



IS-BAO Part NCC Generic Operations Manual Solution

International Standard for Business Aircraft Operations

ORO.MLR.100 Operations manual

- The **OM must contain** all necessary **instructions, information and procedures for all aircraft operated** and for operations personnel to perform their duties.
- The **OM** and its revisions **must be compliant** with the **approved flight manual** (AFM) and be amended as necessary.
- The OM shall be kept up-to-date;
- The content of the OM **shall reflect the requirements** set out in the applicable regulation and shall not contravene the conditions contained in the declaration and the list of specific approvals;
- The operator shall ensure that **information taken from approved documents**, and any amendment thereof, is correctly reflected in the OM. This does not prevent the operator from publishing more conservative data and procedures in the OM.

AMC1 ORO.MLR.100 Operations manual

- The operations manual (OM) **may vary in detail** according to the complexity of the operation and of the type and number of aircraft operated.
- The OM or parts thereof may be presented in any form, including electronic form.
- The **OM content may be based** on, **or may refer** to, industry codes of practice
- 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.

CONCEPT OF THE GENERIC OM



Philosophy of the Generic OM

- Standardised Document,
- Covering all NCC and IS-BAO requirements,
- Structure for OM according EASA AMC2 ORO.MLR.100,
- Template for all aspects of an OM,
- Including Guidance and Examples,
- User-friendly set-up – already formatted,
but:

The user has to amend the manual content to the needs of his own operation!

Philosophy of the Generic OM

The generic OM is working with different types of text and/or information's:

1. **Standardised generic text:**

A standardised generic text is written in Font: Arial / Textcolour black – without background colour.

The user has only to change the ***(Operator Name)***.

Example:

Operations Manual

Example Organisation
Company Logo

Chapter 3 „Description of the management system“


3.4. Means of compliance

(Operator Name) may use Acceptable Means of Compliance (AMC) to establish compliance with Regulation (EC) 216/2008 and its Implementing Rules. When the AMC are complied with, the related requirements of the Implementing Rules are met.

Philosophy of the Generic OM

2. **Additional Informations** box is used in the generic manual, whenever there is the need for more information or explanation. Those information are highlighted in a blue information box.

Example:

	Additional information:
<p>According to AMC1 ORO.DEC.100 Declaration:</p> <p>CHANGES The new declaration should be submitted before the change becomes effective indicating the date as of which the change would apply.</p> <p>GM1 ORO.DEC.100 Declaration GENERAL The intent of the declaration is to:</p> <ul style="list-style-type: none">(a) have the operator acknowledge its responsibilities under the applicable safety regulations and that it holds all necessary approvals;(b) inform the competent authority of the existence of an operator; and(c) enable the competent authority to fulfil its oversight responsibilities in accordance with ARO.GEN.300 and 305. <p><i>For further details, please refer to the official publication of the regulation text.</i></p>	

Philosophy of the Generic OM

3. Whenever, the generic manual **requires more input** from the specific operator, this is highlighted in a yellow information box.

Example:




Your input needed!

Update of this chapter is required to complete your company specific operations manual.

Philosophy of the Generic OM

4. **Warnings** are enclosed in a red information box. Those boxes contain very important information.

Example:

**Warning:**

Designation of pilot-in-command

In accordance with ORO.FC.105 - One pilot amongst the flight crew, qualified as pilot-in-command in accordance with Annex I (Part-FCL) to Regulation (EU) No 1178/2011, shall be designated by the operator as pilot-in-command

(b) The operator shall only designate a flight crew member to act as pilot-in-command if he/she has:

- (1) the minimum level of experience specified in the operations manual;
- (2) adequate knowledge of the route or area to be flown and of the aerodromes, including alternate aerodromes, facilities and procedures to be used;
- (3) in the case of multi-crew operations, completed an operator's command course if

For further details, please refer to the official publication of the regulation text.

Philosophy of the Generic OM

5. Whenever a procedure or a specific operation **needs to be approved** by the competent authority, those requirements are highlighted in a green box.

Example:



Approval by the competent authority required!:

SPA.PBN.100 PBN Operations:

Aircraft shall only be operated in designated airspace, on routes or in accordance with procedures where performance-based navigation (PBN) specifications are established if the operator has been granted an approval by the competent authority to conduct such operations. No specific approval is required for operations in area navigation 5 (RNAV5 (basic area navigation, B-RNAV)) designated airspace.

For further details, please refer to the official publication of the regulation text.

Contents of the OM - Overview



0	Table of Contents
1	Amendment control status and list of effective pages or paragraphs
2	Duties, responsibilities and succession of management and operating personnel
3	Description of the management system
4	Operational control system
5	Flight time limitations

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Standard operating procedures

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Emergency procedures

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Accidents/incidents considerations

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Minimum equipment list (MEL)

Contents of the OM - Overview

12	Personnel qualifications and training
13	Record-keeping
14	Normal flight operations
15	Performance operating limitations
16	Use/protection of flight data recorder (FDR)/cockpit voice recorder (CVR) records
17	Handling of dangerous goods

Contents of the OM - Overview

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Aircraft maintenance

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Occupational health and safety

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Forms

Use of the OM Compliance List

Paragraph ▼	Title and Subject ▼	AMC used ▼	AltMoC ▼	IS-BAO ▼	Manual ▼	Chapter ▼	Revision Status ▼
		Annex III - PART - ORO - ORGANISATION REQUIREMENTS FOR AIR OPERATIONS					
		Subpart GEN - GENERAL REQUIREMENTS					
ORO.GEN.110	Operator responsibilities						
	a)			6.7.1 6.9.1	OM	Preamble	
	b)			6.3.2 a)	OM	1.1.1	
	c)	AMC1 ORO.GEN.110(c)		6.3.1	OM	4.3.	
	d)			7.2.1 8.1.1	OM	4.1/4.3.1.	
	e)	AMC1 ORO.GEN.110(e) AMC2 ORO.GEN.110(e)		5.1.1/8.6.2	OM	2.5./4.3.1./12.8.3./14.19	
	f)	AMC1 ORO.GEN.110(f)		6.1.1/6.1.2/6.1.3/6.1.4	OM	2.5./4.3./6	
	g)			6.7.1 7.1	OM	1.1.1	
	h)	AMC1 ORO.GEN.110(f)(h)		6.12.1 6.12.2	OM	4.3./6.1.	
	i)			6.3.1 6.3.1a) 6.3.1b)	OM	14.1	

Use of the OM Compliance List

Paragraph	Title and Subject	Manual	Chapter	Revision Status
IS-BAO References not covered by NCC				
4 - Organization and Personnel Requirements				
4.4	Maintenance Personnel Qualifications			
	4.4.1	OM	12.9.	
4.8	Fatigue Risk Management Program			
	4.8.1	OM	5.1.	
4.9	Supplemental Lift/Additional Air Transport Capacity			
	4.9.1		N/A	
5 - Training and Proficiency				
	Training Programmes			
	5.1.6 (Maintenance Personnel Training Program)	OM	12.9.	



Thank you for your attention

