

# Seychelles Civil Aviation Authority

Safety and Security Regulation Department

Flight Operations and Flight Crew Licensing Inspectorate

Issue: 01

31 August 2023

## FLIGHT OPERATIONS DIRECTIVE

Number: OPS/2023/003

### General Requirements for Aeroplane Commercial Air Transport Operations

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 transposes the Standards and Recommended Practices (SARPs) of the 12<sup>th</sup> edition of Annex 6 to the Convention on International Civil Aviation, Operation of Aircraft, Part I International Commercial Air Transport — Aeroplanes, Chapter 3, General into requirements in accordance with regulation 110 of the Civil Aviation (Safety) Regulations 2017.

*Note: The 12<sup>th</sup> edition of ICAO Annex 6 Part I dated July 2022 incorporates amendment number 48.*

#### 2. Applicability

The requirements of this directive shall be applicable to the operation of aeroplanes by operators authorized to conduct commercial air transport operations. These commercial air transport operations include scheduled air services and non-scheduled air transport operations 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.*

Unless otherwise indicated, compliance with the requirements of this directive shall be in accordance with the Implementing Regulations (IR) of Annexes I to V of EASA Air Operations inclusive of the associated Acceptable Means of Compliance (AMC) and Guidance Material (GM). These Annexes has been adopted into technical standards in accordance with the following Civil Aviation Directives:

- (a) SCAA CAD OPS-P8 (EASA Part ORO) – Organisation Requirements for Operations
- (b) SCAA CAD OPS 38 (EASA Part CAT) – Commercial Air Transport Operations
- (c) SCAA CAD OPS 41 (EASA Part SPA) – Specific Approvals

*Note: Specific EASA Air Operations reference is indicated under the respective paragraph as applicable.*

### **3. References**

- ICAO Doc 9859 Safety Management Manual
- ICAO Doc 8168 Procedures for Air Navigation Services, Aircraft Operations (PANS-OPS)
  - Volume I, Flight Procedures
  - Volume II, Construction of Visual and Instrument Flight Procedures
- ICAO Doc 10153 Guidance on the Preparation of an Operations Manual
- ICAO Doc 10000 Manual on Flight Data Analysis Programmes (FDAP)
- ICAO Circular 347 Aircraft Tracking Implementation Guidelines
- ICAO Circular 340 Guidelines for the Expanded Use of Portable Electronic Devices

### **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 Regulation by mail [dalabrosse@scaa.sc](mailto:dalabrosse@scaa.sc) or by contacting the SCAA Safety and Security Regulations Flight Operations and Personnel Licencing Inspectorate (telephone 4384271).

### **5. Effective Date**

31<sup>st</sup> August 2023

### **6. Cancellation**

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

## 7. General Requirements for Commercial Air Transport – Aeroplanes

### 7.1 Compliance with Laws, Regulations and Procedures

*Note: Compliance with paragraph 7.1.1 to 7.1.3 shall be in accordance ORO.GEN.110 as applicable.*

7.1.1 The operator shall ensure that all employees when abroad know that they must comply with the laws, regulations and procedures of those States in which operations are conducted.

7.1.2 The operator shall ensure that all pilots are familiar with the laws, regulations and procedures, pertinent to the performance of their duties, prescribed for the areas to be traversed, the aerodromes to be used and the air navigation facilities relating thereto. The operator shall ensure that other members of the flight crew are familiar with such of these laws, regulations and procedures as are pertinent to the performance of their respective duties in the operation of the aeroplane.

*Note: Information for pilots and flight operations personnel on flight procedure parameters and operational procedures is contained in ICAO Doc 8168 Procedures for Air Navigation Services, Aircraft Operations (PANS-OPS), Volume I. Criteria for the construction of visual and instrument flight procedures are contained in ICAO Doc 8168 PANS-OPS, Volume II. **Obstacle clearance criteria and procedures used in certain States may differ from PANS-OPS, and knowledge of these differences is important for safety reasons.***

7.1.3 The operator or a designated representative shall have responsibility for operational control.

*Note: The rights and obligations of a State in respect to the operation of aeroplanes registered in that State are not affected by this provision.*

7.1.4 Responsibility for operational control shall be delegated only to the pilot-in-command and to a flight operations officer/flight dispatcher if the operator's approved method of control and supervision of flight operations requires the use of flight operations officer/flight dispatcher personnel.

*Note 1: Guidance on the operational control organization and the role of the flight operations officer/flight dispatcher is contained in Flight Operations Notice – Operational Control.*

*Note 2: Detailed guidance on the authorization, duties and responsibilities of the flight operations officer/flight dispatcher is contained in ICAO Doc 10153 Guidance on the Preparation of an Operations Manual.*

*Note 3: The requirements for age, skill, knowledge and experience for licensed flight operations officers/flight dispatchers are contained in Appendix A to Flight Operations Directive – Flight Operations Officers/Flight Dispatchers.*

7.1.5 If an emergency situation which endangers the safety of the aeroplane or persons becomes known first to the flight operations officer/flight dispatcher, action by that person in accordance with paragraph 7.6.2 of Flight Operations Directive – Flight Operations shall include, where necessary, notification to the appropriate authorities of the nature of the situation without delay, and requests for assistance if required.

7.1.6 If an emergency situation which endangers the safety of the aeroplane or persons necessitates the taking of action which involves a violation of local regulations or procedures, the pilot-in-command shall notify the appropriate local authority without delay. If required by the State in which the incident occurs, the pilot-in-command shall submit a report on any such violation to the appropriate authority of such State; in that event, the pilot-in-command shall also submit a copy of it to the Authority. Such reports shall be submitted as soon as possible and within ten days.

*Note: Compliance with this paragraph shall be in accordance with CAT.GEN.MPA.105 Responsibilities of the commander as applicable.*

7.1.7 Operators shall ensure that pilots-in-command have available on board the aeroplane all the essential information concerning the search and rescue services in the area over which the aeroplane will be flown.

*Note 1: This information may be made available to the pilot by means of the operations manual or such other means as is considered appropriate.*

*Note 2: Compliance with this paragraph shall be in accordance with CAT.GEN.MPA.180 Documents, manuals and information to be carried as applicable.*

7.1.8 Operators shall ensure that flight crew members demonstrate the ability to speak and understand the language used for radiotelephony communications as specified in Flight Crew Licensing Directive – Language Proficiency.

#### **7.1.9 Endangering Safety**

7.1.9.1 Operators shall take all reasonable measures to ensure that no person recklessly, intentionally or negligently acts or omits to act so as to:

- (a) endanger an aircraft or person therein; or
- (b) cause or permit an aircraft to endanger any person or property.

7.1.9.2 The operator shall ensure that flight crew has undergone a psychological assessment before commencing line flying in order to:

- (a) identify psychological attributes and suitability of the flight crew in respect of the work environment; and
- (b) reduce the likelihood of negative interference with the safe operation of the aircraft.

7.1.9.3 Considering the size, nature and complexity of the activity of an operator, an operator may replace the psychological assessment referred to in 7.1.9.2 above with an internal assessment of the psychological attributes and suitability of flight crew.

*Note: Compliance with this paragraph shall be in accordance with CAT.GEN.MPA.175 Endangering safety as applicable.*

7.1.10 Operators shall ensure that at least for the duration of each flight or series of flights information relevant to the flight and appropriate for the type of operation is preserved on the ground.

*Note: Compliance with this paragraph shall be in accordance with CAT.GEN.MPA.185 Information to be retained on the ground as applicable.*

## **7.2 Compliance by Operators with Laws, Regulations and Procedures of a Foreign State**

7.2.1 Operators shall ensure compliance with laws, regulations and procedures of a foreign state where operations are conducted and shall report to the Authority cases of non-compliance or suspected non-compliance with laws, regulations and procedures applicable within that state's territory, or a similar serious safety issue.

*Note: In cases involving operators of wet-leased aircraft, such notification shall also be made to the State of Registry, if the issue falls within the responsibilities of that State and warrants a notification.*

7.2.2 In the case of notification as specified in paragraph 7.2.1 above, if the issue and its resolution warrant it, the operator shall be subject to enforcement action by the Authority.

*Note: The Authority will engage in consultations with the state in which the operation is conducted, concerning the safety standards maintained by the operator and enforcement action applied to ensure resolution of any safety concern.*

## **7.3 Safety Management**

*Note 1: Safety Management Directive – Safety Management includes safety management requirements for air operators. Further guidance is contained in ICAO Doc 9859 Safety Management Manual (SMM).*

*Note 2: Compliance with paragraphs 7.3.1, 7.3.2 and 7.3.3 shall be in accordance with ORO.AOC.130 Flight data monitoring – aeroplanes as applicable except for the certified take-off mass of 20,000 kg requirement which shall be applicable for operators.*

7.3.1 The operator of an aeroplane of a certificated take-off mass in excess of 20,000 kg shall establish and maintain a flight data analysis programme as part of its safety management system.

7.3.2 The operator of an aeroplane certified with a flight data acquisition unit shall establish and maintain a flight data analysis programme as part of its safety management system.

*Note: The operator may contract the operation of a flight data analysis programme to another party while retaining overall responsibility for the maintenance of such a programme.*

7.3.3 A flight data analysis programme shall contain adequate safeguards to protect the source(s) of the data in accordance with Appendix 1 to Safety Management Directive – Safety Data and Safety Information Collection, Analysis, Protection, Sharing and Exchange.

*Note: Guidance on the establishment of flight data analysis programmes is included in ICAO Doc 10000 Manual on Flight Data Analysis Programmes (FDAP).*

7.3.4 Unless otherwise prescribed by applicable national regulations operators shall not allow the use of recordings or transcripts of CVR, CARS, Class A AIR and Class A AIRS for purposes other than the investigation of an accident or incident as per Civil Aviation (Investigation of Aircraft Accident and Incident) Regulation or equivalent accident regulations applicable in the state of accident or incident occurrence, except where the recordings or transcripts are:

(a) related to a safety-related event identified in the context of a safety management system; are restricted to the relevant portions of a de-identified transcript of the recording; and are subject to the protections accorded by Safety Management Directive – Safety Data and Safety Information Collection, Analysis, Protection, Sharing and Exchange;

- (b) sought for use in criminal proceedings not related to an event involving an accident or incident investigation and are subject to the protections accorded by Safety Management Directive – Safety Data and Safety Information Collection, Analysis, Protection, Sharing and Exchange; or
- (c) used for inspections of flight recorder systems as provided in paragraph 7 of Appendix 1 to Flight Operations Directive – Aeroplane Instruments, Equipment and Flight Documents.

*Note 1: Provisions on the protection of safety data, safety information and related sources are contained in Appendix 1 to Safety Management Directive – Safety Data and Safety Information Collection, Analysis, Protection, Sharing and Exchange. When an investigation is instituted applicable under Seychelles Civil Aviation (Investigation of Aircraft Accident and Incident) Regulation or equivalent accident regulations applicable in the state of accident or incident occurrence, investigation records are subject to the protections accorded by such regulations.*

*Note 2: Compliance with paragraphs 7.3.4 and 7.3.5 shall be in accordance with CAT.GEN.MPA.195 Handling of flight recorder recordings: preservation, production, protection and use as applicable with exception to Regulation (EU) No 996/2010 and Regulation (EU) 2016/679 of the European Parliament and of the Council cited in item (f) which shall not apply to Seychelles.*

7.3.5 Unless otherwise prescribed by applicable national regulations operators shall not allow the use of recordings or transcripts of FDR, ADRS as well as Class B and Class C AIR and AIRS for purposes other than the investigation of an accident or incident as per Civil Aviation (Investigation of Aircraft Accident and Incident) Regulation or equivalent accident regulations applicable in the state of accident or incident occurrence, except where the recordings or transcripts are subject to the protections accorded by Safety Management Directive – Safety Data and Safety Information Collection, Analysis, Protection, Sharing and Exchange:

- (a) used by the operator for airworthiness or maintenance purposes;
- (b) used by the operator in the operation of a flight data analysis programme required in this directive;
- (c) sought for use in proceedings not related to an event involving an accident or incident investigation;
- (d) de-identified; or
- (e) disclosed under secure procedures.

*Note: Provisions on the protection of safety data, safety information and related sources are contained in Appendix 1 to Safety Management Directive – Safety Data and Safety Information Collection, Analysis, Protection, Sharing and Exchange.*

7.3.6 The operator shall establish a flight safety documents system, for the use and guidance of operational personnel, as part of its safety management system.

*Note: Guidance on the development and organization of a flight safety documents system is provided in Attachment A below and in Flight Operations Notice – Flight Safety Document System.*

## 7.4 Use of Psychoactive Substances

*Note 1: Requirements concerning the use of psychoactive substances are contained in Flight Crew Licensing Directive – Use of Psychoactive Substances.*

*Note 2: Compliance with this paragraph shall be in accordance CAT.GEN.MPA.170 Psychoactive substances and CAT.GEN.MPA.215 Support programme as applicable.*

The operator shall take all reasonable measures to ensure that no person enters or is in an aircraft when under the influence of psychoactive substances to the extent that the safety of the aircraft or its occupants is likely to be endangered.

## 7.5 Aircraft Tracking

*Note: Compliance with this paragraph shall be in accordance CAT.GEN.MPA.205 Aircraft tracking system — Aeroplanes as applicable.*

7.5.1 The operator shall establish an aircraft tracking capability to track aeroplanes throughout its area of operations.

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

7.5.2 The 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:

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

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

*Note: Air Traffic Service regulations prescribes that air traffic services units, in carrying out their objectives, shall have due regard for the requirements of the operators consequent on their obligations as specified in flight operations regulations or directives, and, if so required by the operators, shall make available to them or their designated representatives such information as may be available to enable them or their designated representatives to carry out their responsibilities. When so requested by an operator, messages (including position reports) received by air traffic services units and relating to the operation of the aircraft for which operational control service is provided by that operator shall, so far as practicable, be made available immediately to the operator or a designated representative in accordance with locally agreed procedures. Refer to applicable air traffic service procedures, for coordination between the operator and air traffic services providers regarding position report messages.*

7.5.3 The 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) that is planned in an oceanic area(s) under the following conditions:

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

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

*Note 1: Oceanic area, for the purpose of aircraft tracking, is the airspace which overlies waters outside the territory of a State.*

*Note 2: Refer to applicable air traffic service procedures, for coordination between the operator and air traffic services providers regarding position report messages.*

*Note 3: Operational procedures for monitoring the aircraft tracking information contained in PANS-OPS, Volume III, Section 10 are transposed in Flight Operations Notice – Aircraft Tracking.*

7.5.4 Notwithstanding the provisions in 7.5.2 and 7.5.3, 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, can be managed and shall include at least the following:

- (a) capability of the operator's operational control systems and processes, including those for contacting ATS units;
- (b) overall capability of the aeroplane and its systems;
- (c) available means to determine the position of, and communicate with, the aeroplane;
- (d) frequency and duration of gaps in automated reporting;
- (e) human factors consequences resulting from changes to flight crew procedures; and
- (f) specific mitigation measures and contingency procedures.

*Note: Guidance on development, implementation and approval of the risk assessment process, which 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.*

7.5.5 The operator shall establish procedures, approved by the Authority, for the retention of aircraft tracking data to assist SAR in determining the last known position of the aircraft.

*Note: Refer to paragraph 7.2.1.3.1 of Flight Operations Directive – Flight Operations for operator responsibilities when using third parties for the conduct of aircraft tracking under paragraph 7.5.*

## **7.6 Portable Electronic Device (PEDs)**

The operator shall not permit any person to use a portable electronic device (PED) on board an aircraft that could adversely affect the performance of the aircraft's systems and equipment and shall take all reasonable measures to prevent such use.

*Note 1: Compliance with this paragraph shall be in accordance with CAT.GEN.MPA.140 Portable electronic devices.*

*Note 2: Further guidance on portable electronic devices is contained in ICAO Circular 340 Guidelines for the Expanded Use of Portable Electronic Devices and Flight Operations Notice – Portable Electronic Device (PEDs).*



## Appendix 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) *Accelerate-Stop Distance Available (ASDA)*. The length of the take-off run available plus the length of stopway, if provided.
- (2) *Advanced Aircraft*. An aircraft with equipment in addition to that required for a basic aircraft for a given take-off, approach or landing operation.
- (3) *Aerial Work*. An aircraft operation in which an aircraft is used for specialized services such as agriculture, construction, photography, surveying, observation and patrol, search and rescue, aerial advertisement, etc.
- (4) *Aerodrome*. A defined area on land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.
- (5) *Aerodrome Operating Minima*. The limits of usability of an aerodrome for:
  - (a) take-off, expressed in terms of runway visual range and/or visibility and, if necessary, cloud conditions;
  - (b) landing in 2D instrument approach operations, expressed in terms of visibility and/or runway visual range, minimum descent altitude/height (MDA/H) and, if necessary, cloud conditions; and
  - (c) landing in 3D instrument approach operations, expressed in terms of visibility and/or runway visual range and decision altitude/height (DA/H) as appropriate to the type and/or category of the operation.
- (6) *Aeroplane*. A power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.
- (7) *Agreement Summary*. When an aircraft is operating under an Article 83 bis agreement between the State of Registry and another State, the agreement summary is a document transmitted with the Article 83 bis Agreement registered with the ICAO Council that identifies succinctly and clearly which functions and duties are transferred by the State of Registry to that other State.

*Note: The other State in the above definition refers to the State of the Operator for commercial air transport operations.*

- (8) *Aircraft*. Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.
- (9) *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.

*Note: The aircraft operating manual is part of the operations manual.*

- (10) *Aircraft Tracking*. A process, established by the operator, that maintains and updates, at standardized intervals, a ground-based record of the four-dimensional position of individual aircraft in flight.
- (11) *Air Operator Certificate (AOC)*. A certificate authorizing an operator to carry out specified commercial air transport operations.
- (12) *Air Traffic Service (ATS)*. A generic term meaning variously, flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service or aerodrome control service).
- (13) *Airworthy*. The status of an aircraft, engine, propeller or part when it conforms to its approved design and is in a condition for safe operation.
- (14) *Alternate Aerodrome*. An aerodrome to which an aircraft may proceed when it becomes either impossible or inadvisable to proceed to or to land at the aerodrome of intended landing where the necessary services and facilities are available, where aircraft performance requirements can be met, and which is operational at the expected time of use. Alternate aerodromes include the following:
- (a) *Take-Off Alternate*. An alternate aerodrome at which an aircraft would be able to land should this become necessary shortly after take-off and it is not possible to use the aerodrome of departure.
  - (b) *En-Route Alternate*. An alternate aerodrome at which an aircraft would be able to land in the event that a diversion becomes necessary while en route.
  - (c) *Destination Alternate*. An alternate aerodrome at which an aircraft would be able to land should it become either impossible or inadvisable to land at the aerodrome of intended landing.
- Note: The aerodrome from which a flight departs may also be an en-route or a destination alternate aerodrome for that flight.*
- (15) *Altimetry System Error (ASE)*. The difference between the altitude indicated by the altimeter display, assuming a correct altimeter barometric setting, and the pressure altitude corresponding to the undisturbed ambient pressure.
- (16) *Appropriate Airworthiness Requirements*. The comprehensive and detailed airworthiness codes established, adopted or accepted by a Contracting State for the class of aircraft, engine or propeller under consideration.
- (17) *Area Navigation (RNAV)*. A method of navigation which permits aircraft operation on any desired flight path within the coverage of ground- or space-based navigation aids or within the limits of the capability of self-contained aids, or a combination of these.
- Note: Area navigation includes performance-based navigation as well as other operations that do not meet the definition of performance-based navigation.*
- (18) *Basic Aircraft*. An aircraft which has the minimum equipment required to perform the intended take-off, approach or landing operation.
- (19) *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 of the aircraft, but who shall not act as a flight crew member.
- (20) *COMAT*. Operator material carried on an operator's aircraft for the operator's own purposes.

- (21) *Combined Vision System (CVS)*. A system to display images from a combination of an enhanced vision system (EVS) and a synthetic vision system (SVS).
- (22) *Commercial Air Transport Operation*. An aircraft operation involving the transport of passengers, cargo or mail for remuneration or hire.
- (23) *Configuration Deviation List (CDL)*. A list established by the organization 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 necessary, any information on associated operating limitations and performance correction.
- (24) *Contaminated Runway*. A runway is contaminated when a significant portion of the runway surface area (whether in isolated areas or not) within the length and width being used is covered by one or more of the substances listed in the runway surface condition descriptors.

*Runway Surface Condition Descriptors*. One of the following elements on the surface of the runway:

*Note: The descriptions for (i) to (viii) are used solely in the context of the runway condition report and are not intended to supersede or replace any existing World Meteorological Organization (WMO) definitions.*

- (i) *Compacted Snow*. Snow that has been compacted into a solid mass such that aeroplane tires, at operating pressures and loadings, will run on the surface without significant further compaction or rutting of the surface.
- (ii) *Dry Snow*. Snow from which a snowball cannot readily be made.
- (iii) *Frost*. Frost consists of ice crystals formed from airborne moisture on a surface whose temperature is below freezing. Frost differs from ice in that the frost crystals grow independently and therefore have a more granular texture.

*Note 1: Below freezing refers to air temperature equal to or less than the freezing point of water (0 degree Celsius).*

*Note 2: Under certain conditions frost can cause the surface to become very slippery and it is then reported appropriately as reduced braking action.*

- (iv) *Ice*. Water that has frozen or compacted snow that has transitioned into ice, in cold and dry conditions.
- (v) *Slush*. Snow that is so water-saturated that water will drain from it when a handful is picked up or will splatter if stepped on forcefully.
- (vi) *Standing Water*. Water of depth greater than 3 mm.

*Note: Running water of depth greater than 3 mm is reported as standing water by convention.*

- (vii) *Wet Ice*. Ice with water on top of it or ice that is melting.

*Note: Freezing precipitation can lead to runway conditions associated with wet ice from an aeroplane performance point of view. Wet ice can cause the surface to become very slippery. It is then reported appropriately as reduced braking action in line with procedures in the PANS-Aerodromes (Doc 9981).*

- (viii) *Wet snow*. Snow that contains enough water content to be able to make a well-compacted, solid snowball, but water will not squeeze out.
- (25) *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.
- (26) *Continuing Airworthiness Records*. Records which are related to the continuing airworthiness status of an aircraft, engine, propeller or associated part.
- (27) *Continuous Descent Final Approach (CDFA)*. A technique, consistent with stabilized approach procedures, for flying the final approach segment of a non-precision instrument approach procedure as a continuous descent, without level-off, from an altitude/height at or above the final approach fix altitude/height to a point approximately 15 m (50 ft) above the landing runway threshold or the point where the flare manoeuvre should begin for the type of aircraft flown.
- (28) *Crew Member*. A person assigned by an operator to duty on an aircraft during a flight duty period.
- (29) *Cruise Relief Pilot*. A flight crew member who is assigned to perform pilot tasks during cruise flight, to allow the pilot-in-command or a co-pilot to obtain planned rest.
- (30) *Cruising Level*. A level maintained during a significant portion of a flight.
- (31) *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 Doc 9284 Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) or which are classified according to those Instructions.
- (32) *Decision Altitude (DA) or Decision Height (DH)*. A specified altitude or height in a 3D instrument approach operation at which a missed approach must be initiated if the required visual reference to continue the approach has not been established.
- Note 1: Decision altitude (DA) is referenced to mean sea level and decision height (DH) is referenced to the threshold elevation.*
- Note 2: The required visual reference means that section of the visual aids or of the approach area which should have been in view for sufficient time for the pilot to have made an assessment of the aircraft position and rate of change of position, in relation to the desired flight path. In Category III operations with a decision height the required visual reference is that specified for the particular procedure and operation.*
- Note 3: For convenience where both expressions are used, they may be written in the form "decision altitude/height" and abbreviated "DA/H".*
- (33) *Dry Runway*. A runway is considered dry if its surface is free of visible moisture and not contaminated within the area intended to be used.
- (34) *Duty*. Any task that flight or cabin crew members are required by the operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue.
- (35) *Duty Period*. A period which starts when a flight or cabin crew member is required by an operator to report for or to commence a duty and ends when that person is free from all duties.

- (36) *EDTO Critical Fuel*. The fuel quantity necessary to fly to an en-route alternate aerodrome considering, at the most critical point on the route, the most limiting system failure.

*Note: ICAO Doc 10085 Extended Diversion Time Operations (EDTO) Manual contains guidance on EDTO critical fuel scenarios.*

- (37) *EDTO Significant System*. An aeroplane system whose failure or degradation could adversely affect the safety particular to an EDTO flight, or whose continued functioning is specifically important to the safe flight and landing of an aeroplane during an EDTO diversion.
- (38) *Electronic Flight Bag (EFB)*. An electronic information system, comprised of equipment and applications for flight crew, which allows for the storing, updating, displaying and processing of EFB functions to support flight operations or duties.
- (39) *Emergency Locator Transmitter (ELT)*. A generic term describing equipment which broadcast distinctive signals on designated frequencies and depending on application, may be automatically activated by impact or be manually activated. An ELT may be any of the following:
- (a) *Automatic fixed ELT (ELT(AF))*. An automatically activated ELT which is permanently attached to an aircraft.
  - (b) *Automatic portable ELT (ELT(AP))*. An automatically activated ELT which is rigidly attached to an aircraft but readily removable from the aircraft.
  - (c) *Automatic deployable ELT (ELT(AD))*. An ELT which is rigidly attached to an aircraft, and which is automatically deployed and activated by impact, and, in some cases, also by hydrostatic sensors. Manual deployment is also provided.
  - (d) *Survival ELT (ELT(S))*. An ELT which is removable from an aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.
- (40) *Engine*. A unit used or intended to be used for aircraft propulsion. It consists of at least those components and equipment necessary for functioning and control but excludes the propeller/rotors (if applicable).
- (41) *Enhanced Vision System (EVS)*. A system to display electronic real-time images of the external scene achieved through the use of image sensors.

*Note: EVS does not include night vision imaging systems (NVIS).*

- (42) *Extended Diversion Time Operations (EDTO)*. Any operation by an aeroplane with two or more turbine engines where the diversion time to an en-route alternate aerodrome is greater than the threshold time established by the State of the Operator.
- (43) *Fatigue*. A physiological state of reduced mental or physical performance capability resulting from sleep loss, extended wakefulness, circadian phase, and/or workload (mental and/or physical activity) that can impair a person's alertness and ability to perform safety-related operational duties.
- (44) *Fatigue Risk Management System (FRMS)*. A data-driven means of continuously monitoring and managing fatigue-related safety risks, based upon scientific principles and knowledge as well as operational experience that aims to ensure relevant personnel are performing at adequate levels of alertness.
- (45) *Final Approach Segment (FAS)*. That segment of an instrument approach procedure in which alignment and descent for landing are accomplished.

- (46) *Flight Crew Member*. A licensed crew member charged with duties essential to the operation of an aircraft during a flight duty period.
- (47) *Flight Data Analysis*. A process of analysing recorded flight data in order to improve the safety of flight operations.
- (48) *Flight Duty Period*. A period which commences when a flight or cabin crew member is required to report for duty that includes a flight or a series of flights and which finishes when the aircraft finally comes to rest and the engines are shut down at the end of the last flight on which he/she is a crew member.
- (49) *Flight Manual*. A manual, associated with the certificate of airworthiness, containing limitations within which the aircraft is to be considered airworthy, and instructions and information necessary to the flight crew members for the safe operation of the aircraft.
- (50) *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 Annex 1, who supports, briefs and/or assists the pilot-in-command in the safe conduct of the flight.
- (51) *Flight Plan*. Specified information provided to air traffic services units, relative to an intended flight or portion of a flight of an aircraft.
- (52) *Flight Recorder*. Any type of recorder installed in the aircraft for the purpose of complementing accident/incident investigation.

*Automatic Deployable Flight Recorder (ADFR)*. A combination flight recorder installed on the aircraft which is capable of automatically deploying from the aircraft.

- (53) *Flight Safety Documents System*. A set of interrelated documentation established by the operator, compiling and organizing information necessary for flight and ground operations, and comprising, as a minimum, the operations manual and the operator's maintenance control manual.
- (54) *Flight Simulation Training Device*. Any one of the following three types of apparatus in which flight conditions are simulated on the ground:
- (a) A flight simulator, which provides an accurate representation of the flight deck of a particular aircraft type to the extent that the mechanical, electrical, electronic, etc. aircraft systems control functions, the normal environment of flight crew members, and the performance and flight characteristics of that type of aircraft are realistically simulated;
  - (b) A flight procedures trainer, which provides a realistic flight deck environment, and which simulates instrument responses, simple control functions of mechanical, electrical, electronic, etc. aircraft systems, and the performance and flight characteristics of aircraft of a particular class;
  - (c) A basic instrument flight trainer, which is equipped with appropriate instruments, and which simulates the flight deck environment of an aircraft in flight in instrument flight conditions.
- (55) *Flight Time — Aeroplanes*. The total time from the moment an aeroplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

*Note: Flight time as here defined is synonymous with the term "block to block" time or "chock to chock" time in general usage which is measured from the time an aeroplane first moves for the purpose of taking off until it finally stops at the end of the flight.*

- (56) *General Aviation Operation*. An aircraft operation other than a commercial air transport operation or an aerial work operation.
- (57) *Ground Handling*. Services necessary for an aircraft's arrival at, and departure from, an airport, other than air traffic services.
- (58) *Head-Up Display (HUD)*. A display system that presents flight information into the pilot's forward external field of view.
- (59) *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.
- (60) *Human Performance*. Human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.
- (61) *Instrument Approach Operations*. An approach and landing using instruments for navigation guidance based on an instrument approach procedure. There are two methods for executing instrument approach operations:
  - (a) a two-dimensional (2D) instrument approach operation, using lateral navigation guidance only; and
  - (b) a three-dimensional (3D) instrument approach operation, using both lateral and vertical navigation guidance.

*Note: Lateral and vertical navigation guidance refers to the guidance provided either by:*

*a) a ground-based radio navigation aid; or*

*b) computer-generated navigation data from ground-based, space-based, self-contained navigation aids or a combination of these.*

- (62) *Instrument Approach Procedure (IAP)*. A series of predetermined manoeuvres by reference to flight instruments with specified protection from obstacles from the initial approach fix, or where applicable, from the beginning of a defined arrival route to a point from which a landing can be completed and thereafter, if a landing is not completed, to a position at which holding, or en-route obstacle clearance criteria apply. Instrument approach procedures are classified as follows:

- (a) *Non-precision Approach (NPA) Procedure*. An instrument approach procedure designed for 2D instrument approach operations Type A.

*Note: Non-precision approach procedures may be flown using a continuous descent final approach (CDFA) technique. CDFAs with advisory VNAV guidance calculated by on-board equipment are considered 3D instrument approach operations. CDFAs with manual calculation of the required rate of descent are considered 2D instrument approach operations. For more information on CDFAs, refer to ICAO Doc 8168 Procedures for Air Navigation Services, Aircraft Operations (PANS-OPS), Volume I, Part II, Section 5.*

- (b) *Approach Procedure with Vertical Guidance (APV)*. A performance-based navigation (PBN) instrument approach procedure designed for 3D instrument approach operations Type A.

- (c) *Precision Approach (PA) Procedure*. An instrument approach procedure based on navigation systems (ILS, MLS, GLS and SBAS CAT I) designed for 3D instrument approach operations Type A or B.

*Note: Refer to paragraph 7.2.8.3 of Flight Operations Directive – Flight Operations for instrument approach operation types.*

- (63) *Instrument Meteorological Conditions (IMC)*. Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, less than the minima specified for visual meteorological conditions.

*Note: The specified minima for visual meteorological conditions are contained in Rules of the Air regulations.*

- (64) *Isolated Aerodrome*. A destination aerodrome for which there is no destination alternate aerodrome suitable for a given aeroplane type.
- (65) *Landing Distance Available (LDA)*. The length of runway which is declared available and suitable for the ground run of an aeroplane landing.
- (66) *Large Aeroplane*. An aeroplane of a maximum certificated take-off mass of over 5,700 kg.
- (67) *Low-Visibility Operations (LVO)*. Approach operations in RVRs less than 550 m and/or with a DH less than 60 m (200 ft) or take-off operations in RVRs less than 400 m.
- (68) *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.
- (69) *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.
- (70) *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.
- (71) *Master Minimum Equipment List (MMEL)*. A list established for a particular aircraft type by the organization responsible for the type design with the approval of the State of Design containing items, one or more of which is permitted to be unserviceable at the commencement of a flight. The MMEL may be associated with special operating conditions, limitations or procedures.
- (72) *Maximum Diversion Time*. Maximum allowable range, expressed in time, from a point on a route to an en-route alternate aerodrome.
- (73) *Maximum Mass*. Maximum certificated take-off mass.



(74) *Minimum Descent Altitude (MDA) or Minimum Descent Height (MDH)*. A specified altitude or height in a 2D instrument approach operation or circling approach operation below which descent must not be made without the required visual reference.

*Note 1: Minimum descent altitude (MDA) is referenced to mean sea level and minimum descent height (MDH) is referenced to the aerodrome elevation or to the threshold elevation if that is more than 2 m (7 ft) below the aerodrome elevation. A minimum descent height for a circling approach is referenced to the aerodrome elevation.*

*Note 2: The required visual reference means that section of the visual aids or of the approach area which should have been in view for sufficient time for the pilot to have made an assessment of the aircraft position and rate of change of position, in relation to the desired flight path. In the case of a circling approach the required visual reference is the runway environment.*

*Note 3: For convenience when both expressions are used, they may be written in the form “minimum descent altitude/height” and abbreviated “MDA/H”.*

(75) *Minimum Equipment List (MEL)*. A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an operator in conformity with, or more restrictive than, the MMEL established for the aircraft type.

(76) *Modification*. A change to the type design of an aircraft, engine or propeller.

*Note: A modification may also include the embodiment of the modification which is a maintenance task subject to a maintenance release. Further guidance on aircraft maintenance — modification and repair is contained in ICAO Doc 9760 Airworthiness Manual.*

(77) *Navigation Specification*. A set of aircraft and flight crew requirements needed to support performance-based navigation operations within a defined airspace. There are two kinds of navigation specifications:

*Required Navigation Performance (RNP) Specification*. A navigation specification based on area navigation that includes the requirement for performance monitoring and alerting, designated by the prefix RNP, e.g. RNP 4, RNP APCH.

*Area Navigation (RNAV) Specification*. A navigation specification based on area navigation that does not include the requirement for performance monitoring and alerting, designated by the prefix RNAV, e.g. RNAV 5, RNAV 1.

*Note 1: ICAO Doc 9613 Performance-based Navigation (PBN), Volume II, contains detailed guidance on navigation specifications.*

*Note 2: The term RNP, previously defined as “a statement of the navigation performance necessary for operation within a defined airspace”, has been removed from Annex 6 Part I as the concept of RNP has been overtaken by the concept of PBN. The term RNP in this Annex is now solely used in the context of navigation specifications that require performance monitoring and alerting, e.g. RNP 4 refers to the aircraft and operating requirements, including a 4 NM lateral performance with on-board performance monitoring and alerting that are detailed in Doc 9613.*

(78) *Night*. The hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be prescribed by the appropriate authority.

*Note: Civil twilight ends in the evening when the centre of the sun's disc is 6 degrees below the horizon and begins in the morning when the centre of the sun's disc is 6 degrees below the horizon.*

(79) *Obstacle Clearance Altitude (OCA) or Obstacle Clearance Height (OCH)*. The lowest altitude or the lowest height above the elevation of the relevant runway threshold or the aerodrome elevation as applicable, used in establishing compliance with appropriate obstacle clearance criteria.

*Note 1: Obstacle clearance altitude is referenced to mean sea level and obstacle clearance height is referenced to the threshold elevation or in the case of non-precision approach procedures to the aerodrome elevation or the threshold elevation if that is more than 2 m (7 ft) below the aerodrome elevation. An obstacle clearance height for a circling approach procedure is referenced to the aerodrome elevation.*

*Note 2: For convenience when both expressions are used, they may be written in the form "obstacle clearance altitude/ height" and abbreviated "OCA/H".*

(80) *Operational Control*. The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of the safety of the aircraft and the regularity and efficiency of the flight.

(81) *Operational Credit*. A credit authorized for operations with an advanced aircraft enabling a lower aerodrome operating minimum than would normally be authorized for a basic aircraft, based upon the performance of advanced aircraft systems utilizing the available external infrastructure.

(82) *Operational Flight Plan*. The operator's plan for the safe conduct of the flight based on considerations of aeroplane performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodromes concerned.

(83) *Operations Manual*. A manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

(84) *Operations Specifications*. The authorizations, conditions and limitations associated with the air operator certificate and subject to the conditions in the operations manual.

(85) *Operator*. The person, organization or enterprise engaged in or offering to engage in an aircraft operation.

(86) *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.

- (87) *Performance-Based Aerodrome Operating Minimum (PBAOM)*. A lower aerodrome operating minimum, for a given take-off, approach or landing operation, than is available when using a basic aircraft.

*Note 1: The PBAOM is derived by considering the combined capabilities of the aircraft and available ground facilities. Additional guidance material on PBAOM may be found in the Manual of All-Weather Operations (Doc 9365).*

*Note 2: PBAOM may be based on operational credits.*

*Note 3: PBAOM are not limited to PBN operations.*

- (88) *Performance-Based Communication (PBC)*. Communication based on performance specifications applied to the provision of air traffic services.

*Note: An RCP specification includes communication performance requirements that are allocated to system components in terms of the communication to be provided and associated transaction time, continuity, availability, integrity, safety and functionality needed for the proposed operation in the context of a particular airspace concept.*

- (89) *Performance-Based Navigation (PBN)*. Area navigation based on performance requirements for aircraft operating along an ATS route, on an instrument approach procedure or in a designated airspace.

*Note: Performance requirements are expressed in navigation specifications (RNAV specification, RNP specification) in terms of accuracy, integrity, continuity, availability and functionality needed for the proposed operation in the context of a particular airspace concept.*

- (90) *Performance-Based Surveillance (PBS)*. Surveillance based on performance specifications applied to the provision of air traffic services.

*Note: An RSP specification includes surveillance performance requirements that are allocated to system components in terms of the surveillance to be provided and associated data delivery time, continuity, availability, integrity, accuracy of the surveillance data, safety and functionality needed for the proposed operation in the context of a particular airspace concept.*

- (91) *Pilot-in-Command*. The pilot designated by the operator, or in the case of general aviation, the owner, as being in command and charged with the safe conduct of a flight.

- (92) *Point of No Return*. The last possible geographic point at which an aircraft can proceed to the destination aerodrome as well as to an available en-route alternate aerodrome for a given flight.

- (93) *Pressure-Altitude*. An atmospheric pressure expressed in terms of altitude which corresponds to that pressure in the Standard Atmosphere.

- (94) *Psychoactive Substances*. Alcohol, opioids, cannabinoids, sedatives and hypnotics, cocaine, other psychostimulants, hallucinogens, and volatile solvents, whereas coffee and tobacco are excluded.

- (95) *Repair*. The restoration of an aircraft, engine, propeller or associated part to an airworthy condition in accordance with the appropriate airworthiness requirements, after it has been damaged or subjected to wear.

- (96) *Required Communication Performance (RCP) Specification*. A set of requirements for air traffic service provision and associated ground equipment, aircraft capability, and operations needed to support performance-based communication.
- (97) *Required Surveillance Performance (RSP) Specification*. A set of requirements for air traffic service provision and associated ground equipment, aircraft capability, and operations needed to support performance-based surveillance.
- (98) *Rest Period*. A continuous and defined period of time, subsequent to and/or prior to duty, during which flight or cabin crew members are free of all duties.
- (99) *Runway Visual Range (RVR)*. The range over which the pilot of an aircraft on the centre line of a runway can see the runway surface markings or the lights delineating the runway or identifying its centre line.
- (100) *Safe Forced Landing*. Unavoidable landing or ditching with a reasonable expectancy of no injuries to persons in the aircraft or on the surface.
- (101) *Safety Management System (SMS)*. A systematic approach to managing safety, including the necessary organizational structures, accountability, responsibilities, policies and procedures.
- (102) *Small Aeroplane*. An aeroplane of a maximum certificated take-off mass of 5,700 kg or less.
- (103) *State of Registry*. The State on whose register the aircraft is entered.
- (104) *State of the Aerodrome*. The State in whose territory the aerodrome is located.
- (105) *State of the Operator*. The State in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence.
- (106) *Synthetic Vision System (SVS)*. A system to display data-derived synthetic images of the external scene from the perspective of the flight deck.
- (107) *Target Level of Safety (TLS)*. A generic term representing the level of risk which is considered acceptable in particular circumstances.
- (108) *Threshold Time*. The range, expressed in time, established by the Authority, to an en-route alternate aerodrome, whereby any time beyond requires an EDTO approval from the Authority.
- (109) *Total Vertical Error (TVE)*. The vertical geometric difference between the actual pressure altitude flown by an aircraft and its assigned pressure altitude (flight level).
- (110) *Visual Meteorological Conditions (VMC)*. Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, equal to or better than specified minima.
- Note: The specified minima are contained in rules of the air regulations.*
- (111) *Wet Runway*. The runway surface is covered by any visible dampness or water up to and including 3 mm deep within the intended area of use.

**Attachment A Flight Safety Documents System**  
*Supplementary to paragraph 7.3.6*

**1 Introduction**

- 1.1 The following material provides guidance on the organization and development of the operator's flight safety documents system. It should be understood that the development of a flight safety documents system is a complete process, and changes to each document comprising the system may affect the entire system. Guidelines applicable to the development of operational documents have been produced by government and industry sources and are available to operators. Nevertheless, it may be difficult for operators to make the best use of these guidelines, since they are distributed across a number of publications.
- 1.2 Furthermore, guidelines applicable to operational documents development tend to focus on a single aspect of documents design, for example, formatting and typography. Guidelines rarely cover the entire process of operational documents development. It is important for operational documents to be consistent with each other, and consistent with regulations, manufacturer requirements and Human Factors principles. It is also necessary to ensure consistency across departments as well as consistency in application. Hence the emphasis on an integrated approach, based on the notion of the operational documents as a complete system.
- 1.3 The guidelines in this Attachment address the major aspects of the operator's flight safety documents system development process, with the aim of ensuring compliance with paragraph 7.3.6 above. The guidelines are based not only upon scientific research, but also upon current best industry practices, with an emphasis on a high degree of operational relevance.

**2 Organization**

- 2.1 A flight safety documents system should be organized according to criteria which ensure easy access to information required for flight and ground operations contained in the various operational documents comprising the system and which facilitate management of the distribution and revision of operational documents.
- 2.2 Information contained in a flight safety documents system should be grouped according to the importance and use of the information, as follows:
- (a) time-critical information, e.g., information that can jeopardize the safety of the operation if not immediately available;
  - (b) time-sensitive information, e.g., information that can affect the level of safety or delay the operation if not available in a short time period;
  - (c) frequently used information;
  - (d) reference information, e.g., information that is required for the operation but does not fall under (b) or (c) above; and
  - (e) information that can be grouped based on the phase of operation in which it is used.
- 2.3 Time-critical information should be placed early and prominently in the flight safety documents system.
- 2.4 Time-critical information, time-sensitive information, and frequently used information should be placed in cards and quick-reference guides.

### **3 Validation**

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

### **4 Design**

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

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

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

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

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

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

### **5 Deployment**

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

### **6 Amendment**

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

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

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

(a) changes resulting from the installation of new equipment;

(b) changes in response to operating experience;

- (c) changes in the operator's policies and procedures;
- (d) changes in the operator certificate; and
- (e) changes for purposes of maintaining cross fleet standardization.

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

6.3 A flight safety documents system should be reviewed:

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

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

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

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

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

**End of Directive**