

Seychelles Civil Aviation Authority

Safety and Security Regulation Department

Flight Operations and Flight Crew Licensing Inspectorate

Issue: 01

15 July 2023

FLIGHT OPERATIONS DIRECTIVE

Number: OPS/2023/001

Air Operator Certification and Administration

Flight Operations Directives provide information that is intended for mandatory compliance. Flight operations Directives are issued in accordance with Regulation 110 of the Seychelles Civil Aviation (Safety) Regulations 2017.

1. Purpose

This directive prescribes requirements for organisations to be granted an Air Operator Certificate (AOC) including requirements concerning the AOC certificate, flight operations management, continuing airworthiness, security management, and dangerous goods management in accordance with the Standards and Recommendation (SARPs) and Air Operator requirements of ICAO Annex 6, Parts I and III initial certification and continued validity and Annex 18 for Dangerous Goods Certification.

2. Applicability

This directive shall be applicable to the carriage of passengers, cargo or mail for remuneration or hire by organizations whose principal place of business or permanent residence is located in Seychelles.

Except where specifically noted, this directive applies to all commercial air transport operations by operators for which Seychelles is the State of the Operator under the definitions provided in Annex 6 to the Convention on International Civil Aviation.

3. References

- ICAO Doc 8168 Procedures for Air Navigation Services (PANS) Aircraft Operations
 - Volume I – Flight Procedures
 - Volume II – Construction of Visual and Instrument Flight Procedures
 - Volume III – Aircraft Operating Procedures
- ICAO Doc 8335 Manual of Procedures for Operations Inspection, Certification and Continued Surveillance
- ICAO Doc 9284, Technical Instructions for the Safe Transport of Dangerous Goods by Air
- ICAO Doc 9640, Manual of Aircraft Ground De-icing/Anti-icing Operations
- ICAO Doc 9683, Human Factors Training Manual
- ICAO Doc 9760, Airworthiness Manual
- ICAO Doc 9811, Manual on the Implementation of the Security Provisions of Annex 6
- ICAO Doc 9859 Safety Management Manual
- ICAO Doc 10000, Manual on Flight Data Analysis Programmes (FDAP)
- ICAO Doc 10086 Manual on Information and Instructions for Passenger Safety

- ICAO Doc 10072 Manual on the Establishment of Minimum Cabin Crew Requirements
- ICAO Doc 10102, Cargo Compartment Operational Safety Manual
- ICAO Doc 10153 Guidance on the Preparation of an Operations Manual
- ICAO Circular 347, Aircraft Tracking Implementation Guidelines

4. Additional Information/Clarification/Queries

Any queries, requests for guidance/clarification or additional information subsequent to this publication should be addressed to General Manager Safety and Security Regulations by mail dalabrosse@scaa.sc or by contacting the SCAA Safety and Security Regulations Flight Operations and Personnel Licencing Inspectorate (telephone 4384271).

5. Effective Date

15th July 2023

6. Cancellation

This Directive will remain in force until revoked or replaced by the Authority.

7. Air Operator Certification and Administration

7.1 Definitions

Definitions of terms used in this directive which are not self-explanatory in that they do not have accepted dictionary meanings. A definition does not have an independent status but is an essential part of each requirement in which the term is used, since a change in the meaning of the term would affect the specification.

When the following terms are used in the directives for operation of aircraft in commercial air transport, they have the following meanings:

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

The Accountable Manager is also responsible for ensuring the organization is in compliance with all applicable requirements, as well as its own policies and procedures, which may exceed existing regulations.

- (2) *Acceptance Checklist*. A document used to assist in carrying out a check on the external appearance of packages of dangerous goods and their associated documents to determine that all appropriate requirements have been met.

- (3) *Acts of Unlawful Interference*. These are acts or attempted acts such as to jeopardize the safety of civil aviation, including but not limited to:

- unlawful seizure of aircraft,
- destruction of an aircraft in service,
- hostage-taking on board aircraft or on aerodromes,
- forcible intrusion on board an aircraft, at an airport or on the premises of an aeronautical facility,
- introduction on board an aircraft or at an airport of a weapon or hazardous device or material intended for criminal purposes,
- use of an aircraft in service for the purpose of causing death, serious bodily injury, or serious damage to property or the environment,
- communication of false information such as to jeopardize the safety of an aircraft in flight or on the ground, of passengers, crew, ground personnel or the general public, at an airport or on the premises of a civil aviation facility.

- (4) *Aircraft Operating Manual*. A manual, acceptable to the Authority, containing normal, abnormal and emergency procedures, checklists, limitations, performance information, details of the aircraft systems, and other material relevant to the operation of the aircraft.

- (5) *Aircraft Technical Log*. Documentation for an aircraft that includes the maintenance record for the aircraft and a record for each flight made by the aircraft. The aircraft technical log is comprised of a journey records section and a maintenance section.

- (6) *Air Operator Certificate (AOC)*. A certificate authorising an operator to carry out specified commercial air transport operations.

- (7) *Approved Maintenance Organization*. An organization approved by a Contracting State, in accordance with the requirements of Annex 8, Part II, Chapter 6 — Maintenance Organization Approval, to perform maintenance of aircraft, engine, propeller or parts thereof and operating under supervision approved by that State.

Note: Nothing in this definition is intended to preclude that the organization and its supervision be approved by more than one State.

- (8) *Cabin Crew Member*. A crew member who performs, in the interest of safety of passengers, duties assigned by the operator or the Pilot-In-Command (PIC) of the aircraft, but who shall not act as a flight crew member.

- (9) *Charter*. A contractual arrangement between an air carrier and an entity hiring or leasing its aircraft.

- (10) *Codeshare*. The use of the flight designator code of one air operator on a service performed by a second air operator, whose service is usually also identified (and may be required to be identified) as a service of, and being performed by, the second air operator.

Note: The practice of codesharing, by which one operator permits a second operator to use its airline designator code on a flight, or by which two operators share the same airline code on a flight, can take different forms.

- (11) *Cargo Aircraft*. Any aircraft carrying goods or property but not passengers. In this context the following are not considered to be passengers:

(i) A crewmember.

(ii) An operator's employee permitted by, and carried in accordance with, the instructions contained in the Operations Manual.

(iii) An authorised representative of an Authority.

(iv) A person with duties in respect of a particular shipment on board.

- (12) *Commercial Air Transport Operation*. An aircraft operation involving the public transport of passengers, cargo or mail for remuneration or hire.

Note: For the purpose of this directive 'commercial air transport operation' means any operation of an aircraft, in return for remuneration or other valuable consideration, which is available for the public or, when not made available to the public, which is performed under a contract between an operator and a customer, where the latter has no control over the operator.

- (13) *Configuration Deviation List (CDL)*. A list established by the organisation responsible for the type design with the approval of the State of Design which identifies any external parts of an aircraft type which may be missing at the commencement of a flight, and which contains, where applicable, any information on associated operating limitations and performance correction.

- (14) *Continuing Airworthiness*. The set of processes by which an aircraft, engine, propeller or part complies with the applicable airworthiness requirements and remains in a condition for safe operation throughout its operating life.

- (15) *Continuing Airworthiness Records*. Records which are related to the continuing airworthiness status of an aircraft, engine, propeller or associated part.

- (16) *Crew Member*. A person assigned by an operator to perform duties on board an aircraft.

- (17) *Damp lease*. An arrangement where the aircraft is leased with partial crew.
- (18) *Dangerous Goods*. Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the ICAO Technical Instructions (see definition below) or which are classified according to those Instructions.
- (19) *Dangerous Goods Accident*. An occurrence associated with and related to the transport of dangerous goods which results in fatal or serious injury to a person or major property damage.
- (20) *Dangerous Goods Incident*. An occurrence, other than a dangerous goods accident, associated with and related to the transport of dangerous goods, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardises an aircraft or its occupants is deemed to constitute a dangerous goods incident.
- (21) *Dangerous Goods Transport Document*. A document specified by the ICAO Technical Instructions for the Safe Transportation of Dangerous Goods by Air (Refer to (51) below). It is completed by the person who offers dangerous goods for air transport and contains information about those dangerous goods. The document bears a signed declaration indicating that the dangerous goods are fully and accurately described by their proper shipping names and UN numbers (if assigned) and that they are correctly classified, packed, marked, labelled and in a proper condition for transport.
- (22) *Dry Lease*. An arrangement where the aircraft is leased without crew.
- (23) *Exception/Exemption*. A relief from compliance with the requirement(s) of airworthiness or environmental standards, or operating rules, based on the determination by a civil aviation authority that granting such relief will not adversely affect safety.
- (24) *Financial or Capital Lease*. A lease used by air operators to avoid the otherwise substantial capital outlays/debt required in purchasing aircraft directly from the manufacturer, or to reduce taxation or other costs.
- Note: For example, an air operator may sell all or part of its fleet to a bank or other financial institution and then lease the aircraft back. Financial leases are long-term arrangements that give the outward appearance of ownership, e.g., the aircraft bear the air operator's name/logo and are frequently registered in the air operator's State.*
- (25) *Flight Crew Member*. A licensed crew member charged with duties essential to the operation of an aircraft.
- (26) *Flight Operations Officer/Flight Dispatcher*. A person designated by the operator to engage in the control and supervision of flight operations, whether licensed or not, suitably qualified in accordance with licensing requirements, who supports, briefs and/or assists the pilot-in-command in the safe conduct of the flight.
- (27) *Ground Handling*. Services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services.
- (28) *Ground Handling Service Provider (GHSP)*. An air operator or an aerodrome operator providing ground handling services.
- (29) *Human Factors Principles*. Principles which apply to aeronautical design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.

- (30) *Interchange*. An aircraft interchange or interchange flight is a regularly scheduled, single plane through service linking a route of one air operator at the interchange point to a route of a second air operator, with the same aircraft being crewed by and under the operational control of the respective authorized operator on each route. An interchange provides passengers with the benefit of a single-plane service on what is essentially an interline operation and may provide additional benefits to the operators involved in terms of better aircraft utilization.
- (31) *Lease*. A lease can be understood to be a contractual arrangement whereby a properly licensed air operator gains commercial control of an entire aircraft without transfer of ownership.
- (32) *Maintenance*. The performance of tasks on an aircraft, engine, propeller or associated part required to ensure the continuing airworthiness of an aircraft, engine, propeller or associated part including any one or combination of overhaul, inspection, replacement, defect rectification, and the embodiment of a modification or repair.
- (33) *Maintenance Organization's Procedures Manual*. A document endorsed by the head of the maintenance organization which details the maintenance organization's structure and management responsibilities, scope of work, description of facilities, maintenance procedures, and quality assurance, or inspection systems.
- (34) *Maintenance Programme*. A document which describes the specific scheduled maintenance tasks and their frequency of completion and related procedures, such as a reliability programme, necessary for the safe operation of those aircraft to which it applies.
- (35) *Maintenance Records*. Records that set out the details of the maintenance carried out on an aircraft, engine, propeller or associated part.
- (36) *Maintenance Release*. A document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner in accordance with appropriate airworthiness requirements.
- (37) *Operating Lease*. An operating lease is designed to meet an air operator's need for additional aircraft, often on a seasonal or short-term basis.
- (38) *Operational Control*. The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of safety of the aircraft and the regularity and efficiency of the flight.
- (39) *Operational Flight Plan*. The operator's plan for the safe conduct of the flight based on consideration of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodromes/heliports concerned.
- (40) *Operations Manual*. A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.
- (41) *Operator*. A person, organisation or enterprise engaged in or offering to engage in an aircraft operation.
- (42) *Operator's Maintenance Control Manual*. A document which describes the operator's procedures necessary to ensure that all scheduled and unscheduled maintenance is performed on the operator's aircraft on time and in a controlled and satisfactory manner.
- (43) *Passenger Aircraft*. An aircraft that carries any person other than a crew member, an operator's employee in an official capacity, an authorised representative of an appropriate national authority or a person accompanying a consignment or other cargo.

- (44) *Safety Management System (SMS)*. A systematic approach to managing safety, including the necessary organisational structures, accountabilities, policies and procedures.
- (45) *Technical Instructions*. The latest effective edition of the Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc. 9284-AN/905), including the supplement and any addendum, approved and published by decision of the Council of the ICAO. The term 'Technical Instructions' is used in this Directive.
- (46) *Wet Lease*. An arrangement where the aircraft is leased with crew.

7.2 Exemption Authority

- (a) The Authority may, upon consideration of the circumstances of a particular operator, issue an exemption providing relief from specified paragraphs of this directive, provided that the Authority finds that the circumstances presented warrant the exemption and that a level of safety will be maintained equal to that provided by the rule from which the exemption is sought.
- (b) The Authority may terminate or amend an exemption at any time.
- (c) A request for exemption shall be made in accordance with the requirements of regulation 98 of the Civil Aviation (Safety) Regulations 2017.
- (d) Each operator that receives an exemption shall have a means of notifying the appropriate management and personnel of the exemption.

7.3 Air Operator Certificate

Note: This paragraph prescribes the requirements for the certification of an air operator and the continued validity of the AOC issued by Seychelles.

7.3.1 General Responsibilities

- (a) No person or organisation may operate as a certificated air operator without, or in violation of, an AOC and its associated operations specifications issued in accordance with this directive.
- (b) An operator shall, at all times, continue in compliance with the AOC terms, conditions of issuance, and maintenance requirements in order to hold that certificate. Failure to comply may result in the revocation or suspension of the AOC.
- (c) An operator shall develop policies and procedures for third parties that perform work on its behalf.

7.3.2 Contents of an AOC

- (a) The AOC will consist of two documents:
 - (1) A one-page certificate for public display signed by the Authority; and
 - (2) Operations specifications signed by the Authority containing the terms and conditions applicable to the AOC.
- (b) The certificate will contain the following items and will be issued on a form and in a manner as prescribed in Appendix 1 below:
 - (1) The State of the Operator and the Issuing Authority;
 - (2) The AOC number and its expiration date;

- (3) The operator name, trading name (if different), and address of the principal place of business;
 - (4) Telephone, facsimile, and email;
 - (5) The location, in a controlled document carried on board, where the contact details of operational management can be found; and
 - (6) The date of issue and the name, signature, and title of the Authority representative.
- (c) The operations specifications will contain the following and will be issued on a form and in a manner as prescribed in Appendix 2 below:
- (1) The Issuing Authority contact details;
 - (2) The operator name, trading name (if different), and AOC number;
 - (3) The date of issue and signature of the Authority representative;
 - (4) The make, model, and series of each aircraft in the operator's fleet;
 - (5) Types and areas of operation; and
 - (6) The special limitations and specific approvals.

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

- (d) An operator shall carry on board its aircraft a certified true copy of the AOC and a copy of the associated operations specifications relevant to the aircraft.

7.3.4 Advertising

- (a) No person or organisation may advertise as a certificated air operator under this directive until the Authority of Seychelles has issued an AOC and associated operations specifications to that person or organisation.
- (b) No certificated air operator may make, either orally or in writing, any statement about itself that is false or designed to mislead any person.
- (c) Whenever the advertising of an air operator indicates that the air operator is certificated under this directive, the advertisement shall clearly state the AOC number.

7.3.5 Application for an AOC

- (a) An application for an AOC shall be made in a form and manner prescribed by the Authority.

Note: The form and manner for application of AOCs shall be in accordance with ICAO Doc 8335 Manual of Procedures for Operations Inspections, Certification and Continued Surveillance, Part III. The AOC Application, Evaluation and Certification. Guidance is provided in Flight Operations Notice – Air Operator Certification.

- (b) Each applicant shall submit an application for the initial issue of an AOC at least 90 days before the date of intended operations.
- (c) At the time of application, the applicant shall provide all the information and manuals required under this directive, the Safety Management System documentation, and any additional information the Authority requires the applicant to submit.

7.3.6 Issuance an AOC

- (a) The issue of an AOC by Seychelles will be dependent upon the operator demonstrating compliance with the requirements of this part and the relevant safety management requirements and any additional information required by the Authority.
- (b) The Authority may issue an AOC if, after investigation, the Authority finds that the applicant:
 - (1) Is a citizen of Seychelles;
 - (2) Has its principal place of business and its registered office, if any, located in Seychelles;
 - (3) Meets the applicable regulations and standards for the holder of an AOC;
 - (4) Is properly and adequately equipped for safe operations in commercial air transport and continuing airworthiness of its aircraft; and
 - (5) Holds the economic authority issued by Seychelles under the provisions of the Civil Aviation Act, as amended.
- (c) The Authority may deny an application for an AOC if it finds that:
 - (1) The applicant is not properly or adequately equipped, is not able to conduct safe operations in commercial air transport, or is not able to maintain its aircraft;
 - (2) The applicant previously held an AOC that was revoked; or
 - (3) A person who contributed to the circumstances causing the revocation process of an AOC obtains a substantial ownership in the applicant or is employed by the applicant in a position required by this part.

7.3.7 Duration of an AOC

An AOC, or any portion of an AOC, issued by the Authority shall remain valid unless:

- (a) The Authority amends, suspends, revokes, or otherwise terminates the certificate;
- (b) The operator surrenders the certificate to the Authority; or
- (c) The operator suspends operations for more than 60 days.

7.3.8 Continued Validity of an AOC

Unless an AOC has previously been surrendered, superseded, suspended, or revoked, the continued validity of the AOC issued by Seychelles shall depend on:

- (a) The operator maintaining the requirements of the original certification, as amended, under the supervision of Seychelles; and
- (b) The operator remaining in compliance with the requirements of this part and the relevant safety management requirements, and any additional information required by the Authority.

7.3.9 Access

- (a) At any time or place, the Authority may conduct an inspection or test to determine whether an operator certificated in accordance with this directive is in continued compliance with the Civil Aviation (Safety) Regulations 2017 and associated directives, and operations specifications.
- (b) An operator shall:
 - (1) grant the Authority access to and cooperation with any of the organisations, facilities, and aircraft;
 - (2) ensure that the Authority is granted access to and cooperation with any organisation or facilities that the operator has contracted for services associated with commercial air transport operations or maintenance; and
 - (3) grant the Authority free and uninterrupted access to the flight deck of the aircraft during flight operations.
- (c) An operator shall provide to the Authority a forward observer's seat on each of the operator's aircraft, from which the flight crew's actions and conversations may be easily observed.

Note: The suitability of the seat location and the ability to monitor crew member actions, conversations, and radio communications will be determined by the Authority.

7.3.10 Authority to Inspect

- (a) The Authority will conduct ongoing validation of the operator's continued eligibility to hold its AOC and associated operations specifications.
- (b) The Authority may conduct tests and inspections, at any time or place, to determine the operator's continued compliance with the Civil Aviation (Safety) Regulations 2017 and associated directives and the specific approvals, conditions, and limitations issued to the operator.
- (c) The operator shall make available at its main base of operations the following:
 - (1) AOC and operations specification;
 - (2) operations manual and maintenance control manual; and
 - (3) current listing that includes the location of, and the person(s) responsible for, each record, document, and report required to be kept by the operator in accordance with the Civil Aviation (Safety) Regulations 2017 and associated directives.
- (d) Failure by an operator to make available to the Authority, upon request, the AOC and operations specification, operation manual, maintenance control manual, and any required record, document, or report is grounds for suspension of all or part of the AOC.

7.3.11 Amendment of an AOC

- (a) The Authority may amend any AOC if:
 - (1) The Authority determines that safety in commercial air transport and the public interest require the amendment; or

- (2) The operator applies for an amendment and the Authority determines that safety in commercial air transport and the public interest allow the amendment.
- (b) If the Authority stipulates in writing that an emergency exists requiring immediate amendment of the AOC in the public interest with respect to safety in commercial air transport, such an amendment is effective without stay on the date the operator receives notice.
- (c) An operator may appeal an amendment but shall operate in accordance with the amendment unless it is subsequently withdrawn.
- (d) Amendments proposed by the Authority, other than emergency amendments, become effective 30 days after notice to the operator, unless the operator appeals the proposal in writing prior to the effective date. The filing of an appeal stays the effective date until the appeal process is completed.
- (e) Amendments proposed by the operator shall be made at least 30 days prior to the intended date of any operation under that amendment.
- (f) No person or organisation may perform a commercial air transport operation for which an AOC amendment is required unless that person or organisation has received notice of the approval from the Authority.

7.4 AOC Administration

Note: This paragraph prescribes the requirements for the administration of an operator, including the operator's organisational structure, policy and procedures, facilities, management personnel, aircraft to be used, compliance monitoring system, safety management system, record keeping and documents systems, and operational or emergency demonstrations.

7.4.1 General

7.4.1.1 Main Base of Operations

- (a) An operator that is not authorised to conduct maintenance under its AOC shall maintain a main base of operations.
- (b) An operator that is authorised to conduct maintenance under its AOC shall maintain a main base of operations and a main base of maintenance.
- (c) An operator may establish a main base of operations and a main base of maintenance at the same location or at separate locations.
- (d) An operator shall provide written notification of intent to the Authority at least 30 days before it proposes to establish or change the location of either base.

7.4.1.2 Management Personnel Required for Commercial Air Transport Operations

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

(b) An operator shall nominate qualified personnel, with proven competency in civil aviation, available and serving full-time responsible for the management and supervision of the following areas:

- (1) flight operations;
- (2) crew member training;
- (3) ground operations;
- (4) continuing airworthiness or for the continuing airworthiness management contract in accordance with applicable continuing airworthiness requirements, as the case may be; and
- (5) Compliance Monitoring

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

(c) The Authority may approve positions or numbers of positions other than those listed in (b) above if the operator is able to show that it can perform the operations with the highest degree of safety under the direction of fewer or different categories of management personnel due to:

- (1) The types of operation involved;
- (2) The number and type of aircraft used; and
- (3) The areas of operation.

(d) Additional management personnel requirements are contained in Appendix 3 below.

(e) The persons who serve in the positions required or approved under this subsection and any person in a position to exercise control over operations conducted under the AOC shall:

- (1) Be qualified through training, experience, and expertise;
- (2) Discharge their duties to meet applicable legal requirements and to maintain safe operations; and
- (3) To the extent of their responsibilities, have a full understanding of the following materials with respect to the operations:
 - (i) Aviation safety standards and safe operating practices;
 - (ii) These regulations;
 - (iii) The operator's operations specifications;
 - (iv) All appropriate maintenance and airworthiness requirements of this part; and
 - (v) The manuals required by this directive.

(f) An operator shall:

- (1) state in the general policy provisions of its operations manual the duties, responsibilities, and authority of the positions required by paragraph 7.4.1.2;

- (2) List the names and business addresses of the persons assigned to those positions; and
- (3) Notify the Authority within 10 days of any change in personnel or any vacancy in any position listed.

7.4.1.3 Compliance Monitoring System

- (a) An operator shall establish a compliance monitoring system and designate a person responsible for compliance to monitor compliance with, and the adequacy of, procedures required to ensure safe operational practices and airworthy aircraft. Compliance monitoring shall include a feedback system to the accountable manager to ensure corrective action as necessary.
- (b) An operator shall ensure that the compliance monitoring system includes a quality assurance programme that contains procedures designed to verify that all operations are being conducted in accordance with all applicable requirements, standards, and procedures.
- (c) The compliance monitoring system and the responsible person for compliance shall be acceptable to the Authority.
- (d) An operator shall describe its compliance monitoring system in relevant documentation, as prescribed in management system requirements.
- (e) Notwithstanding (a) above, the Authority may accept the nomination of two compliance monitoring managers, one for operations and one for continuing airworthiness, provided that the operator has designated one compliance monitoring unit to ensure that the quality system is applied uniformly throughout the entire operation.
- (f) Where the operator is also an AMO, the operator's compliance monitoring system may be combined with the requirements of an AMO and submitted for acceptance to the Authority and, for aircraft not registered in Seychelles, to the State of Registry.

7.4.1.4 Submission and Revision of Policy and Procedure Manuals

- (a) Each manual required by this part shall:
 - (1) Include instructions and information necessary to allow the personnel concerned to perform their duties and responsibilities with a high degree of safety;
 - (2) Be in a form that is easy to revise;
 - (3) Contain a system that allows personnel to determine the current revision status of each manual;
 - (4) Have the date of the last revision on each page concerned;
 - (5) Not be contrary to any applicable Seychelles regulation or the operator's operations specifications; and
 - (6) Include references to appropriate regulations.
- (b) No person may cause the use of any policy or procedure for flight operations or airworthiness functions prior to coordination with the Authority.
- (c) The operator shall submit each proposed policy or procedure to the Authority at least 30 days prior to the date of intended implementation.

7.4.1.5 Retention of Records

(a) An operator shall retain the following records for the period prescribed in applicable record keeping requirements:

(1) Flight crew records, including:

- (i) Flight, duty, and rest time;
- (ii) Licence and medical certificate;
- (iii) Ground and flight training (all types);
- (iv) Route and aerodrome/heliport qualification training;
- (v) Dangerous goods training;
- (vi) Security training; and
- (vii) Proficiency and qualification checks (all types).

(2) Cabin crew records, including:

- (i) Flight, duty, and rest time;
- (ii) Licence, if applicable;
- (iii) Ground and flight training (all types) and qualification checks;
- (iv) Dangerous goods training;
- (v) Security training; and
- (vi) Competency checks.

(3) Operator personnel records, including:

- (i) Training and qualification of other personnel for whom an approved training programme is required;
- (ii) Licence, if required, and medical certificate, if required; and
- (iii) Proficiency or competency checks, if required.

(4) Flight preparation forms, including:

- (i) Completed load manifests;
- (ii) Mass and balance reports;
- (iii) Dispatch releases;
- (iv) Flight plans;
- (v) Passenger manifests; and
- (vi) Weather reports.

- (5) An aircraft technical log, including a:
 - (i) Journey records section;
 - (ii) Maintenance records section; and
 - (iii) Flight recorder records:
 - A. Cockpit voice recordings; and
 - B. Flight data records.
- (6) Aircraft continuing airworthiness records, including:
 - (i) The total time in service (hours, calendar time, and cycles, as appropriate) of the aircraft and all life-limited parts;
 - (ii) The current status of compliance with all mandatory continuing airworthiness information;
 - (iii) Appropriate details of modifications and repairs to the aircraft and aeronautical products;
 - (iv) The total time in service (hours, calendar time, and cycles, as appropriate) since the last overhaul of the aircraft or aeronautical products subject to a mandatory overhaul life; and
 - (v) Detailed maintenance records to show all requirements for approval to return to service have been met.
- (7) Other records, including:
 - (i) Operational flight plan;
 - (ii) Compliance monitoring system records;
 - (iii) Dangerous goods transport documents;
 - (iv) Dangerous goods acceptance checklists; and
 - (v) Records on cosmic and solar radiation dosage, if applicable.
- (b) For the records identified in (a)(1), (2), and (3) above, the operator shall maintain:
 - (1) Current records that detail the qualifications and training of all its personnel and contract employees involved in the operational control, flight operations, ground operations, and maintenance of the air operator; and
 - (2) In sufficient detail to determine whether the persons meet the experience and qualification requirements for duties in commercial air transport operations, records for those employees performing crew member or FOO duties.
- (c) An operator shall maintain records in a manner acceptable to the Authority.

7.4.1.6 Cockpit Voice Recorder and Flight Data Recorder Records

- (a) An operator shall retain:
- (1) The most recent FDR calibration, including the recording medium from which this calibration is derived; and
 - (2) The FDR correlation for one aircraft of any group of aircraft operated by the operator:
 - (i) That are of the same type;
 - (ii) On which the model flight recorder and its installation are the same; and
 - (iii) On which there is no difference in type design with respect to the original installation of instruments associated with the recorder.

Note: The FDR calibration and the FDR correlation will be kept as part of the maintenance records for the aircraft and aeronautical products.

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

7.4.1.7 Aircraft Operated by the Operator

- (a) An operator shall list in its operations specifications the following:
- (1) Issuing Authority contact details;
 - (2) Operator name and AOC number;
 - (3) Date of issue and signature of the Authority representative;
 - (4) Aircraft make, model, and series;
 - (5) Types and areas of operation; and
 - (6) The special limitations and specific approvals issued.
- (b) An operator holder shall apply to the Authority for an amendment to its operations specifications in advance of any intended change of aircraft.
- (c) Aircraft of another certificate holder operated under an interchange agreement shall be incorporated into the operator's operations specifications as required by (a) above.

7.4.1.8 Aircraft Technical Log

An operator shall have an aircraft technical log that is carried on the aircraft and contains a journey records section and an aircraft maintenance records section. The journey records section is further described in paragraph 7.5.4 below, and the aircraft maintenance records section is further described in paragraph 7.6.6 below.

Note: The aircraft technical log may be computerised.

7.4.1.9 Company Procedures Indoctrination

- (a) No person may serve in an operator's employ, nor may any operator use a person in its employ, unless that person has completed the approved company indoctrination curriculum appropriate to that person's duties and responsibilities.
- (b) The indoctrination curriculum shall include training in knowledge and skills related to human performance, including coordination with other air operator personnel.

Note: Indoctrination, initial, recurrent, and other training required for crew members and flight operations officer/flight dispatcher are contained in respective Flight Operations Directives for Flight Crew and Flight Operations Officer/Flight Dispatcher.

7.4.1.10 Safety Management System

- (a) An operator shall implement a safety management system acceptable to the Authority as outlined in 1.6 of these regulations.
- (b) An operator operating an aeroplane with a maximum certificated take-off mass over 27,000 kg shall establish and maintain an FDAP for the use and guidance of operational personnel as part of its safety management system.
- (c) An operator of a helicopter with a maximum certificated take-off mass over 7,000 kg or having a passenger seating configuration of more than nine and fitted with an FDR shall establish and maintain an FDAP for the use and guidance of operational personnel as part of its safety management system.
- (d) The operator's FDAP shall be non-punitive and shall contain adequate safeguards to protect the source(s) of data.

Note 1: An operator may contract the operation of an FDAP to another party while retaining overall responsibility for the maintenance of such a programme.

Note 2: Guidance on the establishment of an FDAP is included in ICAO Doc 10000, Manual on Flight Data Analysis Programmes (FDAP).

Note 3: Provisions on the protection of safety data, safety information, and related sources are contained in applicable requirements addressing ICAO Annex 19 SARPs.

7.4.1.11 Flight Safety Documents System

- (a) An operator shall establish a flight safety documents system for the use and guidance of operational personnel as part of its safety management system.
- (b) An operator's flight safety documents system shall contain the minimum elements of the outline prescribed in Flight Operations Notice – Flight Safety Document System.

7.4.2 Aircraft

7.4.2.1 Authorised Aircraft

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

- (b) No person shall operate any specific type of aircraft in commercial air transport until that aircraft has completed satisfactory initial certification, which includes the issuance of operations specifications to the operator listing that type of aircraft.
- (c) No person shall operate additional or replacement aircraft of a type for which the operator is currently authorised unless it can show that each aircraft has completed an evaluation process for inclusion in the operator's fleet.

7.4.2.2 Dry Leasing of Foreign-Registered Aircraft

- (a) An operator may dry lease a foreign-registered aircraft for commercial air transport as authorised by the Authority.
- (b) No person may be authorised to operate a foreign-registered aircraft unless:
 - (1) There is in existence a current agreement between the Authority and the State of Registry that, while the aircraft is operated by the Seychelles operator, the operations regulations of Seychelles are applicable; and
 - (2) There is in existence a current agreement between the Authority and the State of Registry acknowledging that:
 - (i) While the aircraft is operated, the airworthiness regulations of the State of Registry are applicable; or
 - (ii) If the State of Registry agrees to transfer some or all of the responsibility for airworthiness to the Authority under Article 83 bis of the Chicago Convention, the airworthiness regulations of Seychelles shall apply to the extent agreed upon by the Authority and the State of Registry.
 - (3) The Authority of the State of Registry shall have free and uninterrupted access to the aircraft at any place and at any time.
- (c) Additional requirements for dry leasing of foreign-registered aircraft are prescribed in Appendix 4 below.

7.4.2.3 Aircraft Interchange

- (a) No operator may interchange aircraft with another operator without the approval of the Authority.
- (b) Requirements pertaining to aircraft interchange agreements approved by the Authority are prescribed in Appendix 5 below.

7.4.2.4 Wet Leasing

- (a) No person or organisation may conduct wet lease operations on behalf of another operator except in accordance with the applicable laws and regulations of the country in which the operation occurs and in accordance with the specific approvals, conditions, and limitations imposed by the Authority of Seychelles.
- (b) No person or organisation may allow another operator to conduct wet lease operations on its behalf unless:
 - (1) That person or organisation holds an AOC from a Contracting State that authorises those operations; and

(2) The operator advises the Authority of Seychelles of such operations and provides a copy of the AOC under which the operation is to be conducted.

(c) Additional requirements for wet leasing aircraft are prescribed in Appendix 6 below.

7.4.2.5 Emergency Evacuation Demonstration

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

(b) The actual full-capacity emergency evacuation demonstration may not be required if the operator provides a written petition for deviation with evidence that:

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

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

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

(d) No person shall use a land aeroplane in extended overwater operations unless that person has first conducted a ditching evacuation demonstration to the Authority showing that it has the ability and equipment to efficiently carry out its ditching procedures.

(e) Additional requirements concerning emergency evacuation demonstrations are prescribed in Appendix 7 below.

7.4.2.6 Demonstration Flights

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

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

(c) Demonstration flights shall be conducted in accordance with the requirements of this directive applicable to the type of operation and aircraft used.

(d) The number of hours and the type of demonstration flights shall be conducted in accordance with Appendix 8 below.

7.4.3 Facilities and Operations Schedules

7.4.3.1 Facilities

- (a) An operator shall maintain operational and airworthiness support facilities at its main base of operations, appropriate for the type(s) and area(s) of operation.
- (b) An operator shall arrange appropriate ground handling facilities at each aerodrome used to ensure the safe servicing and loading of its flights.
- (c) No operator may commence a flight unless it has ascertained by every reasonable means available that the ground and/or water facilities available and directly required on such flight, for the safe operation of the aircraft and the protection of the passengers, are adequate for the type of operation under which the flight is to be conducted and are adequately operated for this purpose.

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

- (d) An operator shall ensure that any inadequacy of facilities observed in the course of operations is reported to the authority responsible without delay.
- (e) An operator shall, as part of its safety management system, assess the level of RFFS protection available at any aerodrome intended to be specified in the operational flight plan in order to ensure that an acceptable level of protection is available for the aircraft intended to be used.
- (f) An operator shall include in its operations manual information related to the level of RFFS protection that is deemed acceptable.

Note: Flight Operations Directive – Flight Operations, Attachment A, contains guidance on assessing an acceptable level of RFFS protection at aerodromes.

7.4.3.2 Operations Schedules

In establishing flight operations schedules, an operator conducting scheduled operations shall allow sufficient time for the proper servicing of aircraft at intermediate stops and shall consider the prevailing winds en route and the cruising speed of the type of aircraft used. This cruising speed may not be more than that resulting from the specified cruising output of the engines.

7.5 AOC Flight Operations Management

Note: This paragraph prescribes those certification requirements that apply to the management of flight operations personnel and their functions.

7.5.1 Operations Manual

- (a) An operator shall issue, to crew members and persons assigned operational control functions, an operations manual acceptable to the Authority.
- (b) The operations manual shall contain the overall (general) company policies and procedures regarding the flight operations the operator conducts.
- (c) An operator shall prepare and keep current an operations manual that contains the operator's policies and procedures for the use and guidance of its personnel.

- (d) An operator shall issue the operations manual or pertinent portions of the operations manual, together with all amendments and revisions, to all personnel that are required to use it.
- (e) No operator may provide for use by its personnel in commercial air transport any operations manual or portion of an operations manual that has not been reviewed and found acceptable or approved for the operator by the Authority.
- (f) An operator shall ensure that the contents of the operations manual include at least those subjects designated by the Authority that are applicable to the operator's operations.
- (g) The operations manual shall contain the specific areas listed below and may be issued in separate parts:
 - (1) General, as prescribed in Appendix 1 to Flight Operations Directive – Flight Operations;
 - (2) Training Manual, as prescribed in 7.5.2 below;
 - (3) Aircraft Operating Manual, as prescribed in paragraph 7.5.3; and
 - (4) Route Guide – Areas, Routes, Aerodromes, and Heliports, as prescribed in paragraph 7.5.18 below.

Note: Further guidance is provided in ICAO Doc 10153 Guidance on the Preparation of an Operations Manual.

7.5.2 Training Manual

- (a) An operator shall ensure that all operations personnel are properly instructed in their duties and responsibilities and the relationship of such duties to the operation as a whole.
- (b) An operator shall have a Training Manual approved by the Authority containing the general training, checking, and record keeping policies.
- (c) An operator shall have approval of the Authority prior to using a training curriculum for the purpose of qualifying a crew member, or a person performing operational control functions, for duties in commercial air transport.
- (d) An operator shall submit to the Authority any revision to an approved training programme and shall receive written approval from the Authority before that revision may be used.
- (e) The Training Manual shall conform to the outline prescribed in AMC3 ORO.MLR.100 in accordance with paragraph 7.2.3 of Flight Operations Directive – Flight Operations.

7.5.3 Aircraft Operating Manual

- (a) An operator shall, for each type and variant of aircraft operated, submit for approval by the Authority a proposed aircraft operating manual containing the normal, abnormal, and emergency procedures relating to the operation of the aircraft.
- (b) Each aircraft operating manual shall be based upon the aircraft manufacturer's data for the specific aircraft type and variant operated by the operator and shall include specific operating parameters, details of the aircraft systems, and checklists to be used applicable to the operations of the operator that are approved by the Authority. The design of the manual shall observe human factors principles.
- (c) The aircraft operating manual shall be issued to the flight crew members and persons assigned operational control functions to each aircraft operated by the operator.

- (d) The aircraft operating manual shall conform to the outline prescribed in AMC3 ORO.MLR.100 in accordance with paragraph 7.2.3 of Flight Operations Directive – Flight Operations.

7.5.4 Aircraft Technical Log Entries – Journey Records Section

- (a) An operator shall use an aircraft technical log containing a journey records section that includes the following information for each flight:

Note: Refer to paragraph 7.6.6 below for the continuing airworthiness records section of the aircraft technical log.

- (1) Aircraft nationality and registration;
 - (2) Date;
 - (3) Names of crew members;
 - (4) Duty assignments of crew members;
 - (5) Place of departure;
 - (6) Place of arrival;
 - (7) Time of departure;
 - (8) Time of arrival;
 - (9) Hours of flight;
 - (10) Nature of flight (private, aerial work, scheduled, non-scheduled);
 - (11) Incidents, observations, if any; and
 - (12) Signature of person in charge.
- (b) Entries in the journey records section shall be made currently and in ink or indelible pencil.
- (c) Completed journey records sections shall be retained to provide a continuous record of the last 2 years of operations.

7.5.5 Designation of Pilot-In-Command (PIC) for Commercial Air Transport Operations

An operator shall, for each commercial air transport operation, designate in writing one pilot as the pilot-in-command (PIC).

7.5.6 Required Cabin Crew Members

- (a) An operator shall schedule the minimum number of required cabin crew members on board passenger-carrying flights.
- (b) The PIC shall ensure that the minimum number of required cabin crew members is on board the passenger-carrying flight.
- (c) The number of cabin crew members shall not be less than the minimum prescribed by the Authority in the operator's operations specifications or the following, whichever is greater:
 - (1) For a seating capacity of 20 to 50 passengers: 1 cabin crew member; and

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

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

Note 1: Where one-half would result in a fractional number, it is permissible to round down to the next whole number.

Note 2: Further guidance is provided in ICAO Doc 10072 Manual on the Establishment of Minimum Cabin Crew Requirements

7.5.7 Carriage of Special Categories of Passengers (SCPs)

No operator may allow the transport of special situation passengers except:

- (a) As provided in the operator's operations manual procedures; and
- (b) With the knowledge and concurrence of the PIC.

7.5.8 Crew Member Checking and Standardisation Programme

(a) An operator shall have a programme, approved by the Authority, for the checking and standardisation of crew members.

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

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

7.5.9 Checklist Procedures

(a) An operator shall issue to its flight crew members, and shall make readily available on each aircraft, the checklist procedures appropriate to the type and variant of aircraft for use when operating the aircraft.

(b) An operator shall ensure that approved procedures include each item be used by flight crew members prior to, during and after all phases of operations, and in emergency, to ensure compliance with the operating procedures contained in the aircraft operating manual and the aeroplane flight manual or other documents associated with the certificate of airworthiness and otherwise in the operations manual.

(c) An operator shall ensure that the checklist procedures are designed and utilized observing human factors principles.

7.5.10 Minimum Equipment List (MEL) and Configuration Deviation List (CDL)

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

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

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

Note: The MEL constitutes an integral part of the operations manual.

7.5.11 Performance Planning Manual

- (a) An operator shall provide, for the use of flight crew members and persons assigned operational control functions during the performance of their duties, a Performance Planning Manual acceptable to the Authority.
- (b) The Performance Planning Manual shall be specific to the aircraft type and variant and shall contain adequate performance information to accurately calculate the performance in all normal phases of flight operation.

7.5.12 Performance Data Control System

- (a) An operator shall have a system approved by the Authority for obtaining, maintaining, and distributing to appropriate personnel current performance data for each aircraft, route, and aerodrome that it uses.
- (b) The system approved by the Authority shall provide current obstacle data for departure and arrival performance calculations.

7.5.13 Aircraft Loading and Handling Manual

- (a) An operator shall provide, for the use of flight crew members, ground handling personnel, and persons assigned operational control functions during the performance of their duties, an Aircraft Loading and Handling Manual acceptable to the Authority.
- (b) This Aircraft Loading and Handling Manual shall be specific to the aircraft type and variant and shall contain the procedures and limitations for servicing and loading the aircraft.

Note: Depending on the size and scope of the specific operations, the Aircraft Loading and Handling Manual may be a stand-alone document or may be contained in the operations manual.

7.5.14 Mass and Balance Data Control System

An operator shall establish a system for obtaining, maintaining, and distributing to appropriate personnel current information regarding the mass and balance of each aircraft operated.

7.5.15 Cabin Crew Manual

- (a) An operator shall issue to cabin crew members and provide to passenger agents during the performance of their duties, a Cabin Crew Manual acceptable to the Authority.
- (b) The Cabin Crew Manual shall contain those operational policies and procedures applicable to cabin crew members and the carriage of passengers.

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

Note: This manual may be combined into one manual for use by cabin crew members.

7.5.16 Passenger Briefing Cards

- (a) An operator shall carry on each passenger-carrying aircraft, in convenient locations for the use of each passenger, printed cards supplementing the oral briefing and containing:
 - (1) Diagrams and methods of operating the emergency exits;
 - (2) Other instructions necessary for the use of the emergency equipment; and
 - (3) Information regarding the restrictions and requirements associated with sitting in an exit-seat row.
- (b) An operator shall ensure that each passenger briefing card contains information that is pertinent only to the type and variant of aircraft used for that flight.
- (c) Specific information to be included on passenger briefing cards regarding exit seating is prescribed in Appendix 10 below.

Note: Further guidance is provided in ICAO Doc 10086 Manual on Information and Instructions for Passenger Safety

7.5.17 Aeronautical Data Control System

- (a) An operator shall have a system approved by the Authority for obtaining, maintaining, and distributing to appropriate personnel current aeronautical data for each route and aerodrome that it uses.
- (b) Specific aerodrome information to be contained in the aeronautical data control system is prescribed in Appendix 11 below.

7.5.18 Route Guide – Areas, Routes, Aerodromes, and Heliports

- (a) An operator shall provide, for the use of flight crew members and persons assigned operational control functions during the performance of their duties, information on areas, routes, aerodromes, and heliports as well as aeronautical charts approved by the Authority.
- (b) An operator shall keep the route guide and aeronautical charts current and appropriate for the proposed types and areas of operation to be conducted by that operator. This information may be issued as part of, or separately from, the operations manual.
- (c) This information shall contain at least the information prescribed in Appendix 12 below.

7.5.19 Weather Reporting Sources

- (a) An operator shall use sources approved by the Authority for the weather reports and forecasts used for decisions regarding flight preparation, routing, and terminal operations.
- (b) For passenger-carrying operations, the operator shall have an approved system for obtaining forecasts and reports of adverse weather phenomena that may affect the safety of flight on each route to be flown and at each aerodrome to be used.

- (c) A list of weather reporting sources approved by the Authority for flight planning or for controlling flight movement are prescribed in Appendix 13 below.

7.5.20 De-icing and Anti-icing Programme

- (a) An operator planning to operate an aircraft in conditions where frost, ice, or snow may reasonably be expected to adhere to the aircraft shall:
 - (1) Use only aircraft adequately equipped for such conditions;
 - (2) Ensure the flight crew is adequately trained for such conditions; and
 - (3) Have an approved ground de-icing and anti-icing programme.
- (b) Detailed requirements pertaining to the operator's de-icing and anti-icing programme are prescribed in Appendix 14 below.

Note: Refer to FAA AC 120-60, Ground De-icing and Anti-icing Program, for a discussion of the programme and training of employees. Additionally, refer to ICAO Doc 9640, Manual of Aircraft Ground De-icing/Anti-icing Operations.

7.5.21 Flight Dispatch and Monitoring System

- (a) An operator shall have an adequate system approved by the Authority for proper dispatch and monitoring of flights, considering the operations to be conducted.
 - (1) The operator's dispatch and monitoring system shall have enough dispatch centres adequate for the operations to be conducted, located at points necessary to ensure adequate flight preparation, dispatch, and in-flight contact with flight operations.
 - (2) An operator shall provide enough qualified flight operations officers (FOO) at each dispatch centre to ensure proper operational control of each flight.
- (b) An operator conducting charter operations may arrange to have flight following facilities provided by persons other than its employees, but, in such a case, the operator shall continue to be primarily responsible for operational control of each flight.
 - (1) An operator conducting charter operations using a flight following system shall show that the system has adequate facilities and personnel to provide to the following persons the information necessary for the initiation and safe conduct of each flight:
 - (i) The flight crew of each aircraft; and
 - (ii) The persons designated by the operator to perform the function of operational control of the aircraft.
 - (2) An operator conducting charter operations shall show that the personnel required to perform the function of operational control are able to perform their duties.

7.5.22 Prescriptive Fatigue Management

- (a) For the purpose of managing fatigue-related safety risks, an operator shall establish flight time, flight duty period, duty period, and rest period limitations that are within the prescriptive fatigue management requirements;

- (b) In the application of prescriptive fatigue management requirements, the Authority may approve, in exceptional circumstances, variations to such requirements on the basis of a risk assessment provided by the operator. Approved variations shall provide a level of safety equivalent to, or better than that achieved through the prescriptive fatigue management requirements.

7.5.23 Communications Facilities

- (a) An operator's flights shall be able to have two-way radio communications with all ATC facilities along the routes and alternate routes to be used.
- (b) For passenger-carrying operations, an operator shall be able to have rapid and reliable radio communications with all flights over the operator's entire route structure under normal operating conditions. This radio communication system shall be independent of the ATC system.
- (c) An operator engaged in international air navigation shall at all times have available for immediate communication to rescue coordination centres information on the emergency and survival equipment carried on board any of its aircraft, including, as applicable:
 - (1) The number, colour, and type of life rafts and pyrotechnics;
 - (2) Details of emergency water and medical supplies; and
 - (3) The type and frequencies of the emergency portable radio equipment.

7.5.24 Routes and Areas of Operation

- (a) An operator shall conduct operations only along such routes and within such areas for which:
 - (1) Ground facilities and services, including meteorological services, are provided that are adequate for the planned operation;
 - (2) The performance of the aircraft intended to be used is adequate to comply with minimum flight altitude requirements;
 - (3) The equipment of the aircraft intended to be used meets the minimum requirements for the planned operation;
 - (4) Appropriate and current maps and charts are available;
 - (5) If two-engine aircraft are used, adequate aerodromes are available within the time and distance limitations; and
 - (6) If single-engine aircraft are used, surfaces are available that permit a safe forced landing to be executed.
- (b) No person may conduct commercial air transport operations on any route or in any area of operation unless those operations are conducted in accordance with any restrictions imposed by the Authority.

7.5.25 Navigational Accuracy

An operator shall ensure, for each proposed route or area, that the navigation systems and facilities it uses are capable of navigating the aircraft:

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

- (b) To the aerodromes in the operational flight plan within the degree of accuracy necessary for the operation involved.

7.5.26 Aircraft Tracking

- (a) An operator shall establish an aircraft tracking capability to track aeroplanes throughout its areas of operation.

Note: Guidance on aircraft tracking capabilities is contained in ICAO Circular 347, Aircraft Tracking Implementation Guidelines.

- (b) An operator shall track the position of an aeroplane through automated reporting at least every 15 minutes for the portion(s) of the in-flight operation(s) under the following conditions:

- (1) The aeroplane has a maximum certificated take-off mass of over 27,000 kg and a seating capacity greater than 19; and

- (2) Where an ATS unit obtains aeroplane position information at greater than 15-minute intervals.

Note: Refer to applicable ATS requirements, for coordination between the operator and ATS provisions regarding position report messages.

- (c) An operator shall track the position of an aeroplane through automated reporting at least every 15 minutes for the portion(s) of the in-flight operation(s) planned in an oceanic area under the following conditions:

Note: For the purpose of aircraft tracking, "oceanic area" is the airspace that overlies waters outside the territory of a State.

- (1) The aeroplane has a maximum certificated take-off mass of over 45,500 kg and a seating capacity greater than 19; and

- (2) Where an ATS unit obtains aeroplane position information at greater than 15-minute intervals.

Note: Refer to applicable ATS requirements, for coordination between the operator and ATS provisions regarding position report messages.

- (d) Notwithstanding the provisions in (b) and (c) above, the Authority may, based on the results of an approved risk assessment process implemented by the operator, allow for variations to automated reporting intervals. The process shall demonstrate how risks to the operation resulting from such variations may be managed and shall include at least the following:

- (1) The capability of the operator's operational control systems and processes, including those for contacting ATS units;

- (2) The overall capability of the aeroplane and its systems;

- (3) The available means to determine the position of, and to communicate with, the aeroplane;

- (4) The frequency and duration of gaps in automated reporting;

- (5) Human factors consequences resulting from changes to flight crew procedures; and

(6) Specific mitigation measures and contingency procedures.

Note: Guidance on development, implementation, and approval of the risk assessment process that allows for variations to the need for automatic reporting and the required interval, including variation examples, is contained in ICAO Circular 347, Aircraft Tracking Implementation Guidelines.

(e) An operator shall establish procedures, approved by the Authority, for the retention of aircraft tracking data to assist search and rescue in determining the last known position of the aircraft.

7.6 AOC Continuing Airworthiness Requirements

Note 1: This paragraph prescribes certification and maintenance requirements that shall be applicable to an operator utilising an Approved Maintenance Organization (AMO).

Note 2: Guidance on continuing airworthiness requirements is contained in ICAO Doc 9760 Airworthiness Manual.

Note 3: The EASA Airworthiness requirements referenced in paragraph 7.6 has been transposed into Seychelles technical standards in accordance with CAD-AIRW/10 – Civil Aviation Directive: Continuing Airworthiness of Aircraft and CAD-AIRW/11 – Civil Aviation Directive: Maintenance Organization Approval respectively.

Note 4: Refer to the SCAA Safety and Security Regulations Airworthiness page for all available airworthiness requirements and guidance:

<https://www.scaa.sc/index.php/regulatory/inspectors/airworthiness>

7.6.1 Continuing Airworthiness Responsibility

An operator shall ensure the airworthiness of the aircraft and the serviceability of both operational and emergency equipment in accordance with M.A.201 Responsibilities and M.A.301 Continuing airworthiness tasks.

7.6.2 Approval and Acceptance of AOC Maintenance Systems and Programmes

An operator shall not operate an aircraft, except for pre-flight inspections, unless it is maintained and approved for return to service by an organisation approved in accordance with applicable continuing airworthiness requirements, which shall be acceptable to the Authority.

7.6.3 Continuing Airworthiness Management Exposition (CAME)

(a) An operator shall provide to the Authority, and to the State of Registry of the aircraft if different from the Authority, the operator's CAME and subsequent amendments using human factors principles, for the use and guidance of maintenance and operational personnel concerned;

(b) The operator's CAME shall contain information as prescribed in M.A.704 Continuing airworthiness management exposition;

(c) No operator may provide for use by its personnel in commercial air transport any CAME or portion of this manual that has not been reviewed and approved for the operator by the Authority.

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

7.6.4 Continuing Airworthiness Management

- (a) An operator certificated as an approved maintenance organization may carry out the continuing airworthiness requirements of paragraph 7.6.
- (b) If the operator is not certificated as an AMO, the operator shall meet its continuing airworthiness responsibilities through an arrangement with an AMO, with a written maintenance contract between the operator and the contracting AMO detailing the required maintenance functions and defining the support of the quality functions approved or accepted by the Authority.
- (c) An operator shall employ a person or group of persons, acceptable to the Authority in accordance with M.A.706 Personnel requirements
- (d) An operator shall provide suitable office accommodation at appropriate locations for the personnel specified in (c) above in accordance with M.A.705 Facilities.
- (e) An operator shall establish a safety management system in accordance with applicable continuing airworthiness requirements acceptable to the Authority.

7.6.5 Continuing Airworthiness Records

An operator shall ensure that a system has been established to keep, in a form acceptable to the Authority, the records prescribed by M.A.305 Aircraft continuing airworthiness record system and M.A.307 Transfer of aircraft continuing airworthiness records.

Note: Guidance regarding electronic aircraft continuing airworthiness records is included in ICAO Doc 9760, Airworthiness Manual.

7.6.6 Aircraft Technical Log Entries – Maintenance Records Section

An operator shall use an aircraft technical log that includes an aircraft continuing airworthiness records section containing the following information prescribed by M.A.306 Aircraft technical log system for each aircraft.

Note: Refer to paragraph 7.5.4 above for the journey records section of the aircraft technical log.

7.6.7 Return to Service

Note: Under the adopted EASA system the term 'certificate of release to service' is used.

No operator shall operate an aircraft unless the aircraft has both an approval for return to service, if maintenance has been performed prior to the flight, and a valid logbook entry in the maintenance records section of the aircraft technical log, in accordance with adopted EASA Airworthiness regulations, Subpart H — Certificate of Release to Service — CRS

7.6.8 Modifications and Repairs

All modifications and repairs shall comply with airworthiness requirements acceptable to the Authority using data in accordance with M.A.304 Data for modifications and repairs. Procedures shall be established to ensure that the substantiating data supporting compliance with the airworthiness requirements is retained.

Note: Refer to Chapter 5 of ICAO Doc 9760, Airworthiness Manual, for guidance on modifications and repairs.

7.6.9 Aircraft Maintenance Programme (AMP)

An operator shall ensure that each of its aircraft is maintained in accordance with an approved aircraft maintenance programme, as prescribed by M.A.302 Aircraft maintenance programme and M.A.708 Continuing airworthiness management

7.6.10 Reliability Programme

In accordance with M.A.302 Aircraft maintenance programme and M.A.708 Continuing airworthiness management an aircraft maintenance programme for each aeroplane shall contain, when applicable, condition monitoring and reliability programme descriptions for aircraft systems, components, and power plants.

7.6.11 Rest and Duty Limitations for Persons Performing Maintenance Functions on an Operator's Aircraft

No person may assign, nor shall any person perform, maintenance functions for aircraft certificated for commercial air transport unless that person has had sufficient rest prior to the beginning of duty.

7.7 Air Operator Security Management

Note 1: This paragraph prescribes those certification requirements that apply to the operator's protection of aircraft, facilities, and personnel from unlawful interference.

Note 2: Refer to ICAO Doc 9811, Manual on the Implementation of the Security Provisions of Annex 6, for a discussion of implementation of ICAO Annex 6 security standards.

7.7.1 Security Requirements

An operator shall ensure that all appropriate personnel are familiar with, and comply with, the relevant requirements of the National Civil Aviation Security programmes of Seychelles.

7.7.2 Security Training Programmes

- (a) An operator shall establish, maintain, and conduct approved security training programmes that enable the operator's personnel to take appropriate action to prevent acts of unlawful interference, such as sabotage, or unlawful seizure of aircraft and to minimise the consequences of such events should they occur.
- (b) An operator that is responsible for aerodrome screening of passengers, baggage, and cargo shall include screening training in its security training programme.
- (c) An operator's security training programme shall include the items as listed in applicable aviation security requirements.

7.7.3 Reporting Acts of Unlawful Interference

Following an act of unlawful interference on board an aircraft, the pilot-in-command, or in his or her absence, the operator, shall submit without delay a report of such an act to the designated local authority and the Authority.

7.7.4 Aircraft Search Procedure Checklist

- (a) An operator shall ensure that all its aircraft carry a checklist of the procedures to be followed for that type of aircraft in searching for concealed weapons, explosives, or other dangerous devices.
- (b) The aircraft search procedure checklist shall be supported by guidance on the appropriate course of action to be taken should a bomb or suspicious object be found and by information on the least-risk bomb location specific to the aircraft.

7.7.5 Flight Crew Compartment Doors, If Installed – Security Procedures

- (a) The flight crew compartment door on a passenger-carrying aircraft shall be capable of being locked from within the compartment in order to prevent unauthorised access.
- (b) An operator shall have an approved means by which the cabin crew can discreetly notify the flight crew in the event of suspicious activity or security breaches in the cabin.
- (c) All passenger-carrying aeroplanes shall be equipped with an approved flight crew compartment door, where practicable, that is designed to resist penetration by small arms fire and grenade shrapnel and to resist forcible intrusion by unauthorised persons. This door shall be capable of being locked and unlocked from either pilot's station.
 - (1) The door shall be closed and locked from the time all external doors are closed following embarkation until any such door is opened for disembarkation, except when necessary to permit access and egress by authorised persons; and
 - (2) Means shall be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behaviour or potential threat.

7.7.6 Flight Crew Compartment Doors, Large Aeroplanes – Security Procedures

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

- (a) The door shall be closed and locked from the time all external doors are closed following embarkation until any such door is opened for disembarkation, except when necessary to permit access and egress by authorised persons; and
- (b) Means shall be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behaviour or potential threat.

7.7.7 Carriage of Weapons

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

Note: The provisions must guarantee that all individual weapons must be assembled, unloaded, and packed in a locked container stowed in the baggage compartment or be inaccessible to passengers.

7.8 Air Operator Dangerous Goods Management

Note 1: This paragraph prescribes those certification requirements that apply to the management and transport of dangerous goods by air.

Note 2: This directive includes safety management provisions for operators. Further guidance is contained in ICAO Doc 9859, Safety Management Manual (SMM).

Note 3: The carriage of dangerous goods is included in the scope of the operator's SMS.

Note 4: The applicable requirements for the transport of dangerous goods are prescribed in Dangerous Goods Directive – Carriage of Dangerous Goods by Air with reference to the ICAO Doc 9284, Technical Instructions for the Safe Transport of Dangerous Goods by Air, hereinafter referred to as 'Technical Instructions', for all technical standards.

7.8.1 Approval to Transport Dangerous Goods

Dangerous goods shall only be transported by an operator approved in accordance with Annex V (Part-SPA), Subpart G: Transport of Dangerous Goods of the adopted EASA Air Operations, except when:

- (a) they are not subject to the technical instructions in accordance with Part 1 of those instructions; or
- (b) they are carried by passengers or crew members, or are in baggage, in accordance with Part 8 of the technical instructions.

7.8.2 Scope

- (a) An operator shall comply with the provisions contained in the technical instructions on all occasions when dangerous goods are carried, irrespective of whether the flight is wholly or partly within or wholly outside the territory of Seychelles. Where dangerous goods are to be transported outside the territory of Seychelles, the operator shall review and comply with the appropriate variations noted by Contracting States contained in Attachment 3 to the Technical Instructions.
- (b) Articles and substances that would otherwise be classified as dangerous goods are excluded from the requirements of paragraph 7.8 to the extent specified in the Technical Instructions, provided they are:
 - (1) Required to be on board the aircraft for operating reasons;
 - (2) Carried as catering or cabin service supplies;
 - (3) Carried for use in flight as a veterinary aid or as a humane killer for an animal; or
 - (4) Carried for use in flight for medical aid for a patient, provided that:
 - (i) Gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas;
 - (ii) Drugs, medicines, and other medical matter are under the control of trained personnel during the time when they are in use in the aircraft;
 - (iii) Equipment containing wet cell batteries is kept and, when necessary, secured in an upright position to prevent spillage of the electrolyte; and

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

(v) They are carried by passengers or crew members.

(c) Articles and substances intended as replacements for those described in paragraph 7.8.2 (b)(1) of this subsection shall be transported on an aircraft as specified in the Technical Instructions.

7.8.3 Limitations on the Transport of Dangerous Goods

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

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

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

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

7.8.4 Classification

An operator shall ensure that articles and substances offered for transport as dangerous goods are classified in accordance with Part 2 Classification of Dangerous Goods of the Technical Instructions.

7.8.5 Packagings

An operator shall ensure that dangerous goods are packaged in accordance with paragraph 7.2.1 Packaging Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air as prescribed in Part 6 Packaging Nomenclature, Marking, Requirements and Tests of the Technical Instructions.

7.8.6 Labelling and Marking

(a) An operator shall ensure that packagings, overpacks, and freight containers are labelled in accordance with paragraph 7.2.4 Labelling Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air as prescribed in Part 5 Shipper's Responsibility, Chapter 1 General and Chapter 3 Labelling of the Technical Instructions.

(b) An operator shall ensure that packagings, overpacks, and freight containers are marked in accordance with 7.2.3 Marking Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air as prescribed in Part 5 Shipper's Responsibility, Chapter 1 General and Chapter 2 Package Markings of the Technical Instructions.

7.8.7 Dangerous Goods Transport Document

(a) An operator shall ensure that, except when otherwise specified in the Technical Instructions, dangerous goods are accompanied by a dangerous goods transport document in accordance with paragraph 7.3.2 Dangerous Goods Transport Document of Dangerous Goods Directive – Carriage of Dangerous Goods by Air as prescribed in Part 5 Shipper's Responsibility, Chapter 4 Documentation of the Technical Instructions.

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

7.8.8 Acceptance of Dangerous Goods

- (a) No operator may accept dangerous goods for transport until the packaging, overpack, or freight container has been inspected in accordance with the acceptance procedures in the Technical Instructions as prescribed by paragraph 7.4 Operator Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air.
- (b) An operator, or its handling agent, shall use an acceptance checklist that:
 - (1) Shall allow for all relevant details to be checked; and
 - (2) Shall be in such a form as will allow for the recording of the results of the acceptance check by manual, mechanical, or computerised means.
- (c) Each designated postal operator shall have the procedure for controlling the introduction of dangerous goods in mail into air transport approved by the Authority where the mail is accepted.

Note 1: In accordance with the Universal Postal Union Convention, dangerous goods are not permitted in mail, except as provided for in the Technical Instructions.

Note 2: The UPU has established procedures to control the introduction of dangerous goods into air transport through the postal services (see the Universal Postal Union Parcel Post Regulations and Letter Post Regulations).

Note 3: Guidance for approving the procedures established by designated postal operators to control the introduction of dangerous goods into air transport may be found in the Supplement to the Technical Instructions, Part S-1, Chapter 3.

7.8.9 Inspection for Damage, Leakage, or Contamination

As prescribed by paragraph 7.4 Operator Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air an operator shall ensure that:

- (a) Packagings, overpacks, and freight containers are inspected for evidence of leakage or damage immediately prior to loading on an aircraft or into a ULD, as specified in the Technical Instructions;
- (b) A ULD is not loaded on an aircraft unless it has been inspected as required by the Technical Instructions and has been found free from any evidence of leakage from, or damage to, the dangerous goods contained therein;
- (c) Leaking or damaged packagings, overpacks, or freight containers are not loaded on an aircraft;
- (d) Any packaging of dangerous goods that is found on an aircraft and appears to be damaged or leaking is removed, or arrangements are made for its removal by an appropriate authority or organisation;
- (e) After removal of any leaking or damaged goods, the remainder of the consignment is inspected to ensure it is in a proper condition for transport and that no damage or contamination has occurred to the aircraft or its load; and
- (f) Packagings, overpacks, and freight containers are inspected for signs of damage or leakage upon unloading from an aircraft or a ULD and, if there is evidence of damage or leakage, the area where the dangerous goods were stowed is inspected for damage or contamination.

7.8.10 Removal of Contamination

As prescribed by paragraph 7.4 Operator Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air an operator shall ensure that:

- (a) Any contamination found as a result of the leakage or damage of dangerous goods is removed without delay; and
- (b) An aircraft that has been contaminated by radioactive materials is immediately taken out of service and not approved for return to service until the radiation level at any accessible surface and the non-fixed contamination are not more than the values specified in the Technical Instructions.

7.8.11 Loading Restrictions and Stowage of Dangerous Goods

- (a) An operator shall ensure that packagings and overpacks containing dangerous goods and freight containers containing radioactive materials are loaded and stowed in accordance with the Technical Instructions and as prescribed by paragraph 7.4 Operator Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air.
 - (1) *Passenger Cabin and Flight Deck.* An operator shall ensure that dangerous goods are not carried in an aircraft cabin occupied by passengers, or on the flight deck, unless otherwise specified in the Technical Instructions.
 - (2) *Cargo Compartments.* An operator shall ensure that dangerous goods are loaded, segregated, stowed, and secured on an aircraft as specified in the Technical Instructions.
 - (3) *Dangerous Goods Designated for Carriage only on Cargo Aircraft.* An operator shall ensure that packagings of dangerous goods bearing the “Cargo Aircraft Only” labels are carried on a cargo aircraft and are loaded as specified in the Technical Instructions and in a manner that a crew member or other authorised person can see, handle, and where size and weight permit, separate such packagings from other cargo in flight.
- (b) Packagings containing dangerous goods shall be separated when stowing, as follows:
 - (1) Those packagings containing dangerous goods that may react dangerously with other packagings shall not be stowed next to each other on an aircraft or in a position that may allow interaction between them in the event of a leakage.
 - (2) Those packagings containing toxic and infectious substances shall be stowed on an aircraft in accordance with the Technical Instructions.
 - (3) Those packagings containing radioactive materials shall be stowed on an aircraft so that they are separated from persons, live animals, and undeveloped film and secured in flight in accordance with the Technical Instructions.
- (c) An operator shall protect and secure any dangerous goods in such a manner that will prevent any movement in flight that might change the orientation of the packagings.

7.8.12 Provision of Information

An operator shall ensure that the following information is provided as prescribed by paragraph 7.4 Operator Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air.

(a) *Information to Ground Personnel*

- (1) Information is provided to enable ground personnel to carry out their duties with regard to the transport of dangerous goods, including the actions to be taken in the event of incidents and accidents involving dangerous goods; and
- (2) Where applicable, the information referred to in (a)(1) above is also provided to the handling agent.

(b) *Information to Passengers.* Information shall be promulgated as required by the Technical Instructions so that passengers are warned as to the types of goods that they are forbidden from transporting on board an aircraft.

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

(d) *Information to Acceptance Points Personnel.* Notices shall be provided at acceptance points for cargo, giving information about the transport of dangerous goods, including the actions to be taken in the event of emergencies arising involving dangerous goods.

Note: This requirement may be applicable to handling agents.

(e) *Information to Crew Members.* Information shall be provided in the operations manual to enable crew members to carry out their responsibilities with regard to the transport of dangerous goods, including the actions to be taken in the event of emergencies arising involving dangerous goods.

(f) *Information to Pilot-In-Command.* Pilot-in-command shall be provided, as early as is practicable before the departure of the flight, with written information, as specified in the Technical Instructions.

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

(h) *Information in the Event of an Aircraft Incident or Accident.* An operator that is involved in an aircraft incident or accident shall:

- (1) As soon as possible, inform the appropriate authority of the State in which the aircraft incident or accident occurred of any dangerous goods carried; and
- (2) On request, provide any information required to minimise the hazards created by any dangerous goods carried.

7.8.13 Dangerous Goods Training Programme and Manual

- (a) An operator shall have a dangerous goods training programme approved by the Authority, as prescribed by paragraph 7.5 of Dangerous Goods Directive – Carriage of Dangerous Goods by Air in accordance with the requirements of Part 1 – General, Chapter 4 – Training of the Technical Instructions whether the operator is approved or not approved to transport dangerous goods.
- (b) Crew members, passenger-handling personnel, and security personnel employed by the operator with functions involving screening of passengers and their baggage and cargo shall receive initial and recurrent training which covers, at a minimum, the subject matter in Part 1 – General, Chapter 4 – Training of the Technical Instructions to a depth sufficient to ensure that an awareness is gained of the hazards associated with dangerous goods, how to identify dangerous goods, and what requirements apply to the carriage of such goods by passengers.
- (c) At a minimum, the dangerous goods training programme shall include the items as listed in Part 1 – General, Chapter 4 – Training of the Technical Instructions.
- (d) An operator shall provide such information in the operations manual as will enable the flight crew to carry out its responsibilities with regard to the transport of dangerous goods and shall provide instructions as to the action to be taken in the event of emergencies arising involving dangerous goods.

7.8.14 Dangerous Goods Incident and Accident Reports

As prescribed by paragraph 7.4 Operator Requirements of Dangerous Goods Directive – Carriage of Dangerous Goods by Air an operator shall

- (a) report dangerous goods incidents and accidents to the Authority within 72 hours of the events, unless exceptional circumstances prevent this.
- (b) report undeclared or misdeclared dangerous goods discovered in cargo or passenger's baggage to the Authority within 72 hours of the discovery, unless exceptional circumstances prevent this.

7.8.16 Dangerous Goods Security Provisions

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

7.9 Cargo Compartment Safety

7.9.1 Transport of Items in the Cargo Compartment

An operator shall establish policy and procedures for the transport of items in the cargo compartment, which include the conduct of a specific safety risk assessment. The risk assessment shall include at least the:

- (a) Hazards associated with the properties of the items to be transported;
- (b) Capabilities of the operator;
- (c) Operational considerations (e.g., area of operations, diversion time);
- (d) Capabilities of the aeroplane and its systems (e.g., cargo compartment fire suppression capabilities);

- (e) Containment characteristics of ULDs;
- (f) Packing and packaging;
- (g) Safety of the supply chain for items to be transported; and
- (h) Quantity and distribution of dangerous goods items to be transported.

Note 1: Additional operational requirements for the transport of dangerous goods are contained in paragraph 7.8 above.

Note 2: Guidance on the hazards associated with the transport of items in the cargo compartment, the conduct of a specific safety risk assessment in accordance with ICAO Doc 9859, Safety Management Manual (SMM), and the responsibilities for the transport of dangerous goods, is contained in ICAO Doc 10102, Cargo Compartment Operational Safety Manual.

7.9.2 Fire Protection

- (a) The elements of the cargo compartment(s) fire protection system as approved by the certifying authority, and a summary of the demonstrated cargo compartment fire protection certification standards, shall be provided in the AFM or other documentation supporting the operation of the aeroplane.
- (b) An operator shall establish policy and procedures that address the items to be transported in the cargo compartment. These shall ensure to a reasonable certainty that in the event of a fire involving those items, it can be detected and sufficiently suppressed or contained by the elements of the aeroplane design associated with cargo compartment fire protection, until the aeroplane makes a safe landing.

Note: Guidance on the elements of cargo compartment fire protection and associated demonstrated standards and guidance on policy and procedures that address the items to be transported in the cargo compartment are provided in ICAO Doc 10102, Cargo Compartment Operational Safety Manual.

Appendix 1 Content of an Air Operator Certificate (AOC)

(a) The AOC will be based on the following template:

AIR OPERATOR CERTIFICATE		
1	<i>[State of the Operator]</i> ¹	2
	<i>[Issuing Authority]</i> ³	
AOC#: ⁴	Operator name: ⁶	Operational points of contact: ¹⁰ Contact details, at which operational management can be contacted without undue delay, are listed in _____. ¹¹
	DBA trading name: ⁷	
Expiry date: ⁵	Operator address: ⁸	
	Telephone: ⁹	
	Facsimile:	
	Email:	
This certificate certifies that _____ ¹² is authorised to perform commercial air transport operations, as defined in the attached operations specifications, in accordance with the Operations Manual and the _____. ¹³		
Date of issue: ¹⁴	Name and signature: ¹⁵	
	Title:	

1. Replace with the name of the State of the Operator.
2. For use by the State of the Operator.
3. Replace with the identification of the Issuing Authority of the State of the Operator.
4. Insert the unique AOC number, as issued by the State of the Operator.
5. Insert the date after which the AOC ceases to be valid (dd-mm-yyyy).
6. Insert the operator's registered name.
7. Insert the operator's trading name, if different from its registered name. Insert "DBA" before the trading name (for "doing business as").
8. Insert the operator's principal place of business address.
9. Insert the operator's principal place of business telephone and facsimile details, including the country code. Provide the operator's email, if available.
10. Insert the contact details. Include the telephone and facsimile numbers, including the country code, and the email address (if available) at which operational management can be contacted without undue delay for issues related to flight operations, airworthiness, flight and cabin crew competency, dangerous goods, and other matters, as appropriate.
11. Insert the controlled document, carried on board, in which the contact details are listed, with the appropriate paragraph or page reference (e.g., "Contact details are listed in the OM. Gen/Basic, Chapter 1, 1.1" or "... are listed in the operations specifications, page 1" or "... are listed in an attachment to this document").
12. Insert the operator's registered name.
13. Insert references to the appropriate regulations.
14. Insert the issuance date of the AOC (dd-mm-yyyy).
15. Insert the name, signature, and title of the Authority representative. In addition, an official stamp may be applied on the AOC (identification of the Issuing Authority of the State of the Operator).

Appendix 2 Contents of Operations Specifications

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

OPERATIONS SPECIFICATIONS			
<i>(subject to the approved conditions in the Operations Manual)</i>			
Issuing Authority Contact Details¹			
Telephone:	Facsimile:	Email:	
_____	_____	_____	
AOC #: ²	Operator name: ³	Date: ⁴	Signature:
_____	_____	_____	_____
DBA trading name:			

Aircraft model: ⁵			

Types of operation: <input type="checkbox"/> Passengers <input type="checkbox"/> Cargo <input type="checkbox"/> Other: ⁶				
Area(s) of operation: ⁷				

Special limitations: ⁸				

Specific Approval:	Yes	No	Description ⁹	Remarks
Dangerous goods	<input type="checkbox"/>	<input type="checkbox"/>		
Low-visibility operations				
Approach and landing	<input type="checkbox"/>	<input type="checkbox"/>	CAT: ¹⁰ ____, RVR: ____m, DH: ____ft	
Take-off	<input type="checkbox"/>	<input type="checkbox"/>	RVR: ¹¹ ____m	
Operational credit(s)	<input type="checkbox"/>	<input type="checkbox"/>	¹²	
RVSM ¹³ <input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>		
EDTO ¹⁴ <input type="checkbox"/> N/A	<input type="checkbox"/>	<input type="checkbox"/>	Threshold time: ¹⁵ ____ minutes Maximum diversion time: ¹⁵ ____ minutes	
AR navigation specifications for PBN operations	<input type="checkbox"/>	<input type="checkbox"/>	¹⁶	
Continuing airworthiness	X	X	¹⁷	
EFB	<input type="checkbox"/>	<input type="checkbox"/>	¹⁸	
Other ¹⁹	<input type="checkbox"/>	<input type="checkbox"/>		

1. Insert the telephone contact details of the Authority, including the country code. Provide the Authority's email and fax if available.
2. Insert the associated AOC number.
3. Insert the operator's registered name and the operator trading name, if different. Insert "DBA" before the trading name (for "doing business as").
4. Insert the issuance date of the operations specifications (dd-mm-yyyy) and the signature of the Authority representative.
5. Insert the CAST/ICAO designation of the aircraft make, model, and series or master series, if a series has been designated (e.g., Boeing-737-3K2 or Boeing-777-232). The CAST/ICAO taxonomy is available at: <http://www.intlaviationstandards.org/>.
6. Specify other type of transportation (e.g., emergency medical service).
7. List the geographical area(s) of authorised operation (by geographical coordinates or specific routes, flight information region, or national or regional boundaries) as defined by the Issuing Authority.
8. List the applicable special limitations (e.g., VFR only, day only, etc.).
9. List the most permissive criteria for each specific approval (with appropriate criteria).
10. Insert the applicable instrument approach operation classified as Type B (CAT II or III). Insert the minimum RVR in metres and DH in feet. Use one line per listed approach category.
11. Insert the approved minimum take-off RVR in metres, or the equivalent horizontal visibility if RVR is not used. One line per approval may be used if different approvals are granted.

12. *List the airborne capabilities (e.g., automatic landing, HUD, EVS, SVS, CVS) and associated operational credits(s) granted.*
13. *Check the not applicable (N/A) box only if the aircraft maximum ceiling is below FL 290.*
14. *List the EDTO specific approvals, if applicable. If EDTO does not apply, select "N/A." If EDTO approval does not apply based on the provisions in ICAO Annex 6, Part I: 4.7, select "N/A." Otherwise, a threshold time and maximum diversion time must be specified.*
15. *The threshold time and maximum diversion time may also be listed in distance (NM). Details of each particular aeroplane-engine combination for which the threshold time is established and maximum diversion time has been granted may be listed under 'remarks.' One line per approval may be used if different approvals are granted.*
16. *PBN: Use one line for each PBN AR navigation specification approval (e.g., RNP, AR, APCH), with appropriate limitations listed in the "Description" column.*
17. *Insert the name of the person/organisation responsible for ensuring that the continuing airworthiness of the aircraft is maintained and the regulations that require the work, within the AOC regulation or a specific approval (e.g., EC2042/2003, Part M, Subpart G).*
18. *List the EFB functions used for the safe operation of aeroplanes and any applicable limitations.*
19. *Enter other authorisations or data, using one line (or one multi-line block) per authorisation (e.g., special approach authorisation, approved navigation performance).*

Appendix 3 Management Personnel Required for Commercial Air Transport Operations

- (a) An operator shall ensure continuity of supervision if operations are conducted in the absence of any required management personnel.
- (b) Required management personnel shall be contracted to work sufficient hours, such that the management functions are fulfilled.
- (c) A person serving in a required management position for an operator may not serve in a similar position for any other operator, unless an exemption is issued by the Authority.
- (d) Competence of nominated persons
 - (1) Nominated persons in accordance with ORO.AOC.135 shall demonstrate possession of the experience and meet the qualification requirements of (2) to (6) respectively. Exceptionally, in particular cases, where the nominated person does not meet these provisions in full, the nominee shall have comparable experience and also the ability to perform effectively the functions associated with the post and with the scale of the operation.
 - (2) Nominated persons for flight operations, crew training and ground operations should have:
 - (i) practical experience and expertise in the application of aviation safety standards and safe operating practices;
 - (ii) comprehensive knowledge of:
 - A. the applicable safety regulations and any associated requirements and procedures;
 - B. the operations specifications; and
 - C. the need for, and content of, the relevant parts of the operations manual;
 - (iii) familiarity with management systems preferably in the area of aviation;
 - (iv) appropriate management experience, preferably in a comparable organisation; and
 - (v) 5 years of relevant work experience of which at least 2 years should be from the aeronautical industry in an appropriate position.
 - (3) *Flight Operations*. The nominated person shall 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 shall hold a valid flight crew licence and the associated ratings.
 - (4) *Crew Training*. The nominated person or his/her deputy shall be a current type rating instructor on a type/class operated under the AOC. The nominated person shall have a thorough knowledge of the operator's crew training concept for flight, cabin and when relevant other crew.
 - (5) *Ground Operations*. The nominated person shall have a thorough knowledge of the operator's ground operations concept.
 - (6) *Continuing Airworthiness*. The nominated person for continuing airworthiness or for the continuing airworthiness management contract, as the case may be, shall have the relevant knowledge, background and experience in accordance with applicable continuing airworthiness requirements.

Appendix 4 Dry Leasing of Foreign-Registered Aircraft

- (a) An operator may dry lease an aircraft for the purpose of commercial air transportation from any operator of a State that is signatory to the Chicago Convention, provided that the following conditions are met:
 - (1) The aircraft carries an appropriate certificate of airworthiness issued by the State of Registry in accordance with ICAO Annex 8 and meets the registration and identification requirements of that State of Registry;
 - (2) The aircraft is of a type design that complies with all of the requirements that would be applicable to that aircraft were it registered in Seychelles, including the requirements that shall be met for issuance of a Seychelles standard certificate of airworthiness (including type design conformity; condition for safe operation; and the noise, fuel venting, and engine emission requirements);
 - (3) The aircraft is maintained according to an approved maintenance programme; and
 - (4) The aircraft is operated by Seychelles-licensed flight crew members, with additional licence authorisation by the State of Registry, employed by the operator.
- (b) Operators shall provide the Authority with a copy of the dry lease to be executed.
- (c) Operational control of any dry leased aircraft rests with the operator of that aircraft.
- (d) The Authority will list the dry leased aircraft on the lessor operations specifications.
- (e) An operator engaged in dry leasing aircraft shall make the dry lease agreement explicit concerning the maintenance programme and MEL to be followed during the term of the dry lease.

Appendix 5 Aircraft Interchange

- (a) Before operating under an interchange agreement, an operator shall show that:
- (1) The procedures for the interchange operation conform with safe operating practices;
 - (2) Required crew members and flight operations officers/flight dispatchers meet the approved training requirements for the aircraft and equipment to be used and are familiar with the communications and dispatch procedures to be used;
 - (3) Maintenance personnel meet training requirements for the aircraft and equipment and are familiar with the maintenance procedures to be used;
 - (4) Flight crew members and flight operations officers/flight dispatchers meet appropriate route and aerodrome qualifications;
 - (5) The aircraft to be operated are essentially similar to the aircraft of the operator with whom the interchange is effected; and
 - (6) The arrangement of flight instruments and controls that are critical to safety are essentially similar, unless the Authority determines that the operator has adequate training programmes to ensure that any potentially hazardous dissimilarities are safely overcome by flight crew familiarisation.
- (b) Each operator conducting an interchange agreement shall include the pertinent provisions and procedures of the agreement in its manuals.
- (c) The operator shall amend its operations specifications to reflect an interchange agreement.
- (d) The operator shall comply with the applicable regulations of the State of Registry of an aircraft involved in an interchange agreement while it has operational control of that aircraft.

Appendix 6 Wet Leasing

- (a) An operator shall provide the Authority with a copy of the wet lease to be executed.
- (b) The Authority will determine which party to a wet lease agreement has operational control, considering the extent and control of certain operational functions, such as:
 - (1) Initiating and terminating flights;
 - (2) Maintenance and servicing of aircraft;
 - (3) Scheduling crew members;
 - (4) Paying crew members; and
 - (5) Training crew members.
- (c) An operator engaged in a wet leasing arrangement shall amend its operations specifications to contain the following information:
 - (1) The names of the parties to the agreement and the duration of the agreement;
 - (2) The make, model, and series of each aircraft involved in the agreement;
 - (3) The type of operation;
 - (4) The expiration date of the lease agreement;
 - (5) A statement specifying the party deemed to have operational control; and
 - (6) Any other item, condition, or limitation the Authority determines necessary.

Appendix 7 Emergency Evacuation Demonstration

- (a) An operator shall conduct a partial emergency evacuation and ditching evacuation demonstration, observed by the Authority that demonstrates the effectiveness of crew member emergency training and evacuation procedures.
- (b) Prior to conducting an emergency evacuation demonstration, an operator shall apply for and obtain approval from the Authority.
- (c) Cabin crew members used in the emergency evacuation demonstration shall:
 - (1) Be selected at random by the Authority;
 - (2) Have completed the operator's approved training programme for the type and model of aircraft; and
 - (3) Have passed the drills and competence check on the emergency equipment and procedures.
- (d) To conduct the partial emergency evacuation demonstration, the operator's assigned cabin crew members shall, using the operator's line operating procedures:
 - (1) Demonstrate the opening of 50 per cent of the required floor-level emergency exits and 50 per cent of the required non-floor-level emergency exits (the opening of which by a cabin crew member is defined as an emergency evacuation duty) and deployment of 50 per cent of the exit slides, selected by the Authority; and
 - (2) Prepare for use those exits and slides within 15 seconds.
- (e) To conduct the ditching evacuation demonstration, an operator's assigned cabin crew members shall:
 - (1) Demonstrate their knowledge and use of each item of required emergency equipment;
 - (2) Prepare the cabin for ditching within 6 minutes after the intention to ditch is announced;
 - (3) Remove each life raft from storage (one life raft, selected by the Authority, shall be launched and properly inflated or one slide life raft shall be properly inflated); and
 - (4) Enter the raft, which shall include all required emergency equipment, and shall completely set it up for extended occupancy.

Appendix 8 Demonstration Flights

- (a) An operator shall conduct demonstration flights for each type of aircraft, including those aircraft materially altered in design, and for each type of operation the operator intends to conduct.
- (b) An operator shall conduct demonstration flights for at least the following:
 - (1) Initial aeroplane proving tests of newly manufactured aircraft or aircraft not yet demonstrated for use in commercial air transport operation.
 - (i) A minimum of 100 hours shall be flown, in addition to the aeroplane certification tests, including a representative number of flights into en route aerodromes.
 - (ii) The Authority may reduce the requirement of at least 100 hours of proving tests if the Authority determines that a satisfactory level of proficiency has been demonstrated to justify the reduction. This requirement applies to any aircraft that a Seychelles certificate holder has not previously operated.
 - (iii) Ten (10) hours shall be flown at night and may not be reduced.
 - (2) Type of aircraft and type of operations:

For each type of aircraft, at least 50 hours of demonstration flights acceptable to the Authority shall be flown for each type of operation the operator intends to conduct, including a representative number of flights into en route aerodromes.
 - (3) Materially altered aircraft:

For each type of aircraft that is materially altered in design, at least 50 hours of demonstration flights acceptable to the Authority shall be flown for each type of operation the operator intends to conduct with that aircraft, including a representative number of flights into en route aerodromes.
- (c) Passengers shall not be carried in an aircraft during demonstration flights, except for those persons necessary to make the demonstration flight and those designated by the Authority.
- (d) For operators of aircraft of less than 5,700 kg, the necessity and extent of demonstration shall be at the option of the Authority.

Appendix 9 Operations Manual – General

The general part or section of the operations manual shall contain at least the following:

1.0 Administration and Control of Operations Manual

1.1 Introduction

1.1.1 A statement that the manual complies with all applicable rules and regulations and with the specific approvals, conditions, and limitations of the applicable air operator operations specifications.

1.1.2 A statement that the manual contains operational instructions that are to be complied with by the relevant personnel in the performance of their duties.

1.1.3 A list and brief description of the various OM parts and their contents, applicability, and use.

1.1.4 Explanations and definitions of terms and words used in the manual.

1.2 System of Amendment and Revision

1.2.1 A description of who is responsible for the issuance and insertion of amendments and revisions.

1.2.2 A record of amendments and revisions with insertion dates and effective dates.

1.2.3 A statement that hand-written amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety.

1.2.4 A description of the system for the annotation of pages and their effective dates.

1.2.5 A list of effective pages and their effective dates.

1.2.6 Annotation of changes (on text pages and, as practicable, on charts and diagrams).

1.2.7 A system for recording temporary revisions.

1.2.8 A description of the distribution system for the manuals, amendments, and revisions.

1.2.9 A statement of who is responsible for notifying the Authority of proposed changes and working with the Authority on changes requiring Authority approval.

2.0 Organisation and Responsibilities

2.1 Organisational Structure

2.1.1 A description of the organisational structure, including the general company organisation and the operations department organisation.

2.1.2 The relationship between the operations department and the other departments of the organisation.

2.1.3 In particular, the subordination and reporting lines of all divisions, departments, etc., that pertain to the safety of flight operations.

2.1.4 Instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations.

2.2 Responsible Managers

2.2.1 The name of each manager responsible for flight operations, the maintenance system, crew training, and ground operations.

2.2.2 A description of the function and responsibilities of each manager.

2.3 Authority, Duties, and Responsibilities of Operations Management Personnel

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

2.4 Authority, Duties, and Responsibilities of a PIC

A description of the authority, duties, and responsibilities of the PIC.

2.5 Authority, Duties, and Responsibilities of Crew Members Other Than the PIC

A description of the authority, duties, and responsibilities of all required crew members.

3.0 Operational Control and Supervision

3.1 Supervision of the Operation by the Operator

A description of the system for supervision of the operation by the operator. This description shall show how the safety of flight operations and the qualifications of personnel involved in all such operations are supervised and monitored. In particular, the procedures related to the following items shall be described:

- (a) Specifications for the operational flight plan;
- (b) Competence of operations personnel; and
- (c) Control, analysis, and storage of records; flight documents; additional information; and safety-related data.

3.2 System of Promulgation of Additional Operational Instructions and Information

A description of any system for promulgating information that may be of an operational nature but is supplementary to the information in the OM, including the applicability of this information and the responsibilities for its promulgation.

3.3 Safety Management System (SMS)

A description of the main aspects of the SMS programme, including:

- (a) Safety policy: general expectations;
- (b) Safety risk management: general expectations;
- (c) Safety assurance: general expectations; and
- (d) Safety promotion: general expectations.

3.4 Operational Control

A description of the objectives, procedures, and responsibilities necessary to exercise operational control with respect to flight safety.

4.0 Compliance Monitoring System

A description of the compliance monitoring system adopted.

5.0 Flight Crew

5.1 Crew Composition

An explanation of the method for determining crew composition, taking into account the following:

- (a) Experience (total and type), recency, and qualification of the crew members;
- (b) The designation of the PIC and, if required by the duration of the flight, the procedures for the relief of the PIC or other members of the flight crew; and
- (c) The flight crew for each type of operation, including the designation of the succession of command.

5.2 PIC Designation

The rules applicable to the designation of a PIC.

5.3 Crew Incapacitation

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

6.0 Flight Crew, Cabin Crew, Flight Operations Officer/Flight Dispatcher, and Other Operations Personnel Qualifications

6.1 Qualifications

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

6.2 Flight Crew

Operation on more than one type or variant.

6.3 Cabin Crew.

Operation on more than one type or variant.

6.4 Flight Operations Officer/Flight Dispatcher.

6.5 Other Operations Personnel.

7.0 Fatigue Management

Flight Time, Flight Duty Periods, Duty Period Limitations, and Rest Requirements.

- (a) Flight crew;
- (b) Cabin crew; and
- (c) FOO/flight dispatcher.

8.0 Crew Health Precautions

The relevant regulations and guidance for crew members concerning health, including:

- (a) Alcohol and other intoxicating liquor;
- (b) Narcotics;
- (c) Drugs;
- (d) Sleeping tablets;
- (e) Pharmaceutical preparations;
- (f) Immunisations;
- (g) Scuba diving;
- (h) Blood donation;
- (i) Meal precautions prior to and during flight;
- (j) Sleep and rest; and
- (k) Surgical operations.

9.0 Operating Procedures

9.1 Flight Preparation Instructions.

9.1.1 As applicable to the operation:

- (a) Criteria for determining the usability of aerodromes.
- (b) The method for determining minimum flight altitudes.

(c) The method for determining aerodrome operating minima.

(d) En route operating minima for VFR flights.

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

(e) Presentation and application of aerodrome and en route operating minima.

(f) Interpretation of meteorological information.

Explanatory material on the decoding of meteorological forecasts and meteorological reports relevant to the area of operations, including the interpretation of conditional expressions.

9.1.2 Determination of the quantities of fuel, oil, and water-methanol carried

(a) This section shall include the specific instructions and methods by which the quantities of fuel, oil, and water-methanol to be carried are determined and monitored in flight. It shall also include instructions on the measurement and distribution of the fluid carried on board. Such instructions shall take account of all circumstances likely to be encountered on the flight, including the possibility of in-flight replanning, the failure of one or more of the aircraft's powerplants, and possible loss of pressurisation. The system for maintaining fuel and oil records shall also be described.

(b) The general principles of mass and centre of gravity, including:

(1) The policy for using either standard and/or actual masses;

(2) The method for determining the applicable passenger, baggage, and cargo mass;

(3) The applicable passenger and baggage masses for various types of operations and aircraft;

(4) General instruction and information necessary for verification of the various types of mass and balance documentation in use;

(5) Last-minute changes to procedures;

(6) Seating policy and procedures; and

(7) A list of documents, forms, and additional information to be carried during a flight.

9.2 Ground Handling Arrangements and Procedures

9.2.1 Fuelling procedures

A description of fuelling procedures, including:

(a) Safety precautions during refuelling and defuelling, including when an auxiliary power unit is in operation or when a turbine engine is running and, if applicable, when the propeller brakes are on;

(b) Refuelling and defuelling when passengers are embarking, on board, or disembarking;

(c) Precautions to be taken to avoid mixing fuels; and

(d) A method to ensure the required amount of fuel is loaded.

9.2.2 Aircraft, passenger, and cargo handling procedures related to safety.

A description of the handling procedures to be used when allocating seats, embarking and disembarking passengers, and loading and unloading the aircraft. Further procedures, aimed at achieving safety while the aircraft is on the ramp, shall also be given. Handling procedures shall include:

(a) Sick passengers and persons with reduced mobility;

(b) The permissible size and weight of hand baggage;

(c) The loading and securing of items in the aircraft;

(d) Special loads and classification of load compartments (e.g., dangerous goods, live animals);

- (e) The positioning of ground equipment;
- (f) The operation of aircraft doors;
- (g) Safety on the ramp, including fire prevention, blast, and suction areas;
- (h) Start-up and ramp departure and arrival procedures;
- (i) Servicing of aircraft;
- (j) Documents and forms; and
- (k) Multiple occupancy of aircraft seats.

9.3 Procedures for the refusal of embarkation

Procedures to ensure that persons who appear to be intoxicated or who demonstrate by manner or physical indications that they are under the influence of alcohol or drugs, except medical patients under proper care, are refused embarkation.

9.4 De-icing and anti-icing on the ground.

Instructions for the conduct and control of ground de-icing/anti-icing operations. A description of the de-icing and anti-icing policy and procedures for aircraft on the ground. These shall include descriptions of the types and effects of icing and other contaminants on aircraft while stationary, during ground movements, and during take-off. In addition, a description of the fluid types used shall be given, including:

- (a) Proprietary or commercial names;
- (b) Characteristics;
- (c) Effects on aircraft performance; and
- (d) Precautions during usage.

9.5 Helicopter refuelling procedures

A description of procedures for helicopter refuelling, including:

- (a) The doors on the refuelling side shall remain closed;
- (b) The door on the non-refuelling side shall remain open;
- (c) Firefighting facilities of the appropriate scale shall be immediately available in the case of a fire;
- (d) The presence of fuel vapour, if detected, shall cease the refuelling process;
- (e) The ground or deck area beneath the exits intended for emergency evacuation shall be kept clear;
- (f) Seat belts shall be unfastened to facilitate rapid egress; and
- (g) With rotors turning, only ongoing passengers shall remain on board.

9.6 Flight Procedures and Flight Navigation Equipment

A description of flight procedures, including:

- (a) SOPs for each phase of flight;
- (b) Instructions on the use of normal checklists and the timing of their use;
- (c) Departure contingency procedures;
- (d) Instructions on the maintenance of altitude awareness and the use of automated or flight crew altitude call-outs;
- (e) Instructions on the use of autopilots and autothrottles in IMC;
- (f) Instructions on the clarification and acceptance of ATC clearances, particularly where terrain clearance is involved;

- (g) Departure and approach briefings;
- (h) Procedures for familiarisation with areas, routes, and aerodromes;
- (i) Stabilised approach procedure;
- (j) Limitation on high rates of descent near the surface;
- (k) Conditions required to commence or to continue an instrument approach;
- (l) Instructions for the conduct of precision and non-precision instrument approach procedures;
- (m) The allocation of flight crew duties and procedures for the management of crew workload during night and IMC instrument approach and landing operations;
- (n) The circumstances in which a radio listening watch is to be maintained; and
- (o) Instructions and training requirements for the use of HUD and EVS equipment, as applicable.

9.6.2 Navigation equipment

A list of the navigation equipment to be carried, including any requirements relating to operations where PBN is prescribed.

9.6.3 Navigation procedures

- (a) A description of all navigation procedures relevant to the type(s) and area(s) of operation. Consideration shall be given to:
 - (1) Standard navigation procedures, including policy for carrying out independent cross-checks of keyboard entries where these affect the flight path to be followed by the aircraft;
 - (2) In-flight replanning;
 - (3) Procedures in the event of system degradation;
 - (4) Where relevant to the operations, long-range navigation procedures, the engine failure procedure for EDTO, and the nomination and utilisation of diversion aerodromes;
 - (5) Instructions and training requirements for the avoidance of controlled flight into terrain and policy for the use of the ground proximity warning system;
 - (6) Policy, instructions, procedures, and training requirements for the avoidance of collisions and the use of the ACAS;
 - (7) Information and instructions relating to the interception of civil aircraft, including:
 - (i) Procedures, for PICs of intercepted aircraft; and
 - (ii) Visual signals for use by intercepting and intercepted aircraft; and
- (b) For aeroplanes intended to be operated above 15 000 m (49 000 ft):
 - (1) Information that will enable the pilot to determine the best course of action to take in the event of exposure to solar cosmic radiation; and
 - (2) Procedures in the event that a decision to descend is taken, covering:
 - (i) The necessity of giving the appropriate ATS unit prior warning of the situation and of obtaining a provisional descent clearance; and
 - (ii) The action to be taken in the event that communication with an ATS unit cannot be established or is interrupted.

9.6.4 Policy and procedures for in-flight fuel management.

9.6.5 Adverse and potentially hazardous atmospheric conditions.

9.6.6 Procedures for operating in, and/or avoiding, potentially hazardous atmospheric conditions, including:

- (a) Thunderstorms;
- (b) Icing conditions;
- (c) Turbulence;
- (d) Wind shear;
- (e) Jet stream;
- (f) Volcanic ash clouds;
- (g) Heavy precipitation;
- (h) Sand storms;
- (i) Mountain waves; and
- (j) Significant temperature inversions.

9.6.7 Operating Restrictions

- (a) Cold weather operations;
- (b) Take-off and landing in turbulence;
- (c) Low-level wind shear operations;
- (d) Crosswind operations (including tailwind components);
- (e) High-temperature operations; and
- (f) High-altitude operations.

9.6.8 Incapacitation of crew members

Procedures to be followed in the event of the incapacitation of crew members in flight. Examples of the types of incapacitations and the means for recognising them shall be included.

9.6.9 Cabin safety requirements.

Procedures covering:

- (a) Cabin preparation for flight; in-flight requirements; and preparation for landing, including procedures for securing cabin and galleys;
- (b) Procedures to ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aircraft;
- (c) Procedures to be followed during passenger embarkation and disembarkation;
- (d) Procedures for fuelling with passengers on board, embarking, or disembarking;
- (e) Smoking on board; and
- (f) The use of portable electronic equipment and cellular telephones.

9.6.10 Passenger Briefing Procedures

The contents, means, and timing of passenger briefing.

9.6.11 Procedures for use of Cosmic or Solar Radiation Detection Equipment – Aeroplanes

Procedures for the use of cosmic or solar radiation detection equipment and for recording its readings, including actions to be taken in the event that limit values specified in the OM are exceeded. In addition, the procedures, including ATC procedures, to be followed in the event that a decision to descend or reroute is taken.

9.7 All-Weather Operations

9.8 Use of the Minimum Equipment List and Configuration Deviation List.

9.9 Non-Revenue Flights

Procedures and limitations for:

(a) Training flights;

(b) Test flights;

(c) Delivery flights;

(d) Ferry flights;

(e) Demonstration flights; and

(f) Positioning flights, including the type of persons who may be carried on such flights.

9.10 Oxygen Requirements

An explanation of the conditions under which oxygen shall be provided and used.

10.0 Dangerous Goods and Weapons

10.1 Transport of Dangerous Goods

Information, instructions, and general guidance on the transport of dangerous goods, including:

(a) The 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) Procedures and actions to be taken for responding to emergency situations involving dangerous goods;

(d) Duties of all personnel involved; and

(e) Instructions on the carriage by the operator's employees.

10.2 Transport of Weapons

The conditions under which weapons, munitions of war, and sporting weapons may be carried.

11.0 Security

11.1 Security Policies and Procedures

A description of security policies and procedures for handling and reporting crime (e.g., unlawful interference, sabotage, bomb threats, and hijacking) on board.

11.2 Security Instructions and Guidance

Security instructions and guidance of a non-confidential nature that shall include the authority and responsibilities of operations personnel.

11.3 Preventive Security Measures and Training

A description of preventive security measures and training.

Note: Parts of the security instructions and guidance may be kept confidential.

12.0 Handling of Accidents and Incidents

12.1 Procedures for the Handling, Notifying, and Reporting of Accidents and Incidents.

This section shall include:

- (a) Definitions of accidents and incidents and the relevant responsibilities of all persons involved;
- (b) Descriptions of the company departments, authorities, or other institutions that shall be notified in case of an accident or incident, and by which means and in what sequence;
- (c) Special notification requirements in the event of an accident or incident when dangerous goods are being carried;
- (d) A description of the requirements to report accidents and incidents;
- (e) The forms used for reporting accidents and incidents and the procedure for submitting such forms to the Authority;
- (f) If the operator develops additional safety-related reporting procedures for its own internal use, a description of the applicability and related forms to be used; and
- (g) Procedures for PICs who have observed an accident or incident.

13.0 Rules of the Air

Rules of the air, including:

- (a) Territorial application of the Rules of the Air;
- (b) The circumstances during which a radio listening watch shall be maintained;
- (c) ATC clearances, adherence to flight plan, and position reports;
- (d) The ground-air visual codes for use by survivors, description and use of signal aids; and
- (e) Distress and urgency signals.

Appendix 10 Passenger Briefing Cards

An operator shall, at each exit seat, provide passenger briefing cards that include the following information in the primary language in which emergency commands are given by the crew:

- (a) Functions required of a passenger in the event of an emergency in which a crew member is not available to assist, including how to:
 - (1) Locate the emergency exit;
 - (2) Recognise the emergency exit opening mechanism;
 - (3) Comprehend the instructions for operating the emergency exit;
 - (4) Operate the emergency exit;
 - (5) Assess whether opening the emergency exit will increase the hazards to which passengers may be exposed;
 - (6) Follow oral directions and hand signals given by a crew member;
 - (7) Stow or secure the emergency exit door so it will not impede the use of the exit;
 - (8) Assess the condition of an escape slide, activate the slide, and stabilise the slide after deployment to assist others in getting off the slide;
 - (9) Pass expeditiously through the emergency exit; and
 - (10) Assess, select, and follow a safe path away from the emergency exit; and
- (b) A request that a passenger identify himself or herself to allow reseating if he or she:
 - (1) Is less than 15 years of age or lacks the capacity to perform one or more of the applicable functions listed in (a) above without the assistance of an adult companion, parent, or other relative;
 - (2) Cannot perform the emergency functions stated in the information card;
 - (3) Has an indiscernible condition that will prevent him or her from performing the emergency functions;
 - (4) May suffer bodily harm as a result of performing one or more of the emergency functions;
 - (5) Does not wish to perform the emergency functions; or
 - (6) Lacks the ability to read, speak, or understand the language or the graphic form in which instructions are provided by the operator.

Appendix 11 Aeronautical Data Control System

An operator shall provide aeronautical data about each aerodrome of intended operation. Such data shall include the following:

(a) Aerodromes and heliports:

- (1) Facilities;
- (2) Public protection;
- (3) Navigation and communication aids;
- (4) Construction affecting take-off, landing, or ground operations; and
- (5) Air traffic facilities.

(b) Runways, clearways, and stopways:

- (1) Dimensions;
- (2) Surface;
- (3) Marking and lighting systems; and
- (4) Elevation and gradient.

(c) Displaced thresholds:

- (1) Location;
- (2) Dimensions; and
- (3) Take-off, landing, or both.

(d) Obstacles:

- (1) Those affecting take-off and landing performance computations; and
- (2) Controlling obstacles.

(e) Instrument flight procedures:

- (1) Departure procedure;
- (2) Approach procedure; and
- (3) Missed approach procedure.

(f) Special information:

- (1) RVR measurement equipment; and
- (2) Prevailing winds under low-visibility conditions.

Appendix 12 Route Guide – Areas, Routes, Aerodromes, and Heliports

- (a) An operator shall submit and maintain as part of its operations manual a route guide containing information on areas, routes, aerodromes, and heliports. The route guide shall contain at least the information in AMC3 ORO.MLR.100 Operations manual – general, CONTENTS — CAT OPERATIONS (a) C ROUTE/ROLE/AREA AND AERODROME/OPERATING SITE INSTRUCTIONS AND INFORMATION.
- (b) The route guide shall ensure that the flight crew have, for each flight, information relating to communication facilities, navigation aids, aerodromes, heliports, instrument approaches, instrument arrivals, and instrument departures, as applicable for the operation, and such other information as the operator may deem necessary in the proper conduct of flight operations.
- (c) Each route guide shall contain at least the following information:
 - (1) The minimum flight altitudes for each aircraft to be flown;
 - (2) Aerodrome operating minima for each of the aerodromes that are likely to be used as aerodromes of intended landing or as alternate aerodromes;
 - (3) The increase of aerodrome operating minima in case of degradation of approach or aerodrome facilities;
 - (4) Heliport operating minima for each of the heliports that are likely to be used as heliports of intended landing or as alternate heliports;
 - (5) The increase of heliport operating minima in case of degradation of approach or heliport facilities; and
 - (6) The necessary information for compliance with all flight profiles required by regulations, including the determination of:
 - (i) Take-off runway length requirements for dry, wet, and contaminated conditions, including those dictated by systems failures that affect the take-off distance;
 - (ii) Take-off climb limitations;
 - (iii) En route climb limitations;
 - (iv) Approach climb limitations and landing climb limitations;
 - (v) Landing runway length requirements for dry, wet, and contaminated conditions, including systems failures that affect the landing distance; and
 - (vi) Supplementary information, such as tire speed limitations.

Appendix 13 Weather Reporting Sources

(a) The Authority approves the following sources of weather reports and considers the reports from these sources satisfactory for flight planning or for controlling flight movement:

- (1) State meteorological office;
- (2) State-operated automated surface observation stations;

Note: Some automated systems cannot report all required items for a complete surface aviation weather report.

- (3) State-operated supplemental aviation weather reporting stations;
- (4) Observations taken by aerodrome traffic control towers;
- (5) State-contracted weather observatories;
- (6) Any active meteorological office operated by a foreign state that subscribes to the ICAO Standards and practices;

Note: These meteorological offices are normally listed in the meteorological tables located in ICAO Regional Air Navigation Plans.

- (7) Any military weather-reporting sources approved by the Authority;

Note: Use of military sources is limited to control of those flight operations that use military aerodromes as departure, destination, alternate, or diversionary aerodromes.

- (8) Near-real-time reports such as pilot reports, radar reports, radar summary charts, and satellite imagery reports made by commercial weather sources or other sources specifically approved by the Authority; and
- (9) A weather reporting system operated and maintained by the operator and approved by the Authority.

Appendix 14 De-icing and Anti-icing Programme

- (a) An operator's ground de-icing and anti-icing programme shall include a detailed description of:
- (1) Method for determining that conditions are such that frost, ice, or snow may reasonably be expected to adhere to the aircraft and that ground de-icing and anti-icing operational procedures shall be in effect;
 - (2) Responsibility for deciding that ground de-icing and anti-icing operational procedures shall be in effect;
 - (3) The procedures for implementing ground de-icing and anti-icing operational procedures; and
 - (4) The specific duties and responsibilities of each operational position or group responsible for getting the aircraft safely airborne while ground de-icing and anti-icing operational procedures are in effect.
- (b) Initial and annual recurrent ground training for flight crew and all other affected personnel (e.g., flight operations officers/flight dispatchers, ground personnel, contract personnel) shall cover the specific requirements of the approved de-icing and anti-icing programme and each person's responsibilities and duties under the approved programme, including:
- (1) the use of holdover times;
 - (2) aircraft de-icing/anti-icing procedures, including inspection and check procedures and responsibilities;
 - (3) communication procedures;
 - (4) aircraft surface contamination (e.g., adherence of frost, ice, or snow) and critical area identification and how contamination adversely affects aircraft performance and flight characteristics;
 - (5) types and characteristics of de-icing/anti-icing fluids;
 - (6) cold weather pre-flight inspection procedures; and
 - (7) techniques for recognising contamination on the aircraft.
- (c) An operator's de-icing and anti-icing programme shall include procedures for flight crew members to increase or decrease the determined holdover time in changing conditions. The holdover time shall be supported by data acceptable to the Authority. If the maximum holdover time is exceeded, take-off is prohibited unless at least one of the following conditions exists:
- (1) A pre-take-off contamination check is conducted outside the aircraft (within 5 minutes prior to beginning take-off) to determine that the wings, control surfaces, and other critical surfaces, as defined in the operator's de-icing and anti-icing programme, are free of frost, ice, or snow;
 - (2) It is otherwise determined by an alternate procedure, approved by the Authority and in accordance with the operator's approved de-icing and anti-icing programme, that the wings, control surfaces, and other critical surfaces are free of frost, ice, or snow; or
 - (3) The wings, control surfaces, and other critical surfaces, as defined in the operator's de-icing and anti-icing programme, are de-iced again and a new holdover time is determined.

End of Directive