

**Acceptable Means of Compliance  
(AMC)  
and Guidance Material (GM)  
to  
Part-ORO**

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# **AMC and GM to Annex III ORGANISATION REQUIREMENTS FOR AIR OPERATIONS**

## **(PART-ORO)**

### **Subpart GEN – General requirements**

#### **SECTION I - GENERAL**

##### **AMC1 ORO.GEN.110(c) Operator responsibilities**

###### **OPERATIONAL CONTROL**

The organisation and methods established to exercise operational control should be included in the operations manual and should cover at least a description of responsibilities concerning the initiation, continuation and termination or diversion of each flight.

##### **GM1 ORO.GEN.110(c) Operator responsibilities**

###### **OPERATIONAL CONTROL**

- (a) ORO.GEN.110(c) does not imply a requirement for licensed flight dispatchers or a full flight watch system.
- (b) If the operator employs flight operations officers in conjunction with a method of operational control, training for these personnel should be based on relevant parts of ICAO Doc 7192 Training Manual, Part D-3. This training should be described in the operations manual.

##### **AMC1 ORO.GEN.110(f)(h) Operator responsibilities**

###### **ESTABLISHMENT OF PROCEDURES**

- (a) An operator should establish procedures to be followed by cabin crew covering at least:
  - (1) arming and disarming of slides;
  - (2) operation of cabin lights, including emergency lighting;
  - (3) prevention and detection of cabin, oven and toilet fires;
  - (4) actions to be taken when turbulence is encountered; and
  - (5) actions to be taken in the event of an emergency and/or an evacuation.
- (b) When establishing procedures and a checklist system for cabin crew with respect to the aircraft cabin, the operator should take into account at least the following duties:

<b>Duties</b>	<b>Pre-take off</b>	<b>In-flight</b>	<b>Pre-landing</b>	<b>Post-landing</b>
(1) Briefing of cabin crew by the senior cabin crew member prior to commencement of a flight or series of flights	x			
(2) Check of safety and emergency equipment in accordance with operator's policies and procedures	x			
(3) Security checks as applicable	x			x
(4) Passenger embarkation and disembarkation	x			x
(5) Securing of passenger cabin (e.g. seat belts, cabin cargo/baggage)	x		x	
(6) Securing of galleys and stowage of equipment	x	if required	x	
(7) Arming of door/exit slides	x			
(8) Safety briefing / information to passengers	x	x	x	x
(9) 'Cabin secure' report to flight crew	x	if required	x	
(10) Operation of cabin lights	x	if required	x	x
(11) Cabin crew at assigned crew stations	x	if required	x	x
(12) Surveillance of passenger cabin	x	x	x	x
(13) Prevention and detection of fire in the cabin (including the combi-cargo area, crew rest areas, galleys, lavatories and any other cabin remote areas) and instructions for actions to be taken	x	x	x	x
(14) Actions to be taken when turbulence is encountered		x		
(15) Actions to be taken in case of in-flight incidents (e.g. medical emergency)		x		
(16) Actions to be taken in the event of emergency situations	x	x	x	x
(17) Disarming of door/exit slides				x
(18) Reporting of any deficiency and/or un-serviceability of equipment and/or any incident	x	x	x	x

- (c) The operator should specify the contents of safety briefings for all cabin crew members prior to the commencement of a flight or series of flights.

### **AMC1 ORO.GEN.120(a) Means of compliance**

#### DEMONSTRATION OF COMPLIANCE

In order to demonstrate that the Implementing Rules are met, a risk assessment should be completed and documented. The result of this risk assessment should demonstrate that an equivalent level of safety to that established by the Acceptable Means of Compliance (AMC) adopted by the Agency is reached.

### **AMC1 ORO.GEN.125 Terms of approval and privileges of an operator**

#### MANAGEMENT SYSTEM DOCUMENTATION

The management system documentation should contain the privileges and detailed scope of activities for which the operator is certified, as relevant to the applicable requirements. The scope of activities defined in the management system documentation should be consistent with the terms of approval.

### **AMC1 ORO.GEN.130 Changes**

#### APPLICATION TIME FRAMES

- (a) The application for the amendment of an operator certificate should be submitted at least 30 days before the date of the intended changes.
- (b) In the case of a planned change of a nominated person, the operator should inform the competent authority at least 10 days before the date of the proposed change.
- (c) Unforeseen changes should be notified at the earliest opportunity, in order to enable the competent authority to determine continued compliance with the applicable requirements and to amend, if necessary, the operator certificate and related terms of approval.

### **GM1 ORO.GEN.130(a) Changes**

#### GENERAL

- (a) Typical examples of changes that may affect the certificate or the operations specifications or the operator's management system as required in ORO.GEN.200 (a)(1) and (a)(2) are listed below:
  - (1) the name of the operator;
  - (2) a change of legal entity;
  - (3) the operator's principal place of business;
  - (4) the operator's scope of activities;
  - (5) additional locations of the operator;
  - (6) the accountable manager;
  - (7) any of the persons referred to in ORO.GEN.210 (a) and (b);
  - (8) the operator's documentation as required by this Annex, safety policy and procedures;
  - (9) the facilities.

- (b) Prior approval by the competent authority is required for any changes to the operator's procedure describing how changes not requiring prior approval will be managed and notified to the competent authority.
- (c) Changes requiring prior approval may only be implemented upon receipt of formal approval by the competent authority.

### **GM2 ORO.GEN.130(a) Changes**

#### CHANGE OF NAME

A change of name requires the operator to submit a new application as a matter of urgency.

Where this is the only change to report, the new application can be accompanied by a copy of the documentation previously submitted to the competent authority under the previous name, as a means of demonstrating how the operator complies with the applicable requirements.

### **GM3 ORO.GEN.130(b) Changes**

#### CHANGES REQUIRING PRIOR APPROVAL

For commercial operations, the following GM is a non-exhaustive checklist, in alphabetical order, of items that require prior approval from the competent authority as specified in the applicable Implementing Rules:

- (a) alternative means of compliance;
- (b) procedures regarding items to be notified to the competent authority;
- (c) cabin crew:
  - (1) evacuation procedures with a reduced number of required cabin crew during ground operations or in unforeseen circumstances;
  - (2) for commercial air transport (CAT) operators, conduct of the training, examination and checking required by Annex V (Part-CC) to Regulation (EU) No 290/2012<sup>1</sup> and issue of cabin crew attestations;
  - (3) procedures for cabin crew to operate on four aircraft types;
  - (4) training programmes, including syllabi;
- (d) leasing agreements;
- (e) non-commercial operations by air operator certificate (AOC) holders;
- (f) specific approvals in accordance with Annex V (Part-SPA);
- (g) dangerous goods training programmes;
- (h) flight crew:
  - (1) alternative training and qualification programmes (ATQPs);
  - (2) procedures for flight crew to operate on more than one type or variant;

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<sup>1</sup> Commission Regulation (EU) No 290/2012 of 30 March 2012 amending Regulation (EU) No 1178/2011 laying down technical requirements and administrative procedures related to civil aviation aircrew pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council.

- (3) training and checking programmes, including syllabi and use of flight simulation training devices (FSTDs);
- (i) fuel policy;
- (j) helicopter operations:
  - (1) airborne radar approaches;
  - (2) over a hostile environment located outside a congested area, unless the operator holds an approval to operate according to Subpart J of Annex V (SPA.HEMS);
  - (3) procedures for selecting off-shore alternates;
  - (4) to/from a public interest site;
  - (5) without an assured safe forced landing capability;
- (k) mass and balance:
  - (1) standard masses for load items other than standard masses for passengers and checked baggage;
  - (2) use of on-board mass and balance computer systems;
- (l) minimum equipment list (MEL):
  - (1) MEL;
  - (2) operating other than in accordance with the MEL, but within the constraints of the master minimum equipment list (MMEL);
  - (3) rectification interval extension (RIE) procedures;
- (m) minimum flight altitudes:
  - (1) the method for establishing minimum flight altitudes;
  - (2) descent procedures to fly below specified minimum altitudes;
- (n) performance:
  - (1) increased bank angles at take-off (for performance class A aeroplanes);
  - (2) short landing operations (for performance class A and B aeroplanes);
  - (3) steep approach operations (for performance class A and B aeroplanes);
- (o) isolated aerodrome: using an isolated aerodrome as destination aerodrome for operations with aeroplanes;
- (p) approach flight technique:
  - (1) all approaches not flown as stabilised approaches for a particular approach to a particular runway;
  - (2) non-precision approaches not flown with the continuous descent final approach (CDFA) technique for each particular approach/runway combination;
- (q) maximum distance from an adequate aerodrome for two-engined aeroplanes without an extended range operations with two-engined aeroplanes (ETOPS) approval:
  - (1) air operations with two-engined performance class A aeroplanes with a maximum operational passenger seating configuration (MOPSC) of 19 or less and a maximum take-off mass less than 45 360 kg, over a route that contains a point further than 120 minutes from an adequate aerodrome, under standard conditions in still air;
- (r) aircraft categories:

- (1) Applying a lower landing mass than the maximum certified landing mass for determining the indicated airspeed at threshold (VAT).

### **AMC1 ORO.GEN.150(b) Findings**

#### GENERAL

The corrective action plan defined by the operator should address the effects of the non-compliance, as well as its root-cause.

### **GM1 ORO.GEN.150 Findings**

#### GENERAL

- (a) Preventive action is the action to eliminate the cause of a potential non-compliance or other undesirable potential situation.
- (b) Corrective action is the action to eliminate or mitigate the root cause(s) and prevent recurrence of an existing detected non-compliance or other undesirable condition or situation. Proper determination of the root cause is crucial for defining effective corrective actions to prevent reoccurrence.
- (c) Correction is the action to eliminate a detected non-compliance.

### **AMC1 ORO.GEN.160 Occurrence reporting**

#### GENERAL

- (a) The operator should report all occurrences defined in AMC 20-8, and as required by the applicable national rules implementing Directive 2003/43/EC<sup>2</sup> on occurrence reporting in civil aviation.
- (b) In addition to the reports required by AMC 20-8 and Directive 2003/43/EC, the operator should report volcanic ash clouds encountered during flight.

## **SECTION II –MANAGEMENT**

### **AMC1 ORO.GEN.200(a)(1);(2);(3);(5) Management system**

#### NON-COMPLEX OPERATORS - GENERAL

- (a) Safety risk management may be performed using hazard checklists or similar risk management tools or processes, which are integrated into the activities of the operator.
- (b) The operator should manage safety risks related to a change. The management of change should be a documented process to identify external and internal change that may have an adverse effect on safety. It should make use of the operator's existing hazard identification, risk assessment and mitigation processes.

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<sup>2</sup> Directive 2003/42/EC of the European Parliament and of the Council of 13 June 2003 on occurrence reporting in civil aviation *OJ L 167*, 4.7.2003, p. 23–36.

- (c) The operator should identify a person who fulfils the role of safety manager and who is responsible for coordinating the safety management system. This person may be the accountable manager or a person with an operational role within the operator.
- (d) Within the operator, responsibilities should be identified for hazard identification, risk assessment and mitigation.
- (e) The safety policy should include a commitment to improve towards the highest safety standards, comply with all applicable legal requirements, meet all applicable standards, consider best practices and provide appropriate resources.
- (f) The operator should, in cooperation with other stakeholders, develop, coordinate and maintain an emergency response plan (ERP) that ensures orderly and safe transition from normal to emergency operations and return to normal operations. The ERP should provide the actions to be taken by the operator or specified individuals in an emergency and reflect the size, nature and complexity of the activities performed by the operator.

### **AMC1 ORO.GEN.200(a)(1) Management system**

#### COMPLEX OPERATORS - ORGANISATION AND ACCOUNTABILITIES

The management system of an operator should encompass safety by including a safety manager and a safety review board in the organisational structure.

#### (a) Safety manager

- (1) The safety manager should act as the focal point and be responsible for the development, administration and maintenance of an effective safety management system.
- (2) The functions of the safety manager should be to:
  - (i) facilitate hazard identification, risk analysis and management;
  - (ii) monitor the implementation of actions taken to mitigate risks, as listed in the safety action plan;
  - (iii) provide periodic reports on safety performance;
  - (iv) ensure maintenance of safety management documentation;
  - (v) ensure that there is safety management training available and that it meets acceptable standards;
  - (vi) provide advice on safety matters; and
  - (vii) ensure initiation and follow-up of internal occurrence / accident investigations.

#### (b) Safety review board

- (1) The Safety review board should be a high level committee that considers matters of strategic safety in support of the accountable manager's safety accountability.
- (2) The board should be chaired by the accountable manager and be composed of heads of functional areas.
- (3) The safety review board should monitor:
  - (i) safety performance against the safety policy and objectives;
  - (ii) that any safety action is taken in a timely manner; and
  - (iii) the effectiveness of the operator's safety management processes.

- (c) The safety review board should ensure that appropriate resources are allocated to achieve the established safety performance.
- (d) The safety manager or any other relevant person may attend, as appropriate, safety review board meetings. He/she may communicate to the accountable manager all information, as necessary, to allow decision making based on safety data.

### **GM1 ORO.GEN.200(a)(1) Management system**

#### SAFETY MANAGER

- (a) Depending on the size of the operator and the nature and complexity of its activities, the safety manager may be assisted by additional safety personnel for the performance of all safety management related tasks.
- (b) Regardless of the organisational set-up it is important that the safety manager remains the unique focal point as regards the development, administration and maintenance of the operator's safety management system.

### **GM2 ORO.GEN.200(a)(1) Management system**

#### COMPLEX OPERATORS - SAFETY ACTION GROUP

- (a) A safety action group may be established as a standing group or as an ad-hoc group to assist or act on behalf of the safety review board.
- (b) More than one safety action group may be established depending on the scope of the task and specific expertise required.
- (c) The safety action group should report to and take strategic direction from the safety review board and should be comprised of managers, supervisors and personnel from operational areas.
- (d) The safety action group should:
  - (1) monitor operational safety;
  - (2) resolve identified risks;
  - (3) assess the impact on safety of operational changes; and
  - (4) ensure that safety actions are implemented within agreed timescales.
- (e) The safety action group should review the effectiveness of previous safety recommendations and safety promotion.

### **AMC1 ORO.GEN.200(a)(2) Management system**

#### COMPLEX OPERATORS - SAFETY POLICY

- (a) The safety policy should:
  - (1) be endorsed by the accountable manager;
  - (2) reflect organisational commitments regarding safety and its proactive and systematic management;
  - (3) be communicated, with visible endorsement, throughout the operator; and
  - (4) include safety reporting principles.
- (b) The safety policy should include a commitment:
  - (1) to improve towards the highest safety standards;

- (2) to comply with all applicable legislation, meet all applicable standards and consider best practices;
  - (3) to provide appropriate resources;
  - (4) to enforce safety as one primary responsibility of all managers; and
  - (5) not to blame someone for reporting something which would not have been otherwise detected.
- (c) Senior management should:
- (1) continually promote the safety policy to all personnel and demonstrate their commitment to it;
  - (2) provide necessary human and financial resources for its implementation; and
  - (3) establish safety objectives and performance standards.

**GM1 ORO.GEN.200(a)(2) Management system**

SAFETY POLICY

The safety policy is the means whereby the operator states its intention to maintain and, where practicable, improve safety levels in all its activities and to minimise its contribution to the risk of an aircraft accident as far as is reasonably practicable.

The safety policy should state that the purpose of safety reporting and internal investigations is to improve safety, not to apportion blame to individuals.

**AMC1 ORO.GEN.200(a)(3) Management system**

COMPLEX OPERATORS - SAFETY RISK MANAGEMENT

- (a) Hazard identification processes
  - (1) Reactive and proactive schemes for hazard identification should be the formal means of collecting, recording, analysing, acting on and generating feedback about hazards and the associated risks that affect the safety of the operational activities of the operator.
  - (2) All reporting systems, including confidential reporting schemes, should include an effective feedback process.
- (b) Risk assessment and mitigation processes
  - (1) A formal risk management process should be developed and maintained that ensures analysis (in terms of likelihood and severity of occurrence), assessment (in terms of tolerability) and control (in terms of mitigation) of risks to an acceptable level.
  - (2) The levels of management who have the authority to make decisions regarding the tolerability of safety risks, in accordance with (b)(1), should be specified.
- (c) Internal safety investigation
  - (1) The scope of internal safety investigations should extend beyond the scope of occurrences required to be reported to the competent authority.
- (d) Safety performance monitoring and measurement
  - (1) Safety performance monitoring and measurement should be the process by which the safety performance of the operator is verified in comparison to the safety policy and objectives.
  - (2) This process should include:

- (i) safety reporting, addressing also the status of compliance with the applicable requirements;
- (ii) safety studies, that is, rather large analyses encompassing broad safety concerns;
- (iii) safety reviews including trends reviews, which would be conducted during introduction and deployment of new technologies, change or implementation of procedures, or in situations of structural change in operations;
- (iv) safety audits focussing on the integrity of the operator's management system, and periodically assessing the status of safety risk controls; and
- (v) safety surveys, examining particular elements or procedures of a specific operation, such as problem areas or bottlenecks in daily operations, perceptions and opinions of operational personnel and areas of dissent or confusion.

(e) The management of change

The operator should manage safety risks related to a change. The management of change should be a documented process to identify external and internal change that may have an adverse effect on safety. It should make use of the operator's existing hazard identification, risk assessment and mitigation processes.

(f) Continuous improvement

The operator should continuously seek to improve its safety performance. Continuous improvement should be achieved through:

- (1) proactive and reactive evaluations of facilities, equipment, documentation and procedures through safety audits and surveys;
- (2) proactive evaluation of individuals' performance to verify the fulfilment of their safety responsibilities; and
- (3) reactive evaluations in order to verify the effectiveness of the system for control and mitigation of risk.

(g) The emergency response plan (ERP)

- (1) An ERP should be established that provides the actions to be taken by the operator or specified individuals in an emergency. The ERP should reflect the size, nature and complexity of the activities performed by the operator.
- (2) The ERP should ensure:
  - (i) an orderly and safe transition from normal to emergency operations;
  - (ii) safe continuation of operations or return to normal operations as soon as practicable; and
  - (iii) coordination with the emergency response plans of other organisations, where appropriate.

**GM1 ORO.GEN.200(a)(3) Management system**

INTERNAL OCCURRENCE REPORTING SCHEME

- (a) The overall purpose of the scheme is to use reported information to improve the level of safety performance of the operator and not to attribute blame.

- (b) The objectives of the scheme are to:
  - (1) enable an assessment to be made of the safety implications of each relevant incident and accident, including previous similar occurrences, so that any necessary action can be initiated; and
  - (2) ensure that knowledge of relevant incidents and accidents is disseminated, so that other persons and operators may learn from them.
- (c) The scheme is an essential part of the overall monitoring function and it is complementary to the normal day-to-day procedures and 'control' systems and is not intended to duplicate or supersede any of them. The scheme is a tool to identify those instances where routine procedures have failed.
- (d) All occurrence reports judged reportable by the person submitting the report should be retained as the significance of such reports may only become obvious at a later date.

#### **AMC1 ORO.GEN.200(a)(4) Management system**

##### TRAINING AND COMMUNICATION ON SAFETY

- (a) Training
  - (1) All personnel should receive safety training as appropriate for their safety responsibilities.
  - (2) Adequate records of all safety training provided should be kept.
- (b) Communication
  - (1) The operator should establish communication about safety matters that:
    - (i) ensures that all personnel are aware of the safety management activities as appropriate for their safety responsibilities;
    - (ii) conveys safety critical information, especially relating to assessed risks and analysed hazards;
    - (iii) explains why particular actions are taken; and
    - (iv) explains why safety procedures are introduced or changed.
  - (2) Regular meetings with personnel where information, actions and procedures are discussed may be used to communicate safety matters.

#### **GM1 ORO.GEN.200(a)(4) Management system**

##### TRAINING AND COMMUNICATION ON SAFETY

The safety training programme may consist of self-instruction via the media (newsletters, flight safety magazines), class-room training, e-learning or similar training provided by training service providers.

#### **AMC1 ORO.GEN.200(a)(5) Management system**

##### MANAGEMENT SYSTEM DOCUMENTATION - GENERAL

- (a) The operator's management system documentation should at least include the following information:
  - (1) a statement signed by the accountable manager to confirm that the operator will continuously work in accordance with the applicable requirements and the operator's documentation as required by this Annex;

- (2) the operator's scope of activities;
  - (3) the titles and names of persons referred to in ORO.GEN.210 (a) and (b);
  - (4) an operator chart showing the lines of responsibility between the persons referred to in ORO.GEN.210;
  - (5) a general description and location of the facilities referred to in ORO.GEN.215;
  - (6) procedures specifying how the operator ensures compliance with the applicable requirements;
  - (7) the amendment procedure for the operator's management system documentation.
- (b) The operator's management system documentation may be included in a separate manual or in (one of) the manual(s) as required by the applicable Subpart(s). A cross reference should be included.

### **AMC2 ORO.GEN.200(a)(5) Management system**

#### COMPLEX OPERATORS – SAFETY MANAGEMENT MANUAL

- (a) The safety management manual (SMM) should be the key instrument for communicating the approach to safety for the whole of the operator. The SMM should document all aspects of safety management, including the safety policy, objectives, procedures and individual safety responsibilities.
- (b) The contents of the safety management manual should include all of the following:
  - (1) scope of the safety management system;
  - (2) safety policy and objectives;
  - (3) safety accountability of the accountable manager;
  - (4) safety responsibilities of key safety personnel;
  - (5) documentation control procedures;
  - (6) hazard identification and risk management schemes;
  - (7) safety action planning;
  - (8) safety performance monitoring;
  - (9) incident investigation and reporting;
  - (10) emergency response planning;
  - (11) management of change (including organisational changes with regard to safety responsibilities);
  - (12) safety promotion.
- (c) The SMM may be contained in (one of) the manual(s) of the operator.

### **GM1 ORO.GEN.200(a)(5) Management system**

#### MANAGEMENT SYSTEM DOCUMENTATION - GENERAL

- (a) It is not required to duplicate information in several manuals. The information may be contained in any of the operator manuals (e.g. operations manual, training manual), which may also be combined.
- (b) The operator may also choose to document some of the information required to be documented in separate documents (e.g. procedures). In this case, it should ensure that manuals contain adequate references to any document kept separately. Any such

documents are then to be considered an integral part of the operator's management system documentation.

## **AMC1 ORO.GEN.200(a)(6) Management system**

### COMPLIANCE MONITORING - GENERAL

#### (a) Compliance monitoring

The implementation and use of a compliance monitoring function should enable the operator to monitor compliance with the relevant requirements of this Annex and other applicable Annexes.

- (1) The operator should specify the basic structure of the compliance monitoring function applicable to the activities conducted.
- (2) The compliance monitoring function should be structured according to the size of the operator and the complexity of the activities to be monitored.

#### (b) Organisations should monitor compliance with the procedures they have designed to ensure safe activities. In doing so, they should as a minimum, and where appropriate, monitor compliance with:

- (1) privileges of the operator;
- (2) manuals, logs, and records;
- (3) training standards;
- (4) management system procedures and manuals.

#### (c) Organisational set up

- (1) To ensure that the operator continues to meet the requirements of this Part and other applicable Parts, the accountable manager should designate a compliance monitoring manager. The role of the compliance monitoring manager is to ensure that the activities of the operator are monitored for compliance with the applicable regulatory requirements, and any additional requirements as established by the operator, and that these activities are being carried out properly under the supervision of the relevant head of functional area.
- (2) The compliance monitoring manager should be responsible for ensuring that the compliance monitoring programme is properly implemented, maintained and continually reviewed and improved.
- (3) The compliance monitoring manager should:
  - (i) have direct access to the accountable manager;
  - (ii) not be one of the other persons referred to in ORO.GEN.210 (b);
  - (iii) be able to demonstrate relevant knowledge, background and appropriate experience related to the activities of the operator, including knowledge and experience in compliance monitoring; and
  - (iv) have access to all parts of the operator, and as necessary, any contracted operator.
- (4) In the case of a non-complex operator, this task may be exercised by the accountable manager provided he/she has demonstrated having the related competence as defined in (c)(3)(iii).
- (5) In the case the same person acts as compliance monitoring manager and as safety manager, the accountable manager, with regards to his/her direct accountability for safety, should ensure that sufficient resources are allocated to

both functions, taking into account the size of the operator and the nature and complexity of its activities.

- (6) The independence of the compliance monitoring function should be established by ensuring that audits and inspections are carried out by personnel not responsible for the function, procedure or products being audited.

(d) Compliance monitoring documentation

- (1) Relevant documentation should include the relevant part(s) of the operator's management system documentation.
- (2) In addition, relevant documentation should also include the following:
  - (i) terminology;
  - (ii) specified activity standards;
  - (iii) a description of the operator;
  - (iv) the allocation of duties and responsibilities;
  - (v) procedures to ensure regulatory compliance;
  - (vi) the compliance monitoring programme, reflecting:
    - (A) schedule of the monitoring programme;
    - (B) audit procedures;
    - (C) reporting procedures;
    - (D) follow-up and corrective action procedures; and
    - (E) recording system.
  - (vii) the training syllabus referred to in (e)(2);
  - (viii) document control.

(e) Training

- (1) Correct and thorough training is essential to optimise compliance in every operator. In order to achieve significant outcomes of such training, the operator should ensure that all personnel understand the objectives as laid down in the operator's management system documentation.
- (2) Those responsible for managing the compliance monitoring function should receive training on this task. Such training should cover the requirements of compliance monitoring, manuals and procedures related to the task, audit techniques, reporting and recording.
- (3) Time should be provided to train all personnel involved in compliance management and for briefing the remainder of the personnel.
- (4) The allocation of time and resources should be governed by the volume and complexity of the activities concerned.

## **GM1 ORO.GEN.200(a)(6) Management system**

### COMPLIANCE MONITORING - GENERAL

- (a) The organisational set-up of the compliance monitoring function should reflect the size of the operator and the nature and complexity of its activities. The compliance monitoring manager may perform all audits and inspections himself/herself or appoint one or more auditors by choosing personnel having the related competence as defined in AMC1 ORO.GEN.200(a)(6) point (c)(3)(iii), either from within or outside the operator.
- (b) Regardless of the option chosen it must be ensured that the independence of the audit function is not affected, in particular in cases where those performing the audit or inspection are also responsible for other functions for the operator.
- (c) In case external personnel are used to perform compliance audits or inspections:
  - (1) any such audits or inspections are performed under the responsibility of the compliance monitoring manager; and
  - (2) the operator remains responsible to ensure that the external personnel has relevant knowledge, background and experience as appropriate to the activities being audited or inspected; including knowledge and experience in compliance monitoring.
- (d) The operator retains the ultimate responsibility for the effectiveness of the compliance monitoring function in particular for the effective implementation and follow-up of all corrective actions.

## **GM2 ORO.GEN.200(a)(6) Management system**

### COMPLEX OPERATORS - COMPLIANCE MONITORING PROGRAMME

- (a) Typical subject areas for compliance monitoring audits and inspections for operators should be, as applicable:
  - (1) actual flight operations;
  - (2) ground de-icing/anti-icing;
  - (3) flight support services;
  - (4) load control;
  - (5) technical standards.
- (b) Operators should monitor compliance with the operational procedures they have designed to ensure safe operations, airworthy aircraft and the serviceability of both operational and safety equipment. In doing so, they should, where appropriate, additionally monitor the following:
  - (1) operational procedures;
  - (2) flight safety procedures;
  - (3) operational control and supervision;
  - (4) aircraft performance;
  - (5) all weather operations;
  - (6) communications and navigational equipment and practices;
  - (7) mass, balance and aircraft loading;
  - (8) instruments and safety equipment;

- (9) ground operations;
- (10) flight and duty time limitations, rest requirements, and scheduling;
- (11) aircraft maintenance/operations interface;
- (12) use of the MEL;
- (13) flight crew;
- (14) cabin crew;
- (15) dangerous goods;
- (16) security.

**GM3 ORO.GEN.200(a)(6) Management system**

NON-COMPLEX OPERATORS - COMPLIANCE MONITORING

- (a) Compliance monitoring audits and inspections may be documented on a 'Compliance Monitoring Checklist', and any findings recorded in a 'Non-compliance Report'. The following documents may be used for this purpose.

COMPLIANCE MONITORING CHECKLIST			
Year:			
Subject	Date checked	Checked by	Comments / Non-compliance Report No.
<b>Flight Operations</b>			
Aircraft checklists checked for accuracy and validity			
Minimum five flight plans checked and verified for proper and correct information			
Flight planning facilities checked for updated manuals, documents and access to relevant flight information			
Incident reports evaluated and reported to the appropriate competent authority			
<b>Ground Handling</b>			
Contracts with ground handling organisations established and valid, if applicable			
Instructions regarding fuelling and de-icing issued, if applicable			
Instructions regarding dangerous goods issued and known by all relevant personnel, if applicable			
<b>Mass &amp; Balance</b>			
Min. five load sheets checked and verified for proper and correct information, if applicable			
Aircraft fleet checked for valid weight check, if applicable			
Minimum one check per aircraft of correct loading and distribution, if applicable			
<b>Training</b>			
Training records updated and accurate			
All pilot licenses checked for currency, correct ratings and valid medical check			
All pilots received recurrent training			
Training facilities & Instructors approved			
All pilots received daily inspection (DI) training			

<b>Documentation</b>			
All issues of operations manual (OM) checked for correct amendment status			
AOC checked for validity and appropriate operations specifications			
Aviation requirements applicable and updated			
Crew flight and duty time record updated, if applicable			
Flight documents record checked and updated			
Compliance monitoring records checked and updated			

- NON-COMPLIANCE REPORT - No:		
To Compliance Monitoring Manager	Reported by:	Date:
Category Flight Operations <input type="checkbox"/> Training <input type="checkbox"/>	Ground Handling <input type="checkbox"/> Documentation <input type="checkbox"/>	Mass & Balance <input type="checkbox"/> Other <input type="checkbox"/>
Description:	Reference:	
Level of finding:		
Root-cause of non-compliance:		
Suggested correction:		
Compliance Monitoring Manager: <input type="checkbox"/> Corrective action required <input type="checkbox"/> Corrective action not required		
Responsible Person:	Time limitation:	
Corrective action:	Reference:	
Signature Responsible Person:	Date:	
Compliance Monitoring Manager <input type="checkbox"/> Correction and corrective action verified <input type="checkbox"/> Report Closed		
Signature Compliance Monitoring Manager:	Date:	

## **GM4 ORO.GEN.200(a)(6) Management system**

### AUDIT AND INSPECTION

- (a) 'Audit' means a systematic, independent and documented process for obtaining evidence and evaluating it objectively to determine the extent to which requirements are complied with.
- (b) 'Inspection' means an independent documented conformity evaluation by observation and judgement accompanied as appropriate by measurement, testing or gauging, in order to verify compliance with applicable requirements.

## **AMC1 ORO.GEN.200(b) Management system**

### SIZE, NATURE AND COMPLEXITY OF THE ACTIVITY

- (a) An operator should be considered as complex when it has a workforce of more than 20 full time equivalents (FTEs) involved in the activity subject to Regulation (EC) No 216/2008<sup>3</sup> and its Implementing Rules.
- (b) Operators with up to 20 FTEs involved in the activity subject to Regulation (EC) No 216/2008<sup>4</sup> and its Implementing Rules may also be considered complex based on an assessment of the following factors:
  - (1) in terms of complexity, the extent and scope of contracted activities subject to the approval;
  - (2) in terms of risk criteria, whether any of the following are present:
    - (i) operations requiring the following specific approvals: performance-based navigation (PBN), low visibility operation (LVO), extended range operations with two-engined aeroplanes (ETOPS), helicopter hoist operation (HHO), helicopter emergency medical service (HEMS), night vision imaging system (NVIS) and dangerous goods (DG);
    - (ii) different types of aircraft used;
    - (iii) the environment (offshore, mountainous area etc.).

## **AMC1 ORO.GEN.205 Contracted activities**

### RESPONSIBILITY WHEN CONTRACTING ACTIVITIES.

- (a) The operator may decide to contract certain activities to external organisations.
- (b) A written agreement should exist between the operator and the contracted organisation clearly defining the contracted activities and the applicable requirements.
- (c) The contracted safety related activities relevant to the agreement should be included in the operator's safety management and compliance monitoring programmes.

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<sup>3</sup> Regulation (EC) No 216/2008 of the European Parliament and of the Council of 20 February 2008 on common rules in the field of civil aviation and establishing a European Aviation Safety Agency, and repealing Council Directive 91/670/EEC, Regulation (EC) No 1592/2002 and Directive 2004/36/EC. *OJ L 79*, 19.3.2008, p. 1.

<sup>4</sup> Regulation (EC) No 216/2008 of the European Parliament and of the Council of 20 February 2008 on common rules in the field of civil aviation and establishing a European Aviation Safety Agency, and repealing Council Directive 91/670/EEC, Regulation (EC) No 1592/2002 and Directive 2004/36/EC. *OJ L 79*, 19.3.2008, p. 1.

- (d) The operator should ensure that the contracted organisation has the necessary authorisation or approval when required, and commands the resources and competence to undertake the task.

### **GM1 ORO.GEN.205 Contracted activities**

#### CONTRACTING - GENERAL

- (a) Operators may decide to contract certain activities to external organisations for the provision of services related to areas such as:
  - (1) ground de-icing/anti-icing;
  - (2) ground handling;
  - (3) flight support (including performance calculations, flight planning, navigation database and dispatch);
  - (4) training; and
  - (5) manual preparation.
- (b) The ultimate responsibility for the product or service provided by external organisations should always remain with the operator.

### **GM2 ORO.GEN.205 Contracted activities**

#### RESPONSIBILITY WHEN CONTRACTING ACTIVITIES

- (a) Regardless of the approval status of the contracted organisation, the contracting operator is responsible to ensure that all contracted activities are subject to hazard identification and risk management as required by ORO.GEN.200 (a)(3) and to compliance monitoring as required by ORO.GEN.200 (a)(6).
- (b) When the contracted organisation is itself certified to carry out the contracted activities, the operator's compliance monitoring should at least check that the approval effectively covers the contracted activities and that it is still valid.

### **AMC1 ORO.GEN.220(b) Record-keeping**

#### GENERAL

- (a) The record-keeping system should ensure that all records are accessible whenever needed within a reasonable time. These records should be organised in a way that ensures traceability and retrievability throughout the required retention period.
- (b) Records should be kept in paper form or in electronic format or a combination of both. Records stored on microfilm or optical disc format are also acceptable. The records should remain legible throughout the required retention period. The retention period starts when the record has been created or last amended.
- (c) Paper systems should use robust material which can withstand normal handling and filing. Computer systems should have at least one backup system which should be updated within 24 hours of any new entry. Computer systems should include safeguards against the ability of unauthorised personnel to alter the data.
- (d) All computer hardware used to ensure data backup should be stored in a different location from that containing the working data and in an environment that ensures they remain in good condition. When hardware or software changes take place, special care should be taken that all necessary data continues to be accessible at least

through the full period specified in the relevant Subpart. In the absence of such indication, all records should be kept for a minimum period of 5 years.

**GM1 ORO.GEN.220(b) Record-keeping**

**RECORDS**

Microfilming or optical storage of records may be carried out at any time. The records should be as legible as the original record and remain so for the required retention period.

## **Subpart AOC – Air operator certification**

### **AMC1 ORO.AOC.100 Application for an air operator certificate (AOC)**

#### APPLICATION TIME FRAMES

The application for the initial issue of an AOC should be submitted at least 90 days before the intended start date of operation. The operations manual may be submitted later, but in any case not later than 60 days before the intended start date of operation.

### **AMC1 ORO.AOC.110 Leasing agreement**

#### GENERAL

The operator intending to lease-in an aircraft should provide the competent authority with the following information:

- (a) the aircraft type, registration markings and serial number;
- (b) the name and address of the registered owner;
- (c) a copy of the valid certificate of airworthiness;
- (d) a copy of the lease agreement or description of the lease provisions, except financial arrangements;
- (e) duration of the lease; and
- (f) in case of wet lease-in a copy of the AOC of the third country operator and the areas of operation.

The information mentioned above should be accompanied by a statement signed by the lessee that the parties to the lease agreement fully understand their respective responsibilities under the applicable regulations.

### **AMC1 ORO.AOC.110(c) Leasing agreement**

#### WET LEASE-IN

If the operator is not intending to apply EU safety requirements for air operations and continuing airworthiness when wet leasing-in an aircraft registered in a third country, it should demonstrate to the competent authority that the standards complied with are equivalent to the following requirements:

- (a) for commercial air transport (CAT) operations, Annex IV (Part-CAT);
- (b) Part-ORO:
  - (1) ORO.GEN.110 and Section 2 of Subpart GEN;
  - (2) ORO.MLR, excluding ORO.MLR.105;
  - (3) ORO.FC;
  - (4) ORO.CC, excluding ORO.CC.200 and ORO.CC.210(a);
  - (5) ORO.TC;
  - (6) ORO.FTL, including related CS-FTL; and
  - (7) ORO.SEC;

- (c) Annex V (Part-SPA), if applicable;
- (d) for continuing airworthiness management of the third country operator, Part-M<sup>5</sup> Subpart-B, Subpart-C and Subpart-G, excluding M.A.707, and M.A.710;
- (e) for the maintenance organisation used by the third country operator during the lease period: Part-145<sup>6</sup>; and
- (f) the operator shall provide the competent authority with a full description of the flight time limitation scheme(s), operating procedures and safety assessment demonstrating compliance with the safety objectives set out in points (b) (1)-(6).

### **AMC2 ORO.AOC.110(c) Leasing agreement**

#### WET LEASE-IN

The lessee should maintain a record of occasions when lessors are used, for inspection by the State that issued its AOC.

### **GM1 ORO.AOC.110(c) Leasing agreement**

#### SHORT TERM WET LEASE-IN

In anticipation of an operational need the operator may enter into an framework agreement with more than one third country operator provided that these operators comply with ORO.AOC.110 (c). These third country operators should be placed in a list maintained by the lessee.

### **AMC1 ORO.AOC.110(f) Leasing agreement**

#### WET LEASE-OUT

When notifying the competent authority. the operator intending to wet lease-out an aircraft should provide the competent authority with the following information:

- (a) the aircraft type, registration markings and serial number;
- (b) the name and address of the lessee;
- (c) a copy of the lease agreement or description of the lease provisions, except financial arrangements; and
- (d) the duration of the lease agreement.

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<sup>5</sup> Commission Regulation (EC) No 2042/2003 of 20 November 2003 on the continuing airworthiness of aircraft and aeronautical products, parts and appliances, and on the approval of organisations and personnel involved in these tasks (OJ L 315, 28.11.2003, p. 1). Regulation as last amended by Commission Regulation (EU) No 1149/2011 of 21 October 2011 (OJ L 298, 16.11.2011, p. 1).

<sup>6</sup> Commission Regulation (EC) No 2042/2003 of 20 November 2003 on the continuing airworthiness of aircraft and aeronautical products, parts and appliances, and on the approval of organisations and personnel involved in these tasks (OJ L 315, 28.11.2003, p. 1). Regulation as last amended by Commission Regulation (EU) No 1149/2011 of 21 October 2011 (OJ L 298, 16.11.2011, p. 1).

## **AMC1 ORO.AOC.115(a)(1) Code share agreements**

### INITIAL VERIFICATION OF COMPLIANCE

- (a) In order to verify the third country operator's compliance with the applicable ICAO standards, in particular ICAO annexes 1, 2, 6, Part I and III, as applicable, 8 and 18, the EU operator should conduct an audit of the third country operator, including interviews of personnel and inspections carried out at the third country operator's facilities.
- (b) The audit should focus on the operational, management and control systems of the operator.

## **AMC1 ORO.AOC.115(b) Code share arrangements**

### CODE-SHARE AUDIT PROGRAMME

- (a) Operators should establish a code-share audit programme for monitoring continuous compliance of the third country operator with the applicable ICAO standards. Such code-share audit programme should include:
  - (1) the audit methodology (audit report + compliance statements);
  - (2) details of the specific operational areas to audit;
  - (3) criteria for defining satisfactory audit results;
  - (4) a system for reporting and correcting findings;
  - (5) A continuous monitoring system;
  - (6) auditor qualification and authorisation; and
  - (7) the frequency of audits.
- (b) The third country code-share operator should be audited at periods not exceeding 24 months. The beginning of the first 24-month oversight planning cycle is determined by the date of the first audit and should then determine the start and end dates of the recurrent 24-month planning cycle. The interval between two audits should not exceed 24 months.
- (c) The EU operator should ensure a renewal audit of each third country code-share operator prior to the audit expiry date of the previous audit. The audit expiry date for the previous audit becomes the audit effective date for the renewal audit provided the closing meeting for the renewal audit is within 150 days prior to the audit expiry date for the previous audit. If the closing meeting for the renewal audit is more than 150 days prior to the audit expiry date from the previous audit, then the audit effective date for the renewal audit is the day of the closing meeting of the renewal audit. Renewal audits are valid for 24 consecutive months beginning with the audit effective date and ending with the audit expiry date.
- (d) A code-share audit could be shared by several operators. In case of a shared audit the report should be made available for review by all duly identified sharing operators by any means.
- (e) After closure of all findings identified during the audit, the EU operator should submit an audit compliance statement to the competent authority demonstrating that the third country operator meets all the applicable safety standards.

## **AMC2 ORO.AOC.115(b) Code share agreements**

### THIRD PARTY PROVIDERS

- (a) The initial audit and/or the continuous monitoring may be performed by a third party provider on behalf of the EU operator when it is demonstrated that:
  - (1) a documented arrangement has been established with the third party provider;
  - (2) the audit standards applied by the third party provider addresses the scope of the regulation in sufficient detail;
  - (3) the third party provider uses an evaluation system, designed to assess the operational, management and control systems of the third country code-share operator;
  - (4) independence of the third party provider, its evaluation system as well as the impartiality of the auditors is ensured;
  - (5) the auditors are appropriately qualified and have sufficient knowledge, experience and training, including on-the-job training, to perform their allocated tasks;
  - (6) audits are performed on-site;
  - (7) access to the relevant data and facilities is granted to the level of detail necessary to verify compliance with the applicable requirements;
  - (8) access to the full audit report is granted to the EU operator;
  - (9) procedures have been established for monitoring continued compliance of the third country code-share operator with the applicable requirements, taking into account the timelines in AMC1 ORO.AOC.115(b)(b) and (c);
  - (10) procedures have been established to notify the third country code-share operator of any non-compliance with the applicable requirements, the corrective actions to be taken, the follow up of these corrective actions and closure of findings;
- (b) The use of a third party provider for the initial audit or the monitoring of continuous compliance of the third country code-share operator does not exempt the EU operator from its responsibility under ORO.AOC.115.
- (c) The EU operator should maintain a list of the third country code-share operators monitored by the third party provider. This list and the full audit report prepared by the third party provider should be made available to the competent authority upon request.

## **AMC1 ORO.AOC.130 Flight data monitoring - aeroplanes**

### FLIGHT DATA MONITORING (FDM) PROGRAMME

- (a) The safety manager, as defined under AMC1-ORO.GEN.200(a)(1), should be responsible for the identification and assessment of issues and their transmission to the manager(s) responsible for the process(es) concerned. The latter should be responsible for taking appropriate and practicable safety action within a reasonable period of time that reflects the severity of the issue.
- (b) An FDM programme should allow an operator to:
  - (1) identify areas of operational risk and quantify current safety margins;
  - (2) identify and quantify operational risks by highlighting occurrences of non-standard, unusual or unsafe circumstances;

- (3) use the FDM information on the frequency of such occurrences, combined with an estimation of the level of severity, to assess the safety risks and to determine which may become unacceptable if the discovered trend continues;
  - (4) put in place appropriate procedures for remedial action once an unacceptable risk, either actually present or predicted by trending, has been identified; and
  - (5) confirm the effectiveness of any remedial action by continued monitoring.
- (c) FDM analysis techniques should comprise the following:
- (1) Exceedance detection: searching for deviations from aircraft flight manual limits and standard operating procedures. A set of core events should be selected to cover the main areas of interest to the operator. A sample list is provided in Appendix 1 to AMC1 ORO.AOC.130. The event detection limits should be continuously reviewed to reflect the operator's current operating procedures.
  - (2) All flights measurement: a system defining what is normal practice. This may be accomplished by retaining various snapshots of information from each flight.
  - (3) Statistics - a series of data collected to support the analysis process: this technique should include the number of flights flown per aircraft and sector details sufficient to generate rate and trend information.
- (d) FDM analysis, assessment and process control tools: the effective assessment of information obtained from digital flight data should be dependent on the provision of appropriate information technology tool sets.
- (e) Education and publication: sharing safety information should be a fundamental principle of aviation safety in helping to reduce accident rates. The operator should pass on the lessons learnt to all relevant personnel and, where appropriate, industry.
- (f) Accident and incident data requirements specified in [CAT.GEN.MPA.195](#) take precedence over the requirements of an FDM programme. In these cases the FDR data should be retained as part of the investigation data and may fall outside the de-identification agreements.
- (g) Every crew member should be responsible to report events. Significant risk-bearing incidents detected by FDM should therefore normally be the subject of mandatory occurrence reporting by the crew. If this is not the case then they should submit a retrospective report that should be included under the normal process for reporting and analysing hazards, incidents and accidents.
- (h) The data recovery strategy should ensure a sufficiently representative capture of flight information to maintain an overview of operations. Data analysis should be performed sufficiently frequently to enable action to be taken on significant safety issues.
- (i) The data retention strategy should aim to provide the greatest safety benefits practicable from the available data. A full dataset should be retained until the action and review processes are complete; thereafter, a reduced dataset relating to closed issues should be maintained for longer-term trend analysis. Programme managers may wish to retain samples of de-identified full-flight data for various safety purposes (detailed analysis, training, benchmarking etc.).
- (j) The data access and security policy should restrict information access to authorised persons. When data access is required for airworthiness and maintenance purposes, a procedure should be in place to prevent disclosure of crew identity.
- (k) The procedure to prevent disclosure of crew identity should be written in a document, which should be signed by all parties (airline management, flight crew member representatives nominated either by the union or the flight crew themselves). This procedure should, as a minimum, define:

- (1) the aim of the FDM programme;
  - (2) a data access and security policy that should restrict access to information to specifically authorised persons identified by their position;
  - (3) the method to obtain de-identified crew feedback on those occasions that require specific flight follow-up for contextual information; where such crew contact is required the authorised person(s) need not necessarily be the programme manager or safety manager, but could be a third party (broker) mutually acceptable to unions or staff and management;
  - (4) the data retention policy and accountability including the measures taken to ensure the security of the data;
  - (5) the conditions under which advisory briefing or remedial training should take place; this should always be carried out in a constructive and non-punitive manner;
  - (6) the conditions under which the confidentiality may be withdrawn for reasons of gross negligence or significant continuing safety concern;
  - (7) the participation of flight crew member representative(s) in the assessment of the data, the action and review process and the consideration of recommendations; and
  - (8) the policy for publishing the findings resulting from FDM.
- (I) Airborne systems and equipment used to obtain FDM data should range from an already installed full quick access recorder (QAR), in a modern aircraft with digital systems, to a basic crash-protected recorder in an older or less sophisticated aircraft. The analysis potential of the reduced data set available in the latter case may reduce the safety benefits obtainable. The operator should ensure that FDM use does not adversely affect the serviceability of equipment required for accident investigation.

## **GM1 ORO.AOC.130 Flight data monitoring – aeroplanes**

### DEFINITION OF AN FDM PROGRAMME

For the purposes of this Guidance Material, an FDM programme may be defined as a proactive and non-punitive programme for gathering and analysing data recorded during routine flights to improve aviation safety.

- (a) FDM analysis techniques
  - (1) Exceedance detection
    - (i) FDM programmes are used for detecting exceedances, such as deviations from flight manual limits, standard operating procedures (SOPs), or good airmanship. Typically, a set of core events establishes the main areas of interest to operators.  
  
Examples: high lift-off rotation rate, stall warning, ground proximity warning system (GPWS) warning, flap limit speed exceedance, fast approach, high/low on glideslope, and heavy landing.
    - (ii) Trigger logic expressions may be simple exceedances such as redline values. The majority, however, are composites that define a certain flight mode, aircraft configuration or payload related condition. Analysis software can also assign different sets of rules dependent on airport or geography. For example, noise sensitive airports may use higher than normal glideslopes on approach paths over populated areas. In addition,

it might be valuable to define several levels of exceedance severity (such as low, medium and high).

- (iii) Exceedance detection provides useful information, which can complement that provided in crew reports.

Examples: reduced flap landing, emergency descent, engine failure, rejected take-off, go-around, airborne collision avoidance system (ACAS) or GPWS warning, and system malfunctions.

- (iv) The operator may also modify the standard set of core events to account for unique situations they regularly experience, or the SOPs they use.

Example: to avoid nuisance exceedance reports from a non-standard instrument departure.

- (v) The operator may also define new events to address specific problem areas.

Example: restrictions on the use of certain flap settings to increase component life.

(2) All-flights measurements

FDM data are retained from all flights, not just the ones producing significant events. A selection of parameters is retained that is sufficient to characterise each flight and allow a comparative analysis of a wide range of operational variability. Emerging trends and tendencies may be identified and monitored before the trigger levels associated with exceedances are reached.

Examples of parameters monitored: take-off weight, flap setting, temperature, rotation and lift-off speeds versus scheduled speeds, maximum pitch rate and attitude during rotation, and gear retraction speeds, heights and times.

Examples of comparative analyses: pitch rates from high versus low take-off weights, good versus bad weather approaches, and touchdowns on short versus long runways.

(3) Statistics

Series of data are collected to support the analysis process: these usually include the numbers of flights flown per aircraft and sector details sufficient to generate rate and trend information.

(4) Investigation of incidents flight data

Recorded flight data provide valuable information for follow-up to incidents and other technical reports. They are useful in adding to the impressions and information recalled by the flight crew. They also provide an accurate indication of system status and performance, which may help in determining cause and effect relationships.

Examples of incidents where recorded data could be useful:

- high cockpit workload conditions as corroborated by such indicators as late descent, late localizer and/or glideslope interception, late landing configuration;
- unstabilised and rushed approaches, glide path excursions, etc.;
- exceedances of prescribed operating limitations (such as flap limit speeds, engine overtemperatures); and

- wake vortex encounters, turbulence encounters or other vertical accelerations.

It should be noted that recorded flight data have limitations, e.g. not all the information displayed to the flight crew is recorded, the source of recorded data may be different from the source used by a flight instrument, the sampling rate or the recording resolution of a parameter may be insufficient to capture accurate information.

(5) Continuing airworthiness

Data of all-flight measurements and exceedance detections can be utilized to assist the continuing airworthiness function. For example, engine-monitoring programmes look at measures of engine performance to determine operating efficiency and predict impending failures.

Examples of continuing airworthiness uses: engine thrust level and airframe drag measurements, avionics and other system performance monitoring, flying control performance, and brake and landing gear usage.

(b) FDM equipment

(1) General

FDM programmes generally involve systems that capture flight data, transform the data into an appropriate format for analysis, and generate reports and visualisation to assist in assessing the data. Typically, the following equipment capabilities are needed for effective FDM programmes:

- (i) an on-board device to capture and record data on a wide range of in-flight parameters;
- (ii) a means to transfer the data recorded on board the aircraft to a ground-based processing station.
- (iii) a ground-based computer system to analyse the data, identify deviations from expected performance, generate reports to assist in interpreting the read-outs, etc.; and
- (iv) optional software for a flight animation capability to integrate all data, presenting them as a simulation of in-flight conditions, thereby facilitating visualisation of actual events.

(2) Airborne equipment

- (i) The flight parameters and recording capacity required for flight data recorders (FDR) to support accident investigations may be insufficient to support an effective FDM programme. Other technical solutions are available, including the following:
  - (A) Quick access recorders (QARs). QARs are installed in the aircraft and record flight data onto a low-cost removable medium.
  - (B) Some systems automatically download the recorded information via secure wireless systems when the aircraft is in the vicinity of the gate. There are also systems that enable the recorded data to be analysed on board while the aircraft is airborne.
- (ii) Fleet composition, route structure and cost considerations will determine the most cost-effective method of removing the data from the aircraft.

(3) Ground replay and analysis equipment

- (i) Data are downloaded from the aircraft recording device into a ground-based processing station, where the data are held securely to protect this sensitive information.
  - (ii) FDM programmes generate large amounts of data requiring specialised analysis software.
  - (iii) The analysis software checks the downloaded flight data for abnormalities.
  - (iv) The analysis software may include: annotated data trace displays, engineering unit listings, visualisation for the most significant incidents, access to interpretative material, links to other safety information and statistical presentations.
- (c) FDM in practice
- (1) FDM process
 

Typically, operators follow a closed-loop process in applying an FDM programme, for example:

    - (i) Establish a baseline: initially, operators establish a baseline of operational parameters against which changes can be detected and measured.  
Examples: rate of unstable approaches or hard landings.
    - (ii) Highlight unusual or unsafe circumstances: the user determines when non-standard, unusual or basically unsafe circumstances occur; by comparing them to the baseline margins of safety, the changes can be quantified.  
Example: increases in unstable approaches (or other unsafe events) at particular locations.
    - (iii) Identify unsafe trends: based on the frequency and severity of occurrence, trends are identified. Combined with an estimation of the level of severity, the risks are assessed to determine which may become unacceptable if the trend continues.  
Example: a new procedure has resulted in high rates of descent that are nearly triggering GPWS warnings.
    - (iv) Mitigate risks: once an unacceptable risk has been identified, appropriate risk mitigation actions are decided on and implemented.  
Example: having found high rates of descent, the SOPs are changed to improve aircraft control for optimum/maximum rates of descent.
    - (v) Monitor effectiveness: 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.  
Example: confirm that other safety measures at the aerodrome with high rates of descent do not change for the worse after changes in approach procedures.
  - (2) Analysis and follow-up

- (i) FDM data are typically compiled every month or at shorter intervals. The data are then reviewed to identify specific exceedances and emerging undesirable trends and to disseminate the information to flight crews.
  - (ii) If deficiencies in pilot handling technique are evident, the information is usually de-identified in order to protect the identity of the flight crew. The information on specific exceedances is passed to a person (safety manager, agreed flight crew representative, honest broker) assigned by the operator for confidential discussion with the pilot. The person assigned by the operator provides the necessary contact with the pilot in order to clarify the circumstances, obtain feedback and give advice and recommendations for appropriate action. Such appropriate action could include re-training for the pilot (carried out in a constructive and non-punitive way), revisions to manuals, changes to ATC and airport operating procedures.
  - (iii) Follow-up monitoring enables the effectiveness of any corrective actions to be assessed. Flight crew feedback is essential for the identification and resolution of safety problems and could be collected through interviews, for example by asking the following:
    - (A) Are the desired results being achieved soon enough?
    - (B) Have the problems really been corrected, or just relocated to another part of the system?
    - (C) Have new problems been introduced?
  - (iv) All events are usually archived in a database. The database is used to sort, validate and display the data in easy-to-understand management reports. Over time, this archived data can provide a picture of emerging trends and hazards that would otherwise go unnoticed.
  - (v) Lessons learned from the FDM programme may warrant inclusion in the operator's safety promotion programmes. Safety promotion media may include newsletters, flight safety magazines, highlighting examples in training and simulator exercises, periodic reports to industry and the competent authority. Care is required, however, to ensure that any information acquired through FDM is de-identified before using it in any training or promotional initiative.
  - (vi) All successes and failures are recorded, comparing planned programme objectives with expected results. This provides a basis for review of the FDM programme and the foundation for future programme development.
- (d) Preconditions for an effective FDM programme
- (1) Protection of FDM data
 

The integrity of FDM programmes rests upon protection of the FDM data. Any disclosure for purposes other than safety management can compromise the voluntary provision of safety data, thereby compromising flight safety.
  - (2) Essential trust
 

The trust established between management and flight crew is the foundation for a successful FDM programme. This trust can be facilitated by:

- (i) early participation of the flight crew representatives in the design, implementation and operation of the FDM programme;
- (ii) a formal agreement between management and flight crew, identifying the procedures for the use and protection of data; and
- (iii) data security, optimised by:
  - (A) adhering to the agreement;
  - (B) the operator strictly limiting data access to selected individuals;
  - (C) maintaining tight control to ensure that identifying data is kept securely; and
  - (D) ensuring that operational problems are promptly addressed by management.

(3) Requisite safety culture

Indicators of an effective safety culture typically include:

- (i) top management's demonstrated commitment to promoting a proactive safety culture;
- (ii) a non-punitive operator policy that cover the FDM programme;
- (iii) FDM programme management by dedicated staff under the authority of the safety manager, with a high degree of specialisation and logistical support;
- (iv) involvement of persons with appropriate expertise when identifying and assessing the risks (for example, pilots experienced on the aircraft type being analysed);
- (v) monitoring fleet trends aggregated from numerous operations, not focusing only on specific events;
- (vi) a well-structured system to protect the confidentiality of the data; and
- (vii) an efficient communication system for disseminating hazard information (and subsequent risk assessments) internally and to other organisations to permit timely safety action.

(e) Implementing an FDM programme

(1) General considerations

- (i) Typically, the following steps are necessary to implement an FDM programme:
  - (A) implementation of a formal agreement between management and flight crew;
  - (B) establishment and verification of operational and security procedures;
  - (C) installation of equipment;
  - (D) selection and training of dedicated and experienced staff to operate the programme; and
  - (E) commencement of data analysis and validation.
- (ii) An operator with no FDM experience may need a year to achieve an operational FDM programme. Another year may be necessary before any

safety and cost benefits appear. Improvements in the analysis software, or the use of outside specialist service providers, may shorten these time frames.

(2) Aims and objectives of an FDM programme

- (i) As with any project there is a need to define the direction and objectives of the work. A phased approach is recommended so that the foundations are in place for possible subsequent expansion into other areas. Using a building block approach will allow expansion, diversification and evolution through experience.

Example: with a modular system, begin by looking at basic safety-related issues only. Add engine health monitoring, etc. in the second phase. Ensure compatibility with other systems.

- (ii) A staged set of objectives starting from the first week's replay and moving through early production reports into regular routine analysis will contribute to a sense of achievement as milestones are met.

Examples of short-term, medium-term and long-term goals:

(A) Short-term goals:

- establish data download procedures, test replay software and identify aircraft defects;
- validate and investigate exceedance data; and
- establish a user-acceptable routine report format to highlight individual exceedances and facilitate the acquisition of relevant statistics.

(B) Medium-term goals:

- Produce an annual report — include key performance indicators;
- add other modules to the analysis (e.g. continuing airworthiness); and
- plan for the next fleet to be added to programme.

(C) Long-term goals:

- Network FDM information across all of the operator's safety information systems;
- ensure FDM provision for any proposed alternative training and qualification programme (ATQP); and
- use utilisation and condition monitoring to reduce spares holdings.

- (iii) Initially, focusing on a few known areas of interest will help prove the system's effectiveness. In contrast to an undisciplined 'scatter-gun' approach, a focused approach is more likely to gain early success.

Examples: rushed approaches, or rough runways at particular aerodromes. Analysis of such known problem areas may generate useful information for the analysis of other areas.

(3) The FDM team

- (i) Experience has shown that the 'team' necessary to run an FDM programme could vary in size from one person for a small fleet, to a dedicated section for large fleets. The descriptions below identify various functions to be fulfilled, not all of which need a dedicated position.
  - (A) Team leader: it is essential that the team leader earns the trust and full support of both management and flight crew. The team leader acts independently of others in line management to make recommendations that will be seen by all to have a high level of integrity and impartiality. The individual requires good analytical, presentation and management skills.
  - (B) Flight operations interpreter: this person is usually a current pilot (or perhaps a recently retired senior captain or instructor), who knows the operator's route network and aircraft. This team member's in-depth knowledge of SOPs, aircraft handling characteristics, aerodromes and routes is used to place the FDM data in a credible context.
  - (C) Technical interpreter: this person interprets FDM data with respect to the technical aspects of the aircraft operation and is familiar with the power plant, structures and systems departments' requirements for information and any other engineering monitoring programmes in use by the operator.
  - (D) Gate-keeper: this person provides the link between the fleet or training managers and flight crew involved in events highlighted by FDM. The position requires good people skills and a positive attitude towards safety education. The person is typically a representative of the flight crew association or an 'honest broker' and is the only person permitted to connect the identifying data with the event. It is essential that this person earns the trust of both management and flight crew.
  - (E) Engineering technical support: this person is usually an avionics specialist, involved in the supervision of mandatory serviceability requirements for FDR systems. This team member is knowledgeable about FDM and the associated systems needed to run the programme.
  - (F) Replay operative and administrator: this person is responsible for the day-to-day running of the system, producing reports and analysis.
- (ii) All FDM team members need appropriate training or experience for their respective area of data analysis. Each team member is allocated a realistic amount of time to regularly spend on FDM tasks.

## Appendix 1 to AMC1 ORO.AOC.130 Flight data monitoring - aeroplanes

### TABLE OF FDM EVENTS

The following table provides examples of FDM events that may be further developed using operator and aeroplane specific limits. The table is considered illustrative and not exhaustive.

Event Group	Description
Rejected take-off	High speed rejected take-off
Take-off pitch	Pitch rate high on take-off
	Pitch attitude high during take-off
Unstick speeds	Unstick speed high
	Unstick speed low
Height loss in climb-out	Initial climb height loss 20 ft above ground level (AGL) to 400 ft above aerodrome level (AAL)
	Initial climb height loss 400 ft to 1 500 ft AAL
Slow climb-out	Excessive time to 1 000 ft AAL after take-off
Climb-out speeds	Climb-out speed high below 400 ft AAL
	Climb-out speed high 400 ft AAL to 1 000 ft AAL
	Climb-out speed low 35 ft AGL to 400 ft AAL
	Climb-out speed low 400 ft AAL to 1 500 ft AAL
High rate of descent	High rate of descent below 2 000 ft AGL
Missed approach	Missed approach below 1 000 ft AAL
	Missed approach above 1 000 ft AAL
Low approach	Low on approach
Glideslope	Deviation under glideslope
	Deviation above glideslope (below 600 ft AGL)
Approach power	Low power on approach
Approach speeds	Approach speed high within 90 seconds of touchdown
	Approach speed high below 500 ft AAL
	Approach speed high below 50 ft AGL
	Approach speed low within 2 minutes of touchdown
Landing flap	Late land flap (not in position below 500 ft AAL)
	Reduced flap landing
	Flap load relief system operation
Landing pitch	Pitch attitude high on landing

<b>Event Group</b>	<b>Description</b>
	Pitch attitude low on landing
Bank angles	Excessive bank below 100 ft AGL
	Excessive bank 100 ft AGL to 500 ft AAL
	Excessive bank above 500 ft AGL
	Excessive bank near ground (below 20 ft AGL)
Normal acceleration	High normal acceleration on ground
	High normal acceleration in flight flaps up (+/- increment)
	High normal acceleration in flight flaps down(+/- increment)
	High normal acceleration at landing
Abnormal configuration	Take-off configuration warning
	Early configuration change after take-off (flap)
	Speed brake with flap
	Speed brake on approach below 800 ft AAL
	Speed brake not armed below 800 ft AAL
Ground proximity warning	Ground proximity warning system (GPWS) operation - hard warning
	GPWS operation - soft warning
	GPWS operation - windshear warning
	GPWS operation - false warning
Airborne collision avoidance system (ACAS II) warning	ACAS operation - Resolution Advisory
Margin to stall/buffet	Stick shake
	False stick shake
	Reduced lift margin except near ground
	Reduced lift margin at take-off
	Low buffet margin (above 20 000 ft)
Aircraft flight manual limitations	Maximum operating speed limit ( $V_{MO}$ ) exceedance
	Maximum operating speed limit ( $M_{MO}$ ) exceedance

Event Group	Description
	Flap placard speed exceedance
	Gear down speed exceedance
	Gear selection up/down speed exceedance
	Flap/slat altitude exceedance
	Maximum operating altitude exceedance

## **GM2 ORO.AOC.130 Flight data monitoring - aeroplanes**

### FLIGHT DATA MONITORING

Additional guidance material for the establishment of flight data monitoring can be found in UK Civil Aviation Authority CAP 739 (Flight Data Monitoring).

## **AMC1 ORO.AOC.135(a) Personnel requirements**

### NOMINATED PERSONS

- (a) The person may hold more than one of the nominated posts if such an arrangement is considered suitable and properly matched to the scale and scope of the operation.
- (b) A description of the functions and the responsibilities of the nominated persons, including their names, should be contained in the operations manual.
- (c) The holder of an AOC should make arrangements to ensure continuity of supervision in the absence of nominated persons.
- (d) The person nominated by the holder of an AOC should not be nominated by another holder of an AOC, unless agreed with the competent authorities concerned.
- (e) Persons nominated should be contracted to work sufficient hours to fulfil the management functions associated with the scale and scope of the operation.

## **AMC2 ORO.AOC.135(a) Personnel requirements**

### COMBINATION OF NOMINATED PERSONS RESPONSIBILITIES

- (a) The acceptability of a single person holding several posts, possibly in combination with being the accountable manager, should depend upon the nature and scale of the operation. The two main areas of concern should be competence and an individual's capacity to meet his/her responsibilities.
- (b) As regards competence in different areas of responsibility, there should not be any difference from the requirements applicable to persons holding only one post.
- (c) The capacity of an individual to meet his/her responsibilities should primarily be dependent upon the scale of the operation. However the complexity of the organisation or of the operation may prevent, or limit, combinations of posts which may be acceptable in other circumstances.
- (d) In most circumstances, the responsibilities of a nominated person should rest with a single individual. However, in the area of ground operations, it may be acceptable for responsibilities to be split, provided that the responsibilities of each individual concerned are clearly defined.

## **GM1 ORO.AOC.135(a) Personnel requirements**

### NOMINATED PERSONS

The smallest organisation that can be considered is the one-man organisation where all of the nominated posts are filled by the accountable manager, and audits are conducted by an independent person.

## **GM2 ORO.AOC.135(a) Personnel requirements**

### COMPETENCE OF NOMINATED PERSONS

- (a) Nominated persons in accordance with ORO.AOC.135 should be expected to possess the experience and licensing provisions that are listed in (b) to (f). Exceptionally, in particular cases, the competent authority may accept a nomination that does not meet these provisions in full. In that circumstance, the nominee should have comparable experience and also the ability to perform effectively the functions associated with the post and with the scale of the operation.
- (b) Nominated persons should have:
  - (1) practical experience and expertise in the application of aviation safety standards and safe operating practices;
  - (2) comprehensive knowledge of:
    - (i) the applicable EU safety regulations and any associated requirements and procedures;
    - (ii) the AOC holder's operations specifications; and
    - (iii) the need for, and content of, the relevant parts of the AOC holder's operations manual;
  - (3) familiarity with management systems preferably in the area of aviation;
  - (4) appropriate management experience, preferably in a comparable organisation; and
  - (5) 5 years of relevant work experience of which at least 2 years should be from the aeronautical industry in an appropriate position.
- (c) Flight operations. The nominated person should hold or have held a valid flight crew licence and the associated ratings appropriate to a type of operation conducted under the AOC. In case the nominated person's licence and ratings are not current, his/her deputy should hold a valid flight crew licence and the associated ratings.
- (d) Crew training. The nominated person or his/her deputy should be a current type rating instructor on a type/class operated under the AOC. The nominated person should have a thorough knowledge of the AOC holder's crew training concept for flight, cabin and when relevant other crew.
- (e) Ground operations. The nominated person should have a thorough knowledge of the AOC holder's ground operations concept.
- (f) Continuing airworthiness. The nominated person should have the relevant knowledge and appropriate experience requirements related to aircraft continuing airworthiness as detailed in Part-M.

## SUBPART MLR – MANUALS, LOGS AND RECORDS

### AMC1 ORO.MLR.100 Operations manual - general

#### GENERAL

- (a) The operations manual (OM) may vary in detail according to the complexity of the operation and of the type and number of aircraft operated.
- (b) The OM or parts thereof may be presented in any form, including electronic form. In all cases, the accessibility, usability and reliability should be assured.
- (c) The OM should be such that:
  - (1) all parts of the manual are consistent and compatible in form and content;
  - (2) the manual can be readily amended; and
  - (3) the content and amendment status of the manual is controlled and clearly indicated.
- (d) The OM should include a description of its amendment and revision process specifying:
  - (1) the person(s) who may approve amendments or revisions;
  - (2) the conditions for temporary revisions and/or immediate amendments or revision required in the interest of safety; and
  - (3) the methods by which operator personnel are advised of the changes.
- (e) The OM content may be based on, or may refer to, industry codes of practice.
- (f) When compiling an OM, the operator may take advantage of the contents of other relevant documents. Material produced by the operator for the type-related part of the OM may be supplemented with, or substituted by, applicable parts of the aircraft flight manual (AFM) or, where such a document exists, by an aircraft operating manual produced by the manufacturer of the aircraft.
- (g) For the route and aerodrome part of the OM, material produced by the operator may be supplemented with or substituted by applicable route guide material produced by a specialist company.
- (h) If the operator chooses to use material from another source in the OM, either the applicable material should be copied and included directly in the relevant part of the OM, or the OM should contain a reference to the appropriate section of that applicable material.
- (i) If the operator chooses to make use of material from another source (e.g. a route manual producer, an aircraft manufacturer or a training organisation) this does not absolve the operator from the responsibility of verifying the applicability and suitability of this material. Any material received from an external source should be given its status by a statement in the OM.

### AMC2 ORO.MLR.100 Operations manual – General

CONTENTS – NON-COMMERCIAL OPERATIONS WITH COMPLEX MOTOR-POWERED AIRCRAFT

Reserved.

## **AMC3 ORO.MLR.100 Operations manual – general**

### CONTENTS – COMMERCIAL AIR TRANSPORT OPERATIONS

1 The OM should contain at least the following information, where applicable, as relevant for the area and type of operation:

A GENERAL/BASIC

0 ADMINISTRATION AND CONTROL OF OPERATIONS MANUAL

0.1 Introduction:

- (a) A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable air operator certificate (AOC).
- (b) A statement that the manual contains operational instructions that are to be complied with by the relevant personnel.
- (c) A list and brief description of the various parts, their contents, applicability and use.
- (d) Explanations and definitions of terms and words needed for the use of the manual.

0.2 System of amendment and revision:

- (a) Details of the person(s) responsible for the issuance and insertion of amendments and revisions.
- (b) A record of amendments and revisions with insertion dates and effective dates.
- (c) A statement that handwritten amendments and revisions are not permitted, except in situations requiring immediate amendment or revision in the interest of safety.
- (d) A description of the system for the annotation of pages or paragraphs and their effective dates.
- (e) A list of effective pages or paragraphs.
- (f) Annotation of changes (in the text and, as far as practicable, on charts and diagrams).
- (g) Temporary revisions.
- (h) A description of the distribution system for the manuals, amendments and revisions.

1 ORGANISATION AND RESPONSIBILITIES

1.1 Organisational structure. A description of the organisational structure, including the general organogram and operations departments' organograms. The organogram should depict the relationship between the operations departments and the other departments of the operator. In particular, the subordination and reporting lines of all divisions, departments etc, which pertain to the safety of flight operations, should be shown.

1.2 Nominated persons. The name of each nominated person responsible for flight operations, crew training and ground operations, as prescribed in ORO.AOC.135. A description of their function and responsibilities should be included.

1.3 Responsibilities and duties of operations management personnel. A description of the duties, responsibilities and authority of operations management personnel pertaining to the safety of flight operations and the compliance with the applicable regulations.

- 1.4 Authority, duties and responsibilities of the pilot-in-command/commander. A statement defining the authority, duties and responsibilities of the pilot-in-command/commander.
- 1.5 Duties and responsibilities of crew members other than the pilot-in-command/commander.

## 2 OPERATIONAL CONTROL AND SUPERVISION

- 2.1 Supervision of the operation by the operator. A description of the system for supervision of the operation by the operator (see ORO.GEN.110(c)). This should show how the safety of flight operations and the qualifications of personnel are supervised. In particular, the procedures related to the following items should be described:
  - (a) licence and qualification validity,
  - (b) competence of operations personnel,
  - (c) control, analysis and storage of the required records.
- 2.2 System and responsibility for promulgation of additional operational instructions and information. A description of any system for promulgating information which may be of an operational nature, but which is supplementary to that in the OM. The applicability of this information and the responsibilities for its promulgation should be included.
- 2.3 Operational control. A description of the procedures and responsibilities necessary to exercise operational control with respect to flight safety.
- 2.4 Powers of the authority. A description of the powers of the competent authority and guidance to staff on how to facilitate inspections by authority personnel.

## 3 MANAGEMENT SYSTEM

A description of the management system, including at least the following:

- (a) safety policy;
- (b) the process for identifying safety hazards and for evaluating and managing the associated risks;
- (c) compliance monitoring system;
- (d) allocation of duties and responsibilities;
- (e) documentation of all key management system processes.

## 4 CREW COMPOSITION

- 4.1 Crew composition. An explanation of the method for determining crew compositions, taking account of the following:
  - (a) the type of aircraft being used;
  - (b) the area and type of operation being undertaken;
  - (c) the phase of the flight;
  - (d) the minimum crew requirement and flight duty period planned;
  - (e) experience (total and on type), recency and qualification of the crew members;
  - (f) the designation of the pilot-in-command/commander and, if necessitated by the duration of the flight, the procedures for the relief of the pilot-in-command/commander or other members of the flight crew. (see ORO.FC.105);

(g) the designation of the senior cabin crew member and, if necessitated by the duration of the flight, the procedures for the relief of the senior cabin crew member and any other member of the cabin crew.

4.2 Designation of the pilot-in-command/commander. The rules applicable to the designation of the pilot-in-command/commander.

4.3 Flight crew incapacitation. Instructions on the succession of command in the event of flight crew incapacitation.

4.4 Operation on more than one type. A statement indicating which aircraft are considered as one type for the purpose of:

- (a) flight crew scheduling; and
- (b) cabin crew scheduling.

## 5 QUALIFICATION REQUIREMENTS

5.1 A description of the required licence, rating(s), qualification/competency (e.g. for routes and aerodromes), experience, training, checking and recency for operations personnel to conduct their duties. Consideration should be given to the aircraft type, kind of operation and composition of the crew.

5.2 Flight crew:

- (a) Pilot-in-command/commander,
- (b) Pilot relieving the pilot-in-command/commander,
- (c) Co-pilot,
- (d) Pilot relieving the co-pilot,
- (e) Pilot under supervision,
- (f) System panel operator,
- (g) Operation on more than one type or variant.

5.3 Cabin crew:

- (a) Senior cabin crew member,
- (b) Cabin crew member:
  - (i) Required cabin crew member,
  - (ii) Additional cabin crew member and cabin crew member during familiarisation flights,
- (c) Operation on more than one type or variant.

5.4 Training, checking and supervision personnel:

- (a) for flight crew; and
- (b) for cabin crew.

5.5 Other operations personnel (including technical crew and crew members other than flight, cabin and technical crew).

## 6 CREW HEALTH PRECAUTIONS

6.1 Crew health precautions. The relevant regulations and guidance to crew members concerning health, including the following:

- (a) alcohol and other intoxicating liquids,
- (b) narcotics,

- (c) drugs,
- (d) sleeping tablets,
- (e) anti-depressants,
- (f) pharmaceutical preparations,
- (g) immunisation,
- (h) deep-sea diving,
- (i) blood/bone marrow donation,
- (j) meal precautions prior to and during flight,
- (k) sleep and rest,
- (l) surgical operations.

## 7 FLIGHT TIME LIMITATIONS

7.1 Flight and duty time limitations and rest requirements.

7.2 Exceedance of flight and duty time limitations and/or reductions of rest periods. Conditions under which flight and duty time may be exceeded or rest periods may be reduced, and the procedures used to report these modifications.

## 8 OPERATING PROCEDURES

8.1 Flight preparation instructions. As applicable to the operation:

8.1.1 Minimum flight altitudes. A description of the method of determination and application of minimum altitudes including:

- (a) a procedure to establish the minimum altitudes/flight levels for visual flight rules (VFR) flights; and
- (b) a procedure to establish the minimum altitudes/flight levels for instrument flight rules (IFR) flights.

8.1.2 Criteria and responsibilities for determining the adequacy of aerodromes to be used.

8.1.3 Methods and responsibilities for establishing aerodrome operating minima. Reference should be made to procedures for the determination of the visibility and/or runway visual range (RVR) and for the applicability of the actual visibility observed by the pilots, the reported visibility and the reported RVR.

8.1.4 En-route operating minima for VFR flights or VFR portions of a flight and, where single-engined aircraft are used, instructions for route selection with respect to the availability of surfaces that permit a safe forced landing.

8.1.5 Presentation and application of aerodrome and en-route operating minima.

8.1.6 Interpretation of meteorological information. Explanatory material on the decoding of meteorological (MET) forecasts and MET reports relevant to the area of operations, including the interpretation of conditional expressions.

- 8.1.7 Determination of the quantities of fuel, oil and water methanol carried. The methods by which the quantities of fuel, oil and water methanol to be carried are determined and monitored in-flight. This section should also include instructions on the measurement and distribution of the fluid carried on board. Such instructions should take account of all circumstances likely to be encountered on the flight, including the possibility of in-flight re-planning and of failure of one or more of the aircraft's power plants. The system for maintaining fuel and oil records should also be described.
- 8.1.8 Mass and centre of gravity. The general principles of mass and centre of gravity including the following:
- (a) definitions;
  - (b) methods, procedures and responsibilities for preparation and acceptance of mass and centre of gravity calculations;
  - (c) the policy for using standard and/or actual masses;
  - (d) the method for determining the applicable passenger, baggage and cargo mass;
  - (e) the applicable passenger and baggage masses for various types of operations and aircraft type;
  - (f) general instructions and information necessary for verification of the various types of mass and balance documentation in use;
  - (g) last-minute changes procedures;
  - (h) specific gravity of fuel, oil and water methanol;
  - (i) seating policy/procedures;
  - (j) for helicopter operations, standard load plans.
- 8.1.9 Air traffic services (ATS) flight plan. Procedures and responsibilities for the preparation and submission of the ATS flight plan. Factors to be considered include the means of submission for both individual and repetitive flight plans.
- 8.1.10 Operational flight plan. Procedures and responsibilities for the preparation and acceptance of the operational flight plan. The use of the operational flight plan should be described including samples of the operational flight plan formats in use.
- 8.1.11 Operator's aircraft technical log. The responsibilities and the use of the operator's aircraft technical log should be described, including samples of the format used.
- 8.1.12 List of documents, forms and additional information to be carried.
- 8.2 Ground handling instructions. As applicable to the operation:
- 8.2.1 Fuelling procedures. A description of fuelling procedures, including:
- (a) safety precautions during refuelling and defuelling including when an auxiliary power unit is in operation or when rotors are running or when an engine is or engines are running and the prop-brakes are on;

- (b) refuelling and defuelling when passengers are embarking, on board or disembarking; and
  - (c) precautions to be taken to avoid mixing fuels.
- 8.2.2 Aircraft, passengers and cargo handling procedures related to safety. A description of the handling procedures to be used when allocating seats, embarking and disembarking passengers and when loading and unloading the aircraft. Further procedures, aimed at achieving safety whilst the aircraft is on the ramp, should also be given. Handling procedures should include:
- (a) special categories of passengers, including children/infants, persons with reduced mobility, inadmissible passengers, deportees and persons in custody;
  - (b) permissible size and weight of hand baggage;
  - (c) loading and securing of items in the aircraft;
  - (d) positioning of ground equipment;
  - (e) operation of aircraft doors;
  - (f) safety on the aerodrome/operating site, including fire prevention and safety in blast and suction areas;
  - (g) start-up, ramp departure and arrival procedures including, for aeroplanes, push-back and towing operations;
  - (h) servicing of aircraft;
  - (i) documents and forms for aircraft handling;
  - (j) special loads and classification of load compartments; and
  - (k) multiple occupancy of aircraft seats.
- 8.2.3 Procedures for the refusal of embarkation. Procedures to ensure that persons who appear to be intoxicated, or who demonstrate by manner or physical indications that they are under the influence of drugs, are refused embarkation. This does not apply to medical patients under proper care.
- 8.2.4 De-icing and anti-icing on the ground. A description of the de-icing and anti-icing policy and procedures for aircraft on the ground. These should include descriptions of the types and effects of icing and other contaminants on aircraft whilst stationary, during ground movements and during take-off. In addition, a description of the fluid types used should be given, including the following:
- (a) proprietary or commercial names,
  - (b) characteristics,
  - (c) effects on aircraft performance,
  - (d) hold-over times,
  - (e) precautions during usage.

### 8.3 Flight Procedures:

- 8.3.1 VFR/IFR Policy. A description of the policy for allowing flights to be made under VFR, or for requiring flights to be made under IFR, or for changing from one to the other.
- 8.3.2 Navigation Procedures. A description of all navigation procedures, relevant to the type(s) and area(s) of operation. Special consideration should be given to:
  - (a) standard navigational procedures, including policy for carrying out independent cross-checks of keyboard entries where these affect the flight path to be followed by the aircraft; and
  - (b) required navigation performance (RNP), minimum navigation performance specification (MNPS) and polar navigation and navigation in other designated areas;
  - (c) in-flight re-planning;
  - (d) procedures in the event of system degradation; and
  - (e) reduced vertical separation minima (RVSM), for aeroplanes.
- 8.3.3 Altimeter setting procedures, including, where appropriate, use of:
  - (a) metric altimetry and conversion tables; and
  - (b) QFE operating procedures.
- 8.3.4 Altitude alerting system procedures for aeroplanes or audio voice alerting devices for helicopters.
- 8.3.5 Ground proximity warning system (GPWS)/terrain avoidance warning system (TAWS), for aeroplanes. Procedures and instructions required for the avoidance of controlled flight into terrain, including limitations on high rate of descent near the surface (the related training requirements are covered in OM-D 2.1).
- 8.3.6 Policy and procedures for the use of traffic collision avoidance system (TCAS)/airborne collision avoidance system (ACAS) for aeroplanes and, when applicable, for helicopters.
- 8.3.7 Policy and procedures for in-flight fuel management.
- 8.3.8 Adverse and potentially hazardous atmospheric conditions. Procedures for operating in, and/or avoiding, adverse and potentially hazardous atmospheric conditions, including the following:
  - (a) thunderstorms,
  - (b) icing conditions,
  - (c) turbulence,
  - (d) windshear,
  - (e) jet stream,
  - (f) volcanic ash clouds,
  - (g) heavy precipitation,
  - (h) sand storms,
  - (i) mountain waves,

- (j) significant temperature inversions.
- 8.3.9 Wake turbulence. Wake turbulence separation criteria, taking into account aircraft types, wind conditions and runway/final approach and take-off area (FATO) location. For helicopters, consideration should also be given to rotor downwash.
- 8.3.10 Crew members at their stations. The requirements for crew members to occupy their assigned stations or seats during the different phases of flight or whenever deemed necessary in the interest of safety and, for aeroplane operations, including procedures for controlled rest in the flight crew compartment.
- 8.3.11 Use of restraint devices for crew and passengers. The requirements for crew members and passengers to use safety belts and/or restraint systems during the different phases of flight or whenever deemed necessary in the interest of safety.
- 8.3.12 Admission to flight crew compartment. The conditions for the admission to the flight crew compartment of persons other than the flight crew. The policy regarding the admission of inspectors from an authority should also be included.
- 8.3.13 Use of vacant crew seats. The conditions and procedures for the use of vacant crew seats.
- 8.3.14 Incapacitation of crew members. Procedures to be followed in the event of incapacitation of crew members in-flight. Examples of the types of incapacitation and the means for recognising them should be included.
- 8.3.15 Cabin Safety Requirements. Procedures:
- (a) covering cabin preparation for flight, in-flight requirements and preparation for landing, including procedures for securing the cabin and galleys;
  - (b) to ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aircraft;
  - (c) to be followed during passenger embarkation and disembarkation;
  - (d) when refuelling/defuelling with passengers embarking, on board or disembarking;
  - (e) covering the carriage of special categories of passengers;
  - (f) covering smoking on board;
  - (g) covering the handling of suspected infectious diseases.
- 8.3.16 Passenger briefing procedures. The contents, means and timing of passenger briefing in accordance with Annex IV (Part-CAT).
- 8.3.17 Procedures for aircraft operated whenever required cosmic or solar radiation detection equipment is carried.
- 8.3.18 Policy on the use of autopilot and autothrottle for aircraft fitted with these systems.

- 8.4 Low visibility operations (LVO). A description of the operational procedures associated with LVO.
- 8.5 Extended-range operations with two-engined aeroplanes (ETOPS). A description of the ETOPS operational procedures. (Refer to EASA AMC 20-6)
- 8.6 Use of the minimum equipment and configuration deviation list(s).
- 8.7 Non-revenue flights. Procedures and limitations, for example, for the following:
  - (a) non-commercial operations by AOC holders, a description of the differences to commercial operations,
  - (b) training flights,
  - (c) test flights,
  - (d) delivery flights,
  - (e) ferry flights,
  - (f) demonstration flights,
  - (g) positioning flights, including the kind of persons who may be carried on such flights.
- 8.8 Oxygen Requirements:
  - 8.8.1 An explanation of the conditions under which oxygen should be provided and used.
  - 8.8.2 The oxygen requirements specified for the following persons:
    - (a) flight crew;
    - (b) cabin crew;
    - (c) passengers.

## 9 DANGEROUS GOODS AND WEAPONS

- 9.1 Information, instructions and general guidance on the transport of dangerous goods, in accordance with Subpart G of Annex V (SPA.DG) including:
  - (a) operator's policy on the transport of dangerous goods;
  - (b) guidance on the requirements for acceptance, labelling, handling, stowage and segregation of dangerous goods;
  - (c) special notification requirements in the event of an accident or occurrence when dangerous goods are being carried;
  - (d) procedures for responding to emergency situations involving dangerous goods;
  - (e) duties of all personnel involved; and
  - (f) instructions on the carriage of the operator's personnel on cargo aircraft when dangerous goods are being carried.
- 9.2 The conditions under which weapons, munitions of war and sporting weapons may be carried.

## 10 SECURITY

Security instructions, guidance, procedures, training and responsibilities, taking into account Regulation (EC) No 300/2008<sup>7</sup>. Some parts of the security instructions and guidance may be kept confidential.

## 11 HANDLING, NOTIFYING AND REPORTING ACCIDENTS, INCIDENTS AND OCCURRENCES

Procedures for handling, notifying and reporting accidents, incidents and occurrences. This section should include the following:

- (a) definition of accident, incident and occurrence and of the relevant responsibilities of all persons involved;
- (b) illustrations of forms to be used for reporting all types of accident, incident and occurrence (or copies of the forms themselves), instructions on how they are to be completed, the addresses to which they should be sent and the time allowed for this to be done;
- (c) in the event of an accident, descriptions of which departments, authorities and other organisations have to be notified, how this will be done and in what sequence;
- (d) procedures for verbal notification to air traffic service units of incidents involving ACAS resolution advisories (RAs), bird hazards, dangerous goods and hazardous conditions;
- (e) procedures for submitting written reports on air traffic incidents, ACAS RAs, bird strikes, dangerous goods incidents or accidents, and unlawful interference;
- (f) reporting procedures. These procedures should include internal safety-related reporting procedures to be followed by crew members, designed to ensure that the pilot-in-command/commander is informed immediately of any incident that has endangered, or may have endangered, safety during the flight, and that the pilot-in-command/commander is provided with all relevant information.
- (g) Procedures for the preservation of recordings following a reportable event.

## 12 RULES OF THE AIR

- (a) Visual and instrument flight rules
- (b) Territorial application of the rules of the air
- (c) Communication procedures, including communication-failure procedures
- (d) Information and instructions relating to the interception of civil aircraft
- (e) The circumstances in which a radio listening watch is to be maintained
- (f) Signals
- (g) Time system used in operation
- (h) ATC clearances, adherence to flight plan and position reports
- (i) Visual signals used to warn an unauthorised aircraft flying in or about to enter a restricted, prohibited or danger area
- (j) Procedures for flight crew observing an accident or receiving a distress transmission
- (k) The ground/air visual codes for use by survivors, and description and use of signal aids

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<sup>7</sup> OJ L 97, 11.3.2008, p. 72.

(l) Distress and urgency signals.

## 13 LEASING / CODE-SHARE

A description of the operational arrangements for leasing and code-share, associated procedures and management responsibilities.

## B AIRCRAFT OPERATING MATTERS – TYPE RELATED

Taking account of the differences between types/classes, and variants of types, under the following headings:

### 0 GENERAL INFORMATION AND UNITS OF MEASUREMENT

0.1 General information (e.g. aircraft dimensions), including a description of the units of measurement used for the operation of the aircraft type concerned and conversion tables.

### 1 LIMITATIONS

1.1 A description of the certified limitations and the applicable operational limitations should include the following:

- (a) certification status (e.g. EASA (supplemental) type certificate, environmental certification, etc.);
- (b) passenger seating configuration for each aircraft type including a pictorial presentation;
- (c) types of operation that are approved (e.g. VFR/IFR, CAT II/III, RNP, flights in known icing conditions etc.);
- (d) crew composition;
- (e) mass and centre of gravity;
- (f) speed limitations;
- (g) flight envelope(s);
- (h) wind limits including operations on contaminated runways;
- (i) performance limitations for applicable configurations;
- (j) (runway) slope;
- (k) for aeroplanes, limitations on wet or contaminated runways;
- (l) airframe contamination;
- (m) system limitations.

### 2 NORMAL PROCEDURES

The normal procedures and duties assigned to the crew, the appropriate checklists, the system for their use and a statement covering the necessary coordination procedures between flight and cabin/other crew members. The normal procedures and duties should include the following:

- (a) pre-flight,
- (b) pre-departure,
- (c) altimeter setting and checking,
- (d) taxi, take-off and climb,
- (e) noise abatement,

- (f) cruise and descent,
- (g) approach, landing preparation and briefing,
- (h) VFR approach,
- (i) IFR approach,
- (j) visual approach and circling,
- (k) missed approach,
- (l) normal landing,
- (m) post-landing,
- (n) for aeroplanes, operations on wet and contaminated runways.

### 3 ABNORMAL AND/OR EMERGENCY PROCEDURES

The abnormal and/or emergency procedures and duties assigned to the crew, the appropriate checklists, the system for their use and a statement covering the necessary coordination procedures between flight and cabin/other crew members. The following abnormal and/or emergency procedures and duties should include the following:

- (a) crew incapacitation,
- (b) fire and smoke drills,
- (c) for aeroplanes, un-pressurised and partially pressurised flight,
- (d) for aeroplanes, exceeding structural limits such as overweight landing,
- (e) lightning strikes,
- (f) distress communications and alerting ATC to emergencies,
- (g) engine/burner failure,
- (h) system failures,
- (i) guidance for diversion in case of serious technical failure,
- (j) ground proximity warning, including for helicopters audio voice alerting device (AVAD) warning,
- (k) ACAS/TCAS warning for aeroplanes/audio voice alerting device (AVAD) warning for helicopters,
- (l) windshear,
- (m) emergency landing/ditching,
- (n) for aeroplanes, departure contingency procedures.

### 4 PERFORMANCE

4.0 Performance data should be provided in a form that can be used without difficulty.

4.1 Performance data. Performance material that provides the necessary data for compliance with the performance requirements prescribed in Annex IV (Part-CAT). For aeroplanes, this performance data should be included to allow the determination of the following:

- (a) take-off climb limits – mass, altitude, temperature;
- (b) take-off field length (for dry, wet and contaminated runway conditions);
- (c) net flight path data for obstacle clearance calculation or, where applicable, take-off flight path;

- (d) the gradient losses for banked climb-outs;
- (e) en-route climb limits;
- (f) approach climb limits;
- (g) landing climb limits;
- (h) landing field length (for dry, wet and contaminated runway conditions) including the effects of an in-flight failure of a system or device, if it affects the landing distance;
- (i) brake energy limits;
- (j) speeds applicable for the various flight stages (also considering dry, wet and contaminated runway conditions).

4.1.1 Supplementary data covering flights in icing conditions. Any certified performance related to an allowable configuration, or configuration deviation, such as anti-skid inoperative.

4.1.2 If performance data, as required for the appropriate performance class, is not available in the AFM, then other data should be included. The OM may contain cross-reference to the data contained in the AFM where such data is not likely to be used often or in an emergency.

4.2 Additional performance data for aeroplanes. Additional performance data, where applicable, including the following:

- (a) all engine climb gradients,
- (b) drift-down data,
- (c) effect of de-icing/anti-icing fluids,
- (d) flight with landing gear down,
- (e) for aircraft with 3 or more engines, one-engine-inoperative ferry flights,
- (f) flights conducted under the provisions of the configuration deviation list (CDL).

## 5 FLIGHT PLANNING

5.1 Data and instructions necessary for pre-flight and in-flight planning including, for aeroplanes, factors such as speed schedules and power settings. Where applicable, procedures for engine(s)-out operations, ETOPS (particularly the one-engine-inoperative cruise speed and maximum distance to an adequate aerodrome determined in accordance with Annex IV (Part-CAT)) and flights to isolated aerodromes should be included.

5.2 The method for calculating fuel needed for the various stages of flight.

5.3 When applicable, for aeroplanes, performance data for ETOPS critical fuel reserve and area of operation, including sufficient data to support the critical fuel reserve and area of operation calculation based on approved aircraft performance data. The following data should be included:

- (a) detailed engine(s)-inoperative performance data including fuel flow for standard and non-standard atmospheric conditions and as a function of airspeed and power setting, where appropriate, covering:
  - (i) drift down (includes net performance), where applicable;
  - (ii) cruise altitude coverage including 10 000 ft;

- (iii) holding;
  - (iv) altitude capability (includes net performance); and
  - (v) missed approach;
- (b) detailed all-engine-operating performance data, including nominal fuel flow data, for standard and non-standard atmospheric conditions and as a function of airspeed and power setting, where appropriate, covering:
- (i) cruise (altitude coverage including 10 000 ft); and
  - (ii) holding;
- (c) details of any other conditions relevant to ETOPS operations which can cause significant deterioration of performance, such as ice accumulation on the unprotected surfaces of the aircraft, ram air turbine (RAT) deployment, thrust-reverser deployment, etc.; and
- (d) the altitudes, airspeeds, thrust settings, and fuel flow used in establishing the ETOPS area of operations for each airframe-engine combination should be used in showing the corresponding terrain and obstruction clearances in accordance with Annex IV (Part-CAT).

## 6 MASS AND BALANCE

Instructions and data for the calculation of the mass and balance including the following:

- (a) calculation system (e.g. index system);
- (b) information and instructions for completion of mass and balance documentation, including manual and computer generated types;
- (c) limiting masses and centre of gravity for the types, variants or individual aircraft used by the operator;
- (d) dry operating mass and corresponding centre of gravity or index.

## 7 LOADING

Procedures and provisions for loading and unloading and securing the load in the aircraft.

## 8 CONFIGURATION DEVIATION LIST

The CDL(s), if provided by the manufacturer, taking account of the aircraft types and variants operated including procedures to be followed when an aircraft is being dispatched under the terms of its CDL.

## 9 MINIMUM EQUIPMENT LIST (MEL)

The MEL for each aircraft type or variant operated and the type(s)/area(s) of operation. The MEL should also include the dispatch conditions associated with operations required for a specific approval (e.g. RNAV, RNP, RVSM, ETOPS). Consideration should be given to using the ATA number system when allocating chapters and numbers.

## 10 SURVIVAL AND EMERGENCY EQUIPMENT INCLUDING OXYGEN

10.1 A list of the survival equipment to be carried for the routes to be flown and the procedures for checking the serviceability of this equipment prior to take-off. Instructions regarding the location, accessibility and use of survival and emergency equipment and its associated checklist(s) should also be included.

10.2 The procedure for determining the amount of oxygen required and the quantity that is available. The flight profile, number of occupants and possible cabin decompression should be considered.

## 11 EMERGENCY EVACUATION PROCEDURES

11.1 Instructions for preparation for emergency evacuation including crew coordination and emergency station assignment.

11.2 Emergency evacuation procedures. A description of the duties of all members of the crew for the rapid evacuation of an aircraft and the handling of the passengers in the event of a forced landing, ditching or other emergency.

## 12 AIRCRAFT SYSTEMS

A description of the aircraft systems, related controls and indications and operating instructions. Consideration should be given to use the ATA number system when allocating chapters and numbers.

## C ROUTE/ROLE/AREA AND AERODROME/OPERATING SITE INSTRUCTIONS AND INFORMATION

1 Instructions and information relating to communications, navigation and aerodromes/operating sites including minimum flight levels and altitudes for each route to be flown and operating minima for each aerodrome/operating site planned to be used, including the following:

- (a) minimum flight level/altitude;
- (b) operating minima for departure, destination and alternate aerodromes;
- (c) communication facilities and navigation aids;
- (d) runway/final approach and take-off area (FATO) data and aerodrome/operating site facilities;
- (e) approach, missed approach and departure procedures including noise abatement procedures;
- (f) communication-failure procedures;
- (g) search and rescue facilities in the area over which the aircraft is to be flown;
- (h) a description of the aeronautical charts that should be carried on board in relation to the type of flight and the route to be flown, including the method to check their validity;
- (i) availability of aeronautical information and MET services;
- (j) en-route communication/navigation procedures;
- (k) aerodrome/operating site categorisation for flight crew competence qualification;
- (l) special aerodrome/operating site limitations (performance limitations and operating procedures etc.).

## D TRAINING

1 Description of scope: Training syllabi and checking programmes for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight.

2 Content: Training syllabi and checking programmes should include the following:

2.1 for flight crew, all relevant items prescribed in Annex IV (Part-CAT), Annex V (Part-SPA) and ORO.FC;

- 2.2 for cabin crew, all relevant items prescribed in Annex IV (Part-CAT), Annex V (Part-CC) of Commission Regulation (EU) xxx/XXXX and ORO.CC;
- 2.3 for technical crew, all relevant items prescribed in Annex IV (Part-CAT), Annex V (Part-SPA) and ORO.TC;
- 2.4 for operations personnel concerned, including crew members:
  - (a) all relevant items prescribed in SPA.DG Subpart G of Annex IV (SPA.DG); and
  - (b) all relevant items prescribed in Annex IV (Part-CAT) and ORO.SEC; and
- 2.5 for operations personnel other than crew members (e.g. dispatcher, handling personnel etc.), all other relevant items prescribed in Annex IV (Part-CAT) and in this Annex pertaining to their duties.

3 Procedures:

- 3.1 Procedures for training and checking.
- 3.2 Procedures to be applied in the event that personnel do not achieve or maintain the required standards.
- 3.3 Procedures to ensure that abnormal or emergency situations requiring the application of part or all of the abnormal or emergency procedures, and simulation of instrument meteorological conditions (IMC) by artificial means are not simulated during commercial air transport operations.

4 Description of documentation to be stored and storage periods.

2 Notwithstanding 1, an OM that is compiled in accordance with JAR-OPS 3 amendment 5 may be considered to be compliant.

**AMC4 ORO.MLR.100 Operations manual - General**

CONTENTS – NON-COMMERCIAL SPECIALISED OPERATIONS WITH COMPLEX MOTOR-POWERED AIRCRAFT AND COMMERCIAL SPECIALISED OPERATIONS

Reserved.

**GM1 ORO.MLR.100 Operations manual – general**

CONTENTS

If there are sections that, because of the nature of the operation, do not apply, it is recommended that operators maintain the numbering system described in ORO.MLR.101 and AMC3 ORO.MLR.100 and insert 'Not applicable' or 'Intentionally blank' where appropriate.

**GM1 ORO.MLR.100(h) Operations manual - general**

HUMAN FACTORS PRINCIPLES

Guidance material on the application of human factors principles can be found in the ICAO Human Factors Training Manual (Doc 9683).

## **GM1 ORO.MLR.105(a) Minimum equipment list**

### GENERAL

The MEL is a document that lists the equipment that may be temporarily inoperative, subject to certain conditions, at the commencement of flight. This document is prepared by the operator for his/their own particular aircraft taking account of their aircraft configuration and all those individual variables that cannot be addressed at MMEL level, such as operating environment, route structure, geographic location, aerodromes where spare parts and maintenance capabilities are available etc., in accordance with a procedure approved by the competent authority.

### NON-SAFETY RELATED EQUIPMENT

- (a) Most aircraft are designed and certified with a significant amount of equipment redundancy, such that the airworthiness requirements are satisfied by a substantial margin. In addition, aircraft are generally fitted with equipment that is not required for safe operation under all operating conditions, e.g. instrument lighting in day VMC.
- (b) All items related to the airworthiness, or required for the safe operation, of the aircraft and not included in the list are automatically required to be operative.
- (c) Equipment, such as entertainment systems or galley equipment, may be installed for passenger convenience. If this non-safety related equipment does not affect the airworthiness or operation of the aircraft when inoperative, it does not require a rectification interval, and need not be listed in the operator's MEL, if it is not addressed in the MMEL. The exceptions to this are as follows:
  - (1) Where non-safety related equipment serves a second function, such as movie equipment being used for cabin safety briefings, operators should develop and include operational contingency procedures in the MEL in case of an equipment malfunction.
  - (2) Where non-safety related equipment is part of another aircraft system, for example the electrical system, procedures should be developed and included in the MEL for deactivating and securing in case of malfunction. In these cases, the item should be listed in the MEL, with compensating provisions and deactivation instructions if applicable. The rectification interval will be dependent on the secondary function of the item and the extent of its effect on other systems.
- (d) If the operator chooses to list non-safety related equipment in the MEL, not listed in the MMEL, they should include a rectification interval category. These items may be given a 'D' category rectification interval provided any applicable (M) procedure (in the case of electrically supplied items) is applied.
- (e) Operators should establish an effective decision making process for failures that are not listed to determine if they are related to airworthiness and required for safe operation. In order for inoperative installed equipment to be considered non-safety related, the following criteria should be considered:
  - (1) the operation of the aircraft is not adversely affected such that standard operating procedures related to ground personnel, and crew members are impeded;
  - (2) the condition of the aircraft is not adversely affected such that the safety of passengers and/or personnel is jeopardised;
  - (3) the condition of the aircraft is configured to minimise the probability of a subsequent failure that may cause injury to passengers / personnel and/or cause damage to the aircraft;

- (4) the condition does not include the use of required emergency equipment and does not impact emergency procedures such that personnel could not perform them.

#### **AMC1 ORO.MLR.105(c) Minimum equipment list**

AMENDMENTS TO THE MEL FOLLOWING CHANGES TO THE MMEL – APPLICABLE CHANGES AND ACCEPTABLE TIMESCALES

- (a) The following are applicable changes to the MMEL that require amendment of the MEL:
  - (1) a reduction of the rectification interval;
  - (2) change of an item, only when the change is applicable to the aircraft or type of operations and is more restrictive.
- (b) An acceptable timescale for submitting the amended MEL to the competent authority is 90 days from the date of applicability specified in the approved change to the MMEL.
- (c) Reduced timescales for the implementation of safety related amendments may be required if the Agency and/or competent authority consider it necessary.

#### **AMC1 ORO.MLR.105(d)(3) Minimum equipment list**

EXTENT OF THE MEL

The operator should include guidance in the MEL on how to deal with any failures that occur between the commencement of the flight and the start of the take-off. If a failure occurs between the commencement of the flight and the start of the take-off, any decision to continue the flight should be subject to pilot judgement and good airmanship. The pilot-in-command/commander may refer to the MEL before any decision to continue the flight is taken.

#### **GM1 ORO.MLR.105(e);(f) Minimum equipment list**

RECTIFICATION INTERVAL (RI)

The definitions and categories of rectification intervals are provided in CS-MMEL.

#### **AMC1 ORO.MLR.105(f) Minimum equipment list**

RECTIFICATION INTERVAL EXTENSION (RIE) - OPERATOR PROCEDURES FOR THE APPROVAL BY THE COMPETENT AUTHORITY AND NOTIFICATION TO THE COMPETENT AUTHORITY

- (a) The operator's procedures to address the extension of rectification intervals and ongoing surveillance to ensure compliance should provide the competent authority with details of the name and position of the nominated personnel responsible for the control of the operator's rectification interval extension (RIE) procedures and details of the specific duties and responsibilities established to control the use of RIEs.
- (b) Personnel authorising RIEs should be adequately trained in technical and/or operational disciplines to accomplish their duties. They should have necessary operational knowledge in terms of operational use of the MEL as alleviating documents by flight crew and maintenance personnel and engineering competence. The authorising personnel should be listed by appointment and name.
- (c) The operator should notify the competent authority within 1 month of the extension of the applicable rectification interval or within the appropriated timescales specified by the approved procedure for the RIE.

- (d) The notification should be made in a form determined by the competent authority and should specify the original defect, all such uses, the reason for the RIE and the reasons why rectification was not carried out within the original rectification interval.

**GM1 OR.OPS.MLR.105(f) Minimum equipment list**

RECTIFICATION INTERVAL EXTENSION (RIE)

Procedures for the extension of rectification intervals should only be applied under certain conditions, such as a shortage of parts from manufacturers or other unforeseen situations (e.g. inability to obtain equipment necessary for proper troubleshooting and repair), in which case the operator may be unable to comply with the specified rectification intervals.

**AMC1 ORO.MLR.105(g) Minimum equipment list**

OPERATIONAL AND MAINTENANCE PROCEDURES

- (a) The operational and maintenance procedures referenced in the MEL should be based on the operational and maintenance procedures referenced in the MMEL. Modified procedures may, however, be developed by the operator when they provide the same level of safety as required by the MMEL.
- (b) Providing appropriate operational and maintenance procedures referenced in the MEL, regardless of who developed them, is the responsibility of the operator.
- (c) Any item in the MEL requiring an operational or maintenance procedure to ensure an acceptable level of safety should be so identified in the 'remarks' or 'exceptions' column/part/section of the MEL. This will normally be '(O)' for an operational procedure, or '(M)' for a maintenance procedure. '(O)(M)' means both operational and maintenance procedures are required.
- (d) The satisfactory accomplishment of all procedures, regardless of who performs them, is the responsibility of the operator.

**GM1 ORO.MLR.105(g) Minimum equipment list**

OPERATIONAL AND MAINTENANCE PROCEDURES

- (a) Operational and maintenance procedures are an integral part of the compensating conditions needed to maintain an acceptable level of safety, enabling the competent authority to approve the MEL. The competent authority may request presentation of fully developed (O) and/or (M) procedures in the course of the MEL approval process.
- (b) Normally, operational procedures are accomplished by the flight crew; however, other personnel may be qualified and authorised to perform certain functions.
- (c) Normally, maintenance procedures are accomplished by the maintenance personnel; however, other personnel may be qualified and authorised to perform certain functions.
- (d) Operator's manuals may include the OM, the continued airworthiness management organisation manual or other documents.
- (e) Unless specifically permitted by a maintenance procedure, an inoperative item may not be removed from the aircraft.

### **AMC1 ORO.MLR.105(h) Minimum equipment list**

#### OPERATIONAL AND MAINTENANCE PROCEDURES - APPLICABLE CHANGES

Changes to the operational and maintenance procedures referenced in the MMEL are considered applicable and require the amendment of the maintenance and operating procedures referenced in the MEL when the:

- (a) modified procedure is applicable to the operator's MEL; and
- (b) purpose of this change is to improve compliance with the intent of the associated MMEL dispatch condition.

### **AMC1 ORO.MLR.105(j) Minimum equipment list**

#### OPERATION OF AN AIRCRAFT WITHIN THE CONSTRAINTS OF THE MMEL - OPERATOR'S PROCEDURES FOR THE APPROVAL BY THE COMPETENT AUTHORITY

- (a) The operator's procedures to address the operation of an aircraft outside the constraints of the MEL but within the constraints of the MMEL and ongoing surveillance to ensure compliance should provide the competent authority with details of the name and position of the nominated personnel responsible for the control of the operations under such conditions and details of the specific duties and responsibilities established to control the use of the approval.
- (b) Personnel authorising operations under such approval should be adequately trained in technical and operational disciplines to accomplish their duties. They should have the necessary operational knowledge in terms of operational use of the MEL as alleviating documents by flight crew and maintenance personnel and engineering competence. The authorising personnel should be listed by appointment and name.

### **GM1 ORO.MLR.105(j) Minimum equipment list**

#### OPERATION OF AN AIRCRAFT WITHIN THE CONSTRAINTS OF THE MMEL - OPERATOR'S PROCEDURES FOR THE APPROVAL BY THE COMPETENT AUTHORITY

Procedures for the operation of an aircraft outside the constraints of the MEL but within the constraints of the MMEL should only be applied under certain conditions, such as a shortage of parts from manufacturers or other unforeseen situations (e.g. inability to obtain equipment necessary for proper troubleshooting and repair), in which case the operator may be unable to comply with the constraints specified in the MEL.

### **AMC1 ORO.MLR.110 Journey log**

#### GENERAL

- (a) The aircraft journey log, or equivalent, should include the following items, where applicable:
  - (1) aircraft nationality and registration,
  - (2) date,
  - (3) name(s) of crew member(s),
  - (4) duty assignments of crew member(s),
  - (5) place of departure,
  - (6) place of arrival,
  - (7) time of departure,

- (8) time of arrival,
  - (9) hours of flight,
  - (10) nature of flight (scheduled or non-scheduled),
  - (11) incidents, observations, if any,
  - (12) signature of person in charge.
- (b) The information, or parts thereof, may be recorded in a form other than on printed paper. Accessibility, usability and reliability should be assured.
- (c) 'Journey log, or equivalent', means that the required information may be recorded in documentation other than a log book, such as the operational flight plan or the aircraft technical log.
- (d) 'Series of flights', means consecutive flights, which begin and end:
- (1) within a 24 hour period;
  - (2) at the same aerodrome or operating site or remain within a local area specified in the operations manual; and
  - (3) with the same pilot-in-command/commander of the aircraft.

### **GM1 ORO.MLR.110 Journey log**

#### SERIES OF FLIGHTS

The term 'series of flights' is used to facilitate a single set of documentation.

### **AMC1 ORO.MLR.115 Record-keeping**

#### TRAINING RECORDS

A summary of training should be maintained by the operator to show every crew member's completion of each stage of training and checking.

## **Subpart FC – Flight crew**

### **AMC1 ORO.FC.100(c) Composition of flight crew**

#### OPERATIONAL MULTI-PILOT LIMITATION (OML)

The operator should ensure that pilots with an OML on their medical certificate only operate aircraft in multi-pilot operations when the other pilot is fully qualified on the relevant type of aircraft, is not subject to an OML and has not attained the age of 60 years.

### **AMC1 ORO.FC.105(b)(2);(c) Designation as pilot-in-command/commander**

#### ROUTE/AREA AND AERODROME KNOWLEDGE FOR COMMERCIAL AIR TRANSPORT OPERATIONS

For commercial air transport (CAT) operations, the experience of the route or area to be flown and of the aerodrome facilities and procedures to be used should include the following:

- (a) Area and route knowledge
  - (1) Area and route training should include knowledge of:
    - (i) terrain and minimum safe altitudes;
    - (ii) seasonal meteorological conditions;
    - (iii) meteorological, communication and air traffic facilities, services and procedures;
    - (iv) search and rescue procedures where available; and
    - (v) navigational facilities associated with the area or route along which the flight is to take place.
  - (2) Depending on the complexity of the area or route, as assessed by the operator, the following methods of familiarisation should be used:
    - (i) for the less complex areas or routes, familiarisation by self-briefing with route documentation, or by means of programmed instruction; and
    - (ii) in addition, for the more complex areas or routes, in-flight familiarisation as a pilot-in-command/commander or co-pilot under supervision, observer, or familiarisation in a flight simulation training device (FSTD) using a database appropriate to the route concerned.
- (b) Aerodrome knowledge
  - (1) Aerodrome training should include knowledge of obstructions, physical layout, lighting, approach aids and arrival, departure, holding and instrument approach procedures, applicable operating minima and ground movement considerations.
  - (2) The operations manual should describe the method of categorisation of aerodromes and, in the case of CAT operations, provide a list of those aerodrome categorised as B or C.
  - (3) All aerodromes to which an operator operates should be categorised in one of these three categories:
    - (i) category A - an aerodrome that meets all of the following requirements:
      - (A) an approved instrument approach procedure;

- (B) at least one runway with no performance limited procedure for take-off and/or landing;
  - (C) published circling minima not higher than 1 000 ft above aerodrome level; and
  - (D) night operations capability.
- (ii) category B - an aerodrome that does not meet the category A requirements or which requires extra considerations such as:
    - (A) non-standard approach aids and/or approach patterns;
    - (B) unusual local weather conditions;
    - (C) unusual characteristics or performance limitations; or
    - (D) any other relevant considerations including obstructions, physical layout, lighting etc.
  - (iii) category C - an aerodrome that requires additional considerations to a category B aerodrome;
  - (iv) offshore installations may be categorised as category B or C aerodromes, taking into account the limitations determined in accordance with AMC2 CAT.OP.MPA.105 Use of aerodromes and operating sites.
- (c) Prior to operating to a:
- (1) category B aerodrome, the pilot-in-command/commander should be briefed, or self-briefed by means of programmed instruction, on the category B aerodrome(s) concerned. The completion of the briefing should be recorded. This recording may be accomplished after completion or confirmed by the pilot-in-command/commander before departure on a flight involving category B aerodrome(s) as destination or alternate aerodromes.
  - (2) category C aerodrome, the pilot-in-command/commander should be briefed and visit the aerodrome as an observer and/or undertake instruction in a suitable FSTD. The completion of the briefing, visit and/or instruction should be recorded.

**AMC1 ORO.FC.105(c) Designation as pilot-in-command/commander**

ROUTE/AREA AND AERODROME RECENCY

- (a) The 12-month period should be counted from the last day of the month:
  - (1) when the familiarisation training was undertaken; or
  - (2) of the latest operation on the route or area to be flown and of the aerodromes, facilities and procedures to be used.
- (b) When the operation is undertaken within the last 3 calendar months of that period, the new 12-month period should be counted from the original expiry date.

**AMC2 ORO.FC.105(c) Designation as pilot-in-command/commander**

ROUTE/AREA AND AERODROME RECENCY - PERFORMANCE CLASS B AEROPLANES OPERATED UNDER VFR BY NIGHT OR IFR IN CAT OPERATIONS

In the case of CAT operations with performance class B aeroplanes operating under visual flight rules (VFR) by night or instrument flight rules (IFR), the knowledge should be maintained as follows:

- (a) except for operations to the most demanding aerodromes, by completion of at least 10 flight sectors within the area of operation during the preceding 12 months in addition to any required self-briefing;
- (b) operations to the most demanding aerodromes may be performed only if:
  - (1) the pilot-in-command/commander has been qualified at the aerodrome within the preceding 36 months by a visit as an operating flight crew member or as an observer;
  - (2) the approach is performed in visual meteorological conditions (VMC) from the applicable minimum sector altitude; and
  - (3) an adequate self-briefing has been made prior to the flight.

### **GM1 ORO.FC.105(d) Designation as pilot-in-command/commander**

#### PERFORMANCE CLASS B AEROPLANES OPERATED UNDER VFR BY DAY IN CAT OPERATIONS

For CAT operations under VFR by day with performance class B aeroplanes, the operator should take account of any requirement that might be stipulated in specific cases by the State of the aerodrome.

### **AMC1 ORO.FC.125 Differences training and familiarisation training**

#### GENERAL

- (a) Differences training requires additional knowledge and training on the aircraft or an appropriate training device. It should be carried out:
  - (1) when introducing a significant change of equipment and/or procedures on types or variants currently operated; and
  - (2) in the case of aeroplanes, when operating another variant of an aeroplane of the same type or another type of the same class currently operated; or
  - (3) in the case of helicopters, when operating a variant of a helicopter currently operated.
- (b) Familiarisation training requires only the acquisition of additional knowledge. It should be carried out when:
  - (1) operating another helicopter or aeroplane of the same type; or
  - (2) when introducing a significant change of equipment and/or procedures on types or variants currently operated.

### **AMC1 ORO.FC.145(b) Provision of training**

#### NON-MANDATORY (RECOMMENDATION) ELEMENTS

When developing the training programmes and syllabi, the operator should consider the non-mandatory (recommendation) elements for the relevant type that are provided in the data established in accordance with Regulation (EC) No 1702/2003<sup>8</sup>.

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<sup>8</sup> OJ L 243, 27.9.2003, p. 6.

## **AMC1 ORO.FC.145(d) Provision of training**

### FULL FLIGHT SIMULATORS (FFS)

The operator should classify any differences between the aircraft and FFS in accordance with the Air Transport Association (ATA) chapters as follows:

#### Compliance Levels

(a) Level A differences:

- (1) no influence on flight characteristics;
- (2) no influence on procedures (normal and/or abnormal);
- (3) differences in presentation; and
- (4) differences in operation.

Method: self-instruction via the operations manual or flight crew information.

(b) Level B differences:

- (1) no influence on flight characteristics;
- (2) influence on procedures (normal and/or abnormal); and
- (3) possible differences in presentation and operation.

Method: flight crew information, computer-based training, system device training or special instruction by instructor.

(c) Level C differences:

- (1) influence on flight characteristics;
- (2) influence on procedures (normal and/or abnormal); and
- (3) eventually differences in presentation and operation.

Method: special instruction by instructor, a selected partial training on another FSTD or aircraft or a waiver because of previous experience, special instruction or training programme.

(d) Level D differences:

- (1) influence on flight characteristics; and/or
- (2) influence on procedures (normal and/or abnormal); and/or
- (3) differences in presentation and/or operation; and
- (4) FSTD is level D qualified and is used for zero flight-time training (ZFTT).

Method: a specified partial training on another FSTD or aircraft or a waiver because of previous experience, special instruction or training programme.

## **AMC1 ORO.FC.200(a) Composition of flight crew**

### CREWING OF INEXPERIENCED FLIGHT CREW MEMBERS

The operator should establish procedures in the operations manual taking into account the following elements:

#### Aeroplanes

- (a) The operator should consider that a flight crew member is inexperienced, following completion of a type rating or command course, and the associated line flying under supervision, until he/she has achieved on the type either:

- (1) 100 flight hours and flown 10 sectors within a consolidation period of 120 consecutive days; or
  - (2) 150 flight hours and flown 20 sectors (no time limit).
- (b) A lesser number of flight hours or sectors, subject to any other conditions that the competent authority may impose, may be acceptable to the competent authority when one of the following applies:
- (1) a new operator is commencing operations;
  - (2) an operator introduces a new aeroplane type;
  - (3) flight crew members have previously completed a type conversion course with the same operator;
  - (4) credits are defined in the data established in accordance with Regulation (EC) No 1702/2003; or
  - (5) the aeroplane has a maximum take-off mass of less than 10 tonnes or a maximum operational passenger seating configuration (MOPSC) of less than 20.

#### Helicopters

- (c) The operator should consider that, when two flight crew members are required, a flight crew member, following completion of a type rating or command course, and the associated line flying under supervision, is inexperienced until either:
- (1) he/she has achieved 50 flight hours on the type and/or in the role within a period of 60 days; or
  - (2) he/she has achieved 100 flight hours on the type and/or in the role (no time limit).
- (d) A lesser number of flight hours, on the type and/or in the role, and subject to any other conditions which the competent authority may impose, may be acceptable to the competent authority when one of the following applies:
- (1) a new operator is commencing operations;
  - (2) an operator introduces a new helicopter type;
  - (3) flight crew members have previously completed a type conversion course with the same operator (reconversion); or
  - (4) credits are defined in the data established in accordance with Regulation (EC) No 1702/2003.

#### **AMC1 ORO.FC.205 Command course**

##### COMBINED UPGRADING AND CONVERSION COURSE – HELICOPTER

If a pilot is converting from one helicopter type or variant to another when upgrading to commander:

- (a) the command course should also include a conversion course in accordance with ORO.FC.220; and
- (b) additional flight sectors should be required for a pilot transitioning onto a new type of helicopter.

#### **AMC1 ORO.FC.115&215 Crew resource management (CRM) training**

##### CRM TRAINING – CAT OPERATIONS

- (a) General

- (1) CRM training should reflect the culture of the operator as well as type of operation and be conducted by means of both classroom training and practical exercises including group discussions and accident and serious incident reviews to analyse communication problems and instances or examples of a lack of information or crew management.
  - (2) Whenever it is practicable to do so, consideration should be given to conducting relevant parts of CRM training in FSTDs that reproduce, in an acceptable way, a realistic operational environment and permit interaction. This includes, but is not limited to, appropriate line-oriented flight training (LOFT) scenarios conducted in FSTDs.
  - (3) It is recommended that, whenever possible, initial CRM training be conducted in a group session away from the pressures of the usual working environment so that the opportunity is provided for flight crew members to interact and communicate in an environment conducive to learning.
- (b) Initial CRM Training
- (1) Initial CRM training programmes are designed to provide knowledge of, and familiarity with, human factors relevant to flight operations. The course duration should be a minimum of 1 day for single-pilot operations and 2 days for all other types of operations. It should cover all the elements indicated in (f).
  - (2) The CRM trainer should:
    - (i) possess group facilitation skills;
    - (ii) have and maintain adequate knowledge of the operation and the aircraft type, preferably through current CAT experience as a flight crew member;
    - (iii) have successfully passed the human performance and limitations (HPL) examination whilst recently obtaining the airline transport pilot licence (ATPL) in accordance with Regulation (EU) No 1178/2011<sup>9</sup>; or followed a theoretical HPL course covering the whole syllabus of the HPL examination;
    - (iv) have completed initial CRM training;
    - (v) have received additional education in the fields of group management, group dynamics and personal awareness; and
    - (vi) be supervised by suitably qualified CRM training personnel when conducting his/her first initial CRM training session.
  - (3) The operator should ensure that initial CRM training addresses the nature of the operations of the operator concerned, as well as the associated procedures and the culture of the operator. This will include areas of operations that produce particular difficulties or involve adverse climatic conditions and any unusual hazards.
  - (4) If the operator does not have sufficient means to establish initial CRM training, use may be made of a course provided by another operator, or a third party or training organisation. In this event the operator should ensure that the content of the course meets his/her operational requirements. When crew members from several companies follow the same course, CRM core elements should be specific to the nature of operations of the companies and the trainees concerned.

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<sup>9</sup> OJ L 311, 25.11.2011, p. 1.

- (5) The flight crew member's CRM skills should not be assessed during initial CRM training.
- (c) Operator conversion course – CRM training
  - (1) If the flight crew member undergoes a conversion course with a change of aircraft type, elements of CRM should be integrated into all appropriate phases of the operator's conversion course, in accordance with (f).
  - (2) If the flight crew member undergoes a conversion course with a change of operator, elements of CRM should be integrated into all appropriate phases of the operator's conversion course, in accordance with (f).
  - (3) The flight crew member should not be assessed when completing elements of CRM training that are included in the operator conversion course.
- (d) Command course – CRM training
  - (1) The operator should ensure that elements of CRM are integrated into the command course in accordance with (f).
  - (2) The flight crew member should not be assessed when completing elements of CRM training that are included in the command course, although feedback should be given.
- (e) Recurrent CRM training
  - (1) The operator should ensure that:
    - (i) elements of CRM are integrated into all appropriate phases of recurrent training every year, in accordance with (f), and that modular CRM training covers the same areas over a maximum period of 3 years; and
    - (ii) relevant modular CRM training is conducted by CRM trainers qualified according to (b)(2).
  - (2) The flight crew member should not be assessed when completing elements of CRM training that are included in the recurrent training.
- (f) Implementation of CRM
  - (1) Table 1 indicates which elements of CRM should be included in each type of training.

**Table 1: Elements of CRM to be included in training**

<b>Core Elements</b>	<b>Initial CRM Training</b>	<b>Operator conversion course when changing type</b>	<b>Operator conversion course when changing operator</b>	<b>Command course</b>	<b>Recurrent training</b>
Human error and reliability, error chain, error prevention and detection	In-depth	In-depth	Overview	Overview	Overview
Operator safety culture, standard operating procedures (SOPs), organisational factors		Not required	In-depth	In-depth	
Stress, stress management, fatigue & vigilance			Overview		
Information acquisition and processing situation awareness, workload management		Not required		In-depth	
Decision making		Overview			
Communication and coordination inside and outside the flight crew compartment				Overview	
Leadership and team behaviour synergy	As required	In-depth	As required		As required
Automation, philosophy of the use of automation (if relevant to the type)		In-depth		Not required	
Specific type-related differences	In-depth		In-depth	In-depth	In-depth
Case studies		In-depth	In-depth	In-depth	

- (g) Coordination between flight crew and cabin/technical crew training
  - (1) Operators should, as far as practicable, provide combined training for flight crew and cabin/technical crew including briefing and debriefing.
  - (2) There should be an effective liaison between flight crew and cabin/technical crew training departments. Provision should be made for transfer of relevant knowledge and skills between flight and cabin/technical crew instructors.
- (h) Assessment of CRM skills
  - (1) Assessment of CRM skills is the process of observing, recording, interpreting and debriefing crews and crew member's performance and knowledge using an acceptable methodology in the context of overall performance. It includes the concept of self-critique, and feedback which can be given continuously during training or in summary following a check. In order to enhance the effectiveness of the programme this methodology should, where possible, be agreed with flight crew representatives.
  - (2) NOTECHS (non-technical skills evaluation) or other acceptable methods of assessment should be used. The selection criteria and training requirements of the assessors and their relevant qualifications, knowledge and skills should be established.
  - (3) Assessment of CRM skills should:
    - (i) provide feedback to the crew and the individual and serve to identify retraining where needed; and
    - (ii) be used to improve the CRM training system.
  - (4) Prior to the introduction of CRM skills assessment, a detailed description of the CRM methodology including terminology used should be published in the operations manual.
  - (5) Methodology of CRM skills assessment
    - (i) The operator should establish the CRM training programme including an agreed terminology. This should be evaluated with regard to methods, length of training, depth of subjects and effectiveness.
    - (ii) A training and standardisation programme for training personnel should then be established.
    - (iii) The assessment should be based on the following principles:
      - (A) only observable, repetitive behaviours are assessed;
      - (B) the assessment should positively reflect any CRM skills that result in enhanced safety;
      - (C) assessments should include behaviour that contributes to a technical failure, such technical failure being errors leading to an event that requires debriefing by the person conducting the line check; and
      - (D) the crew and, where needed, the individual are verbally debriefed.
  - (6) De-identified summaries of all CRM assessments by the operator should be used to provide feedback and such feedback should be used to update and improve the operator's CRM training.
  - (7) Operators should establish procedures, including retraining, to be applied in the event that personnel do not achieve or maintain the required standards.
  - (8) If the operator proficiency check is combined with the type rating revalidation/renewal check, the assessment of CRM skills should satisfy the

multi-crew cooperation requirements of the type rating revalidation/renewal. This assessment should not affect the validity of the type rating.

- (i) Levels of training
  - (1) Overview. When overview training is required it should normally be instructional in style. Such training should refresh knowledge gained in earlier training.
  - (2) In-depth. When in-depth training is required it should normally be interactive in style and should include, as appropriate, case studies, group discussions, role play and consolidation of knowledge and skills. Core elements should be tailored to the specific needs of the training phase being undertaken.
- (j) Use of automation
  - (1) The operator conversion course should include training in the use and knowledge of automation and in the recognition of systems and human limitations associated with the use of automation. The operator should therefore ensure that the flight crew member receives training on:
    - (i) the application of the operations policy concerning the use of automation as stated in the operations manual; and
    - (ii) system and human limitations associated with the use of automation.
  - (2) The objective of this training should be to provide appropriate knowledge, skills and behavioural patterns for managing and operating automated systems. Special attention should be given to how automation increases the need for crews to have a common understanding of the way in which the system performs, and any features of automation that make this understanding difficult.

#### **AMC1.1 ORO.FC.115&.215 Crew resource management (CRM) training**

##### CRM TRAINER

The acceptable means of compliance are as set out in AMC1 ORO.FC.115&.215, except for (b)(2) of that AMC, for which the following qualifications and experience are also acceptable for a CRM trainer:

- (a) a flight crew member holding a recent qualification as a CRM trainer may continue to be a CRM trainer even after the cessation of active flying duties;
- (b) an experienced non-flight crew CRM trainer having a knowledge of HPL; and
- (c) a former flight crew member having knowledge of HPL may become a CRM trainer if he/she maintains adequate knowledge of the operation and aircraft type and meets the provisions of AMC1 ORO.FC.115&.215, (b)(2)(i), (iv), (v) and (vi).

#### **GM1 ORO.FC.115&.215 Crew resource management (CRM) training**

##### GENERAL

- (a) Crew resource management (CRM) is the effective utilisation of all available resources (e.g. crew members, aircraft systems, supporting facilities and persons) to achieve safe and efficient operation.
- (b) The objective of CRM is to enhance the communication and management skills of the flight crew member concerned. The emphasis is placed on the non-technical aspects of flight crew performance.

## **AMC1 ORO.FC.220 Operator conversion training and checking**

### OPERATOR CONVERSION TRAINING SYLLABUS

#### (a) General

- (1) The operator conversion training should include, in the following order:
  - (i) ground training and checking, including aircraft systems, and normal, abnormal and emergency procedures;
  - (ii) emergency and safety equipment training and checking, (completed before any flight training in an aircraft commences);
  - (iii) flight training and checking (aircraft and/or FSTD); and
  - (iv) line flying under supervision and line check.
- (2) When the flight crew member has not previously completed an operator's conversion course, he/she should undergo general first-aid training and, if applicable, ditching procedures training using the equipment in water.
- (3) Where the emergency drills require action by the non-handling pilot, the check should additionally cover knowledge of these drills.
- (4) The operator's conversion may be combined with a new type/class rating training as required by Regulation (EU) No 1178/2011.
- (5) The operator should ensure that the personnel integrating elements of CRM into conversion training are suitably qualified.

#### (b) Ground training

- (1) Ground training should comprise a properly organised programme of ground instruction supervised by training staff with adequate facilities, including any necessary audio, mechanical and visual aids. Self-study using appropriate electronic learning aids, computer-based training (CBT) etc. may be used with adequate supervision of the standards achieved. However, if the aircraft concerned is relatively simple, unsupervised private study may be adequate if the operator provides suitable manuals and/or study notes.
- (2) The course of ground instruction should incorporate formal tests on such matters as aircraft systems, performance and flight planning, where applicable.

#### (c) Emergency and safety equipment training and checking

- (1) Emergency and safety equipment training should take place in conjunction with cabin/technical crew undergoing similar training with emphasis on coordinated procedures and two-way communication between the flight crew compartment and the cabin.
- (2) On the initial conversion course and on subsequent conversion courses as applicable, the following should be addressed:
  - (i) Instruction on first-aid in general (initial conversion course only); instruction on first-aid as relevant to the aircraft type of operation and crew complement including those situations where no cabin crew is required to be carried (initial and subsequent).
  - (ii) Aero-medical topics including:
    - (A) hypoxia;
    - (B) hyperventilation;

- (C) contamination of the skin/eyes by aviation fuel or hydraulic or other fluids;
  - (D) hygiene and food poisoning; and
  - (E) malaria.
- (iii) The effect of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment.
  - (iv) Actual fire fighting, using equipment representative of that carried in the aircraft on an actual or simulated fire except that, with Halon extinguishers, an alternative extinguisher may be used.
  - (v) The operational procedures of security, rescue and emergency services.
  - (vi) Survival information appropriate to their areas of operation (e.g. polar, desert, jungle or sea) and training in the use of any survival equipment required to be carried.
  - (vii) A comprehensive drill to cover all ditching procedures where flotation equipment is carried. This should include practice of the actual donning and inflation of a life-jacket, together with a demonstration or audio-visual presentation of the inflation of life-rafts and/or slide-rafts and associated equipment. This practice should, on an initial conversion course, be conducted using the equipment in water, although previous certified training with another operator or the use of similar equipment will be accepted in lieu of further wet-drill training.
  - (viii) Instruction on the location of emergency and safety equipment, correct use of all appropriate drills, and procedures that could be required of flight crew in different emergency situations. Evacuation of the aircraft (or a representative training device) by use of a slide where fitted should be included when the operations manual procedure requires the early evacuation of flight crew to assist on the ground.
- (d) Flight training
- (1) Flight training should be conducted to familiarise the flight crew member thoroughly with all aspects of limitations and normal, abnormal and emergency procedures associated with the aircraft and should be carried out by suitably qualified class and type rating instructors and/or examiners. For specific operations such as steep approaches, ETOPS, or operations based on QFE, additional training should be carried out, based on any additional elements of training defined for the aircraft type in the data in accordance with Regulation (EC) No 1702/2003, where they exist.
  - (2) In planning flight training on aircraft with a flight crew of two or more, particular emphasis should be placed on the practice of LOFT with emphasis on CRM, and the use of crew coordination procedures, including coping with incapacitation.
  - (3) Normally, the same training and practice in the flying of the aircraft should be given to co-pilots as well as commanders. The 'flight handling' sections of the syllabus for commanders and co-pilots alike should include all the requirements of the operator proficiency check required by ORO.FC.230.
  - (4) Unless the type rating training programme has been carried out in an FSTD usable for ZFTT, the training should include at least three take-offs and landings in the aircraft.
- (e) Line flying under supervision (LIFUS)

- (1) Following completion of flight training and checking as part of the operator's conversion course, each flight crew member should operate a minimum number of sectors and/or flight hours under the supervision of a flight crew member nominated by the operator.
  - (2) The minimum flight sectors/hours should be specified in the operations manual and should be determined by the following:
    - (i) previous experience of the flight crew member;
    - (ii) complexity of the aircraft; and
    - (iii) the type and area of operation.
  - (3) For performance class B aeroplanes, the amount of LIFUS required is dependent on the complexity of the operations to be performed.
- (f) Passenger handling for operations where no cabin crew is required
- Other than general training on dealing with people, emphasis should be placed on the following:
- (1) advice on the recognition and management of passengers who appear or are intoxicated with alcohol, under the influence of drugs or aggressive;
  - (2) methods used to motivate passengers and the crowd control necessary to expedite an aircraft evacuation; and
  - (3) the importance of correct seat allocation with reference to aircraft mass and balance. Particular emphasis should also be given on the seating of special categories of passengers.
- (g) Discipline and responsibilities, for operations where no cabin crew is required
- Emphasis should be placed on discipline and an individual's responsibilities in relation to:
- (1) his/her ongoing competence and fitness to operate as a crew member with special regard to flight and duty time limitation (FTL) requirements; and
  - (2) security procedures.
- (h) Passenger briefing/safety demonstrations, for operations where no cabin crew is required
- Training should be given in the preparation of passengers for normal and emergency situations.

## **AMC2 ORO.FC.220 Operator conversion training and checking**

### OPERATOR CONVERSION TRAINING SYLLABUS – FLIGHT ENGINEERS

- (a) Operator conversion training for flight engineers should approximate to that of pilots.
- (b) If the flight crew includes a pilot with the duties of a flight engineer, he/she should, after training and the initial check in these duties, operate a minimum number of flight sectors under the supervision of a nominated additional flight crew member. The minimum figures should be specified in the operations manual and should be selected after due note has been taken of the complexity of the aircraft and the experience of the flight crew member.

## **GM1 ORO.FC.220(b) Operator conversion training and checking**

### COMPLETION OF AN OPERATOR'S CONVERSION COURSE

- (a) The operator conversion course is deemed to have started when the flight training has begun. The theoretical element of the course may be undertaken ahead of the practical element.
- (b) Under certain circumstances the course may have started and reached a stage where, for unforeseen reasons, it is not possible to complete it without a delay. In these circumstances the operator may allow the pilot to revert to the original type.
- (c) Before the resumption of the operator conversion course, the operator should evaluate how much of the course needs to be repeated before continuing with the remainder of the course.

## **GM1 ORO.FC.220(d) Operator conversion training and checking**

### LINE FLYING UNDER SUPERVISION

- (a) Line flying under supervision provides the opportunity for a flight crew member to carry into practice the procedures and techniques he/she has been made familiar with during the ground and flight training of an operator conversion course. This is accomplished under the supervision of a flight crew member specifically nominated and trained for the task. At the end of line flying under supervision the respective crew member should be able to perform a safe and efficient flight conducted within the tasks of his/her crew member station.
- (b) A variety of reasonable combinations may exist with respect to:
  - (1) a flight crew member's previous experience;
  - (2) the complexity of the aircraft concerned; and
  - (3) the type of route/role/area operations.
- (c) Aeroplanes.

The following minimum figures for details to be flown under supervision are guidelines for operators to use when establishing their individual requirements:

- (1) turbo-jet aircraft
  - (i) co-pilot undertaking first operator conversion course:
    - (A) total accumulated 100 hours or minimum 40 flight sectors;
  - (ii) co-pilot upgrading to commander:
    - (A) minimum 20 flight sectors when converting to a new type;
    - (B) minimum 10 flight sectors when already qualified on the aeroplane type.

## **AMC1 ORO.FC.230 Recurrent training and checking**

### RECURRENT TRAINING SYLLABUS

- (a) Recurrent training

Recurrent training should comprise the following:

  - (1) Ground training
    - (i) The ground training programme should include:

- (A) aircraft systems;
  - (B) operational procedures and requirements including ground de-icing/anti-icing and pilot incapacitation; and
  - (C) accident/incident and occurrence review.
- (ii) Knowledge of the ground training should be verified by a questionnaire or other suitable methods.
  - (iii) When the ground training is conducted within 3 calendar months prior to the expiry of the 12 calendar months period, the next ground and refresher training should be completed within 12 calendar months of the original expiry date of the previous training.
- (2) Emergency and safety equipment training
- (i) Emergency and safety equipment training may be combined with emergency and safety equipment checking and should be conducted in an aircraft or a suitable alternative training device.
  - (ii) Every year the emergency and safety equipment training programme should include the following:
    - (A) actual donning of a life-jacket, where fitted;
    - (B) actual donning of protective breathing equipment, where fitted;
    - (C) actual handling of fire extinguishers of the type used;
    - (D) instruction on the location and use of all emergency and safety equipment carried on the aircraft;
    - (E) instruction on the location and use of all types of exits;
    - (F) security procedures.
  - (iii) Every 3 years the programme of training should include the following:
    - (A) actual operation of all types of exits;
    - (B) demonstration of the method used to operate a slide where fitted;
    - (C) actual fire-fighting using equipment representative of that carried in the aircraft on an actual or simulated fire except that, with Halon extinguishers, an alternative extinguisher may be used;
    - (D) the effects of smoke in an enclosed area and actual use of all relevant equipment in a simulated smoke-filled environment;
    - (E) actual handling of pyrotechnics, real or simulated, where applicable;
    - (F) demonstration in the use of the life-rafts where fitted. In the case of helicopters involved in extended over water operations, demonstration and use of the life-rafts.

#### Helicopter water survival training

Where life-rafts are fitted for helicopter extended overwater operations (such as sea pilot transfer, offshore operations, regular, or scheduled, coast-to-coast overwater operations), a comprehensive wet drill to cover all ditching procedures should be practised by aircraft crew. This wet drill should include, as appropriate, practice of the actual donning and inflation of a life-jacket, together with a demonstration or audio-visual presentation of the inflation of life-

rafts. Crews should board the same (or similar) life-rafts from the water whilst wearing a life-jacket. Training should include the use of all survival equipment carried on board life-rafts and any additional survival equipment carried separately on board the aircraft;

- consideration should be given to the provision of further specialist training such as underwater escape training. Where operations are predominately conducted offshore, operators should conduct 3-yearly helicopter underwater escape training at an appropriate facility;
- wet practice drill should always be given in initial training unless the crew member concerned has received similar training provided by another operator;

(G) particularly in the case where no cabin crew is required, first-aid, appropriate to the aircraft type, the kind of operation and crew complement.

- (iv) The successful resolution of aircraft emergencies requires interaction between flight crew and cabin/technical crew and emphasis should be placed on the importance of effective coordination and two-way communication between all crew members in various emergency situations.
- (v) Emergency and safety equipment training should include joint practice in aircraft evacuations so that all who are involved are aware of the duties other crew members should perform. When such practice is not possible, combined flight crew and cabin/technical crew training should include joint discussion of emergency scenarios.
- (vi) Emergency and safety equipment training should, as far as practicable, take place in conjunction with cabin/technical crew undergoing similar training with emphasis on coordinated procedures and two-way communication between the flight crew compartment and the cabin.

### (3) CRM

- (i) Elements of CRM should be integrated into all appropriate phases of recurrent training.
- (ii) A specific modular CRM training programme should be established such that all major topics of CRM training are covered over a period not exceeding 3 years, as follows:
  - (A) human error and reliability, error chain, error prevention and detection;
  - (B) operator safety culture, standard operating procedures (SOPs), organisational factors;
  - (C) stress, stress management, fatigue and vigilance;
  - (D) information acquisition and processing, situation awareness, workload management;
  - (E) decision making;
  - (F) communication and coordination inside and outside the flight crew compartment;

- (G) leadership and team behaviour, synergy;
  - (H) automation and philosophy of the use of automation (if relevant to the type);
  - (I) specific type-related differences;
  - (J) case studies;
  - (K) additional areas which warrant extra attention, as identified by the safety management system.
- (iii) Operators should establish procedures to update their CRM recurrent training programme. Revision of the programme should be conducted over a period not exceeding 3 years. The revision of the programme should take into account the de-identified results of the CRM assessments of crews, and information identified by the safety management system.
- (4) Aircraft/FSTD training
- (i) General
    - (A) The aircraft/FSTD training programme should be established in a way that all major failures of aircraft systems and associated procedures will have been covered in the preceding 3 year period.
    - (B) When engine-out manoeuvres are carried out in an aircraft, the engine failure should be simulated.
    - (C) Aircraft/FSTD training may be combined with the operator proficiency check.
    - (D) When the aircraft/FSTD training is conducted within 3 calendar months prior to the expiry of the 12 calendar months period, the next aircraft/FSTD training should be completed within 12 calendar months of the original expiry date of the previous training.
  - (ii) Helicopters
    - (A) Where a suitable FSTD is available it should be used for the aircraft/FSTD training programme. If the operator is able to demonstrate, on the basis of a compliance and risk assessment, that using an aircraft for this training provides equivalent standards of training with safety levels similar to those achieved using an FSTD, the aircraft may be used for this training to the extent necessary.
    - (B) The recurrent training should include the following additional items, which should be completed in an FSTD:
      - settling with power and vortex ring;
      - loss of tail rotor effectiveness.
- (5) For operations with other-than-complex motor-powered aeroplanes, all training and checking should be relevant to the type of operation and class of aeroplane on which the flight crew member operates with due account taken of any specialised equipment used.
- (b) Recurrent checking
- Recurrent checking should comprise the following:
- (1) Operator proficiency checks
    - (i) Aeroplanes

Where applicable, operator proficiency checks should include the following manoeuvres as pilot flying:

- (A) rejected take-off when an FSTD is available to represent that specific aeroplane, otherwise touch drills only;
- (B) take-off with engine failure between  $V_1$  and  $V_2$  (take-off safety speed) or, if carried out in an aeroplane, at a safe speed above  $V_2$ ;
- (C) precision instrument approach to minima with, in the case of multi-engine aeroplanes, one-engine-inoperative;
- (D) non-precision approach to minima;
- (E) missed approach on instruments from minima with, in the case of multi-engined aeroplanes, one-engine-inoperative;
- (F) landing with one-engine-inoperative. For single-engine aeroplanes a practice forced landing is required.

(ii) Helicopters

(A) Where applicable, operator proficiency checks should include the following abnormal/emergency procedures:

- engine fire;
- fuselage fire;
- emergency operation of under carriage;
- fuel dumping;
- engine failure and relight;
- hydraulic failure;
- electrical failure;
- engine failure during take-off before decision point;
- engine failure during take-off after decision point;
- engine failure during landing before decision point;
- engine failure during landing after decision point;
- flight and engine control system malfunctions;
- recovery from unusual attitudes;
- landing with one or more engine(s) inoperative;
- instrument meteorological conditions (IMC) autorotation techniques;
- autorotation to a designated area;
- pilot incapacitation;
- directional control failures and malfunctions.

(B) For pilots required to engage in IFR operations, proficiency checks include the following additional abnormal/emergency procedures:

- precision instrument approach to minima;

- go-around on instruments from minima with, in the case of multi-engined helicopters, a simulated failure of one engine;
  - non-precision approach to minima;
  - in the case of multi-engined helicopters, a simulated failure of one engine to be included in either the precision or non-precision approach to minima;
  - landing with a simulated failure of one or more engines;
  - where appropriate to the helicopter type, approach with flight control system/flight director system malfunctions, flight instrument and navigation equipment failures.
- (C) Before a flight crew member without a valid instrument rating is allowed to operate in VMC at night, he/she should be required to undergo a proficiency check at night. Thereafter, each second proficiency check should be conducted at night.
- (iii) Once every 12 months the checks prescribed in (b)(1)(ii)(A) may be combined with the proficiency check for revalidation or renewal of the aircraft type rating.
- (iv) Operator proficiency checks should be conducted by a type rating examiner (TRE) or a synthetic flight examiner (SFE), as applicable.
- (2) Emergency and safety equipment checks. The items to be checked should be those for which training has been carried out in accordance with (a)(2).
- (3) Line checks
- (i) Line checks should establish the ability to perform satisfactorily a complete line operation including pre-flight and post-flight procedures and use of the equipment provided, as specified in the operations manual. The route chosen should be such as to give adequate representation of the scope of a pilot's normal operations. When weather conditions preclude a manual landing, an automatic landing is acceptable. The commander, or any pilot who may be required to relieve the commander, should also demonstrate his/her ability to 'manage' the operation and take appropriate command decisions.
- (ii) The flight crew should be assessed on their CRM skills in accordance with a methodology described in the operations manual. The purpose of such assessment is to:
- (A) provide feedback to the crew collectively and individually and serve to identify retraining; and
  - (B) be used to improve the CRM training system.
- (iii) CRM assessment alone should not be used as a reason for a failure of the line check.
- (iv) When pilots are assigned duties as pilot flying and pilot monitoring they should be checked in both functions.
- (v) Line checks should be conducted by a commander nominated by the operator. The operator should inform the competent authority about the persons nominated. The person conducting the line check, who is

described in (d)(5)(ii), should occupy an observer's seat where installed. His/her CRM assessments should solely be based on observations made during the initial briefing, cabin briefing, flight crew compartment briefing and those phases where he/she occupies the observer's seat.

(A) For aeroplanes, in the case of long haul operations where additional operating flight crew are carried, the person may fulfil the function of a cruise relief pilot and should not occupy either pilot's seat during take-off, departure, initial cruise, descent, approach and landing.

(vi) Where a pilot is required to operate as pilot flying and pilot monitoring, he/she should be checked on one flight sector as pilot flying and on another flight sector as pilot monitoring. However, where the operator's procedures require integrated flight preparation, integrated cockpit initialisation and that each pilot performs both flying and monitoring duties on the same sector, then the line check may be performed on a single flight sector.

(4) When the operator proficiency check, line check or emergency and safety equipment check are undertaken within the final 3 calendar months of validity of a previous check, the period of validity of the subsequent check should be counted from the expiry date of the previous check.

(5) In the case of single-pilot operations with helicopters, the recurrent checks referred to in (b)(1), (2) and (3) should be performed in the single-pilot role on a particular helicopter type in an environment representative of the operation.

(c) Flight crew incapacitation training, except single-pilot operations

(1) Procedures should be established to train flight crew to recognise and handle flight crew incapacitation. This training should be conducted every year and can form part of other recurrent training. It should take the form of classroom instruction, discussion, audio-visual presentation or other similar means.

(2) If an FSTD is available for the type of aircraft operated, practical training on flight crew incapacitation should be carried out at intervals not exceeding 3 years.

(d) Personnel providing training and checking

Training and checking should be provided by the following personnel:

(1) ground and refresher training by suitably qualified personnel;

(2) flight training by a flight instructor (FI), type rating instructor (TRI) or class rating instructor (CRI) or, in the case of the FSTD content, a synthetic flight instructor (SFI), providing that the FI, TRI, CRI or SFI satisfies the operator's experience and knowledge requirements sufficient to instruct on the items specified in paragraphs (a)(1)(i)(A) and (B);

(3) emergency and safety equipment training by suitably qualified personnel;

(4) CRM:

(i) integration of CRM elements into all the phases of the recurrent training by all the personnel conducting recurrent training. The operator should ensure that all personnel conducting recurrent training are suitably qualified to integrate elements of CRM into this training;

(ii) modular CRM training by at least one CRM trainer, who may be assisted by experts in order to address specific areas.

- (5) recurrent checking by the following personnel:
  - (i) operator proficiency check by a type rating examiner (TRE), class rating examiner (CRE) or, if the check is conducted in a FSTD, a TRE, CRE or a synthetic flight examiner (SFE), trained in CRM concepts and the assessment of CRM skills.
  - (ii) emergency and safety equipment checking by suitably qualified personnel.
- (e) Use of FSTD
  - (1) Training and checking provide an opportunity to practice abnormal/emergency procedures that rarely arise in normal operations and should be part of a structured programme of recurrent training. This should be carried out in an FSTD whenever possible.
  - (2) The line check should be performed in the aircraft. All other training and checking should be performed in an FSTD, or, if it is not reasonably practicable to gain access to such devices, in an aircraft of the same type or in the case of emergency and safety equipment training, in a representative training device. The type of equipment used for training and checking should be representative of the instrumentation, equipment and layout of the aircraft type operated by the flight crew member.
  - (3) Because of the unacceptable risk when simulating emergencies such as engine failure, icing problems, certain types of engine(s) (e.g. during continued take-off or go-around, total hydraulic failure), or because of environmental considerations associated with some emergencies (e.g. fuel dumping) these emergencies should preferably be covered in an FSTD. If no FSTD is available these emergencies may be covered in the aircraft using a safe airborne simulation, bearing in mind the effect of any subsequent failure, and the exercise must be preceded by a comprehensive briefing.

## **AMC2 ORO.FC.230 Recurrent training and checking**

### FLIGHT ENGINEERS

- (a) The recurrent training and checking for flight engineers should meet the requirements for pilots and any additional specific duties, omitting those items that do not apply to flight engineers.
- (b) Recurrent training and checking for flight engineers should, whenever possible, take place concurrently with a pilot undergoing recurrent training and checking.
- (c) The line check should be conducted by a commander or by a flight engineer nominated by the operator, in accordance with national rules, if applicable.

## **GM1 ORO.FC.230 Recurrent training and checking**

### LINE CHECK AND PROFICIENCY TRAINING AND CHECKING

- (a) Line checks, route and aerodrome knowledge and recent experience requirements are intended to ensure the crew member's ability to operate efficiently under normal conditions, whereas other checks and emergency and safety equipment training are primarily intended to prepare the crew member for abnormal/emergency procedures.
- (b) The line check is considered a particularly important factor in the development, maintenance and refinement of high operating standards, and can provide the operator with a valuable indication of the usefulness of his/her training policy and methods. Line checks are a test of a flight crew member's ability to perform a

complete line operation, including pre-flight and post-flight procedures and use of the equipment provided, and an opportunity for an overall assessment of his/her ability to perform the duties required as specified in the operations manual. The line check is not intended to determine knowledge on any particular route.

(c) Proficiency training and checking

When an FSTD is used, the opportunity should be taken, where possible, to use LOFT.

**AMC1 ORO.FC.235(d) Pilot qualification to operate in either pilot's seat**

SINGLE-ENGINE HELICOPTERS – AUTOROTATIVE LANDING

In the case of single-engined helicopters, the autorotative landing should be carried out from left- and right-hand seats on alternate proficiency checks.

**GM1 ORO.FC.235(f);(g) Pilot qualification to operate in either pilot's seat**

DIFFERENCES BETWEEN LEFT AND RIGHT-HAND SEATS

The differences between left- and right-hand seats may not be significant in cases where, for example, the autopilot is used.

**AMC1 ORO.FC.240 Operation on more than one type or variant**

GENERAL

(a) Aeroplanes

- (1) When a flight crew member operates more than one aeroplane class, type or variant listed in Regulation (EU) No 1178/2011 and associated procedures for class-single pilot and/or type-single pilot, but not within a single licence endorsement, the operator should ensure that the flight crew member does not operate more than:
  - (i) three reciprocating engine aeroplane types or variants;
  - (ii) three turbo-propeller aeroplane types or variants;
  - (iii) one turbo-propeller aeroplane type or variant and one reciprocating engine aeroplane type or variant; or
  - (iv) one turbo-propeller aeroplane type or variant and any aeroplane within a particular class.
- (2) When a flight crew member operates more than one aeroplane type or variant within one or more licence endorsement as defined by Regulation (EU) No 1178/2011 and associated procedures, the operator should ensure that:
  - (i) the minimum flight crew complement specified in the operations manual is the same for each type or variant to be operated;
  - (ii) the flight crew member does not operate more than two aeroplane types or variants for which a separate licence endorsement is required, unless credits related to the training, checking, and recent experience requirements are defined in data established in accordance with Regulation (EC) No 1702/2003 for the relevant types or variants; and
  - (iii) only aeroplanes within one licence endorsement are flown in any one flight duty period, unless the operator has established procedures to ensure adequate time for preparation.

- (3) When a flight crew member operates more than one aeroplane type or variant listed in Regulation (EU) No 1178/2011 and associated procedures for type-single pilot and type-multi pilot, but not within a single licence endorsement, the operator should comply with points (a)(2) and (4).
- (4) When a flight crew member operates more than one aeroplane type or variant listed in Regulation (EU) No 1178/2011 and associated procedures for type multi-pilot, but not within a single licence endorsement, or combinations of aeroplane types or variants listed in Regulation (EU) No 1178/2011 and associated procedures for class single-pilot and type multi-pilot, the operator should comply with the following:
- (i) point (a)(2);
  - (ii) before exercising the privileges of more than one licence endorsement:
    - (A) flight crew members should have completed two consecutive operator proficiency checks and should have:
      - 500 hours in the relevant crew position in CAT operations with the same operator; or
      - for IFR and VFR night operations with performance class B aeroplanes, 100 hours or flight sectors in the relevant crew position in CAT operations with the same operator, if at least one licence endorsement is related to a class. A check flight should be completed before the pilot is released for duties as commander;
    - (B) in the case of a pilot having experience with an operator and exercising the privileges of more than one licence endorsement, and then being promoted to command with the same operator on one of those types, the required minimum experience as commander is 6 months and 300 hours, and the pilot should have completed two consecutive operator proficiency checks before again being eligible to exercise more than one licence endorsement;
  - (iii) before commencing training for and operation of another type or variant, flight crew members should have completed 3 months and 150 hours flying on the base aeroplane, which should include at least one proficiency check, unless credits related to the training, checking and recent experience requirements are defined in data established in accordance with Regulation (EC) No 1702/2003 for the relevant types or variants;
  - (iv) after completion of the initial line check on the new type, 50 hours flying or 20 sectors should be achieved solely on aeroplanes of the new type rating, unless credits related to the training, checking and recent experience requirements are defined in data established in accordance with Regulation (EC) No 1702/2003 for the relevant types or variants;
  - (v) recent experience requirements established in Regulation (EU) No 1178/2011 for each type operated;
  - (vi) the period within which line flying experience is required on each type should be specified in the operations manual;
  - (vii) when credits are defined in data established in accordance with Regulation (EC) No 1702/2003 for the relevant type or variant, this should be reflected in the training required in ORO.FC.230 and:

- (A) ORO.FC.230 (b) requires two operator proficiency checks every year. When credits are defined in data established in accordance with Regulation (EC) No 1702/2003 for operator proficiency checks to alternate between the types, each operator proficiency check should revalidate the operator proficiency check for the other type(s). The operator proficiency check may be combined with the proficiency checks for revalidation or renewal of the aeroplane type rating or the instrument rating in accordance with Regulation (EU) No 1178/2011.
- (B) ORO.FC.230 (c) requires one line check every year. When credits are defined in data established in accordance for Regulation (EC) No 1702/2003 for line checks to alternate between types or variants, each line check should revalidate the line check for the other type or variant.
- (C) Annual emergency and safety equipment training and checking should cover all requirements for each type.

(b) Helicopters

- (1) If a flight crew member operates more than one type or variant the following provisions should be met:
  - (i) The recency requirements and the requirements for recurrent training and checking should be met and confirmed prior to CAT operations on any type, and the minimum number of flights on each type within a 3-month period specified in the operations manual.
  - (ii) ORO.FC.230 requirements with regard to recurrent training.
  - (iii) When credits related to the training, checking and recent experience requirements are defined in data established in accordance with Regulation (EC) No 1702/2003 for the relevant types or variants, the requirements of ORO.FC.230 with regard to proficiency checks may be met by a 6 monthly check on any one type or variant operated. However, a proficiency check on each type or variant operated should be completed every 12 months.
  - (iv) For helicopters with a maximum certified take-off mass (MCTOM) of more than 5 700 kg, or with a maximum operational passenger seating configuration (MOPSC) of more than 19:
    - (A) the flight crew member should not fly more than two helicopter types, unless credits related to the training, checking and recent experience requirements are defined in data established in accordance with Regulation (EC) No 1702/2003 for the relevant types or variants;
    - (B) a minimum of 3 months and 150 hours experience on the type or variant should be achieved before the flight crew member should commence the conversion course onto the new type or variant, unless credits related to the training, checking and recent experience requirements are defined in data established in accordance with Regulation (EC) No 1702/2003 for the relevant types or variants;
    - (C) 28 days and/or 50 hours flying should then be achieved exclusively on the new type or variant, unless credits related to the training, checking and recent experience requirements are defined in data

established in accordance with Regulation (EC) No 1702/2003 for the relevant types or variants; and

(D) a flight crew member should not be rostered to fly more than one type or significantly different variant of a type during a single duty period.

(v) In the case of all other helicopters, the flight crew member should not operate more than three helicopter types or significantly different variants, unless credits related to the training, checking and recent experience requirements are defined in data established in accordance with Regulation (EC) No 1702/2003 for the relevant types or variants.

(c) Combination of helicopter and aeroplane

(1) The flight crew member may fly one helicopter type or variant and one aeroplane type irrespective of their MCTOM or MOPSC.

(2) If the helicopter type is covered by paragraph (b)(1)(iv) then (b)(1)(iv)(B), (C) and (D) should also apply in this case.

### **AMC1 ORO.FC.A.245 Alternative training and qualification programme**

#### COMPONENTS AND IMPLEMENTATION

(a) Alternative training and qualification programme (ATQP) components

The ATQP should comprise the following:

(1) Documentation that details the scope and requirements of the programme, including the following:

(i) The programme should demonstrate that the operator is able to improve the training and qualification standards of flight crew to a level that exceeds the standards prescribed in ORO.FC and Subpart E of Annex V (SPA.LVO).

(ii) The operator's training needs and established operational and training objectives.

(iii) A description of the process for designing and gaining approval for the operator's flight crew qualification programmes. This should include quantified operational and training objectives identified by the operator's internal monitoring programmes. External sources may also be used.

(iv) A description of how the programme will:

(A) enhance safety;

(B) improve training and qualification standards of flight crew;

(C) establish attainable training objectives;

(D) integrate CRM in all aspects of training;

(E) develop a support and feedback process to form a self-correcting training system;

(F) institute a system of progressive evaluations of all training to enable consistent and uniform monitoring of the training undertaken by flight crew;

- (G) enable the operator to be able to respond to new aeroplane technologies and changes in the operational environment;
- (H) foster the use of innovative training methods and technology for flight crew instruction and the evaluation of training systems; and
- (I) make efficient use of training resources, specifically to match the use of training media to the training needs.

(2) A task analysis to determine the:

- (i) knowledge;
- (ii) required skills;
- (iii) associated skill-based training; and
- (iv) validated behavioural markers, where appropriate.

For each aeroplane type/class to be included within the ATQP the operator should establish a systematic review that determines and defines the various tasks to be undertaken by the flight crew when operating that type/class. Data from other types/classes may also be used. The analysis should determine and describe the knowledge and skills required to complete the various tasks specific to the aeroplane type/class and/or type of operation. In addition, the analysis should identify the appropriate behavioural markers that should be exhibited. The task analysis should be suitably validated in accordance with (b)(3). The task analysis, in conjunction with the data gathering programme(s) permit the operator to establish a programme of targeted training together with the associated training objectives.

(3) Curricula. The curriculum structure and content should be determined by task analysis, and should include proficiency objectives including when and how these objectives should be met.

(i) The training programme should have the following structure:

(A) Curriculum, specifying the following elements:

- (a) Entry requirements: A list of topics and content, describing what training level will be required before start or continuation of training.
- (b) Topics: A description of what will be trained during the lesson.
- (c) Targets/Objectives
  - (1) Specific target or set of targets that have to be reached and fulfilled before the training course can be continued.
  - (2) Each specified target should have an associated objective that is identifiable both by the flight crew and the trainers.
  - (3) Each qualification event that is required by the programme should specify the training that is required to be undertaken and the required standard to be achieved.

(A) Daily lesson plan

- (a) Each lesson/course/training or qualification event should have the same basic structure. The topics related to the lesson should be listed and the lesson targets should be unambiguous.

- (b) Each lesson/course or training event whether classroom, CBT or simulator should specify the required topics with the relevant targets to be achieved.
- (4) A specific training programme for:
- (i) each aeroplane type/class within the ATQP;
  - (ii) instructors (class rating instructor rating/synthetic flight instructor authorisation/type rating instructor rating — CRI/SFI/TRI), and other personnel undertaking flight crew instruction; and
  - (iii) examiners (class rating examiner/synthetic flight examiner/type rating examiner — CRE/SFE/TRE).

This should include a method for the standardisation of instructors and examiners.

Personnel who perform training and checking of flight crew in an operator's ATQP should receive the following additional training on:

- (A) ATQP principles and goals;
  - (B) knowledge/skills/behaviour as learned from task analysis;
  - (C) line oriented evaluation (LOE)/ LOFT scenarios to include triggers / markers / event sets / observable behaviour;
  - (D) qualification standards;
  - (E) harmonisation of assessment standards;
  - (F) behavioural markers and the systemic assessment of CRM;
  - (G) event sets and the corresponding desired knowledge/skills and behaviour of the flight crew;
  - (H) the processes that the operator has implemented to validate the training and qualification standards and the instructors part in the ATQP quality control; and
  - (I) line oriented quality evaluation (LOQE).
- (5) A feedback loop for the purpose of curriculum validation and refinement, and to ascertain that the programme meets its proficiency objectives.
- (i) The feedback should be used as a tool to validate that the curricula are implemented as specified by the ATQP; this enables substantiation of the curriculum, and that proficiency and training objectives have been met. The feedback loop should include data from operations flight data monitoring, the advanced flight data monitoring (FDM) programme and LOE/LOQE programmes. In addition, the evaluation process should describe whether the overall targets/objectives of training are being achieved and should prescribe any corrective action that needs to be undertaken.
  - (ii) The programme's established quality control mechanisms should at least review the following:
    - (A) procedures for approval of recurrent training;
    - (B) ATQP instructor training approvals;
    - (C) approval of event set(s) for LOE/LOFT;

- (D) procedures for conducting LOE and LOQE.
- (6) A method for the assessment of flight crew during conversion and recurrent training and checking. The assessment process should include event-based assessment as part of the LOE. The assessment method should comply with ORO.FC.230.
- (i) The qualification and checking programmes should include at least the following elements:
    - (A) a specified structure;
    - (B) elements to be tested/examined;
    - (C) targets and/or standards to be attained;
    - (D) the specified technical and procedural knowledge and skills, and behavioural markers to be exhibited.
  - (ii) An LOE event should comprise tasks and sub-tasks performed by the crew under a specified set of conditions. Each event has one or more specific training targets/objectives, which require the performance of a specific manoeuvre, the application of procedures, or the opportunity to practise cognitive, communication or other complex skills. For each event the proficiency that is required to be achieved should be established. Each event should include a range of circumstances under which the crews' performance is to be measured and evaluated. The conditions pertaining to each event should also be established and they may include the prevailing meteorological conditions (ceiling, visibility, wind, turbulence etc.), the operational environment (navigation aid inoperable etc.), and the operational contingencies (non-normal operation etc.).
  - (iii) The markers specified under the operator's ATQP should form one of the core elements in determining the required qualification standard. A typical set of markers is shown in the table below:

EVENT	MARKER
Awareness of Aeroplane Systems:	1. Monitors and reports changes in automation status
	2. Applies closed loop principle in all relevant situations
	3. Uses all channels for updates
	4. Is aware of remaining technical resources

- (iv) The topics / targets integrated into the curriculum should be measurable and progression on any training/course is only allowed if the targets are fulfilled.
- (7) A data monitoring/analysis programme consisting of the following:
- (i) A flight data monitoring (FDM) programme as described in AMC1 ORO.AOC.130. Data collection should reach a minimum of 60 % of all

relevant flights conducted by the operator before ATQP approval is granted. This proportion may be increased as determined by the competent authority.

- (ii) An advanced FDM when an extension to the ATQP is requested: an advanced FDM programme is determined by the level of integration with other safety initiatives implemented by the operator, such as the operator's safety management system. The programme should include both systematic evaluations of data from an FDM programme and flight crew training events for the relevant crews. Data collection should reach a minimum of 80 % of all relevant flights and training conducted by the operator. This proportion may be varied as determined by the competent authority.

The purpose of an FDM or advanced FDM programme for ATQP is to enable the operator to:

- (A) provide data to support the programme's implementation and justify any changes to the ATQP;
- (B) establish operational and training objectives based upon an analysis of the operational environment; and
- (C) monitor the effectiveness of flight crew training and qualification.

- (iii) Data gathering: the data analysis should be made available to the person responsible for ATQP within the organisation. The data gathered should:

- (A) include all fleets that are planned to be operated under the ATQP;
- (B) include all crews trained and qualified under the ATQP;
- (C) be established during the implementation phase of ATQP; and
- (D) continue throughout the life of the ATQP.

- (iv) Data handling: the operator should establish a procedure to ensure the confidentiality of individual flight crew members, as described by AMC1 ORO.AOC.130.

- (v) The operator that has a flight data monitoring programme prior to the proposed introduction of ATQP may use relevant data from other fleets not part of the proposed ATQP.

- (b) Implementation. The operator should develop an evaluation and implementation process including the following stages:

- (1) A safety case that demonstrates equivalency of:

- (i) the revised training and qualification standards compared to the standards of ORO.FC and/or Subpart E of Annex V (SPA.LVO) prior to the introduction of ATQP; and
- (ii) any new training methods implemented as part of ATQP.

The safety case should encompass each phase of implementation of the programme and be applicable over the lifetime of the programme that is to be overseen. The safety case should:

- demonstrate the required level of safety;

- ensure the required safety is maintained throughout the lifetime of the programme; and
- minimise risk during all phases of the programme's implementation and operation.

The elements of a safety case include:

- planning: integrated and planned with the operation (ATQP) that is to be justified;
- criteria;
- safety-related documentation including a safety checklist;
- programme of implementation to include controls and validity checks; and
- oversight, including review and audits.

Criteria for the establishment of a safety case. The safety case should:

- be able to demonstrate that the required or equivalent level of safety is maintained throughout all phases of the programme;
- be valid to the application and the proposed operation;
- be adequately safe and ensure the required regulatory safety standards or approved equivalent safety standards are achieved;
- be applicable over the entire lifetime of the programme;
- demonstrate completeness and credibility of the programme;
- be fully documented;
- ensure integrity of the operation and the maintenance of the operations and training infrastructure;
- ensure robustness to system change;
- address the impact of technological advance, obsolescence and change; and
- address the impact of regulatory change.

- (2) A task analysis as required by (a)(2) to establish the operator's programme of targeted training and the associated training objectives.
- (3) A period of operation whilst data is collected and analysed to validate the safety case and task analysis. During this period the operator should continue to operate in accordance with ORO.FC and/or Subpart E of Annex V (SPA.LVO), as applicable. The length of this period should be determined by the competent authority.

## **GM1 ORO.FC.A.245 Alternative training and qualification programme**

### TERMINOLOGY

- (a) 'Line oriented evaluation (LOE)' is an evaluation methodology used in the ATQP to evaluate trainee performance, and to validate trainee proficiency. LOEs consist of flight simulator scenarios that are developed by the operator in accordance with a methodology approved as part of the ATQP. The LOE should be realistic and include appropriate weather scenarios and in addition should fall within an acceptable range of

difficulty. The LOE should include the use of validated event sets to provide the basis for event-based assessment.

- (b) 'Line oriented quality evaluation (LOQE)' is one of the tools used to help evaluate the overall performance of an operation. LOQEs consist of line flights that are observed by appropriately qualified operator personnel to provide feedback to validate the ATQP. The LOQE should be designed to look at those elements of the operation that are unable to be monitored by FDM or Advanced FDM programmes.
- (c) 'Skill-based training' requires the identification of specific knowledge and skills. The required knowledge and skills are identified within an ATQP as part of a task analysis and are used to provide targeted training.
- (d) 'Event-based assessment' is the assessment of flight crew to provide assurance that the required knowledge and skills have been acquired. This is achieved within an LOE. Feedback to the flight crew is an integral part of event-based assessment.
- (e) Safety case means a documented body of evidence that provides a demonstrable and valid justification that the ATQP is adequately safe for the given type of operation.

#### **AMC1 ORO.FC.A.245(a) Alternative training and qualification programme**

##### OPERATOR EXPERIENCE

The appropriate experience should be at least 2 years' continuous operation.

#### **AMC1 ORO.FC.A.245(d)(e)(2) Alternative training and qualification programme**

##### COMBINATION OF CHECKS

- (a) The line orientated evaluation (LOE) may be undertaken with other ATQP training.
- (b) The line check may be combined with a line oriented quality evaluation (LOQE).

## Subpart CC – Cabin crew

### SECTION 1 - GENERAL REQUIREMENTS

#### **AMC1 ORO.CC.100 Number and composition of cabin crew**

##### DETERMINATION OF THE NUMBER AND COMPOSITION OF CABIN CREW

- (a) When determining the minimum number of cabin crew required to operate aircraft engaged in commercial air transport operations, factors to be taken into account should include:
- (1) the number of doors/exits;
  - (2) the type(s) of doors/exits and the associated assisting evacuation means;
  - (3) the location of doors/exits in relation to cabin crew stations and the cabin layout;
  - (4) the location of cabin crew stations taking into account direct view requirements and cabin crew duties in an emergency evacuation including:
    - (i) opening floor level doors/exits and initiating stair or slide deployment;
    - (ii) assisting passengers to pass through doors/exits; and
    - (iii) directing passengers away from inoperative doors/exits, crowd control and passenger flow management;
  - (5) actions required to be performed by cabin crew in ditching, including the deployment of slide-rafts and the launching of life-rafts;
  - (6) additional actions required to be performed by cabin crew members when responsible for a pair of doors/exits; and
  - (7) the type and duration of the flight to be operated.
- (b) When scheduling cabin crew for a flight, the operator should establish procedures that take account of the experience of each cabin crew member. The procedures should specify that the required cabin crew includes some cabin crew members who have at least 3 months experience as an operating cabin crew member.

#### **GM1 ORO.CC.100 Number and composition of cabin crew**

##### MINIMUM NUMBER OF CABIN CREW

- (a) When determining the minimum required cabin crew for its specific aircraft cabin configuration, the operator should:
- (1) request information regarding the minimum number of cabin crew established by the aircraft type certificate (TC) holder or other design organisation responsible for showing compliance with the evacuation requirements of the applicable certification specifications; and
  - (2) take into account the factors specified in AMC1 ORO.CC.100 as applicable.
- (b) The number of cabin crew referred to in ORO.CC.100 (b)(1) means either:
- (1) the number of cabin crew who actively participated in the aircraft cabin during the relevant emergency evacuation demonstration, or who were assumed to have taken part in the relevant analysis, carried out by the aircraft TC holder when demonstrating the maximum passenger seating capacity (MPSC) of the aircraft type at the time of initial type certification; or

- (2) a lower number of cabin crew who actively participated in a subsequent emergency evacuation demonstration, or who were assumed to have taken part in the relevant analysis, and for which approval has been obtained for a cabin configuration other than the MPSC, either by the TC holder or by another design organisation. The operator should obtain a clear indication of that number which is specified in the related documentation. If a lower number is not specified, the number of cabin crew established at the time of initial type certification applies.

## **GM1 ORO.CC.115 Conduct of training courses and associated checking**

### **EQUIPMENT AND PROCEDURES**

The following definitions apply for the purpose of training programmes, syllabi and the conduct of training and checking on equipment and procedures:

- (a) 'Safety equipment' means equipment installed/carried to be used during day-to-day normal operations for the safe conduct of the flight and protection of occupants (e.g. seat belts, child restraint devices, safety card, safety demonstration kit).
- (b) 'Emergency equipment' means equipment installed/carried to be used in case of abnormal and emergency situations that demand immediate action for the safe conduct of the flight and protection of occupants including life preservation (e.g. drop-out oxygen, crash axe, fire extinguisher, protective breathing equipment, manual release tool, slide-raft).
- (c) 'Normal procedures' means all procedures established by the operator in the operations manual for day-to-day normal operations (e.g. pre-flight briefing of cabin crew, pre-flight checks, passenger briefing, securing of galleys and cabin, cabin surveillance during flight).
- (d) 'Emergency procedures' means all procedures established by the operator in the operations manual for abnormal and emergency situations. For this purpose, 'abnormal' refers to a situation that is not typical or usual, deviates from normal operation and may result in an emergency.

## **AMC1 ORO.CC.115(c) Conduct of training courses and associated checking**

### **TRAINING METHODS AND TRAINING DEVICES**

- (a) The operator should establish training methods that take into account the following:
  - (1) training should include the use of cabin training devices, audio-visual presentations, computer-based training and other types of training, as most appropriate to the training element; and
  - (2) a reasonable balance between the different training methods should be ensured so that the cabin crew member achieves the level of proficiency necessary for a safe performance of all related cabin crew duties and responsibilities.
- (b) When assessing the representative training devices to be used, the operator should:
  - (1) take into account that a representative training device may be used to train cabin crew as an alternative to the use of the actual aircraft or required equipment;
  - (2) ensure that those items relevant to the training and checking intended to be given accurately represent the aircraft or equipment in the following particulars:
    - (i) layout of the cabin in relation to doors/exits, galley areas and safety and emergency equipment stowage as relevant;
    - (ii) type and location of passenger seats and cabin crew stations;

- (iii) doors/exits in all modes of operation, particularly in relation to the method of operation, mass and balance and operating forces, including failure of power-assist systems where fitted; and
  - (iv) safety and emergency equipment of the type provided in the aircraft (such equipment may be 'training use only' items and, for oxygen and protective breathing equipment, units charged with or without oxygen may be used); and
- (3) assess the following factors when determining whether a door/exit can be considered to be a variant of another type:
- (i) door/exit arming/disarming;
  - (ii) direction of movement of the operating handle;
  - (iii) direction of door/exit opening;
  - (iv) power-assist mechanisms; and
  - (v) assisting evacuation means such as slides and ropes.

**AMC1 ORO.CC.115(d) Conduct of training courses and associated checking**

CHECKING

- (a) Checking required for each training course should be accomplished by the method appropriate to the training element to be checked. These methods include:
- (1) practical demonstration;
  - (2) computer-based assessment;
  - (3) in-flight checks;
  - (4) oral or written tests.
- (b) Training elements that require individual practical participation may be combined with practical checks.

**AMC1 ORO.CC.115(e) Conduct of training courses and associated checking**

CREW RESOURCE MANAGEMENT–TRAINING PROGRAMMES AND CRM INSTRUCTORS

- (a) Implementation of CRM training

Table 1 below indicates which CRM training elements should be covered in each type of training.

**Table 1 – Cabin crew CRM training**

<b>CRM TRAINING ELEMENTS to be covered</b>	<b>Operator’s CRM Training</b>	<b>Operator Aircraft Type Conversion Training</b>	<b>Annual Recurrent Training</b>	<b>Senior Cabin Crew (SCC) Course</b>
<b>General Principles</b>				
Human factors in aviation General instructions on CRM principles and objectives Human performance and limitations	Not required (as covered under initial training required by Part-CC)	Not required	Not required	Overview
<b>Relevant to the individual cabin crew member</b>				
Personality awareness, human error and reliability, attitudes and behaviours, self-assessment Stress and stress management Fatigue and vigilance Assertiveness, situation awareness, information acquisition and processing	Not required (as covered under initial training required by Part-CC)	Not required	Overview (3 year cycle)	Not required
<b>Relevant to the entire aircraft crew</b>				
Error prevention and detection	In-depth	Relevant to the type(s)	Overview (3 year cycle)	Reinforcement (relevant to the SCC duties)
Shared situation awareness, information acquisition and processing				
Workload management				
Effective communication and coordination between all crew members including the flight crew as well as inexperienced cabin crew members, cultural differences				
Leadership, cooperation, synergy, decision-making, delegation				
Individual and team responsibilities, decision making, and actions				
Identification and management of the passenger human factors: crowd control, passenger stress, conflict management, medical factors				
Specifics related to aircraft types (narrow/wide bodied, single/multi deck), flight crew and cabin crew composition and number of passengers	Not required	In-depth		
<b>Relevant to the operator and the organisation</b>				

Company safety culture, SOPs, organisational factors, factors linked to the type of operations Effective communication and coordination with other operational personnel and ground services Participation in cabin safety incident and accident reporting	In- depth	Relevant to the type(s)	Overview (3 year cycle)	Reinforcement (relevant to the SCC duties)
Case- studies	Required		Required	

(b) CRM training programmes

- (1) There should be an effective liaison between flight crew and cabin crew training departments. Provision should be made to allow, whenever practicable, flight and cabin crew instructors to observe and comment on each other's training. Consideration should be given to creating films of flight crew compartment scenarios for playback to all cabin crew during recurrent training, and to providing the opportunity for cabin crew members, particularly senior cabin crew members, to participate in flight crew line oriented flying training (LOFT) exercises.
- (2) The programme of each CRM training course, its content and the level to be achieved should comply with the relevant elements specified in table 1 below as applicable to the appropriate training course to be completed.
- (3) CRM training for senior cabin crew members
  - (i) CRM training for senior cabin crew members should be the application of knowledge gained in previous CRM training and operational experience relevant to the specific duties and responsibilities of a senior cabin crew member.
  - (ii) The senior cabin crew member should demonstrate the ability to manage the operation and take appropriate leadership/management decisions.

(c) CRM instructor qualifications

- (1) All personnel conducting training should be appropriately qualified to integrate elements of CRM into all appropriate training programmes.
- (2) A training and standardisation programme for CRM instructors should be established.
- (3) The cabin crew CRM instructor should:
  - (i) have suitable experience of commercial air transport operations as a cabin crew member;
  - (ii) have received instruction on human factors performance limitations (HPL);
  - (iii) have completed an introductory CRM course as required by Part-CC and all cabin crew CRM training required by Part-ORO;
  - (iv) have received instruction in training skills in order to conduct CRM courses; and
  - (v) be supervised by an appropriately qualified CRM instructor when conducting their first CRM training course.
- (4) An experienced non-cabin crew CRM instructor may continue to be a cabin crew CRM instructor, provided that the provisions specified in (3)(ii) to (3)(v) are satisfied and that the instructor demonstrates a satisfactory knowledge of the

nature of the operation, the relevant specific aircraft types and the cabin crew working environment.

- (5) Instructors integrating elements of CRM into aircraft type training, recurrent training, or senior cabin crew training should have acquired relevant knowledge of human factors and have completed appropriate CRM training.

### **GM1 ORO.CC.115(e) Conduct of training courses and associated checking**

#### CREW RESOURCE MANAGEMENT (CRM)

##### (a) CRM - General

- (1) CRM should be the effective utilisation of all available resources (e.g. crew members, aircraft systems, and supporting facilities) to achieve safe and efficient operation.
- (2) The objective of CRM should be to enhance the communication and management skills of the crew member, as well as the importance of effective coordination and two-way communication between all crew members.
- (3) Operator's CRM training should reflect the culture of the operator, the scale and scope of the operation together with associated operating procedures and areas of operation that produce particular difficulties.
- (4) Accordingly, where required during CRM training, if relevant aircraft type-specific case studies are not available, then other case studies relevant to the scale and scope of the operation should be considered.

##### (b) General principles for CRM training for cabin crew

- (1) Cabin crew CRM training should focus on issues related to cabin crew duties and, therefore, should be different from flight crew CRM training. However, the coordination of the tasks and functions of flight crew and cabin crew should be addressed.
- (2) Whenever practicable, combined training should be provided to flight crew and cabin crew, particularly senior cabin crew members. This should include feedback.
- (3) Where appropriate, CRM principles should be integrated into relevant parts of cabin crew training.
- (4) CRM training should include group discussions and the review of accidents and incidents (case studies).
- (5) Whenever it is practicable to do so, relevant parts of CRM training should form part of the training conducted in cabin training devices or in the aircraft.
- (6) CRM training courses should be conducted in a structured and realistic manner.
- (7) There should be no assessment of CRM skills. Feedback from instructors or members of the group on individual performance should be given during training to the individuals concerned.

### **AMC1 ORO.CC.125(c) Aircraft type specific training and operator conversion training**

#### TRAINING PROGRAMME – AIRCRAFT TYPE SPECIFIC TRAINING

The following aircraft type specific training elements should be covered as relevant to the aircraft type:

##### (a) Aircraft description

- (1) type of aircraft, principal dimensions, narrow or wide bodied, single or double deck;
  - (2) speed, altitude, range;
  - (3) passenger seating capacity;
  - (4) flight crew number and minimum number of required cabin crew;
  - (5) cabin doors/exits location and sill height;
  - (6) cargo and unpressurised areas as relevant;
  - (7) aircraft systems relevant to cabin crew duties;
  - (8) flight crew compartment - general presentation, pilot seats and their mechanism, emergency exits, storage;
  - (9) required cabin crew stations;
  - (10) flight crew compartment security - general: door components and use;
  - (11) access to avionics bay where relevant;
  - (12) lavatories - general: doors, systems, calls and signs; and
  - (13) least risk bomb location.
- (b) Safety and emergency equipment and aircraft systems installed
- Each cabin crew member should receive realistic training on, and demonstration of, the location and use of all aircraft type specific safety and emergency equipment and aircraft systems installed, with emphasis on the following:
- (1) slides, and where non-self-supporting slides are carried, the use of any associated assisting evacuation means;
  - (2) life-rafts and slide-rafts, including the equipment attached to, and/or carried in, the raft;
  - (3) drop-out oxygen system; and
  - (4) communication equipment.
- (c) Operation of doors and exits
- This training should be conducted in a representative training device or in the actual aircraft and should include failure of power assist systems where fitted and the action and forces required to operate and deploy evacuation slides. Training should also include operation and actual opening of the flight crew compartment security door when installed.
- (d) Fire and smoke protection equipment
- Each cabin crew member should be trained in using fire and/or smoke protection equipment where fitted.
- (e) Evacuation slide training
- (1) Each cabin crew member should descend an evacuation slide from a height representative of the aircraft main deck sill height.
  - (2) The slide should be fitted to a representative training device or to the actual aircraft.
  - (3) A further descent should be made when the cabin crew member qualifies on an aircraft type in which the main deck exit sill height differs significantly from any aircraft type previously operated.
- (f) Operation of equipment related to pilot incapacitation

The training should cover any type specific elements or conditions relevant to cabin crew actions to be taken in case of pilot incapacitation. Each cabin crew member should be trained to operate all equipment that must be used in case of pilot incapacitation.

### **AMC1 ORO.CC.125(d) Aircraft type specific training and operator conversion training**

#### TRAINING PROGRAMME – OPERATOR CONVERSION TRAINING

The following training elements should be covered as relevant to the aircraft type and the related operator's specifics:

(a) Description of the cabin configuration

The description should cover all elements specific to the operator's cabin configuration and any differences with those previously covered in accordance with AMC1 ORO.CC.125(c), including:

- (1) required and additional cabin crew stations - location (including direct view) , restraint systems, control panels;
- (2) passenger seats – general presentation and associated operator's specific features and equipment;
- (3) designated stowage areas;
- (4) lavatories - operator's specific features, equipment and systems additional to the aircraft type specific elements;
- (5) galley - location, appliances, water and waste system, including shut-off, sinks, drains, stowage, control panels, calls and signs;  
and where applicable
- (6) crew rest areas - location, systems, controls, safety and emergency equipment;
- (7) cabin dividers, curtains, partitions;
- (8) lift location, use, controls;
- (9) stowage for the containment of waste; and
- (10) passenger hand rail system or alternative means.

(b) Safety and emergency equipment

Each cabin crew member should receive realistic training on and demonstration of the location and use of all safety and emergency equipment carried including:

- (1) life-jackets, infant life-jackets and flotation devices;
- (2) first-aid and drop-out oxygen, including supplementary systems;
- (3) fire extinguishers and protective breathing equipment (PBE);
- (4) crash axe or crowbar;
- (5) emergency lights including torches;
- (6) communication equipment, including megaphones;
- (7) slide-rafts and life-rafts' survival packs and their contents;
- (8) pyrotechnics (actual or representative devices);
- (9) first-aid kits, emergency medical kits and their contents; and
- (10) other portable safety and emergency equipment, where applicable.

(c) Normal and emergency procedures

Each cabin crew member should be trained on the operator's normal and emergency procedures as applicable, with emphasis on the following:

- (1) passenger briefing, safety demonstration and cabin surveillance;
- (2) severe air turbulence;
- (3) non-pressurisation, slow and sudden decompression, including the donning of portable oxygen equipment by each cabin crew member; and
- (4) other in-flight emergencies.

(d) Passenger handling and crowd control

Training should be provided on the practical aspects of passenger preparation and handling, as well as crowd control, in various emergency situations as applicable to the operator's specific aircraft cabin configuration, and should cover the following:

- (1) communications between flight crew and cabin crew and use of all communications equipment, including the difficulties of coordination in a smoke-filled environment;
- (2) verbal commands;
- (3) the physical contact that may be needed to encourage people out of a door/exit and onto a slide;
- (4) redirection of passengers away from unusable doors/exits;
- (5) marshalling of passengers away from the aircraft;
- (6) evacuation of special categories of passengers with emphasis on passengers with disabilities or reduced mobility; and
- (7) authority and leadership.

(e) Fire and smoke training

- (1) Each cabin crew member should receive realistic and practical training in the use of all fire-fighting equipment including protective clothing representative of that carried in the aircraft.
- (2) Each cabin crew member should:
  - (i) extinguish an actual fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used; and
  - (ii) exercise the donning and use of PBE in an enclosed simulated smoke-filled environment with particular emphasis on identifying the actual source of fire and smoke.

(f) Evacuation procedures

Training should include all the operator's procedures that are applicable to planned or unplanned evacuations on land and water. It should also include, where relevant, the additional actions required from cabin crew members responsible for a pair of doors/exits and the recognition of when doors/exits are unusable or when evacuation equipment is unserviceable.

(g) Pilot incapacitation procedures

Unless the minimum flight crew is more than two, each cabin crew member should be trained in the procedure for pilot incapacitation. Training in the use of flight crew

checklists, where required by the operator's standard operating procedures (SOPs), should be conducted by a practical demonstration.

- (h) Crew resource management
- (1) Each cabin crew member should complete the operator's CRM training covering the applicable training elements to the level specified in the relevant column of Table 1 of AMC1 ORO.CC.115(e).
  - (2) When a cabin crew member undertakes the operator's conversion training on an aircraft type, the applicable training elements specified in Table 1 of AMC1 ORO.CC.115(e) should be covered to the level specified in column 'Operator's aircraft type conversion training'.
  - (3) The operator's CRM training and CRM training covered during operator aircraft type conversion training should be conducted by at least one cabin crew CRM instructor.

### **AMC1 ORO.CC.125 & ORO.CC.130 Aircraft type specific training and operator conversion training & Differences training**

#### TRAINING PROGRAMMES

The programmes and syllabi of aircraft type specific training, operator conversion training and differences training should take into account the cabin crew member's previous training as documented in his/her training records.

### **AMC1 ORO.CC.125(b) & ORO.CC.130(c) Aircraft type specific training and operator conversion training & Differences training**

#### NON-MANDATORY (RECOMMENDATIONS) ELEMENTS

When developing the training programmes and syllabi for aircraft-type specific training and for differences training, the operator should consider the non-mandatory (recommendations) elements for the relevant type that are provided in the data established in accordance with Regulation (EC) No 1702/2003<sup>10</sup>.

### **AMC1 ORO.CC.135 Familiarisation**

#### FAMILIARISATION FLIGHTS AND AIRCRAFT FAMILIARISATION VISITS

- (a) For commercial air transport operations, familiarisation of cabin crew to a new aircraft type or variant should be completed in accordance with the following, as relevant:
- (1) New entrant cabin crew  
Each new entrant cabin crew member having no previous comparable operating experience should participate in:
    - (i) a familiarisation visit as described in (c) to the aircraft to be operated; and
    - (ii) familiarisation flights as described in (b).
  - (2) Cabin crew operating on a subsequent aircraft type  
A cabin crew member assigned to operate on a subsequent aircraft type with the same operator should participate either in a:

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<sup>10</sup> OJ L 243, 27.9.2003, p. 6.

- (i) familiarisation flight as described in (b); or
  - (ii) familiarisation visit as described in (c) to the aircraft type to be operated.
- (b) Familiarisation flights
- (1) During familiarisation flights, the cabin crew member should be assigned in addition to the minimum number of cabin crew required in accordance with ORO.CC.100 and if applicable ORO.CC.200.
  - (2) Familiarisation flights should be:
    - (i) conducted under the supervision of the senior cabin crew member;
    - (ii) structured and conducted with the cabin crew member participating in pre-flight, in-flight and post-flight safety duties;
    - (iii) operated with the cabin crew member wearing the operator's cabin crew uniform; and
    - (iv) recorded in the training record of the cabin crew member.
- (c) Aircraft familiarisation visits
- (1) Aircraft visits should enable the cabin crew member to become familiar with the aircraft environment and its equipment. Accordingly, aircraft visits should be conducted by appropriately qualified persons. The aircraft visit should provide an overview of the aircraft's exterior, interior and aircraft systems with emphasis on the following:
    - (i) interphone and public address systems;
    - (ii) evacuation alarm systems;
    - (iii) emergency lighting;
    - (iv) smoke detection systems;
    - (v) safety and emergency equipment;
    - (vi) flight crew compartment;
    - (vii) cabin crew stations;
    - (viii) lavatories;
    - (ix) galleys, galley security and water shut-off;
    - (x) cargo areas if accessible from the passenger compartment during flight;
    - (xi) circuit breaker panels located in the passenger compartment;
    - (xii) crew rest areas; and
    - (xiii) doors/exits location and environment.
  - (2) An aircraft familiarisation visit may be combined with the aircraft type specific training or operator conversion training required by ORO.CC.125.

#### **AMC1 ORO.CC.140 Recurrent training**

##### TRAINING PROGRAMMES

- (a) Elements of the annual recurrent training programme

- (1) Training on the location and handling of safety and emergency equipment should include all relevant oxygen systems, and any equipment such as defibrillators if carried on board.
  - (2) Training on emergency procedures should cover pilot incapacitation procedures and crowd control techniques.
  - (3) CRM training should satisfy the following:
    - (i) the applicable training elements specified in Table 1 of AMC1 ORO.CC.115(e) should be covered within a 3 year cycle to the level required by Column 'Annual Recurrent Training';
    - (ii) the definition and implementation of the programme should be managed by a cabin crew CRM instructor; and
    - (iii) when CRM training is provided by stand-alone modules, it should be conducted by at least one cabin crew CRM instructor.
- (b) Additional triennial elements of recurrent training programme
- (1) Training on the operation of normal and emergency doors/exits should cover failure of power assist systems where fitted. This should include the actions and forces required to operate and deploy evacuation slides, and additional training when relevant for cabin crew members responsible for a pair of doors/exits.
  - (2) Training in the use of all fire-fighting equipment, including protective clothing, representative of that carried in the aircraft should include individual practice by each cabin crew member to extinguish a fire characteristic of an aircraft interior fire except that, in the case of halon extinguishers, an alternative extinguishing agent may be used. Training should place particular emphasis on identifying the actual source of fire or smoke.

#### **AMC1 ORO.CC.145 Refresher training**

##### TRAINING PROGRAMME

- (a) Training on emergency procedures should include pilot incapacitation procedures and crowd control techniques as applicable to the aircraft type; and
- (b) Operation of doors and exits by each cabin crew member should include failure of power assist systems where fitted as well as the action and forces required to operate and deploy evacuation slides.

#### **GM1 ORO.CC.145 Refresher training**

##### FREQUENCY OF REFRESHER TRAINING

For aircraft with complex equipment or procedures, the operator should consider the need for refresher training to be completed by cabin crew members who have been absent from flying duties for less than 6 months.

## **SECTION 2 - ADDITIONAL REQUIREMENTS FOR COMMERCIAL AIR TRANSPORT OPERATIONS**

#### **AMC1 ORO.CC.200(c) Senior cabin crew member**

##### TRAINING PROGRAMME

The senior cabin crew member training course should at least cover the following elements:

- (a) Pre-flight briefing:
  - (1) operating as a crew;
  - (2) allocation of cabin crew stations and responsibilities; and
  - (3) consideration of the particular flight, aircraft type, equipment, area and type of operation including extended range operations with two-engine aeroplanes (ETOPS) and special categories of passengers with emphasis on passengers with disabilities or reduced mobility, infants and stretcher cases.
- (b) Cooperation within the crew:
  - (1) discipline, responsibilities and chain of command;
  - (2) importance of coordination and communication; and
  - (3) pilot incapacitation.
- (c) Review of operator requirements and legal requirements:
  - (1) passenger briefing, safety briefing cards;
  - (2) securing of galleys;
  - (3) stowage of cabin baggage;
  - (4) electronic equipment;
  - (5) procedures when fuelling with passengers on board;
  - (6) turbulence; and
  - (7) documentation.
- (d) Accident and incident reporting.
- (e) Human factors and CRM:
 

The operator should ensure that all applicable elements specified in Table 1 of AMC1 ORO.CC.115(e) are integrated into the training and covered to the level required by Column 'Senior Cabin Crew Course'.
- (f) Flight and duty time limitations and rest requirements (FTL).

**AMC1 ORO.CC.200(d) Senior cabin crew member**

RESPONSIBILITY TO THE COMMANDER

When the level of turbulence so requires, and in the absence of any instructions from the flight crew, the senior cabin crew member should be entitled to discontinue non-safety related duties and advise the flight crew of the level of turbulence being experienced and the need for the fasten seat belt signs to be switched on. This should be followed by the cabin crew securing the passenger cabin and other relevant areas.

**AMC1 ORO.CC.205(c)(1) Reduction of the number of cabin crew during ground operations and in unforeseen circumstances**

PROCEDURES WITH REDUCED NUMBER OF CABIN CREW

- (a) During ground operations, if reducing the applicable minimum required number of cabin crew, the operator should ensure that the procedures required by ORO.CC.205 (c)(1) specify that:
  - (1) electrical power is available on the aircraft;
  - (2) a means of initiating an evacuation is available to the senior cabin crew member or at least one member of the flight crew is in the flight crew compartment;

- (3) cabin crew stations and associated duties are specified in the operations manual; and
- (4) cabin crew remain aware of the position of servicing and loading vehicles at and near the exits.

Additionally, in the case of passengers embarkation:

- (5) the senior cabin crew member should have performed the pre-boarding safety briefing to the cabin crew; and
  - (6) the pre-boarding cabin checks should have been completed.
- (b) If, in unforeseen circumstances, the number of cabin crew members is reduced below the applicable minimum required number, for example in the event of incapacitation or unavailability of cabin crew, the procedures established for this purpose in the operations manual should take into consideration at least the following:
- (1) reduction of passenger numbers;
  - (2) reseating of passengers with due regard to doors/exits and other applicable limitations; and
  - (3) relocation of cabin crew taking into account the factors specified in AMC1 ORO.CC.100 and any change of procedures.

**GM1 ORO.CC.210(d) Additional conditions for assignment to duties**

**OPERATOR’S CABIN CREW UNIFORM**

The uniform to be worn by operating cabin crew should be such as not to impede the performance of their duties as required for the safety of passengers and flight during operations, and should allow passengers to identify the operating cabin crew including in an emergency situation.

**GM1 ORO.CC.215(b)(2) Training and checking programmes and related documentation**

**LIST OF AIRCRAFT TYPE/VARIANT QUALIFICATION(S)**

When providing the updated validity list of aircraft type/variant qualifications to cabin crew members having successfully completed a training course and the associated checking, the operator may use the following format. If using another format, at least the elements in (a) to (d) and in columns (1) and (2) should be indicated to show validity of qualification(s).

<b>CABIN CREW AIRCRAFT TYPE/VARIANT QUALIFICATION(S)</b>	
(a)	Reference number of the cabin crew attestation:
(b)	Cabin crew attestation holder’s full name: The above-mentioned person may act as an operating cabin crew member during flight operations only if his/her aircraft type and/or variant qualification(s) listed below, and dated DD/MM/YYYY, comply with the applicable validity period(s) specified in Part-ORO.
(c)	Issuing organisation: (name, postal address, AOC and/or approval reference number and stamp or logo)
(d)	Date of issue: (DD/MM/YYYY)

(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)
	Qualification valid until	Aircraft type specific training	Operator conversion training	Differences training <i>If relevant</i>	Familiarisation	Last recurrent training	Refresher training <i>If relevant</i>
A/C type 1							
Variant ...							
A/C type 2							
Variant ...							
A/C type 3							
Variant ...							
<i>If approved</i> A/C type 4							

## **AMC1 ORO.CC.250(b) Operation on more than one aircraft type or variant**

### DETERMINATION OF AIRCRAFT TYPES AND VARIANTS

- (a) When determining similarity of location and type of portable safety and emergency equipment, the following factors should be assessed:
- (1) all portable safety and emergency equipment is stowed in the same, or in exceptional circumstances, in substantially the same location;
  - (2) all portable safety and emergency equipment requires the same method of operation;
  - (3) portable safety and emergency equipment includes:
    - (i) fire-fighting equipment;
    - (ii) protective breathing equipment (PBE);
    - (iii) oxygen equipment;
    - (iv) crew life-jackets;
    - (v) torches;
    - (vi) megaphones;
    - (vii) first-aid equipment;
    - (viii) survival and signalling equipment; and
    - (ix) other safety and emergency equipment, where applicable.
- (b) The type-specific emergency procedures to be considered should include at least the following:
- (1) land and water evacuation;
  - (2) in-flight fire;
  - (3) non-pressurisation, slow and sudden decompression; and
  - (4) pilot incapacitation.
- (c) When determining similarity of doors/exits in the absence of data established in accordance with Regulation (EC) No 1702/2003 for the relevant aircraft type(s) or variant(s), the following factors should be assessed, except for self-help exits, such as type III and type IV exits, that need not be included in the assessment:
- (1) door/exit arming and disarming;
  - (2) direction of movement of the operating handle;
  - (3) direction of door/exit opening;
  - (4) power assist mechanisms; and
  - (5) assisting evacuation means.

## **GM1 ORO.CC.250 Operation on more than one aircraft type or variant**

### SAFETY BRIEFING FOR CABIN CREW

When changing aircraft type or variant during a series of flight sectors, the cabin crew safety briefing should include a representative sample of type-specific normal and emergency procedures and safety and emergency equipment applicable to the actual aircraft to be operated for the immediately subsequent flight sector.

## **Subpart TC – Technical crew member in HEMS, HHO or NVIS operations**

### **GM1 ORO.TC.105 Conditions for assignment to duties**

#### GENERAL

- (a) The technical crew member in HEMS, HHO or NVIS operations should undergo an initial medical examination or assessment and, if applicable, a re-assessment before undertaking duties.
- (b) Any medical assessment or re-assessment should be carried out according to best aero-medical practice by a medical practitioner who has sufficient detailed knowledge of the applicant's medical history.
- (c) The operator should maintain a record of medical fitness for each technical crew member.
- (d) Technical crew members should:
  - (1) be in good health;
  - (2) be free from any physical or mental illness that might lead to incapacitation or inability to perform crew duties;
  - (3) have normal cardio-respiratory function;
  - (4) have normal central nervous system;
  - (5) have adequate visual acuity 6/9 with or without glasses;
  - (6) have adequate hearing; and
  - (7) have normal function of ear, nose and throat.

### **AMC1 ORO.TC.110 Training and checking**

#### GENERAL

- (a) Elements of training that require individual practice may be combined with practical checks.
- (b) The checks should be accomplished by the method appropriate to the type of training including:
  - (1) practical demonstration;
  - (2) computer-based assessment;
  - (3) in-flight checks; and/or
  - (4) oral or written tests.

### **AMC1 ORO.TC.115 Initial training**

#### ELEMENTS

- (a) The elements of initial training mentioned in ORO.TC.115 should include in particular:
  - (1) General theoretical knowledge on aviation and aviation regulations relevant to duties and responsibilities:
    - (i) the importance of crew members performing their duties in accordance with the operations manual;
    - (ii) continuing competence and fitness to operate as a crew member with special regard to flight and duty time limitations and rest requirements;

- (iii) an awareness of the aviation regulations relating to crew members and the role of the competent and inspecting authority;
  - (iv) general knowledge of relevant aviation terminology, theory of flight, passenger distribution, meteorology and areas of operation;
  - (v) pre-flight briefing of the crew members and the provision of necessary safety information with regard to their specific duties;
  - (vi) the importance of ensuring that relevant documents and manuals are kept up-to-date with amendments provided by the operator;
  - (vii) the importance of identifying when crew members have the authority and responsibility to initiate an evacuation and other emergency procedures; and
  - (viii) the importance of safety duties and responsibilities and the need to respond promptly and effectively to emergency situations.
- (2) Fire and smoke training:
- (i) reactions to emergencies involving fire and smoke and identification of the fire sources;
  - (ii) the classification of fires and the appropriate type and techniques of application of extinguishing agents, the consequences of misapplication, and of use in a confined space; and
  - (iii) the general procedures of ground-based emergency services at aerodromes.
- (3) When conducting extended overwater operations, water survival training, including the use of personal flotation equipment.
- (4) Before first operating on an aircraft fitted with life-rafts or other similar equipment, training on the use of this equipment, including practice in water.
- (5) Survival training appropriate to the areas of operation, (e.g. polar, desert, jungle, sea or mountain).
- (6) Aero-medical aspects and first aid, including:
- (i) instruction on first aid and the use of first-aid kits; and
  - (ii) the physiological effects of flying.
- (7) Effective communication between technical crew members and flight crew members including common language and terminology.
- (8) Relevant CRM elements of AMC1 and AMC1.1 ORO.FC.115&.215.

## **AMC1 ORO.TC.120&.125 Operator conversion training and differences training**

### **ELEMENTS**

- (a) Operator conversion training mentioned in ORO.TC.120 (b) and differences training mentioned in ORO.TC.125 (a) should include the following:
- (1) Fire and smoke training, including practical training in the use of all fire fighting equipment as well as protective clothing representative of that carried in the aircraft. Each technical crew member should:

- (i) extinguish a fire characteristic of an aircraft interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; and
  - (ii) practise the donning and use of protective breathing equipment (when fitted) in an enclosed, simulated smoke-filled environment.
- (2) Practical training on operating and opening all normal and emergency exits for passenger evacuation in an aircraft or representative training device and demonstration of the operation of all other exits.
- (3) Evacuation procedures and other emergency situations, including:
- (i) recognition of planned or unplanned evacuations on land or water - this training should include recognition of unusable exits or unserviceable evacuation equipment;
  - (ii) in-flight fire and identification of fire source; and
  - (iii) other in-flight emergencies.
- (4) When the flight crew is more than one, training on assisting if a pilot becomes incapacitated, including a demonstration of:
- (i) the pilot's seat mechanism;
  - (ii) fastening and unfastening the pilot's seat restraint system;
  - (iii) use of the pilot's oxygen equipment, when applicable; and
  - (iv) use of pilots' checklists.
- (5) Training on, and demonstration of, the location and use of safety equipment including the following:
- (i) life-rafts, including the equipment attached to, and/or carried in, the raft, where applicable;
  - (ii) life-jackets, infant life-jackets and flotation devices, where applicable;
  - (iii) fire extinguishers;
  - (iv) crash axe or crow bar;
  - (v) emergency lights including portable lights;
  - (vi) communication equipment, including megaphones;
  - (vii) survival packs, including their contents;
  - (viii) pyrotechnics (actual or representative devices);
  - (ix) first-aid kits, their contents and emergency medical equipment; and
  - (x) other safety equipment or systems, where applicable.
- (6) Training on passenger briefing/safety demonstrations and preparation of passengers for normal and emergency situations.
- (7) Training on the use of dangerous goods, if applicable.
- (8) Task-specific training.

## **AMC2 ORO.TC.120&.125 Operator conversion training and differences training**

### GENERAL

- (a) The operator should determine the content of the conversion or differences training taking account of the technical crew member's previous training as documented in the technical crew member's training records.
- (b) Aircraft conversion or differences training should be conducted according to a syllabus and include the use of relevant equipment and emergency procedures and practice on a representative training device or on the actual aircraft.
- (c) The operator should specify in the operations manual the maximum number of types or variants that can be operated by a technical crew member.

## **AMC1 ORO.TC.135 Recurrent training**

### ELEMENTS

- (a) The 12-month period mentioned in ORO.TC.135 (a) should be counted from the last day of the month when the first checking was made. Further training and checking should be undertaken within the last 3 calendar months of that period. The new 12-month period should be counted from the original expiry date.
- (b) The recurrent practical training should include every year:
  - (1) emergency procedures including pilot incapacitation;
  - (2) evacuation procedures;
  - (3) touch-drills by each technical crew member for opening normal and emergency exits for (passenger) evacuation;
  - (4) the location and handling of emergency equipment and the donning by each technical crew member of life-jackets and protective breathing equipment (PBE), when applicable;
  - (5) first aid and the contents of the first-aid kit(s);
  - (6) stowage of articles in the cabin;
  - (7) use of dangerous goods, if applicable;
  - (8) incident and accident review; and
  - (9) crew resource management: all major topics of the initial CRM training should be covered over a period not exceeding 3 years.
- (c) Recurrent training should include every 3 years:
  - (1) practical training on operating and opening all normal and emergency exits for passenger evacuation in an aircraft or representative training device and demonstration of the operation of all other exits;
  - (2) practical training in the use of all fire fighting equipment as well as protective clothing representative of that carried in the aircraft. Each technical crew member should:
    - (i) extinguish a fire characteristic of an aircraft interior fire except that, in the case of Halon extinguishers, an alternative extinguishing agent may be used; and
    - (ii) practise the donning and use of protective breathing equipment (when fitted) in an enclosed, simulated smoke-filled environment;
  - (3) use of pyrotechnics (actual or representative devices); and

- (4) demonstration of the use of the life-raft, where fitted.

**AMC1 ORO.TC.140 Refresher training**

ELEMENTS

- (a) Refresher training may include familiarisation flights.
- (b) Refresher training should include at least the following:
  - (1) emergency procedures, including pilot incapacitation;
  - (2) evacuation procedures;
  - (3) practical training on operating and opening all normal and emergency exits for passenger evacuation in an aircraft or representative training device and demonstration of the operation of all other exits; and
  - (4) the location and handling of emergency equipment, and the donning of life-jackets and protective breathing equipment, when applicable.