

AOG 6-1

CIVIL AVIATION AUTHORITY OF BANGLADESH



**AIR OPERATOR GUIDANCE ON
AIR OPERATOR CERTIFICATION AND CONTINUED COMPLIANCE**

**ISSUE-2
09 MAY 2017**

DIRECTORATE OF FLIGHT SAFETY & REGULATIONS

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APPROVAL

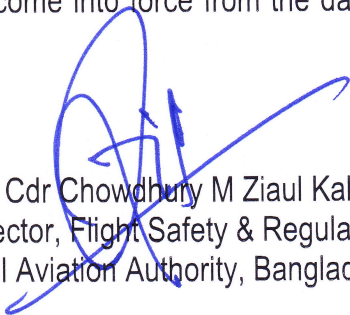
This volume of the document on Air Operator Certification for Applicants and Holders of AOC, to be usually known as, 'Air Operator Guidance' (AOG 6-1), provides 'Operational and Airworthiness' information and guidance pursuant to ICAO Annex 6 of the Convention, for the prospective applicants for AOC as well as those of the holders of AOC to set up as well as conduct commercial air transport operations in Bangladesh with optimum proficiency and safety. The Guidance has been prepared pursuant to Civil Aviation Rule 1984, related Air Navigation Orders, ICAO Annexes and relevant Documents such as the 'Manual of Air Operator Certification, Administration and Surveillance' (ICAO Doc 8335-AN/879).

The guidance has been developed primarily to facilitate the prospective applicants for AOC to be systematically familiar with the Regulatory Operational and Airworthiness requirements of Civil Aviation Authority of Bangladesh to conduct commercial operations in Bangladesh. The document provides detailed guidance concerning the establishment and maintenance of safe, regular and efficient air transport operations.

In accordance with Annex 6 together with the associated Parts of CAR '84, there is a need for CAAB to exercise a positive and continuing measure of control over any operator of Bangladesh that offers, or intending to offer, commercial air transport services. The method by which CAAB exercises to set up the necessary control of its operators is through the issuance of AOCs. To facilitate an applicant for AOC in having the requisite preparation done to obtain an AOC and conduct air transport operations safely, the organization, administration and procedures required for establishing within a commercial air operator have been outlined in this document with indications and guidelines as to how the safety oversight system of Civil Aviation Authority functions.

Since the guidance concentrates on the technical and safety requirements to be met by an operator before the issuance of AOC as well as during the conduct of the operations authorized by the certificate, the undersigned expects that all concerned executives and personnel from the operators will go through this document to have clear understanding on the procedure for application for AOC so as to meet the technical and safety requirements of CAA Bangladesh to the best satisfaction of the Authority.

The Air Operator Guidance (AOG 6-1) is hereby approved and shall come into force from the date of signing.


Wg Cdr Chowdhury M Ziaul Kabir
Director, Flight Safety & Regulations
Civil Aviation Authority, Bangladesh

Date: 09 MAY 2017

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INTRODUCTION

This document comprises four Parts that provide information to applicants and holders of AOC on the procedure for issue of Air Operator Certificate (AOC) and retention of the same. These are:

- Part-I : Regulatory Information
- Part-II : Operational Information
- Part-III : Airworthiness Information
- Part-IV : Guidelines, Checklists and Reference Documents

It is expected that an applicant for AOC as well as a holder of AOC should read all Parts of this document with a view to gathering sufficient knowledge for obtaining an AOC and conducting air transport operations in Bangladesh with optimum proficiency and safety.

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DISTRIBUTION OF AOG 6-1

The electronic or hard copy of this document shall be distributed among any applicant for AOC and/or any Air Operator on request. The Project Manager, Air Operator Certification shall ensure the distribution of the document to all concerned. The Project Manager shall also ensure the dissemination of the subsequent amendments to this document to the recipients on a timely manner.

This document must be published in the CAAB website and shall be accessed by any person. The recipients of this document shall remain responsible to keep the document up to date by inserting the latest amendments in order to ensure that an up to date copy of the whole document are readily available with them either as hard copy or electronic copy or both. The distribution list is as under:

SL NO	DESIGNATION	CONTROL NO
01	Master Copy (to be kept with DFSR)	001 (Master Copy)
02	Chairman	002
03	All FOIs of CAAB	003 to 020
04	All DFOIs of CAAB	021 to 040
05	AOC Project Manager	041
06	DD (FS)	042
07	Any other CAAB official(s) as desired by DFSR	043 to 100
07	Applicants and holders of AOC	101 to 500

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PART-I
REGULATORY INFORMATION

While this AOG 6-1 document provides detailed information to facilitate a prospective applicant and a holder of AOC to acquire an AOC and retain the same respectively during conducting safe air transport operation in Bangladesh, this Part of the document provides information related to ICAO Annexes, the Regulatory Rules, Air Navigation Orders and other requirements of CAA Bangladesh.

It is intended that an applicant for AOC as well as a holder of Air Operator certificate read this Part to secure an AOC and conduct safe Air Transport Operation in Bangladesh.

1.1 INTRODUCTION

- 1.1.1 In accordance with the provisions of Rule 288 of the Civil Aviation Rules 1984 (CAR-84) no air transport shall be established or shall operate services to, within and from Bangladesh without permission of the Civil Aviation Authority, Bangladesh. The Air Operator Certificate (AOC) issued by the Chairman to the competent and eligible applicant, authorizes the holder to conduct operation in accordance with the conditions and limitations mentioned in the Operations Specifications of the AOC. At present, CAAB issues AOC for operating the following types of air transport services to applicants who request and meet the laid down requirements as specific to the type of air transport services:

Category A: Schedule and/or non-schedule passenger and/or cargo, both in international and domestic sectors.

Category B: Schedule and/or non-schedule passenger and/or cargo in domestic sectors.

Category C: Schedule and/or non-schedule passenger and/or cargo both in domestic and international sectors by Helicopter.

Category D: Schedule and/or non-schedule cargo both in international and domestic sectors.

- 1.1.2 CAAB will issue the Air Operator's Certificate in accordance with the provisions of Annex 6. Permits for any other special type of operation can be granted subject to the applicant showing satisfactory capability to undertake the type of operations.

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- 1.1.3 This Document on Air Operator Certification, published as a supplementary document to Air Transport Circular (AT Circular), explains the procedure followed for issue of AOC and the various requirements which an applicant shall fulfill for obtaining AOC.
- 1.1.4 The issuance of AOC shall be dependent upon the applicant demonstrating an adequate organization, method of control and supervision of flight operations, training programme, ground handling and maintenance arrangements consistent with the nature and extent of the operations specified.
- 1.1.5 On compliance of the requirements to the best satisfaction of CAAB, the applicant may be issued with AOC, setting forth the operational authorization and limitations to carry out the specified commercial air transport and/or special operations.
- 1.2 APPLICABLE ACTs, RULES AND REQUIREMENTS
- 1.2.1 In discharge of its responsibilities for regulating air transportation and ensuring safety of aircraft operations, CAAB has laid down detailed rules, regulations, requirements and procedures under the provisions of Civil Aviation Authority Act 2017. The main responsibility for the safe conduct of the operations and compliance with the laws, rules regulations, requirements and directions issued from time to time by CAAB lies with the operator. Since the laws and regulations established by CAAB may not themselves provide the operator with comprehensive and detailed instructions as to the base of operations, the operator should, therefore, develop its own detailed operating procedures necessary for safety, regularity and efficiency of operations within the frame work of the laws, rules, regulations, requirements and directions issued by CAAB from time to time.
- 1.2.2 The requirements on various aspects relating to air transport services are laid down in the Civil Aviation Rules 1984 and ICAO Annexes. Bangladesh being signatory to Chicago Convention, it is obligatory on all Bangladeshi operators to comply with the provisions of the ICAO Annexes. ICAO Annex 1, 6 and 8 together with ICAO Doc-8335, in particular, provide the requirements relating to air transport operations and licensing of personnel.
- 1.2.3 The following additional documents provide guidance for the specific requirements for issue and retention of AOC to conduct air transport operations. CAAB desires that an applicant as well as a holder of AOC should keep abreast with all the relevant information and guidelines provided in ICAO Publications, Bangladesh Gazette Notifications, CAAB Rules, ANOs and other documents mentioned herein for acquiring an AOC and safely conducting of air transport operations in Bangladesh.

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- (a) Gazette Notifications on National Acts;
- (b) Gazette Notifications on CARs
- (c) Air Navigation Orders
- (d) Directives;
- (e) Circulars;
- (f) Guidance etc.

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PART-II
OPERATIONAL INFORMATION

While this Document provides detailed information to facilitate a prospective applicant and a holder of AOC to acquire an AOC and retain the same respectively during conducting safe air transport operation in Bangladesh, this Part of the document provides information on 'Operations'.

It is intended that an applicant for AOC as well as a holder of Air Operator certificate read this Part to secure an AOC and conduct safe Air Transport Operation in Bangladesh.

1. INTRODUCTION

In order to facilitate an applicant or a prospective air operator seeking for obtaining an AOC, corresponding operations specifications, amendment to an AOC, amendment to operations specifications and/or issue of authorizations or limitations is provided with sufficient information related to the Operational aspects of the regulations of CAAB, the following points have been laid down for fair understanding and effective implementation:

2. OPERATIONAL REQUIREMENTS

2.1 An applicant for obtaining an AOC, Operations Specifications and/or Special Authorizations must complete and submit the applicable forms, available with CAAB as indicated in the ANO (AT) A-2. The form contains at least the following information:

- (a) Main base of operations;
- (b) Organizational structure;
- (c) Type of operation (passenger, cargo, etc.);
- (d) Type of aircraft;
- (e) Arrangements for crew and ground personnel training;
- (f) Proposed routes and areas of operations, destination and alternate aerodromes
- (g) Maintenance arrangements; and,
- (h) Financial data and a business plan.

2.2 As part of a preliminary assessment of the applicant's technical fitness, CAAB will conduct a general review of the procedures, practices and methods carried out (operations manual, air operator maintenance control manual, training manuals, etc.) of the prospective operators, in conjunction with any relevant portion of CAR '84, ANOs, Directives, Circulars etc.

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- 2.3 CAAB will review the organizational structure of an applicant for an AOC to ensure that duties, responsibilities and authorities are clearly defined and that clear delineation of functional tasks and lines of reporting have been established and documented including the operator's safety management, quality assurance management and emergency management etc.
- 2.4 As part of a preliminary assessment of the applicant's technical fitness and during the entire certification process for AOC, CAAB will conduct the evaluation of the operator in the areas of operations, airworthiness air transport, financial and other concerned.
- 2.5 In case CAAB grants exemptions, *also deviations and prolonged extensions*, from the regulations for an AOC to air operators, the CAAB shall highlight about the exemptions and that, if approved by Chairman, these exemptions may be issued using formal procedures that considers and assesses the impact to safety. In this case, notification to foreign states, as applicable, shall be made. Normally, CAAB will not grant any exemption to a prospective air operator for reasons of safety.
- 2.6 CAAB will approve/accept procedures, documents and operations of the operator. To this effect CAAB will use checklists together with the ANOs, CAAB Procedure documents (CPDs) and/or any other guidance material developed by CAAB for the certification process.
- 2.7 An applicant for an AOC shall be required to establish and maintain a flight safety documents system as per Schedule of Events-2 of the Appendix-B of ANO (AT) A-2. This shall be ascertained during the certification process and prior to the issue of AOC.
- 2.8 An applicant for an AOC shall be required to maintain the validity of its manuals at all times. During the certification process, prior to the issue of AOC, while checking the operators' manuals, CAAB will verify to ensure that the operator keeps the manuals and documents current at all times.
- 2.9 In order to ensure that the Flight Safety Documentation System is in order, the contents of the applicant's operations manual must be consistent with the CARs and ANOs. Operators shall follow the regulations and procedures for approval or acceptance of an air operator operations guidance material (AOGs) to ensure that it covers, in addition to all the requirements of CAR '84 and the related ANOs, at least the following:
- (a) A statement that the operations manual complies with applicable laws and AOC conditions and the corresponding operations specifications;
 - (b) A list and a summarized description of the different parts of the manual, their contents, applicability and utilization;

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- (c) A statement that the operations manual contains operating instructions which are required to be complied with by all personnel
 - (d) A registration sheet for the amendments and revisions with the dates of registration and validity
 - (e) A list of effective pages
 - (f) Amendment and revision changes indicated by marks or signals in text, graphics and diagrams.;
- 2.10 The training manual, minimum equipment lists (MELs) and configuration deviation lists (CDLs) shall form as part of the air operator's operations manual which shall be approved by CAAB. During review and prior to the approval of the MEL/CDL, the operators shall coordinate between operations and airworthiness aspects with CAAB.
- 2.11 The operators shall ensure approval of the flight manual. The flight manual shall be updated by implementing changes made.
- 2.12 The operator shall ensure that in compliance with the requirements of CAR '84, it establishes procedures to maintain up-to-date and sufficient documentation concerning flight data recorder (FDR) parameter allocation, conversion equations, periodic calibration and other serviceability/maintenance information and ensures their availability to accident investigation authorities.
- 2.13 The operator shall ensure that in compliance with the requirements of CAR '84, it establishes procedures to maintain up-to-date and sufficient documentation concerning FDR parameter allocation, conversion equations, periodic calibration and other serviceability/maintenance.
- 2.14 An applicant for an AOC and/or a certified air operator shall ensure that in compliance with the requirements of CAR '84, it establishes procedures for the inclusion in its operations manual instructions for the preservation of flight recorder records and, if necessary, associated flight recorders to the extent possible, in the event that the aeroplane becomes involved in an accident or incident.
- 2.15 The applicant for an AOC and/or a certified air operator shall ensure that in compliance with the requirements of CAR '84, it includes in its operations manuals procedures for the retention of flight recorder records and flight recorders in safe custody pending their disposition as determined in accordance with Annex 13.

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- 2.16 An applicant for an AOC shall include in its operations manual procedures to ensure that the operations manual is organized and structured in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and the relevant ANOs to include the following:
- (a) General
 - (b) Aircraft operating information
 - (c) Routes and aerodromes
 - (d) Training
- 2.17 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an applicant for an AOC includes in its operations manual procedures to insert in its operations manual the instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations as part of its general contents.
- 2.18 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an applicant for an AOC includes in its operations manual procedures to insert in its operations manual the instructions outlining the limiting flight time, flight duty periods and rest periods for all crew members.
- 2.19 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an applicant for an AOC includes in its operations manual standard operating procedures (SOP) for each phase of flight.
- 2.20 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an applicant for an AOC includes in its operations manual procedures to insert in its operations manual instructions on the clarification and acceptance of air traffic control (ATC) clearances, particularly where terrain clearance is involved.
- 2.21 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an applicant for an AOC includes in its operations manual instructions and training requirements for the avoidance of controlled flight into terrain (CFIT) and policy for the use of the ground proximity warning system (GPWS).
- 2.22 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an applicant for an AOC includes in its operations manual instructions, procedures and training requirements for the avoidance of collisions and the use of the airborne collision avoidance system (ACAS).
- 2.23 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an air operator includes in its operations manual a safety

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management system wherein contains a statement of safety policy and responsibility of personnel of the operator.

- 2.24 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an air operator includes in its operations manual a system to provide aircraft operating information for its operations staff and flight crew, including mandatory revisions and for inclusion of the following:
- (a) Organization, update and revision system;
 - (b) Certification limitations and operating limitations;
 - (c) The normal, abnormal and emergency procedures to be used by the flight crew, related checklists, crew coordination and assignment;
 - (d) Instructions for aircraft loading;
 - (e) Data for mass and balance calculations;
 - (f) Aircraft systems, associated controls and instructions for their use;
 - (g) Emergency evacuation procedures, including type specific procedures, crew coordination and assignment.
- 2.25 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an air operator includes in its operations manual certification limitations and operating limitations.
- 2.26 The operators shall ensure that, the aircraft operating information outlined in the operations manual of an operator contains an approved MEL/CDL for the aeroplane types operated and specific operations authorized. To this effect, the operators shall verify the regulations and shall ensure that the process to issue the initial approval and approval of the amendments including applicable specific operations authorized (ETOPS, all weather operations, RVSM, RNP, etc.) have been accurately incorporated.
- 2.27 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an air operator establishes a route guide to be used by its flight crew for each flight. The route guide should contain 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 air operator may deem necessary for the proper conduct of flight operations.
- 2.28 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an air operator establishes and maintains training programmes, as part of the flight safety documents system, which includes for initial, recurrent, transition

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(conversion), re-qualification, upgrade, recency of experience, familiarization, differences, safety management and other specialized training, as applicable.

- 2.29 The operators shall ensure that, in compliance with the requirements of Annex 6, Part I, Appendix 2, CAR '84 and ANOs, an air operator establishes in its training programmes the details of the initial and recurrent flight crew training. The operators shall also review air operator training programmes to confirm inclusion of the required types of training. While checking or recommending for the approval of air operator flight crew training programmes, the operators shall adhere to the following procedures:
- 2.30 The training program incorporated in the syllabus should contain all trainings to be imparted in respect of a cockpit crew in regard to be familiar with the aircraft on all systems, limitations, performance, handling techniques and procedures for all phases of flights that include normal abnormal emergency procedures etc. and all around safety of aircraft and personnel that fall under the duties of a cockpit crew. The following should be ensured:
- (a) The training program shall include class-room, computer-based, simulator, actual aircraft, demonstration, LOFTs/route-flights that include RVSM MNPS R-Nav RNP ETOPs special operation, instrument and any other required for competency to operate as cockpit crew as applicable;
 - (b) The training program shall be commensurate with the type FCOM and any related type manual as per the manufacture's specification;
 - (c) The training program shall be in conjunction with the company standard operating procedure approved by the authority;
 - (d) The training program shall be adequate and shall include practical demonstration on the use of safety items and procedures to be conducted by qualified and approved instructors;
 - (e) The training program shall have a system to evaluate cockpit crew competency by the air operator and, when required, by the regulator; and,
 - (f) All training programs shall have a system for recurrent training to ensure the company cockpit crew maintain continuous competency on handling proficiency and safety matters.
- 2.31 The operators shall ensure that it establishes, as a part of flight safety document system, in its cabin crew training programmes the details of the cabin crew safety duties and functions pursuant to CAR '84 and the associated ANOs and that the air operator training cabin crew training programmes includes the required types of training. While checking or recommending for the approval of air operator cabin crew training programmes, the operators shall adhere to the following procedures:
- (a) The training program incorporates in the syllabus all trainings to be imparted in respect of all around safety of aircraft and personnel that fall under the duties of a cabin crew;

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- (b) The training program is commensurate with the type FCOM and any related type manual as per the manufacture's specification;
 - (c) The training program shall be in conjunction with the company standard operating procedure approved by the authority;
 - (d) The training program shall be adequate and shall include practical demonstration on the use of safety items and procedures to be conducted by qualified and approved instructors;
 - (e) The training program shall have a system to evaluate cabin crew competency by the air operator and, when required, by the regulator; and,
 - (f) All training programs shall have a system for recurrent training to ensure the company cabin crew maintain continuous competency on safety matters.
- 2.32 The operators shall ensure that, in compliance with the requirements of CAR '84 and the associated ANOs, it establishes and maintains training programmes, as part of the flight safety documents system the details of the flight operations officer/flight dispatcher training. To this effect, the CAAB operators shall undertake type training to evaluate and recommend for approval of the air operator flight operations officer/flight dispatcher training program. While checking or recommending for the approval of air operator flight operations officer/flight dispatcher training programme, the operators shall adhere to the following procedures:
- (a) The training program incorporates in the syllabus all trainings to be imparted in respect of a flight operations officer/flight dispatcher in regard to the instructions outlined in Rule 127 of CAR '84;
 - (b) The training program shall include class-room and practical exposure as applicable including the OJT;
 - (c) The training program shall be commensurate with the type FCOM and any related type manual as per the manufacture's specification;
 - (d) The training program shall be in conjunction with the company standard operating procedure approved by the authority;
 - (e) The training program shall have a system to evaluate flight operations officer/flight dispatcher competency by the air operator and, when required, by the regulator; and,
 - (f) All training programs shall have a system for recurrent training to ensure the flight operations officer/flight dispatcher maintain continuous competency.
- 2.33 The operators shall ensure that the contents of the operations manual shall be as part of the flight safety documents system and that the contents of the operations manual shall be reviewed and approved by CAAB as applicable and the instructions are duly implemented by the air operator before granting the AOC or any specific approval to a prospective air operator. The operators shall also ensure to comply with the certification process as outlined in ANOs and other relevant documents prior to issue AOC or other certification.

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- 2.34 The operators shall ensure that it nominates a post holder responsible for the development and establishment of its safety management system and clearly defines his/her functions and responsibilities and that these shall be documented in the flight safety documents system of the operator.
- 2.35 The operators shall ensure that it establishes and maintains a flight data analysis programme as part of its safety management system. While ensuring above the operators shall ensure that it declares practices its flight data analysis programme as non-punitive and shall ensure that the system contains safeguards to protect the source(s) of the data.
- 2.36 The operators shall ensure that pursuant to the requirement of CAR '84 and the associated ANOs, the air operator shall have ground and flight training facilities, simulators and/or cockpit procedure training devices (fixed-based simulator [FBS], computer-based training [CBT], etc.) and syllabus materials to meet the requirement. The operator shall provide CAAB with the following information:
- (a) List of approved training facilities
 - (b) Training programme and records
- 2.37 The operators shall ensure that all applicable regulations are addressed in flight crew training programmes and that these will be reviewed by the authority before granting the AOC or any specific approval of the air operator training programme. The approval procedures shall ensure that the following are addressed by an applicant of AOC:
- (a) Training policies and directives;
 - (b) Administrative support of air operator;
 - (c) List of designated instructors and line check airmen Comprehensive syllabi, including lesson plans for approved training;
 - (d) Procedures for the conduct of examinations and manoeuvre tolerances;
 - (e) Procedures to require that flight crew members are properly trained and examined on abnormal and emergency conditions; and,
 - (f) Procedures for remedial training and subsequent examination of flight crew unable to achieve or maintain required standards
- 2.38 The operators shall ensure to establish for its pilots an ACAS training programme on ACAS-equipped aircraft as required by CAR '84.
- 2.39 If a separate training organization is approved to provide air operators' crew training, the operators shall ensure that the training provided and flight documentation used correctly reflect the air operators' flight safety documents system and that the separate training organization maintains

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training programmes for implementation and the operator maintains a list of approved training organizations and provides CAAB the same.

- 2.40 The operators shall ensure to establish a flight dispatch/flight operations officers training programme prior to the issuance of an AOC. This should be coherent with ANOs and the relevant requirement of CAR '84. For checking by CAAB for the approval of air operator flight operations officer/flight dispatcher training programme, the operators shall ensure to include the following:
- (a) Civil air law and regulations
 - (b) Aviation indoctrination
 - (c) Use of operations manual
 - (d) Aircraft performance
 - (e) Navigation
 - (f) Flight planning and monitoring
 - (g) Rules of the air, communication and air traffic management
 - (h) Meteorology
 - (i) Mass and balance control
 - (j) Use of MEL/CDL
 - (k) Transport of dangerous goods by air
 - (l) Security procedures
 - (m) Emergency response plan
 - (n) Flight observation
 - (o) Recurrent training programme
- 2.41 The operators shall ensure to maintain, on a recurrent basis, the knowledge, skills and qualifications of flight dispatch/flight operations officers ground instructors.
- 2.42 The operators shall ensure to establish an air operator cabin crew training programme prior to the issuance of an AOC cabin crew training programme to ensure that it includes theoretical and practical training addressing the following:
- (a) Basic indoctrination in the different functions, duties and responsibilities of Cabin crew members
 - (b) Introduction to aircraft systems and limitations
 - (c) Aircraft emergency evacuation, life-safety equipment and related information to passengers
 - (d) Cabin crew members assignment, coordination and two-way communication
 - (e) Knowledge and skills related to the transport of dangerous goods Security procedures
 - (f) Recurrent training programme including an examination to determine competence
- 2.43 The operators shall adhere to the minimum requirements of CAAB to select and appoint cabin crew instructors and operators.

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- 2.44 The operators shall adhere to the minimum requirements of CAAB on the cabin crew instructors and to maintain their knowledge, skills and qualifications.
- 2.45 The operators shall ensure that the appointed instructors and examiners for cabin crew maintain their competency with respect to delegated tasks
- 2.46 The operators shall limit flight time and flight duty periods and for the provision of rest periods for all its crew members and that these rules are in accordance with the CAR '84 and the associated ANOs thereof. Operators shall also ensure the above during certification process and approval procedures of an air operator.
- 2.47 The operators shall maintain current records of flight time, flight duty periods and rest periods of all its crew members at all times.
- 2.48 The operators shall establish an organization and management system for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations. Operators shall ensure this during the certification process by confirming that its manuals contain about the establishment of the system including the definition of responsibilities and authority delegated to their officials.
- 2.49 The operators shall establish in its operations manual responsibilities for operational control and develops related policies, processes, standards and procedures. All these shall reflect in an air operator operations manual wherein the functions and responsibilities of flight crew and flight operations officers/flight dispatchers for the initiation, continuation, diversion and termination of flights are laid down and are in practice by the air operator.
- 2.50 The operators shall establish a policy and procedures for flight crew to record and report on routine meteorological observation during en-route and climb-out phases of the flight and special and other non-routine observations during any phase of the flight. The operators shall ensure that the instruction shall be laid down in the operations manual of the operator and shall be implemented by the operator as outlined in the operations manual.
- 2.51 The operators shall establish a policy and procedures for flight crew to record and report on volcanic activity.
- 2.52 The operators shall make available to flight crew and operational personnel, at any aerodrome authorized in its AOC and corresponding operations specifications, pre-flight aeronautical information essential for the safety, regularity and efficiency of air navigation.

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- 2.53 The operators shall establish procedures for the preparation and dissemination of NOTAM to flight crew and operations personnel. Operators are to ensure during certification process that this system has been adopted and that it develops appropriate guidance in the air operator operations manual (route manual) to this effect.
- 2.54 The operators shall establish procedures for the preparation and dissemination of the information contained in the Aeronautical Information Publication (AIP) to flight crew and operations personnel. Operators are to ensure during certification process that this system has been adopted and that air operator develops appropriate guidance in the air operator operations manual (route manual) to this effect.
- 2.55 The operators shall establish procedures for the preparation and dissemination of the information contained in the Aeronautical Information Regulation and Control (AIRAC) to flight crew and operations personnel. Operators are to ensure during certification process that this system has been adopted and that they develop appropriate guidance in the air operator operations manual (route manual) to this effect.
- 2.56 The operators shall establish procedures for the preparation and dissemination of the information contained in the Aeronautical Information Circular (AIC) to flight crew and operations personnel. Operators are to ensure during certification process that this system has been adopted and that it develops appropriate guidance in the air operator operations manual (route manual) to this effect.
- 2.57 The operators shall specify to CAAB in approving the method of determination of operating minima for aeroplane operators as well as for the helicopter operators of Bangladesh.
- 2.58 The operators shall establish standard operating procedures (SOPs) to provide guidance to flight operational personnel.
- 2.59 The operators shall establish checklists as an integral part of its SOPs and instructs its flight crew on how to use them. Operators shall ensure that such instructions are provided in SOPs on the use of checklists and/or training provided to flight and cabin crew.
- 2.60 The operators shall establish crew briefings as an integral part of SOPs.
- 2.61 The operators shall establish an organizational structure that includes the responsibilities and authority for the management of all ground handling functions prior to the issuance of an AOC. Operators are also to ensure that the lines of responsibilities are clearly defined for ground handling functions and associated with the following, when applicable:

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- (a) Ramp operations;
 - (b) Passenger services;
 - (c) Baggage services;
 - (d) Cabin services;
 - (e) Weight and balance control;
 - (f) Ground support equipment; and,
 - (g) Fuel services.
- 2.62 The operators shall develop aircraft ground handling training requirements, subcontracting policies, handling processes, procedures and practices for all ground handling operations if applicable.
- 2.63 The operators shall ensure that its ground handling responsibility is permanently maintained, when all or part of the functions and tasks related to ground handling services have been contracted to a service provider.
- 2.64 The operators shall adhere to CAAB regulation on the transport of dangerous goods by air wherein Bangladesh has incorporated the provisions of ICAO Annex 18 and the TI.
- 2.65 The operators shall have a department or one or more officials nominated to administer the dangerous goods programme and to respond to queries from CAAB. Clear assignment of responsibilities to this effect shall be documented. This aspect is required even if CAAB has not issued approvals for the transport of dangerous goods to the operator.
- 2.66 The operators shall obtain specific authorization for the transport of dangerous goods by air.
- 2.67 The operators shall develop and use an acceptance checklist to prevent acceptance of dangerous goods for transport by air unless they are accompanied by a completed dangerous goods transport document and their marking, package, over-pack or freight container are inspected in accordance with the acceptance procedure contained in the TI.
- 2.68 The operators shall not load dangerous goods into the aircraft unless the appropriate loading, segregation and inspection for damage or leakage procedures are followed. Operators shall also ensure that the authorization process is coherent to CAR '84 and that appropriate mechanism and checklists are used by authorized air operators as applicable.
- 2.69 The operators shall ensure to provide the pilot-in-command with written information (NOTOC), as specified in the TI. Operators shall also ensure that the authorization process is coherent to CAR

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- '84 and that appropriate mechanism and checklists are used by authorized air operators as applicable.
- 2.70 The operators shall develop procedures for retaining the NOTOC on the ground and readily accessible to the aerodromes of last departure and next scheduled arrival for each of its flights on which dangerous goods are carried.
- 2.71 The operators shall establish in-flight procedures for emergency response for aircraft incidents involving dangerous goods.
- 2.72 Pursuant to the instructions of CAR '84 operators shall ensure that specific training programmes shall be established and records shall be maintained for officials, as indicated below, dealing with Dangerous Goods:
- (a) Shippers of dangerous goods, including packers and shippers' agents;
 - (b) Air operators;
 - (c) Agencies which perform, on behalf of the air operator, the act of accepting, handling, loading, unloading, transferring or other processing of cargo;
 - (d) Agencies located at an aerodrome which perform, on behalf of the air operator, the act of processing passengers Agencies not located at an aerodrome which perform, on behalf of the air operator, the act of checking in passengers;
 - (e) Agencies other than air operators involved in processing cargo; and,
 - (f) Agencies engaged in the security screening of passengers and their baggage.
- 2.73 Operators carrying dangerous goods shall seek approval of CAAB. Operators shall also develop procedures for approval of dangerous goods training programmes. Operators shall ensure that the approval for the transport of dangerous goods by air is reflected on the operations specifications of the air operator.
- 2.74 Air operators who choose not to transport dangerous goods shall also develop and implement training programmes for ground and flight personnel to enable them to recognize and refuse dangerous goods.
- 2.75 Operators shall ensure that dangerous goods procedures and training programmes are incorporated in either the operations manual or a separate document as part of the flight safety documents system.
- 2.76 Air operator shall develop procedures to convey information to emergency services and to appropriate authorities in the event of an incident or accident of an aircraft carrying dangerous goods.

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- 2.77 The operators shall establish procedures for the acceptance or approval of aircraft leasing arrangements for Dry lease, Wet lease and Damp lease. The procedure shall address a minimum:
- (a) Flight crew training;
 - (b) Cabin crew training;
 - (c) Operational control;
 - (d) Dispatch and flight watch; and,
 - (e) Crew members scheduling.
- 2.78 For transfer of responsibilities under Article 83 *b/s*, the Operators shall establish procedures for the transfer and acceptance of tasks and functions in accordance with the approved format of transfer agreement.
- 2.79 The Operators shall ensure a certified true copy of the AOC and corresponding operations specifications including leased aircraft to be carried on board the aircraft at all times. Operators shall define policy on the carriage of documents on board aircraft in line with the requirements of CAR '84.
- 2.80 The Operators shall ensure that a certified true copy of the transfer agreement of supervisory functions and duties pursuant to Article 83 *b/s* of the Chicago Convention is carried on board at all times as per the requirement of CAR '84 and related ANOs.
- 2.81 The Operators shall during certification shall establish a policy and procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin.
- 2.82 The Operators shall establish a policy and procedures in relation to the flight crew compartment access.
- 2.83 The Operators shall establish a policy and procedures in relation to a bomb threat or warning, when the aircraft is on the ground or in flight.
- 2.84 The Operators shall develop a procedure checklist for searching a bomb and/or inspecting an aircraft for concealed weapons, explosives and other dangerous devices.
- 2.85 The Operators shall develop a security training programme for flight and cabin crew approved by the authority before granting the AOC. The security training programme to shall have addressed the following:
- (a) Security of the flight crew compartment;
 - (b) Aircraft search procedure checklist;

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- (c) Determination of the seriousness of any occurrences;
 - (d) Crew communication and coordination;
 - (e) Appropriate self-defence responses;
 - (f) Use of the approved non-lethal protective devices assigned to crew members;
 - (g) Understanding of behaviour of terrorists;
 - (h) Live situational training exercises regarding various threat conditions; and,
 - (i) Post-flight concerns for the crew.
- 2.86 The Operators shall apply for special authorization to operate a single-engine turbine powered aeroplane at night and/or in instrument meteorological conditions (IMC). The additional requirements, such as engine trend monitoring system, redundant electrical generating systems, radio altimeter, airborne weather radar, etc. shall have to be considered and these shall be enlisted in the AOCs and operations specifications.
- 2.87 The Operators shall request for the different categories of AOCs that shall be available to commercial air transport operators and requests shall be made to CAAB for these to be enlisted in the AOCs and operations specifications.
- 2.88 The Operators shall comply with terms of AOC issued by CAAB complemented with operations specifications which contain authorizations, conditions and limitations.

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INFORMATION ON AIRWORTHINESS

While this Document provides detailed information to facilitate a prospective applicant and a holder of AOC to acquire an AOC and retain the same respectively during conducting safe air transport operation in Bangladesh, this Part of the document provides information on 'Airworthiness'.

It is intended that an applicant for AOC as well as a holder of Air Operator certificate read this Part to secure an AOC and conduct safe Air Transport Operation in Bangladesh.

1. INTRODUCTION:

- 1.1 The applicant is required to ensure that before import of the aircraft, all the CAAB mandatory modifications are complied with and that requirement of major checks has to be fulfilled as stated in ANOs including those applicable to aging aircraft, if any. Operator must ensure that Component history is obtained while acquiring the aircraft and the maximum age of the aircraft does not exceed as per the permissible age stipulated in ANOs.
- 1.2 The applicant must ensure that the permission/technical clearance for import/acquisition of the aircraft is valid till the date of arrival of aircraft in custom airport of the country. In case the NOC expires, the applicant may apply for grant/extension of the NOC to Chairman through AT division of FSR directorate.
- 1.3 A sound and effective management structure is essential and it is particularly important that the operational management should be properly qualified and should have proper status in the organization to ensure safety of operations. It is, therefore, essential that the applicant has adequate management personnel in its operations and that these personnel are competent and qualified in the respective areas as the requirements laid down in ANO (AW) Chapter B.7 and should be employed on full time basis in the following or equivalent positions:
 - (a) Chief Executive Officer/ Accountable Manger
 - (b) Director of Engineering/Chief Engineer
 - (c) Quality Assurance Manager
- 1.4 The duties and responsibilities of the managers and senior executives must be clearly defined in writing and chains of responsibility firmly established. While the number of persons required will vary with the size and the complexity of the operations, the applicant must satisfy the CAAB that the organization structure is adequate and properly matched to the operating network and commitments. Operator must apply to CAAB through specific application form as specified in ANO

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(AW) for approval of appointment of aforesaid executives. The positions held by these personnel in the Organization shall be indicated in the applicant's MPCM.

- 1.5 The rules and regulations promulgated by the CAAB provide a framework of positive control and guidance. It should however, be recognized that it is not feasible or desirable to cover every conceivable operational detail in the rules and regulations. The operators should, therefore, develop their own instructions for the guidance of personnel on the details essential for the conduct of the operation. This helps to facilitate the development of operating standards and techniques best suited to particular circumstances and conditions of operation. On these principles the operator should lay down all its policies regarding operation, maintenance and training in the following documents for the type of aircraft proposed:
- (a) MPCM/ MOE
 - (b) Maintenance Schedules.
 - (c) Minimum Equipment List
 - (d) Component Overhaul and Storage Limitations (COSL)
- 1.6 The applicant should recruit and start training of adequate number of the following categories of personnel on the type of aircraft proposed to be acquired:
- (a) Aircraft Maintenance Engineers
 - (b) Any other category of personnel required for the operations
- 1.7 The training program for each category of engineering personnel should be developed by the operators based upon the background of the trainees. Prior CAAB approval is not required if the training is conducted at institutes approved/acceptable to CAAB.
- 1.8 On receipt of NOC, the applicant may set up the basic maintenance facilities for the aircraft type to be operated in accordance with ANO (AW). The salient actions in this regard are as given below:
- (a) The operator shall ensure that the normal maintenance of his aircraft is done at a CAAB approved maintenance organization. If required, the operator may set up his own maintenance facility for approval of CAAB as Aircraft Maintenance Organization (AMO).
 - (b) The applicant/operator should nominate suitable person(s) as Quality Manager as per ANO (AW) who shall be responsible for complying with the laid down CAAB requirements and adhering to quality procedures as approved in these manuals.
 - (c) If the operator has his own approved maintenance facility, the maintenance planning and technical services aspects shall be a part of the organization. In case, however, the maintenance is outsourced, the operator still must have adequate organization to ensure that

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mandatory airworthiness information and directives are complied with and proper maintenance activities are undertaken when due.

(d) The operator's maintenance planning department should be adequately staffed with technical officials to perform the following functions:

1. Delay, defect and engineering incident investigation and analysis
2. Reliability analysis, engine performance monitoring and component life control
3. Compliance of Service Bulletins, modifications, inspection schedules, maintenance of technical records, issue of technical circulars and distribution of technical data. The technical staff required to perform the above functions should be trained adequately on the quality control functions and on aircraft type.

(e) The operator shall prepare a Maintenance Procedure & Control Manual for his organization. This manual should describe the engineering quality procedures and the maintenance system to be followed by the operator as per the guidelines given in ANO (AW). The manual should be submitted to the AELD through Project Manager for approval. The MPCM shall be approved by Director (FSR) after scrutiny by AELD official and ensuring that it meets the operator's maintenance requirements.

(f) The operator shall prepare maintenance program/schedule document which will list the periodic maintenance inspection schedules including special inspection schedules for the aircraft, COSL and other checks on the aircraft not specified by aircraft manufacturers but made mandatory by regulations. This may include microbiological tests of fuels, annual inspections for C of A, flight data recorders and other special equipment. The maintenance program shall be scrutinized by the AELD official to confirm that it conforms to MPD/ AMM. Where maintenance program/schedule has been already approved for the operators of same type of aircraft, the same may be adopted with necessary modifications, if required, for any differences in the aircraft configuration with the approval of the AELD.

1.9 Readouts of Cockpit Voice Recorder (CVR) and Flight Data Recorder (FDR) are extensively used for safety oversight and monitoring health of operations. The operator's arrangements for flight recorder monitoring are to be approved by AELD. The operator may develop her own facilities or make arrangement with some CAAB approved agency to prepare the readout as and when required.

1.10 The operator shall set up an environment controlled bonded store, which should be equipped with suitable racks, stands and bins for storing aircraft spares and notables. Suitable trained person(s) should be approved as Stores Inspectors. The operator should demonstrate to AELD the system to ensure that the life limited items do not remain in the stores on expiry of their fixed life. The store shall be equipped with adequate quantity of spares, notables and consumables including

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spare CVR and FDR. However, necessary agreement with the manufacturer/supplier of aircraft may be made for supply of spares along with the aircraft.

- 1.11 The operator shall identify and procure all the tools and equipment required for each maintenance inspection schedule to be performed on the aircraft and its engine. Similarly, special tools required for inspection shall be identified and procurement action taken so that the tools are received by the time the aircraft is acquired.
- 1.12 The operator shall procure up-to-date copies of the specific aircraft related maintenance documents including Aircraft Flight Manual, Maintenance Planning Document, Maintenance Manual, Illustrated Parts Catalogue, Structural Repair Manual, Wiring Diagram Manual and Weight and Balance Manual, MMEL and other documents, as laid down in ANO (AW). The operator shall procure copies of all applicable Airworthiness Directives, Service Bulletins and CAAB mandatory modifications. The operator should also be on the mailing list of the aircraft and engine manufacturers for prompt receipt of modifications, Service Bulletins, Service Letters etc.

2. ENSURING SUITABILITY OF AIRCRAFT

- 2.1 The operator shall be well informed on the aircraft details to ascertain that the aircraft meets the criteria in respect of:
 - (a) maximum permissible age,
 - (b) number of cycles/hours logged and
 - (c) Type Certification requirements as specified in ANO (AW) for import of aircraft. The aircraft imported for the purpose shall be of the type design which is approved under Federal Aviation Administration (FAA), European Aviation Safety Agency (EASA), Civil Aviation Authority of United Kingdom (CAA, UK) or any other authority acceptable to CAAB.
 - (d) The aircraft shall be fitted with the equipments in accordance with ANO (AW). The applicant/operator must ensure the compliance of Airworthiness Directives, Modifications, and Service Bulletins. While entering in any agreement for leasing the aircraft, the applicant must make it clear in the lease agreement that the aircraft after entering in the registration of Bangladesh shall be maintained in accordance with the CAR'84, ANOs, procedures and any conditions specified by CAAB and there shall be no binding or limitation of any kind in this regard in the lease agreement. A copy of the lease agreement duly signed shall also be submitted to AELD.
 - (e) Before attending the review meeting for the assessment of state of preparedness of the applicant to operate air transport services, the financial or operational lease of the aircraft shall be examined by the AELD, particularly with regard to transfer/delegation of any regulatory functions to Bangladesh as the state of operator.
 - (f) Wherever activities have been outsourced to other organizations, or where use of facilities of other organizations is envisaged, the operator must submit contractual documents to AELD. These contracts must be thoroughly scrutinized by AELD to ensure that the all eventualities

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are covered and the basic responsibility of providing proper maintenance remains with the operator.

2.1 Applicant must submit the compliance report to AELD on the observation/findings made by AELD inspectors so that AELD inspectors are able to continuously monitor the progress made by the operator in fulfilling the requirements and development of infrastructure facilities and systems by the applicant.

2.2 Proving Flights: The applicant must be required to conduct proving flights to demonstrate the maturity of his total package. Proving flights may be conducted in all respects as if they were revenue services. AELD officers will be associated with the proving flights to confirm maintenance arrangements at destination and in general, line maintenance procedures.

3. ISSUE OF AIR OPERATOR CERTIFICATE

This is the final stage to ensure that the applicant has acquired the capability required to operate the services proposed in the application. At this stage, all necessary maintenance manpower, systems, infrastructure, equipment, tools, aircraft spares etc. shall be in place.

4. ENHANCEMENT OF FACILITIES COMMENSURATE WITH ACTIVITIES

When the fleet size grows, the operator must demonstrate that the operator has the maintenance organization and sufficient number of engineers and other personnel to maintain the additional aircraft. The operator shall also have to expand the Quality Control and Flight Safety Cells as the fleet size grows so that these vital functions are discharged satisfactorily.

5. CONTINUING SURVEILLANCE BY THE OPERATOR

The operator must ensure that a system is in place for exercising continuing surveillance on the operator's maintenance facilities by her own quality inspectors.

5.1 The maintenance areas to be covered in surveillance activities shall include at least a reevaluation of the operator's organization, facilities, equipment, aircraft maintenance, safety precautions, checking of personal records, training, company manuals, and compliance with the provisions of the Permit etc.

5.2 In the initial stages of operation, the operator shall monitor for any irregular procedures and evidence of inadequate facilities and equipment. The emphasis of the surveillance and inspection program by quality inspectors is to confirm that the methods or systems the operator intended to use to ensure compliance with the applicable regulations are being followed and are effective in achievement of safety objectives.

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- 5.3 When in the course of surveillance by quality inspectors, deficiencies are observed must be informed AELD at earliest time by chief of quality and prompt corrective action shall be initiated by the operator to correct the deficiencies within a specified time.
- 5.4 AELD officials also will carry out the surveillance inspection on the operator's facilities. If observed any sort of deficiencies, same will be informed operator by AELD inspector. If the operator fails or is unable to meet or maintain the required standards, the operator's privileges may be temporarily or permanently withdrawn or restricted.
- 5.5 The operator must ensure that the nominated post holders are available with the operator and the AMO, and that internal audit/ quality assurance system functions satisfactorily.

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PART-IV
GUIDELINES CHECKLISTS AND REFERENCE DOCUMENTS

While this 'Information Document on Air Operator Certification for Applicants and Holders of AOC' provides detailed information to facilitate a prospective applicant and a holder of AOC to acquire an AOC and retain the same respectively during conducting safe air transport operation in Bangladesh, this Part of the document provides information on 'Guidelines, Checklists and Reference Documents'.

It is intended that an applicant for AOC as well as a holder of Air Operator certificate read this Part to secure an AOC and conduct safe Air Transport Operation in Bangladesh.

Important Note

Applicants for AOC are advised to refer to the Checklists associated with specific to Air Operator Certification.

Applicants for Renewal of AOC are advised to refer to ANOs for the application Form & associated Checklists.

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PART-IV/01
MODEL AGREEMENT BETWEEN STATES ON THE IMPLEMENTATION OF
ARTICLE 83 *BIS* OF THE CONVENTION

Note:

Appended below is the 'Model Agreement Between States on the Implementation of Article 83 Bis of the Convention'. Applicants and holders of AOC are advised to be familiar with this model agreement for application whenever required.

Model Agreement between [State 1] and [State 2] on the Implementation of Article 83 *bis* of the
Convention

WHEREAS, the Protocol relating to Article 83 *bis* of the *Convention on International Civil Aviation* (Chicago, 1944) (hereinafter referred to as "the Convention"), to which [State 1] and [State 2] are parties, entered into force on 20 June 1997;

WHEREAS Article 83 *bis*, with a view to enhanced safety, provides for the possibility of transferring to the State of the Operator all or part of the State of Registry's functions and duties pertaining to Articles 12, 30, 31 and 32 *a)* of the Convention;

WHEREAS, in line with Doc 9760 (*Airworthiness Manual*), Volume II, Part B, Chapter 10, and in light of Doc 8335 (*Manual of Procedures for Operations Inspection, Certification and Continued Surveillance*), Part V, it is necessary to establish precisely the international obligations and responsibilities of [State 1] (State of Registry) and [State 2] (State of the Operator) in accordance with the Convention;

WHEREAS, with reference to the relevant Annexes to the Convention, this Agreement organizes the transfer from [State 1] to [State 2] of responsibilities normally carried out by the State of Registry, as set out in Sections 3 and 4 below;

The Government of [State 1], represented by its [Civil Aviation Authority], and The Government of [State 2], represented by its [Civil Aviation Authority], Hereinafter referred to as "the Parties", have agreed as follows on the basis of Articles 33 and 83 *bis* of the Convention:

ARTICLE I—SCOPE

Section 1. [State 1] shall be relieved of responsibility in respect of the functions and duties transferred to [State 2], upon due publicity or notification of this Agreement as determined in paragraph *b)* of Article 83 *bis*.

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Section 2. The scope of this Agreement shall be limited to [types of aircraft] on the register of civil aircraft of [State 1] and operated under leasing arrangement by [operator], whose principal place of business is in [State 2]. The list of aircraft concerned, identified by type, registration number and serial number, is reproduced in Attachment 1, which also indicates the term of each leasing arrangement.

ARTICLE II—TRANSFERRED RESPONSIBILITIES

Section 3. Under this Agreement, the Parties agree that [State 1] transfers to [State 2] the following functions and duties, including oversight and control of relevant items contained in the respective Annexes to the Convention:

Annex 1 — *Personnel Licensing*, issuance and validation of licenses.

Annex 2 — *Rules of the Air*, enforcement of compliance with applicable rules and regulations relating to the flight and manoeuvre of aircraft.

Annex 6 — *Operation of Aircraft* (Part I — *International Commercial Air Transport — Aeroplanes* and Part III — *International Operations — Helicopters*), all responsibilities which are normally incumbent on the State of Registry. Where responsibilities in Annex 6, Part I, may conflict with responsibilities in Annex 8 — *Airworthiness of Aircraft*, allocation of specific responsibilities is defined in Attachment 2.

Section 4. Under this Agreement, while [State 1] will retain full responsibility under the Convention for the regulatory oversight and control of Annex 8 — *Airworthiness of Aircraft*, the responsibility for the approval of line stations used by the [operator], which are located away from its main base, is transferred to [State 2]. The procedures related to the continuing airworthiness of aircraft to be followed by the [operator] will be contained in the operator's maintenance control manual (MCM). Attachment 2 hereunder describes the responsibilities of the Parties regarding the continuing airworthiness of aircraft.

ARTICLE III—NOTIFICATION

Section 5. Responsibility for notifying directly any States concerned of the existence and contents of this Agreement pursuant to Article 83 *bis b*) rests with [State 2] as the State of the Operator, as needed. This Agreement, as well as any amendments to it, shall also be registered with ICAO by [State 1] as the State of Registry or [State 2] as the State of the Operator, as required by Article 83 of the Convention and in accordance with the *Rules for Registration with ICAO of Aeronautical Agreements and Arrangements* (Doc 6685).

Section 6. A certified true copy [in each language] of this Agreement shall be placed on board each aircraft to which this Agreement applies.

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Section 7. A certified true copy of the air operator certificate (AOC) issued to [operator] by [State 2], in which the aircraft concerned will be duly listed and properly identified, will also be carried on board each aircraft.

ARTICLE IV—COORDINATION

Section 8. Meetings between [State 1-CAA] and [State 2-CAA] will be held at [three-] month intervals to discuss both operations and airworthiness matters resulting from inspections that have been conducted by respective inspectors. For the sake of enhanced safety, these meetings will take place for the purpose of resolving any discrepancies found as a result of the inspections and in order to ensure that all parties are fully informed about the [operator's] operations. The following subjects will be among those reviewed during these meetings:

- (a) Flight operations
- (b) Continuing airworthiness and aircraft maintenance
- (c) Operator's MCM procedures, if applicable
- (d) Flight and cabin crew training and checking
- (e) Any other significant matters arising from inspections

Section 9. Subject to reasonable notice, [State 1-CAA] will be permitted access to [State 2-CAA] documentation concerning [operator] in order to verify that [State 2] is fulfilling its safety oversight obligations as transferred from [State 1].

Section 10. During the implementation of this Agreement, and prior to any aircraft subject to it being made the object of a sub-lease, [State 2], remaining the State of the Operator, shall inform [State 1]. None of the duties and functions transferred from [State 1] to [State 2] may be carried out under the authority of a third State without the express written agreement of [State 1].

ARTICLE V—FINAL CLAUSES

Section 11. This Agreement will enter into force on its date of signature, and come to an end for aircraft listed in Attachment 1 at the completion of the respective leasing arrangements under which they are operated. Any modification to the Agreement shall be agreed by the parties thereto in writing.

Section 12. Any disagreement concerning the interpretation or application of this Agreement shall be resolved by consultation between the Parties.

Section 13. In witness thereof, the undersigned directors of civil aviation of [State 1] and [State 2] have signed this Agreement.

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For the Government of [State 1]

For the Government of [State 2]

[Signature]

[Signature]

[Name, title, place and date]

[Name, title, place and date]

Attachments:

Attachment 1 — Aircraft Affected by this Agreement

Attachment 2 — Responsibilities of [State 1] and [State 2] Regarding Airworthiness

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PART-IV/02
GUIDANCE ON THE CONDUCT OF A RAMP INSPECTION

Note:

Appended below is the 'Model Guidance on the Conduct of a Ramp Inspection'. This guidance will be used by the CAAB operations inspectors during Ramp Inspection. Applicants and holders of AOC are advised to be familiar with this document for their preparation for Ramp Inspection by CAAB.

1. GENERAL

The items to be checked by the inspector during a ramp check are summarized below:

- (a) Flight deck
- (b) Cabin/Safety
- (c) Aircraft external condition
- (d) Cargo
- (e) General

2. DETAILED LIST

The detailed list contains information on the items to be checked. For each item, guidance is provided on how to perform the check.

3. SCOPE

It is not possible to cover all items on the list at every ramp inspection. Inspections should be planned to cover high-risk items and to cover all other items over a series of inspections. It is essential that adequate records be kept and that there is complete coordination between all inspectors involved in ramp inspections for any one operator.

4. ITEMS TO BE CHECKED

A. FLIGHT DECK — GENERAL

A 1. General Condition

(Instructions: Check cleanliness, tidiness and general condition).

A 2. Emergency Exit

(Instructions: Check whether in compliance with ICAO SARPs).

A 3. Equipment

(Instructions: Check for the presence of the following equipment where required:

- (a) Two sensitive pressure altimeters with counter drum-pointer or equivalent presentation (IFR operations);
- (b) Airborne collision avoidance system (ACAS);
- (c) Cockpit voice recorder (CVR) and flight data recorder (FDR);
- (d) ELT;
- (e) Ground proximity warning system (GPWS); and
- (f) Where a flight management computer (FMC) is provided — valid database.

A.4 Flight Deck — Documentation

- (a) Manuals -All required manuals: (Instructions: Check for presence. Check whether manuals are up to date and accepted or approved as required).
- (b) Checklists: (Instructions: Confirm checklists are available and up to date. Check whether their content is in compliance with the requirement. Normal, non-normal and emergency checklists are sometimes combined in a Quick Reference Handbook;
- (c) Check the availability of an aircraft search procedure checklist; and Confirm availability of the checklist of emergency and safety equipment).
- (d) Route Guide: (Instructions: Check whether a route guide, including charts, is available, suitable and up to date).
- (e) MEL: (Instructions: Check whether the MEL is available, up to date and approved).

A.5 Documents Required to be Carried on Board

- a. Certificate of registration

(Instructions: Check for presence and accuracy and format).

- b. Identification plate

(Instructions: Check presence and location).

- c. Certificate of airworthiness

(Instructions: Check that the certificate of airworthiness of the aircraft is on board and valid).

- d. Crew member licenses

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(Instructions: Check validity of: date; type rating; instrument rating; competency check; language proficiency endorsement; medical assessment;

- e. Journey log book or technical log and voyage report

(Instructions: Check whether entries are up to date, validity of maintenance release. Check number of deferred defects (specify in the report where necessary). Check that defect deferments include time limits and comply with the stated time limits. Where applicable, check compliance with the aircraft MEL).

- f. Radio station license

(Instructions: Check whether available and up to date).

- g. Noise certification document or statement, where applicable

(Instructions: Check whether available and valid).

- h. AOC (certified true copy) and operations specifications (copy)

(Instructions: Check whether available, applicable and valid).

A 6. Operational Flight Plan

(Instructions: Check for presence, accuracy and signature(s), and for adequate fuel and oil reserve planning and supply on board. Check for presence of ATS flight plan).

A 7. Mass And Balance Sheet

(Instructions: Check for presence of load sheet and accuracy).

A 8. Aircraft Performance Limitations Using Current Route, Airport Obstacles And Runway Analysis Data

(Instructions: Check for availability of aircraft performance information including limitations and runway performance analysis based on current airport data).

A 9. Cargo Manifest And , If Applicable, Passenger Manifest

(Instructions: Check for availability of completed cargo manifest and, if required, passenger manifest).

A 10. Preflight Inspection

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(Instructions: Check for presence of preflight inspection or preparation forms).

A 11. Weather Reports and Forecasts

(Instructions: Check for availability of weather reports and forecasts adequate for the flight).

A 12. NOTAM

(Instructions: Check for availability of NOTAMs for the route of flight).

FLIGHT DECK — SAFETY EQUIPMENT

A 13. Portable Fire Extinguishers

(Instructions: Check for presence, number, condition and expiry date).

A 14. Life Jackets/Flotation Devices

(Instructions: Check for presence, condition and, where applicable, expiry date).

A 15. Safety Harness

(Instructions: Check for presence, condition and quantity).

A 16. Oxygen Equipment

Instructions: Check for presence, quantity and condition.

A 17. Emergency Flashlight

(Instructions: Check for appropriate quantities of emergency flashlight. Check their condition if possible).

B. CABIN/SAFETY

B 1. General Condition

(Instructions: Check for cleanliness, tidiness and general condition).

B 2. Cabin Crew Seats and Safety Harness

(Instructions: Check for presence and compliance with the requirement).

B 3. First Aid Kit/Emergency Medical Kit

(Instructions: Check for presence, condition, location and expiry date if available).

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B 4. Portable Fire Extinguishers

(Instructions: Check for presence, number, condition and expiry date if available).

B 5. Life Jackets/Flotation Devices

(Instructions: Check for presence, condition and expiry date as applicable).

B 6. Seat Belts

(Instructions: Check for presence and condition).

B 7. Emergency Exit Lighting and Marking, Emergency Flashlights

(Instructions: Check for presence of emergency exit signs, lighting and marking, and emergency flashlights, one per cabin crew member. Where possible, check condition of floor path lighting/marking and of flashlights).

B 8. Slides/Life Rafts and Pyrotechnical Distress Signaling Devices (As Required)

(Instructions: Check bottle gauge, slide bar and slide expiry date. Check presence of life raft, when required).

B 9. Oxygen Supply — Cabin Crew and Passengers

(Instructions: Check for presence and condition where applicable).

B 10. Emergency Briefing Cards

(Instructions: Check for presence and accuracy).

B 11. Cabin Crew Members

(Instructions: Check that the number of cabin crew is appropriate. Check whenever possible that the location of cabin crew members allows to effect a safe and expeditious evacuation of the aircraft).

B 12. Access to Emergency Exits

(Instructions: Check that appropriate access to emergency exits is provided and that it is not impeded).

B 13. Safety of Cabin Baggage

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(Instructions: Check that the crew and the passengers do not carry oversized hand baggage for the stowage capacity of the aircraft. Check proper stowage of cabin baggage).

B 14. Seating Capacity

(Instructions: Check that the number of persons boarding does not exceed the number permitted).

B 15. Security of the Flight Crew Compartment Door (If Applicable)

(Instructions: Check that the flight crew compartment door, if provided, is lockable. Where applicable, check that the flight crew compartment door is penetration resistant).

C. AIRCRAFT EXTERNAL CONDITION

C 1. General External Condition

(Instructions: Check general condition of the airframe: apparent corrosion; cleanliness; presence of ice, snow, frost; legibility of markings, etc).

C 2. Doors and Hatches

(Instructions: Check for passenger and cargo door condition, external markings, seals, operating instructions and condition of hatches).

C 3. Wings and Tail

(Instructions: Check wings, vertical and horizontal stabilizers, including all flight control surfaces. Check for obvious damage, corrosion, disbanding, evidence of lightning strikes, dents, looseness of fittings, missing static discharges, etc).

C 4. Wheels, Brakes and Tires

(Instructions: Inspect for damage, wear and signs of underinflated tires).

C 5. Undercarriage

(Instructions: Visual inspection. Focus on lubrication, leakage and corrosion, and wear on door fittings and hinges).

C 6. Wheel Well

(Instructions: Visual inspection. Focus on cleanliness, leakage and corrosion).

C 7. Intake and Exhaust Nozzle

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(Instructions: Visual inspection. Focus on damage, cracking, dents and loose/missing fasteners (intake) and low pressure turbine blades (where visible), obvious damage to sensors, jet pipe nozzle, exhaust, thrust reversers, etc).

C 8. Fan Blades (If Applicable)

(Instructions: Visual inspection. Check for foreign object damage, cracks, cuts, corrosion, erosion, etc).

C 9. Propellers (If Applicable)

(Instructions: Visual inspection. Check for corrosion, looseness of blades in hub, erosion, stone damage, anti/de-icing system, etc).

C 10. Previous Structural Repairs

(Instructions: Visual inspection. Note any previous repairs, check condition and verify compliance to standard practices).

C 11. Obvious Damage

(Instructions: Visual inspection. Note un-assessed and unrecorded damage including corrosion, lightning strike damage, and bird strikes, etc).

C 12. Leakage

(Instructions: Visual inspection: fuel, oil, hydraulic leaks. Inspect for toilet leaks at service locations).

D. CARGO

D 1. General Condition of Cargo Compartment and Containers

(Instructions: Check for cleanliness and general condition of cargo compartment and containers. Check damage to compartment liners and condition of fire protection, detection and extinguishing system, if appropriate. Check condition of container locking devices).

D 2. Dangerous Goods

(Instructions: If dangerous goods are on board, check that the pilot has received appropriate notification, Check that the operations manual includes relevant information as required by Annex 18).

D 3. Safety of Cargo on Board

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(Instructions: Check that loads are properly distributed and safely secured).

E. GENERAL

E 1. Additional Remarks

(Instructions: Record and report any items of significant nature that may be observed which are not covered by this guidance).

E 2. Refueling

(Instructions: Check that the procedures relating to refueling with passengers on board are complied with).

E 3. Language for Communication

(Instructions: Check that all pilots, and those flight navigators required to use the radio telephone, are fluent in the language used for radiotelephony communications or in English language

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PART-IV/03
AIRCRAFT LEASING ARRANGEMENT GUIDE

Note:

Appended below is the 'Model Aircraft Leasing Arrangement Guide'. This model will be used by the CAAB Operations Inspectors during the leasing arrangement. Applicants and holders of AOC are advised to be familiar with this document.

A. DOCUMENTATION SUBMITTED TO DFSR

1. A complete copy of the leasing agreement was provided?
2. An operator analysis was provided detailing how the leasing arrangements, particularly those between two operators, will be in conformance with the CAR '84.
3. For foreign air operators: A copy of the applicable AOC and operations specifications was provided?
4. For foreign air operators: A copy of the Bangladesh economic authorization allowing commercial air transport operations to and from the Bangladesh was provided?
5. Copies of the licenses and other required documents for the crew members to be used were provided?
6. A copy of the crew training and qualification records was provided?
7. Copies of each required aircraft document (C of R, C of A, Noise & Radio) are available?
8. A copy of the aircraft maintenance records is available?
9. A copy of the approved Minimum Equipment List was provided?
10. A copy of the approved Maintenance Program (and bridging documents, if applicable) for the aircraft was provided?
11. A copy of the applicable Maintenance Control Manual for the aircraft was provided?
12. A copy of the documents showing the aircraft's conformity with applicable airworthiness requirements for the aircraft involved was provided?
13. An operator-generated assessment of aircraft differences (variances) from the current fleet is provided?
14. The necessary documentation authorizing the CAAB worldwide access for inspection to the aircraft and crews involved is provided?

B. CONTENTS OF THE LEASING AGREEMENT

1. The official names of the parties are included?
2. The official addresses of the parties are included?
3. The duration of the agreement are included with specific start and expiration dates?

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4. The make, model, series and registration numbers of each aircraft involved in the agreement are included?
5. An explanation of the type of operations that will be conducted by the lessee are included?
6. The interchange points are included?
7. The specifications regarding which party has responsibility and authority for operational control are included?
8. The specifications regarding which party has the responsibility and authority for provision of aeronautical data, weather and flight planning and release are included?
9. The specifications regarding which party has the responsibility and authority for provision of aircraft loading, computation of mass and balance and performance associated with each flight of the aircraft are included?
10. The specifications regarding which party has responsibility and authority for crew scheduling are included?
11. The specifications regarding which party has responsibility and authority for maintaining crew training, proficiency and line checks, and currency requirements are included?
12. The specifications regarding which party has responsibility and authority for maintenance control are included?
13. The specifications regarding which party has responsibility and authority for arranging maintenance for the aircraft are included?
14. The specifications regarding which party has responsibility and authority for maintaining the maintenance records for the aircraft current form included?
15. All other items, conditions or limitations specified by the DFSR as necessary for this particular agreement are included?

C. FLIGHT OPERATIONS ASSESSMENT RESULTS

1. Lease agreement determined to be acceptable?
2. Arrangements for operational control for the duration of lease are acceptable?
3. Arrangements for provision of aeronautical data, weather and flight planning and release associated with each flight of the aircraft for the duration of the lease are acceptable?
4. Arrangements for provision of aircraft loading, computation of mass and balance and performance associated with each flight of the aircraft for the duration of the lease are acceptable?
5. Crew licenses and medicals determined to be acceptable for the operations proposed?
6. Crew qualifications determined to be acceptable for start of service?
7. Arrangements for maintaining crew training, proficiency and line checks, and currency requirements for the duration of the lease are acceptable?
8. Arrangements for maintaining flight and cabin crew reference documents current and available for the duration of the lease are acceptable?
9. Assessment of the compatibility with lessee's aircraft fleet approvals complete and necessary any necessary arrangements for variances determined to be acceptable? (dry lease)
10. Arrangements and documentation necessary for DFSR unrestricted right of access for inspections for the duration of the lease determined to be acceptable? (foreign-registered aircraft)

D. MAINTENANCE ASSESSMENT RESULTS

1. Assigned maintenance inspector reports that all necessary maintenance assessment and document arrangements have been completed?

E. 83*bis* DOCUMENTATION COMPLETED

1. The official agreement for transfer of maintenance responsibility for the airworthiness of the aircraft involved has been signed by all parties?
2. Notification (in the proper format) has been made to ICAO of the transfer of maintenance responsibility for the airworthiness of the aircraft involved?

F. ACCEPTANCE DOCUMENTS COMPLETION

1. Letter of Acceptance for aircraft lease/interchange/codeshare arrangements issued?
2. ORG Aircraft Leasing Arrangements entries made to reflect acceptance of leasing/interchange/codeshare arrangements?
3. ORG Aircraft Listing entries made to reflect inclusion of the leased aircraft? (dry-lease)
4. Aircraft display operations specifications issued to include each aircraft involved in lease arrangements? (dry-lease)
5. Master operations specifications updated to include new aircraft and leasing arrangements signed?

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PART-IV/04
TRAINING & PROCEDURES MANUAL EVALUATION GUIDE

Note:

Appended below is the 'Model Template of Training & Procedures Manual Evaluation Guide'. This model will be used by the CAAB Operations Inspectors during Training & Procedures Manual Evaluation of an applicant. Applicants and holders of AOC are advised to be familiar with this document for approval of Training & Procedures Manual by CAAB.

A. MANUAL CONTROLS

1. Complete Checklist as applicable

B. TRAINING ORGANIZATION

1. Structure of the training and checking organization
2. Training policies and directives

C. INSTRUCTORS AND EXAMINERS

1. List of designated instructors and line check airmen

D. SYLLABI

1. Comprehensive syllabi, including lesson plans for approved training for Flight Crew
2. CFIT
3. ACAS
4. Comprehensive syllabi, including lesson plans for approved training for Dispatchers
5. Comprehensive syllabi, including lesson plans for approved training for Cabin Crew

E. EXAMINATIONS

1. Procedures for the conduct of examinations and manoeuvre tolerances for flight crew
2. Procedures for the conduct of examinations for dispatchers
3. Procedures for the conduct of examinations for cabin crew

F. COMPLETION STANDARDS

1. Procedures to require that flight crew members are properly trained and examined on abnormal and emergency conditions

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2. Procedures to require that cabin crew members are properly trained and examined on abnormal and emergency conditions
3. Procedures for remedial training and subsequent examination of flight crew unable to achieve or maintain required standards
4. Procedures for remedial training and subsequent examination of dispatcher unable to achieve or maintain required standards
5. Procedures for remedial training and subsequent examination of cabin crew unable to achieve or maintain required standards

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PART-IV/05
FLIGHT CREW QUALIFICATION RECORDS INSPECTION GUIDE

Note:

Appended below is the 'Model Flight Crew Qualification Records Inspection Guide'. This model will be used by the CAAB Flight Operations Inspectors during Flight Crew Qualification Records Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for maintenance of Flight Crew Qualification Records.

The following areas should be inspected and the observation found, should be written down for report making on flight crew qualification records inspection:

A. OPERATIONS MANUAL/TRAINING PROGRAMME

1. Minimum initial experience and certificate requirements specified?
2. Minimum Initial qualification via training checking specified.?
3. Minimum initial checking and line experience /checking specified?
4. Landing currency requirements specified?
5. Special airport qualification and currency specified?
6. Special area and/or navigation qualification and currency specified?
7. Form and method of tracking and recording qualifications through training and checking included and acceptable?
8. Retention method and retention period included and acceptable?

B. CREW SCHEDULING

1. Operations manual portions regarding crew qualification and checking requirements available to and consulted by the persons assigned to crew scheduling functions?
2. Persons specifically assigned to accomplish crew scheduling duties have training on determination of crewmember qualifications and currency?
3. These persons demonstrate an adequate knowledge of crewmember qualifications and currency?
4. These persons have available a up-to-the-date qualifications and currency of all crewmembers?
5. A crosscheck of any breaks in the qualification records shows
6. No evidence of crew member assignment during those periods?

C. RECORDING & RETENTION OF CREW QUALIFICATION RECORDS

1. Acceptable person(s) specifically assigned the duty of recording and/or retaining actual records?
2. Tracking method complies with operations manual policies?
3. Retention method complies with operations manual policies?

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4. Retention location and responsible person corresponds with CAAB records?

D. ACTUAL QUALIFICATION RECORDS COMPARISON

1. Record of flight crew assignments available for each individual selected?
2. Qualification record available for each individual selected?
3. No records of breaks in qualification?
4. Crosscheck with aircraft tech log entries for dates of training & checking?
5. Crosscheck with pay records for dates of training and checking?
6. Crosscheck with ATC or Customs records for dates of flt training?
7. Crosscheck with crew member logbook for dates of training &
8. checking?

E. CERTIFICATES & INITIAL EXPERIENCE REQUIREMENTS

1. Correct handling of age 60/65 issue?
2. PIC of turbojet or large aircraft has ATP and appropriate type rating?
3. PIC of non-turbojet small aircraft has CP/Category/Class/Instrument rating?
4. PIC aeronautical experience appropriate for flights conducted?
5. SIC licence requirements appropriate for flights conducted?
6. FE licence requirements appropriate for flights conducted?
7. If FE required, one pilot qualified to perform FE functions?
8. Crosscheck of crews by name and experience shows proper pairing?

F. INITIAL QUALIFICATION

1. Completed company procedures indoctrination training?
2. Completed company initial dangerous goods training?
3. Completed company initial security training?
4. Completed company crew resource management training?
5. Completed emergency equipment drills?
6. Completed aircraft ground training qualification?
7. Completed aircraft flight training qualification?
8. Completed specialized qualification training appropriate to operations?
9. Completed aircraft differences training?

G. PROFICIENCY CHECKS

1. Completed initial proficiency check in aircraft?
2. Completed initial instrument proficiency check in aircraft?
3. Completed recurring aircraft proficiency checks within eligibility?
4. Completed recurring instrument proficiency checks within eligibility?

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5. Completed training-to-proficiency in lieu of proficiency check?
6. Completed right-seat qualification training (PIC)?

H. ROUTE EXPERIENCE & CHECKS

1. Completed supervised line flying requirements?
2. Completed initial route and area checks?
3. Completed initial low minimums experience?
4. Completed special airport qualification?

I. NO BREAKS IN LANDING QUALIFICATION

1. No breaks in landing qualification?
2. If breaks, proper re-establishment of currency?

J. RECURRENT QUALIFICATION

1. Completed aircraft ground training within eligibility?
2. Completed aircraft flight training within eligibility?
3. Completed emergency drills within eligibility?
4. Completed dangerous goods training within eligibility?
5. Completed security training within eligibility?

K. FLIGHT INSTRUCTORS

1. Completed flight instructor ground training?
2. Completed flight instructor simulator training?
3. Completed flight instructor aircraft training?

L. CHECK PILOT/ENGINEER

1. Completed check pilot ground training?
2. Completed check pilot simulator training?
3. Completed check pilot training?

AIR OPERATOR GUIDANCE ON
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PART-IV/06
CABIN CREW QUALIFICATION RECORDS INSPECTION GUIDE

Note:

Appended below is the 'Model Cabin Crew Qualification Records Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Cabin Crew Qualification Records Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Cabin Crew Qualification Records Inspection by CAAB.

The following areas should be inspected and the observation found, should be written down for report making on cabin crew qualification records inspection:

A. OPERATIONS MANUAL/TRAINING PROGRAMME

1. Minimum Initial qualification via training checking specified?
2. Minimum initial checking and line experience/checking specified?
3. Minimum line experience/checking specified?
4. Minimum recurring qualification specified?
5. Form and method of tracking and recording qualifications through training and checking included and acceptable?
6. Retention method and retention period included and acceptable?

B. CREW SCHEDULING

1. Operations manual portions regarding crew qualification and checking requirements available to and consulted by the persons assigned to crew scheduling functions?
2. Persons specifically assigned to accomplish crew scheduling duties have training on determination of crewmember qualifications and currency?
3. These persons demonstrate an adequate knowledge of crewmember qualifications and currency?
4. These persons have available a up-to-the-date qualifications and currency of all crewmembers?
5. A crosscheck of any breaks in the qualification records shows no evidence of crew member assignment during those periods?

C. RECORDING & RETENTION OF QUALIFICATION RECORDS

1. Acceptable person(s) specifically assigned the duty of recording and/or retaining actual records?
2. Tracking method complies with operations manual policies?
3. Retention method complies with operations manual policies?
4. Retention location and responsible person corresponds with CAAB records?

D. ACTUAL QUALIFICATION RECORDS COMPARISON

1. Record of cabin crew assignments available for each individual selected?
2. Qualification record available for each individual selected?
3. No records of breaks in qualification?
4. Crosscheck with aircraft tech log entries for dates of training & checking?
5. Crosscheck with pay records for dates of training and checking?

E. INITIAL QUALIFICATION

1. Completed company procedures indoctrination training?
2. Completed company initial dangerous goods training?
3. Completed company initial security training?
4. Completed company crew resource management training?
5. Completed emergency equipment drills?
6. Completed aircraft-specific ground training?
7. Completed aircraft differences training?

F. COMPETENCE CHECKS

1. Completed initial competency check appropriate to aircraft?
2. Completed recurring competency check appropriate to aircraft?

G. ROUTE EXPERIENCE AND CHECKS

1. Completed supervised line experience requirements?

H. RECURRENT QUALIFICATION

1. Completed aircraft-specific ground training within eligibility?
2. Completed emergency drills within eligibility?
3. Completed dangerous goods training within eligibility?
4. Completed security training within eligibility

I. COMPETENCY CHECK PERSONNEL

1. Assigned duties to conduct Cabin Crew competency checks?
2. Completed training on the proper methods for competency checks?

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AIR OPERATOR CERTIFICATION AND CONTINUED COMPLIANCE

AIR OPERATOR GUIDANCE ON
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PART-IV/07
AIR OPERATOR CABIN CREWMEMBER CONFORMANCE GUIDE

Note:

Appended below is the 'Model Air Operator Cabin Crewmember Conformance Guide'. This model will be used by the CAAB Operations Inspectors to evaluate Air Operator Cabin Crewmember Conformance of an applicant. Applicants and holders of AOC are advised to be familiar with this document for ensuring Air Operator Cabin Crewmember Conformance.

In order to ensure that the cabin crewmember of an air operator conform to the regulations and required tasks, CAAB Inspectors will follow the guidelines as appended below:

A. GENERAL MANUAL QUESTIONS

1. Definition of crew member.
2. General statement regarding CCM duties and responsibilities.
3. The manual is easy to read.
4. The manual is easy to revise.
5. The manual contains instructions for processing revisions.
6. Each manual page has the date of the last revision.
7. Each crewmember has manual accessible while performing assigned duties.
8. The manual contains the stipulation that each cabin crew member must have a manual readily accessible on board any flight if they are assigned any duties.
9. The manual is up-to-date.
10. The up-to-date policy is stated in the manual.

A. CREW PROCEDURES

1. Policy statement for authority of the pilot-in-command?
2. Policy Method of designating succession of command?
3. If applicable, equipment interchange is in the manual?
4. Policies for admission of persons to the flight deck?
5. Procedure for cockpit crew to identify cabin crew before allowing entry to flight deck?
6. Procedure for locking and unlocking cockpit door?
7. Procedure for notification of sterile cockpit procedure in effect?
8. Normal methods of communication and coordination between crew members?
9. General statement concerning the importance of crew coordination?
10. Outline of preflight crew briefings?

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11. Procedures for reporting in-flight irregularities and malfunctions?
12. Carry-on baggage stowed before passenger loading door closed?
13. Crew coordination procedures to ensure that the aircraft including the cabin is ready for movement on the surface for takeoff and landing?
14. Crew coordination procedures for exit seating?
15. Cabin Crew required to be seated during movement on the surface unless performing safety-related duties?
16. Definition of safety-related duties?
17. Number of CCM that must be on board while parked at the gate with passengers on board?
18. Method to identify CCM substitutes that might be used while the aircraft is parked at the gate.
19. Specific number and location of CCMs that must be on board before aircraft movement on the surface?
20. CCM duties and number of CCMs that must be on board during refueling procedures?
21. Policy for use of jumpseat by anyone other than the assigned CCM?
22. Policies and procedures for checking emergency equipment?
23. Before takeoff briefing announcement and demonstration?
24. Demonstration of use of seatbelts?
25. Requirements for use of seatbelts?
26. Policies regarding smoking, including prohibition against smoking in the lavatories or tampering with, disabling or destroying smoke detectors?
27. Compliance with lighted information and crew member instructions?
28. Location of exits?
29. Location and use of required flotation equipment?

B. CREW PROCEDURES

1. Exit seating reference to passenger information cards?
2. Request that a passenger identify him or herself if he or she cannot meet selection criteria?
3. Requirement for an individual briefing of persons who may need assistance and persons attending to these individuals?
4. After takeoff briefing, including notification to keep seat belts fastened even when light is off?
5. Extended overwater briefing?
6. Demonstration and use of life vests, including infant life vests?
7. Briefing on the location and use of life rafts?
8. Briefing on other flotation means, such as seat cushion?
9. Policy requirement that before operations above flight level 250 that an oxygen briefing must be given?
10. Location of oxygen dispensing equipment?
11. Demonstration of use of oxygen equipment?
12. Requirement for periodic announcements when the passenger safety information sign is illuminated for a period of time?

13. Notification of the PIC when passenger continues not to obey signs?

C. PASSENGERS

1. Disabled: This may include the location, operation, and procedures for use of the following:
 - a. onboard wheelchair,
 - b. disabled equipped lavatories,
 - c. movable armrests.

D. INFANTS & CHILDREN

1. The manual should include the following concerning infants and children:
2. Procedures for restraint including location and actions during emergency.
3. Information about the types of restraint devices that conform to all Federal motor vehicle standards.
4. Information that if the parents have purchased a ticket and the device is approved, it must be allowed.
5. The fact that infants should be restrained in the approved restraint device during turbulence.

E. PASSENGER ISSUES

1. Serving alcohol,
2. Separating persons who cause a disturbance,
3. Armed passengers,
4. Passengers who abuse a crewmember,
5. Interference with a crewmember in the performance of
6. duties,
7. Passengers who are mentally retarded,
8. Passengers who are emotionally disturbed,
9. Pregnant passengers,
10. Non-English speaking passengers - refer to the exit seating rule,
11. Stretcher patients,
12. Policy and procedures for non-compliance of smoking ban,
13. Others.

F. CREW PROCEDURES

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1. Restraint of galley equipment (including galley and ticket carts) for movement on the surface, takeoff, landing, and when not in use. This should include the fact that carts should be on a mushroom or otherwise properly restrained when not in use.
2. Proper stowage of cargo (including musical instruments and pet carriers) in the cabin.
3. Appropriate portions of carry-on baggage programme.
4. Management of boarding carry-on baggage. Each piece of carry-on baggage is properly stowed before the passenger loading door is closed. This includes closing the overhead bin
5. and cabin cargo compartment doors.
6. Approved stowage areas for carry-on baggage.
7. Crew baggage stowage.
8. Stowage of canes.
9. Prohibition against stowage of trash or carry-on baggage in un-authorized receptacles such as lavatories or the cockpit.
10. Prohibition against commingling articles with safety equipment.
11. Need for tray tables to be stowed for movement on the surface, takeoff, and landing. Movie screens that extend into the aisle must also be stowed for movement on the surface,
12. takeoff, and landing.
13. Need for seatbacks to be in their full upright position before takeoff and landing.
14. Need to stow CCM's restraint systems when not in use.

G. DOORS

1. Ready doors for movement on the surface, including general statement of responsibility for readying doors. Procedures for specific crewmembers at specific doors would probably be better included in aircraft section of the manual.

H. DRUGS

2. Carriage of drugs,
3. Use of drugs.

I. ELECTRONIC DEVICES

1. Procedures to follow when occupants use electronic devices and which devices are not allowed.

J. HAZARDOUS MATERIALS

AIR OPERATOR GUIDANCE ON
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1. Identification of and, if they are going to be in the cabin, procedures for storage and handling.

K. LIGHTS

1. Flashlight holders and how used, if used.
2. Operator's policy to ensure that each crewmember has a workable flashlight.
3. Cabin light setting for takeoff, landing, and forewarned (anticipated emergency evacuation and ditching.)
4. Specific aircraft light controls may be contained in the aircraft section of the manual.

L. TURBULENCE

1. Crew coordination in turbulence.
2. Service procedures, especially of hot liquids, in turbulence.
3. Passenger seat belt discipline in turbulence.

M. SURVIVAL

1. Information about survival in situations appropriate for operations such as water, mountains, desert, or jungle.

N. HIJACKING

1. Hijacking procedures should be developed with the assistance of the Principal Security Inspector assigned to the operator, but the responsibility for the final acceptance of manual contents rests with the Principal Operations Inspector.

NOTE: Procedures contained in CCM manual may be very limited. These procedures may be a "coded" memory aid. A method of communication with other crewmembers when hijacking is either threatened.

O. WEAPONS

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1. Security regulations and operator's procedures for the carriage of weapons.

P. ILLNESS/INJURY

1. Contents and procedures for use of first aid kits.
2. Contents and procedures for use of medical kit.
3. Recognition of common medical problems.
4. First aid treatment that considers limited and special space for those problems in aircraft cabins.
5. Use of first aid oxygen may be placed with procedures or with
6. use of equipment. In this checklist, it is with oxygen equipment
7. Additional first aid.

Q. OXYGEN: USE & NEED

1. Depressurization.
2. Slow leaks,
3. Rapid depressurization procedures, including the following:
 - a. Signs of a loss of cabin pressure,
 - b. Symptoms of hypoxia,
 - c. Crew coordination,
4. CCM actions, including the following: grabbing the nearest oxygen mask, sitting down or holding on to something solid and waiting for word from the flight deck before moving around, assisting passengers.
5. Description of use of each type of portable oxygen bottle and mask. This is especially important with solid state (chemical) oxygen generators.
6. Procedures for CCM to administer oxygen to self.
7. Procedures for use of medical (passenger supplied) oxygen (must be under operator's maintenance programme).
8. Prohibition against smoking when oxygen is being administered.

R. FIRE PREVENTION & CONTROL

1. Fire prevention procedures that at least include the following:
 - a. Checking the lavatories before takeoff and periodically during flight.

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- b. Use of smoking materials.
 - c. Periodic cabin checks.
 - d. Use of circuit breakers located in the cabin (precautions against resetting).
 - e. Proper storage of articles that could contribute to fire (such as matches).
 - f. Checking of oven and oven vents.
 - g. CCM procedures for handling passengers.
2. Fire control procedures should include fires occurring in the following locations:
- a. on the ground,
 - b. outside the aircraft,
 - c. inside the aircraft,
 - d. during flight.
3. During fires inside the aircraft, fire control procedures should include the following:
- a. Type of fire extinguisher on class of fire.
 - b. Use of protective breathing equipment (PBE).
 - c. Fire control when volatile fuel is involved (this may be included in hijacking or threatening passenger part of the manual),
 - d. Smoke control procedures,
 - e. Use of circuit breakers,
 - f. Fire in galley, including oven,
 - g. Fire in lavatory or other confined spaces,
 - h. Light ballast fires.

S. EVACUATION PROCEDURES

1. For each type of aircraft evacuation or ditching, the manual should at least include procedures and techniques regarding the following:
- a. Crew coordination,
 - b. Giving commands to passengers,
 - c. Describing brace for impact positions,
 - d. Assessing conditions,
 - e. Ensuring aircraft has come to a complete stop,
 - f. Evacuating persons and any of their attendants who may need assistance,

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- g. Redirecting passenger flow,
 - h. Caring for passengers following accident.
 - i. Un-forewarned (unanticipated aircraft evacuation or water landing) including the following:
 - j. Crew coordination,
 - k. Commands given to passengers,
 - l. Initiation,
 - m. Actions at door.
 - n. Forewarned (anticipated aircraft evacuation or ditching) including the following:
 - o. Crew coordination,
 - p. Commands given to passengers,
 - q. Passenger preparation,
 - r. Cabin preparation.
 - s. Unwarranted (unneeded) evacuation, passenger or crew initiated, including Crew coordination and stopping the evacuation.
-

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PART-IV/08
AIRCRAFT-SPECIFIC CCM MANUAL CONFORMANCE GUIDE

Note:

Appended below is the 'Model Aircraft-Specific CCM Manual Conformance Guide'. This model will be used by the CAAB Inspectors during evaluation of Aircraft-Specific CCM Manual Conformance of an applicant. Applicants and holders of AOC are advised to be familiar with this document for approval of Aircraft-Specific CCM Manual by CAAB.

In order to ensure that the Cabin Crew Manual conforms to the safety information required for a specific type of aircraft, CAAB Inspectors shall follow the guidelines as appended below:

A. AIRCRAFT DESCRIPTION

1. The manual should contain a description and/or diagram of each type/model of aircraft showing the items listed below. If the location of any of these items varies from one aircraft to another, aircraft registration numbers with specific location should be given.
2. The assigned takeoff and landing location for each crewmember who might be assigned safety duties in the cabin should be clearly designated.
3. The duties and duty station for each crewmember (including flight crew) during an evacuation or ditching should be given.
4. If it is part of the operator's procedures, the preflight check of specific safety equipment should be given. This should include checking of placards.
5. CCM location for performing safety demonstration.

B. AIRCRAFT EMERGENCY EQUIPMENT

1. The emergency equipment location should be given for each type of aircraft; however, when equipment such as the first aid kit is the same from aircraft to aircraft, the description of the contents and the operation may be contained in the "general section" of the manual
2. Each exit (clearly show what type of exit).
3. Each first aid kit,
4. Medical kit,
5. Portable lights/flashlights,
6. Each fire extinguisher by type,
7. Each PBE,

8. Flotation equipment,
9. Overwater equipment,
10. Survival kits and transmitters, if not attached to life raft,
11. Crash axe,
12. Megaphone,
13. Appropriate circuit breakers,
14. Portable oxygen,
15. Supplemental (ship's) oxygen,
16. Approved crew bag stowage areas.
17. Each type of equipment should be depicted so its operation is easy to follow. This includes the following:

C. FLOOR LEVEL EXITS

1. A description for operations and procedures at floor level exits should include the following:
 - a. opening in normal mode,
 - b. opening in emergency mode,
 - c. ready for movement on the surface,
 - d. ready for gate arrival,
 - e. ready at gate, if appropriate.

D. EVACUATION SLIDES

1. Description of operation and procedures for evacuation slides, slides/raft, or ramps should include the following:
 - a. emergency inflation,
 - b. manual inflation.

E. WINDOW EXITS

1. A description of operation and procedures at window exits should include the following:
 - a. opening exits,

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- b. placement of window,
- c. recommended method of exiting window,
- d. use of life lines.

F. VENTRAL STAIRS

1. A description and procedures pertinent to ventral stairs should include the following:
 - a. information regarding lowering or otherwise operating stairs in normal and emergency modes;
 - b. information about stair use in evacuations.

G. TAIL CONES

1. The information about the operation and procedures pertinent to tailcones should contain the following:
 - a. detailed description of the activation of the tailcone.
 - b. details of unusual environmental factors that could affect crewmember performance in or around tailcones.

H. COCKPIT EMERGENCY EXITS

1. Information about this equipment should describe or depict the opening and the use of any equipment that would assist in reaching the ground (such as escape ropes).

I. ESCAPE ROUTES OTHER THAN CABIN

1. Information should show the method of reaching these exits, the opening, and actions necessary to exit.

J. DOOR SAFETY STRAPS

1. Include both location and use in normal and emergency operations.

K. DOOR INOPERATIVE DPROCEDURES

1. If this type of aircraft is allowed to operate with a door inoperative, the procedures to follow for the specific aircraft should be given.

L. CCM STATION

1. The CCM manual should contain a description of each type of CCM station. This description should include the following:
 - a. the proper brace position for that station;
 - b. information about the restraint system at that station and its use;
 - c. the safety equipment that an CCM can reach while seated at that station.

M. ELECTRICAL EQUIPMENT

1. The manual should contain information about circuit breakers, heat, or ventilation located in the cabin. This information should include the following:
 - a. location,
 - b. function,
 - c. operation of the controls.

N. EMERGENCY LIGHTS

1. Location of emergency lights, emergency light switches, and procedures for use should be in the manual.
2. Information about floor proximity lighting should be given as appropriate to that type of aircraft.

O. PUBLIC ADDRESS & INTERPHONE SYSTEM

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1. A description of these systems that includes their use in normal and emergency situations should be included.

P. EVACUATION ALARMS

1. 16.1 When evacuation alarms are present, information about their location, function, and operation should be given.

Q. OXYGEN SYSTEMS

1. The manual should include the following information:
 - a. location of oxygen dispensing units,
 - b. information about additional drop-down masks,
 - c. proper method of use,
 - d. manual deployment,
 - e. if applicable, information about special characteristics of chemically generated devices, (such as heat generating properties).

R. PORTABLE OXYGEN EQUIPMENT

1. Description, location, and operation for each kind of portable oxygen dispensing unit and the masks should be given.

S. GALLEY RESTRAINT

1. 19.1 Description of the locations and methods of securing each piece of galley equipment should be given.

T. CARRY-ON BAGGAGE RESTRAINT

1. Description of the location and operation of carry-on baggage restraints should be given when applicable. This would include use of restraint straps across a closet or securing an overhead bin.

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2. Stowage of items other than approved cargo compartments. Some airlines have as part of their carry-on procedures the fact that carry-on baggage may be stored in a seat. If this is the case, the seats where it can be stowed and method of stowage should be included in the manual.

U. SMOKE ALARMS

The manual should give the location of the smoke alarms. It should also contain information regarding the procedures to follow when a smoke alarm has been activated.

V. TRASH CONTAINER DOORS

1. 22.1 The manual should contain information about the location, function, and proper operation of these doors.

W. UPPER/LOWER DECK

1. Some aircraft are multi-decked. When this is the case, information regarding safety equipment on those decks should be provided.

X. LIFTS

1. Multi-decked aircraft are usually equipped with personnel/galley lifts. Operation and function of the safety interlock system of these lifts should be described.

Y. FLOTATION CUSHIONS

1. Location, function, and use of flotation cushions should be given.

Z. LIFE PRESERVERS

1. Donning, inflation, use, and activation of light for each type of life preserver, including infant and child preservers, should be given. (If only one type is used, this information may have been given in the "general section" of the manual.)

AA. LIFE RAFTS & SLIDES USED IN FLOTATION

1. When the aircraft is equipped with life rafts, slide/raft packs, or slides used as flotation ramps, information about this equipment should include a description of the equipment, its contents, and at least the following:
 - a. transfer from one door to the next,
 - b. inflation and launching,
 - c. proper method of boarding passengers and crew.
 - d. crew assignments during ditching and in the life raft.

BB. INOPERABLE EQUIPMENT

1. 28.1 Procedures to follow when a piece of required safety equipment is inoperable should be part of the manual.

CC. FIRE EXTINGUISHERS/PBE

1. The location of the equipment and any features that make use of operation unique to this aircraft.

DD. SMOKE BARRIERS

1. Some aircraft are equipped with smoke barriers. When this is the case, information about their location and use should be part of the manual.

EE. FIRST AID/MEDICAL KITS

1. The location of the equipment and any features that make use unique to this aircraft should be given.

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PART-IV/09
CREW FLIGHT TIME RECORD GUIDE

Note:

Appended below is the 'Model Crew Flight Time Record Guide'. This model will be used by the CAAB Operations Inspectors during Crew Flight Time Record inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for required maintenance of Crew Flight Time.

The following areas should be inspected and the observation found, should be written down for report making:

A. OPERATIONS MANUAL POLICIES

1. Maximum annual flight time policy included and complies?
2. Maximum 30 day flight time policy included and complies?
3. Maximum 7 day flight time policy included and complies?
4. Maximum 24 hour flight time policy included and complies?
5. Inadvertent over flight policy included and complies?
6. Minimum rest period policy included and complies?
7. Maximum duty time policy included and complies?
8. Policy for deadheading and other travel during rest period included?
9. Augmented crew policies included and comply?
10. Form and method of tracking and recording duty/flight/rest included and acceptable?
11. Retention method and period included and acceptable?
12. Operations manual portions regarding duty/flight/rest times available to and consulted by the persons assigned to scheduling and tracking times?

B. CREW SCHEDULING

1. Acceptable, qualified person(s) specifically assigned to accomplish crew scheduling duties?
2. Schedule of duty/flight/rest periods available for each individual selected?
3. Crew scheduling records provide an analytical display of scheduled duty/flight/rest for each hour period?
4. Crew scheduling times corresponds to published air carrier schedule?

C. RECORDING & RETENTION OF RECORDS

1. Acceptable person(s) specifically assigned the duty of recording and/or retaining actual records?

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2. Tracking method complies with operations manual policies?
3. Retention method complies with operations manual policies?
4. Retention location and responsible person corresponds with CAAB records?

D. ACTUAL DUTY/FLIGHT/REST RECORDS COMPARISON

1. Record of actual duty/flight/rest available for each individual selected?
2. Record of actual times corresponds to flight following records?
3. Record of actual times corresponds to aircraft tech log entries?
4. Record of actual times corresponds to pay records?
5. Record of actual times corresponds to ATC records?

E. TOTAL TIME RECORDS

1. Records current to the date of inspection?
2. Total flight hours per 12 month periods do not exceed regulations?
3. Total flight hours per 30 day period do not exceed regulations?
4. Total flight hours per 7 day periods do not exceed regulations?
5. Total flight hours per 24 hour periods do not exceed regulations?

F. RUNNING 24 HOUR RECORDS

1. Recording method provides for a continuous updating of actual record of duty/flight/rest each 24 hours?
2. Maximum total 24 hour duty time periods not exceeded?
3. Maximum total 24 hour flight time periods not exceeded?
4. Minimum total 24 hour rest periods not infringed?
5. Instances of operational over flight of times properly explained?
6. Minimum rest periods adjusted for any operational over flight situation?

G. AUGMENTED CREW SITUATIONS

1. AOC holder approved by CAAB for augmented crew situations?
2. Policies for acceptable augmented crew included in operations manual?
3. Were the inflight crew rest quarters approved by CAAB?
4. Maximum total 24 hour augmented crew flight time not exceeded?
5. Minimum in-flight rest periods not infringed?

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PART-IV/10
FLIGHT PREPARATION & TRIP RECORDS GUIDE

Note:

Appended below is the 'Model Flight Preparation & Trip Records Guide'. This model will be used by the CAAB Flight Operations Inspectors during inspection of Flight Preparation & Trip Records of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Flight Preparation & Trip Records keepings.

The following areas should be inspected and the observation found, should be written down for report making on flight preparation & trip records guide:

A. LICENCES & CERTIFICATES

1. Mass and balance calculations and procedures?
2. Passenger seat assignments?
3. Last-minute mass and balance changes?
4. Takeoff and landing performance calculations?
5. Weather acquisition and briefing?
6. NOTAM acquisition and briefing?
7. Operational flight plan calculations and procedures?
8. Flight following procedures?
9. Adequate communications capability with main base operations and
10. maintenance function, including relay of information?
11. Flight preparation records filing?

B. RECORDS RETENTION & ACCURACY

1. Flight preparation records retention security?
 2. Are operational flight plans/NAV logs retained?.
 3. Are briefing weather documents retained?
 4. Are briefing information such as NOTAMs and other aeronautical data including NOTAMs retained?
 5. Are copies of load manifests, including last minute calculations retained?
 6. Are copies of tech log pages showing MEL dispatch or maintenance at station retained?
 7. Are fuel and oil servicing records retained?
 8. Are crew qualification records retained?
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PART-IV/11
AIR OPERATOR OPERATIONS BASE SUPPORT STRUCTURE GUIDE

Note:

Appended below is the 'Model Air Operator Operations Base Support Structure Guide'. This model will be used by the CAAB Operations Inspectors during evaluation of Air Operator Operations Base Support Structure of an applicant. Applicants and holders of AOC are advised to be familiar with this document for establishing a suitable Air Operator Operations Base Support Structure.

The following areas should be inspected and the observation found, should be written down for report making on Air Operator Operations Base Support Structure Inspection:

A. ORGANIZATIONAL STRUCTURE

1. Organization suitable with regard to the size and scope of the proposed operation?
2. Management persons assigned to positions key to safety acceptable?
3. CAAB Management Acceptance documents issued for these persons?
4. CAAB Air Operator Management Database correct?

B. CHAIN OF COMMAND ENSURE SAFETY OF OPERATIONS

1. Numbers of management positions not excessive.
2. Flying and administration balanced for flight crew managers?

C. SUFFICIENT QUALIFIED & COMPETENT EMPLOYEES

1. Flight crews?
2. Cabin crews?
3. Crew training and checking?
4. Other technical trainers?
5. Operations planning?
6. Operations control?
7. Crew scheduling?
8. Load control?
9. Passenger handling?
10. Administration Support?
11. CAAB Air Operator Employee Database correct?

D. ADMINISTRATIVE FACILITIES

1. Adequate bases and facilities?
2. CAAB Air Operator Base, Sub-base and Station Database correct?
3. Office accommodation size?
4. Equipment?
5. Support staff?

E. COMMUNICATIONS & PROVISION OF INFORMATION

1. Communication and information system that can communicate efficiently and rapidly with all crew, operational support staff and their managers?
2. Printing and distribution facilities?

F. SERVICES PROVIDED

1. Performance information
2. Navigation information/route charts
3. Instrument approach minima
4. Computer flight planning
5. Obstacle avoidance procedures
6. Operational control support

G. FOR EACH SERVICE PROVIDED - EVALUATE:

1. Staff qualifications
2. Staff training
3. Staff competence
4. Suitability of accommodations
5. Availability of appropriate information
6. Reliability of system to convey current information to crews
7. Responsiveness to changed input

H. RECORDS OF ISSUE OF OPERATIONAL DOCUMENTS TO:

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1. Flight crew
2. Cabin crew
3. Load control
4. Dispatch staff
5. Appropriate amendment system of company documents?
6. Responsibility for updating documents?

I. OPERATIONS LIBRARY

1. Location accessible to operating crew
 2. All required operational documents and materials available?
 3. Documents up-to-date and readily accessible form
 4. Current Operations Manual?
 5. Aviation regulations
 6. Civil aviation guidance
 7. Aeronautical information publication
 8. Aeronautical maps and charts
 9. NOTAMs and other aeronautical information.
-

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PART-IV/12
AIR OPERATOR MAIN BASE INSPECTION GUIDE

Note:

Appended below is the 'Model Air Operator Main Base Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Main Base Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Main Base Inspection by CAAB.

The following areas should be inspected and the observation found, should be written down for report making on Air Operator Main Base Inspection:

A. STAFFING & ORGANIZATION

1. Management structure
2. Operations department staffing
3. Traffic and loading staff
4. Systems for provision of information

B. BASE FACILITIES

1. Adequacy of office services
2. Accommodation
3. Operations library
4. Legislation and AIS information
5. Flying staff instructions
6. Aircraft technical library
7. Navigation logs/records
8. Pilot's flight briefs
9. Voyage reports
10. Passenger and cargo handling procedures
11. Passenger and cargo handling equipment

C. SAFETY PROGRAMME

1. Flight data analysis programme

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2. Accident Prevention and Flight Safety Programme
3. Safeguards to protect source of data
4. Programme is non-punitive

D. AIRCRAFT EQUIPMENT

1. Normal equipment
2. Emergency equipment
3. Internal and external markings/notices
4. Checklists
5. Radio/radar navigation equipment
6. Automatic systems (auto-land, etc.)

E. OPERATIONS MANUAL

1. Purpose and scope of manuals
2. List of manuals comprising operations manual
3. Manuals to be carried on aircraft
4. Responsibility for manual content
5. Responsibility for manual amendment
6. Distribution of manuals and amendments

F. MANAGEMENT ORGANIZATION

1. Safety Manager
2. Operations manager — duties and responsibilities
3. Technical manager — duties and responsibilities
4. Chief pilot — duties and responsibilities
5. Training captains — duties and responsibilities
6. Flying hours for management personnel

G. CREW TO BE CARRIED

1. Composition of crew
2. Minimum flight crew
3. Minimum number of cabin crew members

4. Carriage of navigator
5. Carriage of flight engineer
6. Crew licences

H. DUTIES OF FLIGHT CREW & OTHER OPERATING STAFF

1. Designation of pilot-in-command
2. Authority of pilot-in-command
3. Duties of crew members
4. Briefing of passengers
5. Necessity of pilots to remain at controls
6. Co-pilot handling of the aircraft
7. Refuelling duties/responsibilities
8. Loading by flight crew

I. FLIGHT DECK MANAGEMENT

1. Preflight action by pilot-in-command
2. Succession to command
3. Normal duties
4. Flight crew — division of IMC duties
5. Flight crew — procedures in event of incapacitation
6. Flight crew — acknowledgement of calls during take-off and landing
7. Flight crew — querying of deviations from flight plan
8. Flight crew — briefing before take-off and landing
9. Flight crew — consumption of alcohol
10. Flight crew — wearing of harness for take-off and landing
11. Flight crew — simulation of emergencies not permitted when carrying passengers
12. Operation of radio in aircraft
13. Radio checking procedure
14. Altimeter checking procedure
15. Operation of flight data recorder
16. Emergency evacuation procedures
17. Procedures in event of pressurization failure

J. FLIGHT-DUTY TIME LIMITATIONS

1. Definitions of:

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2. Flight time
3. Duty period
4. Flying duty period
5. Split duty
6. Positioning
7. Standby duty
8. Rest period
9. Time off
10. Day
11. Local day/night
12. Local time
13. Requirement of scheme to regulate flight times
14. Maximum duty period — two pilot crew — aeroplane
15. Maximum duty period — single pilot crew — aeroplane
16. Maximum duty period — two pilot crew — helicopter
17. Maximum duty period — single pilot crew — helicopter
18. Particular cases:
19. Extension of duty period by inflight relief
20. Split duty
21. Positioning (dead-heading)
22. Standby duty
23. Traveling time
24. Pilot-in-command's discretion to extend flying duty
25. period
26. Minimum rest periods
27. Pilot-in-command's discretion to reduce rest period
28. Cumulative duty and flying hours:
29. Maximum weekly duty hours
30. Maximum monthly duty hours
31. Maximum monthly flying hours
32. Maximum annual flying hours
33. Duty cycles and time-off duty:
34. Normal duty cycle
35. Short breaks away from base
36. Time off at base
37. Records to be maintained for each crew member
38. Scheme for regulation of flight times for cabin crew members
39. Responsibilities of all crew members

K. ADMINISTRATION

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1. General requirement for AOC
2. Application for AOC
3. Requirement for air transport licence
4. Form of certificate
5. Renewal of certificate
6. Variation of certificate
7. Revocation of certificate
8. Exits and break-in markings
9. Drunkenness in aircraft
10. Smoking in aircraft
11. Imperiling safety of aircraft
12. Stowaways
13. Carriage of livestock
14. Carriage of dangerous goods
15. Carriage of weapons of war
16. Carriage of unauthorised persons
17. Vehicle ferry operations
18. Provision of navigational flight-plan forms
19. Provision of pilot-in-command's brief
20. Provision of operations library
21. Filing air miss reports
22. Filing flight safety/incident reports
23. Allowable deficiencies
24. Use of flight plans
25. Use of technical log
26. Method of deferring defects approved by Airworthiness division
27. Carriage of CAA inspectors

L. STANDARD AND EMERGENCY CHECKLISTS

1. Drills and checks to be listed in full in the operations manual
2. Checks required prior to take-off
3. Checks required prior to landing
4. Checking/setting V ref
5. Check of safety altitude before descent
6. Emergency drill — items to be covered
7. Checklists for two pilot crews
8. Checklist for flight engineers
9. Checklist for single pilot crews
10. Instruction that checklist must be used

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11. Requirement for cabin crew members to be issued with individual copies of emergency evacuation drills

M. FUEL FLIGHT PLANNING & RECORDS

1. Flight planning formula
2. Island reserve
3. Rules for replanning in flight
4. Effect on fuel consumption of use of ancillary equipment
5. Effect on fuel consumption of engine or system failures
6. Fuel consumption records in flight (every hour)
7. Records of uplift and fuel states
8. Retention of fuel records:
9. Technical logs
10. In-flight records
11. Retention of fuel records on navigation logs
12. Refueling with passengers on board — special instructions
13. Fumes in aircraft
14. Jettisoning fuel — special precautions

N. ROUTE OPERATING INFORMATION

1. Company policy on Flights on and off airways
2. Nomination of alternate aerodromes (heliports)
3. Operation of VFR flights
4. Cancellation of IFR flight plans
5. Details of AOC area of operations
6. Details of navigation area restrictions
7. Details of radio area restrictions
8. Definition of public transport
9. Flight plan/Nav forms — items to be provided for:
10. to be retained for ____ months
11. exceptions to above requirement
12. Use of prepared navigational flight plans
13. Nav log forms for use by navigators
14. Radio equipment to be carried
15. Operation of radio in aircraft
16. Radio failure procedures
17. Minimum safe altitudes

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18. Terrain clearance following loss of engine(s)
19. Minimum aerodrome facilities for approach and landing
20. Documents to be carried on public transport aircraft
21. Details of aircraft library and NAV bag
22. Flying staff instructions or notices:
23. Operational
24. Technical
25. Administration
26. Time limit after issue
27. Requirement to carry life rafts
28. Provision and use of oxygen
29. Briefing of passengers in use of oxygen
30. Noise abatement procedures
31. Allowable deficiencies — guidance to pilots-in- command

O. AERODROME OPERATING MINIMA

1. Operating minima to be included for every airfield used regularly in respect of take-off, landing and visual manoeuvring
2. Runways NOT to be used to be clearly indicated
3. Conditions for commencing a flight
4. Conditions for commencing/continuing an approach
5. Definitions of:
 - a. Decision Height
 - b. Approach to landing
 - c. Circling approach procedures
 - d. RVR, etc.
6. Minima for pilots-in-command with limited experience on type
7. Take-off and landing when an RVR reported
8. Take-off and landing when RVR is reported from more than one position on the runway
9. Instructions concerning landing in shallow fog
10. Alternate for each intended destination to be specified
11. General guidance concerning selection of alternate aerodrome
12. Guidance concerning selection of "return" alternate
13. Instructions concerning use of return alternate — weather below landing minima
14. Minima for aerodromes without approach aids
15. Special minima for non-public transport flights

16. Special rules for aircraft with performance category C, D or E
17. Calculation of in-flight visibility for manoeuvring
18. Relationship between RVR and DH
19. Conversion of reported MET visibility to RVR

P. PERFORMANCE DATA

1. Simplified RTOW/landing mass data
2. Calculation of V_{NO}, V_{NE}, etc.
3. Calculation of V₁, V₂, and V_{ref}
4. En-route performance, limitations
5. Flights over water
6. Effect on performance of take-off procedures at particular aerodromes
7. Effect of noise abatement requirements
8. Abnormal pressurization affecting performance
9. Definitions of:
 - a. Landing distance
 - b. Take-off distance
 - c. Emergency distance, etc.
10. Factors arising from runway surface conditions:
 - a. Water
 - b. Snow and slush
 - c. Ice
 - d. Grass
11. Minimum strip width after snow clearance
12. Cross-wind limitations
13. Maximum wind velocity — light aircraft
14. Airworthiness or flight manual approval for above
15. Flight manual performance figures
16. Compliance with any special handling instructions not specified in Certificate of Airworthiness or flight manual
17. Ferry flights with one engine inoperative
18. Handling techniques — one engine inoperative
19. Weather and route limitations
20. Fuel consumption

Q. TECHNICAL INFORMATION

1. Airframe leading particulars
2. Simplified description of systems
3. System pressures
4. Fuel system
5. Flying controls, etc.
6. Airframe limitations:
 - a. V NO
 - b. V NE
 - c. V MO/MMO, etc
7. Engine — basic details
8. Engine limitations
9. Certification and Continued Surveillance
10. Engine handling procedures
11. Approved types of:
 - a. Fuel
 - b. Oil
 - c. Coolant
 - d. Hydraulic fluid
 - e. Water/methanol
 - f. Anti-icing fluid, etc.
12. Replenishment of all systems
13. Refueling or de-fuelling
14. Operating instructions — all systems
 - a. Electrical
 - b. Hydraulic
 - c. Brakes
 - d. Anti-icing
 - e. Oxygen, etc.
15. Radio equipment — general description
16. Radio equipment — operating instructions

17. Operating instructions for:

- a. Auto-pilot
- b. Flight director system
- c. Flight recorder
- d. Special navigation equipment, etc.

18. Preflight inspection by crew

19. Abnormal drills:

- a. Inverter failure
- b. Flight systems failures, etc.

20. Aircraft handling techniques:

- a. following loss of engine in turbulence
- b. on slippery surfaces, etc.

21. Safety precautions (no smoking)

22. Operation with defective fuel tank

23. Method of use of oxygen

R. OPERATIONS MANUAL & TRAINING MANUAL

- 1. Purpose and scope
- 2. Responsibility for content
- 3. Responsibility for distribution
- 4. Responsibility for amendment
- 5. Training staff duties and responsibilities
- 6. Policy statements covering:

- a. Responsibility for appointment and supervision of training staff
- b. Qualifications of training staff

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7. Use and approval of flight simulators
8. Administration and recording of crew tests
9. Employment of pilots and flight engineers on more than one type
10. Method of simulating engine failure
11. Method of simulating in-flight conditions
12. Conversion training
13. Minimum qualification and experience
14. Ground technical training
15. Flight conversion training
16. Special equipment training
17. Cabin crew member training
18. Route qualification
19. Records of progress
20. Certification of completion of each stage
21. Conversion to aircraft commander (captain)
22. Periodic Crew Tests
23. Flights on which training may be conducted
24. Adequacy of training syllabus
25. Adequacy of check forms/certificate for crew test
26. Survival tests
27. Six-month check — pilot-in-command/co-pilot
28. Line check — pilot-in-command/co-pilot
29. Rating checks
30. Instrument approach competence
31. Pilot-in-command route competence
32. Flight navigators checks
33. Flight engineer checks
34. Pilot-in-command recent type experience
35. Pilot-in-command aerodrome qualification
36. Cabin crew member checks
37. Pilots' familiarity with flight engineer panel

S. TECHNICAL RECORDS

1. Validity of maintenance certifications
2. Maintenance release properly executed
3. Technical logs correctly completed
4. Fuel, oil and methanol quantities sufficient for flight
5. Flight times correctly entered:

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- a. Technical log
 - b. Flight log
 - c. Engine log
 - d. Propeller (if applicable) log
-
- 6. Defect correction properly covered by signature
 - 7. Significant defects entered as they occur
 - 8. Deferred defects log
 - 9. Recurring defects and any shortage of spares
 - 10. Records of FDR parameter allocation, conversion equations, periodic calibration and serviceability/maintenance information
 - 11. Retention of flight recorders in safe custody pending their disposition

T. CREW RECORDS

- 1. Records of flying duty, duty and rest periods
 - 2. Discretionary reports
 - 3. Records of periodic crew tests:
 - a. All crew — emergency/survival
 - 4. All pilots:
 - a. Annual instrument rating renewal
 - b. Line checks
 - c. Six-month checks
 - d. Instrument approach proficiency
 - e. Recency checks
 - f. Pilot-in-command — area/route checks
 - g. Flight engineers — six-month/line checks
 - h. Flight navigator — annual checks
 - i. Induction and conversion training
 - 5. List of operator's check and training pilots
-

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AIR OPERATOR CERTIFICATION AND CONTINUED COMPLIANCE

PART-IV/13
AIR OPERATOR OPERATIONS CONTROL INSPECTION GUIDE

Note:

Appended below is the 'Model Air Operator Operations Control Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Operations Control Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Operations Control Inspection by CAAB.

The following areas should be inspected and the observation found, should be written down for report making on Air Operator Operations Control Inspection:

A. MANUALS

1. Current copy of the Flight Operations Manual available?
2. Current copy of the Aircraft-Specific Operations Manual available?
3. Current copy of Aircraft-Specific Checklists available?
4. Current copy of Flight Dispatch Manual available?
5. Current copy of AFM Performance available?
6. Current copy of Emergency Response Manual available?

B. OPERATIONAL FLIGHT PLAN - NAV LOG

1. "Standard" operational flight plan used for the flight(s)?
2. "Standard" ops flight plan appropriate for this flight operation?
3. "Standard" flight plan calculated accurately?
4. "Manual" operational flight plan/NAV log issued for the flight(s)?
5. "Manual" ops flight plan appropriate for this flight operation?
6. Assigned person accurately computed the manual plan?
7. Computer operational flight plan/NAV log issued for the flight(s)?
8. Computer plan/NAV log obtained from an approved source?
9. Computer plan/NAV log calculated accurately?
10. Copy of the signed operational plan – NAV log retained?
11. Retention method and time period in use acceptable?
12. Operational flight plan/NAV log formats, examples and completion procedures accurately described in the Operations Manual?
13. Applicable Operations Manual content complete and acceptable?
14. Applicable Operations Manual policies applied as written?

C. WEATHER

1. Complete weather briefing received by the flight crew?
2. Weather data obtained from approved source(s)?
3. Terminal weather observations appropriate for the flight?
4. Terminal weather forecasts appropriate for the flight?
5. En-route weather appropriate for the flight?
6. Significant weather synopsis appropriate for the flight?
7. Winds aloft forecasts appropriate for the flight?
8. Upper Air pressure charts appropriate for the flight?
9. Severe weather reports and forecasts appropriate for the flight?
10. "Real-time" weather displays available for consultation?
11. Weather data consistent with that used for ops plan/NAV log?
12. Flight plan routing the best for the forecast weather?
13. Weather data appropriate to the flight(s) retained?
14. Retention method and period in use acceptable?
15. Weather data formats, examples and instructions accurately described in the Operations Manual?
16. Applicable Operations Manual content complete and acceptable?
17. Applicable Operations Manual policies applied as written?

D. SELECTION OF ALTERNATES

1. Appropriate takeoff alternate selected?
2. Appropriate en-route alternates selected?
3. Appropriate destination alternate selected?
4. Alternates included in ops plan – NAV log?

E. AERONAUTICAL DATA

1. Appropriate NOTAM data provided to the flight crew?
2. NOTAM data obtained from an approved source?
3. Route guide and NAV charts available to operational control?
4. NAV log coordinates compared to the NAV charts coordinates?
5. AFM aircraft-specific performance data available?
6. Aircraft specific takeoff and landing performance available?
7. Takeoff performance manually calculated?
8. Appropriate obstacle data use in the takeoff calculation?
9. TO and LDG performance data from an approved source and current?

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10. Takeoff and landing performance data computer-generated?

F. MINIMUM FUEL SUPPLY

1. Flight planning minimum fuel calculations based on weights approximated from a valid source?
2. Minimum fuel supply appropriate for aircraft and operation?
3. Minimum fuel contingencies considered?
4. Fuel/oil uplift information available?

G. AIRCRAFT CONSIDERATIONS

1. On-going MEL -deferred items of the aircraft available?
2. On-going maintenance status of the aircraft available?
3. Copy of the tech log with maintenance release available?
4. Aircraft CAT II/III ready?
5. Aircraft ETOPS ready?

H. ATS STATUS

1. ATS flight planned filed?
2. Operation conducted under instrument flight rules?

I. PROGRESS OF FLIGHT

1. Takeoff and landing times for current flights available?
2. At least one on-duty person could provide an approximate position of the flight(s) at a selected time?
3. Operational control person has immediate access to telephone lines dedicated to flight operations issues?
4. Operational control person could contact the flight en-route?
5. Each station could be contacted during the period prior to flight arrival and immediately prior to flight arrival.
6. Flight locating information available for the flight crew?

J. COMMUNICATIONS RECORDS

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1. Operational control person maintains a continuous log?
2. A record of all radio communications is maintained by log or tape?
3. ACARS readout is available for previous flights?

K. OVERALL ASSESSMENT

1. Personnel were competent and proficient?
2. Compliance with Operations Manual, except where noted.
3. Adequate facilities and equipment available for required tasks.

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PART-IV/14
AIR OPERATOR DISPATCH MANUAL INSPECTION GUIDE

Note:

Appended below is the 'Model Air Operator Dispatch Manual Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Dispatch Manual Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Dispatch Manual Inspection by CAAB.

The following areas should be inspected and the observation found, should be written down for report making on Air Operator Dispatch Manual Inspection:

A. AUTHORISED OPERATIONS

1. Are the operations that may and may not be conducted according to the Ops Specs (including areas of operation) clearly specified?
2. Are there clear definitions of domestic, flag, and supplemental
3. operations? Are there clear definitions of the rules under which each
4. of these operations is conducted?
5. Are the applicable regulations identified and the operator's policies
6. applicable to each type of operation clearly stated?

B. MANUALS

1. Is there a section of the Ops Manual, Part A in which the policy and guidance for operational control has been collected for the guidance of flight crews and dispatchers?
2. Are the topics listed on this job aid adequately covered?
3. (Is the applicable section of the Ops Manual, Part A readily available to dispatchers and flight crews while they perform their duties?
4. Is the copy of the operator's Ops Manual, Part A that is available to dispatchers or flight crews current?

C. ORIGINAL RELEASE

1. Are the conditions clearly stated under which a flight may and may not be dispatched?

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2. Are the conditions stated under which a flight must be re-routed, delayed, or cancelled?
3. Does the flight release contain all required elements?
4. Are limitations required in the remarks of the release?
5. Is a written copy of weather reports and forecasts (including
6. PIREPs) and NOTAMs attached to the release and provided to the flightcrew?

D. RESPONSIBILITY FOR PRE-DEPARTURE FUNCTIONS

1. Are the responsibility and procedures for accomplishing the following functions clearly specified?
2. Crew assignment?
3. Load planning
4. Flight planning
5. Release of the aircraft from maintenance
6. Control of MEL and CDL limitations
7. Weight and balance
8. Have adequate procedures for crosschecking and verifying these
9. activities been established?
10. Is each of these procedures effective?
11. What means has the operator established for the PIC and dispatcher to ensure that each of these functions has been satisfactorily accomplished before the aircraft departs?

E. DISPATCHER BRIEFING

1. How do the operator's procedures provide for briefing of the PIC by the dispatcher?
2. Is the minimum content of the briefing specified and adequate?

F. DUAL RESPONSIBILITY

1. How are the signatures of both the PIC and the dispatcher on the dispatch release accomplished?
2. Is the PIC's obligation to operate the flight according to the release, or to obtain an amended release, clearly stated?

G. FLIGHT-FOLLOWING

1. Are the dispatcher's flight-following requirements and procedures clearly stated?
2. Is policy and guidance provided to flight crews and dispatchers for

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3. monitoring fuel en route?
4. Are flight crew reporting requirements and procedures clearly stated?
5. Are there specified procedures for dispatchers to follow when a required report is not received?
6. Is a record of communication made and retained?

H. INABILITY TO PROCEED AS RELEASED

1. Is a policy stated concerning the PIC's latitude to deviate from a dispatch release without obtaining a new release?
2. Is there specific and adequate direction and guidance to PICs and dispatchers for the actions to take when a flight cannot be completed as planned (such as destinations or alternates below minimums, runways closed or restricted)?
3. Are there procedures to follow in case of diversion or holding specifically
4. and clearly stated?

I. WEATHER

1. Does the operator obtain weather reports from an approved source?
2. Are procedures for making flight movement forecasts clearly specified?
3. Are those individuals authorized to make a flight movement forecast clearly specified? Are other individuals specifically prohibited from making flight movement
4. forecasts?
5. Does the operator have an adverse weather system?
6. Does the operator have adequate procedures for providing the latest available weather reports and forecasts to flight crews while the flight is en route?
7. Does the operator have adequate procedures for updating weather information when the aircraft is delayed on the ground?

J. WEATHER MINIMUMS

1. Is release under VFR authorized by CAAB?
2. If so, has the forecast and actual weather allowed VFR flight to destination on those flights so released?
3. Have turbojet aircraft been released under VFR?
4. Are IFR departure minimums authorized by CAAB?
5. When flights are released with the departure airport below landing minimums, are takeoff alternates named on the dispatch release?
6. Are destination weather minimums authorized by CAAB?

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7. Weather minimums for "high minimums" captains followed?
8. When a flight is released to a destination below CAT I minimums, is that airplane type authorized at CAT II or CAT III operations at that location?
9. When destination alternates are required, are they named on the dispatch release?
10. Is the weather at the named alternate airport equal or better than that required by regulation?
11. Is "marginal" defined for the designation of two alternates on the dispatch release?
12. Are two alternates designated when required?
13. Are dispatchers made aware of these limitations before dispatching a flight?
14. Do weather forecasts from the trip records show that these limits have been complied with for dispatch?

K. SELECTION OF ALTERNATES

1. Is policy, direction, and guidance provided for the selection of alternates?
2. Is terrain and engine-out performance considered in the alternate selection?

L. NOTAMS

1. Is the required NOTAM information provided (Class I, Class II, and Local)?

M. INFORMATION

1. What provisions does the operator make for supplying airport and navigation information?
2. What means does the operator use to comply with the requirement for an airport data system? Is it adequate?
3. Are flight crews provided with written flight plans for monitoring flight progress and fuel burn?
4. How does the operator provide data to dispatchers on takeoff and landing minimums at each airport?
5. Do dispatchers have immediate access to such data?
6. Are provisions made for nonstandard operations, such as inoperative centerline lighting?

N. FUEL

1. Are all the required increments of fuel provided (start and taxi, takeoff to arrival at destination, approach and landing, missed approach, alternate fuel, 45 minutes of reserve, and contingency fuel)?

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2. Are the operator's policies concerning contingency fuel adequate for the environment in which operations are conducted?
3. Are there minimum fuel procedures specified for both dispatchers and PICs?
4. When aircraft are dispatched without an alternate, is adequate contingency fuel carried for un-forecast winds, terminal area delays, runway closures, and contingencies?

O. EMERGENCY PROCEDURES

1. Are emergency action procedures and checklists published and readily available for the following emergencies?
 - a. In-flight Emergency
 - b. Crash
 - c. Overdue or missing aircraft
 - d. Bomb threat
 - e. Hijacking

P. CHANGEOVER PROCEDURES

1. Is an adequate overlap provided for the dispatcher being released to brief the oncoming dispatcher on the situation?

Q. TRIP RECORDS

1. Are the required trip records carried to destination?
2. Are trip records retained for 30 days?

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PART-IV/15
DISPATCHER QUALIFICATION INSPECTION GUIDE

Note:

Appended below is the 'Model Air Operator Dispatcher Qualification Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Dispatcher Qualification Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Dispatcher Qualification Inspection by CAAB.

The following areas should be inspected and the observation found, should be written down for report making on Dispatcher Qualification Inspection:

A. QUALIFIED DISPATCHERS

1. Are all dispatchers certified?
2. Have all dispatchers successfully completed a competency check within the eligibility period?
3. Have all dispatchers completed route familiarization within the preceding 12 calendar months?
4. How does the operator ensure that dispatchers are currently familiar with the areas in which they work?

B. KNOWLEDGE OF WEATHER

1. Are dispatchers knowledgeable about the following weather conditions?
2. Surface (fronts, fog, low ceilings, etc.)
3. Upper air (tropopause, jet streams)
4. Turbulence (pressure and temperature gradients)
5. Severe (low-level windshear, microburst, icing, thunderstorms)
6. Can dispatchers read a terminal report, forecast accurately, and interpret the meanings?
7. Can dispatchers read various weather depiction charts and interpret
8. the meanings?
9. Can dispatchers read upper-air charts and interpret the meanings?

C. KNOWLEDGE OF THE AREA

1. Do dispatchers immediately recognize the airport identifiers for the airports in the area in which they are working?

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2. Are dispatchers generally familiar with the airports in the area in which they are working (number and length of runways, available approaches, general location, elevation, surface temperature limitations)?
3. Are dispatchers aware of which airports, in the areas in which they
4. are working, are special airports, and why?
5. Are dispatchers aware of the terrain surrounding the airports in the
6. areas in which they are working?
7. Are dispatchers aware of dominant weather patterns and seasonal
8. variations of weather in the area?
9. Are dispatchers aware of route segments limited by drift-down?

D. KNOWLEDGE OF AIRCRAFT USED

1. Are dispatchers aware of the general performance characteristics of each airplane with which they are working (such as average hourly fuel burn, holding fuel, engine-out, drift-down height, effect of an additional 50 knots of wind, effect of a 4,000-foot lower altitude, crosswind limits, maximum takeoff and landing weights, required runway lengths)?
2. Can dispatchers read and explain all the items on the operator's flight plan?

E. KNOWLEDGE OF POLICY

1. Are dispatchers knowledgeable of the Ops Specs, particularly such items as authorised minimums?
2. Are dispatchers aware of the policies and provisions of the operator's manual as discussed under policies and procedures?

F. KNOWLEDGE OF RESPONSIBILITIES

1. Are dispatchers knowledgeable of their responsibilities under CAR '84 (such as briefing PIC; canceling, rescheduling, or diverting for safety; in-flight monitoring; in-flight notification to PIC)?
2. Are dispatchers knowledgeable of their responsibilities under the operator's manual?
3. Are dispatchers aware of their obligations to declare emergencies?

G. PROFICIENCY

1. Are dispatchers competent in the performance of their assigned duties?

2. Are dispatchers alert for potential hazards?

H. DUTY TIME

1. Are the regulatory duty time requirements being complied with?

I. SUPERVISORS

1. Are supervisors qualified and current as dispatchers?
2. Are competency checks appropriate, thorough, and rigorous?

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PART-IV/16
DISPATCH FACILITIES AND SUPPORT INSPECTION GUIDE

Note:

Appended below is the 'Model Air Operator Dispatch Facilities and Support Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Dispatch Facilities and Support Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Dispatch Facilities and Support Inspection by CAAB.

The following areas should be inspected and the observation found, should be written down for report making on Dispatch Facilities and Support Inspection:

PHYSICAL

1. Is enough space provided for the number of people working in the dispatch center?
2. Are the temperature, lighting, and noise levels conducive to effective
3. human performance?
4. Is access to the facility controlled?

A. INFORMATION

1. Are dispatchers supplied with all the information they require (such as flight status, maintenance status, load, weather, facilities?)
2. Is the information effectively disseminated and displayed? Can information be quickly and accurately located without overloading the dispatcher?
3. Are real-time weather displays available for adverse weather avoidance?

B. DUAL RESPONSIBILITY

1. Can a dispatcher establish rapid and reliable radio communications (voice or ACARS) with the captain when a flight is parked at the gate?
2. How much time does it take to deliver a message to an en route flight and get a response?
3. Are direct-voice radio communications available at all locations?
4. Are they reliable? If communications facilities are shared with other airlines, does traffic congestion preclude rapid contact with a flight?
5. If hub-and-spoke operations are conducted, are there adequate communication facilities available to contact and deliver a message to all arriving flights within a 15-minute period?

6. Are backup communications links available in case of a failure of the primary links?

C. MANAGEMENT

1. Has overall responsibility for operations in progress been assigned to one individual who can coordinate the activities of all the dispatchers?
2. Have procedures been established for coordinating with central flow control?
3. Have adequate internal communications links been established?

D. WORKLOAD

1. What method does the operator use to show compliance with the requirement to assign enough dispatchers during periods of normal operations and periods of non-routine operations?
2. Are the operator's methods adequate?
3. Do dispatchers have enough time to perform both dispatch and flight-following duties in a reasonable manner?

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PART-IV/17
GROUND HANDLING & STATION INSPECTION GUIDE

Note:

Appended below is the 'Model Air Operator Ground Handling & Station Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Ground Handling & Station Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Ground Handling & Station Inspection by CAAB.

Appended below is the Ground Handling and Station Inspections Guide that an Inspector should review and follow to make a relevant inspection report:

A. CONFORMANCE WITH RELEVANT STANDARDS

1. Were all personnel and documents in conformance with aviation law and regulations?
2. Were the operations found to be in conformance with ICAO Standards?
3. Were there any practices that did not conform to published relevant safety practices?

B. STATION STAFF (INCLUDING SERVICE PROVIDERS)

1. Is there adequate staff to handle the required support functions?
2. Did all staff demonstrate competent performance in their function?
3. Did the staff follow the proper procedures for the functions they performed?
4. Did the company and service provider training and qualification records show that all personnel were adequately trained for their functions?

C. EQUIPMENT & FACILITIES

1. Were there adequate facilities and equipment for the complexity and functions performed?
2. Were there adequate facilities and equipment for the complexity and functions performed?

D. PASSENGER HANDLING

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1. Were adequate guidance and procedure manuals available for the persons performing this function?
2. Were qualified personnel available to accomplish this function for each flight?
3. Were the passenger ticketing and baggage acceptance performed satisfactorily?
4. Were the passengers and baggage weighed before embarking?
5. Was the handling of passenger embarking and disembarking performed satisfactory?
6. Were the passenger security measures satisfactory?
7. If a jetway was not used, was a designated walk route with adequate guide persons available to ensure passenger ramp safety?

E. AIRCRAFT MOVEMENT ON RAMP

1. Were adequate guidance and procedure manuals available for the persons performing this function?
2. Were qualified personnel available to accomplish this function for each flight?
3. Was the marshalling of aircraft performed satisfactorily?
4. Were the ramp and gate areas properly marked for towing, taxiing and parking position?
5. Was the aircraft parking area clear of carts and other vehicles during the parking of the aircraft?
6. Was the towing of the aircraft performed satisfactorily?
7. Were security measures for identification of all ramp personnel clearly available?
8. If a service provider was used to perform this function, were the arrangements, guidance and qualification of personnel acceptable?

F. AIRCRAFT SERVICING

1. Were adequate guidance and procedure manuals available for the persons performing functions involved?
2. Were qualified personnel available to accomplish these functions for each flight?
3. Was the servicing of aircraft performed satisfactorily?
4. Was the fueling of aircraft performed satisfactorily?
5. Was the loading of aircraft performed satisfactorily?
6. Was the deicing of aircraft performed satisfactorily?
7. Was the equipment used to perform these functions operational, adequate for the task, and operated knowledgeably by the personnel involved?
8. Were security measures for identification and monitoring of all servicing personnel satisfactory?
9. If service providers were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?

G. AIRCRAFT OVERNIGHT PARKING

1. Were adequate guidance and procedure manuals available for the persons performing this function?
2. Were qualified personnel available to accomplish this function for each flight?
3. Was the aircraft properly lighted and identifiable as required for the parking location?
4. Was the aircraft "guarded" by assigned persons at all times?
5. If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?

H. MASS, BALANCE & PERFORMANCE COMPUTATIONS

1. Were adequate guidance and procedure manuals available for the persons performing this function?
2. Were qualified personnel available to accomplish this function for each flight?
3. Were the correct procedures for passenger loading, count and communication of the positioning followed?
4. Were specific passenger seat assignments used to ensure a safe C.G. for flight?
5. Were the correct procedures for cargo loading, and communication of positioning followed?
6. Were the correct procedures for dangerous goods loading, and communication of positioning (e.g. NOTOC) followed?
7. Were the mass and balance calculations and procedures satisfactory?
8. Were the last-minute mass and balance revisions due to passengers or cargo handled correctly?
9. Were the takeoff and landing performance calculations performed correctly?
10. If a service provider were used to perform these functions, were the arrangements, guidance and qualification of personnel acceptable?

I. FLIGHT PLANNING

1. Were adequate guidance and procedure manuals available for the persons performing this function?
2. Were qualified personnel available to accomplish this function for each flight?
3. Was the weather acquisition (including selection of alternates) and briefing of crews performed correctly?
4. Was the NOTAM acquisition and briefing of crews performed correctly?
5. Was the operational flight plan (including fuel loading) calculations and procedures performed correctly?

AIR OPERATOR GUIDANCE ON
AIR OPERATOR CERTIFICATION AND CONTINUED COMPLIANCE

6. If a service provider were used to perform one or more of these functions, were the arrangements, guidance and qualification of personnel acceptable?

J. COMMUNICATIONS

1. Were adequate guidance and procedure manuals available for the persons performing this function?
2. Were qualified personnel available to accomplish this function for each flight?
3. Was there adequate communications capability with main base operations and maintenance functions, including relay of information?
4. Were flight following procedures performed correctly?
5. Were emergency response procedures performed correctly?
6. Were accident/incident procedures performed correctly?
7. Were the correct numbers for telephone and/or fax notifications associated with emergency response available?
8. If a service provider were used to perform one or more of these functions, were the arrangements, guidance and qualification of personnel acceptable?

K. MAINTENANCE

1. Were adequate maintenance guidance and procedure manuals available for the level of maintenance to be performed?
2. Were qualified maintenance personnel available to accomplish the level of maintenance to be performed?
3. Was the performance and recording of routine maintenance satisfactory?
4. Was the performance and recording of deferred maintenance satisfactory?
5. If a service provider was used to perform this function, were the arrangements, guidance and qualification of personnel acceptable?

L. RECORDS RETENTION & ACCURACY

1. Were the flight preparation and other official records up-to-date and correctly filed?
2. Was there adequate file retention security for official records?

M. PASSENGER HANDLING INSPECTION GUIDE

Appended below is the passenger handling inspections guide that an Inspector should review and follow to make the relevant inspection report:

A. PASSENGER HANDLING IN TERMINAL

1. Acceptable procedures for identification and seat allocation for handicapped persons?
2. Seat allocation for infants and children?
3. Scales for weighing baggage and cargo?
4. Appropriate system for control of loose articles in the cabin (carry-on baggage?)

B. PASSENGER RAMP SAFETY

1. DAY – Air bridge/directions to board
2. NIGHT – Air bridge/directions to board
3. DAY – Proper positioning of steps?
4. NIGHT – Proper positioning of steps?
5. DAY – Staff in attendance with passengers?
6. NIGHT - Staff in attendance with passengers?
7. DAY – Protection from jet blast?
8. NIGHT – Protection from jet blast?
9. DAY – Clearance from propellers?
10. NIGHT – Clearance from propellers?
11. DAY – Clear of taxiing aircraft?
12. NIGHT – Clear of taxiing aircraft?
13. DAY – Clear of moving vehicles?
14. NIGHT – Clear of moving vehicles
15. DAY – Positioning of service vehicles?
16. NIGHT – Positioning of service vehicles?
17. DAY – Are there safety routes available for emergency evacuation?
18. NIGHT – Are there safety routes available for emergency evacuation?

C. CREW COORDINATION WITH LOAD CONTROL

AIR OPERATOR GUIDANCE ON
AIR OPERATOR CERTIFICATION AND CONTINUED COMPLIANCE

1. Are passengers occupying their assigned seats?
2. Was a head count compared to load manifest for accuracy?

AIR OPERATOR GUIDANCE ON
AIR OPERATOR CERTIFICATION AND CONTINUED COMPLIANCE

PART-IV/18
MEL EVALUATION GUIDE

Note:

Appended below is the 'Model Air Operator MEL Evaluation Guide'. This model will be used by the CAAB Flight Operations Inspectors during Air Operator MEL Evaluation Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator MEL Evaluation Inspection by CAAB.

CAAB Inspectors should follow the guide appended below for evaluation of MEL:

A. OVERALL MANUAL PRESENTATION

1. Bound in a secure form (not loose)?
2. Exterior of binder clearly indicates manual content?
3. Table of contents?
4. Tabbed by ATA chapter?
5. Revision Instructions adequate?
6. List of effective pages provided and correct?
7. Last applicable MMEL revision identified and latest?
8. Preamble and instructions for use adequate?

B. INDIVIDUAL PAGE PRESENTATION

1. Page numbered?
2. Last revision number/date?
3. ATA chapter identified?

C. INDIVIDUAL ITEM PRESENTATION & CONTENT

1. Proper MMEL-MEL number comparison?
2. Proper item title?
3. No item relief other than that shown in MMEL is allowed?
4. Aircraft for which item is applicable identified by R/N or S/N?
5. Number of item installed correct?
6. Aircraft with non-standard installation identified by R/N or S/N?

AIR OPERATOR GUIDANCE ON
AIR OPERATOR CERTIFICATION AND CONTINUED COMPLIANCE

7. Correct repair interval listed?
8. Number required for dispatch conforms to MMEL?
9. Placarding symbols provided in accordance with MMEL?
10. (O) & (M) symbols provided in accordance with MMEL?
11. Remarks correctly aligned with applicable "required" numbers?
12. Wording of MEL remarks not less restrictive than MMEL (special
13. attention to use of "or" & "and"?
14. 3.13
15. Configuration (# installed/required) allowed is in accordance with
16. all
17. applicable regulations?
18. All references to applicable regulations converted to remarks format
19. and aligned with "required" number?
20. All references to "by AFM" converted to remarks format?
21. 3.16
22. Adherence (#installed/required) to all special restrictions applicable
23. to
24. operations authorized for AOC holder included?
25. All references to operations not authorised to AOC holder deleted?

D. INDIVIDUAL (O) & (M) PROCEDURES

1. There is an ops procedure for every MMEL (O) reference?
2. There is an maint procedure for every MMEL (M) reference?
3. Procedures provided in accordance with manufacturers MEL dispatch guide conform to the source references?
4. Maintenance procedures taken from sources other than the manufacturer's
5. dispatch guide are technically correct, meet all remarks and have the source cited?
6. Operations procedures taken from sources other than the manufacturers MEL dispatch guide are technically correct, not a normal operating
7. procedure and meet all remarks?
8. No normal operating procedures are provided?
9. All procedures apply to the "dispatch" of aircraft?

E. CDL EVALUATION

1. CDL properly tabbed in rear of MEL?
2. CDL contents clearly identified?
3. CDL items in accordance with current manufacturers guidance?

AIR OPERATOR GUIDANCE ON
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AIR OPERATOR GUIDANCE ON
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PART-IV/19
DANGEROUS GOODS INSPECTION GUIDE

Note:

Appended below is the 'Model Air Operator Dangerous Goods Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Dangerous Goods Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Dangerous Goods Inspection by CAAB.

CAAB Inspectors shall take the assistance of the following guidelines for the Dangerous Goods Inspection:

A. OPERATIONS MANUAL & PROCEDURES

1. Is the Operations Manual containing dangerous goods policy and procedure available to company personnel as required?
2. Are the company's dangerous goods acceptance procedures in compliance with the regulations?
3. Is the company in compliance with the dangerous goods requirements for provision of information?
4. Are the dangerous goods airway bill procedures in compliance with the appropriate regulations?
5. Are the passenger check-in procedures in compliance with the dangerous goods regulations?
6. Are the company's dangerous goods storage and loading procedures in compliance with the regulations?
7. Does the company have the proper dangerous goods occurrence procedures in place?

B. TRAINING PROGRAMME

1. Does the dangerous goods training programme reflect all regulatory or operational amendments?
2. Does the company's dangerous goods training programme match the CAAB approved programme?

C. TRAINING RECORDS

1. Does the company have files for all employees trained for transportation of dangerous goods?

AIR OPERATOR GUIDANCE ON
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2. Are all employees, who handle or offer for transport and transport dangerous goods trained?
3. Are trained employees able to produce certificates of dangerous goods training upon request?
4. Do the dangerous goods training certificates contain the required information?

D. DOCUMENTATION

1. Are the Shipper's Declaration dangerous goods completion procedures in compliance with the appropriate regulations?
2. Are dangerous goods shipping documents retained for two years?

E. IMPLEMENTATION OF PROCEDURES

1. Are dangerous goods exemptions, if any, to the use of airway bill, Shipper's Declarations and Pilot Notification documents properly applied?
2. Are ticketing and cargo personnel (including agents) complying with the dangerous goods regulations?
3. Are copies of the applicable dangerous goods regulations and Technical Instructions available for consultation?
4. Does the operator personnel have the capability to replace lost or stolen dangerous goods safety placard and marks?
5. Are untrained personnel, who are handling or offering for transport and transporting dangerous goods, appropriately supervised?

F. PILOT NOTIFICATION

1. Are the pilot dangerous goods notification system procedures in compliance with the appropriate regulations?
2. Are the pilots been supplied with appropriate information regarding dangerous goods emergency response and occurrence reporting?

G. OCCURENCE REPORTING

1. Does a reporting system exists to identify undeclared or non-declared dangerous goods?

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AIR OPERATOR CERTIFICATION AND CONTINUED COMPLIANCE

PART-IV/20
SAFETY MANAGEMENT SYSTEM GUIDE

Note:

Appended below is the 'Model Air Operator Safety Management System Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Safety Management System Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Safety Management System Inspection by CAAB.

CAAB Inspectors shall take the assistance of the following guidelines for the assessment of Safety Management System of an operator:

A. SAFETY POLICY

1. Is a safety management system in place and being followed?
2. Is the safety management system appropriate to the size and complexity of the organization?
3. Is there a safety policy in place?
4. Has the organization based its safety management system on the safety policy?
5. Is the safety policy approved by the accountable executive?
6. Is the safety policy promoted by the accountable executive?
7. Is the safety policy reviewed periodically?
8. Is the safety policy communicated to all employees with the intent that they are made aware of their individual safety obligations?

B. NON-PUNITIVE SAFETY REPORTING POLICY

1. Is there a policy in place that provides immunity from disciplinary action for employees that report safety deficiencies, hazards or occurrences?

C. ROLES & RESPONSIBILITIES

1. Has an accountable executive been appointed with responsibility for ensuring that the safety management system is properly implemented and performing to requirements in all areas of the organization?

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2. Does the accountable executive have control of the financial and human resources required for the proper execution of his/her SMS responsibilities?
3. Has a qualified person been appointed to manage the operation of the SMS?
4. Does the person managing the operation of the SMS fulfill the required job functions and responsibilities?
5. Are the safety authorities, responsibilities and accountabilities of personnel at all levels of the organization defined and documented?
6. Do all personnel understand their authorities, responsibilities and accountabilities in regards to all safety management processes, decisions and actions?

D. COMMUNICATIONS

1. Are there communication processes in place within the organization that permit the safety management system to function effectively?
2. Are communication processes (written, meetings, electronic, etc.) commensurate with the size and scope of the organization?
3. Is information established and maintained in a suitable medium that provides direction in related documents?
4. Is there a process for the dissemination of safety information throughout the organization and a means of monitoring the effectiveness of this process?

E. SAFETY PLANNING, OBJECTIVES & GOALS

1. Have safety objectives been established?
2. Is there a formal process to develop a coherent set of safety goals necessary to achieve overall safety objectives?
3. Are safety objectives and goals publicized and distributed?

F. PERFORMANCE MEASUREMENT

1. Is there a formal process to develop and maintain a set of performance parameters to be measured?

G. MANAGEMENT REVIEW

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1. Are regular and periodic, planned reviews of company safety performance and achievement including an examination of the company's Safety Management System conducted to ensure its continuing suitability, adequacy and effectiveness?
2. Is there a process to evaluate the effectiveness of corrective actions?

H. APPLICABLE REGULATIONS

1. Has a documented procedure been established and maintained for identifying applicable regulatory requirements?
2. Are Regulations, Standards and Exemptions periodically reviewed to ensure that the most current information is available?

I. DOCUMENTATION - SMS DOCUMENTATIONS

1. Is there consolidated documentation that describes the safety management system and the interrelationship between all of its elements?
2. Does this information reside or is it incorporated by reference into approved documentation, such as Company Operations Manual, Maintenance Control/Policy Manual, Airport Operations Manual, as applicable, and where these approved documents are not required by regulation, the organization includes the information in a separate, controlled document?

J. DOCUMENTATION - RECORDS MANAGEMENT

1. Does the organization have a records system that ensures the generation and retention of all records necessary to document and support operational requirements, and is in accordance with applicable regulatory requirements?
2. Does the system provide the control processes necessary to ensure appropriate identification, legibility, storage, protection, archiving, retrieval, retention time, and disposition of records?

K. REACTIVE PROCESSES

1. Does the organization have a reactive process or system that provides for the capture of internal information including incidents, accidents and other data relevant to SMS?
2. Is the reactive reporting process simple, accessible and commensurate with the size of the organization?
3. Are reactive reports reviewed at the appropriate level of management?

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4. Is there a feedback process to notify contributors that their reports have been received and to share the results of the analysis?
5. Is there a process in place to monitor and analyze trends?
6. Are corrective and preventive actions generated in response to event analysis?

L. PROACTIVE PROCESSES

1. Does the organization have a process or system that provides for the capture of internal information including hazard identification, occurrences and other data relevant to SMS?
2. Is the proactive reporting process simple, accessible and commensurate with the size of the organization?
3. Are proactive reports reviewed at the appropriate level of management?
4. Is there a feedback process to notify contributors that their reports have been received and to share the results of the analysis?
5. Is there a process in place to monitor and analyze trends?
6. Has the organization planned self-evaluation processes, such as regularly scheduled reviews, evaluations, surveys, operational audits,
7. assessments, etc.?
8. Are corrective and preventive actions generated in response to hazard analysis?
9. Is a process in place for analyzing changes to operations or key personnel for hazards?

M. INVESTIGATION & ANALYSIS

1. Are there procedures in place for the conduct of investigations?
2. Do measures exist that ensure all reported occurrences and deficiencies are investigated?
3. Is there a process to ensure that occurrences and deficiencies reported are analyzed to identify contributing and root causes?
4. Are corrective and preventative actions generated in response to event investigation and analysis?

N. RISK MANAGEMENT

1. Is there a structured process for the assessment of risk associated with identified hazards, expressed in terms of severity, level of exposure and probability of occurrence?
2. Are there criteria for evaluating risk and the tolerable level of risk the organization is willing to accept?
3. Does the organization have risk control strategies that include corrective/preventive action plans to prevent recurrence of reported occurrences and deficiencies?

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4. Does the organization have risk control strategies that include corrective/preventive action plans to prevent recurrence of reported occurrences and deficiencies?
5. Does the organization have a process for evaluating the effectiveness of the corrective/ preventive measures that have been developed?
6. Are corrective/ preventive actions, including time lines, documented?

O. TRAINING, AWARENESS & COMPETENCE

1. Is there a documented process to identify training requirements so that personnel are competent to perform their duties?
2. Is there a validation process that measures the effectiveness of training?
3. Does the training include initial, recurrent and update training, as applicable?
4. Is the organization's safety management training incorporated into indoctrination training upon employment?
5. Does the training include human and organizational factors?
6. Is there emergency preparedness and response training for affected personnel?

P. OPERATIONAL QUALITY ASSURANCE

1. Is a quality assurance system established and maintained and is under the management of an appropriate person?
2. Does the organization conduct reviews and audits of its processes, its procedures, analyses, inspections and training?
3. Does the organization have a system to monitor for completeness, the internal reporting process and the corrective action completion?
4. Does the quality assurance system cover all functions defined within the certificate(s)?
5. Are there defined audit scope, criteria, frequency and methods?
6. Are there selection/training process to ensure the objectivity and competence of auditors as well as the impartiality of the audit process?
7. Is there a procedure for reporting audit results and maintaining records?
8. Is there a procedure outlining requirements for timely corrective and preventive action in response to audit results?
9. Is there a procedure to record verification of action(s) taken and the reporting of verification results?
10. Does the organization perform periodic Management reviews of safety critical functions and relevant safety or quality issues that arise from the internal evaluation programme?

Q. EMERGENCY PREPAREDNESS & RESPONSE

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1. Does the organization have an emergency preparedness procedure, appropriate to the size, nature and complexity of the organization?
2. Have the Emergency preparedness procedures been documented, implemented and assigned to a responsible manager?
3. Have the emergency preparedness procedures been periodically reviewed as a part of the management review and after key personnel or organizational change?
4. Does the organization have a process to distribute the ERP procedures and to communicate the content to all personnel?
5. Has the organization conducted drills and exercises with all key personnel at intervals defined in the approved control manual?

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ACCIDENT PREVENTION PROGRAMME GUIDE

Note:

Appended below is the 'Model Air Operator Accident Prevention Programme Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Accident Prevention Programme Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Accident Prevention Programme Inspection by CAAB.

CAAB Inspectors shall take the assistance of the following guidelines for the evaluation of Accident Prevention Programme of an operator:

1. Does the company have a formal written statement of corporate safety policies and objectives?
2. Are these adequately disseminated throughout the organization? Is there visible senior management support for these safety policies?
3. Does the organization have a safety department or a designated Accident Prevention Adviser (APA)?
4. Is this department or APA effective?
5. Does the department/ APA report directly to senior corporate management?
6. Does the organization support the periodic publication of a safety report or newsletter?
7. Does the organization distribute safety reports or newsletters from other sources?
8. Is there a formal system for regular communication of safety information between management and employees?
9. Are there periodic safety meetings?
10. Does the company participate in industry safety activities, such as those sponsored by the Flight Safety Foundation (FSF), the International Air Transport Association (IATA) and others?
11. Does the organization formally investigate incidents and accidents?
12. Are the results of these investigations disseminated to managers and operational personnel?
13. Does the organization have a confidential, non-punitive hazard and incident-reporting programme?
14. Does the organization maintain an incident database?
15. Is the incident database routinely analyzed to determine trends?
16. Does the company operate a Flight Data Analysis (FDA) programme?
17. Does the company operate a Line Operational Safety Audit (LOSA) programme?
18. Does the company conduct safety studies as a means of pro-actively identifying safety deficiencies?
19. Does the organization use outside sources to conduct safety reviews or audits?
20. Does the organization solicit input from aircraft manufacturers' product support groups?

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PART-IV/22
FDA PROGRAMME EVALUATION GUIDE

Note:

Appended below is the 'Model Air Operator FDA Programme Evaluation Inspection Guide'. This model will be used by the CAAB Flight Operations Inspectors during Air Operator FDA Programme Evaluation Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator FDA Programme Evaluation Inspection by CAAB.

CAAB Inspectors shall take the assistance of the following guidelines for the FDA Programme Evaluation of an operator:

A. GENERAL

1. A non-punitive company policy for the use of the FDA programme is in place. The main objective of the programme must be to identify hazards,
2. There are NO indications that the company management has deviated from this policy?
3. There is a formal agreement between management and the pilots, identifying the procedures for the use and protection of data?
4. There are NO indications that the company management has deviated from this agreement?
5. The FDA programme is managed by a dedicated staff within the safety or operations departments, with a high degree of specialization and logistical support?
6. There are indications that this programme is viewed in positive manner by both management and the flight crews?

B. PROTECTION OF DATA

1. Data has protection from use for disciplinary purposes?
2. Data has protection from use in enforcement actions against individuals or against the company, except in cases of criminal intent or intentional disregard of safety?
3. Data has protection from disclosure to the media and the general public under the provisions of State laws for access to information?
4. Data has protection from disclosure during civil litigation

C. DATA SECURITY

AIR OPERATOR GUIDANCE ON
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1. There is a well-structured, de-identification system in place to protect the confidentiality of the data?
2. Data security policies strictly limit data access to selected individuals within the company?
3. Data security requires the maintenance of tight control to ensure that identifying data are removed from the flight data records as soon as possible?
4. Access to crew identification information during follow-up is available only to specifically authorized persons and used only for the purpose of an investigation?
5. The data enabling the crew identification is be destroyed immediately after initial analysis for exceedences?

D. FDA PROGRAMME IMPLEMENTATION

1. Has the operator established a baseline of operational parameters against which changes can be detected and measured?
2. Are non-standard, unusual or basically unsafe circumstances compared to the baseline margins of safety and the observed changes quantified?
3. Are unsafe trends identified and the inherent risks assessed to determine the need for mitigation actions?
4. When unacceptable risk are identified, appropriate risk mitigation actions are decided and implemented?
5. Once a remedial action has been put in place, its effectiveness is monitored, confirming that it has reduced the identified risk and that the risk has not been transferred elsewhere?

E. REGULAR ANALYSIS & FOLLOWUP

1. FDA data are compiled on a regular basis (at least monthly)?
2. Data is then reviewed by a working group to identify specific exceedences and emerging undesirable trends?
3. The initial analysis for operational exceedences are conducted promptly after extracting the data from the aircraft?
4. Data information and trends are then disseminated to the flight crews in a de-identified form?
5. The information on specific exceedences is passed to an agreed aircrew representative for confidential discussion with the pilot?
6. The aircrew representative provides the necessary contact with the pilot in order to clarify the circumstances, obtain feedback, and give advice and recommendations for appropriate action,

F. DATABASE ARCHIVE & ANALYSIS

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1. All events are archived in a compatible database?
2. Database is used to sort, validate and display the data in easy-to-understand management reports?
3. Database is used to identify patterns and trends across the fleets?
4. Is a specific organization and manager responsible for the monitoring and identification of the pattern and trends on an on-going basis?
5. Where the development of an undesirable trend becomes evident (within a fleet, or at a particular phase of flight, or airport location), does the operator implement measures to reverse the trend?
6. Are the implemented measures monitored for successful impact and unintended consequences?

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PART-IV/23
OPERATIONS MANUAL INITIAL EVALUATION GUIDE

Note:

Appended below is the 'Model Air Operator Operations Manual Initial Evaluation Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Operations Manual Initial Evaluation Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Operations Manual Initial Evaluation Inspection by CAAB.

CAAB Inspectors shall take the assistance of the following guidelines for the Operations Manual Initial Evaluation of an operator:

A. OVERALL MANUAL PRESENTATION

1. Bound in a secure form (not loose)?
2. Binder is 3 or 4 ring?
3. Exterior of binder clearly indicates manual content?
4. Prepared in language of the country?
5. Prepared in English language?

B. MANUAL CONTROL PROCESS

1. Copies numbered for controlled issuance?
2. Amendment issuance tracking process?
3. DCA issued numbered volume?

C. MANUAL REVISION PROCESS

1. Revision Instructions adequate?
2. Revision page for proper revision entry?
3. List of effective pages provided and correct?
4. Last revision to individual pages identified?

D. MANUAL REFERENCING SYSTEMS

AIR OPERATOR GUIDANCE ON
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1. Table of contents easy to find and use?
2. Index, if included, easy to find and use?
3. Tabbed as necessary for usability without difficulty?

E. INDIVIDUAL PAGE PRESENTATION

1. Page numbered in chronological sequence (by chapter or single document?)
2. Last revision number/date appears on each page?
3. Company name (and logo) appears on each page (exception – 18)?
4. If manufacturer's document is submitted in lieu of a company manual, does the manufacturer's name appears on each page?
5. 5.5
6. For all manufacturers' documents submitted, a manufacturer's letter or reference document is provided to substantiate current revision number/date.?

F. PARAGRAPH NUMBERING

1. Paragraphs and sub-paragraphs numbered or alphabetized for ease of reference?

G. SUPPLEMENTARY CONTENT REFERENCING

1. Tables referenced for ease of use?
2. Figures referenced for ease of use?
3. Appendices referenced for ease of use?

H. MANUAL EXCERPTS PROPERLY REFERENCED

1. Condensed Checklists compared and current?
2. Passenger Briefing Cards compared and current.?
3. Training materials?

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CABIN CREW MANUAL INSPECTION GUIDE

Note:

Appended below is the 'Model Air Operator Cabin Crew Manual Inspection Guide'. This model will be used by the CAAB Operations Inspectors during Air Operator Cabin Crew Manual Inspection of an applicant. Applicants and holders of AOC are advised to be familiar with this document for Air Operator Cabin Crew Manual Inspection by CAAB.

For Checking and Approving the Cabin Crew Manual, CAAB Inspectors should follow the guidelines below:

A. OPERATIONS MANUAL POLICIES

1. The regulatory term "Crewmember" is defined?
2. General statement of the Cabin Crew duties and responsibilities?
3. Policy requiring CC Manual to be up-to-date and cites regulatory reference?
4. Policy that CC Manual must be readily accessible to CC that is on duty?
5. Policy regarding the authority of the pilot-in-command?
6. Method of designating succession of command?
7. Policy regarding persons that may be admitted to the flight deck?
8. This policy corresponds to the FOM policies regarding admission to flight deck?
9. Procedure for flight crew identification of cabin crew before admission to flight deck?
10. This procedure corresponds to the FOM procedures regarding identification?
11. Procedures regarding locking of flight deck door?
12. Procedures to make cabin crew member aware of sterile flight deck period?
13. This procedure corresponds to the FOM/AOM procedures?
14. Procedures for normal method of communications and coordination between CAs?
15. Procedures for normal method of communications & coordination with flight deck?
16. These procedures correspond to those in the FOM?
17. Procedures for establishing communications before flight begins?
18. These procedures correspond to those in the FOM?
19. General statement regarding the need for crew coordination?
20. Policy regarding preflight crew briefings between flight crew and cabin crew members?
21. Procedures for reporting inflight irregularities or malfunctions to flight crew?
22. Procedures to ensure that carry-on baggage is stowed before door is closed?

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23. Procedures to ensure that cabin is ready for movement from gate?
24. Policy that CAs be seated during movement unless performing
25. safety duties?
26. Examples of acceptable "safety duties" provided?
27. Required number of CAs with passengers onboard while at gate?
28. Method to identify "substitutes" to use in lieu of CAs while aircraft parked at gate?
29. Required number of CAs that must be onboard during aircraft operations?
30. Required number of CAs for refueling with passengers onboard?
31. Specific duties of these CAs during the refueling?
32. Policies regarding the use of a CC jumpseat by anyone other than assigned CAs.

B. PASSENGER INFORMATION BRIEFINGS

1. Directions for compliance with lighted signs, posted placards, crew instructions?
2. Method for demonstrating fastening and opening seat belts?
3. Method of advising requirement to comply with lighted pax info signs?
4. Method of advising no smoking policy, including tampering with smoke detectors?
5. Method of briefing of emergency exits?
6. Method for briefing location and use of required flotation equipment?
7. Method of reference to passenger information cards?
8. Specific timing & wording of inflight advisory when "seatbelt" light is off?
9. Specific wording of extended overwater briefing? (adult/child flotation
10. & rafts)
11. Specific wording of need for oxygen, location and use of dispensing equipment?
12. Policy for regular announcements when passenger info signs illuminated for long period?
13. Policy of notification of PIC when pax continues not to obey pax info sign?

C. PROCEDURES FOR HANDLING INFANTS AND CHILDREN

1. Procedures for restraint including location and actions during an emergency?
2. Info about the types of restraint devices that are acceptable for use on aircraft?
3. Info allowing such a devices when a ticket for the seat has been purchased?
4. Requirement that infants should be restrained in device during turbulence?

D. PROCEDURES FOR HANDLING DISABLED PERSONS

1. Standard individual briefings for those who may need assistance to exit?
2. Standard individual briefings for persons attending these individuals?

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3. If applicable: location, operation and use of onboard wheelchairs?
4. If applicable: location, operation and use of disabled equipped lavatories?
5. If applicable: location, operation and use of movable armrests?

E. EXIT ROW SEATING PROGRAMME

1. Procedures to ensure that exit seating programme is completed?
2. Specific wording to advise a person not meeting selection criteria?
3. Specific wording requesting whether a person has a non-discernible condition?
4. Specific wording questioning the possibility of bodily harm?
5. Specific wording requesting whether a person is willing to perform the functions?
6. Method for determination of whether persons in exit row speaks English?

F. OTHER PASSENGER ISSUES

1. Policies regarding serving of alcohol?
2. Procedures for reporting persons who cause a disturbance?
3. Policies regarding armed passengers?
4. Policies regarding persons who abuse a crewmember?
5. Policies regarding interference with a crewmember in performance of duties?
6. Policy regarding boarding of persons who are mentally retarded?
7. Policy regarding boarding of persons who are emotionally disturbed?
8. Policies for boarding pregnant passengers?
9. Methods for boarding stretcher patients?
10. Specific method for handling noncompliance with smoking ban?
11. Requirement for restraint of galley equip during certain operations?
12. Requirement for proper braking of galley equip during use?
13. Requirement for stowage of cargo in the cabin?
14. Specifics of the approved carry-on baggage programme?

G. CABIN STORAGE OF CARRY-ON AND CARGO

1. Policies for managing the boarding of carry-on baggage?
2. Proper location for storage of crew baggage?
3. Approved storage areas for carry-on baggage?
4. Storage methods and areas for canes?
5. Prohibition against storage of carry-on in some areas? (flt deck, lavatories, etc.)
6. Requirement for tray table stowage during surface movement, takeoff, landing?

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7. Requirement for seat backs to be in upright position for takeoff & landing?
8. Requirement to stow CC seat restraint systems when not in use?
9. Requirement to ready the doors for movement on the surface?
10. Provision for ensuring that one door is ready for passenger egress at the gate?
11. Procedure when occupants are using devices which are not allowed?
12. Prohibition against the carriage of drugs?
13. Prohibition against the use of drugs?
14. Instructions for identification of dangerous goods?
15. Instructions for use of flashlight holders and how used?
16. Requirement for each crewmember to have a workable flashlight?
17. Instructions for cabin light settings for takeoff and landing?
18. Instructions for cabin light settings for forewarned emergency evacuation?

H. ABNORMAL SITUATIONS

1. Procedures for crew coordination in turbulence?
2. These procedures correspond to those listed in FOM?
3. Policy regarding service procedures during turbulence? (hot liquids)
4. Policy for passenger seat belt discipline during turbulence?
5. Information about survival in situations appropriate to operations?
6. Procedures to use in event of hijacking?
7. Methods of communications with other crewmembers during hijacking?
8. Security regulations & procedures for the carriage of weapons?
9. Instructions regarding the contents and use of first aid kit?
10. Instructions regarding the contents and use of the medical kit?
11. Instructions for the recognition of common medical problems?
12. Instructions for first aid, considering limited space in aircraft cabins?
13. Instructions regarding the recognition and effects of hypoxia?
14. Procedures in event of rapid depressurization?
15. Description of use of each type of portable oxygen bottle and mask?
16. Procedures for CC to administer oxygen to self?
17. Procedures for use of medical (passenger-supplied) oxygen?
18. Prohibition against smoking while oxygen administered?

I. FIRE PREVENTION AND CONTROL

1. Requirement to check lavatories before takeoff and periodically?
2. Requirement for periodic cabin checks?
3. Instructions for use of circuit breakers, including no-reset policy?

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4. Fire control procedures on the ground?
5. Fire control procedures during flight?
6. Instructions for use of protective breathing equipment?
7. Instructions regarding the type of fire extinguishers for type of fire?
8. Procedures for light ballast fires?
9. Procedures for fire in lavatory or other confined spaces?
10. Procedures for fire in the galley?
11. Procedures for fire control when volatile fuel is involved?

J. EVACUATION PROCEDURES

1. Instructions for crew coordination and signals?
2. Instructions regarding the commands to give to people?
3. Instructions describing the acceptable brace for impact positions?
4. Instructions for ensuring the aircraft has come to a complete stop?
5. Instructions for assessing the conditions in and outside the aircraft
6. prior action?
7. Instructions for redirecting passenger flow?
8. Specific wording of forewarned emergency evacuation?
9. Instructions for stopping an unwarranted evacuation?

K. AIRCRAFT DESCRIPTION

1. Diagram of each different aircraft configurations?
2. Designation of takeoff and landing location for each required cabin crew?
3. Duties and duty station of each crewmember during an evacuation or ditching?
4. Cabin preflight check of specific safety equipment?
5. CC locations for performing safety demonstrations?

L. AIRCRAFT EMERGENCY EQUIPMENT LOCATION & USE

1. Each first aid kit?
2. Each medical kit?

PART-IV/25
STRUCTURED REGULATORY REQUIREMENTS FOR COMPLIANCE BY AN OPERATOR

Note:

Appended below is the 'Structured Regulatory Requirements for Compliance by an Operator'. In addition to the diversified regulatory requirements to be complied by an operator, this model will be used by the CAAB Operations Inspectors during Air Operator System and Manual Inspection for issue of AOC as well as for continued compliance by the Air Operator. Applicants and holders of AOC are advised to comply with these requirements at all times.

1. An Operator shall establish requirements regarding documents to be carried on board an aircraft in compliance with CAAB requirements and implement the same. In compliance with this requirement the operator shall ensure the following:
 - (a) Operator's list of the required documents to be carried on board as per CAAB requirements;
 - (b) Operator's evidence on the aircraft library documents to be up to date and current.
2. An Operator shall establish and implement requirements that every aircraft engaged in air navigation shall maintain a journey log book. In compliance with this requirement the operator shall ensure the following:
 - (a) Operator's list of the required documents to include carriage and maintenance of journey log book;
 - (b) Operator's evidence of maintenance of journey log book up to date.
3. An Operator shall establish and implement requirements for competency of the designated examiners for flight and cabin crew checks, as required by CAAB and implement the same. In compliance with this requirement the operator shall ensure the following:
 - (a) Operator's documentary evidence of competency requirements for each delegated entity as required by CAAB;
 - (b) Operator's documentary evidence on the establishment of competency by each delegated entity;
 - (c) Operator's documentary evidence on the establishment of minimum qualifications and experience requirements for each delegated entity as required by CAAB.
4. An Operator shall establish and implement requirements that it clearly defines the delegated tasks by CAAB for the designated examiners for flight and cabin crew checks and implement the same. In compliance with this requirement the operator shall ensure the following:
 - (a) Establishment of Operator's documentation that clearly defines delegated tasks by CAAB (e.g.

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letter of agreement, letter of designation of examiners, etc.).

5. If CAAB delegates any of its inspection or supervision responsibilities (such as competency checks, route checks, instrument ratings checks, conversion checks or upgrading checks) to designated inspectors and/or examiners of the Operator, the Operator shall develop and implement a delegation procedure. In compliance with this requirement the operator shall ensure the following:
 - (a) Establishment of Operator's delegation procedure as required by CAAB which complies with:
 1. Selection criteria;
 2. Examinations or tests; and
 3. Application process.
 - (b) Operator's evidence to confirm effective implementation.
6. If CAAB delegates any of its inspection or supervision responsibilities (such as competency checks, route checks, instrument ratings checks, conversion checks or upgrading checks) to designated inspectors and/or examiners of the Operator, the Operator shall develop and implement procedures for renewal of approval for designated examiners. In compliance with this requirement the operator shall ensure the following:
 - (a) Establishment of Operator's delegation procedure as required by CAAB which complies with:
 1. Selection criteria;
 2. Examinations or tests; and
 3. Application process.
 - (b) Establishment of Operator's specific conditions for renewal (e.g. minimum activity, training, etc.);
 - (c) Operator's evidence to confirm effective implementation.
7. An Operator shall develop the contents of its operations manual in compliance with the requirements of the relevant CAAB CAR, ANO and Appendix 2 of Annex 6 of ICAO and implement the same. In compliance with this requirement the operator shall ensure the following:
 - (a) Operator's procedures developed for the approval or acceptance of an air operator's Operations Manual.
 - (b) Operator's guidance material produced to cover the following, as applicable:
 1. A statement that the operations manual complies with applicable laws, the air operator certification conditions and corresponding operations specifications;
 2. A list and a summarized description of the different parts of the manual, their contents, applicability and utilization;

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3. A statement that the operations manual contains operating instructions which must be followed by all personnel;
 4. A registration sheet for amendments and revisions, including dates of registration and validity;
 5. A list of effective pages; and,
 6. Amendment and revision changes indicated by marks or signs in text, graphics and diagrams.
8. An Operator shall develop an operations manual and structure the same according to provisions as laid down by CAAB CAR, ANO and Appendix 2 of Annex 6 of ICAO. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's authentication on the Statement of compliance that the Operations Manual has the following components:
1. General,
 2. Aircraft operating information,
 3. Routes and aerodromes, and
 4. Training.
9. An Operator shall establish and maintain a flight safety documents system as required by CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Operators' written procedure for the establishment of flight safety documents system;
10. An Operator shall maintain the validity of its manuals at all times. In compliance with this requirement the operator shall ensure the following:
- (a) Operator to authenticate with evidence to confirm implementation (e.g. distribution of manuals, update to the manuals when the regulation changes, etc.).
11. The organizational structure of the Operator shall specify the following. In compliance with this requirement the operator shall ensure the following:
- (a) Duties, responsibilities and authorities of its officials and staff are clearly defined, and
- (b) Functional tasks and lines of reporting are clearly delineated and duly documented.
- (c) Operator's Safety Management, Quality Assurance Management and Emergency Management Systems have been:
1. Developed;
 2. Documented; and
 3. Implemented.

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12. An operator shall outline, in its operations manual, the responsibilities of operations personnel regarding the conduct of flight operations and implement the same. In compliance with this requirement the operator shall ensure the following:
- (b) Contents in the OM about the responsibilities of operations personnel regarding the conduct of flight operations of the operator;
 - (c) Evidences that responsibilities are being accomplished;
 - (d) Evidences of appropriate implementation.
13. An operator shall outline, in its operations manual, standard operating procedures (SOPs) for each phase of flight and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) SOPs for each phase of flight have been outlined in the OM;
 - (b) Incorporated in the Normal Checklist or not;
 - (c) Evidences that SOPs are being adhered to.
14. An Operator shall sought approval, established and implemented its proposed aerodrome operating minima as determined by CAAB. In compliance with this requirement the operator shall ensure the following:
- (e) Documentary evidence of approval sought;
 - (f) OM content adequacy on the establishment of proposed aerodrome operating minima as determined by CAAB;
 - (g) Adherence to the aerodrome operating minima as determined by CAAB.
15. An Operator shall sought approval, establish and implement its proposed Helicopter operating minima as determined by CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Documentary evidence of approval sought;
 - (b) OM content adequacy on the establishment of proposed aerodrome operating minima as determined by CAAB;
 - (c) Adherence to the aerodrome operating minima as determined by CAAB.
16. An Operator shall ensure the following:
- (a) Develop and implement checklists as an integral part of its standard operating procedures (SOPs); and,
 - (b) Instruct its flight and cabin crew on how to use them and implement the same. In compliance with this requirement the operator shall ensure the following:
 - 1. Operators' checklists to verify compliance;
 - 2. Whether Operator's SOPs include instructions on the use of checklists;

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3. Operator's training mechanism for Flight Crew on the implementation of SOPs;
 4. Operator's training mechanism for Cabin Crew on the implementation of SOPs;
17. An Operator shall include crew briefings as an integral part of its standard operating procedures (SOPs) and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) Operators' checklists to verify compliance;
 - (b) Whether Operator's Checklists include Crew Briefings as an integral part of its standard operating procedures (SOPs);
 - (c) Operator's training mechanism for Crew Briefings to be integral part of its standard operating procedures (SOPs);
18. An Operator shall outline, in its operations manual, instructions and implement the same on the clarification and acceptance of air traffic control (ATC) clearances, particularly where terrain clearance is involved. In compliance with this requirement the operator shall ensure the following:
- (a) Mechanism for clarification and acceptance of air traffic control (ATC) clearances;
 - (b) Mechanism for clarification and acceptance of air traffic control (ATC) clearances particularly where terrain clearance is involved;
 - (c) Evidences of Implementation on the clarification and acceptance of air traffic control (ATC) clearances.
19. An Operator shall include in its operations manual and implement the following:
- (a) Instructions and training requirements on the avoidance of CFIT, and
 - (b) Policy on the use of GPWS. In compliance with this requirement the operator shall ensure the following:
 1. Mechanism on the instructions and training requirements on the avoidance of CFIT;
 2. Mechanism for the policy on the use of GPWS;
 3. Evidences of Implementation on the instructions and training requirements on the avoidance of CFIT;
 4. Evidences of Implementation for the Policy on the use of GPWS.
20. An Operator shall lay down, in its operations manual, policy, instructions, procedures and training requirements on the avoidance of collisions and the use of the ACAS and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's Policy, Instructions and procedures for the avoidance of collisions of the ACAS;
 - (b) Operator's Training requirements on the avoidance of collisions and the use of the ACAS;
 - (c) Operator's ACAS Approval Procedures are in accordance with:
 1. PANS-OPS (Doc 8168), Volume I, Part VIII, Chapter 3, and

2. PANS-ATM (Doc 4444), Chapters 12 and 15.
21. An Operator shall include in its operations manual, instructions for the preservation of flight recorder records and, if necessary, associated flight recorders to the extent possible, in the event that the aeroplane becomes involved in an accident or incident and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's Instructions for the preservation of flight recorder records;
 - (b) Operator's Instructions for the preservation of flight recorder records in the event that the aeroplane becomes involved in an accident or incident;
 - (c) Operator's Procedure for the preservation of flight recorder records;
 - (d) Evidences of the Operator's Implementation on the preservation of flight recorder records (if any).
22. An Operator shall establish procedures for the retention of flight recorder records and flight recorders in safe custody pending their disposition as determined in accordance with Annex 13/CAAB and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's established procedures for the retention of flight recorder records in safe custody pending their disposition as determined in accordance with Annex 13/CAAB;
 - (b) Evidences of the Operator's Implementation on the retention of flight recorder records in safe custody pending their disposition (if any).
23. An Operator shall establish procedures and implement an organizational and management system for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's establishment of operational control structure;
 - (b) Operator's adequacy of manpower for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations;
 - (c) Operator's delegation of authorities for the operational control;
 - (d) Operator's Definition of Responsibilities;
 - (e) Operator's established method of control and supervision of flight operations when it is used.
24. An Operator shall outline in its operations manual, responsibilities for operational control and develop related policies, processes, standards and procedures and implement the same. In compliance with this requirement the operator shall ensure the following:
- (h) Operator's establishment of:
 - 1. Responsibilities;
 - 2. Policies;
 - 3. Processes;

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- 4. Standards; and
 - 5. Procedures.
 - (i) Operator's Procedure for the:
 - 1. Initiation of flights;
 - 2. Continuation of flights;
 - 3. Diversion of flights, and
 - 4. Termination of flights,
 - (j) The operations manual contains functions and responsibilities for flight dispatch in respect of:
 - 1. Flight crew; and
 - 2. Flight operations officers/flight dispatchers.
25. An Operator shall establish policy and procedures and implement the same for flight crew to record and report on:
- (a) Routine meteorological observation during:
 - 1. en-route, and
 - 2. climb-out phases of the flight; and
 - (b) Special and other non-routine observations during any phase of the flight; and
 - (c) Volcanic activity.
- In compliance with this requirement the operator shall ensure the following:
- (a) Operator's established policy and procedures for flight crew to record and report on:
 - 1. Routine meteorological observation during:
 - 2. en-route and climb-out phases of the flight;
 - 3. Special and other non-routine observations during any phase of the flight; and,
 - 4. Volcanic activity.
 - 5. Operator's compliance through an applicable process in operations manuals (such as a template of air report).
26. An Operator shall make available and implement the same to flight crew and operational personnel, at any aerodrome authorized in its AOC and corresponding operations specifications, pre-flight aeronautical information essential for the safety, regularity and efficiency of air navigation. In compliance with this requirement the operator shall ensure the following:
- (a) Confirm operators' establishment of required procedures.
 - (b) Operator's compliance on the Provision of pre-flight information; and,
 - (c) Operator's pre-flight information includes Elements of the Integrated Aeronautical Information Package; and,
 - (d) Maps and Charts.

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27. An Operator shall establish and implement procedures for the preparation and dissemination of NOTAMs to flight crew and operations personnel. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's established procedures to prepare and disseminate NOTAMs to flight crew and operations personnel;
 - (b) Operator's compliance through appropriate evidences.
28. An Operator shall establish and implement procedures for the preparation and dissemination of the information contained in the AIP, the Aeronautical Information Circular (AIC), and the Aeronautical Information Regulation and Control (AIRAC) to flight crew and operations personnel. In compliance with this requirement the operator shall ensure the following:
- (a) Verify the procedures involve the preparation and dissemination of AIP, AIC and AIRAC;
 - (b) Verify air operator's compliance by confirming through evidences the implementation of the required procedures.
29. An Operator shall establish and implement the organizational structure which includes the responsibilities and authority for the management of all ground handling functions. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's procedures to confirm establishment of an organizational structure for ground handling functions;
 - (b) Operator's procedure that contents the description of related responsibilities and authorities.
 - (c) Operator's implementation action on:
 - 1. Ground handling structure, and
 - 2. Lines of responsibilities associated with the following, when applicable:
 - a. Ramp operations,
 - b. Passenger services,
 - c. Baggage services,
 - d. Cabin services,
 - e. Weight and balance control,
 - f. Ground support equipment, and
 - g. Fuel services.
30. An Operator shall develop aircraft ground handling training requirements, subcontracting policies, handling processes, procedures and practices for all ground handling operations and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's procedures include the following for aircraft ground handling:

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1. Training requirements;
 2. Subcontracting policies;
 3. Handling processes; and
 4. Procedures and practices for all ground handling operations.
- (b) Operator's evidences to confirm effective implementation (e.g. operations manual, weight and balance manual, handling manual, and training program for ground handlers).
31. An Operator shall maintain permanently its ground handling responsibility, when all or part of the functions and tasks related to ground handling services have been contracted to a service provider and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's compliance to ground handling responsibilities.
 - (b) Operator's effective implementation through evidences of ground handling responsibilities.
32. An Operator shall establish SMS and implement the same;
- (a) Operator's response to AOC Certification & Renewal Checklist developed by CAAB on SMS;
 - (b) Operator's establishment of SMS through evidences.
 - (c) Operator's statements of safety policy and responsibility of personnel;
 - (d) Operator's Implementation of SMS through evidences.
33. An Operator shall nominate a post holder to be responsible for the development and establishment of the air operator's SMS, and his/her functions and responsibilities shall be clearly defined and documented in the flight safety documents system and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) Nomination of a post holder responsible for the development and establishment of the SMS;
 - (b) Post holder's functions and responsibilities;
 - (c) Documentation of the post holder's functions and responsibilities in the flight safety document system;
 - (d) Effective implementation of processes and procedures outlined in air operators' operations manuals.
34. An Operator shall establish and maintain a flight data analysis program as part of its SMS and implement the same. In compliance with this requirement the operator shall ensure the following:
- (a) Evidence to ensure that, as part of their SMS, air operators have established and maintain a flight data analysis program;
 - (b) Evidence to ensure effective implementation.
35. An Operator shall ensure that the flight data analysis program is non-punitive and that it contains safeguards to protect the source(s) of the data. In compliance with this requirement the operator shall

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ensure the following:

- (a) Evidence to ensure that the air operators' flight data analysis program is non-punitive;
 - (b) Evidence to ensure that the air operators' flight data analysis program contains safeguards to protect data source(s);
 - (c) Evidence to confirm effective implementation.
36. An Operator shall develop and implement requirements in its operations manual, to establish flight time, flight duty period, duty and rest period limitations for all its crew members in accordance with requirements outlined by CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Evidence on the establishment of flight time, flight duty period, duty and rest period limitations for all its crew members in accordance with requirements outlined by CAAB;
 - (b) Evidence on the implementation of flight time, flight duty period, duty and rest period limitations for all its crew members;
 - (c) Evidences on the breach of the Regulation and Enforcement action taken by CAAB.
37. An Operator shall maintain current records of flight time, flight duty periods, duty periods and rest periods of flight and cabin crew members. In compliance with this requirement the operator shall ensure the following:
- (a) Evidences on the maintenance of records of flight time, flight duty periods, duty periods and rest periods for flight and cabin crew.
38. An Operator shall obtain an approval of the variations to the prescriptive Fatigue Management Regulations. In compliance with this requirement the operator shall ensure the following:
- (a) Evidences on the implementation of the variation based on the assessment by the regulator of the comprehensive risk assessment provided by the operator to support their application for a variation;
 - (b) Evidence of the application that is within the definition of the "exceptional circumstances" determined by the regulator;
 - (c) Evidence on the effective implementation by verifying records of variation approval.
 - (d) Evidence to verify inclusion of the risk assessment results in the records;
 - (e) Evidence to verify effective implementation that the air operator's variation is in accordance with the approval issued by CAAB.
39. An Operator shall use a Fatigue Risk Management System (FRMS), promulgated by CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Evidences to verify that FRMS regulations have been implemented for pilots and for cabin crew.

40. An Operator shall use Fatigue Risk Management System (FRMS), that complies with the procedures and guidance material describing the approval process by CAAB;
- (a) Evidences to verify that the air Operator has provided CAAB the records on the use of FRMS for proper follow up.
 - (b) Evidences to verify that FRMS approval cover CAAB requirement including but not limited to:
 - 1. FRMS policy and documentation;
 - 2. Fatigue risk management process;
 - 3. FRMS safety assurance processes; and,
 - 4. FRMS promotion processes;
 - 5. Evidences to verify that there are procedures for coordination of the implementation plan.
41. An Operator shall use Fatigue Risk Management System (FRMS), duly reviewed, monitored and approved by CAAB and shall follow an established plan and process. In compliance with this requirement the operator shall ensure the following:
- (a) Evidences to verify that the FRMS include:
 - 1. Requirement that the operator establishes maximum values for flight times and/or flight duty periods(s) and duty period(s), and minimum values for rest periods;
 - 2. Requirement for decrease in maximum values or increase in minimum values in case operator's data indicate these values are too high or too low, respectively; and
 - 3. A process to approve any increase in maximum values or decrease in minimum values only after evaluating the operator's justification for such changes.
 - (b) Evidences to confirm effective implementation by reviewing the FRMS approval documentation.
 - (c) Evidences to verify that the following steps outlined have been met:
 - 1. Risk assessment of the operator;
 - 2. Acceptance of FRMS plan, policy and documentation;
 - 3. Acceptance of initial FRMS processes; and,
 - 4. Approval of FRMS.
42. An Operator may be given a trial period for its FRMS before issuing the approval by CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Evidence to verify that the a trial period, e.g. check meeting minutes held during this period.
 - (b) Evidence to verify that the authority has monitored all activities during the trial period and, in particular, the safety assurance processes and a fully functioning FRMS.

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43. An Operator shall establish a procedure for the crew to evaluate a traveler with a suspected communicable disease, based on the presence of a fever and certain other signs or symptoms. In compliance with this requirement the operator shall ensure the following:
- (a) Evidence to verify air operators' related procedures.
 - (b) Evidence to confirm effective implementation by verifying that an air operator's operations manual or cabin crew manual contains related procedures;
 - (c) Evidence to check that the procedure includes the transmission, as required, of a General Declaration form of CAAB or the Government.
44. An Operator shall establish procedures for the pilot-in-command to report promptly to air traffic control (ATC) a suspected communicable disease, with transmission of the following information:
- (a) Aircraft identification;
 - (b) Departure aerodrome;
 - (c) Destination aerodrome;
 - (d) Estimated time of arrival;
 - (e) Number of persons on board;
 - (f) Number of suspected case(s) on board; and,
 - (g) Nature of the public health risk, if known.

In compliance with this requirement the operator shall ensure the following:

- (a) Evidence of air operators' related procedures;
- (b) Evidences to confirm effective implementation by verifying that an air operator's operations manual has procedures for reporting by the pilot-in-command suspected communicable diseases, including transmission of the following information:
 - 1. Aircraft identification;
 - 2. Departure aerodrome;
 - 3. Destination airport;
 - 4. Estimated time of arrival;
 - 5. Number of persons on board;
 - 6. Number of suspected case(s) on board; and,
 - 7. Nature of the public health risk, if known.
- (c) Evidences of such reports by the pilot-in command.

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45. An Operator shall establish a system to provide its operations staff and flight crew with aircraft operating information, including mandatory revisions. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having established procedures related to aircraft operating information system of air the operator.
 - (b) Operator's sample of aircraft operating information to verify inclusion of the following:
 - 1. Organization, update and revision system;
 - 2. Certification limitations and operating limitations;
 - 3. The normal, abnormal and emergency procedures to be used by the flight crew, related checklists, crew coordination and assignment;
 - 4. Instructions for aircraft loading;
 - 5. Data for mass and balance calculations;
 - 6. Aircraft systems, associated controls and instructions for their use;
 - 7. Emergency evacuation procedures, including type-specific procedures, crew coordination and assignment.
46. An Operator shall include certification limitations and operating limitations in its aircraft operating manual. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having established in its aircraft operating manual procedures related to certification limitations and operating limitations;
 - (b) Operators means of ensuring that the certification and operating limitations are adhered to by all concerned of the operator.
47. An Operator shall develop Minimum Equipment Lists (MELs) and configuration deviation lists (CDLs) which form part of the air operator's manual that need to be approved by CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having developed Minimum Equipment Lists (MELs) and configuration deviation lists (CDLs);
 - (b) Operator's evidence to verify that the operator is in possession of approved MEL/CDL.
48. An Operator shall ensure that the operating information include approved MEL/configuration deviation list (CDL) for the aeroplane types operated and specific operations authorized. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having included approved MEL/CDL for the aeroplane types;

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- (b) Operator's evidence to verify issue of the initial approval and approval of subsequent amendments.
 - (c) Operator's evidence on effective implementation regarding applicable specific operations authorized (e.g. ETOPS, all weather operations, RVSM, RNP, etc.).
 - (d) Operator's evidence on effective implementation that the amendments of the MEL are used within the air operator religiously;
 - (e) Evidences of all the concessions and/or dispensations requested or accorded by CAAB during the period of Audit assessment.
49. An Operator shall establish a route guide to be used by its flight crew for each flight. The operator shall have the evidence to ensure that it maintains current and updated route guide and disseminates the route guide to concerned personnel and aircraft. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having established a route guide to be used by its flight crew for each flight;
 - (b) Evidence to ensure that the operator maintains current and updated route guide;
 - (c) Evidence to ensure that the operator disseminates the route guide to concerned personnel and aircraft;
 - (d) Operator's evidence of the route guide to ensure that it contains 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 air operator may deem necessary for the proper conduct of flight operations.
50. An Operator shall develop and maintain training programs, as part of the flight safety documents system, which include initial, recurrent, transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences, safety management and other specialized training, as applicable. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having developed and maintained training programs, as part of the flight safety documents system;
 - (b) Operator's evidence of having maintained training programs;
 - (c) Operator's evidence of having included in its training programs the initial, recurrent, transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences, safety management and other specialized training, as applicable;
 - (d) Operator's evidence of having implemented the various training programs.
51. An operator shall provide ground and flight training facilities, simulators and/or cockpit procedure training devices (e.g. fixed-based simulator, computer based training, etc.) and syllabus materials as applicable. In compliance with this requirement the operator shall ensure the following:

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- (a) Operator's evidence to provide ground and flight training facilities, simulators and/or cockpit procedure training devices (e.g. fixed-based simulator, computer based training, etc.) and syllabus materials;
 - (b) Operator's evidence having implemented the:
 - 1. Air operator's training program;
 - 2. List of approved training facilities (including approval of flight simulation training devices); and,
 - 3. Training records.
52. An operator shall outline, in its training programs, not only details of the initial and recurrent flight crew training, but also transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences and other specialized training, as applicable. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having outlined, in its training programs, not only details of the initial and recurrent flight crew training, but also transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences and other specialized training, as applicable;
 - (b) Evidence of air operator's implementation of the training programs to confirm inclusion of all required types of training.
53. An operator shall develop an ACAS training program on ACAS-equipped aircraft for its pilots. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence on the development of ACAS training program on ACAS-equipped aircraft for its pilots;
 - (b) Operator's evidence of having adopted the Advisory Circular of CAAB on ACAS procedures;
 - (c) Operator's evidence of being in compliance with the requirement of ICAO Doc-4444 on ACAS Procedure;
 - (d) Operator's evidence of having imparted and implemented to its crew the ACAS training program during Simulator Training Programs.
54. An operator shall develop a flight dispatch/flight operations officers' training program. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having developed a flight dispatch/flight operations officers' training program;
 - (b) Operator's evidence of having included the following in training programs:
 - 1. CAAB air law and regulations;
 - 2. Aviation instruction;

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3. Use of operations manual;
4. Aircraft performance;
5. Navigation;
6. Flight planning and monitoring;
7. Rules of the air, communication and air traffic management;
8. Meteorology;
9. Mass and balance control;
10. Use of minimum equipment list (MEL)/configuration deviation list (CDL);
11. Transport of dangerous goods by air;
12. Security procedures;
13. Emergency response plan;
14. Flight observation; and
15. Recurrent training program;

(c) Operator's evidence of the Training folder for the flight dispatch/flight operations officers' implementation of the training program.

55. An operator shall select and appoint flight dispatch/flight operations officer's ground instructors who meet at least the minimum requirements in terms of experience and knowledge as specified by CAAB. In compliance with this requirement the operator shall ensure the following:

- (a) Operator's evidence of selection and appointment of flight dispatch/flight operations officer's ground instructors who meet at least the minimum requirements in terms of experience and knowledge as specified by CAAB;
- (b) Operator's evidence of having developed the training program for the flight dispatch/flight operations officer ground instructor's training program;
- (c) Operator's evidence of having implemented the training program for the flight dispatch/flight operations officer ground instructor's training program;
- (d) Operator's evidence of training records of such personnel justifying authenticity.

56. An operator shall maintain, on a recurrent basis, the knowledge, skills and qualifications of flight dispatch/flight operations officers ground instructors. In compliance with this requirement the operator shall ensure the following:

- (a) Operator's evidence of maintenance, on a recurrent basis, the knowledge, skills and qualifications of flight dispatch/flight operations officers ground instructors;
- (b) Operator's evidence of having developed the recurrent training program for the flight dispatch/flight operations officer ground instructors;
- (c) Operator's evidence of having implemented the recurrent training program for the flight dispatch/flight operations officer ground instructor;

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- (d) Operator's evidence of recurrent training records of such personnel justifying authenticity.
57. An operator shall outline details of the cabin crew's safety duties and functions in the cabin crew training program. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of the details of the cabin crew's safety duties and functions in the cabin crew training program;
 - (b) Operator's evidence of having imparted the cabin crew's safety duties and functions;
 - (c) Operator's evidence of training records of such personnel justifying authenticity.
58. An operator shall develop a cabin crew training program as per the requirement of CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of having developed a cabin crew training program as per the requirement of CAAB;
 - (b) Operator's evidence of cabin crew training program executed that shall include theoretical and practical training addressing the following:
 - 1. Basic instructions on the different functions, duties and responsibilities of cabin crew members;
 - 2. Introduction to aircraft systems and limitations;
 - 3. Aircraft emergency evacuation, life-safety equipment and related information to passengers;
 - 4. Cabin crew members assignment, coordination and two-way communication;
 - 5. Knowledge and skills related to the transport of dangerous goods;
 - 6. Security procedures; and,
 - 7. Recurrent training program including an examination to determine competence.
59. An operator shall select and appoint cabin crew instructors and examiners who meet at least minimum experience and knowledge requirements. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence of selection and appointment of cabin crew instructors or examiners (ground or in flight test) who meet at least the minimum requirements in terms of experience and knowledge as specified by CAAB;
 - (b) Operator's evidence of having developed the training program for the cabin crew instructors or examiners (ground or in flight test) training program;
 - (c) Operator's evidence of having implemented the training program for the cabin crew instructor's training program;
 - (d) Operator's evidence of training records of such personnel justifying authenticity.

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60. An operator shall ensure that cabin crew instructors and examiners maintain their knowledge, skills and qualifications. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's procedure document to indicate that the air operator's cabin crew instructors and examiners maintain their knowledge, skills and qualifications;
 - (b) Operator's procedure document should authenticate the initial and recurrent training being imparted on a regular basis;
 - (c) Operator's evidence through training records for all these personnel to confirm effective implementation of the contents of the manuals.
61. An operator shall ensure that the appointed instructors and examiners for cabin crew maintain their competency with respect to their delegated tasks. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's procedure document on the allocation of the delegated tasks for the cabin crew instructors and examiners (ground or in flight test);
 - (b) Operator's evidence through records of activity to confirm maintenance of competency is addressed.
62. An operator shall establish a policy and procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence on having established a policy and procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin;
 - (b) Operator's evidence of having imparted the requisite training and technique to the flight and cabin crew on the issue;
 - (c) Operator's implementation action to be evidenced through the training records of both cockpit and cabin crew.
63. An operator shall establish policy and procedures with respect to flight crew compartment access. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's establishment of policy and procedure with respect to flight crew compartment access;
 - (b) Operator's implementation action to be evidenced through the dissemination of knowledge of the OM and Security Manuals to the relevant personnel;
64. An operator shall have, on board all its aircraft, a checklist of the procedures to be followed:
- a) In searching for a bomb, and

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- b) For inspecting an aircraft for concealed weapons, explosives and other dangerous devices
In compliance with this requirement the operator shall ensure the following:
 - (a) Operator's development of the document that contains a checklist of the procedures to be followed as below:
 - 1. Searching for a bomb; and,
 - 2. Inspecting an aircraft for concealed weapons, explosives and other dangerous devices;
 - 3. Operator's implementation action to be evidenced through the training records of concerned personnel;
 - (b) Operator's implementation action to be evidenced through the dissemination of knowledge of the OM and Security Manuals to the relevant personnel.
- 65. An operator shall supplement the checklist on aeroplane search procedures with guidance on the appropriate course of action to be taken in case a bomb or suspicious object is found. In compliance with this requirement the operator shall ensure the following:
 - (a) Operator's documented procedure in the form of checklist on aeroplane search procedures with guidance on the appropriate course of action to be taken in case a bomb or suspicious object is found;
 - (b) Operator's documented evidences of appropriate training being given to relevant personnel and/or appropriate instructions being provided to the relevant agents on the issue.
- 66. An operator shall establish a security training program for flight and cabin crew and approved by CAAB. In compliance with this requirement the operator shall ensure the following:
 - (a) Operator's evidence on the establishment of a security training program for flight and cabin crew;
 - (b) Operator's evidence of the security training program for flight and cabin crew being approved by CAAB;
 - (c) Operator's evidence on the security training program which shall address the following:
 - 1. Security of the flight crew compartment;
 - 2. Aircraft search procedure checklist;
 - 3. Determination of the seriousness of any occurrences;
 - 4. Crew communication and coordination;
 - 5. Appropriate self-defence responses;
 - 6. Use, as authorized by the CAAB of non-lethal protective devices assigned to crew members;
 - 7. Understanding of behaviour of terrorists;
 - 8. Live situational training exercises regarding various threat conditions; and,
 - 9. Post-flight concerns for the crew.

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67. An operator shall apply for special authorization to operate a single-engine turbine powered aeroplane at night and/or in Instrument Meteorological Conditions (IMC). In compliance with this requirement the operator shall ensure the following:
- (a) Operator's documented procedure on special authorization to operate a single-engine turbine powered aeroplane at night and/or in Instrument Meteorological Conditions (IMC);
 - (b) Operator's documented application to CAAB for the special authorization to operate a single-engine turbine powered aeroplane at night and/or in Instrument Meteorological Conditions (IMC);
 - (c) Operator's documented procedure on the additional requirements, such as engine trend monitoring system, redundant electrical generating systems, radio altimeter, airborne weather radar, etc. to seek for such special authorization;
 - (d) Operator's practice and implementation regarding engine trend monitoring system, redundant electrical generating systems, radio altimeter, airborne weather radar, etc. for compliance.
68. An operator shall take into account, review and implement all regulations related to the contents of the operations manual, as part of the flight safety documents system. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's OM contents for adequacy of all applicable regulations of CAAB;
 - (b) Operator's statement of compliance that the contents of the operations manual shall form part of the flight safety documents system.
69. An operator shall take into account, review and implement all regulations before operations specifications are granted. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's status on the contents of Manuals for adequacy of all applicable regulations of CAAB prior to the grant of operations specifications;
 - (b) Operator's evidences on the accomplishment of the certification process wherein the following have been accommodated in relation to the air operators procedures in the OPS SPECs for RVSM; ETOPS (EDTOs); RNP; MNPS; Other.
70. In the event CAAB grants exemptions from the regulations, the Operator shall ensure that it uses formal procedures that take into consideration the impact to safety. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence for provision for obtaining exemptions from the regulations;
 - (b) In presence of seeking provisions for exemptions, whether these exemptions have been sought using formal procedures that take into consideration the impact to safety;
 - (c) Operator's evidences on the exemptions received;
 - (d) Operator's evidences to the extent the impact on safety has been considered.

- (e) Operator's record of any evidences of non-compliance ascertained by CAAB.
71. In the event an Operator has been thorough technical evaluations that lead to approval/acceptance of required procedures, documents and operations, the operator shall submit to CAAB the following:
- (a) Operator's evidence on the request for technical evaluations that lead to approval/ acceptance of required procedures, documents and operations Manual;
 - (b) Operator's evidence on the outcome of such technical evaluations;
 - (c) Operator's evidence of any changes of operations beyond the margin of the evaluation made.
72. An air operator shall go through ramp inspections of aircraft by CAAB based on risk. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidence during ramp inspections that took into account both high-risk items and all other items over a series of inspections, such as:
 - 1. Flight deck — general (e.g. condition, emergency exit, equipment);
 - 2. Flight deck — documentation (e.g. manuals, checklists, route guide, MEL, documents to be carried on board, flight deck safety equipment);
 - 3. Cabin/Safety;
 - 4. Aircraft external condition, e.g. previous structural repairs; obvious damage; leakage (e.g. apparent corrosion);
 - 5. Cargo (condition of cargo compartment and containers, dangerous goods; safety of cargo on board); and,
 - 6. General (additional remarks, refuelling, language for communication).
73. An operator shall resolve identified safety issues, to allow provision to make it possible to track past deficiencies and regulatory non-compliance. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's documented evidences on the monitoring system that takes into account past deficiencies;
 - (b) Operator's documented evidences on the system to identify risks and perform risk assessment;
 - (c) Operator's documented evidences on the mitigation management of assessed risks.
74. In the event an Operator is issued approvals for the transport of dangerous goods by air, it shall ensure the following:
- (a) Statement of declaration in Operator's Manual regarding transport of dangerous goods by air by the operator.

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75. In case an operator applies for approval of the dangerous goods training program which is approved by CAAB and Grant of authorization is accorded to transport dangerous goods by air, it shall ensure the following:
- (a) Operator's evidence for approval of the dangerous goods training program;
 - (b) Operator's evidence of the dangerous goods training program been approved by CAAB;
 - (c) Evidences of Operator's procedure for the transportation of dangerous goods by air;
 - (d) Evidences of Operator's Training programs for the transportation of dangerous goods by air;
 - (e) Evidences of Operator's implementation of Training programs (Initial and recurrent) for the transportation of dangerous goods by air to be evidenced through training records.
76. In case the dangerous goods training programs of the air operators is reviewed and approved by CAAB, the operator shall ensure the following:
- (a) Operator's evidences of the dangerous goods training programs been reviewed and approved by CAAB;
 - (b) Operator's evidences to indicate that the air operator's training program covers all employees;
 - (c) Operator's evidences of the training records to confirm implementation.
77. An operator shall develop and use an acceptance checklist to prevent acceptance of dangerous goods for transport by air unless they are accompanied by a completed dangerous goods transport document, and their marking, package, over pack or freight container have been inspected in accordance with the acceptance procedure contained in the Technical Instructions (TI Doc 9284) or as adopted by CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's Manual contents on the development and use an acceptance checklist to prevent acceptance of dangerous goods for transport by air unless they are accompanied by a completed dangerous goods transport document; and,
 - (b) Operator's Manual contents on the procedure for marking, package, over pack or freight container been inspected in accordance with the acceptance procedure contained in the Technical Instructions (TI Doc 9284) or as adopted by CAAB;
 - (c) Operator's evidences on the training provided to all concerned;
 - (d) Operator's evidences on the maintenance of training records;
 - (e) Operator's evidences of having developed appropriate checklists to be used by authorized air operators;
 - (f) Operator's evidences of having completed such checklists while transporting dangerous goods.
78. An Operator shall ensure that it will not load dangerous goods into the aircraft unless the appropriate loading, segregation and inspection for damage or leakage procedures are followed. In compliance with this requirement the operator shall ensure the following:

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- (a) Operator's Evidences in the contents of the Manual to ensure that the operator will not load dangerous goods into the aircraft unless the appropriate loading, segregation and inspection for damage or leakage procedures are followed;
 - (b) Operator's evidences of having developed appropriate checklists to be used by authorized air operators;
 - (c) Operator's evidences of having completed such checklists while transporting dangerous goods.
79. An operator of an aircraft in which dangerous goods are carried shall provide the pilot-in-command with written information (e.g. Notification to Captain or NOTOC), as specified in the Technical Instructions (TI or Doc 9284) as adopted by CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's Evidences in the contents of the Manual specifies that an aircraft in which dangerous goods will be carried shall provide the pilot-in-command with written information (e.g. Notification to Captain or NOTOC), as specified in the Technical Instructions (TI or Doc 9284) as adopted by CAAB;
 - (b) Operator's evidences of documentation;
 - (c) Operator's evidences of having developed appropriate checklists to be used by authorized air operators;
 - (d) Operator's evidences of having completed such checklists while transporting dangerous goods.
80. An operator shall have procedures for retaining the Notification to Captain (NOTOC) on the ground which shall be readily accessible to the aerodromes of last departure and next scheduled arrival for each of its flights on which dangerous goods are carried. In compliance with this requirement the operator shall ensure the following:
- (a) Evidences of operator's procedures for retaining the Notification to Captain (NOTOC) on the ground and ability for readily accessible to the aerodromes of last departure and next scheduled arrival for each of its flights on which dangerous goods are carried;
 - (b) Evidences of operator's Manual contents for adequacy of all applicable regulations of CAAB;
 - (c) Evidences of operator's documented mechanism used by authorized air operators to confirm implementation.
81. An operator authorized to transport dangerous goods shall establish in-flight procedures for emergency response for aircraft incidents involving dangerous goods. In compliance with this requirement the operator shall ensure the following:
- (a) Evidences of operator's establishment of in-flight procedures for emergency response for aircraft incidents involving dangerous goods;
 - (b) Evidences of operator's documented implementation of the procedure.

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82. An operators that choose not to transport dangerous goods, shall establish the dangerous goods training programs intended to help the ground and flight personnel to recognize and refuse dangerous goods, reviewed and approved by the organization/ individual responsible for the transport of dangerous goods by air. In compliance with this requirement the operator shall ensure the following:
- (a) Evidences that the operator does not intend to transport DG;
 - (b) Operator's Manual that should content dangerous goods training programs for air operators which choose not to transport dangerous goods;
 - (c) Evidences of Operator's DG training program which is intended to help the ground and flight personnel recognize and refuse dangerous goods;
 - (d) Evidences of Operator's methods for review and approve by the organization/individual responsible for the transport of dangerous goods by air;
 - (e) Evidences of Operator's DG training program being implemented to be evidenced in the training folders.
83. An operator shall ensure that the dangerous goods procedures fall as part of its flight safety documents system. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's statement indicates that the dangerous goods procedures of the air operator falls as part of the flight safety documents system;
 - (b) Operator's evidences signify implementation of dangerous goods inspection procedures to ensure:
 - 1. Exceptions related to passengers are covered;
 - 2. That air operator, not authorized to transport dangerous goods, have a policy not to transport spare parts for maintenance purposes that should be categorized as dangerous goods (Company Material [COMAT]); and,
 - 3. Procedures to report incident involving undeclared dangerous goods have been covered.
84. An operator carrying dangerous goods shall ensure that the dangerous goods procedures and training programs are incorporated in either the operations manual or a separate document as part of the flight safety documents system. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's Manual evidence shall signify whether the dangerous goods procedures and training programs are incorporated in either the operations manual or a separate document;
 - (b) Operator's Manual evidence shall also signify whether the dangerous goods procedures and training programs are part of the flight safety documents system;
 - (c) Operator's Manual evidence shall contain the necessary training program; and,
 - (d) Evidences of the training records of the operator.

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85. An operator authorized to carry dangerous goods shall develop procedures to convey information to emergency services and to appropriate authorities in the event of an incident or accident of an aircraft carrying dangerous goods. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's Manual evidence shall contain the Operator's developed procedures to convey information to emergency services and to appropriate authorities in the event of an incident or accident of an aircraft carrying dangerous goods;
 - (b) Operator's Manual evidence to indicate that appropriate training has been imparted to all concerned;
 - (c) Operator's evidence on the training records.
86. An operator shall ensure that passengers are warned as to the types of dangerous goods that they are prohibited or restricted from transporting aboard an aircraft. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's Manual contents to have provision to ensure that passengers are warned as to the types of dangerous goods that they are prohibited or restricted from transporting aboard an aircraft;
 - (b) Operator's Manual evidence to indicate that appropriate training has been imparted to all concerned;
 - (c) Operator's evidence on the training records;
 - (d) Operator's evidence in Manuals on the passenger awareness system.
87. An operator shall establish procedures to confirm compliance with dangerous goods regulations of CAAB. In compliance with this requirement the operator shall ensure the following:
- (a) Evidence of Operator's established procedures to confirm compliance with dangerous goods regulations of CAAB;
 - (b) Operator's training program should include a review of training programs as well as regular and random on-site inspections of all entities established in Bangladesh as being involved in the transport of dangerous goods by air (shippers and cargo handling companies in particular);
 - (c) Evidences of operator's development of checklist for each kind of identification of DG;
 - (d) Evidences of operator's inspection policy and frequency of inspection;
 - (e) Evidences of operator's inspection records.
88. An operator authorized to carry dangerous goods shall ensure that the organizations or agencies, which are involved in the transport of dangerous goods by air, have established and implemented initial and recurrent dangerous goods training programs. In compliance with this requirement the operator shall ensure the following:

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- (a) Operator's evidences of the organizations or agencies, which are involved in the transport of dangerous goods by air, have established and implemented initial and recurrent dangerous goods training programs;
 - (b) Operator's evidences of training records for:
 - 1. Shippers of dangerous goods, including packers and shippers' agents;
 - 2. Agencies which perform, on behalf of the air operator, the act of accepting, handling, loading, unloading, transferring or other processing of cargo;
 - 3. Agencies located at an aerodrome which perform, on behalf of the air operator, the act of processing passengers;
 - 4. Agencies not located at an aerodrome which perform, on behalf of the air operator, the act of checking in passengers;
 - 5. Agencies other than air operators involved in processing cargo;
 - 6. Agencies engaged in the security screening of passengers and their baggage; and
 - 7. Any other person or agency performing a function on behalf of the air operator.
 - (c) Operator's evidences of having established and maintained folders by each type of agencies.
89. An operator shall ensure that initial and recurrent dangerous goods training programs have been established and implemented by the organizations or agencies which are involved in the transport of dangerous goods by air. In compliance with this requirement the operator shall ensure the following:
- (a) Operator's evidences to ensure that initial and recurrent dangerous goods training programs have been established and implemented by the organizations or agencies which are involved in the transport of dangerous goods by air;
 - (b) Operator's evidences of the training records to confirm implementation.
90. An operator shall establish and implement:
- (a) Procedures to take appropriate actions in case of violation, and
 - (b) A system to track identified deficiencies and to ensure timely resolution.
 - (c) Operator's Manual contents should indicate:
 - 1. Procedures to take appropriate actions in case of violation; and,
 - 2. A system to track identified deficiencies and to ensure timely resolution;
 - 3. Operator's evidences on the system of the detected deficiencies;
 - 4. Operator's evidences on how their corrective action is planned and assessed; and,
 - 5. Operator's evidences of discrepancies or violations and the actions taken by the CAAB.

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91. An operator shall ensure that a flight will not be commenced unless it has been ascertained by every reasonable means that the facilities available and directly required on such flight are adequate for the type of operation under which the flight is to be conducted and are adequately operated for this purpose.
92. An operator is required to develop and use checklists to be provided to operations staff and flight crew with an aircraft-operating manual, for each aircraft type operated, containing the normal, abnormal and emergency procedures relating to the operation of the aircraft for all phases of operations. The applicable operators' manuals shall include details of the aircraft systems and of the checklists to be used. The design of the manuals shall observe Human Factors principles. The checklists provided shall be used by flight crews prior to, during and after all phases of operations, and in emergency, to ensure compliance with the operating procedures contained in the aircraft operating manual and the aeroplane flight manual or other documents associated with the certificate of airworthiness and otherwise in the operations manual.
93. An operator shall establish operational procedures in the operations manual for threshold crossing height for precision approaches.
94. An operator shall establish operational procedures in the operations manual for maintaining fuel and oil records.
95. An operator shall designate one pilot to act as pilot-in-command for operating flights.
96. An operator shall possess an air operator certificate issued by the State of the Operator prior to engaging in commercial air transport operations.
97. An Operator or a person shall ensure that privileges granted by a license, or by related ratings, shall not be exercised unless the holder maintains competency and meets the requirements for:
 - (a) Pilot and other members of the operating crew (including recent experience)
 - (b) Flight operations officer/flight dispatcher.
98. A flight crew members and/or air traffic controllers shall not exercise the privileges of their license(s) unless they hold a current Medical Assessment appropriate to the license held.
99. An aviation personnel is required to demonstrate the ability to speak and understand the language used for radiotelephony communications to the level specified in the language proficiency requirements.
100. Pilot licence holders acting as pilots of an aircraft engaged in international commercial air transport operations shall be prohibited if the licence holders attain their 60th birthday or, in the case of operations with more than one pilot, their 65th birthday.

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101. An operator shall demonstrate an adequate organization, method of control and supervision of flight operations, training programme, ground handling and maintenance arrangements prior to the issuance of the air operator certificate.
102. An operator shall establish procedures to inform passengers about the location and use of safety equipment, emergency equipment and emergency procedures.
103. An operator shall establish procedures to complete the flight preparation forms and operational flight planning prior to commencement of a flight.
104. An operator shall establish operational procedures to ensure that the aircraft is inspected for icing prior to takeoff and to include instructions for the conduct and control of ground de-icing/anti-icing operations in the operations manual.
105. An operator shall establish operational procedures for refueling when passengers are embarking, on board or disembarking.
106. An operator shall establish operator to establish in-flight procedures in the operations manual.
107. An operator shall establish the duties of the pilot in command and shall include them in the operations manual.
108. An operator shall operator to establish the duties of the flight operations officer/flight dispatcher and to include them in the operations manual.
109. An operator shall comply with the requirements for operations by aeroplanes with turbine engines beyond 60 minutes to an en-route alternate aerodrome including extended diversion time operations (EDTO/ETOPS) established by CAAB.
110. An operator shall comply with the requirements for extended diversion time operations (EDTO/ETOPS) established by CAAB.
111. An operator shall establish the following for conducting operations by aeroplanes with turbine engines beyond 60 minutes extended diversion time operations (EDTO/ETOPS):
 - (a) Operational control and flight dispatch procedures
 - (b) Operating procedures; and
 - (c) Training programmes.
 - (d) Reliability of the propulsion system
 - (e) Airworthiness certification for EDTO/ETOPS of the aeroplane type; and,
 - (f) EDTO/ETOPS maintenance programme.
112. An operator shall establish operational procedures to ensure that all baggage carried onto an airplane and taken into the passenger cabin is adequately and securely stowed.
113. An operator shall comply with the requirements of single pilot operations under the instrument flight rules (IFR) or at night established by CAAB.

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- 114. An operator shall establish procedures for managing fatigue of flight and cabin crew members.
- 115. An operator shall maintain a flight manual by implementing changes made mandatory by the State of Registry and operate its aircraft in compliance with the terms of the aircraft's certificate of airworthiness and the approved operating limitations contained in its flight manual.
- 116. An operator shall operate its aircraft within its mass limitations.
- 117. An operator to carry a certified true copy of the AOC and a copy of the operations specifications relevant to the aeroplane type authorized.
- 118. An operator shall include an MEL (based on a master MEL), approved by CAAB in the operations manual.
- 119. An operator shall provide the operations staff and flight crew with an aircraft operating manual for each type aircraft operated containing the normal, abnormal and emergency procedures relating to the operation of the aircraft.
- 120. An operator shall ensure that its aircraft shall have the prescribed instruments, equipment and flight documents installed or carried, as appropriate, in aeroplanes according to the aeroplane used and to the circumstances under which the flight is to be conducted.
- 121. An operator shall ensure to carry the following documents on board the aircraft.
 - (a) Operations manual
 - (b) Performance data
 - (c) Current and suitable charts
- 122. An operator shall ensure that all turbine-engined aeroplanes operated by it be equipped with a flight data recorder and cockpit voice recorder or a cockpit audio recording system as applicable to its maximum certificated take-off mass and application for type certification.
- 123. An operator shall establish procedures to avoid flight recorders from being switched off during flight time and to prohibit the use of flight recorders that use engraving metal foil and photographic film.
- 124. An operator shall establish operational checks and evaluations of recordings from the flight data and cockpit voice recorder systems to ensure the continued serviceability of the recorders.

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125. An operator shall ensure that all aeroplanes conducting the following operations, are equipped with applicable operations derived equipment for:
- (a) flights over water;
 - (b) flights over designated land areas;
 - (c) high altitude flights
126. An operator shall ensure that all turbine or piston-engined aeroplanes shall be equipped with a ground proximity warning system (GPWS) as applicable to its maximum certificated take-off mass, passenger carrying, type certification, and/or its individual certificate of airworthiness basis.
127. An operator shall ensure that its aircraft shall be equipped with an emergency locator transmitter (ELT) as applicable to its passenger carrying, and/or its individual certificate of airworthiness basis.
128. An operator shall ensure that to operate aircraft (turbine-engine with maximum take-off weight in excess of 15,000 kg or more than 30 passengers) equipped with an airborne collision avoidance system (ACAS II).
129. An operator shall ensure that its turbine-engined aeroplanes shall be equipped with a pressure-altitude reporting transponders as applicable to its individual certificate of airworthiness basis.
130. An operator shall ensure that its aeroplane, on operations where a navigation specification for performance-based navigation has been prescribed, shall:
- (a) be provided with navigation equipment which will enable it to operate in accordance with the prescribed navigation specification(s); and
 - (b) be authorized by CAAB for such operations.
131. An operator shall ensure that its aeroplane, on flights in defined portions of minimum navigation performance specifications (MNPS) airspace, shall be provided with navigation equipment which:
- (a) continuously provides indications to the flight crew of adherence to or departure from track to the required degree of accuracy at any point along that track; and,
 - (b) has been authorized by CAAB for the MNPS operations concerned.
132. An operator shall ensure that prior to granting RVSM approval, that CAAB will be satisfied:
- (a) that the vertical navigation performance capability of the aeroplane satisfies the requirements;
 - (b) that the airworthiness performance requirements embodied in a comprehensive minimum aircraft system performance specification (MASPS) for all aircraft utilizing the reduced separation.

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- (c) that the operator has instituted appropriate procedures in respect of continued airworthiness (maintenance and repair) practices and programmes; and
 - (d) that the operator has instituted appropriate flight crew procedures for operations in RVSM airspace.
133. An RVSM approved operator shall ensure to have procedures for:
- (a) receiving reports of height-keeping performance issued by the monitoring agencies
 - (b) taking immediate corrective action for individual aircraft, or aircraft type groups, identified in such reports as not complying with the height-keeping requirements for operation in airspace where RVSM is applied.
 - (c) ensuring that aeroplane height-keeping performance is monitored, at least once every two years or within intervals of 1 000 flight hours per aeroplane, whichever period is longer.
134. An operator shall establish procedures to ensure that the number and composition of the flight crew shall not be less than that specified in the operations manual.
135. An operator shall establish and maintain, for flight crew members, a ground and flight training programme to ensure that:
- (a) Flight crew members are adequately trained to perform their assigned duties;
 - (b) Ground and flight training facilities are provided; and,
 - (c) Properly qualified instructors are provided.
136. An operator shall establish procedures that prohibit assigning a pilot-in-command or a co-pilot to operate at the flight controls of a type, or variant of a type, of aeroplane during take-off and landing unless that pilot has operated the flight controls during at least three take-offs and landings within the preceding 90 days on the same type of aeroplane or in a flight simulator approved for the purpose.
137. An operator shall establish procedures for not utilizing a pilot as pilot in command on a route or route segment for which that pilot is not currently qualified.
138. An operator shall establish procedures to ensure that pilot proficiency, piloting technique and the ability to execute emergency procedures, are checked twice within any period of one year.
139. An operator shall establish procedures to ensure that its flight operations officers/flight dispatchers shall be licensed in accordance with the provisions of Annex 1 and corresponding CAR '84.
140. An operator shall establish procedures to ensure the preservation of all related flight recorder records in case of incidents or accidents.

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141. An operator shall establish procedures on the minimum number of cabin attendants required for each type of airplane.
142. An operator shall establish a training programme to be completed by all persons before being assigned as a cabin attendant.
143. An operator shall establish an annual recurrent training programme for cabin attendants.
144. An operator shall establish and implement initial training and recurrent training programme for cabin attendants reviewed and approved by CAAB.
145. An operator shall establish to have cabin attendants and flight crews complete training programmes that include awareness on other crew members' assignments and functions in the event of an emergency.
146. An operator shall operate aircraft (passenger-carrying aircraft with a maximum certificated take-off weight in excess of 45,500 kg or with more than 60 passenger seating capacity) equipped with an approved flight crew compartment door that shall be designed to resist penetration by small arms fire and grenade shrapnel, and to resist forcible intrusions by unauthorized persons.

Note: the door shall be closed and locked from the time all external doors are closed following embarkation until any such door shall be opened for disembarkation (except when necessary to permit access and egress by authorized persons).
147. An operator shall establish procedures to ensure that there is on board a checklist of the procedures to be followed in searching for a bomb in case of suspected sabotage and for inspecting aeroplanes for concealed weapons, explosives or other dangerous devices when a well-founded suspicion exists that the aeroplane may be the object of an act of unlawful interference. Additionally, a checklist shall be developed which 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.
148. An operator shall establish and maintain a training programme to enable crew members to act in the most appropriate manner to minimize the consequences of acts of unlawful interference.
149. An operator shall establish procedure on managing fatigue, such as flight time, flight duty period, duty period and rest period limitations; and if operators are authorized to use a Fatigue Risk Management System (FRMS) to manage fatigue, FRMS regulations.

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PART-IV/26
AIR OPERATOR COMPLIANCE CHECKLIST ON
REGULATORY REQUIREMENTS

Note:

Appended below is the 'Air Operator Compliance Checklist on Regulatory Requirements'. The checklist will be used by the CAAB Operations Inspectors during Air Operator System and Manual Inspection for issue of AOC as well as for continued compliance by the Air Operator: Applicants and holders of AOC are advised to display to CAAB the answers to the checklist with valid documentary evidences from company manuals, documents and procedures.



DIRECTORATE OF FLIGHT SAFETY & REGULATIONS
OPERATIONS AUDIT & COMPLIANCE CHECKLIST FOR COMMERCIAL AIR OPERATORS
(To be used by CAAB During Issue and Renewal of AOC)

NAME OF OPERATOR & AOC NUMBER	
NAME OF POI	
OTHER OPS INSPECTORS	
DATE EVALUATED	

1. PREVIOUS AUDIT:	
A. Date and purpose of the previous Audit?	
B. Number of Audit findings and conclusions?	
C. Number & Details of Outstanding Audit findings?	
2. SINCE THE PREVIOUS AUDIT, ARE THERE ANY INDICATION OF:	
A. High turnover of managerial staff?	
B. High turnover of staff, flight crew or maintenance?	

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C. Changes in scope, size, aircraft and type of service?	
D. History of accident/serious incident?	
E. Any additional OPS SPECs authorized?	
3. ORGANIZATIONAL STRUCTURE	
A. Adequacy of Key Position Holders.	
B. Organization suitable with regard to the size and scope of the proposed operation.	
C. Management persons assigned to positions key to safety acceptable.	
D. Management Acceptance documents issued for these persons.	
E. Air Operator Management Database correct.	
4. SUFFICIENT QUALIFIED & COMPETENT EMPLOYEES	
A. Flight crews.	
B. Cabin crews.	
C. Flight Crew training and checking.	
D. Cabin Crew training and checking.	
E. Other technical trainers.	
F. Operations planning.	
G. Operations control.	
H. Crew scheduling.	
I. Load control.	
J. Passenger handling.	
K. Administration Support.	
L. Air Operator Employee Database correct.	
5. ADMINISTRATIVE FACILITIES	
A. Adequate bases and facilities.	
B. Air Operator Base, Sub-base and Station	
C. Office accommodation size.	
D. Equipment.	
E. Support staff.	
6. GENERAL INFORMATION	
A. Staff qualifications	
B. Staff training	
C. Staff competence	
D. Suitability of accommodations	
E. Availability of appropriate information	
F. Reliability of system to convey current information to crews	
G. Responsiveness to changed input	
7. OPERATIONS LIBRARY	

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<p>A. ICAO/CAAB/Company/Manufacturer Manuals/ Documents (Approved and/or Accepted by CAAB) and Currency:</p> <ol style="list-style-type: none"> 1. Operations Manual; 2. Dangerous Goods manual; 3. Ground Handling manual; 4. Security Manual; 5. SMS manual; 6. Cabin Safety Manual including Safety Equipment and Emergency Procedures-SEEP (all); 7. Dispatcher Manual; 8. SOPs, CRM, FDM and any relevant Manual(s); 9. Any other Company Manual; 10. Aircraft Flight Manuals (all); 11. Flight Crew Operating Manual (all) containing Systems, Limitations, Performance, Normal, Abnormal, Emergency Procedures and Checklists (all); and, 12. Any other ICAO/CAAB/Manufacturers' applicable Document. 	
B. Location accessible to operating crew	
C. Available of all required operational documents and materials.	
D. Documents up-to-date and readily accessibility.	
E. Aviation regulations.	
F. Civil aviation guidance.	
G. Aeronautical information publication.	
H. Aeronautical maps and charts.	
I. NOTAMs and other aeronautical information.	
8. AIRCRAFT EQUIPMENT	
A. Normal equipment.	
B. Emergency equipment.	
C. Internal and external markings/notices.	
D. Checklists.	
E. Radio/radar navigation equipment.	
F. Automatic systems (auto-land, etc.)	
G. TCAS/EGPWS/Weather Radar/Warning Signals	
9. SAFETY PROGRAMME	
A. Flight data analysis program.	
B. Accident Prevention and Flight Safety Program.	
C. Safeguards to protect source of data.	
D. Whether Program is non-punitive.	

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CAAB PROTOCOL QUESTIONS	REQUIRED GUIDANCE FOR THE OPERATOR TO ESTABLISH & IMPLEMENT	OPERATOR REFS & EVIDENCES	SAT/UNSAT (REMARKS)
<p>1. CAAB PQ OPS 4.017</p> <p>Has the Operator established requirements regarding documents to be carried on board an aircraft in compliance with CAAB and implemented the same?</p>	<p>1. Operator's Statement of Compliance;</p> <p>2. Operator's list of the required documents to be carried on board;</p> <p>3. Operator's evidence on the contents of aircraft library during aircraft inspection;</p> <p>4. Operator's evidence on the aircraft library documents to be up to date and current.</p>		
<p>2. CAAB PQ OPS 4.018</p> <p>Has the Operator established and implemented the requirement that every aircraft engaged in air navigation shall maintain a journey log book?</p>	<p>1. Operator's Statement of Compliance;</p> <p>2. Operator's list of the required documents to include carriage and maintenance of journey log book;</p> <p>3. Operator's evidence on the availability of journey log book during aircraft inspection;</p> <p>4. Operator's evidence of maintenance of journey log book.</p>		
<p>3. CAAB PQ OPS 4.039</p> <p>Has the Operator established the requirements for competency of the</p>	<p>1. Operator's Statement of Compliance;</p> <p>2. Operator's documentary evidence of competency requirements for each delegated entity as required by CAAB;</p> <p>3. Operator's documentary evidence on the establishment of competency by each delegated entity</p>		

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designated examiners for flight and cabin crew checks, as required by CAAB and implemented the same?	4. Operator's documentary evidence on the establishment of minimum qualifications and experience requirements for each delegated entity as required by CAAB.		
4. CAAB PQ OPS 4.041 Has the Operator clearly defined the delegated tasks by CAAB for the designated examiners for flight and cabin crew checks and implemented the same?	1. Operator's Statement of Compliance; 2. Establishment of Operator's documentation that clearly defines delegated tasks by CAAB (e.g. letter of agreement, letter of designation of examiners, etc.).		
5. CAAB PQ OPS 4.043 If CAAB has delegated any of its inspection or supervision responsibilities (such as competency checks, route checks, instrument ratings checks, conversion checks or upgrading checks) to designated inspectors and/or examiners of the Operator, has the Operator developed and implemented a delegation procedure?	1. Operator's Statement of Compliance; 2. Establishment of Operator's delegation procedure as required by CAAB which complies with: a) Selection criteria; b) Examinations or tests; and c) Application process. 3. Operator's evidence to confirm effective implementation.		
6. CAAB PQ OPS 4.045	1. Operator's Statement of Compliance;		

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<p>If CAAB has delegated any of its inspection or supervision responsibilities (such as competency checks, route checks, instrument ratings checks, conversion checks or upgrading checks) to designated inspectors and/or examiners of the Operator, has the Operator developed and implemented procedures for renewal of approval for designated examiners?</p>	<ol style="list-style-type: none"> 2. Establishment of Operator's delegation procedure as required by CAAB which complies with: <ol style="list-style-type: none"> a) Selection criteria; b) Examinations or tests; and c) Application process. 3. Establishment of Operator's specific conditions for renewal (e.g. minimum activity, training, etc.) 4. Operator's evidence to confirm effective implementation. 		
<p>7. CAAB PQ OPS 4.125</p> <p>Has the Operator developed the contents of its operations manual in compliance with the requirements of CAAB and implemented the same?</p>	<ol style="list-style-type: none"> 1. Operator's Statement of Compliance; 2. Operator's procedures developed for the approval or acceptance of an air operator's Operations Manual. 3. Operator's guidance material produced to cover the following, as applicable: <ol style="list-style-type: none"> a) A statement that the operations manual complies with applicable laws, the air operator certification conditions and corresponding operations specifications; b) A list and a summarized description of the different parts of the manual, their contents, applicability and utilization; c) A statement that the operations manual contains operating instructions which must be followed by all personnel; 		

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	<ul style="list-style-type: none"> d) A registration sheet for amendments and revisions, including dates of registration and validity; e) A list of effective pages; and, f) Amendment and revision changes indicated by marks or signs in text, graphics and diagrams. 		
<p>8. CAAB PQ OPS 4.141</p> <p>Has the Operator developed an operations manual and structured the same according to provisions as laid down by CAAB?</p>	<ul style="list-style-type: none"> 1. Operator's Statement of Compliance; 2. Operator's authentication on the Statement of compliance that the Operations Manual has the following components: <ul style="list-style-type: none"> a) General, b) Aircraft operating information, c) Routes and aerodromes, and d) Training. 		
<p>9. CAAB PQ OPS 4.121</p> <p>Has the Operator established and maintains a flight safety documents system?</p>	<ul style="list-style-type: none"> 1. Operator's Statement of Compliance; 2. Operators' written procedure for the establishment of flight safety documents system; 3. Operator's evidences (during industry visit) to confirm implementation. 		
<p>10. CAAB PQ OPS 4.123</p> <p>Does the Operator maintains the validity of its manuals at all times?</p>	<ul style="list-style-type: none"> 1. Operator's Statement of Compliance; 2. Review evidence to confirm implementation (e.g. distribution of manuals, update to the manuals when the regulation changes, etc.). 		
<p>11. CAAB PQ OPS 4.103</p>	<ul style="list-style-type: none"> 1. Operator's Statement of Compliance; 2. Operator's Safety Management, Quality Assurance Management and Emergency Management Systems have been: <ul style="list-style-type: none"> a) Developed; 		

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<p>Does the organizational structure of the Operator specifies that:</p> <p>a) Duties, responsibilities and authorities are clearly defined, and</p> <p>b) Functional tasks and lines of reporting are clearly delineated and duly documented?</p>	<p>b) Documented; and</p> <p>c) Implemented.</p>		
<p>12. CAAB PQ OPS 4.143</p> <p>Has the air operator outlined, in its operations manual, the responsibilities of operations personnel regarding the conduct of flight operations and implemented the same?</p>	<p>1. Contents in the OM about the responsibilities of operations personnel regarding the conduct of flight operations of the operator;</p> <p>2. Evidences that responsibilities are being accomplished;</p> <p>3. Evidences of appropriate implementation.</p>		
<p>13. CAAB PQ OPS 4.149</p> <p>Has the air operator outlined, in its operations manual, standard operating procedures (SOPs) for each phase of flight and implemented the same?</p>	<p>1. SOPs for each phase of flight have been outlined in the OM;</p> <p>2. Incorporated in the Normal Checklist or not;</p> <p>3. Evidences that SOPs are being adhered to.</p>		

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<p>14. CAAB PQ OPS 4.301</p> <p>Has the Operator sought approval, established and implemented its proposed aerodrome operating minima as determined by CAAB?</p>	<ol style="list-style-type: none"> 1. Documentary evidence of approval sought; 2. OM content adequacy on the establishment of proposed aerodrome operating minima as determined by CAAB; 3. Adherence to the aerodrome operating minima as determined by CAAB. 		
<p>15. CAAB PQ OPS 4.303</p> <p>Has the Operator sought approval, established and implemented its proposed Helicopter operating minima as determined by CAAB?</p>	<ol style="list-style-type: none"> 1. Documentary evidence of approval sought; 2. OM content adequacy on the establishment of proposed aerodrome operating minima as determined by CAAB; 3. Adherence to the aerodrome operating minima as determined by CAAB. 		
<p>16. CAAB PQ OPS 4.307</p> <p>Has the air operator:</p> <p>a) Developed and implemented checklists as an integral part of its standard operating procedures (SOPs), and</p> <p>b) Instructed its flight and cabin crew on how to use them and</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operators' checklists to verify compliance; 3. Whether Operator's SOPs include instructions on the use of checklists; 4. Operator's training mechanism for Flight Crew on the implementation of SOPs; 5. Operator's training mechanism for Cabin Crew on the implementation of SOPs; 		

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implemented the same?			
<p>17. CAAB PQ OPS 4.309</p> <p>Has the air operator included crew briefings as an integral part of its standard operating procedures (SOPs) and implemented the same?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operators' checklists to verify compliance; 3. Whether Operator's Checklists include Crew Briefings as an integral part of its standard operating procedures (SOPs); 4. Operator's training mechanism for Crew Briefings to be integral part of its standard operating procedures (SOPs); 		
<p>18. CAAB PQ OPS 4.151</p> <p>Has the air operator outlined, in its operations manual, instructions and implemented the same on the clarification and acceptance of air traffic control (ATC) clearances, particularly where terrain clearance is involved?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Mechanism for clarification and acceptance of air traffic control (ATC) clearances; 3. Mechanism for clarification and acceptance of air traffic control (ATC) clearances particularly where terrain clearance is involved; 4. Evidences of Implementation on the clarification and acceptance of air traffic control (ATC) clearances. 		
<p>19. CAAB PQ OPS 4.153</p> <p>Has the air operator included, in its operations manual and implemented the same:</p> <p>a) Instructions and training requirements</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Mechanism on the instructions and training requirements on the avoidance of CFIT; 3. Mechanism for the policy on the use of GPWS; 4. Evidences of Implementation on the instructions and training requirements on the avoidance of CFIT; 5. Evidences of Implementation for the Policy on the use of GPWS. 		

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on the avoidance of CFIT, and b) Policy on the use of GPWS?			
<p>20. CAAB PQ OPS 4.155</p> <p>Has the air operator laid down, in its operations manual, policy, instructions, procedures and training requirements on the avoidance of collisions and the use of the ACAS and implemented the same?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's Policy, Instructions and procedures for the avoidance of collisions of the ACAS; 3. Operator's Training requirements on the avoidance of collisions and the use of the ACAS; 4. Operator's ACAS Approval Procedures are in accordance with: <ol style="list-style-type: none"> a) PANS-OPS (Doc 8168), Volume I, Part VIII, Chapter 3, and b) PANS-ATM (Doc 4444), Chapters 12 and 15. 		
<p>21. CAAB PQ OPS 4.135</p> <p>Has the air operator included, in their operations manuals, instructions for the preservation of flight recorder records and, if necessary, associated flight recorders to the extent possible, in the event that the aeroplane becomes involved in an accident or incident and implemented the same?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's Instructions for the preservation of flight recorder records; 3. Operator's Instructions for the preservation of flight recorder records in the event that the aeroplane becomes involved in an accident or incident; 4. Operator's Procedure for the preservation of flight recorder records; 5. Evidences of the Operator's Implementation on the preservation of flight recorder records (if any). 		

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<p>22. CAAB PQ OPS 4.137</p> <p>Has the air operator established procedures for the retention of flight recorder records and flight recorders in safe custody pending their disposition as determined in accordance with Annex 13/CAAB and implemented the same?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's established procedures for the retention of flight recorder records in safe custody pending their disposition as determined in accordance with Annex 13/CAAB; 3. Evidences of the Operator's Implementation on the retention of flight recorder records in safe custody pending their disposition (if any). 		
<p>23. CAAB PQ OPS 4.261</p> <p>Has the air operator established and implemented an organizational and management system for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's establishment of operational control structure; 3. Operator's adequacy of manpower for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations; 4. Operator's delegation of authorities for the operational control; 5. Operator's Definition of Responsibilities; 6. Operator's established method of control and supervision of flight operations when it is used 		
<p>24. CAAB PQ OPS 4.263</p> <p>Has the air operator outlined, in its operations manual, responsibilities for</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's establishment of: <ol style="list-style-type: none"> a) Responsibilities; b) Policies; c) Processes; d) Standards; and e) Procedures. 		

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operational control and has developed related policies, processes, standards and procedures and implemented the same?	<ol style="list-style-type: none"> 3. Operator's Procedure for the: <ol style="list-style-type: none"> a) Initiation of flights; b) Continuation of flights; c) Diversion of flights, and d) Termination of flights, 4. The operations manual contains functions and responsibilities for flight dispatch in respect of: <ol style="list-style-type: none"> a) Flight crew; and b) Flight operations officers/flight dispatchers. 		
<p>25. CAAB PQ OPS 4.271</p> <p>Has the air operator established policy and procedures and implemented the same for flight crew to record and report on:</p> <ol style="list-style-type: none"> a) Routine meteorological observation during: <ul style="list-style-type: none"> • en-route, and • climb-out phases of the flight; and b) Special and other non-routine observations during any phase of the flight; and c) Volcanic activity? 	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's established policy and procedures for flight crew to record and report on: <ol style="list-style-type: none"> a) Routine meteorological observation during: <ul style="list-style-type: none"> en-route and climb-out phases of the flight; b) Special and other non-routine observations during any phase of the flight; and, c) Volcanic activity. 3. Operator's compliance through an applicable process in operations manuals (such as a template of air report). 		
<p>26. CAAB PQ OPS 4.281</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Confirm operators' establishment of required procedures. 		

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Has the air operator made available and implemented the same to flight crew and operational personnel, at any aerodrome authorized in its AOC and corresponding operations specifications, pre-flight aeronautical information essential for the safety, regularity and efficiency of air navigation?	<ol style="list-style-type: none"> 3. Operator's compliance on the Provision of pre-flight information; and, 4. Operator's pre-flight information includes Elements of the Integrated Aeronautical Information Package; and 5. Maps and Charts. 		
<p>27. CAAB PQ OPS 4.283</p> <p>Has the air operator established and implemented procedures for the preparation and dissemination of NOTAMs to flight crew and operations personnel?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's established procedures to prepare and disseminate NOTAMs to flight crew and operations personnel; 3. Operator's compliance through appropriate evidences. 		
<p>28. CAAB PQ OPS 4.285</p> <p>Has the air operator established procedures and implemented for the preparation and dissemination of the information contained in</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's established procedures; 3. Verify the procedures involve the preparation and dissemination of the following: <ol style="list-style-type: none"> a) AIP, b) AIC and c) AIRAC 4. Verify air operator's compliance by confirming through evidences the implementation of the required procedures. 		

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the AIP, the Aeronautical Information Circular (AIC), and the Aeronautical Information Regulation and Control (AIRAC) to flight crew and operations personnel?			
<p>29. CAAB PQ OPS 4.321</p> <p>Has the air operator established and implemented the organizational structure which includes the responsibilities and authority for the management of all ground handling functions?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's procedures to confirm establishment of an organizational structure for ground handling functions; 3. Operator's procedure that contents the description of related responsibilities and authorities. 4. Operator's implementation action on: <ol style="list-style-type: none"> a) Ground handling structure, and b) Lines of responsibilities associated with the following, when applicable: <ol style="list-style-type: none"> 1) Ramp operations, 2) Passenger services, 3) Baggage services, 4) Cabin services, 5) Weight and balance control, 6) Ground support equipment, and 7) Fuel services. 		
<p>30. CAAB PQ OPS 4.323</p> <p>Has the air operator developed aircraft ground handling training requirements, subcontracting policies, handling processes, procedures and</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's procedures include the following for aircraft ground handling: <ol style="list-style-type: none"> a) Training requirements; b) Subcontracting policies; c) Handling processes; and d) Procedures and practices for all ground handling operations. 3. Operator's evidences to confirm effective implementation (e.g. operations manual, weight and 		

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practices for all ground handling operations and implemented the same?	balance manual, handling manual, and training program for ground handlers).		
<p>31. CAAB PQ OPS 4.325</p> <p>Does the air operator maintain permanently its ground handling responsibility, when all or part of the functions and tasks related to ground handling services have been contracted to a service provider and implemented the same?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's compliance to ground handling responsibilities. 3. Operator's effective implementation through evidences of ground handling responsibilities. 		
<p>32. CAAB PQ OPS 4.157</p> <p>Has the air operator established SMS and implemented the same?</p>	<ol style="list-style-type: none"> 1. Statement of Compliance in the OM; 2. Operator's response to AOC Certification & Renewal Checklist developed by CAAB; 3. Operator's establishment of SMS through evidences. 4. Operator's statements of safety policy and responsibility of personnel; 5. Operator's Implementation of SMS through evidences. 		
<p>33. CAAB PQ OPS 4.201</p> <p>Has the air operator nominated a post holder to be responsible for the development and</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Nomination of a post holder responsible for the development and establishment of the SMS; 3. Post holder's functions and responsibilities; 		

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establishment of the air operator's SMS, and His/her functions and responsibilities are clearly defined and documented in the flight safety documents system and implemented the same?	<ol style="list-style-type: none"> Documentation of the post holder's functions and responsibilities in the flight safety document system; Effective implementation of processes and procedures outlined in air operators' operations manuals. 		
<p>34. CAAB PQ OPS 4.203</p> <p>Has the air operator established and maintained a flight data analysis program as part of its SMS and implemented the same?</p>	<ol style="list-style-type: none"> Statement of compliance in Operator's Manual; Evidence to ensure that, as part of their SMS, air operators have established and maintain a flight data analysis program Evidence to ensure effective implementation. 		
<p>35. CAAB PQ OPS 4.205</p> <p>Is the flight data analysis program non-punitive and does it contain safeguards to protect the source(s) of the data?</p>	<ol style="list-style-type: none"> Statement of compliance in Operator's manual; Evidence to ensure that the air operators' flight data analysis program is non-punitive; Evidence to ensure that the air operators' flight data analysis program contains safeguards to protect data source(s). Evidence to confirm effective implementation. 		
<p>36. CAAB PQ OPS 4.147</p> <p>Has the air operator developed and implemented requirements in its operations manual, to establish flight time,</p>	<ol style="list-style-type: none"> Statement of compliance in Operator's Manual; Evidence on the establishment of flight time, flight duty period, duty and rest period limitations for all its crew members in accordance with requirements outlined by CAAB; Evidence on the implementation of flight time, flight duty period, duty and 		

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flight duty period, duty and rest period limitations for all its crew members in accordance with requirements outlined by CAAB?	rest period limitations for all its crew members; 8. Evidences on the breach of the Regulation and Enforcement action taken by CAAB.		
37. CAAB PQ OPS 4.253 Does the air operator maintain current records of flight time, flight duty periods, duty periods and rest periods of flight and cabin crew members?	1. Statement of compliance in Operator's Manual; 2. Evidences on the maintenance of records of flight time, flight duty periods, duty periods and rest periods for flight and cabin crew.		
38. CAAB PQ OPS 4.254 Has the Air Operator obtained an approval of the variations to the prescriptive Fatigue Management Regulations?	1. Statement of compliance in Operator's Manual; 2. Evidences on the implementation of the variation based on the assessment by the regulator of the comprehensive risk assessment provided by the operator to support their application for a variation; 3. Evidence of the application that is within the definition of the "exceptional circumstances" determined by the regulator; 4. Evidence on the effective implementation by verifying records of variation approval. 5. Evidence to verify inclusion of the risk assessment results in the records. 6. Evidence to verify effective implementation that the air operator's variation is in accordance with the approval issued by CAAB.		

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<p>39. CAAB PQ OPS 4.255</p> <p>Does the air operator use a Fatigue Risk Management System (FRMS), promulgated by CAAB?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Evidences to verify that FRMS regulations have been implemented for pilots and for cabin crew. 		
<p>40. CAAB PQ OPS 4.256</p> <p>Does the air operator use Fatigue Risk Management System (FRMS), that complies with the procedures and guidance material describing the approval process by CAAB?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Evidences to verify that the air Operator has provided CAAB the records on the use of FRMS for proper follow up. 3. Evidences to verify that FRMS approval cover CAAB requirement including but not limited to: <ol style="list-style-type: none"> a) FRMS policy and documentation; b) Fatigue risk management process; c) FRMS safety assurance processes; and, d) FRMS promotion processes. 4. Evidences to verify that there are procedures for coordination of the implementation plan. 		
<p>41. CAAB PQ OPS 4.257</p> <p>Does the air operator use Fatigue Risk Management System (FRMS), duly reviewed, monitored and approved by CAAB which follows an established plan and process?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Evidences to verify that the FRMS include: <ol style="list-style-type: none"> a) Requirement that the operator establishes maximum values for flight times and/or flight duty periods(s) and duty period(s), and minimum values for rest periods; b) Requirement for decrease in maximum values or increase in minimum values in case operator's 		

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	<p>data indicate these values are too high or too low, respectively; and</p> <p>c) A process to approve any increase in maximum values or decrease in minimum values only after evaluating the operator's justification for such changes.</p> <p>3. Evidences to confirm effective implementation by reviewing the FRMS approval documentation.</p> <p>4. Evidences to verify that the following steps outlined have been met:</p> <p>a) Risk assessment of the operator;</p> <p>b) Acceptance of FRMS plan, policy and documentation;</p> <p>c) Acceptance of initial FRMS processes; and,</p> <p>d) Approval of FRMS.</p>		
<p>42. CAAB PQ OPS 4.258</p> <p>Has the operator been given a trial period for the air operator's FRMS before issuing the approval by CAAB?</p>	<p>1. Evidence to verify that the a trial period, e.g. check meeting minutes held during this period.</p> <p>2. Evidence to verify that the authority has monitored all activities during the trial period and, in particular, the safety assurance processes and a fully functioning FRMS.</p>		
<p>43. CAAB PQ OPS 4.460</p> <p>Has the air operator established a procedure for the crew to evaluate a traveller with a suspected communicable disease,</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Evidence to verify air operators' related procedures.</p> <p>3. Evidence to confirm effective implementation by verifying that an air operator's operations manual or cabin crew manual contains related procedures.</p> <p>4. Evidence to check that the procedure includes the transmission, as</p>		

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based on the presence of a fever and certain other signs or symptoms?	required, of a General Declaration form of CAAB or the Government.		
<p>44. CAAB PQ OPS 4.462</p> <p>Has the air operator established procedures for the pilot-in-command to report promptly to air traffic control (ATC) a suspected communicable disease, with transmission of the following information:</p> <p>a) Aircraft identification;</p> <p>b) Departure aerodrome;</p> <p>c) Destination aerodrome;</p> <p>d) Estimated time of arrival;</p> <p>e) Number of persons on board;</p> <p>f) Number of suspected case(s) on board; and</p> <p>g) Nature of the public health risk, if known?</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Evidence of air operators' related procedures;</p> <p>3. Evidences to confirm effective implementation by verifying that an air operator's operations manual has procedures for reporting by the pilot-in-command suspected communicable diseases, including transmission of the following information:</p> <p>a) Aircraft identification;</p> <p>b) Departure aerodrome;</p> <p>c) Destination airport;</p> <p>d) Estimated time of arrival;</p> <p>e) Number of persons on board;</p> <p>f) Number of suspected case(s) on board; and,</p> <p>g) Nature of the public health risk, if known.</p> <p>4. Evidences of such reports by the pilot-in command.</p>		
45. CAAB PQ OPS 4.461	1. Statement of compliance in Operator's Manual;		

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<p>Has the air operator established a system to provide its operations staff and flight crew with aircraft operating information, including mandatory revisions?</p>	<ol style="list-style-type: none"> 2. Operator's evidence of having established procedures related to aircraft operating information system of air the operator. 3. Operator's sample of aircraft operating information to verify inclusion of the following: <ol style="list-style-type: none"> a) Organization, update and revision system; b) Certification limitations and operating limitations; c) The normal, abnormal and emergency procedures to be used by the flight crew, related checklists, crew coordination and assignment; d) Instructions for aircraft loading; e) Data for mass and balance calculations; f) Aircraft systems, associated controls and instructions for their use; g) Emergency evacuation procedures, including type-specific procedures, crew coordination and assignment. 		
<p>46. CAAB PQ OPS 4.163</p> <p>Has the air operator included certification limitations and operating limitations in its aircraft operating manual?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence of having established in its aircraft operating manual procedures related to certification limitations and operating limitations; 3. Operators means of ensuring that the certification and operating limitations are adhered to by all concerned of the operator. 		
<p>47. CAAB PQ OPS 4.127</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence of having developed Minimum Equipment Lists 		

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Has the air operator developed Minimum Equipment Lists (MELs) and configuration deviation lists (CDLs) which form part of the air operations manual that need to be approved by CAAB?	(MELs) and configuration deviation lists (CDLs) 3. Operator's evidence to verify that the operator is in possession of approved MEL/CDL .		
48. CAAB PQ OPS 4.165 Does the aircraft operating information include approved MEL/configuration deviation list (CDL) for the aeroplane types operated and specific operations authorized?	1. Statement of compliance in Operator's Manual; 2. Operator's evidence of having included approved MEL/CDL for the aeroplane types; 3. Operator's evidence to verify issue of the initial approval and approval of subsequent amendments. 4. Operator's evidence on effective implementation regarding applicable specific operations authorized (e.g. ETOPS, all weather operations, RVSM, RNP, etc.). 5. Operator's evidence on effective implementation that the amendments of the MEL are used within the air operator religiously; 6. Evidences of all the concessions and/or dispensations requested or accorded by CAAB during the period of Audit assessment.		
49. CAAB PQ OPS 4.171 Has the air operator established a route guide to be used by its flight crew for each flight?	1. Statement of compliance in Operator's Manual; 2. Operator's evidence of having established a route guide to be used by its flight crew for each flight; 3. Evidence to ensure that the operator maintains current and updated route guide;		

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	<ol style="list-style-type: none"> 4. Evidence to ensure that the operator disseminates the route guide to concerned personnel and aircraft; 5. Operator's evidence of the route guide to ensure that it contains 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 air operator may deem necessary for the proper conduct of flight operations. 		
<p>50. CAAB PQ OPS 4.181</p> <p>Has the air operator developed and maintained training programs, as part of the flight safety documents system, which include initial, recurrent, transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences, safety management and other specialized training, as applicable?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence of having developed and maintained training programs, as part of the flight safety documents system; 3. Operator's evidence of having maintained training programs; 4. Operator's evidence of having included in its training programs the 5. initial, recurrent, transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences, safety management and other specialized training, as applicable; 6. Operator's evidence of having implemented the various training programs. 		
<p>51. CAAB PQ OPS 4.211</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence to provide ground and flight training facilities, simulators and/or cockpit procedure 		

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<p>Does the air operator provide ground and flight training facilities, simulators and/or cockpit procedure training devices (e.g. fixed-based simulator, computer based training, etc.) and syllabus materials?</p>	<p>training devices (e.g. fixed-based simulator, computer based training, etc.) and syllabus materials;</p> <p>3. Operator's evidence having implemented the:</p> <p>a) Air operator's training program;</p> <p>b) List of approved training facilities (including approval of flight simulation training devices); and,</p> <p>c) Training records.</p>		
<p>52. CAAB PQ OPS 4.183</p> <p>Has the air operator outlined, in its training programs, not only details of the initial and recurrent flight crew training, but also transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences and other specialized training, as applicable ?</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Operator's evidence of having outlined, in its training programs, not only details of the initial and recurrent flight crew training, but also transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences and other specialized training, as applicable;</p> <p>3. Evidence of air operator's implementation of the training programs to confirm inclusion of all required types of training mentioned in Para-2.</p>		
<p>53. CAAB PQ OPS 4.223</p> <p>Has the air operator developed an ACAS training program on</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Operator's evidence on the development of ACAS training program on ACAS-equipped aircraft for its pilots;</p> <p>3. Operator's evidence of having adopted the Advisory Circular of CAAB on ACAS procedures;</p>		

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ACAS-equipped aircraft for its pilots?	<ol style="list-style-type: none"> 4. Operator's evidence of being in compliance with the requirement of ICAO Doc-4444 on ACAS Procedure; 5. Operator's evidence of having imparted and implemented to its crew the ACAS training program during Simulator Training Programs. 		
<p>54. CAAB PQ OPS 4.231</p> <p>Has the air operator developed a flight dispatch/flight operations officers' training program?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence of having developed a flight dispatch/flight operations officers' training program; 3. Operator's evidence of having included the following in training programs: <ol style="list-style-type: none"> a) CAAB air law and regulations; b) Aviation instruction; c) Use of operations manual; d) Aircraft performance; e) Navigation; f) Flight planning and monitoring; g) Rules of the air, communication and air traffic management; h) Meteorology; i) Mass and balance control; j) Use of minimum equipment list (MEL)/configuration deviation list (CDL); k) Transport of dangerous goods by air; l) Security procedures; m) Emergency response plan; n) Flight observation; and o) Recurrent training program. 4. Operator's evidence of the Training folder for the flight dispatch/flight operations officers' implementation of the training program. 		
55. CAAB PQ OPS 4.233	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 		

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Has the air operator selected and appointed flight dispatch/flight operations officer's ground instructors who meet at least the minimum requirements in terms of experience and knowledge as specified by CAAB?	<ol style="list-style-type: none"> 2. Operator's evidence of selection and appointment of flight dispatch/flight operations officer's ground instructors who meet at least the minimum requirements in terms of experience and knowledge as specified by CAAB; 3. Operator's evidence of having developed the training program for the flight dispatch/flight operations officer ground instructor's training program; 4. Operator's evidence of having implemented the training program for the flight dispatch/flight operations officer ground instructor's training program; 5. Operator's evidence of training records of such personnel justifying authenticity. 		
<p>56. CAAB PQ OPS 4.235</p> <p>Does the air operator maintains, on a recurrent basis, the knowledge, skills and qualifications of flight dispatch/flight operations officers ground instructors?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence of maintenance, on a recurrent basis, the knowledge, skills and qualifications of flight dispatch/flight operations officers ground instructors; 3. Operator's evidence of having developed the recurrent training program for the flight dispatch/flight operations officer ground instructors; 4. Operator's evidence of having implemented the recurrent training program for the flight dispatch/flight operations officer ground instructor; 5. Operator's evidence of recurrent training records of such personnel justifying authenticity. 		
<p>57. CAAB PQ OPS 4.185</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence of the details of the cabin crew's safety duties and 		

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Has the air operator outlined details of the cabin crew's safety duties and functions in the cabin crew training program?	<p>functions in the cabin crew training program;</p> <p>3. Operator's evidence of having imparted the cabin crew's safety duties and functions;</p> <p>4. Operator's evidence of training records of such personnel justifying authenticity.</p>		
<p>58. CAAB PQ OPS 4.241</p> <p>Has the air operator developed a cabin crew training program as per the requirement of CAAB?</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Operator's evidence of having developed a cabin crew training program as per the requirement of CAAB;</p> <p>3. Operator's evidence of cabin crew training program executed that shall include theoretical and practical training addressing the following:</p> <p>a) Basic instructions on the different functions, duties and responsibilities of cabin crew members;</p> <p>b) Introduction to aircraft systems and limitations;</p> <p>c) Aircraft emergency evacuation, life-safety equipment and related information to passengers;</p> <p>d) Cabin crew members assignment, coordination and two-way communication;</p> <p>e) Knowledge and skills related to the transport of dangerous goods;</p> <p>f) Security procedures; and,</p> <p>g) Recurrent training program including an examination to determine competence.</p>		
<p>59. CAAB PQ OPS 4.243</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Operator's evidence of selection and appointment of cabin crew instructors</p>		

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Does the air operators select and appoint cabin crew instructors and examiners who meet at least minimum experience and knowledge requirements?	<p>or examiners (ground or in flight test) who meet at least the minimum requirements in terms of experience and knowledge as specified by CAAB;</p> <ol style="list-style-type: none"> 3. Operator's evidence of having developed the training program for the cabin crew instructors or examiners (ground or in flight test) training program; 4. Operator's evidence of having implemented the training program for the cabin crew instructor's training program; 5. Operator's evidence of training records of such personnel justifying authenticity. 		
<p>60. CAAB PQ OPS 4.245</p> <p>Does the air operator's cabin crew instructors and examiners maintain their knowledge, skills and qualifications?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's procedure document to indicate that the air operator's cabin crew instructors and examiners maintain their knowledge, skills and qualifications; 3. Operator's procedure document should authenticate the initial and recurrent training being imparted on a regular basis; 4. Operator's evidence through training records for all these personnel to confirm effective implementation of the contents of the manuals. 		
<p>61. CAAB PQ OPS 4.247</p> <p>Do the appointed instructors and examiners for cabin crew maintain their competency with</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's procedure document on the allocation of the delegated tasks for the cabin crew instructors and examiners (ground or in flight test); 3. Operator's evidence through records of activity to confirm maintenance of competency is addressed. 		

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respect to their delegated tasks?			
<p>62. CAAB PQ OPS 4.401</p> <p>Has the air operator established a policy and procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence on having established a policy and procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin; 3. Operator's evidence of having imparted the requisite training and technique to the flight and cabin crew on the issue; 4. Operator's implementation action to be evidenced through the training records of both cockpit and cabin crew. 		
<p>63. CAAB PQ OPS 4.403</p> <p>Has the air operator established policy and procedures with respect to flight crew compartment access?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's establishment of policy and procedure with respect to flight crew compartment access; 3. Operator's implementation action to be evidenced through the dissemination of knowledge of the OM and Security Manuals to the relevant personnel; 		
<p>64. CAAB PQ OPS 4.307</p> <p>Does the air operator have, on board all its aircraft, a checklist of the procedures to be followed:</p> <p>a) In searching for a bomb, and</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's development of the document that contains a checklist of the procedures to be followed as below: <ol style="list-style-type: none"> a) Searching for a bomb; and, b) Inspecting an aircraft for concealed weapons, explosives and other dangerous devices; 3. Operator's implementation action to be evidenced through the training records of concerned personnel 		

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b) For inspecting an aircraft for concealed weapons, explosives and other dangerous devices?	4. Operator's implementation action to be evidenced through the dissemination of knowledge of the OM and Security Manuals to the relevant personnel.		
65. CAAB PQ OPS 4.305 Does the air operator supplements the checklist on aeroplane search procedures with guidance on the appropriate course of action to be taken in case a bomb or suspicious object is found?	1. Statement of compliance in Operator's Manual; 2. Operator's documented procedure in the form of checklist on aeroplane search procedures with guidance on the appropriate course of action to be taken in case a bomb or suspicious object is found 3. Operator's documented evidences of appropriate training being given to relevant personnel and/or appropriate instructions being provided to the relevant agents on the issue.		
66. CAAB PQ OPS 4.309 Has the Operator established a security training program for flight and cabin crew and approved by CAAB?	1. Statement of compliance in Operator's Manual; 2. Operator's evidence on the establishment of a security training program for flight and cabin crew; 3. Operator's evidence of the security training program for flight and cabin crew being approved by CAAB; 4. Operator's evidence on the security training program which shall address the following: a) Security of the flight crew compartment; b) Aircraft search procedure checklist; c) Determination of the seriousness of any occurrences; d) Crew communication and coordination;		

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	<ul style="list-style-type: none"> e) Appropriate self-defence responses; f) Use, as authorized by the CAAB of non-lethal protective devices assigned to crew members; g) Understanding of behaviour of terrorists; h) Live situational training exercises regarding various threat conditions; and i) Post-flight concerns for the crew. 		
<p>67. CAAB PQ OPS 4.421</p> <p>Has air operator applied for special authorization to operate a single-engine turbine powered aeroplane at night and/or in Instrument Meteorological Conditions (IMC)?</p>	<ul style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's documented procedure on special authorization to operate a single-engine turbine powered aeroplane at night and/or in Instrument Meteorological Conditions (IMC); 3. Operator's documented application to CAAB for the special authorization to operate a single-engine turbine powered aeroplane at night and/or in Instrument Meteorological Conditions (IMC); 4. Operator's documented procedure on the additional requirements, such as engine trend monitoring system, redundant electrical generating systems, radio altimeter, airborne weather radar, etc. to seek for such special authorization; 5. Operator's practice and implementation regarding engine trend monitoring system, redundant electrical generating systems, radio altimeter, airborne weather radar, etc. for compliance. 		
<p>68. CAAB PQ OPS 4.189</p>	<ul style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's OM contents for adequacy of all applicable regulations of CAAB; 		

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Has the air operator taken into account, reviewed and implemented all regulations related to the contents of the operations manual, as part of the flight safety documents system?	3. Operator's statement of compliance that the contents of the operations manual shall form part of the flight safety documents system.		
69. CAAB PQ OPS 4.335 Has the air operator taken into account, reviewed and implemented all regulations before operations specifications are granted?	1. Statement of compliance in Operator's Manual; 2. Operator's status on the contents of Manuals for adequacy of all applicable regulations of CAAB prior to the grant of operations specifications; 3. Operator's evidences on the accomplishment of the certification process wherein the following have been accommodated in relation to the air operators procedures in the OPS SPECs for: a) RVSM; b) ETOPS; c) RNP; d) Other: MNPS.		
70. CAAB PQ OPS 4.107 Has CAAB granted exemptions from the regulations for the air operator, are these exemptions issued using formal procedures that take into	1. Statement of compliance in Operator's Manual; 2. Operator's evidence for provision for obtaining exemptions from the regulations; 3. In presence of seeking provisions for exemptions, whether these exemptions have been sought using formal procedures that take into consideration the impact to safety; 4. Operator's evidences on the exemptions received;		

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consideration the impact to safety?	<p>5. Operator's evidences to the extent the impact on safety has been considered.</p> <p>6. Operator's record of any evidences of non-compliance ascertained by CAAB.</p>		
<p>71. CAAB PQ OPS 4.109</p> <p>Has the air Operator been thorough technical evaluations that lead to approval/acceptance of required procedures, documents and operations?</p>	<p>1. Operator's evidence on the request for technical evaluations that lead to approval/ acceptance of required procedures, documents and operations Manual;</p> <p>2. Operator's evidence on the outcome of such technical evaluations;</p> <p>3. Operator's evidence of any changes of operations beyond the margin of the evaluation made.</p>		
<p>72. CAAB PQ OPS 4.450</p> <p>Has the air operator been through ramp inspections of aircraft based on risk?</p>	<p>1. Operator's evidence during ramp inspections that took into account both high-risk items and all other items over a series of inspections, such as:</p> <ul style="list-style-type: none"> a) Flight deck — general (e.g. condition, emergency exit, equipment); b) Flight deck — documentation (e.g. manuals, checklists, route guide, MEL, documents to be carried on board, flight deck safety equipment); c) Cabin/Safety; d) Aircraft external condition, e.g. previous structural repairs; obvious damage; leakage (e.g. apparent corrosion); e) Cargo (condition of cargo compartment and containers, dangerous goods; safety of cargo on board); and, 		

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	f) General (additional remarks, refuelling, language for communication).		
<p>73. CAAB PQ OPS 4.453</p> <p>Does the air operator resolve identified safety issues, to make it possible to track past deficiencies and regulatory non-compliance?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's documented evidences on the monitoring system that takes into account past deficiencies; 3. Operator's documented evidences on the system to identify risks and perform risk assessment; 4. Operator's documented evidences on the mitigation management of assessed risks. 		
<p>74. CAAB PQ OPS 4.390</p> <p>Has the air Operator been issue approvals for the transport of dangerous goods by air?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Statement of declaration in Operator's Manual regarding transport of dangerous goods by air by the operator. 		
<p>75. CAAB PQ OPS 4.343</p> <p>Has the operator applied for approval of the dangerous goods training program which was approved; and</p> <p>Grant of authorization was accorded to transport dangerous goods by air?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidence for approval of the dangerous goods training program; 3. Operator's evidence of the dangerous goods training program been approved by CAAB; 4. Evidences of Operator's procedure for the transportation of dangerous goods by air; 5. Evidences of Operator's Training programs for the transportation of dangerous goods by air; 6. Evidences of Operator's implementation of Training programs (Initial and recurrent) for the transportation of dangerous goods by air to be evidenced through training records. 		
<p>76. CAAB PQ OPS 4.363</p> <p>Have the dangerous goods training programs</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidences of the dangerous goods training programs 		

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of the air operators been reviewed and approved by CAAB?	<p>been reviewed and approved by CAAB;</p> <p>3. Operator's evidences to indicate that the air operator's training program covers all employees;</p> <p>4. Operator's evidences of the training records to confirm implementation.</p>		
<p>77. CAAB PQ OPS 4.347</p> <p>Has the air operator developed and use an acceptance checklist to prevent acceptance of dangerous goods for transport by air unless they are accompanied by a completed dangerous goods transport document, and their marking, package, over pack or freight container have been inspected in accordance with the acceptance procedure contained in the Technical Instructions (TI Doc 9284) or as adopted by CAAB?</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Operator's Manual contents on the development and use an acceptance checklist to prevent acceptance of dangerous goods for transport by air unless they are accompanied by a completed dangerous goods transport document; and,</p> <p>3. Operator's Manual contents on the procedure for marking, package, over pack or freight container been inspected in accordance with the acceptance procedure contained in the Technical Instructions (TI Doc 9284) or as adopted by CAAB;</p> <p>4. Operator's evidences on the training provided to all concerned;</p> <p>5. Operator's evidences on the maintenance of training records;</p> <p>6. Operator's evidences of having developed appropriate checklists to be used by authorized air operators;</p> <p>7. Operator's evidences of having completed such checklists while transporting dangerous goods.</p>		
<p>78. CAAB PQ OPS 4.349</p> <p>Does the Operator ensure that it will not load dangerous goods into the aircraft unless the appropriate loading,</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Operator's Evidences in the contents of the Manual to ensure that the operator will not load dangerous goods into the aircraft unless the appropriate loading, segregation and</p>		

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segregation and inspection for damage or leakage procedures are followed?	<p>inspection for damage or leakage procedures are followed;</p> <ol style="list-style-type: none"> 3. Operator's evidences of having developed appropriate checklists to be used by authorized air operators; 4. Operator's evidences of having completed such checklists while transporting dangerous goods. 		
<p>79. CAAB PQ OPS 4.351</p> <p>Does the air operator of an aircraft in which dangerous goods are carried provides the pilot-in-command with written information (e.g. Notification to Captain or NOTOC), as specified in the Technical Instructions (TI or Doc 9284) as adopted by CAAB?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's Evidences in the contents of the Manual specifies that an aircraft in which dangerous goods will be carried shall provide the pilot-in-command with written information (e.g. Notification to Captain or NOTOC), as specified in the Technical Instructions (TI or Doc 9284) as adopted by CAAB; 3. Operator's evidences of documentation; 4. Operator's evidences of having developed appropriate checklists to be used by authorized air operators; 5. Operator's evidences of having completed such checklists while transporting dangerous goods. 		
<p>80. CAAB PQ OPS 4.353</p> <p>Does the air operator has procedures for retaining the Notification to Captain (NOTOC) on the ground and readily accessible to the aerodromes of last departure and next scheduled arrival for each of its flights on which dangerous goods are carried?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Evidences of operator's procedures for retaining the Notification to Captain (NOTOC) on the ground and readily accessible to the aerodromes of last departure and next scheduled arrival for each of its flights on which dangerous goods are carried; 3. Evidences of operator's Manual contents for adequacy of all applicable regulations of CAAB; 4. Evidences of operator's documented mechanism used by authorized air operators to confirm implementation. 		

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81. CAAB PQ OPS 4.355			
Does the air operator authorized to transport dangerous goods has established in-flight procedures for emergency response for aircraft incidents involving dangerous goods?	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Evidences of operator's establishment of in-flight procedures for emergency response for aircraft incidents involving dangerous goods; 3. Evidences of operator's documented implementation of the procedure. 		
82. CAAB PQ OPS 4.365			
For air operators which choose not to transport dangerous goods, are the dangerous goods training programs intended to help the ground and flight personnel recognize and refuse dangerous goods, reviewed and approved by the organization/ individual responsible for the transport of dangerous goods by air?	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Evidences that the operator does not intend to transport DG; 3. Operator's Manual that should content dangerous goods training programs for air operators which choose not to transport dangerous goods; 4. Evidences of Operator's DG training program which is intended to help the ground and flight personnel recognize and refuse dangerous goods; 5. Evidences of Operator's methods for review and approve by the organization/individual responsible for the transport of dangerous goods by air; 6. Evidences of Operator's DG training program being implemented to be evidenced in the training folders; 		
83. CAAB PQ OPS 4.366			
Are dangerous goods procedures of air operators fall as part of the flight safety documents system of the air operator?	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's statement indicates that the dangerous goods procedures of the air operator falls as part of the flight safety documents system; 3. Operator's evidences signify implementation of dangerous goods inspection procedures to ensure: 		

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	<ul style="list-style-type: none"> a) Exceptions related to passengers are covered; b) That air operator, not authorized to transport dangerous goods, have a policy not to transport spare parts for maintenance purposes that should be categorized as dangerous goods (Company Material [COMAT]); and, c) Procedures to report incident involving undeclared dangerous goods have been covered. 		
<p>84. CAAB PQ OPS 4.367</p> <p>Does the dangerous goods procedures and training programs are incorporated in either the operations manual or a separate document as part of the flight safety documents system?</p>	<ul style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's Manual evidence shall signify whether the dangerous goods procedures and training programs are incorporated in either the operations manual or a separate document; 3. Operator's Manual evidence shall also signify whether the dangerous goods procedures and training programs are part of the flight safety documents system; 4. Operator's Manual evidence shall contain the necessary training program; and, 5. Evidences of the training records of the operator. 		
<p>85. CAAB PQ OPS 4.369</p> <p>Does the air operator has developed procedures to convey information to emergency services and to appropriate authorities in the event of an incident or accident of an aircraft carrying dangerous goods?</p>	<ul style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's Manual evidence shall contain the Operator's developed procedures to convey information to emergency services and to appropriate authorities in the event of an incident or accident of an aircraft carrying dangerous goods; 3. Operator's Manual evidence to indicate that appropriate training has been imparted to all concerned; 4. Operator's evidence on the training records. 		

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<p>86. CAAB PQ OPS 4.358</p> <p>Does the air operator ensure that passengers are warned as to the types of dangerous goods that they are prohibited or restricted from transporting aboard an aircraft?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's Manual contents to have provision to ensure that passengers are warned as to the types of dangerous goods that they are prohibited or restricted from transporting aboard an aircraft; 3. Operator's Manual evidence to indicate that appropriate training has been imparted to all concerned; 4. Operator's evidence on the training records; 5. Operator's evidence in Manuals on the passenger awareness system. 		
<p>87. CAAB PQ OPS 4.360</p> <p>Has the air operator, established procedures to confirm compliance with dangerous goods regulations?</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Evidence of Operator's established procedures to confirm compliance with dangerous goods regulations of CAAB; 3. Operator's training program should include a review of training programs as well as regular and random on-site inspections of all entities established in Bangladesh as being involved in the transport of dangerous goods by air (shippers and cargo handling companies in particular); 4. Evidences of operator's development of checklist for each kind of identification of DG; 5. Evidences of operator's inspection policy and frequency of inspection; 6. Evidences of operator's inspection records. 		
<p>88. CAAB PQ OPS 4.361</p> <p>Does the organizations or agencies, which are involved in the transport of dangerous goods by</p>	<ol style="list-style-type: none"> 1. Statement of compliance in Operator's Manual; 2. Operator's evidences of the organizations or agencies, which are involved in the transport of dangerous goods by air, have established and 		

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<p>air, have established and implemented initial and recurrent dangerous goods training programs?</p> <p>(Cont)</p>	<p>implemented initial and recurrent dangerous goods training programs;</p> <p>3. Operator's evidences of training records for:</p> <ul style="list-style-type: none"> a) Shippers of dangerous goods, including packers and shippers' agents; b) Agencies which perform, on behalf of the air operator, the act of accepting, handling, loading, unloading, transferring or other processing of cargo; c) Agencies located at an aerodrome which perform, on behalf of the air operator, the act of processing passengers; d) Agencies not located at an aerodrome which perform, on behalf of the air operator, the act of checking in passengers; e) Agencies other than air operators involved in processing cargo; f) Agencies engaged in the security screening of passengers and their baggage; and g) Any other person or agency performing a function on behalf of the air operator. <p>4. Operator's evidences of having established and maintained folders by each type of agencies.</p>		
<p>89. CAAB PQ OPS 4.361</p> <p>Does the air operator ensure that initial and recurrent dangerous goods training programs have been established and implemented by the organizations or agencies which are involved in the transport of dangerous goods by air?</p>	<p>1. Statement of compliance in Operator's Manual;</p> <p>2. Operator's evidences to ensure that initial and recurrent dangerous goods training programs have been established and implemented by the organizations or agencies which are involved in the transport of dangerous goods by air;</p> <p>3. Operator's evidences of the training records to confirm implementation.</p>		
<p>90. CAAB PQ OPS 4.371</p>	<p>1. Statement of compliance in Operator's Manual;</p>		

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Has the air operator established and implemented: a) Procedures to take appropriate actions in case of violation, and b) A system to track identified deficiencies and to ensure timely resolution?	2. Operator's Manual contents should indicate: a) Procedures to take appropriate actions in case of violation; and, b) A system to track identified deficiencies and to ensure timely resolution; 3. Operator's evidences on the system of the detected deficiencies; 4. Operator's evidences on how their corrective action is planned and assessed; and, 5. Operator's evidences of discrepancies or violations and the actions taken by the CAAB.		
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10. FINDINGS & RECOMMENDATIONS (OPS) IN REFERENCE TO CAAB PQ

SL NO	CAAB PQ NUMBER	FINDINGS	RECOMMENDATIONS
01			
02			
03			
04			
05			
06			
07			

11. GENERAL RECOMMENDATIONS ON ISSUE/RENEWAL OF AOC:

Signature of POI
 Name of POI
 Date

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PART-IV/26 AIR OPERATOR SMS CHECKLIST

Note:

Appended below is the 'Air Operator SMS Checklist'. The checklist will be used by the CAAB Operations Inspectors during Air Operator System and Manual Inspection for issue of AOC as well as for continued compliance by the Air Operator:

Applicants and holders of AOC are advised to display to CAAB the answers to the checklist with valid documentary evidences from company manuals, documents and procedures.



AOC CERTIFICATION AND RENEWAL CHECKLIST (OPERATIONS) ASSESSMENT OF AIR OPERATOR SMS

OPERATOR	
LOCATION	
FILE REFERENCE	
INITIAL/RENEWAL	
INSPECTOR	
DATE	

Y=YES; N=NO; NA=NOT APPLICABLE

SL	CHECKING ITEM	REF	Y/N/NA	SL	CHECKING ITEM	REF	Y/N/NA	SL	CHECKING ITEM	REF	Y/N/NA
SMS COMPONENT 1: SAFETY POLICY AND OBJECTIVES											
SMS ELEMENT 1.1: MANAGEMENT COMMITMENT AND RESPONSIBILITIES											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
01	There is a documented safety policy statement.			02	There is evidence that the safety policy is communicated to all employees with the intent that they are made aware of their individual safety obligations.			03	There is a periodic review of the safety policy by senior management or the safety committee.		
04	The safety policy is relevant to aviation safety.			05	The safety policy is endorsed by the accountable manager.			06	The accountable manager's terms of reference indicate his overall responsibility for all safety issues.		
07	The safety policy is relevant to the scope and complexity of the			08	The safety policy addresses the provision of the necessary human			09	----		

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	organization's operations.				and financial resources for its implementation.						
SMS ELEMENT 1.2: SAFETY ACCOUNTABILITIES											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
10	There is a documented safety (SMS) accountability within the organization that begins with the accountable manager.			11	The accountable manager's terms of reference indicates his ultimate responsibility for his organization's safety management			12	----		
13	The accountable executive has final authority over all the aviation activities of his organization.			14	The accountable manager's final authority over all operations conducted under his organization's certificate (s) is indicated in his terms of reference.			15	----		
16	There is a safety committee (or equivalent mechanism) that reviews the SMS and its safety performance.			17	For a large organization, there are departmental or section safety action groups that work in conjunction with the safety committee.			18	The safety committee is chaired by the accountable manager or (for very large organizations) by an appropriately assigned deputy, duly substantiated in the SMS manual.		
19	The safety committee includes relevant operational or departmental heads as applicable.			20	There is an appointed safety (SMS) coordinator within the safety action group.			21	The safety action groups are chaired by the departmental or section head where applicable.		
SMS ELEMENT 1.3: APPOINTMENT OF KEY SAFETY PERSONNEL											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
22	There is a manager who performs the role of administering the SMS.			23	The manager responsible for administering the SMS does not hold other responsibilities that may conflict or impair his role as SMS manager.			24	The SMS manager has direct access or reporting to the accountable manager concerning the implementation and operation of the SMS.		
25	The manager performing the			26	----			27	The SMS manager is a		

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	SMS role has relevant SMS functions included in his terms of reference.								senior management position not lower than or subservient to other operational or production positions.		
SMS ELEMENT 1.4: EMERGENCY RESPONSE PLANNING											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
28	There is a documented ERP or equivalent operational contingency procedure.			29	The ERP includes procedures for the continuing safe production, delivery or support of aviation products or services during such emergencies or contingencies.			30	The ERP addresses relevant integration with external customer or subcontractor organizations where applicable.		
31	The ERP is appropriate to the size, nature and complexity of the organization.			32	There is a plan for drills or exercises with respect to the ERP.			33	There is a procedure for periodic review of the ERP to ensure its continuing relevance and effectiveness.		
34	The emergency plan addresses possible or likely emergency/crisis scenarios relating to the organization's aviation product or service deliveries.			35	ERP drills or exercises are carried out according to plan and the result of drills carried out are documented.			36	----		
SMS ELEMENT 1.5: SMS DOCUMENTATION											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
37	There is an SMS document or exposition which is approved by the accountable manager and accepted by the CAA.			38	The SMS document is accepted or endorsed by the organization's national aviation authority.			39	The SMS procedures reflect appropriate integration with other relevant management systems within the organization, such as QMS, OSHE, security, as applicable.		
40	The SMS document provides an overview or exposition of the organization's SMS framework			41	The SMS document's exposition of each SMS element includes cross-references to supporting or			42	The SMS procedures reflect relevant coordination or integration with external customer or subcontractor		

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	and elements.				related procedures, manuals or systems as appropriate.				organizations where applicable.		
43	The SMS document is a stand-alone controlled document or a distinct part/section of an existing CAA endorsed/accepted document.			44	Records are maintained pertaining to safety committee/SAG meeting (or equivalent) minutes.			45	There is a process to periodically review the SMS exposition and supporting documentation to ensure their continuing relevance.		
46	All components and elements of SMS regulatory requirements are addressed in the SMS document.			47	Records pertaining to periodic review of existing safety/risk assessments or special review in conjunction with relevant changes are available.			48	----		
49	Records are maintained pertaining to safety risk assessments performed.			50	----			51	----		
52	Records pertaining to identified or reported hazards/threats are maintained.			53	----			54	----		
SMS COMPONENT 2: SAFETY RISK MANAGEMENT											
SMS ELEMENT 2.1: HAZARD IDENTIFICATION											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
55	There is a procedure for voluntary hazards/threats reporting by all employees.			56	In the hazard identification system, there is a clear definition of and distinction between hazards and consequences.			57	There is a procedure to identify hazards/threats from internal incident/accident investigation reports for follow-up risk mitigation where appropriate.		
58	There is a procedure for incident/accident reporting by operational or production personnel.			59	The hazard reporting system is confidential and has provisions to protect the reporter's identity.			60	There is a procedure to review hazards/threats from relevant industry service or		

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									incident/accident reports for risk mitigation where applicable.		
61	There is a procedure for investigation of incident/accidents relating to quality or safety.			62	The organization's internal investigation and disciplinary procedures distinguish between premeditated and deliberate violations and unintentional errors and mistakes.			63	There is a procedure for periodic review of existing risk analysis records.		
SMS ELEMENT 2.2: SAFETY RISK ASSESSMENT AND MITIGATION											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
64	There is a documented HIRM procedure involving the use of objective risk analysis tools.			65	Risk assessment reports are approved by departmental managers or at a higher level where appropriate.			66	----		
67	There is a procedure for identification of operations, processes, facilities and equipment which are deemed (by the organization) as relevant for HIRM.			68	Recommended mitigation actions which require senior management decision or approval are accounted for and documented.			69	----		
70	There is a programme for progressive HIRA performance of all aviation safety-related operations, processes, facilities and equipment as identified by the organization.			71	There is a procedure to prioritize HIRA performance for operations, processes, facilities and equipment with identified or known safety-critical hazards/risks.			72	There is evidence of progressive compliance and maintenance of the organization's HIRA performance programme.		
SMS COMPONENT 3: SAFETY ASSURANCE											
SMS ELEMENT 3.1: SAFETY PERFORMANCE MONITORING AND MEASUREMENT											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
73	There are identified safety performance indicators for			74	There are lower-consequence safety performance			75	There is a procedure for corrective or follow-up action to		

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	measuring and monitoring the organization's safety performance.				indicators (e.g. non-compliance, deviation events).				be taken when targets are not achieved and/or alert levels are breached.		
76	There are high-consequence data-based safety performance indicators (e.g. accident and serious incident rates).			77	There are alert and/or target level settings within the safety performance indicators where appropriate.			78	Safety performance indicators are reviewed by the safety committee for trending, alert levels that have been exceeded and target achievement where applicable.		
SMS ELEMENT 3.2: THE MANAGEMENT OF CHANGE											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
79	There is a procedure for review of relevant existing aviation safety-related facilities and equipment (including HIRA records) whenever there are pertinent changes to those facilities or equipment.			80	There is a procedure for review of new aviation safety-related facilities and equipment for hazards/risks before they are commissioned.			81	There is a procedure for review of relevant existing facilities, equipment, operations or processes (including HIRM records) whenever there are pertinent changes external to the organization such as regulatory/industry standards, best practices or technology.		
82	There is a procedure for review of relevant existing aviation operations and processes (including HIRA records) whenever there are pertinent changes to those operations or processes.			83	There is a procedure for review of new aviation safety-related operations and processes for hazards/risks before they are commissioned.			84	----		
SMS ELEMENT 3.3: CONTINUOUS IMPROVEMENT OF THE SMS											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
85	There is a procedure for periodic internal audit/assessment of the SMS.			86	There is a follow-up procedure to address audit corrective actions.			87	SMS audit/assessment has been carried out according to plan.		

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88	There is a current internal SMS audit/assessment plan.			89	----			90	There is a process for SMS audit/assessment reports to be submitted or highlighted for the accountable manager's attention when necessary.		
91	There is a documented internal SMS audit/assessment procedure.			92	The SMS audit plan includes the sampling of completed safety assessments.			93	The SMS audit plan covers the SMS roles/inputs of contractors where applicable.		
SMS COMPONENT 4: SAFETY PROMOTION											
SMS ELEMENT 4.1 & 4.2: TRAINING AND COMMUNICATION											
SL	Level 1	REF	Y/N/NA	SL	Level 2	REF	Y/N/NA	SL	Level 3	REF	Y/N/NA
94	There is a documented SMS training/familiarization policy for personnel.			95	Personnel involved in conducting risk evaluation are provided with appropriate risk management training or familiarization.			96	There is evidence of organization-wide SMS education or awareness efforts.		
97	The manager responsible for SMS administration has undergone an appropriate SMS training course.			98	Personnel directly involved in the SMS (safety committee/SAG members) have undergone appropriate SMS training or familiarization.			99	There is evidence of a safety (SMS) publication, circular or channel for communicating safety and SMS matters to employees.		
100	The accountable manager has undergone appropriate SMS familiarization, briefing or training.				----				----		

OBSERVATION	LEVEL-1	LEVEL-2	LEVEL-3	TOTAL
YES (Y)				
NO (N)				
NOT APPLICABLE (N/A)				
NUMBER OF QUESTIONS COMPLETED				
PERCENTAGE OF ASSESSMENT	TOTAL Y / (Y+N)%			

INSPECTOR COMMENT:

☐ SATISFACTORY

☐ NOT SATISFACTORY

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Date:

SIGNATURE OF INSPECTOR

END