: [7]	Flight Preparation:[8]	Off:	On:	Time:	Take-off:	Ldg:	Time:	No. of Pax/Cargo (kg/lbs):	Take-off mass (kg/lbs):	Uplift:	Take-off[9] (ltrs/kg/lbs):	Ldg:

FLIGHT DATA **BLOCK TIME** REPORT			**INCIDENTS/OCCURRENCES/OBSERVATIONS REPORT/DEFECTS NOTED**[10]	
	Block Time:	Landings:	Mark type of report: Operation/Technical/Other[11]. Also note any de-/anti-icing as instructed[12]	
Total per Day:				
Total Previous Report:				
Total to Report:				
FLIGHT DATA **FLIGHT TIME** REPORT			**CERTIFICATE OF RELEASE TO SERVICE**	**ACTIONS TAKEN**[13]
	Flight Time:	Next Maintenance Due:	Name of certifying staff & JAR 145 approval reference (if applicable)	
Total this sheet:		Hours	Certifies that the work specified except as otherwise specified was carried out in accordance with JAR-145 and in respect to that work the aeroplane/aeroplane component is considered ready for release to service.	
Total from previous sheet:		Landings	Signature	
Total to Report:		Date		

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1 Operator's name and address pre-printed or filled in by hand

2 Must be filled for

- Each day; and
- Each flight crew

3 Sheet number (e.g. yy-nn) must be pre-printed or printed by hand. All sheets must be identifiable and numbered according to a continuous system that offers the same security when hand printed as when pre-printed.

4 The commander's signature states that everything on this sheet is correct

5 For flights from A to A, a summary entry may be made. All other flights such as A to B etc., for each flight an entry must be made.

6 Such as Private, Commercial, Technical, Training, Sailplane towing, etc.

7 Number of landings if summary entry

8 Flight Preparation according to the Operations Manual (commander's initials) state that"

1. Weight and Balance is within Limit
2. Pre-flight check is done
3. Technical status is checked and aeroplane accepted by the commander
4. Passengers manifest/documentation performed

9 Total Fuel on board (state the units unless pre-printed)

10 Incidents/Occurrences/Observations Report (Operation, Technical, Others):

- If no report needs to be made state "-NIL-"
- If a report must be made state (mark) the type of report

11 Number each observation sequentially for each log sheet

12 If de- or anti-icing has been applied, state time and amount and kind of fluid applied or other action take, e.g. mechanical removal of snow or ice, if oil has been filled, state the time and amount

13 Use the same number as the corresponding observation to link report and response.

Address of Operator:	Date:	CREW	LOAD	OIL	GROUND DEICING	Sheet Number 00000001
	Aeroplane Type: Registration:	Name of Commander: _____ Name and duty of crew member _____	No. of Pax: _____ Mass (kg/lbs) Cargo:_____ Take-off:_____	Engine 1 / Engine 2 Refilled: _____/_____ Total: _____/_____	Type of fluid: _____ Mixture: _____ **Time of Deicing** Commenced: _____ Finished: _____	Last release: _____ Total aeroplane hours: _____ Total aeroplane landing: _____ **Next Maintenance Due:** In hours: _____ In landing: _____

FLIGHT				PRE-FLIGHT	BLOCK TIME		AIRBORNE TIME			FUEL ON BOARD (LTRS/KG/LBS)				
Flight Nb:	From:	To:	No. of Ldg:	Name/Signature:	Off:	On:	Time:	Take-off:	Ldg:	Time:	Uplift:	Take-off:	Ldg:	

Defects	Signature	Actions Taken	AMO Release to Service
00000001-1		**PN:** **sn off:** **sn on:**	Agreement number: Date: Place: Time: Name: Signature:
00000001-2		**PN:** **sn off:** **sn on:**	Agreement number: Date: Place: Time: Name: Signature:
00000001-3		**PN:** **sn off:** **sn on:**	Agreement number: Date: Place: Time: Name: Signature:
MEL DEFERRED DEFECT Item MEL Open Date Category Limit Date _____ _____	Captain's Acceptance	Daily Check/Maintenance done:	Agreement number: Date: Place: Time: Name: Signature:

JAR OPS 1: Attachment 1 to ACJ to Appendix 1 to JAR-OPS 1.005(a)

IS: 9.2.2.11 FLIGHT SAFETY DOCUMENTS SYSTEM

(a) The following outline addresses the major elements of an operator's flight safety documents system development process~~,~~ with the aim of ensuring compliance with these Regulations.

1. 0 Organisation

1.1 A flight safety documents system shall be organised according to criteria, which ensure easy access to information, required for flight and ground operations contained in the various operational documents comprising the system and which facilitate management of the distribution and revision of operational documents.

1.2 Information contained in a flight safety documents system shall be grouped according to the importance and use of the information, as follows:

(a) Time critical information, e.g., information that can jeopardise the safety of the operation if not immediately available;

(b) Time sensitive information, e.g., information that can affect the level of safety or delay the operation if not available in a short time period;

(c) Frequently used information;

(d) Reference information, e.g., information that is required for the operation but does not fall under b) or c) above; and

(e) Information that can be grouped based on the phase of operation in which it is used.

1.3 Time critical information shall be placed early and prominently in the flight safety documents system.

1.4 Time critical information, time sensitive information, and frequently used information shall be placed in cards and quick-reference guides.

2.0 Validation.

A flight safety documents system shall be validated before deployment, under realistic conditions. Validation shall involve the critical aspects of the information use, in order to verify its effectiveness. Interactions among all groups that can occur during operations shall also be included in the validation process.

3.0 Design

3.1 A flight safety documents system shall maintain consistency in terminology and in the use of standard terms for common items and actions.

3.2 Operational documents shall include a glossary of terms, acronyms and their standard definition, updated on a regular basis to ensure access to the most recent terminology. All significant terms, acronyms and abbreviations included in the flight documents system shall be defined.

3.3 A flight safety documents system shall ensure standardisation across document types, including writing style, terminology, use of graphics and symbols, and formatting across documents. This includes a consistent location of specific types of information, consistent use of units of measurement and consistent use of codes.

3.4 A flight safety documents system shall include a master index to locate, in a timely manner, information included in more than one operational document.

Note: The master index must be placed in the front of each document and consist of no more than three levels of indexing. Pages containing abnormal and emergency information must be tabbed for direct access.

3.5 A flight safety documents system shall comply with the requirements of the operator's quality system, if applicable.

4.0 Deployment.

Operators shall monitor deployment of the flight safety documents system, to ensure appropriate and realistic use of the documents, based on the characteristics of the operational environment and in a way which is both operationally relevant and beneficial to operational personnel. This monitoring shall include a formal feedback system for obtaining input from operational personnel.

5.0 Amendment.

5.1 Operators shall develop an information gathering, review, distribution and revision control system to process information and data obtained from all sources relevant to the type of operation conducted, including, but not limited to, the State of the Operator, State of design, State of Registry, manufacturers and equipment vendors.

Note: Manufacturers provide information for the operation of specific aircraft that emphasises the aircraft systems and procedures under conditions that may not fully match the requirements of operators. Operators shall ensure that such information meets their specific needs and those of the local authority.

5.2 Operators shall develop an information gathering, review and distribution system to process information resulting from changes that originate within the operator, including:

(a) Changes resulting from the installation of new equipment;
(b) Changes in response to operating experience;
(c) Changes in an operator's policies and procedures;
(d) Changes in an operator certificate; and
(e) Changes for purposes of maintaining cross fleet standardisation.

Note: Operators shall ensure that crew coordination philosophy, policies and procedures are specific to their operation.

5.3 A flight safety documents system shall be reviewed:

(a) on a regular basis (at least once a year);
(b) after major events (mergers, acquisitions, rapid growth, downsizing, etc.);
(c) after technology changes (introduction of new equipment); and
(d) after changes in safety regulations.

5.4 Operators shall develop methods of communicating new information. The specific methods shall be responsive to the degree of communication urgency.

Note: As frequent changes diminish the importance of new or modified procedures, it is desirable to minimise changes to the flight safety documents system.

5.5 New information shall be reviewed and validated considering its effects on the entire flight safety documents system.

5.6 The method of communicating new information shall be complemented by a tracking system to ensure currency by operational personnel. The tracking system shall include a procedure to verify that operational personnel have the most recent updates.

ICAO Annex 6, Part 1: Attachment G

IS: 9.2.3.2 DRY LEASING OF FOREIGN REGISTERED AIRCRAFT

(a) An AOC holder may dry lease an aircraft for the purpose of commercial air transportation from any AOC holder of a State which is signatory to the Chicago Convention provided that the following conditions are met:

(1) The aircraft carries an appropriate airworthiness certificate issued, in accordance with ICAO Annex 8, by the State of Registry and meets the registration and identification requirements of that country.

(2) The aircraft is of a type design which complies with all of the requirements that would be applicable to that aircraft were it registered in FSM, including the requirements which shall be met for issuance of a FSM standard airworthiness certificate (including type design conformity, condition for safe operation, and the noise, fuel venting, and engine emission requirements).

(3) The aircraft is maintained according to an approved maintenance programme.

(4) The aircraft is operated by FSM-licensed airmen with additional licence authorisation by the State of Registry, employed by the AOC holder.

(b) Each AOC holder shall provide the Authority with a copy of the dry lease to be executed.

(c) Operational control of any dry leased aircraft rests with the AOC holder operating that aircraft.

(d) The Authority will list the dry leased aircraft on the lessor AOC holder's operations specifications.

(e) AOC holder engaged in dry leasing aircraft shall make the dry lease agreement explicit concerning the maintenance programme and MEL to be followed during the term of the dry lease.

ICAO Doc 8335, Chapter 10: 10.2
14 CFR: 121.153
JAR OPS 1: 1.165(c)
JAR OPS 3: 3.165(c)
FAA Order 8400.10, Vol. 3, Chapter 13

IS: 9.2.3.3 AIRCRAFT INTERCHANGE

(a) Before operating under an interchange agreement, each AOC holder shall show that—

(1) The procedures for the interchange operation conform with safe operating practices;

(2) Required crew members and flight operations officers meet approved training requirements for the aircraft and equipment to be used and are familiar with the communications and dispatch procedures to be used;

(3) Maintenance personnel meet training requirements for the aircraft and equipment, and are familiar with the maintenance procedures to be used;

(4) Flight crew members and flight operations officers meet appropriate route and airport qualifications;

(5) The aircraft to be operated are essentially similar to the aircraft of the AOC holder with whom the interchange is effected; and

(6) The arrangement of flight instruments and controls that are critical to safety are essentially similar, unless the Authority determines that the AOC holder has adequate training programmes to ensure that any potentially hazardous dissimilarities are safely overcome by flight crew familiarisation.

(b) Each AOC holder conducting an interchange agreement shall include the pertinent provisions and procedures of the agreement in its manuals.

(c) The AOC holder shall amend their operations specifications to reflect an interchange agreement.

(d) The AOC holder shall comply with the applicable regulations of the State of Registry of an aircraft involved in an interchange agreement while it has operational control of that aircraft.

14 CFR: 121.569

IS: 9.2.3.4 WET LEASING

(a) Each AOC holder shall provide the Authority with a copy of the wet lease to be executed.

(b) The Authority will determine which party to a wet lease agreement has operational control considering the extent and control of certain operational functions such as:

(1) Initiating and terminating flights.

(2) Maintenance and servicing of aircraft.

(3) Scheduling crewmembers.

(4) Paying crewmembers.

(5) Training crewmembers.

(c) Each AOC holder engaged in a wet leasing arrangement shall amend its operations specifications to contain the following information:

(1) The names of the parties to the agreement and the duration of the agreement.

(2) The make, model, and series of each aircraft involved in the agreement.

(3) The kind of operation.

(4) The expiration date of the lease agreement.

(5) A statement specifying the party deemed to have operational control.

(6) Any other item, condition, or limitation the Authority determines necessary.

ICAO Doc 8335, Part V Chapter 3:3.1
14 CFR: 119.53
JAR OPS 1: 1.165(c)
JAR OPS 3: 3.165(c)
FAA Order 8400.10, Vol. 3, Chapter 13

IS: 9.2.3.5 EMERGENCY EVACUATION DEMONSTRATION

(a) Each AOC holder shall conduct a partial emergency evacuation and ditching evacuation, observed by the Authority, that demonstrates the effectiveness of its crew member emergency training and evacuation procedures.

(b) Prior to conducting an emergency evacuation demonstration, the AOC holder shall apply for and obtain approval from the Authority.

(c) Cabin crew members used in the emergency evacuation demonstrations shall—

(1) Be selected at random by the Authority;

(2) Have completed the AOC holder's Authority-approved training programme for the type and model of aircraft; and

(3) Have passed the drills and competence check on the emergency equipment and procedures.

(d) To conduct the partial emergency evacuation demonstration, the AOC holder's assigned cabin crew members shall, using the AOC holder's line operating procedures—

(1) Demonstrate the opening of 50 percent of the required floor-level emergency exits and 50 percent of the required non-floor-level emergency exits (whose opening by a cabin crew member is defined as an emergency evacuation duty) and deployment of 50 percent of the exit slides, selected by the Authority; and

(2) Prepare for use those exits and slides within 15 seconds.

(e) To conduct the ditching evacuation demonstration, the AOC holder's assigned cabin crew members shall—

(1) Demonstrate their knowledge and use of each item of required emergency equipment;

(2) Prepare the cabin for ditching within 6 minutes after the intention to ditch is announced;

(3) Remove each life raft from storage (one life raft, selected by the Authority, shall be launched and properly inflated or one slide life raft properly inflated); and

(4) Enter the raft (the raft shall include all required emergency equipment) and completely set it up for extended occupancy.

Annex 6: Part I, 4.2.1.3, Attachment E;
ICAO Document 8335,Part III, 5.3.11 ;
14 CFR: 121.291
FAA Order 8900.1

IS: 9.2.3.6 DEMONSTRATION FLIGHTS

(a) Each AOC holder shall conduct demonstration flights for each type of aircraft, including those aircraft materially altered in design, and for each kind of operation the AOC holder intends to conduct.

(b) Each AOC holder shall conduct demonstration flights which contain at least the following:

(1) Initial airplane proving tests of newly manufactured aircraft, or aircraft not yet demonstrated for use in a type of operation under this part.

(i) A minimum of 100 hours of flight time, in addition to the airplane certification tests, including a representative number of flights into en route airports.

(ii) The Authority may reduce the requirement for at least 100 hours of proving tests if the Authority determines that a satisfactory level of proficiency has been demonstrated to justify the reduction. This requirement applies to either new aircraft manufactured in FSM or to any foreign manufactured aircraft that a FSM. certificate holder has not previously operated;

(iii) Ten (10) hours must be flown at night and may not be reduced.

(2) Type of aircraft and type of operations:

(i) For each type of aircraft, at least 50 hours of demonstration flights acceptable to the Authority for each type of operation the AOC holder intends to conduct, including a representative number of flights into en route aerodromes.

(3) Materially altered aircraft.

(i) For each type of aircraft that is materially altered in design, at least 50 hours of demonstration flights acceptable to the Authority for each type of operations the AOC holder intends to conduct with that aircraft, including a representative number of flights into en route aerodromes.

(c) No person may carry passengers in an aircraft during demonstration flights, except for those needed to make the demonstration flight and those designated by the Authority.

(d) For those AOC holders of aircraft of less than 5700 kg, the necessity and extent of demonstration shall be at the option of the Authority.

Annex 6: Part I, 4.2.1.3, Attachment E
ICAO Document 8335: 5.4
14 CFR 121.163
FAA Order 8900.1, Vol. 3, Chapter 29, Section 3

IS: 9.3.1.2(G) OPERATIONS MANUAL - GENERAL

(a) The general part or section of the operations manual shall contain at least the following:

1.0 Administration and Control of Operations Manual

1.1 Introduction

(a) A statement that the manual complies with all applicable Authority regulations and requirements and with the terms and conditions of the applicable Air Operator Certificate.

(b) A statement that the manual contains operational instructions that are to be complied with by the relevant personnel in the performance of their duties.

(c) A list and brief description of the various operations manual parts, their contents, applicability and use.

(d) Explanations and definitions of terms and words used in the manual.

1.2 System of Amendment and Revision

(a) An operations manual shall describe who is responsible for the issuance and insertion of amendments and revisions.

(b) A record of amendments and revisions with insertion dates and effective dates is required.

(c) A statement that hand-written amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety.

(d) A description of the system for the annotation of pages and their effective dates.

(e) A list of effective pages and their effective dates.

(f) Annotation of changes (on text pages and as practicable, on charts and diagrams).

(g) A system for recording temporary revisions.

(h) A description of the distribution system for the manuals, amendments and revisions.

(i) A statement of who is responsible for notifying the Authority of proposed changes and working with the Authority on changes requiring Authority approval.

2.0 Organisation and Responsibilities

2.1 Organisational Structure

A description of the organisational structure including the general company organisation and operations department organisation. The relationship between the operations department and the other departments of the company. In particular, the subordination and reporting lines of all divisions, departments etc., which pertain to the safety of flight operations shall be shown. Instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations.

2.2 Responsible Manager

The name of each manager responsible for flight operations, the maintenance system, crew training and ground operations shall be listed. A description of their function and responsibilities shall be included.

2.3 Responsibilities and Duties of Operations Management Personnel

A description of the duties, responsibilities, and authority of operations management personnel pertaining to the safety of flight operations and with compliance with applicable regulations shall be listed.

2.4 Authority, Duties and Responsibilities of a PIC

A statement defining the authority, duties and responsibilities of the PIC shall be listed.

2.5 Duties and Responsibilities of Crew Members Other Than the PIC

A statement defining the authority, duties, and responsibilities of all required aircraft crew members shall be listed.

3.0 Operational Control And Supervision

3.1 Supervision of the Operation by the AOC Holder

A description of the system for supervision of the operation by the AOC holder shall be listed. This description shall show how the safety of flight operations and the qualifications of personnel involved in all such operations are supervised and monitored. In particular, the procedures related to the following items shall be described:

(a) Specifications for the operational flight plan

(b) Competence of operations personnel; and

(c) Control, analysis and storage of records, flight documents, additional information, and safety related data.

3.2 System of Promulgation of Additional Operational Instructions and Information

A description of any system for promulgating information which may be of an operational nature but is supplementary to that in the operations manual. The applicability of this information and the responsibilities for its promulgation shall be included

3.3 Safety Management System (SMS)

A description of the main aspects of the SMS programme required by MCAR 1: 1.6, including:

(a) Safety Policy: General Expectations;

(b) Safety Risk Management: General Expectations;

(c) Safety Assurance: General Expectations; and

(d) Safety Promotion: General Expectations.

3.4 Operational Control

A description of the objectives, procedures, and responsibilities necessary to exercise operational control with respect to flight safety.

4.0 Quality System

A description of the quality system adopted.

5.0 Crew

5.1 Crew Composition

An explanation of the method for determining crew compositions taking into account of the following:

(a) Experience (total and on type), recency and qualification of the crew members; and

(b) The designation of the PIC and, if required by the duration of the flight, the procedures for the relief of the PIC or other members of the flight crew.

(c) The flight crew for each type of operation including the designation of the succession of

command.

5.2 Designation of the PIC

The rules applicable to the designation of a PIC.

5.3 Flight Crew Incapacitation

Instructions on the succession of command in the event of flight crew incapacitation.

6.0 Flight Crew, Cabin Crew, Flight Operations Officer, and Other Operations Personnel Qualifications

6.1 Qualifications

A description of the required licence rating(s), qualification/competency (e.g., for routes and airports) experience, training, checking and recency of experience for operations personnel to conduct their duties. Consideration shall be given to the aircraft type, kind of operation, and composition of the crew.

6.2 Flight Crew

(a) Operation on more than one type or variant.

6.3 Cabin Crew

(a) Senior cabin crew member.
(b) Cabin crewmember.
  (1) Required cabin crewmember.
  (2) Additional cabin crewmember, and
  (3) Cabin crewmember during familiarisation flights.
(c) Operation on more than one type or variant.

6.4 Other Operations Personnel

7.0 Fatigue Management

7.1 Flight and Duty Time Limitations and Rest Schemes

(a) Flight Crew
(b) Cabin Crew
(c) Flight Operations Officer/ Flight Dispatcher

7.2 FRMS (if authorised by the Authority)

8.0 Crew Health

8.1 Crew Health Precautions

The relevant regulations and guidance for crew members concerning health including:

(a) Alcohol and other intoxicating liquor;
(b) Narcotics;
(c) Drugs;
(d) Sleeping tablets;
(e) Pharmaceutical preparations;
(f) Immunisation;

(g) SCUBA diving;

(h) Blood donation;

(i) Meal precautions prior to and during flight;

(j) Sleep and rest; and

(k) Surgical operations.

9.0 Operating Procedures

9.1 Flight Preparation Instructions

As applicable to the operation:

9.1.1 Criteria for Determining the Usability of Airports

9.1.2 The method for determining minimum flight altitudes

9.1.3 The method for determining aerodrome operating minima

9.1.4 En route Operating Minima for VFR Flights

A description of en route operating minima for VFR flights or VFR portions of a flight and, where single-engine aircraft are used, instructions for route selection with respect to the availability of surfaces which permit a safe forced landing.

9.1.5 Presentation and Application of Airport and En route Operating Minima

9.1.6 Interpretation of Meteorological Information.

Explanatory material on the decoding of MET forecasts and MET reports relevant to the area of operations, including the interpretation of conditional expressions.

9.1.7 Determination of the Quantities of Fuel, Oil, and Water Methanol Carried.

The specific instructions and methods by which the quantities of fuel, oil and water methanol to be carried are determined and monitored in flight. This section shall also include instructions on the measurement and distribution of the fluid carried on board. Such instructions shall take account of all circumstances likely to be encountered on the flight, including the possibility of in-flight replanning and of failure of one or more of the aircraft's power plants, and possible loss of pressurisation. The system for maintaining fuel and oil records shall also be described.

9.1.8 Mass and Centre of Gravity.

The general principles of mass and centre of gravity including:

(a) The policy for using either standard and/or actual masses;

(b) The method for determining the applicable passenger, baggage and cargo mass;

(c) The applicable passenger and baggage masses for various types of operations and aircraft type;

(d) General instruction and information necessary for verification of the various types of mass and balance documentation in use;

(e) Last minute changes procedures;

(f) Seating policy/procedures; and

(g) List of documents, forms, and additional information to be carried during a flight.

9.2 Ground Handling Arrangements and Procedures

9.2.1 Fuelling Procedures.

A description of fuelling procedures, including:

(a) Safety precautions during refuelling and defueling including when an APU is in operation or when a turbine engine is running and, if applicable, the propeller brakes are on;

(b) Refuelling and defueling when passengers are embarking, on board or disembarking;

(c) Precautions to be taken to avoid mixing fuels; and

(d) Method to ensure the required amount of fuel is loaded.

9.2.2 Aircraft, Passengers, and Cargo Handling Procedures Related To Safety.

A description of the handling procedures to be used when allocating seats and embarking and disembarking passengers and when loading and unloading the aircraft. Further procedures, aimed at achieving safety whilst the aircraft is on the ramp, shall also be given. Handling procedures shall include:

(a) Sick passengers and persons with reduced mobility;

(b) Permissible size and weight of hand baggage;

(c) Loading and securing of items in the aircraft;

(d) Special loads and classification of load compartments (i.e., dangerous goods, live animals, etc.);

(e) Positioning of ground equipment;

(f) Operation of aircraft doors;

(g) Safety on the ramp, including fire prevention, blast and suction areas;

(h) Start-up, ramp departure and arrival procedures;

(i) Servicing of aircraft;

(j) Documents and forms;

(k) Multiple occupancy of aircraft seats.

9.2.3 Procedures for the Refusal of Embarkation.

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 alcohol or drugs, except medical patients under proper care, are refused embarkation.

9.2.4 Deicing and Anti-Icing on the Ground.

Instructions for the conduct and control of ground de-icing/anti-icing operations. A description of the deicing and anti-icing policy and procedures for aircraft on the ground. These shall include descriptions of the types and effects of icing and other contaminants on aircraft while stationary, during ground movements and during take-off. In addition, a description of the fluid types used shall be given including:

(a) Proprietary or commercial names;

(b) Characteristics;

(c) Effects on aircraft performance;

(d) Precautions during usage.

9.3 Flight Procedures and Flight Navigation Equipment

A description of flight procedures, including:

(a) Standard operating procedures (SOP) for each phase of flight.

(b) Instructions on the use of normal checklists and the timing of their use.

(c) Departure contingency procedures

(d) Instructions on the maintenance of altitude awareness and the use of automated or flight crew altitude call-outs.

(e) Instructions on the use of autopilots and auto-throttles in IMC.

(f) Instructions on the clarification and acceptance of ATC clearances, particularly where terrain clearance is involved.

(g) Departure and approach briefings

(h) Procedures for familiarisation with areas, routes, and aerodromes

(i) Stabilized approach procedure

(j) Limitation on high rates of descent near the surface

(k) Conditions required to commence or to continue an instrument approach.

(l) Instructions for the conduct of precision and non-precision instrument approach procedures.

(m) Allocation of flight crew duties and procedures for the management of crew workload during night and IMC instrument approach and landing operations.

(n) The circumstances in which a radio listening watch is to be maintained.

(o) Instructions and training requirements for the use of head-up-displays (HUD) and enhanced vision systems (EVS) equipment as applicable.

9.3.1 Navigation Equipment

A list of the navigational equipment to be carried including any requirements relating to operations where performance-based navigation is prescribed.

9.3.2 Navigation Procedures

A description of all navigation procedures relevant to the type(s) and area(s) of operation. Consideration shall be given to:

(a) 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,

(b) In-flight replanning,

(c) Procedures in the event of system degradation,

(d) Where relevant to the operations, the long range navigation procedures, engine failure procedure for EDTO and the nomination and utilisation of diversion aerodromes

(e) Instructions and training requirements for the avoidance of controlled flight into terrain and policy for the use of the ground proximity warning system (GPWS).

(f) Policy, instructions, procedures and training requirements for the avoidance of collisions and the use of the airborne collision avoidance system (ACAS).

(g) Information and instructions relating to the interception of civil aircraft including:

(1) Procedures, as prescribed in MCAR Part 8, IS: 8.8.1.28, for pilots-in-command of intercepted aircraft; and

(2) Visual signals for use by intercepting and intercepted aircraft, as contained in MCAR Part 8, IS: 8.8.1.28.

(h) For aeroplanes intended to be operated above 49, 000 ft. (15,000 m)

(1) information which will enable the pilot to determine the best course of action to take in the event of exposure to solar cosmic radiation; and

(2) procedures in the event that a decision to descend is taken, covering:

(i) the necessity of giving the appropriate ATS unit prior warning of the situation and of obtaining a provisional descent clearance; and

(ii) the action to be taken in the event that communication with ATS unit cannot be established or is interrupted.

9.3.3 Policy and Procedures for In-flight Fuel Management

9.4.3 Adverse and Potentially Hazardous Atmospheric Conditions.

Procedures for operating in, and/or avoiding, potentially hazardous atmospheric conditions including:

(a) Thunderstorms;

(b) Icing conditions;

(c) Turbulence,
(d) Wind shear;
(e) Jet stream;
(f) Volcanic ash clouds;
(g) Heavy precipitation;
(h) Sand storms;
(i) Mountain waves; and
(j) Significant Temperature inversions.

9.3.5 Operating Restrictions

(a) Cold weather operations
(b) Take-off and landing in turbulence
(c) Low-level wind shear operations
(d) Cross-wind operations (including tail wind components)
(e) High temperature operations
(f) High altitude operations

9.3.6 Incapacitation of Crew Members.

Procedures to be followed in the event of incapacitation of crew members in flight. Examples of the types of incapacitation and the means for recognising them shall be included.

9.3.7 Cabin Safety Requirements.

Procedures covering:

(a) Cabin preparation for flight, in-flight requirements and preparation for landing including procedures for securing cabin and galleys.
(b) Procedures 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;
(c) Procedures to be followed during passenger embarkation and disembarkation; and
(d) Procedures for fuelling with passengers on board, embarking, or disembarking.
(e) Smoking on board.
(f) Use of portable electronic equipment and cellular telephones

9.3.8 Passenger Briefing Procedures.

The contents, means, and timing of passenger briefing.

9.3.9 Procedures for Use of Cosmic or Solar Radiation Detection Equipment - Aeroplanes.

Procedures for the use of cosmic or solar radiation detection equipment and for recording its readings including actions to be taken in the event that limit values specified in the operations manual are exceeded. In addition, the procedures, including ATC procedures, to be followed in the event that a decision to descend or re-route is taken.

9.4 All Weather Operations

9.5 Use of the Minimum Equipment and Configuration Deviation List(s)

9.6 Non Revenue Flights

Procedures and limitations for:

(a) Training flights;
(b) Test flights;

(c) Delivery flights,
(d) Ferry flights;
(e) Demonstration flights; and
(f) Positioning flights, including the kind of persons who may be carried on such flights.

9.7 Oxygen Requirements

An explanation of the conditions under which oxygen shall be provided and used.

10.0 Dangerous Goods And Weapons

10.1 Transport of Dangerous Goods

Information, instructions and general guidance on the transport of dangerous goods including:

(a) AOC holder's policy on the transport of dangerous goods;
(b) Guidance on the requirements for acceptance, labelling, handling, stowage and segregation of dangerous goods;
(c) Procedures and actions to be taken for responding to emergency situations involving dangerous goods;
(d) Duties of all personnel involved; and
(e) Instructions on the carriage of the AOC holder's employees

10.2 Transport of Weapons

The conditions under which weapons, munitions of war and sporting weapons may be carried.

11.0 Security

11.1 Security Policies and Procedures

A description of security policies and procedures for handling and reporting crime on board such as unlawful interference, sabotage, bomb threats, and hijacking.

11.2 Security Instructions and Guidance

Security instructions and guidance of a non-confidential nature which shall include the authority and responsibilities of operations personnel.

11.3 Preventative Security Measures and Training

A description of preventative security measures and training.

Note: Parts of the security instructions and guidance may be kept confidential.

12.0 Handling of Accidents and Occurrences

(a) Procedures for the handling, notifying and reporting of accidents and occurrences. This section shall include:
(b) Definitions of accidents and occurrences and the relevant responsibilities of all persons involved;
(c) The descriptions of which company departments, Authorities or other institutions have to be notified by which means and in which sequence in case of an accident;
(d) Special notification requirements in the event of an accident or occurrence when dangerous goods are being carried;
(e) A description of the requirements to report specific occurrences and accidents;
(f) The forms used for reporting and the procedure for submitting them to the Authority shall also

be included; and

(g) If the AOC holder develops additional safety related reporting procedures for its own internal use, a description of the applicability and related forms to be used.

(h) Procedures for pilots-in-command observing an accident.

13.0 Rules of the Air

Rules of the Air including:

(a) Territorial application of the Rules of the Air;

(b) The circumstances during which a radio listening watch shall be maintained;

(c) ATC clearances, adherence to flight plan and position reports;

(d) The ground/air visual codes for use by survivors, description and use of signal aids; and

ICAO Annex 6: Part I: 4.2.3, 4.2.3.1; 4.2.3.2; 4.2.6.2, 4.2.7.1, 4.2.8, 4.2.10.2, 4.3.3.2, Appendix 2: 2.1.1 – 2.1.38
ICAO Annex 6, Part III, Section II: 2.2.3; 2.2.3.1; 2.2.3.2; 2.2.6.2; 2.2.7.1; 7.6; 2.3.3.2; Attachment G
ICAO Annex 19: 4.1.1; 4.1.3
14 CFR: 121.131; 121.133; 121.135; 121.137; 121.141
JAR-OPS 1: 1.1040, 1.1045 and Appendix 1 to 1.1045 and ACM and IEM to 1.1045
JAR OPS 3: 3.1040; 3.1045 and Appendix 1 to 31.1045 and ACM and IEM to 3.1045

IS: 9.3.1.3 TRAINING PROGRAMME MANUAL

(a) Each AOC holder and AOC applicant, as part of its operations manual, shall submit and maintain training programmes based on the following outline:

1.0 Training Syllabi and Checking Programmes

1.1 General Requirements.

(a) Training syllabi and checking programmes for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight shall be developed to meet the respective requirements of the Authority. An AOC holder may not use, nor may any person serve in a required crewmember capacity or operational capacity unless that person meets the training and currency requirements established by the Authority for that respective position.

1.2 Flight Crew.

The training syllabi and checking programmes for flight crew members shall include:

(a) A written training programme acceptable to the Authority that provides for basic indoctrination, initial, transition, difference, and recurrent training, as appropriate, for flight deck crew members for each type of aircraft flown by that crew member. This written training programme shall include both normal and emergency procedures training applicable for each type of aircraft flown by the crewmember

(b) Adequate ground and flight training facilities and properly qualified instructors required to meet training objectives and needs

(c) A current list of approved training materials, equipment, training devices, simulators, and other required training items needed to meet the training needs for each type and variation of aircraft flown by the AOC holder

(d) Adequate number of ground check personnel and flight check pilots to ensure adequate training and checking of flight crew members

(e) A record system acceptable to the Authority to show compliance with appropriate training and currency requirements

1.3 Cabin Crew

The training syllabi and checking programmes for cabin crew members shall include:

(a) Basic initial ground training covering duties and responsibilities

(b) Appropriate Authority rules and regulations

(c) Appropriate portions of the AOC holder's operating manual

(d) Appropriate emergency training as required by the Authority and the AOC holder's operating manual

(e) Appropriate flight training

(f) Appropriate recurrent, transition or difference training, as required, to maintain currency in any type and variance of aircraft the crew member may be required to work in

(g) A current list of approved training materials, equipment, training devices, simulators, and other required training items needed to meet the training needs for each type and variation of aircraft flown by the AOC holder

(h) Adequate number of ground check personnel and flight check personnel to ensure adequate training and checking of crew members, and

(i) Maintain a training record system acceptable to the Authority to show compliance with all required training.

1.4 All Crew Members

A written training programme shall be developed for all crew members in the emergency procedures appropriate to each make and model of aircraft flown in by the crew member. Areas shall include:

(a) Instruction in emergency procedures, assignments, and crew co-ordination

(b) Individual instruction in the use of onboard emergency equipment such as fire extinguishers, emergency breathing equipment, first aid equipment and its proper use, emergency exits and evacuation slides, and the aircraft's oxygen system including the use of portable emergency oxygen bottles. Flight crew members shall also practice using their emergency equipment designed to protect them in case of a cockpit fire or smoke

(c) Training shall also include instruction in potential emergencies such as rapid decompression, ditching, fire fighting, aircraft evacuation, medical emergencies, hijacking, and disruptive passengers

(d) Scheduled recurrent training to meet Authority requirements

1.5 All Operations Personnel

The training syllabi and checking programmes for all operations personnel shall include:

(a) Training in the safe transportation and recognition of all dangerous goods permitted by the Authority to be shipped by air. Training shall include the proper packaging, marking, labelling, and documentation of dangerous articles and magnetised materials

(b) All appropriate security training required by the Authority

(c) A method of providing any required notification of an accident or incident involving dangerous good

1.6 Operations Personnel Other Than Crew Members

For operations personnel other than crew members (e.g., flight operations officer, handling personnel etc.), a written training programme shall be developed that pertains to their respective duties. The training programme shall provide for initial, recurrent, differences, specialised and any other training required by the Authority.

2.0 Procedures for Training and Checking

2.1 Proficiency Checking Procedures

(a) Procedures to be applied in the event that personnel do not achieve or maintain the required standards.

2.2 Procedures Involving the Simulation of Abnormal or Emergency Situations

Procedures to ensure that abnormal or emergency situations requiring the application of part or all of abnormal or emergency procedures, and simulation of IMC by artificial means, are not simulated during commercial air transportation flights.

3.0 Document Retention

3.1 Documentation to be Stored and Storage Periods

An AOC holder shall retain all documentation required by the appropriate Authority, or the Authority of another State in which the AOC holder is operating for the time specified by the respective Authority, or for the time period needed to show compliance with appropriate regulations or this operations manual, whichever is longer.

ICAO Annex 6, Part I; Appendix 2: 2.4.1; 2.4.2; 2.4.3

IS: 9.3.1.4 AIRCRAFT OPERATING INFORMATION MANUAL

(a) Each AOC applicant and AOC holder should submit and maintain an aircraft operating information manual as part of its operations manual, containing at least the following.

1.0 General Information and Units of Measurement

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.

2.0 Limitations

2.1 Certification and Operational Limitations

A description of the certified limitations and the applicable operational limitations including:

(a) Certification status;
(b) Passenger seating configuration for each aircraft type including a pictorial presentation;
(c) Types of operation that are approved (e.g. AMO/IMC/VFR, CAT II/III, flights in known icing conditions etc.);
(d) Crew composition;
(e) Operating within mass and centre of gravity limitations;
(f) Speed limitations;
(g) Flight envelopes;
(h) Wind limits including operations on contaminated runways;
(i) Performance limitations for applicable configurations;
(j) Runway slope;
(k) Limitations on wet or contaminated runways;
(l) Airframe contamination; and
(m) Post landing

3.0 Normal Procedures

The normal procedures and duties assigned to the crew, the appropriate checklists, the system for use of the checklists and a statement covering the necessary co-ordination procedures between flight and cabin crew. The following normal procedures and duties shall be included:

(a) Pre-flight;
(b) Pre-departure and loading;
(c) Altimeter setting and checking;
(d) Taxi, Take-off and Climb;
(e) Noise abatement;
(f) Cruise and descent;
(g) Approach, landing preparation and briefing;
(h) VFR approach;
(i) Instrument approach;
(j) Visual approach and circling:
(k) Missed approach;

(l) Normal landing;
(m) Post landing; and
(n) Operation on wet and contaminated runways.

3.1 Specific Flight Deck Procedures

(a) Determining airworthiness of aircraft
(b) Obtaining flight release
(c) Initial cockpit preparation
(d) Standard operating procedures
(e) Cockpit discipline
(f) Standard call-outs
(g) Communications
(h) Flight safety
(i) Push-back and towing procedures
(j) Taxi guidelines and ramp signals
(k) Take-off and climb out procedures
(l) Choice of runway
(m) Take-off in limited visibility
(n) Take-off in adverse weather
(o) Use and limitations of weather radar
(p) Use of landing lights
(q) Monitoring of flight instruments
(r) Power settings for take-off
(s) Malfunctions during take-off
(t) Rejected take-off decision
(u) Climb, best angle, best rate
(v) Sterile cockpit procedures
(w) En route and holding procedures
(x) Cruise control
(y) Navigation log book
(z) Descent, approach and landing procedures
(aa) Reporting maintenance problems
(bb) How to obtain maintenance and service en route

4.0 Abnormal And Emergency Procedures

4.1 Abnormal and Emergency Procedures and Duties

The manual shall contain a listing of abnormal and emergency procedures assigned to crew members with appropriate check-lists that include a system for use of the check-lists and a statement covering the necessary co-ordination procedures between flight and cabin crew. The following abnormal and emergency procedures and duties shall be included:

(a) Crew incapacitation;
(b) Fire and smoke drills;
(c) Unpressurised and partially pressurised flight; as applicable

(d) Exceeding structural limits such as overweight landing;
(e) Exceeding cosmic radiation limits; as applicable
(f) Lightning strikes
(g) Distress communications and alerting ATC to emergencies;
(h) Engine failure;
(i) System failures;
(j) Guidance for diversion in case of serious technical failure;
(k) Ground proximity warning;
(l) ACAS warning;
(m) Windshear; and
(n) Emergency landing/ditching.
(o) Aircraft evacuation
(p) Fuel Jettisoning (as applicable) and Overweight Landing:
(q) General considerations and policy
(r) Fuel jettisoning procedures and precautions
(s) Emergency Procedures:
(t) Emergency descent
(u) Low fuel
(v) Dangerous goods incident or accident
(w) Interception procedures
(x) Emergency signal for cabin crew members
(y) Communication Procedures
(z) Radio listening watch

5.0 Performance Data

Performance data shall be provided in a form in which it can be used without difficulty.

5.1 Performance Data

Performance material which provides the necessary data to allow the flight crew to comply with the approved aircraft flight manual performance requirements shall be included to allow the determination of-

(a) Take-off climb limits - Mass, Altitude, Temperature;
(b) Take-off field length limits (dry, wet, contaminated);
(c) Net flight path data for obstacle clearance calculation or, where applicable, take-off flight path;
(d) The gradient losses for banked climb outs;
(e) En route climb limits;
(f) Approach climb limits;
(g) Landing climb limits;
(h) Landing field length limits (dry, wet, contaminated) including the effects of an in-flight failure of a system or device, if it affects the landing distance;
(i) Brake energy limits; and
(j) Speeds applicable for the various flight stages (also considering wet or contaminated runways).

5.1.1 Supplementary Performance Data

Supplementary data covering:

(a) Flights in icing conditions

(b) The maximum crosswind and tailwind components for each aeroplane type operated and the reductions to be applied to these values having regard to gust, low visibility, runway surface conditions, crew experience, use of autopilot, abnormal or emergency circumstances, or any other relevant operational factors.

(c) Any certified performance related to an allowable configuration, or configuration deviation, such as anti-skid inoperative, shall be included.

5.1.2. Other Acceptable Performance Data

If performance data, as required for the appropriate performance class, is not available in the approved AFM, then other data acceptable to the Authority shall be included. Alternatively, the operations manual may contain cross-reference to the approved data contained in the AFM where such data is not likely to be used often or in an emergency.

5.2 Additional Performance Data

Additional performance data where applicable including:

(a) All engine climb gradients;

(b) Drift-down data;

(c) Effect of deicing/anti-icing fluids;

(d) Flight with landing gear down;

(e) For aircraft with 3 or more engines, one engine inoperative ferry flights; and

(f) Flights conducted under the provisions of a configuration deviation list (CDL).

6.0 Flight Planning

6.1 Flight Planning Data

Specific data and instructions necessary for pre-flight and in-flight planning including factors such as speed schedules and power settings. Where applicable, procedures for engine(s) out operations, EDTO and flights to isolated airports shall be included for the flight plan and the operational flight plan.

6.2 Fuel and Oil Calculations

The method for calculating fuel needed for the various stages of flight.

7.0 Mass And Balance

7.1 Calculating Mass and Balance

Instructions and data for the calculation of mass and balance including:

(a) Calculation system (e.g. Index system);

(b) Information and instructions for completion of mass and balance documentation, including manual and computer generated types;

(c) Limiting mass and centre of gravity of the various versions;

(d) Dry operating mass and corresponding centre of gravity or index.

8.0 Loading

8.1 Loading Procedures

Instructions for loading and securing the load in the aircraft;

(a) Use of aircraft systems and associated controls.

8.2 Loading Dangerous Goods

The operations manual shall contain a method to notify the PIC when dangerous goods are loaded in the aircraft.

9.0 Survival And Emergency Equipment Including Oxygen

9.1 List of Survival Equipment to be Carried

(a) A list of the survival equipment to be carried for the routes to be flown and the procedures for checking the serviceability of this equipment prior to take-off. Instructions regarding the location, accessibility and use of survival and emergency equipment and its associated check list(s) shall also be included.

9.2 Ground - Air Visual Signal

Instructions illustrating the ground-air visual signal code for use by survivors shall also be included.

9.3 Oxygen Usage

The procedure for determining the amount of oxygen required and the quantity that it available. The flight profile, number of occupants and possible cabin decompression shall be considered. The information provided shall be in a form in which it can be used without difficulty.

9.4 Emergency Equipment Usage

A description of the proper use of the following emergency equipment, if applicable:

(b)
(c) Life jackets
(d) Life rafts
(e) Medical kits/first aid kits
(f) Survival kits
(g) Emergency locator transmitter (ELT)
(h) Visual signalling devices
(i) Evacuation slides
(j) Emergency lighting

10.0 Emergency Evacuation Procedures

10.1 Instructions for Emergency Evacuation

Instructions for preparation for emergency evacuation including crew co-ordination and emergency station assignment.

10.2 Emergency Evacuation Procedures

A description of the duties of all members of the crew for the rapid evacuation of an aircraft and the handling of the passengers in the event of a forced landing, ditching or other emergency.

11.0 Aircraft Systems

11.1 Aircraft Systems

A description of the aircraft systems, related controls and indications and operating instructions.

12.0 Minimum Equipment List and Configuration Deviation List

The minimum equipment list and configuration deviation list for the aeroplane types operated and specific operations authorised, including any requirements relating to operations where performance-based navigation is prescribed.

13.0 Route and Airport Instructions and Information (optional for this manual)

13.1 Instructions and Information

Instructions and information relating to communications, navigation and airports, including:

(a) Minimum flight level/altitude for each route to be flown;
(b) Operating minima for departure, destination and alternate airports;
(c) Communication facilities and navigation aids;
(d) Runway data and airport facilities;
(e) Approach, missed approach and departure procedures including noise abatement procedures;
(f) Communications-failure procedures;
(g) Search and rescue facilities in the area over which the aircraft is to be flown;
(h) A description of the aeronautical charts that shall be carried on board in relation to the type of flight and the route to be flown, including the method to check their validity;
(i) Availability of aeronautical information and MET services;
(j) En route COM/NAV procedures, including holding;
(k) Airport categorisation for flight crew competence qualification.

ICAO Annex 6: Part I: 4.2.3.1; Appendix 2: 2.2.1 – 2.2.14
ICAO Annex 6, Part III, Section II: 2.2.3; 4.1.3; Appendix: 2.2.1 – 2.2.14
14 CFR: 121.141, 125.75
JAR OPS 1: 1.1045, Part B
JAR OPS 3: 3.1045, Part B

IS: 9.3.1.18 PASSENGER BRIEFING CARDS

(a) Each AOC holder shall, at each exit seat, provide passenger information cards that include the following information in the primary language in which emergency commands are given by the crew:

(1) Functions required of a passenger in the event of an emergency in which a crew member is not available to assist, including how to—

(i) Locate the emergency exit;

(ii) Recognise the emergency exit opening mechanism;

(iii) Comprehend the instructions for operating the emergency exit;

(iv) Operate the emergency exit;

(v) Assess whether opening the emergency exit will increase the hazards to which passengers may be exposed;

(vi) Follow oral directions and hand signals given by a crew member;

(vii) Stow or secure the emergency exit door so that it will not impede use of the exit;

(viii) Assess the condition of an escape slide, activate the slide, and stabilise the slide after deployment to assist others in getting off the slide;

(ix) Pass expeditiously through the emergency exit; and

(x) Assess, select, and follow a safe path away from the emergency exit

(2) A request that a passenger identify himself or herself to allow reseating if he or she—

(i) Cannot perform the emergency functions stated in the information card;

(ii) Has a nondiscernible condition that will prevent him or her from performing the functions;

(iii) May suffer bodily harm as the result of performing one or more of those functions;

(iv) Does not wish to perform those functions; or

(v) Lacks the ability to read, speak, or understand the language or the graphic form in which instructions are provided by the AOC holder.

14 CFR: 121.585; 121.571

IS: 9.3.1.19 AERONAUTICAL DATA CONTROL SYSTEM

(a) Each AOC holder shall provide aeronautical data for each airport used by the AOC holder which includes the following:

(1) Aerodromes/heliports.

(i) Facilities.

(ii) Public protection.

(iii) Navigational and communications aids.

(iv) Construction affecting take-off, landing, or ground operations.

(v) Air traffic facilities.

(2) Runways, clearways, and stopways:

(i) Dimensions.

(ii) Surface.

(iii) Marking and lighting systems.

(iv) Elevation and gradient.

(3) Displaced thresholds:

(i) Location.

(ii) Dimensions.

(iii) Take-off or landing or both.

(4) Obstacles—

(i) Those affecting take-off and landing performance computations.

(ii) Controlling obstacles.

(5) Instrument flight procedures.

(i) Departure procedure.

(ii) Approach procedure.

(iii) Missed approach procedure.

(6) Special information:

(i) Runway visual range measurement equipment.

(ii) Prevailing winds under low visibility conditions

14 CFR: 121.97(b)(1)-(6); 121.117(b)(1)-(6)

IS: 9.3.1.20 ROUTE GUIDE - AREAS, ROUTES AND AERODROMES

(a) Each AOC applicant and AOC holder shall submit and maintain a route guide containing specifics on areas, routes and aerodromes, as part of its operations manual that contains at least the information in (c) below.

(b) The route guide will ensure that the flightcrew will have for each flight, information relating to communication facilities, navigation aids, aerodromes, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary in the proper conduct of flight operations.

(c) Each route guide shall contain at least the following information:

(1) The minimum flight altitudes for each aircraft to be flown

(2) Aerodrome operating minima for each of the aerodromes that are likely to be used as aerodromes of intended landing or as alternate aerodromes.

(3) The increase of aerodrome operating minima in case of degradation of approach or aerodrome facilities

(4) The necessary information for compliance with all flight profiles required by regulations, including but not limited to, the determination of:

(i) Take-off runway length requirements for dry, wet and contaminated conditions, including those dictated by systems failures which affect the take-off distance;

(ii) Take-off climb limitations:

(iii) En-route climb limitations;

(iv) Approach climb limitations and landing climb limitations;

(v) Landing runway length requirements for dry, wet and contaminated conditions, including systems failures which affect the landing distance; and

(vi) Supplementary information, such as tire speed limitations

ICAO Annex 6; Part1, 4.2.3.1, Appendix 2: 2.3.1; 2.3.2; 2.3.3; 2.3.4; 2.3.5; 2.3.6
ICAO Annex 6; Part II, 2.2.3, Attachment G, 2.2

IS: 9.3.1.21 WEATHER REPORTING SOURCES

(a) The Authority approves and considers the following sources of weather reports satisfactory for flight planning or controlling flight movement:

(1) [STATE METEOROLOGICAL OFFICE].

(2) FSM-operated automated surface observation stations.

Note: Some automated systems cannot report all required items for a complete surface aviation weather report.

(3) FSM-operated supplemental aviation weather reporting stations.

(4) Observations taken by airport traffic control towers.

(5) FSM-contracted weather observatories.

(6) Any active meteorological office operated by a foreign state which subscribes to the standards and practices of ICAO conventions.

Note: These meteorological offices are normally listed in the MET tables located in ICAO Regional Air Navigation Plans.

(7) Any military weather reporting sources approved by the Authority.

Note: Use of military sources is limited to control of those flight operations which use military airports as departure, destination, alternate, or diversionary airports.

(8) Near real time reports such as pilot reports, radar reports, radar summary charts, and satellite imagery reports made by commercial weather sources or other sources specifically approved by the Authority.

(9) An AOC holder operated and maintained weather reporting system approved by the Authority.

FAA Order 8900.1, Vol. 3, Chapter 26, Section 3

IS: 9.3.1.22 DEICING AND ANTI-ICING PROGRAMME

(a) Contents of the AOC holder's ground deicing and anti-icing programme shall include a detailed description of—

(1) How the AOC holder determines that conditions are such that frost, ice, or snow may reasonably be expected to adhere to the aircraft and that ground deicing and anti-icing operational procedures shall be in effect;

(2) Who is responsible for deciding that ground deicing and anti-icing operational procedures shall be in effect;

(3) The procedures for implementing ground deicing and anti-icing operational procedures; and

(4) The specific duties and responsibilities of each operational position or group responsible for getting the aircraft safely airborne while ground deicing and anti-icing operational procedures are in effect.

(b) Initial and annual recurrent ground training for flight crew and all other affected personnel (e.g. dispatchers/flight operations officers, ground crews, contract personnel) concerning the specific requirements of the approved programme and each person's responsibilities and duties under the approved programme specifically covering the following areas:

(1) The use of holdover times;

(2) Aircraft deicing/anti-icing procedures including inspection and check procedures and responsibilities;

(3) Communication procedures;

(4) Aircraft surface contamination (i.e., adherence of frost, ice or snow) and critical area identification, and how contamination adversely affects aircraft performance and flight characteristics;

(5) Types and characteristics of deicing/anti-icing fluids;

(6) Cold weather pre-flight inspection procedures; and

(7) Techniques for recognising contamination on the aircraft.

(c) The AOC holder's programme shall include procedures for flight crew members to increase or decrease the determined holdover time in changing conditions. The holdover time shall be supported by data acceptable to the Authority. If the maximum holdover time is exceeded, take-off is prohibited unless at least one of the following conditions exists—

(1) A pre-take-off contamination check is conducted outside the aircraft (within five minutes prior to beginning take-off) to determine that the wings, control surfaces, and other critical surfaces, as defined in the AOC holder's programme, are free of frost, ice, or snow;

(2) It is otherwise determined by an alternate procedure, approved by the Authority and in accordance with the AOC holder's approved programme, that the wings, control surfaces, and other critical surfaces are free of frost, ice, or snow; or

(3) The wings, control surfaces, and other critical surfaces are de-iced again and a new holdover time is determined.

14 CFR: 121.629(c)(1)(2)(3)(4)

IS: 9.3.1.23 FLIGHT MONITORING SYSTEM

(a) Each AOC holder shall have an approved flight following system established and adequate for the proper monitoring of each flight, considering the operations to be conducted.

(b) For AOC holders having flight following centres, these centres shall be located at those points necessary to ensure—

(1) The proper monitoring of the progress of each flight with respect to its departure at the point of origin and arrival at its destination, including intermediate stops and diversions; and

(2) That the PIC is provided with all information necessary for the safety of the flight.

(c) An AOC holder conducting charter operations may arrange to have flight following facilities provided by persons other than its employees, but in such a case the AOC holder continues to be primarily responsible for operational control of each flight.

(d) Each AOC holder conducting charter operations using a flight following system shall show that the system has adequate facilities and personnel to provide the information necessary for the initiation and safe conduct of each flight to—

(1) The flight crew of each aircraft; and

(2) The persons designated by the certificate holder to perform the function of operational control of the aircraft.

(e) Each AOC holder conducting charter operations shall show that the personnel required to perform the function of operational control are able to perform their duties.

14 CFR: 121.125 & 121.127

IS: 9.3 1. 24 FATIGUE MANAGEMENT SYSTEM REQUIREMENTS

(a) A Fatigue Risk Management System (FRMS) shall contain as a minimum:

(1) FRMS policy and documentation

(2) Fatigue risk management processes

(3) FRMS safety assurance process

(4) FRMS promotion processes

(b) The operator shall define its FRMS policy, with all elements of the FRMS clearly identified

(c) The policy shall require that the scope of FRMS operations be clearly defined in the Operations Manual.

(d) The FRMS policy shall:

(1) Reflect the shared responsibility of management, flight and cabin crews, and other involved personnel;

(2) Clearly state the safety objectives of the FRMS;

(3) Be signed by the accountable executive of the organisations;

(4) Be communicated, with visible endorsement, to all the relevant areas and levels of the organisation;

(5) Declare management commitment to effective safety reporting;

(6) Declare management commitment to the provision of adequate resources for the FRMS;

(7) Declare management commitment to continuous improvement of the FRMS;

(8) Require that clear lines of accountability for management, flight and cabin crews, and all other involved personnel are identified; and

(9) Require periodic reviews to ensure it remains relevant and appropriate.

Note. Effective safety reporting is described in Doc 9859, Safety Management Manual (SMM)

(e) FRMS documentation

(1) An operator shall develop and keep current FRMS documentation that describes and records:

(i) FRMS policy and objectives;

(ii) FRMS processes and procedures;

(iii) Accountabilities, responsibilities and authorities for these processes and procedures;

(iv) Mechanisms for ongoing involvement of management, flight and cabin crew members, and all other involved personnel;

(v) FRMS training programmes, training requirements and attendance records;

(vi) Scheduled and actual flight times, duty periods and rest periods with significant deviations and reasons for deviations noted; and

Note. Significant deviations are described in the FRMS Manual (Doc 9966)

(vii) FRMS outputs including findings from collected data, recommendations, and actions taken.

(f) Fatigue Risk Management Processes –Identification of hazards, an operator shall develop and maintain three fundamental and documented processes for fatigue hazard identification:

(1) Predictive – The predictive process shall identify fatigue hazards by examining crew scheduling and taking into account factors known to affect sleep and fatigue and their effects on performance. Methods of examination may include but are not limited to:

(i) Operator or industry operational experience and data collected on similar types of operations;

(ii) Evidence-based scheduling practices; and

(iii) Bio-mathematical models.

(2) Proactive – The proactive process shall identify fatigue hazards within current flight operations. Methods of examination may include but are not limited to:

(i) Self-reporting of fatigue risks;

(ii) Crew fatigue surveys;

(iii) Relevant flight and cabin crew performance data;

(iv) Available safety databases and scientific studies; and

(v) Analysis of planned versus actual time worked.

(3) Reactive – The reactive process shall identify the contribution of fatigue hazards to reports and events associated with potential negative safety consequences in order to determine how the impact of fatigue could have been minimised. At a minimum, the process may be triggered by any of the following:

(i) Fatigue reports;

(ii) Confidential reports;

(iii) Audit reports;

(iv) Incidents; and

(v) Flight data analysis events.

(g) Risk assessment

(1) An operator shall develop and implement risk assessment procedures that determine the probability and potential severity of fatigue-related events and identify when the associated risks require mitigation. The risk assessments procedures shall review identified hazards and link them to:

(i) Operational processes;

(ii) Their probability;

(iii) Possible consequences; and

(iv) The effectiveness of existing safety barriers and controls.

(h) Risk mitigation

(1) An operator shall develop and implement risk mitigation procedures that:

(i) Select the appropriate mitigation strategies;

(ii) Implement the mitigation strategies; and

(iii) Monitor the strategies implementation and effectiveness.

(i) FRMS Safety Assurance Process – The operator shall develop and maintain FRMS safety assurance process to:

(1) Provide for continuous FRMS performance monitoring, analysis of trend, and measurement to validate the effectiveness of the fatigue safety risk controls. The sources of data may include, but are not limited to:

(i) Hazard reporting and investigations;

(ii) Audits and surveys; and

(iii) Reviews and fatigue studies;

(2) Provide a formal process for the management of change which shall include but is not limited to:

(i) Identification of changes in the operational environment that may affect FRMS;

(ii) Identification of changes within the organisation that may affect FRMS; and

(iii) Consideration of available tools which could be used to maintain or improve FRMS performance prior to implementing changes; and

(3) Provide for the continuous improvement of the FRMS. This shall include but is not limited to:

(i) The elimination and/or modification of risk controls have had unintended consequences or that are no longer needed due to changes in the operational or organisational environment;

(ii) Routine evaluations of facilities, equipment, documentation and procedures; and

(iii) The determination of the need to introduce new processes and procedures to mitigate emerging fatigue-related risks.

(j) FRMS Promotion Process – support the ongoing development of the FRMS, the continuous improvement of its overall performance, and attainment of optimum safety levels. The following shall be established and implemented by the operator as part of its FRMS:

(1) Training programmes to ensure competency commensurate with the roles and responsibilities of management, flight and cabin crew, and all other involved personnel under the planned FRMS; and

(2) An effective FRMS communications plan that:

(i) Explains FRMS policies, procedures and responsibilities to all relevant stakeholders; and

(ii) Describes communication channels used to gather and disseminate FRMS-related information.

ICAO Annex 6: Part1, 4.10.1, Appendix 7
ICAO Document 9966

IS: 9.4.1.4 MAINTENANCE CONTROL MANUAL

(a) Each AOC applicant and AOC holder should submit and maintain a maintenance control manual containing at least the following.

Note: The manual may be put together in any subject order and subjects combined so long as all applicable subjects are covered in this manual.

1.0 Administration and Control of the Maintenance Control Manual

1.1 Introduction

(a) A statement that the manual complies with all applicable Authority regulations and requirements and with the terms and conditions of the applicable Air Operator Certificate.

(b) A statement that the manual contains maintenance and operational instructions that are to be complied with by the relevant personnel in the performance of their duties.

(c) A list and brief description of the various Maintenance Control Manual parts, their contents, applicability and use.

(d) Explanations and definitions of terms and words used in the manual.

1.2 System of Amendment and Revision

(a) A Maintenance Control Manual shall describe who is responsible for the issuance and insertion of amendments and revisions.

(b) A record of amendments and revisions with insertion dates and effective dates is required.

(c) A statement that hand-written amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety.

(d) A description of the system for the annotation of pages and their effective dates.

(e) A list of effective pages and their effective dates.

(f) Annotation of changes (on text pages and as practicable, on charts and diagrams).

(g) A system for recording temporary revisions.

(h) A description of the distribution system for the manuals, amendments and revisions.

(i) A statement of who is responsible for notifying the Authority of proposed changes and working with the Authority on changes requiring Authority approval.

2.0 General Organisation

2.1 Corporate Commitment by the AOC

2.2 General Information

(a) Brief description of organisation

(b) Relationship with other organisations

(c) Fleet composition

(d) Type of operation

(e) Line station locations

2.3 Maintenance Management Personnel

(a) Accountable manager

(b) Nominated post holder

(c) Maintenance co-ordination
(d) Duties and responsibilities
(e) Organisation chart(s)
(f) Manpower resources and training policy

2.4 Notification Procedure to the Authority Regarding Changes to the Maintenance Arrangements Locations, Personnel, Activities, or Approval

3.0: Maintenance Procedures

3.1 Aircraft Logbook Utilisation and MEL Application

3.2 Aircraft Maintenance Programme Development and Amendment

3.3 Time and Maintenance Records, Responsibilities, Retention

3.4 Accomplishment and Control of Mandatory Continued Airworthiness Information (Airworthiness Directives)

3.5 Analysis of the Effectiveness of the Maintenance Programme

3.6 Non-mandatory Modification Embodiment Policy

3.7 Major Modification Standards

3.8 Defect Reports:

(a) Analysis
(b) Liaison with manufacturers and Regulatory Authorities
(c) Deferred defect policy

3.9 Engineering Activity

3.10 Reliability Programmes

(a) Airframe
(b) Propulsion
(c) Components

3.11 Pre Flight Inspection:

(a) Preparation of aircraft for flight
(b) Subcontracted ground handling functions
(c) Security of cargo and baggage loading
(d) Control of refuelling, Quantity/Quality
(e) Control of snow, ice, dust and sand contamination to an approved aviation standard

3.12 Aircraft Weighing

3.13 Flight Test Procedures

3.14 Sample of Documents, Tags and Forms Used

3.15 Appropriate portions of the AOC holder's operations manual.

ICAO Annex 6: Part 1, 8.2.1, 11.2
ICAO Annex 6, Part III, Section II: 6.2.1; 9.2
14 CFR: 121.369

JAR-OPS 1: 1.905 and IEM to 1.905
JAR OPS 3: 3.905 and IEM to 3.905
ICAO Doc 9760, Vol. I, Chapter 6, 6.5
ICAO Doc 9760, Vol. II, Chapter 8, Appendix B, 4.