IOSA Audit Report

Kalitta Air LLC

Onsite Audit Period: Monday, May 05, 2025 To Thursday, May 08, 2025

END

DOC.F35 (15 August 2025)
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DISCLAIMER

The IATA Operational Safety Audit Program (IOSA) is an international evaluation system designed to assess the operational management and control systems of an airline. Under this program, internationally recognized quality audit principles are used to conduct the audit in a standardized and consistent manner.

This IOSA Audit Report is the official record of the conduct and results of a safety audit conducted on an auditee by IATA, in accordance with the terms of the IOSA Program and Manuals.

This report and its contents:
- relate only to the level of conformity of the auditee as assessed against the applicable IOSA standards and recommended practices (ISARPs) in force at the time the audit was conducted.
- specifically relate to the number and listing of audit Findings or Observations, and do not denote any ranking or degree of risk.
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AUDIT INFORMATION	
Entity	IATA
Auditee	Kalitta Air LLC
Audit Category	Risk Based
Audit Objective	To determine an airlines level of conformity to the IOSA Standards and Recommended Practices for the purpose of registration.
Audit Period	Monday, May 05, 2025 To Thursday, May 08, 2025
Standards Manual	ISM 17.0
Lead Auditor	Stephane Baudoin (RBI)

AUDITEE INFORMATION			
Auditee Legal Name	Kalitta Air LLC		
Operational Name			
Contact Name & Position	Jim Malzone	**Email Address**	jmalzone@kalittaair.com
Address	818 Willow Run Airport Ypsilanti, MI 48198 USA		
AOC	KCSA712A		

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OPERATOR PROFILE	
Type of Operation	• International • Domestic • All Cargo • EDTO • MNPS • RVSM • RNP • LVO Take off • LVO Approach • Shared-Responsibility in Dispatch System
Transportation of	• Revenue Cargo • Non-Revenue Cargo • DG • Mail
Outsourced Functions	• MNT • GRH • CGO • SEC

AUDIT TEAM & AUDIT SCOPE	
Audit Scope	Auditor
Section 1 - Organization and Management System (ORG)	Stephane Baudoin (RBI)
Section 2 - Flight Operations (FLT)	Miguel Codes RBI
Section 3 -Operational Control and Flight Dispatch (DSP)	Fabricio Sulzbacher (RBI)
Section 4 - Aircraft Engineering and Maintenance (MNT)	Edgardo Lozano(RBI)
Section 6 - Ground Handling Operations (GRH)	Joseph Schrider (RBI)
Section 7 - Cargo Operations (CGO)	Joseph Schrider (RBI)
Section 8 - Security Management (SEC)	Joseph Schrider (RBI)

FLEET(S) WITHIN IOSA AUDIT SCOPE					
Manufacturer	Aircraft Type Name	Variant (eg. -400)	Configuration	Comment	Total
Boeing	777	200	Cargo Only		5

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Boeing	747	400	Cargo Only		22

AUDIT RESULTS SUMMARY				
Section	**Finding**	**Obs.**	**N/A**	**Out of Scope**
Section 1 - Organization and Management System (ORG)	3	9	3	0
Section 2 - Flight Operations (FLT)	8	0	18	0
Section 3 -Operational Control and Flight Dispatch (DSP)	1	2	10	0
Section 4 - Aircraft Engineering and Maintenance (MNT)	0	2	1	0
Section 6 - Ground Handling Operations (GRH)	0	3	3	0
Section 7 - Cargo Operations (CGO)	1	3	0	0
Section 8 - Security Management (SEC)	0	1	1	0
Total	13	20	36	0

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EXECUTIVE SUMMARY

COMPANY OVERVIEW

Kalitta Air is a privately owned, U.S.-based all-cargo airline founded in 2000 by Conrad "Connie" Kalitta. Headquartered at Willow Run Airport (YIP) in Michigan, it operates a fleet of widebody freighters, including Boeing 747 and Boeing 777 aircraft. The operator is planning to introduce the next generation of Boeing 777-300 freighters by the end of next year.

Kalitta specializes in long-haul, high-capacity operations across North America, Europe, Asia, and beyond. Its main operational hubs include YIP, CVG (DHL), LEJ (Europe), and ANC (transpacific). The airline supports scheduled, ACMI, charter, and military logistics operations. Kalitta is a key wet lease provider for DHL and a strategic carrier for the U.S. Department of Defense.

MANAGEMENT AND CONTROL

The Chief Operating Officer (COO), who serves as the Accountable Executive, reports directly to the President and CEO. The COO stands at the head of a clearly defined management structure with designated postholders for Operations, Maintenance, Safety, and Quality. The COO actively participates in various operational, safety, and security-related meetings with the postholders and other senior managers.

SMS AND QUALITY ASSURANCE

The Corporate Safety Management System (SMS) is centralized and overseen by the Director of Safety, who reports independently to the CEO and holds responsibility for the safety of the entire operation. Reporting to the Director of Safety are the SMS Manager, FOQA/ASAP Manager, Safety Manager, IEP Manager, and the Drug & Alcohol Program Manager.

The SMS Manager is responsible for implementation and chairs all SMS Working Groups across the company. These Working Groups focus on areas such as flight safety, aircraft maintenance, and ground operations. Their findings are escalated to the Management Review Board, which meets at least quarterly and can be convened at short notice in response to high-risk events.

Kalitta Air has implemented a comprehensive internal reporting system. Mandatory reporting is robust, as evidenced by numerous safety reports across all departments. Voluntary reporting is also well-established. A Flight Data Monitoring (FDM) program is implemented under the FOQA framework.

Risk assessments and analysis of hazard reports and ASAP data are managed through the ETQ Reliance software platform by the Safety Department.

Quality Assurance is decentralized across operational areas, while the Internal Evaluation Program (IEP) provides oversight through scheduled annual audits. The Director of Safety is responsible for the IEP, supported by a manager and a team of independent auditors. Audit results are reviewed by the Management Review Board. Internal audits are conducted in alignment with IOSA ISARPs, FAA regulations, and internal standards. Audit records are properly maintained and available for review. Senior management receives regular safety and security performance data to ensure evidence-based decision-making that addresses real operational risks.

OPERATIONS & TRAINING

The Flight Operations Department is well-staffed and organized. Augmented crew operations are routinely conducted for extended night duties. Portable EFB systems have been deployed across the B777 and B747 fleets. Kalitta also operates into Category "C" and other special airports with complex operational environments.

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The Operator maintains approximately 50 Flight Operations Assistants (Flight Followers) to support the flight operations. All activities are performed at Kalitta Operational Control Center. Aircraft tracking is performed according to requirements and approvals. Systems to support all operations are adequate. Training for all Flight Operations Assistants is conducted by the Operator, and all instructors and examiners are Kalitta employees.

Crew scheduling is efficient and supported by the ASTRO software system, although it is not integrated with the training records database. The Training Department populates crew data manually. A "traffic light" system ensures that crew members with expired qualifications are not assigned to flights. The scheduling process also considers training requirements, crew pairing policies, medical compliance, and leave planning.

Kalitta Air operates a centralized, vertically integrated maintenance structure, with most Maintenance, Repair, and Overhaul (MRO) activities performed in-house. The airline owns and manages its own FAA Part 145-certified MRO facilities in Michigan, providing heavy maintenance, engine overhauls, and component repair services. Kalitta maintains full control of engineering, procurement, and logistics processes, ensuring fast turnaround times and operational independence. International operations are supported by third-party providers under Kalitta's supervision.

Station Managers are deployed at all major Kalitta locations. A Load Master is present on every flight and assumes operational leadership at ad-hoc stations. Ground and cargo handling services are provided by contracted vendors, while security (SEC) services are delivered through a mix of Kalitta staff and external partners. Operational manuals are well-organized and accessible, supporting consistent implementation across the network.

The Operator maintains approximately 950 captains and first officers and is currently hiring pilots to support the additional flying associated with the 777 fleet expansion. Training for all pilots is conducted by the Operator under an approved Advanced Qualification Program (AQP) using Level D full flight simulators. All instructors and examiners are Kalitta employees.

DOCUMENTATION
The Document Management System is centrally managed and largely adheres to a corporate Type 3 structure. All operational manuals are electronically stored on the company intranet with controlled access for authorized personnel. External service providers are granted access to relevant documentation through Kalitta's extranet portal. Both operational and training records are maintained in electronic and paper formats, ensuring full traceability and regulatory compliance.

ADDITIONAL INFORMATION

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The GRH and CGO Mandatory Observations could not be conducted during the onsite audit, as the Operator had no operations within reasonable proximity to Detroit during the audit period. These observations were subsequently completed on 14 May 2025 at LAX Airport.

As a result, the closing meeting has been formally concluded via email on 16 May 2025.

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CORRECTIVE ACTION RECORDS

Section 1 - Organization and Management System (ORG)

Results				
Sub-sections	**Finding**	**Obs.**	**N/A**	**Out of Scope**
1 Management and Control	2	2	1	0
2 Assurance, Monitoring and Documentation Control	1	2	2	0
3 Risk Management	0	4	0	0
4 Improvement and Promotion, Training	0	1	0	0
Total	3	9	3	

17-ORG 1.6.1	**Finding - Not Documented Not Implemented**
ISARP	ORG 1.6.1 If the Operator has external service providers conduct outsourced operational functions, the Operator shall ensure a service provider selection process is in place that ensures: (i) Relevant safety and security selection criteria are established; (ii) Service providers are evaluated against such criteria prior to selection. [MA] (GM) > Note: This provision would not apply in cases where there is only a single provider, or the selection is not directly controlled by the Operator.
Non-conformity	The Operator does ensure a service provider selection process is in place in GRH nor CGO that ensures relevant safety and security selection criteria are established.

CAR INFORMATION	**CAR ID:** 89746
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air has established a "Ground Handler Safety and Suitability Questionnaire". The questionnaire will be sent to and required to be completed by all potential or

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	newly contracted handling agents at new station locations. Acknowledgement of completion will be document in the airport suitability checklist. Kalitta Air will also add section 2.6.1.1 Selection of Outsourced Service Providers, to the SCM in revision 4 with requires a selection process that ensures. i. Relevant safety and security selection criteria are established. ii. Service providers are evaluated against such criteria prior to selection. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences have been reviewed for documentation: 1) Distribution evidence of FFM bulletin 25-12 dated September 16th 2025 2) FFB: 25-12, "Airport Sustainability Assessments (ASA), effective date September 11th 2025, FAA approved on the 17th 2025 3) Distribution of SCM, Systems Control Manual, REV 4, dated September 3rd 2025 and Airport Sustainability Guide 4) Corporate Management Manual Volume 1: Systems Control Manual (SCM), Revision 4, dated August 08th 2025, FAA approved on August 27th, section 2.6.1.1 "Selection of Outsourced Service Providers" 5) Reliance 2025, Chapter 11, Airport Sustainability User Guide, Original, Revision Date" 09-15-2025 XXXX missing distribution The following evidences have been reviewed for implementation: 1) Airport Sustainability Checklist #ASC -0002, August 15th 2025 2) Ground Handler Safety and Capability Questionnaire completed in HKG dated 09th September 2025
Initiated Dina Jugurnauth/ 5/27/2025 3:54:51 PM	**Verified** Dina Jugurnauth / Thursday, September 25, 2025

17-ORG 1.7.7	**Observation - Documented Not Implemented**
ISARP	ORG 1.7.7 The Operator should ensure all personnel with responsibilities under the ERP are appropriately trained and qualified to execute applicable procedures. (GM)
Non-conformity	Althought the Operator does document yearly training sessions, There is no evidence of those sessions being carried out since 2023.

CAR INFORMATION	**CAR ID:** 89747
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	

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Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 3:55:06 PM	**Verified** Dina Jugurnauth /

17-ORG 1.7.8	**Finding - Documented Not Implemented**
ISARP	ORG 1.7.8 The Operator shall ensure the corporate ERP is rehearsed periodically to: (i) Familiarize personnel with responsibilities and procedures; (ii) Ensure ready functionality of all equipment and facilities; (iii) Expose deficiencies in the plan and its execution, and ensure such deficiencies are addressed. (GM)
Non-conformity	Althought the Operator does document yearly rehearsals and dedicated training sessions, There is no evidence of those sessions being carried out since 2024.

CAR INFORMATION	**CAR ID:** 89749
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will conduct a tabletop exercise of the Emergency response program, and to ensure future compliance, verification will be added as an audit check list item of the Internal Evaluation Program audit. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences have been reviewed for implementation: 1) ERM exercise, "Kalitta Air Flight 706 RWY Overrun at YIP," with the presence of key MGMT individuals dated August 28th, 2025 2) Checklist was provided, Table 2.6, Chapter 2: Checklists, Page 2.10, Revision Date: November 15th 2024, Revision 2 3) Meeting Minutes #01343
Initiated Dina Jugurnauth/ 5/27/2025 3:55:21 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

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17-ORG 1.7.9	Observation - Documented Not Implemented
ISARP	ORG 1.7.9 The Operator should have a process for a detailed debriefing and critique whenever the ERP is executed, either as a rehearsal or in response to an actual event. (GM)
Non-conformity	Althought documented as indicated, the Operator does not ensure the corporate ERP is rehearsed since 2023. Subsequently no detailed debriefings are available.

CAR INFORMATION	CAR ID: 89750
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 3:55:33 PM	**Verified** Dina Jugurnauth /

17-ORG 2.1.1	Finding - Documented Not Implemented
ISARP	ORG 2.1.1 The Operator shall have a quality assurance program that provides for the auditing of the management system of operations and maintenance functions to ensure the organization is: (i) Complying with applicable regulations and standards; (ii) Satisfying stated operational needs; (iii) Identifying areas requiring improvement; (iv) Identifying hazards to operations; (v) Assessing the effectiveness of safety risk controls. [SMS] [MA] (GM) > Note: If the quality assurance audit function is performed by an external organization, the Operator, as the AOC holder, shall be responsible for ensuring the quality assurance program is in conformity with the specifications of this provision.

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	Note: Conformity with this ORG provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.
Non-conformity	Although the Operator has documented a process for a yearly audit of every station, no evidence of implementation is provided.

CAR INFORMATION	**CAR ID:** 89752
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action There is no regulatory or IOSA requirement for IEP yearly station audits. Kalitta Air will remove section 7.5.4 Outstation Audits from the Airline Safety Manual in revision 6. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences were reviewed for implementation: 1) Distribution of Airline Safety Manual, Revision 6, dated August 22nd 2025 section 7.5.4, Chapter 7, Pages 7-9 2) Airline Safety Manual (ASM), Revision 6, on Comply 365 dated September 4th 2025
Initiated Dina Jugurnauth/ 5/27/2025 3:56:20 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

17-ORG 2.4.3	**Observation - Not Documented Not Implemented**
ISARP	ORG 2.4.3 The Operator should have a process to ensure reports of safety and security occurrences are submitted to IATA for inclusion in the Incident Data Exchange (IDX). Such reports should be submitted in accordance with the formal IDX reporting process and include incidents and reports from: (i) Flight operations; (ii) Cabin operations; (iii) Ground handling operations; (iv) Engineering and Maintenance. (GM)

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Non-conformity	The Operator does not have a process to ensure reports of safety and security occurrences are submitted to IATA for inclusion in the Incident Data Exchange (IDX).

CAR INFORMATION	**CAR ID:** 89754
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 3:56:35 PM	**Verified** Dina Jugurnauth /

17-ORG 2.5.3	**Observation - Not Documented Not Implemented**
ISARP	ORG 2.5.3 The Operator should have a documentation system that ensures operations, maintenance and security manuals are centrally managed or coordinated under a corporate scheme of document hierarchy. (GM)
Non-conformity	The Operator does not have a documentation system that ensures operations, maintenance and security manuals are centrally managed or coordinated under a corporate scheme of document hierarchy.

CAR INFORMATION	**CAR ID:** 89756
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	

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Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 3:56:58 PM	**Verified** Dina Jugurnauth /

17-ORG 3.1.4	**Observation - Documented Not Implemented**
ISARP	ORG 3.1.4 The Operator should have a program for the systematic acquisition and analysis of data from observations of flight crew performance during normal line operations. (GM)
Non-conformity	Although documented as indicated, the Operator does not implement a program for the systematic acquisition and analysis of data from observations of flight crew performance during normal line operations.

CAR INFORMATION	**CAR ID:** 89758
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 3:57:55 PM	**Verified** Dina Jugurnauth /

17-ORG 3.2.2	**Observation - Not Documented Not Implemented**
ISARP	ORG 3.2.2 The Operator should have a process for safety data analysis with the purpose of predicting future risks associated with hazards to aircraft operations. (GM)
Non-conformity	The Operator does not have a process for safety data analysis with the purpose of predicting future risks associated with hazards to aircraft operations.

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CAR INFORMATION	CAR ID: 89798
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 4:28:43 PM	**Verified** Dina Jugurnauth /

17-ORG 3.4.1	Observation - Not Documented Not Implemented
ISARP	ORG 3.4.1 The Operator should have a policy and procedures for the transport of items in the cargo compartment, which include the conduct of a specific safety risk assessment. Such risk assessment should, as a minimum, include consideration of the following factors: (i) Hazards associated with the properties of the items to be transported; (ii) Capabilities of the operator; (iii) Operational considerations (e.g. area of operations, diversion time); (iv) Capabilities of the aircraft and its systems (e.g. cargo compartment fire suppression capabilities); (v) Containment characteristics of unit load devices; (vi) Packing and packaging; (vii) Safety of the supply chain for items to be transported; (viii) Quantity and distribution of dangerous goods items to be transported. (GM) Note: Mitigation resulting from the safety risk assessment should ensure, to an acceptable level of risk, that in the event of a fire involving items in the cargo compartment, such fire will be detected and sufficiently suppressed or contained by the aircraft cargo compartment fire protection system until a safe landing can be made. Note: Effective 1 January, 2026, this recommended practice will be upgraded to a standard; IOSA registration will require conformance by the Operator.

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Non-conformity	The Operator does not have policies nor procedures for the transport of items in the cargo compartment, which include the conduct of a specific safety risk assessment.

CAR INFORMATION	**CAR ID:** 89799
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 4:28:58 PM	**Verified** Dina Jugurnauth /

17-ORG 3.6.1	**Observation - Not Documented Not Implemented**
ISARP	ORG 3.6.1 The Operator should ensure critical information and communications technology systems and data used in operations and maintenance functions are identified and, in accordance with risk management principles, appropriate measures are developed and implemented to protect them from unlawful interference. (GM)
Non-conformity	The Operator does not ensure critical information and communications technology systems and data used in operations and maintenance functions are identified and, in accordance with risk management principles.

CAR INFORMATION	**CAR ID:** 89801
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
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Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 4:29:10 PM	**Verified** Dina Jugurnauth /

17-ORG 4.3.2	**Observation - Not Documented Not Implemented**
ISARP	ORG 4.3.2 If the Operator outsources operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained to understand SMS responsibilities and perform associated duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS] (GM) > Note: The specifications of this provision are applicable to personnel of an external service provider that performs operational functions for the Operator. Note: Conformity with this ORG recommended practice is possible only when the Operator is in conformity with all repeats of this recommended practice in other ISM sections.
Non-conformity	The Operator does not have a program that ensures personnel of external service providers are trained to understand SMS responsibilities and perform associated duties appropriate to individual involvement in the Operator's SMS.

CAR INFORMATION	**CAR ID:** 89803
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 4:29:30 PM	**Verified** Dina Jugurnauth /

Section 2 - Flight Operations (FLT)

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Results				
Sub-sections	**Finding**	**Obs.**	**N/A**	**Out of Scope**
1 Management and Control	0	0	2	0
2 Training and Qualification	3	0	6	0
3 Line Operations	4	0	9	0
4 Operations Engineering Specifications	1	0	1	0
Total	8	0	18	

17-FLT 2.1.2	**Finding - Implemented Not Documented**
ISARP	FLT 2.1.2 The Operator shall ensure objectivity is maintained in the training and evaluation program, and that instructors, evaluators and line check airmen are permitted to perform assigned activities without inappropriate interference from management and/or external organizations. [MA] (GM)
Non-conformity	Although implemented based on interviews and simulator mandatory observation, the Operator has not documented instructors, evaluators and line check airmen are permitted to perform assigned activities without inappropriate interference from management and external organizations.

CAR INFORMATION	**CAR ID:** 89809
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will add a section 2.7.7.1 "Instructor, Evaluator and Line Check Airmen Objectivity" in the Flight Operations Training Manual (FOTM) in Revision 31 stating. Instructors, evaluators, and line check airmen are permitted to perform assigned activities without inappropriate interference from management and/or external organizations. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences have been reviewed for implementation: 1) Flight Operations Training Manual, Revision 31, Revision date: August 25th 2025, FAA approved on the 09th of September 2025

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	2) Flight Operations Training Manual, Revision 31, Revision date: August 25th 2025, Pages 2.30, Section 2.7.7.1 " Instructor, Evaluator, And Line Check Airmen Objectivity"
Initiated Dina Jugurnauth/ 5/27/2025 4:32:51 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

17-FLT 2.1.27	**Finding - Documented Not Implemented**
ISARP	FLT 2.1.27 The Operator shall ensure formal and regular communication occurs between and among flight operations management, instructors, evaluators, line check airmen and flight crew members to achieve continual improvement of ground, simulator and aircraft training and line operations. [MA] (GM)
Non-conformity	Although documented the Operator does not implemented a formal and regular communication between and among flight operations management, instructors, evaluators, line check airmen and flight crew members to achieve continual improvement of ground, simulator and aircraft training and line operations.

CAR INFORMATION	**CAR ID:** 89811
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Repeat finding, no information was provided for the newsletter chosen for proof of implementation. Kalitta Air Flight Standards has Monday Training/Flight Standards Weekly meeting where they along with other agenda items they discuss continual improvement. Discussed subjects will be the basis for the Flight Standards/ Training Section of the Chief Pilots Monthly Newsletter. The Monday Training/Flight Standards Weekly meeting will be documented in the Systems Control Manual (SCM) 6.6.2 Methods/Modes of Communication and Frequency of Use. To ensure future compliance, verification will be added as an audit check list item of the internal evaluation program audit. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences have been reviewed for documentation : 1) Chief Pilot Communication Portal, CPO updates for August 01st 2025 2) Operations training #03663 3) Chief Pilot Communication Portal, CPO updates for Septmeber 01st 2025
Initiated Dina Jugurnauth/ 5/27/2025 4:33:06 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

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17-FLT 2.2.10	Finding - Implemented Not Documented
ISARP	FLT 2.2.10 The Operator shall ensure flight crew members receive training in all aspects of aircraft performance. Such training shall include: (i) Weight/mass and balance; (ii) Takeoff, climb, cruise, approach and landing performance; (iii) Obstacle clearance; (iv) Fuel planning; (v) Diversion planning; (vi) Effect of inoperative or missing components (MEL/CDL); (vii) If applicable, engine-out driftdown. (GM) Table: Conformance Applicability Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT YesYesNoNo
Non-conformity	vii) Although implemented based on interviews and records, the Operator has not documented flight crew members receive training in all aspects of aircraft performance which includes engine-out driftdown for the B777.

CAR INFORMATION	CAR ID: 89812
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will add a Specific Proficiency Objective (SPO) for engine-out drift down to FOTM Rev 31, along with corresponding Evaluation Objectives (EOs), which will be developed, validated, and integrated into the Combined Task Analysis and the appropriate areas of the curriculum. A training event grade sheet will be provided as proof of implementation. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	the following evidences were reviewed for documentation: 1) Flight Operations Training Manual. Revision 31, dated August 25th 2025, FAA approved on September 09th 2025 2) Flight Operations Training Manual. Revision 31, dated August 25th 2025, First Period Segment PC Segment Level B747-400, 8.2.10 3) Distribution of the FOTM dated September 09th 2025

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Initiated	Verified
Dina Jugurnauth/ 5/27/2025 4:33:19 PM	Dina Jugurnauth / Wednesday, September 24, 2025

17-FLT 3.4.1	Finding - Implemented Not Documented
ISARP	FLT 3.4.1 The Operator shall have a means to ensure flight crew members are qualified and current prior to accepting and/or being assigned to duty. Such means shall consist of: (i) A requirement that prohibits flight crew members from operating an aircraft if not qualified for duty in accordance with requirements contained in Table 2.3; (ii) A scheduling process that ensures flight crew members, prior to being assigned to duty, are qualified and current in accordance with the applicable flight crew qualification requirements contained in Table 2.3 and, if applicable, additional requirements of the State. (GM)
Non-conformity	Although evidence of implementation was shown during Mandatory observation and interviews, the Operator does not have a documented scheduling process that ensures flight crew members, prior to being assigned to duty, are qualified and current in accordance with the applicable flight crew qualification requirements contained in Table 2.3 (airport and route competence including special airports).

CAR INFORMATION	CAR ID: 89813
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will revise Section 4.13 in Revision 2 of the Crew Resource Manual (CRM) to clarify that a crewmember will not be schedule for any special qualification airport unless they meet the specific requirements listed in the General Operations Manual (GOM) 4.4.14. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences were reviewed for documentation: 1) Evidence of GOM distribution dated September 7th 2025 2) Evidence of Crew Resource Manual, Revision 1, Revision Date: january 27th 2025, FAA approved September 16th 2025 3) Crew Resource Manual, Revision 1, Revision Date: january 27th 2025, FAA approved September 16th 2025, CRB: 25-01, "Special Airport Qualification Limitations" 4) Distribution of CRM via Comply on September 16th 2025
Initiated Dina Jugurnauth/ 5/27/2025 4:33:34 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

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17-FLT 3.10.2	Finding - Not Documented Not Implemented
ISARP	FLT 3.10.2 If the Operator is authorized to conduct certain portions of a commercial flight under VFR, the Operator shall have a policy and procedures that describe how an IFR clearance is to be obtained (departures) and/or cancelled (arrivals). (GM)
Non-conformity	The Operator although authorized to conduct certain portions of a commercial flight under VFR, does not have a procedure that describe how an IFR clearance is to be obtained (departures) or how to cover possible contingencies.

CAR INFORMATION	CAR ID: 89815
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will revise the General Operations Manual (GOM) section 9.1.3 in revision 6 adding procedures and guidance for how a crew can obtain an IFR flight plan after departure. Due to the scenario of finding is a very rare occasion maybe providing implementation will be proof of documentation distribution. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences were reviewed for documentation: 1) General Operations Manual (GOM), Revision 6, Revision Date: August 29th 2025 2) GOM FAA Approved on August 25th 2028 The following evidences were reviewed for implementation: 1) Distribution of GOM to Flight Crew dated 08/26/2025
Initiated Dina Jugurnauth/ 5/27/2025 4:33:49 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

17-FLT 3.11.60	Finding - Implemented Not Documented
ISARP	FLT 3.11.60 The Operator shall have a go-around policy with associated procedures and guidance to ensure flight crews discontinue or go around from an approach or landing in accordance with criteria established by the Operator. Such policy, procedures and guidance shall, as a minimum, address or define: (i) Management support for flight crew decision making to discontinue an approach or execute a go-around;

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	(ii) Criteria that require a flight crew to discontinue or go around from an approach or landing (prior to the selection of reverse thrust) including when the aircraft is not stabilized in accordance with FLT 3.11.59; (iii) The go-around maneuver; (iv) Duties and responsibilities of the PF and PM. (GM)
Non-conformity	Although evidence of implementation was shown during interview in Mandatory observation and the Operator has a go-around policy (GOM 5.6.4) to ensure flight crews discontinue or go around from an approach or landing in accordance with criteria established by the Operator. Such policy, does not include: (i) Management support for flight crew decision making to discontinue an approach or execute a go-around.

CAR INFORMATION	**CAR ID:** 89821
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will revise the General Operations Manual (GOM) Section 5.6.4 in revision 6 to stating management's support for the decision to discontinue an approach and conduct a go around. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences were reviewed for documentation: 1) Evidence of distribution of the GOM, uploaded on September 7th 2025 2) General Operations Manual, Revision 6, revision date August 29th 2025, FAA accepted on September 08th 2025 3) General Operations Manual, Revision 6, revision date August 29th 2025, Chapter 5.6.4 "Missed Approach Procedure," (MAP)
Initiated Dina Jugurnauth/ 5/27/2025 4:36:30 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

17-FLT 3.11.68B	**Finding - Not Documented Not Implemented**
ISARP	FLT 3.11.68B The Operator shall have a policy and procedures to ensure an approach is not continued below 300 m (1 000 ft) AAL unless the PIC is satisfied that, with the runway surface condition information available, the aircraft landing performance assessment in accordance with FLT 3.11.68A indicates that a safe landing can be made. (GM)
Non-conformity	The Operator does not have a policy and procedures to ensure an approach is not continued below 300 m (1 000 ft) AAL unless the PIC is satisfied that, with the runway surface condition information available, the aircraft landing performance

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	assessment in accordance with FLT 3.11.68A indicates that a safe landing can be made

CAR INFORMATION	CAR ID: 89824
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will revise the General Operations Manual (GOM) 5.6.1.2 in revision 6, B747 Airplane Operations Manual (AOM) Vol I NP-90 in revision 68 and B777 Flight Crew Operations Manual (FCOM) Stabilized Approach NP 21.58-NP 21.59 revision 2 adding the requirement for PIC to verify that the landing performance is still accurate given the latest runway surface condition and, if they are not satisfied, the approach is not continued below 1000 feet above airport elevation. implementation will be proof of documentation distribution. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences were reviewed for documentation: 1)Ground Operations Manual (GOM), uploaded September 7th 2025 2) Ground Operations Manual (GOM), Revision 6, Revision Date: August 29th 2025, Internally approved on September 08th 2025 2) Ground Operations Manual (GOM), Revision 6, Revision Date: August 29th 2025, section 5.6.1.2 The following evidences were reviewed for implementation: 1) FOB 25-11, B777 Flight Crew Operations Manual, Effective date: 09-11-25, with FAA Approval, confirmation code: 251529 2) FOB 25-03, B747 Flight Crew Operations Manual, Effective date: 09-11-25, with FAA Approval, confirmation code: 251623
Initiated Dina Jugurnauth/ 5/27/2025 4:38:21 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

17-FLT 4.2.7	Finding - Not Documented Not Implemented
ISARP	FLT 4.2.7 If the Operator uses aircraft equipped with a GPWS with a Forward-looking Terrain Avoidance Function, the Operator shall have a process and/or procedures to ensure terrain and, if applicable, obstacle data acquired from an external vendor or supplier are:

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	(i) Periodically reviewed for currency and applicability to the Operator's routes and airports, and updated as required; (ii) Distributed in a manner to allow the insertion of unaltered data into all aircraft for which it is required. (GM)
Non-conformity	i) Although the Operator uses aircraft equipped with a GPWS with a Forward-looking Terrain Avoidance Function, the Operator does not have a process and procedures to ensure terrain and obstacle data acquired from an external vendor or supplier are periodically reviewed for currency and applicability to the Operator's routes and airports, and updated as required.

CAR INFORMATION	**CAR ID:** 89825
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will revise the Systems Control Manual (SCM) section 4.13 in revision 4 adding the GPWS databases will be periodically reviewed for currency and applicability. This periodic review will be accomplished by a delegate of the Director of Operations. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences have been reviewed for documentation: 1) Distribution of SCM, Systems Control Manual Revision 4, September 02nd 2025 2) Corporate Management Sytem Volume 1: Systems Control Manual (SCM), Revision 4, August 8th 2025, FAA approved August 27th 2025, section 4.1.3 The following evidences have been reviewed for implementation: 1) Email from Director Of OPerations, confirming GPWS has been updated and completed on September 24th 2025
Initiated Dina Jugurnauth/ 5/27/2025 4:38:36 PM	**Verified** Dina Jugurnauth / Thursday, September 25, 2025

Section 3 -Operational Control and Flight Dispatch (DSP)

Results				
Sub-sections	**Finding**	**Obs.**	**N/A**	**Out of Scope**

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1 Management and Control	1	1	1	0
2 Training and Qualification	0	0	1	0
3 Line Operations	0	0	4	0
4 Operational Control Requirements and Specifications	0	1	4	0
Total	1	2	10	

17-DSP 1.11.3	**Observation - Implemented Not Documented**
ISARP	DSP 1.11.3 If the Operator utilizes products for flight operations relevant to the safety and security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier (other than electronic data products as specified in FLT 4.2.6 and FLT 4.2.7), the Operator should have processes to ensure such products meet the technical requirements specified by Operator prior to being used in the conduct of operations. (GM) <
Non-conformity	Although implemented based on interviews and records, the Operator does not document processes to ensure products for flight operations relevant to the safety and security of aircraft operations meet the technical requirements prior to being used.

CAR INFORMATION	**CAR ID:** 89829
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 4:44:39 PM	**Verified** Dina Jugurnauth /

17-DSP 1.11.4	**Finding - Implemented Not Documented**

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ISARP	DSP 1.11.4 If the Operator uses electronic navigation data products for application in operational control, the Operator shall have processes, approved or accepted by the State, if required, which ensure such electronic navigation data products acquired from suppliers, prior to being used in operations: (i) Are assessed for a level of data integrity commensurate with the intended application; (ii) Are compatible with the intended function of equipment in which it is installed. (GM)
Non-conformity	Although implemented based on interviews and records, the Operator does not documente processes which ensure electronic navigation data products acquired from suppliers, prior to being used in operations, are assessed for a level of data integrity commensurate with the intended application, and compatible with the intended function of equipment in which it is installed.

CAR INFORMATION	**CAR ID:** 89832
Root Cause	
Root Cause Category • PT03 - Process/Task is newly introduced or changed	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will revise the Systems Control Manual (SCM) section 4.13 in revision 4 adding flight following as a user of the Electronic Navigation Data Products validation process. Kalitta Air will also add Electronic Database Table 4.112 to SCM 4.14 in revision 4 for the NavBlue Flight Planning Database. Flight Following Manual (FFM) adding section 3.12.2 referencing SCM section 4.13 Electronic Navigation Data Products process. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences have been reviewed for documentation: 1) Flight Following Manual, Revision 6, Revision Date" August 20th 2025, FAA approval September 04th 2025 2) Distribution evidence of FFM REV 6 dated September 4th 2025 3) Corporate Management, System Volume I: Systems Control Manual (SCM)Revision: 4 Revision Date: Aug 8, 2025, FAA approved on August 27th 2025 4) Evidence of distribution of SCM dated September 03rd 2025
Initiated Dina Jugurnauth/ 5/27/2025 4:46:03 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

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17-DSP 4.5.5	Observation - Not Documented Not Implemented
ISARP	DSP 4.5.5 If the Operator conducts flights beyond 60 minutes from a point on a route to an en route alternate airport, including EDTO, with aircraft that have a published cargo compartment fire suppression time limit, the Operator should have a system, process, and/or procedures to ensure the diversion time to an airport where a safe landing could be made does not exceed the cargo compartment fire suppression time capability reduced by an operational safety margin specified by the State. (GM) Notes: 1. 1. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to EDTO significant system time limitation criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.
Non-conformity	The Operator does not have a system, process, or procedures for Boeing 747s to ensure the diversion time to an airport where a safe landing can be made does not exceed the cargo compartment fire suppression time capability reduced by an operational safety margin specified by the State.

CAR INFORMATION	CAR ID: 89835
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/27/2025 4:48:00 PM	**Verified** Dina Jugurnauth /

Section 4 - Aircraft Engineering and Maintenance (MNT)

Results				
Sub-sections	**Finding**	**Obs.**	**N/A**	**Out of Scope**

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1 Management and Control	0	2	0	0
2 Maintenance Control	0	0	0	0
3 Technical Records	0	0	0	0
4 Maintenance Organizations	0	0	1	0
Total	0	2	1	

17-MNT 1.9.2	**Observation - Not Documented Not Implemented**
ISARP	MNT 1.9.2 The Operator should ensure all aircraft in its fleet are equipped with, in accordance with conditions of applicability, the aircraft systems and equipment specified in Table 4.14. (GM)
Non-conformity	Refer to the complete forms for the associated document references. B747-400 Fleet Tail numbers N700CK, N701CK, N706CK, N707CK, N708CK, N709CK, N740CK, N741CK, N742CK, N744CK, N745CK, N766CK, N767CK, and N768CK are not equipped with a Forward-looking wind shear warning system.

CAR INFORMATION	**CAR ID:** 89950
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/28/2025 2:37:23 PM	**Verified** Dina Jugurnauth /

17-MNT 1.12.7	**Observation - Not Documented Not Implemented**
ISARP	MNT 1.12.7 If the Operator outsources aircraft engineering and maintenance operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS]

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	(GM) <
Non-conformity	The Operator does not have a documented program that ensures personnel of external service providers are trained and competent to perform SMS duties.

CAR INFORMATION	**CAR ID:** 89951
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/28/2025 2:37:38 PM	**Verified** Dina Jugurnauth /

Section 6 - Ground Handling Operations (GRH)

Results				
Sub-sections	**Finding**	**Obs.**	**N/A**	**Out of Scope**
1 Management and Control	0	2	0	0
2 Training and Qualification	0	1	0	0
3 Ground Handling Operations	0	0	1	0
4 Special Aircraft Ground Handling Operations	0	0	2	0
Total	0	3	3	

17-GRH 1.6.9	**Observation - Not Documented Not Implemented**

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ISARP	GRH 1.6.9 The Operator should ensure the processes and procedures contained in the OM for the conduct of ground handling operations are verified against the IATA Ground Operations Manual (IGOM) by completing the following: (i) Perform and maintain an updated gap analysis of its own procedures against the IGOM to ensure a complete set of procedures exists for the applicable operations; (ii) If variations are identified against the IGOM procedures, communicate them to applicable operational personnel of outsourced functions; (iii) If variations are identified against IGOM "Safety Critical" procedures, such variations are risk assessed using the Operator's SMS and risk management method to ensure an alternative procedure is accepted by the Operator. (GM)
Non-conformity	The Operator does not ensure processes and procedures contained in the Ground Operations Manual are verified against those in the IGOM, up to and including performing a GAP analysis between the IGOM and the ROM and GOM.

CAR INFORMATION	**CAR ID:** 89952
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/28/2025 2:40:37 PM	**Verified** Dina Jugurnauth /

17-GRH 1.10.4	**Observation - Not Documented Not Implemented**
ISARP	GRH 1.10.4 The Operator should have a process to ensure products purchased or otherwise acquired from an external vendor or supplier, which directly affect operational safety or security, meet the product technical requirements specified by the Operator prior to being used in the conduct of ground handling operations. (GM) <
Non-conformity	The Operator does not have a documented process, when ordering products for use in the operations of the aircraft, to ensure products meet specific technical requirements.

CAR INFORMATION	**CAR ID:** 89953
Root Cause	

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Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/28/2025 2:40:52 PM	**Verified** Dina Jugurnauth /

17-GRH 2.3.2	**Observation - Not Documented Not Implemented**
ISARP	GRH 2.3.2 If the Operator outsources ground handling operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS] (GM) <
Non-conformity	The Operator does not have a program that ensures personnel of external service providers are trained to understand SMS responsibilities and perform associated duties appropriate to individual involvement in the Operator's SMS.

CAR INFORMATION	**CAR ID:** 89954
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/28/2025 2:41:18 PM	**Verified** Dina Jugurnauth /

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Section 7 - Cargo Operations (CGO)

Results				
Sub-sections	**Finding**	**Obs.**	**N/A**	**Out of Scope**
1 Management and Control	1	0	0	0
2 Training and Qualification	0	1	0	0
3 Acceptance and Handling	0	2	0	0
Total	1	3	0	

17-CGO 1.4.2	**Finding - Not Documented Not Implemented**
ISARP	CGO 1.4.2 If the Operator transports cargo, the Operator shall have a selection process for management and non-management positions within the cargo organization that require the performance of functions relevant to the safety or security of aircraft operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. (GM) <
Non-conformity	The Operator does not have a documented process for selection criteria, including safety criteria, for the hiring of management and non management personnel.

CAR INFORMATION	**CAR ID:** 89955
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action Kalitta Air will revise the Systems Control Manual in revision 4 adding section 3.6.1 Process for hiring of Non-Crewmembers. Proof of implementation will be in print out of our ADP program Human Resources hiring process. Completion Date 8.31.2025
Final Review and Acceptance	
Verification of Corrective Action	The following evidences have been reviewed for documentation: 1) Corporate Management System Volume 1: Systems Control Manual (SCM), Revision 4 and Revision date 8th August 2025, chapter 3 sub section 3.6.1 "Process for hiring non crew members."

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	2) Corporate Management System Volume 1: Systems Control Manual (SCM), Revision 4 and Revision date 8th August 2025, approved by the FAA on 2025-08-27 3) Distribution of Manual (SCM) via Comply 365 dated September 03rd 2025 The following evidences have been reviewed for implementation: 1)Requisition #2062 for Safety Coordinator job
Initiated Dina Jugurnauth/ 5/28/2025 2:42:52 PM	**Verified** Dina Jugurnauth / Wednesday, September 24, 2025

17-CGO 2.3.2	**Observation - Not Documented Not Implemented**
ISARP	CGO 2.3.2 If the Operator outsources cargo handling operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS] (GM) <
Non-conformity	The Operator does not have a program that ensures personnel of external service providers are trained to understand SMS responsibilities and perform associated duties appropriate to individual involvement in the Operator's SMS.

CAR INFORMATION	**CAR ID:** 89956
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/28/2025 2:49:23 PM	**Verified** Dina Jugurnauth /

17-CGO 3.3.2	**Observation - Not Documented Not Implemented**

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ISARP	CGO 3.3.2 If the Operator transports live animals as cargo, the Operator should have procedures that ensure: (i) The acceptance and handling of live animals is in accordance with requirements of the Live Animal Regulations (LAR); (ii) The IATA Live Animals Acceptance Check List, or equivalent, is used for the acceptance of live animal shipments. (GM)
Non-conformity	During Mandatory Observations and review of AVI airway bills, there was no IATA or equivalent checklist used at the initial receiving desk for the acceptance of live animals.

CAR INFORMATION	**CAR ID:** 89957
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	
Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	
Initiated Dina Jugurnauth/ 5/28/2025 2:49:51 PM	**Verified** Dina Jugurnauth /

17-CGO 3.5.3	**Observation - Not Documented Not Implemented**
ISARP	CGO 3.5.3 If the Operator transports cargo using ULDs, the Operator should have a process to ensure cargo terminals are equipped with facilities appropriate for storage of ULDs. (GM)
Non-conformity	The Operator does not have a process to ensure cargo terminals are equipped for ULD storage.

CAR INFORMATION	**CAR ID:** 89958
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	

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Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	

Initiated Dina Jugurnauth/ 5/28/2025 2:50:08 PM	**Verified** Dina Jugurnauth /

Section 8 - Security Management (SEC)

Results				
Sub-sections	**Finding**	**Obs.**	**N/A**	**Out of Scope**
1 Management and Control	0	0	1	0
2 Training and Qualification	0	0	0	0
3 Security Operations	0	0	0	0
4 Security Threat and Contingency Management	0	1	0	0
Total	0	1	1	

17-SEC 4.3.3	**Observation - Not Documented Not Implemented**
ISARP	SEC 4.3.3 The Operator should have a process to ensure security incidents and/or security occurrences are reported to IATA for inclusion in the Incident Data Exchange (IDX) Security Dashboard. Such reports should be submitted in accordance with the formal IDX reporting process. (GM)
Non-conformity	The Operator does not have a process for reporting acts of unlawful interference or preparatory acts for inclusion in the Incident Data Exchange (IDX).

CAR INFORMATION	**CAR ID:** 89959
Root Cause	
Root Cause Category • PT05 - Process/Task responsibilities are not clearly defined	**Other**
Corrective Action Plan	

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Details	Final /Interim Action: Final Action
Final Review and Acceptance	
Verification of Corrective Action	

Initiated Dina Jugurnauth/ 5/28/2025 2:52:20 PM	**Verified** Dina Jugurnauth /

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CERTIFICATION OF AUDIT COMPLETION

This certifies that the Audit has been conducted in accordance with IOSA Program standards and requirements, and that any Findings, Observations, and each instance of conformity through Active Implementation are fully documented in the IOSA Checklists, Corrective Action Records, and Active Implementation Records, as applicable.

Certify Audit Completion Yes

Lead Auditor	**Date**
Stephane Baudoin (RBI)	Monday, October 06, 2025

On Monday, October 06, 2025, audit IOSA-CKS-IA-2025(3879) was completed and verified by Stephane Baudoin (RBI)(IA125).

COMPLETION REFERENCE NUMBER: IOSA-CKS-IA-2025(3879)-Stephane Baudoin (RBI)(IA125)-Monday, October 06, 2025

CERTIFICATION OF AUDIT CLOSURE

This certifies that all corrective actions, in accordance with each Corrective Action Plan(s), have been implemented by the Operator and verified by this Audit Organization, thereby closing all Findings and Observations, as applicable. The Operator is in conformity with IOSA Standards as specified in this report, and this Audit is declared closed.

Certify Audit Closure? Yes

Name of Representative who closed the audit	**Date**
Dina Jugurnauth	Monday, October 06, 2025

On Monday, October 06, 2025, , audit IOSA-CKS-IA-2025(3879) was completed and verified by Di Jugurnauth(IATAOPS4) and this audit is therefore closed.

CLOSING REFERENCE NUMBER: IOSA-CKS-IA-2025(3879)-Dina Jugurnauth(IATAOPS4)-Monday, October 06, 2025

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Appendix 1 – Mandatory Observations

Details of Mandatory Observations

MO-1- FLT: Line Flight Observations - Completed.
B747-400, CKS613 JFK-CVG, N715CK, 06 May 2025
Observed:
- Flight Preparation and common briefing between Flight Crew
- The use of EFB for performance calculations
- Reviewed Aircraft Technical Log and MEL usage.
- Documents Carried on the Flight Deck
- Standard Operating Procedures and - CRM between the Flight Crew.
-Go-Around performed.

MO-2-FLT: Flight Simulator Training Operations - Completed
FFS B777-200, Kalitta Simulator Training Building, Ypsilanti, United States of America, 07 May 2025
Observed:
- Briefing prior to the simulator session;
- Simulator certificates;
- Normal, abnormal, non-normal and emergency procedures;
- Precision and non-precision approaches;
- Decision making, duties, responsibilities, CRM and task sharing;
- Standard operating procedures and checklists;
- Debriefing session.

MO-3-FLT: Flight Crew Scheduling Operations – Completed
Kalitta HQ Willow Run Airport. USA. 05 May 2025.
-Crew Planning and Scheduling Staff were interviewed in detail.
-The scheduling process was observed in crew rostering and pairing.
-Use of ASTRO software for scheduling.
-Special checked: recency, un-experience, long term sick.
-Unable to verify special qualification for airports or means to help prolonge fatigue (only FAA FTL included in software).

MO-4-DSP: Operational Control/Flight Dispatch Operations - Completed
Kalitta Operations Building, Ypsilanti, United States of America, 08 May 2025
Observed:
- Flight/Fuel Planning;
- Assistance to PIC in flight preparation;
- Monitoring meteorology and airport conditions;
- Weight & balance calculations;
- Decision making, duties, responsibilities and CRM;
- Communications and operational systems;
- Alternate selection process;
- Aircraft tracking.

MO-5-MNT: Line Maintenance Operations - Completed
Kalitta Air, Boeing 747-400 Freighter fleet, Oscoda Wurtsmith Airport, Michigan USA (OSC), 6 May 2025.

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Observed:
- Boeing 747-400 Family Aircraft Registration N741CK.
--- Sampled aircraft configuration for installed passenger cabin emergency equipment.
--- Verifying equipment installed was in accordance with the Operator's EELG for its B747-400 Freighter family aircraft.
- Observed A check Work Package for B747-400 Maintenance Program and Tally Sheet completion.
--- WO 741038855 Engine 4 Fan Air Temperature Sensor Air Filter check through Task Card 36-003-00-04.

MO-6-MNT: Aircraft Part/Component Installation/Replacement - Completed
Kalitta Air, Boeing 747-400 Freighter fleet, Oscoda Wurtsmith Airport, Michigan USA (OSC), 6 May 2025, Boeing 747-400 Family Aircraft Registration N702CK.
Observed maintenance task for troubleshooting of:
- Engine #4 IDG fault light, through WO 702043768
Observed Boeing 747-400 Family Aircraft Registration N741CK removal and replacement of:
- WO 741038855 Engine 4 PRSOV filter replacement through Task Card 36-011-04-04.
- Maintenance functions performed by certified mechanics.
- Reviewed approved data, maintenance personnel qualifications, license validity, and training records.

MO-7-MNT: AD/SB Management - Completed
Kalitta Air, Boeing 777 Freighter fleet, Ypsilanti, Michigan (YIP), USA, 5 May 2025
Observed AD classification, preparation, planning and performance for:
- B777 Freighter, AD 2024-19-14, Aircraft N772CK, AD 2024-19-14-777 Engine Fuel Feed System – Lightning Protection, evaluated and completed through Engineering Order 2822-24-01 Rev. 1, completed on 13 January 2025 at 73096:56 flight hours, 11620 cycles.
- B747-400 Freighter, Aircraft N706CK, AD 2023-23-14, AD 2023-23-14 Inspection of Degrading Bonds at Fuel Feed Front Spar Penetration, completed on 19 March 2025 through Engineering Order 2822-23-01Rev.2 at flight hours 85165:52 and 14743 cycles.

MO-8-MNT: Management/Handling of A/C Components - Completed
Kalitta Air, Boeing 747-400 Freighter fleet, Oscoda Wurtsmith Airport, Michigan USA (OSC), 6 May 2025
Observed:
- The store facilities, processes and procedures, shelf-life control and records were examined.
- Following receiving inspections were observed:
--- Pressure Switch P/N: 7G110-3, S/N: 29432A, Form 8130-3 with Tracking Number E LJ74954
--- Rivets P/N: CR3212-8-4, S/N: nsn, ATA 106 Form Number RLS-302865-RLSL-452269
--- Pressure Cover P/N OMP2505-6, Lot J25409-001 / 060, Certificate of Conformity with Tracking Number 2501300015

MO-9-CAB: Line Cabin Operations - N/A
The Operator does not conduct passenger flights.

MO-10-GRH: Load Control Operations – Completed
B747, FLT CM161, 07 May 2025, CKS Load Control Operations, YIP, Ypsilanti, Michigan, United States of America
Observed the load planning for FLT CM161, DOV-PVG. Cargo information is electronically sent to the load planner. Weight and balance are calculated for an initial load plan for the ramp which is sent electronically to the Load Master. He reviews the load plan and shares with ramp crew. Aircraft is loaded per the load plan and verified by the Load Master who verifies and confirms the load and then transmitted to the captain for final approval.

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MO-11-GRH: Passenger/Baggage Handling Operations – N/A
The Operator does not conduct passenger flights.

MO-12-GRH: Aircraft Loading Operations – Completed
B747, Flight 368, 14 May 2025, LAX-HNL, LAX, Los Angeles, CA, United States of America
B747, Flight 986, 14 May 2025, LAX-ANC, LAX, Los Angeles, CA, United States of America
B777, Flight 285, 15 May 2025, LAX-LEJ, LAX, Los Angeles, CA, United States of America
Observed build up and receipt of containers from the warehouse, observed the loading of the containers according to the load sheet, observed the final load sheet transmitted to the captain.

MO-13-GRH: Aircraft Ground Handling Operations – Completed
B747, Flight 368, 14 May 2025, LAX-HNL, LAX, Los Angeles, CA, United States of America
B747, Flight 986, 14 May 2025, LAX-ANC, LAX, Los Angeles, CA, United States of America
B777, Flight 285, 15 May 2025, LAX-LEJ, LAX, Los Angeles, CA, United States of America
B747, Flight 369, 14 May 2025, HNL-LAX, LAX, Los Angeles, CA, United States of America
B777, Flight 285, 15 May, 2025, HKG-LAX, LAX, Los Angeles, CA, United States of America
Observed the buildup and receipt of containers from the warehouse, observed the loading of the containers according to the load sheet, observed the final load sheet transmitted to the captain. Observed the offload of the containers and transfer of those containers to the warehouse.

MO-14-CGO: Cargo Acceptance Operations - Completed
14 May 2025, LAX, Kalitta Cargo Operations Office, 6555 Imperial Blvd, Los Angeles, CA, United States of America
Airway bills reviewed: 5YR-1243-7246 (DG), 5YR-4012-4722 (AVI), 5YR-8077-9928 (AVI), 5YR-1244-6280, 5YR-1246-1816, 5YR-1243-2066 (Perishables), 099-1242-6341 (Perishables)

MO-15-CGO: Cargo Handling Operations - Completed
B747, Flight 368, 14 May 2025, LAX-HNL, LAX, Los Angeles, CA, United States of America
B747, Flight 986, 14 May 2025, LAX-ANC, LAX, Los Angeles, CA, United States of America
B777, Flight 285, 15 May 2025, LAX-LEJ, LAX, Los Angeles, CA, United States of America
B747, Flight 369, 14 May 2025, HNL-LAX, LAX, Los Angeles, CA, United States of America
B777, Flight 285, 15 May, 2025, HKG-LAX, LAX, Los Angeles, CA, United States of America
Observed the buildup and receipt of containers from the warehouse, observed the loading of the containers according to the load sheet, observed the final load sheet transmitted to the captain. Observed the offload of the containers and transfer of those containers to the warehouse.

MO-16-SEC: Passenger/Baggage Security – N/A
The Operator does not conduct passenger flights.

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Appendix 2 – Fleet Information

Fleet(s) and/or Aircraft out of The Scope Of IOSA				
Manufacturer	Aircraft Type	Variant	Reason	Total

Fleet(s) and/or Aircraft Exempted from the Assessment				
Manufacturer	Aircraft Type	Variant	Reason	Total

Fleet(s) Excluded as per the Limited Assessment Process				
Manufacturer	Aircraft Type	Variant	Reason	Total

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Appendix 3 – Individuals Interviewed

Checklist: Section 1 - Organization and Management System (ORG)	
Full Name	Role/Position
Jim Malzone	Director of Safety
Mike Kazen	SMS Manager
Sunny Wagner	IEP Manager

Checklist: Section 2 - Flight Operations (FLT)	
Full Name	Role/Position
AnnMarie Hiadeireich	Chief Pilot
Bruce Anderson	Course Development Manager
Dieter Goerke	777 Simulator Flight Instructor
George Baumgartner	777 Captain
James Nemeth	AQP Training Manager
Jessica Cooper	Aircrew Records Manager
Mike Spencer	B747 Instructor
Okan Roberts	777 Captain
Todd Macdonald	Assistant Chief Pilot
William Gordon	B777 Aircrew Program Designee

Checklist: Section 3 -Operational Control and Flight Dispatch (DSP)	
Full Name	Role/Position
Aaron Hapin	Flight Follower
Dale Svec	Flight Following Standards Auditor
Mitch Gellman	OCC Quality Assurance Manager
Samuel Rippey	Flight Following Manager

Checklist: Section 4 - Aircraft Engineering and Maintenance (MNT)	
Full Name	Role/Position
Andy Dault	Stores Manager
Jazmin Vogler	Purchaser
Jonathan Rowbottom	Mechanic
Josh Brewer	Store Supervisor
Justin Collier	Mechanic Supervisor
Kandyce Leigh	QC Records Manager
Kellon Borden	Quality Assurance Manager
Logan Leach	Apprentice

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Maureene Papin	Purchaser
Michael Kulcsar	Lead Maintenance Program Coordinator
Mike Lowe	Regulatory Compliance Manager
Phillip Holland	Manager of Maintenance Publications
Sean Adams	VP of Maintenance and Engineering
Tom Mihajlovski	Quality Assurance Supervisor

Checklist: Section 6 - Ground Handling Operations (GRH)	
Full Name	Role/Position
Cliff Harris	Manager of Cargo Services
Toby Ray	Chief Loadmaster
Willie Christiansen	Check Loadmaster

Checklist: Section 7 - Cargo Operations (CGO)	
Full Name	Role/Position
Chris Chavez	LAX Station Manager
Cliff Harris	Manager of Cargo Services
Toby Ray	Chief Loadmaster
Willie Christiansen	Check Loadmaster

Checklist: Section 8 - Security Management (SEC)	
Full Name	Role/Position
Brittany Kellan	IEP Auditor
Jeffry Michael	Chief Information Officer
Jon Fleck	Cyber Policy and Strategy Manager
Tim Shaw	Manager of Security

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Appendix 4 – List of Assessed Documentation

Documents Reviewed	B747-400 Aircraft Operating Manual Vol I
Acronyms	744AOM1
Version/Revision	67
Date	Friday, July 05, 2024

Documents Reviewed	B747-400 Aircraft Operating Manual Vol II
Acronyms	744AOM2
Version/Revision	32
Date	Monday, July 08, 2024

Documents Reviewed	B747-400 Minimum Equipment List
Acronyms	744MEL
Version/Revision	1
Date	Thursday, April 03, 2025

Documents Reviewed	B747-400 Maintenance Inspection Program
Acronyms	744MIP
Version/Revision	53
Date	Tuesday, January 28, 2025

Documents Reviewed	B747-400 Quick Reference Handbook
Acronyms	744QRH
Version/Revision	56
Date	Tuesday, October 29, 2024

Documents Reviewed	B747 Flight Crew Training Manual
Acronyms	747FCTM
Version/Revision	ORIG
Date	Friday, January 10, 2020

Documents Reviewed	B777 Flight Crew Operations Manual
Acronyms	777FCOM

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Version/Revision	1
Date	Friday, November 08, 2024

Documents Reviewed	B777 Flight Crew Training Manual
Acronyms	777FCTM
Version/Revision	1
Date	Friday, February 21, 2025

Documents Reviewed	B777 Fuel Servicing Manual
Acronyms	777FSM
Version/Revision	1
Date	Thursday, October 19, 2023

Documents Reviewed	B777 Minimum Equipment List
Acronyms	777MEL
Version/Revision	ORIG
Date	Wednesday, May 22, 2024

Documents Reviewed	B777 Maintenance Inspection Program
Acronyms	777MIP
Version/Revision	14
Date	Wednesday, January 22, 2025

Documents Reviewed	B777 Quick Reference Handbook
Acronyms	777QRH
Version/Revision	1
Date	Tuesday, February 04, 2025

Documents Reviewed	B777 Weight and Balance Manual
Acronyms	777WBM
Version/Revision	2
Date	Tuesday, October 08, 2024

Documents Reviewed	Approved Maintenance Training Manual

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Acronyms	AMTM
Version/Revision	28
Date	Thursday, February 27, 2025

Documents Reviewed	Airline Safety Manual
Acronyms	ASM
Version/Revision	4
Date	Wednesday, November 20, 2024

Documents Reviewed	Approved Training Program
Acronyms	ATP
Version/Revision	ORIG
Date	Friday, September 16, 2022

Documents Reviewed	Crew Resource Manual
Acronyms	CRM
Version/Revision	1
Date	Tuesday, March 25, 2025

Documents Reviewed	Corporate Management System Vol II
Acronyms	CSCM
Version/Revision	2
Date	Wednesday, April 09, 2025

Documents Reviewed	Corporate Management System Vol II
Acronyms	CSMS
Version/Revision	2
Date	Wednesday, April 09, 2025

Documents Reviewed	De-Icing/ Anti-Icing Manual
Acronyms	DIM
Version/Revision	3
Date	Tuesday, October 01, 2024

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Documents Reviewed	Emergency Response Manual
Acronyms	ERM
Version/Revision	3
Date	Monday, March 31, 2025

Documents Reviewed	Flight Following Manual
Acronyms	FFM
Version/Revision	5
Date	Wednesday, March 26, 2025

Documents Reviewed	FOQA Implementation and Operations Plan
Acronyms	FOQA
Version/Revision	1
Date	

Documents Reviewed	Flight Operations Training Manual
Acronyms	FOTM
Version/Revision	30
Date	Tuesday, November 12, 2024

Documents Reviewed	B747 Fuel Servicing Manual
Acronyms	FSM
Version/Revision	ORIG
Date	Tuesday, August 02, 2022

Documents Reviewed	General Maintenance Manual
Acronyms	GMM
Version/Revision	34
Date	Wednesday, April 09, 2025

Documents Reviewed	General Maintenance Manual Appendix C
Acronyms	GMMETOPS
Version/Revision	15
Date	Thursday, May 09, 2024

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Documents Reviewed	General Operations Manual
Acronyms	GOM
Version/Revision	5
Date	Wednesday, December 11, 2024

Documents Reviewed	IATA Fuel Quantity Pool
Acronyms	IFQP
Version/Revision	15
Date	Saturday, March 01, 2025

Documents Reviewed	MNT Aircraft System and Equipment Form
Acronyms	ISM.F04
Version/Revision	00
Date	Wednesday, October 09, 2024

Documents Reviewed	OCC SMS Manual
Acronyms	OCC
Version/Revision	1
Date	Thursday, September 01, 2022

Documents Reviewed	Operation Specifications
Acronyms	OPSPECS
Version/Revision	18
Date	Tuesday, March 18, 2025

Documents Reviewed	Repair/Overhaul Audit Checklist
Acronyms	QA-CACS-20
Version/Revision	00
Date	Saturday, March 01, 2025

Documents Reviewed	Quality Assurance Manual
Acronyms	QAM
Version/Revision	14
Date	Tuesday, March 11, 2025

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Documents Reviewed	Ramp Operations Manual
Acronyms	ROM
Version/Revision	4
Date	Wednesday, September 18, 2024

Documents Reviewed	Corporate Management System Vol I
Acronyms	SCM
Version/Revision	3
Date	Thursday, August 15, 2024

Documents Reviewed	Airline Security Manual
Acronyms	SEC
Version/Revision	4
Date	Wednesday, March 19, 2025

Documents Reviewed	B747 Weight and Balance Manual
Acronyms	WBM
Version/Revision	4
Date	Friday, December 20, 2024

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Appendix 5 – Audit Checklists

Checklist Name	Section 1 - Organization and Management System (ORG)

1 Management and Control

17-ORG 1.1.1 / In Scope: Yes

ORG 1.1.1 The Operator shall have a management system that has continuity throughout the organization and ensures control of operations and management of safety and security outcomes. [MA] (GM) >

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 3.3, 3.4, 3.13 to 3.17 -

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1 Management and Control

17-ORG 1.1.2 / In Scope: No

ORG 1.1.2 The Operator shall identify one senior management official as the accountable executive (AE) who is accountable for performance of the management system as specified in ORG 1.1.1 and:

(i) Irrespective of other functions, is accountable on behalf of the Operator for the implementation and maintenance of the safety management system (SMS) throughout the organization;

(ii) Has the authority to ensure the planning and allocation of resources necessary to manage safety and security risks to aircraft operations;

(iii) Has overall accountability for ensuring operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and standards of the Operator. [SMS]

(GM)

Document References

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1 Management and Control

17-ORG 1.1.3 / In Scope: No

ORG 1.1.3 If required by the State of the Operator (hereinafter, the State), the Operator shall have post holders within the management system that are acceptable to the Authority and have the responsibility for ensuring, in their respective defined operational areas:

(i) The management of safety and security risks to aircraft operations;

(ii) Operations are conducted in accordance with conditions and restrictions of the AOC, and in compliance with applicable regulations and standards of the Operator. (GM) >

Document References

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1 Management and Control

17-ORG 1.1.4 / In Scope: Yes

ORG 1.1.4 The Operator shall designate a manager who is responsible for the implementation, maintenance and day-to-day administration of the SMS throughout the organization on behalf of the AE and senior management. [SMS]

(GM)

Conformity - Documented and Implemented

Document References

- CSCM. Corporate Management System Vol II - 4.3.2, 4.3.4 -

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1 Management and Control

17-ORG 1.2.1 / In Scope: Yes

ORG 1.2.1 The Operator shall have a corporate safety policy that reflects the organizational commitment to safety, including the promotion of a positive safety culture. Such policy shall be communicated throughout the organization and include the following:

(i) A statement about the provision of the necessary resources for the implementation of the safety policy;

(ii) A commitment to the continual improvement of the organization and the management system;

(iii) A commitment to a periodic review of the policy to ensure its continued relevance to the organization.

[SMS] [MA] (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 1.7, 1.8 -

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1 Management and Control

17-ORG 1.2.2 / In Scope: Yes

ORG 1.2.2 The Operator shall have a corporate safety reporting policy that encourages personnel to report hazards to aircraft operations and, in addition, defines the Operator's policy regarding disciplinary action, to include:

(i) Types of operational behaviors that are unacceptable;

(ii) Conditions under which disciplinary action would not apply [SMS] [MA]

(GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 1.7, 1.8 -

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1 Management and Control

17-ORG 1.2.3 / In Scope: Yes

ORG 1.2.3 The Operator shall have a policy that informs operational personnel throughout the organization of their responsibility to comply with the applicable laws, regulations and procedures in all locations where operations are conducted.

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Document References

- SCM. Corporate Management System Vol I - 2.4 -

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1 Management and Control

17-ORG 1.3.1 / In Scope: Yes

ORG 1.3.1 The Operator shall ensure the management system defines the safety accountability, authorities and responsibilities of management and non-management personnel throughout the organization, and specifies:

(i) The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of aircraft operations;

(ii) Responsibilities for ensuring operations are conducted in accordance with applicable regulations and standards of the Operator;

(iii) Lines of safety accountability throughout the organization, including direct accountability for safety and/or security on the part of senior management. [SMS] [MA] (GM) >

Note:

Conformity with this ORG provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.

Conformity - Documented and Implemented

Document References

- CSCM. Corporate Management System Vol II - 4.3.3.1 to 4.3.3.3, 1.4.3, 4.2.1, 4.5 -
- SCM. Corporate Management System Vol I - 3.13.2 -

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1 Management and Control

17-ORG 1.3.2 / In Scope: No

ORG 1.3.2 The Operator shall have a process or procedure for the delegation of duties within the management system that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties. (GM) >

Document References

Comments

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1 Management and Control

17-ORG 1.3.3 / In Scope: No

ORG 1.3.3 The Operator shall ensure a delegation of authority and assignment of responsibility within the management system for liaison with regulatory authorities, original equipment manufacturers and other operationally relevant external entities. (GM) >

Document References

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1 Management and Control

17-ORG 1.4.1 / In Scope: Yes

ORG 1.4.1 The Operator shall have a process to define safety objectives. Such safety objectives shall:
(i) Reflect the Operator's commitment to maintain or continuously improve the overall effectiveness of the SMS;
(ii) Be communicated throughout the organization;
(iii) Be periodically reviewed to ensure they remain relevant and appropriate to the Operator. [SMS] [MA] (GM)

Conformity - Documented and Implemented

Document References

- CSCM. Corporate Management System Vol II - 5.2.3 -

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1 Management and Control

17-ORG 1.4.2 / In Scope: Yes

ORG 1.4.2 The Operator shall have processes for setting safety performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) as means to monitor its safety performance, the achievement of its safety objectives and to validate the effectiveness of safety risk controls. [SMS] [MA] (GM) >

Note:

Conformity with this ORG provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.

Conformity - Documented and Implemented

Document References

- CSCM. Corporate Management System Vol II - 4.4.2.1, 4.4.3.1, 5.2.3 -

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1 Management and Control

17-ORG 1.5.1 / In Scope: Yes

ORG 1.5.1 The Operator shall ensure the management system includes planning processes for operations which:

(i) Define desired operational safety and security objectives;

(ii) Address operational resource allocation requirements;

(iii) Take into account requirements originating from applicable external sources, including regulatory authorities and original equipment manufacturers. (GM)

Note:

The definition of desired safety objectives as specified in item (i) shall take into account and be consistent with the Operator's safety policy.

Conformity - Documented and Implemented

Document References

- CSCM. Corporate Management System Vol II - 5.2.3 -
- SCM. Corporate Management System Vol I - 5.4 -

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1 Management and Control

17-ORG 1.5.2 / In Scope: No

ORG 1.5.2 The Operator shall ensure existence of the facilities, workspace, equipment and supporting services, as well as work environment, necessary to satisfy operational safety and security requirements. (GM) >

Note:

Conformity with this ORG provision and repeats in other ISM sections does not require specifications to be documented by the Operator.

Document References

Comments

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1 Management and Control

17-ORG 1.5.3 / In Scope: No

ORG 1.5.3 The Operator shall have a selection process for management and non-management positions within the organization that require the performance of functions relevant to the safety or security of aircraft operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. (GM) >

Document References

Comments

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1 Management and Control

17-ORG 1.5.4 / In Scope: Yes

ORG 1.5.4 The Operator shall ensure personnel who perform functions relevant to the safety or security of aircraft operations are required to maintain competence on the basis of continued education and training and, if applicable for a specified position, continue to satisfy any mandatory technical competency requirements. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 3.8 -

Comments

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1 Management and Control

17-ORG 1.5.5 / In Scope: Yes

ORG 1.5.5 The Operator shall have a policy that addresses the use of psychoactive substances by personnel that perform operational functions and, as a minimum:

(i) Prohibits the exercise of duties while under the influence of psychoactive substances;

(ii) Prohibits the problematic use of psychoactive substances;

(iii) Requires that all personnel who are identified as engaging in problematic use of psychoactive substances are removed from operational functions;

(iv) Conforms to the requirements of the Authority, if applicable. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 2.12 -

Comments

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1 Management and Control

17-ORG 1.5.6 / In Scope: No

ORG 1.5.6 The Operator should have a policy that requires personnel who perform operational functions critical to the safety of aircraft operations to be physically and medically fit for duty. (GM)

Document References

Comments

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1 Management and Control

17-ORG 1.5.7 / In Scope: Yes

ORG 1.5.7 The Operator should have a procedure to ensure screening or testing for psychoactive substances is performed on prospective operational personnel, unless such screening or testing is performed or prohibited by the State.

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Document References

- SCM. Corporate Management System Vol I - 2.12 -

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1 Management and Control

17-ORG 1.6.1 / In Scope: Yes

ORG 1.6.1 If the Operator has external service providers conduct outsourced operational functions, the Operator shall ensure a service provider selection process is in place that ensures:

(i) Relevant safety and security selection criteria are established;

(ii) Service providers are evaluated against such criteria prior to selection. [MA] (GM) >

Note:

This provision would not apply in cases where there is only a single provider, or the selection is not directly controlled by the Operator.

Finding - Not Documented Not Implemented

Document References

- SCM. Corporate Management System Vol I - 2.6.1 -

Comments

The Operator does ensure a service provider selection process is in place in GRH nor CGO that ensures relevant safety and security selection criteria are established.

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1 Management and Control

17-ORG 1.6.2 / In Scope: Yes

ORG 1.6.2 The Operator shall have processes to ensure a contract or agreement is executed with external service providers that conduct outsourced operational functions for the Operator. Such contract or agreement shall identify specific documented requirements that can be monitored by the Operator to ensure the safety and/or security of operations are being fulfilled by the service provider. (GM) >

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 2.6.1 -

Comments

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1 Management and Control

17-ORG 1.7.1 / In Scope: Yes

ORG 1.7.1 The Operator shall have a corporate emergency response plan (ERP) for the central management and coordination of all activities necessary to respond to a major aircraft accident or other type of adverse event that results in fatalities, serious injuries, considerable damage and/or a significant disruption of aircraft operations. [SMS]

(GM)

Conformity - Documented and Implemented

Document References

- ERM. Emergency Response Manual - all -

Comments

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1 Management and Control

17-ORG 1.7.2 / In Scope: Yes

ORG 1.7.2 The Operator shall have a designated manager with appropriate qualifications and authority to manage and be responsible for the development, implementation and maintenance of the corporate ERP. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 3.16.5 -
- ERM. Emergency Response Manual - 4.1.7 -

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1 Management and Control

17-ORG 1.7.3 / In Scope: Yes

ORG 1.7.3 If the Operator has individual departmental or station emergency response plans within the organization, the Operator shall ensure such individual plans are coordinated with the overall corporate emergency response plan under the ERP manager. (GM)

N/A

Document References

Comments

The Operator does not have individual departmental or station emergency response plans within the organization.

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1 Management and Control

17-ORG 1.7.4 / In Scope: Yes

ORG 1.7.4 The Operator shall ensure the ERP as specified in ORG 1.7.1 includes provisions for the appropriate coordination with the emergency response plans of other applicable organizations relevant to the particular event or crisis. [SMS]

(GM)

Conformity - Documented and Implemented

Document References

- ERM. Emergency Response Manual - table 2.4, table 2.6 -

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1 Management and Control

17-ORG 1.7.5 / In Scope: Yes

ORG 1.7.5 The Operator shall have published procedures and assigned responsibilities to ensure a coordinated execution of the corporate ERP. (GM)

Conformity - Documented and Implemented

Document References

- ERM. Emergency Response Manual - 2 -

Comments

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1 Management and Control

17-ORG 1.7.6 / In Scope: Yes

ORG 1.7.6 The Operator shall have a process in the ERP to provide an accurate manifest to the appropriate authorities in the event of an aircraft accident. Such manifest shall list crew members, passengers and cargo, to include dangerous goods.

Conformity - Documented and Implemented

Document References

- ERM. Emergency Response Manual - table 2.7, table 2.6, 5.5.2 -

Comments

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1 Management and Control

17-ORG 1.7.7 / In Scope: Yes

ORG 1.7.7 The Operator should ensure all personnel with responsibilities under the ERP are appropriately trained and qualified to execute applicable procedures. (GM)

Observation - Documented Not Implemented

Document References

- ERM. Emergency Response Manual - 4.2, 4.3.1 -

Comments

Althought the Operator does document yearly training sessions, There is no evidence of those sessions being carried out since 2023.

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1 Management and Control

17-ORG 1.7.8 / In Scope: Yes

ORG 1.7.8 The Operator shall ensure the corporate ERP is rehearsed periodically to:
(i) Familiarize personnel with responsibilities and procedures;
(ii) Ensure ready functionality of all equipment and facilities;
(iii) Expose deficiencies in the plan and its execution, and ensure such deficiencies are addressed. (GM)

Finding - Documented Not Implemented

Document References

- ERM. Emergency Response Manual - 4.3, 4.3.1 -

Comments

Althought the Operator does document yearly rehearsals and dedicated training sessions, There is no evidence of those sessions being carried out since 2024.

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1 Management and Control

17-ORG 1.7.9 / In Scope: Yes

ORG 1.7.9 The Operator should have a process for a detailed debriefing and critique whenever the ERP is executed, either as a rehearsal or in response to an actual event. (GM)

Observation - Documented Not Implemented

Document References

- ERM. Emergency Response Manual - 4.3.3, 5.12.4 -

Comments

Althought documented as indicated, the Operator does not ensure the corporate ERP is rehearsed since 2023. Subsequently no detailed debriefings are available.

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1 Management and Control

17-ORG 1.7.10 / In Scope: Yes

ORG 1.7.10 The Operator should have the ready availability of a facility for use as an emergency management center (EMC) with sufficient space, furnishings and equipment to successfully manage the execution of the corporate ERP.

Conformity - Documented and Implemented

Document References

- ERM. Emergency Response Manual - 5.8, 5.3, 5.2 -

Comments

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1 Management and Control

17-ORG 1.7.11 / In Scope: No

ORG 1.7.11 The Operator should have procedures under the corporate ERP that ensure a central coordination and control of all communications with external entities. (GM)

Document References

Comments

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1 Management and Control

17-ORG 1.7.12 / In Scope: Yes

ORG 1.7.12 The Operator should have procedures and resources immediately available under the corporate ERP that provide for, in the event of an emergency:

(i) The establishment of command posts (CPs) at line stations or remote locations;

(ii) A telephone enquiry center capable of handling the potential volume of calls expected with emergency events;

(iii) Dedicated equipment and material necessary for successful execution of the corporate ERP;

(iv) The dispatch, on short notice, of humanitarian teams to appropriate location(s) to attend to individuals in need of assistance;

(v) Assistance to passengers, crew and their families. (GM)

Conformity - Documented and Implemented

Document References

- ERM. Emergency Response Manual - 5.6, 5.11, 7.7, 7.5, table 2.10 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.1.1 / In Scope: Yes

ORG 2.1.1 The Operator shall have a quality assurance program that provides for the auditing of the management system of operations and maintenance functions to ensure the organization is:
(i) Complying with applicable regulations and standards;
(ii) Satisfying stated operational needs;
(iii) Identifying areas requiring improvement;
(iv) Identifying hazards to operations;
(v) Assessing the effectiveness of safety risk controls. [SMS] [MA]
(GM) >

Note:
If the quality assurance audit function is performed by an external organization, the Operator, as the AOC holder, shall be responsible for ensuring the quality assurance program is in conformity with the specifications of this provision.

Note:
Conformity with this ORG provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.

Finding - Documented Not Implemented

Document References

- ASM. Airline Safety Manual - 7.1.2 -

Comments

Although the Operator has documented a process for a yearly audit of every station, no evidence of implementation is provided.

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Report released pursuant to accepted terms and conditions.

2 Assurance, Monitoring and Documentation Control

17-ORG 2.1.2 / In Scope: Yes

ORG 2.1.2 The Operator shall appoint a manager with appropriate qualifications, authority and independence that is responsible for:

(i) The performance of the quality assurance program;

(ii) Ensuring communication and coordination with operational managers in the management of operational risk;

(iii) Dissemination of information to management and non-management operational personnel as appropriate to ensure an organizational awareness of relevant quality assurance issues and results. (GM)

Note:

If the Operator outsources operational functions to an external service provider, the use of the external service provider's quality assurance program manager for the purpose of conforming to the specifications of this provision shall be considered a conflict of interest, unless the Operator and the external service provider are both affiliates within the same Group Company.

Conformity - Documented and Implemented

Document References

- CSCM. Corporate Management System Vol II - 8.5.3.1 -
- SCM. Corporate Management System Vol I - 3.16.5 -
- ASM. Airline Safety Manual - 7.3.1 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.1.4 / In Scope: Yes

ORG 2.1.4 If the Operator is on the IOSA Registry, the Operator shall ensure the quality assurance program as specified in ORG 2.1.1 provides for the auditing of the IOSA Standards and Recommended Practices (ISARPs) a minimum of once during the IOSA registration period. For internal audits of the ISARPs, the Operator shall have processes that ensure:

(i) The effective edition of the IOSA Standards Manual (ISM) is used;

(ii) Auditor Actions are accomplished by auditors;

(iii) Recording and retention of information associated with the internal audit of individual ISARPs as specified in Table 1.2. (GM)

Note:

If a new edition of the ISM becomes effective before the last 5 months of the Operator's IOSA registration period, the Operator shall take into account all changes that might require additional auditing (e.g. new or significantly revised ISARPs).

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - 7.7.4 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.1.5 / In Scope: Yes

ORG 2.1.5 The Operator shall have an audit planning process and sufficient resources to ensure audits are:
(i) Scheduled at intervals to meet regulatory and management system requirements;
(ii) Conducted within the scheduled interval. (GM) >

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - 7.5.5, 7.5.5.7, 3.3, 7.3.3, 7.10 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.1.6 / In Scope: Yes

ORG 2.1.6 The Operator shall ensure the audit planning process defines the scope of each audit, as appropriate for the area being audited, and also:

(i) Includes audit objectives that address ongoing compliance with regulatory requirements, Operator standards and other applicable regulations, rules and standards;

(ii) Considers relevant operational safety or security events that have occurred;

(iii) Considers results from previous audits, including the effectiveness of corrective action that has been implemented. (GM)

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - 7.5.2, 7.5.5 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.1.7 / In Scope: Yes

ORG 2.1.7 The Operator shall have a process for addressing findings that result from audits conducted under the quality assurance program, which ensures:
(i) Identification of root cause(s);
(ii) Development of corrective action as appropriate to address findings;
(iii) Implementation of corrective action in appropriate operational area(s);
(iv) Evaluation of corrective action to determine effectiveness. [MA] (GM) >

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - 7.6.1, 7.6.2, 7.7.5 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.1.8 / In Scope: Yes

ORG 2.1.8 The Operator shall ensure the quality assurance program uses auditors that are impartial and functionally independent from the operational activities to be audited. (GM)

Note:

If the Operator outsources operational functions to an external service provider and uses auditing as the process to monitor the external service provider as specified in ORG 2.2.1 and 2.2.2, the use of the external service provider's auditors to perform such auditing shall be considered a conflict of interest, unless the Operator and the external service provider are both affiliates within the same Group Company.

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - 3.3, 7.3.3 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.1.9 / In Scope: Yes

ORG 2.1.9 The Operator shall have a training and qualification program that ensures auditors that conduct auditing under the quality assurance program as specified in ORG 2.1.1:

(i) Have the knowledge, skills and work experience needed to effectively assess areas of the management system and operations that will be audited;

(ii) Maintain an appropriate level of current audit experience;

(iii) Complete initial and continuing auditor training that provides the knowledge and understanding necessary to effectively conduct audits against:

(a) Applicable regulations and standards;

(b) If the Operator is currently on the IOSA Registry, the ISARPs.

(iv) Are evaluated on a periodic basis. [MA] (GM)

Note:

Sub-specification (iii) (b) is applicable only to auditors that may be assigned to conduct internal auditing against the ISARPs.

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - 7.3.3, 7.4, 7.4.1, 7.4.2 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.2.1 / In Scope: Yes

ORG 2.2.1 The Operator shall have processes to monitor external service providers that conduct outsourced operational functions for the Operator to ensure requirements that affect the safety and/or security of operations are being fulfilled. [MA] (GM) >

Note:

IOSA or ISAGO registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - 21.2 -
- QAM. Quality Assurance Manual - 1.2, 3.5, 3.7 -
- ROM. Ramp Operations Manual - 3.9 -
- GMM. General Maintenance Manual - 3.1.45 -
- SCM. Corporate Management System Vol I - 2.6.2 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.2.2 / In Scope: Yes

ORG 2.2.2 The Operator should include auditing as a process for the monitoring of external service providers in accordance with ORG 2.2.1. (GM) >

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - 3.9 -
- SEC. Airline Security Manual - 21.2 -
- GMM. General Maintenance Manual - 3.1.45 -
- SCM. Corporate Management System Vol I - 2.6.2 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.2.3 / In Scope: Yes

ORG 2.2.3 The Operator shall have a process that provides for the auditing of other operators that transport passengers of the Operator under a commercial aviation agreement. Such process shall ensure the following with respect to the audit of other operators:

(i) The audit is conducted against and requires conformity with applicable ICAO standards;

(ii) An initial audit is conducted prior to the commencement of the above-specified passenger transport operations;

(iii) A subsequent audit is conducted during every 24-month period following commencement of the above-specified passenger transport operations. (GM)

Note:

A commercial aviation agreement as specified in this standard includes the following:

- ACMI Lease (wet lease) Agreement
- Capacity Purchase Agreement (CPA)
- Code Share Agreement
- Damp Lease Agreement

Note:

The specifications of this standard shall be applicable to the Operator if it has transported its passengers on another operator under any of the specified commercial aviation agreements during the most recent IOSA registration period.

Note:

IOSA registration indicates an operator is in conformity with all applicable ICAO standards and thus is acceptable as the audit of another operator as specified in this provision provided the Operator obtains the latest applicable audit report(s) through official program channels and considers the content of such report(s).

N/A

Document References

Comments

The Operator does not have other operators that transport passengers of the Operator under a commercial aviation agreement

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.2.4 / In Scope: Yes

ORG 2.2.4 If the Operator transports cargo with other operators under a commercial aviation agreement, the Operator should have a process to monitor the performance of those other operators that transport its cargo. Such monitoring process should ensure the operational safety and security needs of the Operator are being fulfilled.

Note:

A commercial aviation agreement as specified in this recommendation includes the following:

- ACMI Lease (wet lease) Agreement
- Capacity Purchase Agreement (CPA)
- Damp Lease Agreement

Note:

IOSA or ISSA registration is acceptable as part of the Operator's monitoring process, when such registration is included in or combined with a risk assessment of the other operator(s).

N/A

Document References

Comments

The Operator does not transport cargo with other operators under a commercial aviation agreement.

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.3.1 / In Scope: Yes

ORG 2.3.1 The Operator should have processes to ensure equipment or other operational products relevant to the safety or security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier meet the product technical requirements specified by the Operator prior to being used in the conduct of operations or aircraft maintenance. (GM) >

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 2.7 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.4.1 / In Scope: Yes

ORG 2.4.1 The Operator shall have an electronic database to ensure the effective management of information and data associated with audits conducted under the quality assurance program as specified in ORG 2.1.1 and ORG 2.1.4. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 8.2.1 -
- ASM. Airline Safety Manual - 7.7 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.4.2 / In Scope: Yes

ORG 2.4.2 The Operator should have an electronic database to ensure effective management of data derived from the hazard identification and risk assessment and mitigation programs. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 8.2 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.4.3 / In Scope: Yes

ORG 2.4.3 The Operator should have a process to ensure reports of safety and security occurrences are submitted to IATA for inclusion in the Incident Data Exchange (IDX). Such reports should be submitted in accordance with the formal IDX reporting process and include incidents and reports from:

(i) Flight operations;

(ii) Cabin operations;

(iii) Ground handling operations;

(iv) Engineering and Maintenance. (GM)

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have a process to ensure reports of safety and security occurrences are submitted to IATA for inclusion in the Incident Data Exchange (IDX).

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.4.4 / In Scope: Yes

ORG 2.4.4 The Operator should participate in and supply data to an aggregated Flight Data Sharing Program that is applied to aircraft in its fleet with a certified take-off mass in excess of 20,000 kg (44,092 lbs). As a minimum, such program should:

(i) Have a signed agreement with the program participants (member airlines) on how their data will be utilized;

(ii) Provide a means for participants to securely transfer their flight data;

(iii) Be non-punitive and offer adequate safeguards for the de-identification of all data received from participants;

(iv) Disseminate de-identified information to participants on emerging trends and areas of interest to global aviation safety;

(v) Not use data for the purposes of investigation of the performance of individual participants.

Conformity - Documented and Implemented

Document References

- FOQA. FOQA Implementation and Operations Plan - 1.1 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.5.1 / In Scope: Yes

ORG 2.5.1 The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of operations. Such system shall ensure documentation:
(i) Meets all required elements specified in Table 1.1;
(ii) Contains legible and accurate information;
(iii) Is presented in a format appropriate for use in operations. (GM) >

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 1.4, 4.1.1, 4.1.2 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.5.3 / In Scope: Yes

ORG 2.5.3 The Operator should have a documentation system that ensures operations, maintenance and security manuals are centrally managed or coordinated under a corporate scheme of document hierarchy. (GM)

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have a documentation system that ensures operations, maintenance and security manuals are centrally managed or coordinated under a corporate scheme of document hierarchy.

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.5.4 / In Scope: No

ORG 2.5.4 The Operator shall have SMS documentation, including a manual, that describes:
(i) The safety policy and objectives;
(ii) SMS requirements;
(iii) SMS processes and procedures;
(iv) Accountability, authorities and responsibilities for SMS processes and procedures. [SMS] (GM)

Note:
An SMS manual may be in the form of a stand-alone document or may be integrated with other organizational documents (or documentation) maintained by the Operator.

Document References

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.6.1 / In Scope: Yes

ORG 2.6.1 The Operator shall have a system for the management and control of operational records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for:
(i) Identification;
(ii) Legibility;
(iii) Maintenance;
(iv) Retrieval;
(v) Protection, integrity and security;
(vi) Disposal, deletion (electronic records) and archiving. (GM) >

Note:
The operational records system specified in this standard shall also include the management and control of SMS operational records.

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 2.13 -

Comments

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2 Assurance, Monitoring and Documentation Control

17-ORG 2.6.2 / In Scope: No

ORG 2.6.2 If the Operator uses an electronic system for the management and control of records, the Operator shall ensure the system provides for a scheduled generation of backup record files. (GM) >

Document References

Comments

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3 Risk Management

17-ORG 3.1.1 / In Scope: Yes

ORG 3.1.1 The Operator shall have a hazard identification program that is implemented and integrated throughout the organization and includes a combination of reactive and proactive methods of hazard identification. [SMS] [MA] (GM) >

Note:

Conformity with this ORG provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.

Conformity - Documented and Implemented

Document References

- CSMS. Corporate Management System Vol II - 6.2.3 -

Comments

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3 Risk Management

17-ORG 3.1.2 / In Scope: Yes

ORG 3.1.2 The Operator shall have an operational safety reporting system that is implemented throughout the organization in a manner that:

(i) Encourages and facilitates personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;

(ii) Ensures mandatory reporting in accordance with applicable regulations;

(iii) Includes analysis and management action as necessary to address safety issues identified through the reporting system. [SMS] [MA] (GM) >

Note:

Conformity with this ORG provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.

Conformity - Documented and Implemented

Document References

- CSMS. Corporate Management System Vol II - 7.3.7 -
- ASM. Airline Safety Manual - 6.8.1 -

Comments

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3 Risk Management

17-ORG 3.1.3 / In Scope: Yes

ORG 3.1.3 The Operator should have a confidential safety reporting system that is implemented throughout the organization in a manner that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations. (GM) >

Conformity - Documented and Implemented

Document References

- CSMS. Corporate Management System Vol II - 7.3.8.2 -

Comments

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3 Risk Management

17-ORG 3.1.4 / In Scope: Yes

ORG 3.1.4 The Operator should have a program for the systematic acquisition and analysis of data from observations of flight crew performance during normal line operations. (GM)

Observation - Documented Not Implemented

Document References

- SCM. Corporate Management System Vol I - 1.21 -

Comments

Although documented as indicated, the Operator does not implement a program for the systematic acquisition and analysis of data from observations of flight crew performance during normal line operations.

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3 Risk Management

17-ORG 3.1.5 / In Scope: Yes

ORG 3.1.5 The Operator shall have a process to identify changes within or external to the organization that have the potential to affect the level of safety risks associated with aircraft operations, and to manage risks that may arise from or are affected by such changes in accordance with ORG 3.1.1 and ORG 3.2.1. [SMS] [MA] (GM)

Conformity - Documented and Implemented

Document References

- CSMS. Corporate Management System Vol II - 6.5, 6.7, 6.9 -

Comments

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3 Risk Management

17-ORG 3.2.1 / In Scope: Yes

ORG 3.2.1 The Operator shall have a safety risk assessment and mitigation program that includes processes implemented and integrated throughout the organization to ensure:
(i) Hazards are analyzed to determine corresponding safety risks to aircraft operations;
(ii) Safety risks are assessed to determine the requirement for risk mitigation action(s);
(iii) When required, risk mitigation actions are developed and implemented in operations. [SMS] [MA] (GM) >

Note:
Conformity with this ORG provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.

Conformity - Documented and Implemented

Document References

- CSMS. Corporate Management System Vol II - 6.3.2.1, 6.3.3, 6.6 -

Comments

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3 Risk Management

17-ORG 3.2.2 / In Scope: Yes

ORG 3.2.2 The Operator should have a process for safety data analysis with the purpose of predicting future risks associated with hazards to aircraft operations. (GM)

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have a process for safety data analysis with the purpose of predicting future risks associated with hazards to aircraft operations.

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3 Risk Management

17-ORG 3.3.1 / In Scope: Yes

ORG 3.3.1 If the Operator conducts flights with aircraft that have a maximum certified takeoff mass in excess of 27,000 kg (59,525 lb), the Operator shall have a flight data analysis (FDA) program that requires a systematic download and analysis of electronically recorded flight data from applicable aircraft in its fleet. The FDA program shall be non-punitive and be integrated in the Operator's SMS. [SMS] [MA] (GM)

Note:

Conformity with this provision is possible only when the Operator is also in conformity with ORG 3.3.3, 3.3.4 and 3.3.5.

Conformity - Documented and Implemented

Document References

- FOQA. FOQA Implementation and Operations Plan - all -

Comments

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3 Risk Management

17-ORG 3.3.2 / In Scope: Yes

ORG 3.3.2 The Operator should have a flight data analysis (FDA) program in accordance with ORG 3.3.1 that is applied to aircraft in its fleet with a certified takeoff mass in excess of 20 000 kg (44,092 lb). (GM)

Conformity - Documented and Implemented

Document References

- FOQA. FOQA Implementation and Operations Plan - all -

Comments

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3 Risk Management

17-ORG 3.3.3 / In Scope: Yes

ORG 3.3.3 If the Operator has an FDA program in accordance with ORG 3.3.1, the Operator shall ensure such program has processes for:

(i) Interpretation and analysis of flight and aircraft technical data;

(ii) Flight crew liaison, including permission and responsibility for confidential discussions with flight crew members involved in events highlighted by FDA;

(iii) Data collection that comprises data that are representative of all aircraft operations for each applicable fleet type;

(iv) Dissemination of de-identified information to relevant operational personnel;

(v) Training and qualification of personnel as appropriate to perform assigned program functions. (GM)

Conformity - Documented and Implemented

Document References

- FOQA. FOQA Implementation and Operations Plan - 4.4.3, 3.2.6, 3.2.3, 3.2.4, 3.4 -

Comments

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3 Risk Management

17-ORG 3.3.4 / In Scope: Yes

ORG 3.3.4 If the Operator has an FDA program in accordance with ORG 3.3.1, the Operator shall have standards for the management and protection of program data and information that define:
(i) Methods for ensuring the integrity and validity of downloaded flight data;
(ii) Policies and procedures for data de-identification and confidentiality;
(iii) Methods for maintaining and presenting event and exceedance information for trend analysis;
(iv) Policies and procedures for data retention, retrieval and archiving;
(v) Processes for assessing and improving data management policies, methods and procedures. (GM).

Conformity - Documented and Implemented

Document References

- FOQA. FOQA Implementation and Operations Plan - 4.2.4, 4.4.2, 4.4.3, 4.4.7, 4.48, 3.2.2 -

Comments

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3 Risk Management

17-ORG 3.3.5 / In Scope: Yes

ORG 3.3.5 If the Operator has an FDA program in accordance with ORG 3.3.1, the Operator shall have processes to ensure program findings (e.g. hazards, adverse events and trends, airworthiness issues) are coordinated with relevant operational areas of the organization for further validation and assessment, and for a determination of appropriate follow-up action. Such coordination and follow-up action shall be accomplished within the SMS as follows:

(i) Hazard identification and safety risk assessment and mitigation in accordance with ORG 3.1.1 and ORG 3.2.1.

(ii) Event investigation in accordance with ORG 3.5.1 and ORG 3.5.2.

(iii) Continuing airworthiness assessment in accordance with Maintenance Management Manual (MMM) procedures as specified in MNT 1.7.1 and Table 4.3. (GM)

Conformity - Documented and Implemented

Document References

- FOQA. FOQA Implementation and Operations Plan - 3.2.4, 4.1.1, 4.4.3, 4.4.6, 4.6, 3.2.7 -

Comments

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3 Risk Management

17-ORG 3.4.1 / In Scope: Yes

ORG 3.4.1 The Operator should have a policy and procedures for the transport of items in the cargo compartment, which include the conduct of a specific safety risk assessment. Such risk assessment should, as a minimum, include consideration of the following factors:
(i) Hazards associated with the properties of the items to be transported;
(ii) Capabilities of the operator;
(iii) Operational considerations (e.g. area of operations, diversion time);
(iv) Capabilities of the aircraft and its systems (e.g. cargo compartment fire suppression capabilities);
(v) Containment characteristics of unit load devices;
(vi) Packing and packaging;
(vii) Safety of the supply chain for items to be transported;
(viii) Quantity and distribution of dangerous goods items to be transported. (GM)

Note:
Mitigation resulting from the safety risk assessment should ensure, to an acceptable level of risk, that in the event of a fire involving items in the cargo compartment, such fire will be detected and sufficiently suppressed or contained by the aircraft cargo compartment fire protection system until a safe landing can be made.

Note:
Effective 1 January, 2026, this recommended practice will be upgraded to a standard; IOSA registration will require conformance by the Operator.

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have policies nor procedures for the transport of items in the cargo compartment, which include the conduct of a specific safety risk assessment.

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3 Risk Management

17-ORG 3.5.1 / In Scope: Yes

ORG 3.5.1 The Operator shall have a process for the investigation of aircraft accidents and incidents, to include reporting of events in accordance with requirements of the State. [SMS] [MA] (GM)

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - 6.2, 6.2.7.9 -

Comments

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3 Risk Management

17-ORG 3.5.2 / In Scope: Yes

ORG 3.5.2 The Operator shall have a process for identifying and investigating irregularities and other non-routine operational occurrences that might be precursors to an aircraft accident or incident. [SMS]

(GM)

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - 6.3, 6.8 -
- CSMS. Corporate Management System Vol II - 7.4 -

Comments

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3 Risk Management

17-ORG 3.6.1 / In Scope: Yes

ORG 3.6.1 The Operator should ensure critical information and communications technology systems and data used in operations and maintenance functions are identified and, in accordance with risk management principles, appropriate measures are developed and implemented to protect them from unlawful interference. (GM)

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not ensure critical information and communications technology systems and data used in operations and maintenance functions are identified and, in accordance with risk management principles.

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4 Improvement and Promotion, Training

17-ORG 4.1.1 / In Scope: Yes

ORG 4.1.1 The Operator shall ensure the management system is reviewed at intervals not exceeding one year to ensure its continuing suitability, adequacy and effectiveness in the management and control of operations and associated risks. The review shall include assessing opportunities for improvement and the need for changes to the system, including, but not limited to:

(i) Organizational structure;

(ii) Defined safety objectives;

(iii) Reporting lines, authorities, responsibilities;

(iv) Policies, processes and procedures;

(v) Allocation of resources;

(vi) Identification of training needs. [MA] (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 5.4 -

Comments

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4 Improvement and Promotion, Training

17-ORG 4.1.2 / In Scope: Yes

ORG 4.1.2 The Operator shall have a process to ensure significant issues arising from quality assurance and risk management are subject to management review in accordance with ORG 4.1.1. [SMS] (GM)

>

Note:

Conformity with this provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 5.4 -

Comments

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4 Improvement and Promotion, Training

17-ORG 4.1.3 / In Scope: Yes

ORG 4.1.3 The Operator shall have processes to monitor and assess its SMS processes in order to maintain or continually improve the overall effectiveness of the SMS. [SMS] (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 4.4.3.1 -

Comments

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4 Improvement and Promotion, Training

17-ORG 4.2.1 / In Scope: Yes

ORG 4.2.1 The Operator shall have a system that enables effective communication of safety and operational information throughout the management system and in all areas where operations are conducted. Such system shall ensure:

(i) Personnel maintain an awareness of the SMS;

(ii) Safety-critical information is conveyed;

(iii) External service providers are provided with information relevant to operations conducted. [SMS] [MA] (GM) >

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 6.2, 6.6, 6.1 -
- CSCM. Corporate Management System Vol II - 8.5 -

Comments

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4 Improvement and Promotion, Training

17-ORG 4.3.1 / In Scope: Yes

ORG 4.3.1 The Operator shall have a program that ensures its personnel are trained to understand SMS responsibilities and competent to perform associated duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. [SMS] [MA] (GM) >

Note:

The specifications of this provision are applicable to personnel of the Operator.

Note:

Conformity with this ORG provision is possible only when the Operator is in conformity with all repeats of this provision in other ISM sections.

Conformity - Documented and Implemented

Document References

- CSMS. Corporate Management System Vol II - 8.4 -

Comments

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4 Improvement and Promotion, Training

17-ORG 4.3.2 / In Scope: Yes

ORG 4.3.2 If the Operator outsources operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained to understand SMS responsibilities and perform associated duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS]

(GM) >

Note:

The specifications of this provision are applicable to personnel of an external service provider that performs operational functions for the Operator.

Note:

Conformity with this ORG recommended practice is possible only when the Operator is in conformity with all repeats of this recommended practice in other ISM sections.

Observation - Not Documented Not Implemented

Document References

- ROM. Ramp Operations Manual - A.28.6 -

Comments

The Operator does not have a program that ensures personnel of external service providers are trained to understand SMS responsibilities and perform associated duties appropriate to individual involvement in the Operator's SMS.

Checklist Name	Section 2 - Flight Operations (FLT)

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1 Management and Control

17-FLT 1.1.1 / In Scope: No

FLT 1.1.1 The Operator shall have a management system for the flight operations organization that ensures control of flight operations and the management of safety and security outcomes. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.1.2 / In Scope: No

FLT 1.1.2 The Operator shall have one or more designated managers in the flight operations organization that, if required, are post holders acceptable to the Authority, and have the responsibility for ensuring:
(i) The management and supervision of all flight operations activities;
(ii) The management of safety and security risks to flight operations;
(iii) Flight operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and standards of the Operator. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.2.1 / In Scope: Yes

FLT 1.2.1 The Operator shall have a valid Air Operator Certificate (AOC) or equivalent document issued by the State of the Operator (hereinafter, the State) that authorizes the Operator to conduct commercial air transport operations in accordance with specified conditions and limitations. The AOC and/or associated documents shall include:

(i) Operator identification (name and location);

(ii) Date of issue and period of validity;

(iii) Description of types of operations authorized;

(iv) Type(s) of aircraft authorized for use;

(v) Authorized areas of operation or routes;

(vi) Exemptions, deviations and waivers (listed by name);

(vii) Special authorizations/approvals as required by the Authority, to include, as applicable:

(a) Low visibility operations (LVO);

(b) CAT II and/or III approaches;

(c) Automatic landing, head-up display (HUD) or equivalent displays, vision systems operations and associated operational credit(s) granted (if such systems are used to gain operational benefit);

(d) Use of GPS to conduct any approach;

(e) ETOPS/EDTO, as applicable, including the applicable threshold/maximum diversion times established for each particular aircraft and engine combination;

(f) RVSM operations;

(g) MNPS/NAT HLA operations;

(h) Area of Magnetic Unreliability (AMU);

(i) Basic RNAV/RNP operations;

(j) AR navigation specifications for PBN operations;

(k) Performance-Based Communication and Surveillance (PBCS) operations;

(l) Transport of dangerous goods as cargo;

(m) Electronic Flight Bag (EFB) operations. (GM)

Conformity - Documented and Implemented

Document References

- OPSPECS. Operation Specifications - All -

Comments

vii) c) N/A: The Operator is not authorized for head-up display (HUD) or equivalent displays, vision systems operations.

vii) j) N/A: The Operator is not authorized for AR navigation specifications for PBN operations.

vii) h) N/A: The Operator is not authorized to conduct AMU operations.

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1 Management and Control

17-FLT 1.3.1 / In Scope: No

FLT 1.3.1 The Operator shall ensure the flight operations management system defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety or security of aircraft operations in areas of the flight operations organization specified in FLT 1.3.2. The management system shall also specify:

(i) The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of flight operations;

(ii) Responsibilities for ensuring operations are conducted in accordance with applicable regulations and standards of the Operator;

(iii) Lines of accountability throughout flight operations, including direct accountability for safety and/or security on the part of flight operations senior management. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.3.2 / In Scope: No

FLT 1.3.2 The Operator shall delegate authority and assign responsibility for the management and supervision of specific areas of the organization relevant to the flight operations management system, to include, as a minimum:

(i) Fleet operations;
(ii) Line operations;
(iii) Documentation control;
(iv) Flight crew training;
(v) Operations engineering;
(vi) Flight crew scheduling;
(vii) Accident prevention and flight safety;
(viii) Human resources;
(ix) Quality assurance;
(x) Security. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.3.3 / In Scope: No

FLT 1.3.3 The Operator shall have a process or procedure for the delegation of duties within the flight operations management system that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.3.4 / In Scope: No

FLT 1.3.4 The Operator shall ensure a delegation of authority and assignment of responsibility within the flight operations management system for liaison with regulatory authorities, original equipment manufacturers and other external entities relevant to flight operations. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.3.6 / In Scope: No

FLT 1.3.6 The Operator shall assign responsibility to the pilot-in-command (PIC) for:

(i) The safety of all crew members, passengers and/or cargo on board the aircraft when the doors are closed;

(ii) The operation and safety of the aircraft from the moment the aircraft is ready to move for the purpose of taking off until the moment it finally comes to rest at the end of the flight and the engine(s) are shut down;

(iii) Ensuring checklists are complied with. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.3.7 / In Scope: No

FLT 1.3.7 The Operator shall ensure, for the duration of each flight, one pilot is designated to act as PIC. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.3.8 / In Scope: No

FLT 1.3.8 The Operator shall ensure the duties and responsibilities of flight crew members, to include a plan for succession of command, are defined and described in the OM. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.3.9 / In Scope: No

FLT 1.3.9 The Operator shall have a policy to address willful and deliberate violation of flight operations organizational policies and/or procedures by flight operations personnel. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.3.10 / In Scope: Yes

FLT 1.3.10 If the Operator uses supernumeraries in the passenger cabin or supernumerary compartment of an aircraft that are required for the safety of operations, the Operator should have policies and procedures that:

(i) Define and describe duties or responsibilities assigned to such personnel that are related to safety;

(ii) Ensure such supernumeraries do not impede flight crew members in the performance of their duties;

(iii) If a cabin crew is used, ensure supernumeraries do not impede cabin crew members in the performance of their duties. (GM)

N/A

Document References

Comments

The Operator does not use supernumeraries in the passenger cabin or supernumerary compartment of an aircraft that are required for the safety of operations.

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1 Management and Control

17-FLT 1.4.1 / In Scope: No

FLT 1.4.1 The Operator shall have a system that enables effective communication of relevant safety and operational information throughout the flight operations management system and in all areas where flight operations are conducted. Such system shall ensure:

(i) Personnel maintain an awareness of the SMS;

(ii) Safety-critical information is conveyed;

(iii) If applicable, external service providers are provided with information relevant to operations conducted. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.4.2 / In Scope: No

FLT 1.4.2 The Operator shall have a process to ensure issues that affect operational safety and security are coordinated among personnel with expertise in the appropriate areas within the flight operations organization and relevant areas outside of flight operations, to include, as appropriate:

(i) Accident prevention and flight safety;
(ii) Cabin operations;
(iii) Engineering and maintenance;
(iv) Operations engineering;
(v) Operational control/flight dispatch;
(vi) Human resources;
(vii) Ground handling, cargo operations and dangerous goods;
(viii) Manufacturers, (AFM/AOM, operational and safety communication);
(ix) Regulatory agencies or authorities. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.4.3 / In Scope: No

FLT 1.4.3 The Operator shall have a process to ensure the dissemination of safety-critical operational information to appropriate personnel within and external to the flight operations organization, to include:
(i) Airworthiness Directives (ADs);
(ii) Manufacturer bulletins;
(iii) Flight crew bulletins or directives;
(iv) NOTAMs. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.5.1 / In Scope: No

FLT 1.5.1 The Operator shall have the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy flight operations safety and security requirements. (GM) <

Note:

Conformity with this provision does not require specifications to be documented by the Operator.

Document References

Comments

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1 Management and Control

17-FLT 1.5.2 / In Scope: No

FLT 1.5.2 The Operator shall have a selection process for management and non-management positions within the organization that require the performance of functions relevant to the safety or security of aircraft operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.5.3 / In Scope: No

FLT 1.5.3 The Operator shall have a process to ensure candidates, prior to being employed as flight crew members, are screened for the purpose of determining if they possess the requisite certifications, skills, competencies and other attributes required by the Operator and/or State. Such process, as a minimum, shall include procedures for reviewing and/or assessing:

(i) Technical and non-technical competencies and skills, to include interpersonal skills;

(ii) Aviation experience;

(iii) Credentials and licenses;

(iv) Medical fitness;

(v) Security background;

(vi) Common language(s) fluency. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.5.4 / In Scope: No

FLT 1.5.4 The Operator shall have a process for screening candidates for the position of PIC, to include, if applicable, ensuring a prerequisite minimum level of line experience that is acceptable to the Authority. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.5.5 / In Scope: Yes

FLT 1.5.5 The Operator shall have criteria and processes for the selection of instructors, evaluators and line check airmen, to include a minimum experience level in line operations that is acceptable to the Operator and/or the State. (GM)

Conformity - Documented and Implemented

Document References

- ATP. Approved Training Program - 25.1.1 -

Comments

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1 Management and Control

17-FLT 1.6.1 / In Scope: Yes

FLT 1.6.1 The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of operations. Such system shall ensure documentation:

(i) Meets all required elements specified in Table 1.1;

(ii) Contains legible and accurate information;

(iii) Is presented in a format appropriate for use in operations. (GM) <

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - Ch 4.5.1, 4.8.1, 4.8.2 -
- GOM. General Operations Manual - 1.4 -

Comments

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1 Management and Control

17-FLT 1.6.3 / In Scope: Yes

FLT 1.6.3 The Operator shall ensure the system for the management and control of flight operations documentation as specified in ORG 2.5.1 and Table 1.1 addresses, as a minimum, the following documents from external sources:

(i) As applicable, regulations of the State and of the other states or authorities relevant to operations;

(ii) As applicable, relevant ICAO Standards and Recommended Practices (SARPS), manuals, regional supplementary procedures and/or circulars;

(iii) Airworthiness Directives (ADs);

(iv) As applicable, Aeronautical Information Publications (AIP) and NOTAMS;

(v) State-approved or State-accepted Aircraft Flight Manuals (AFM);

(vi) Manufacturer's Aircraft Operating Manuals (AOMs), including performance data, weight and balance data/manuals, checklists and MEL/CDL;

(vii) As applicable, other manufacturer's operational communications. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 1.4 -

Comments

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1 Management and Control

17-FLT 1.6.6 / In Scope: No

FLT 1.6.6 The Operator shall ensure documents that comprise the onboard library, as specified in Table 2.1, are carried on board the aircraft for each flight and located in a manner that provides for access by the flight crew. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.7.1 / In Scope: Yes

FLT 1.7.1 The Operator shall have an Operations Manual (OM) for the use of personnel in the flight operations organization, which may be issued in separate parts, and which contains or references the policies, procedures, checklists and other guidance or information necessary for compliance with applicable regulations, laws, rules and Operator standards. As a minimum, the OM shall be managed and controlled in accordance with FLT 1.6.1, define the content of the onboard library and be in accordance with specifications contained in Table 2.2. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - Ch 4.4, 4.6, 4.7 -
- GOM. General Operations Manual - Ch 1.1, 1.2, 5.1.21 -

Comments

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1 Management and Control

17-FLT 1.7.2 / In Scope: No

FLT 1.7.2 The Operator shall ensure information in the OM pertaining to flight crew duties and responsibilities is published in the designated common language(s), as specified in FLT 3.1.1. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.7.4 / In Scope: Yes

FLT 1.7.4 The Operator shall have a process to develop and establish procedures and checklists for use by the flight crew. Such process shall ensure:

(i) Human factors principles are observed in the design of the OM, checklists and associated procedures;

(ii) The specific parts of the OM relevant to flight crew are clearly identified and defined;

(iii) If applicable, any differences from procedures and checklists provided by the manufacturer(s) are based on operational considerations. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 1.1 -

Comments

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1 Management and Control

17-FLT 1.8.1 / In Scope: Yes

FLT 1.8.1 The Operator shall have a system for the management and control of flight operations records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for:

(i) Identification;

(ii) Legibility;

(iii) Maintenance;

(iv) Retrieval;

(v) Protection, integrity and security;

(vi) Disposal, deletion (electronic records) and archiving. (GM) <

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.7.3.1 -
- SCM. Corporate Management System Vol I - Ch 2.13 -

Comments

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1 Management and Control

17-FLT 1.8.2 / In Scope: No

FLT 1.8.2 The Operator shall ensure the system for the management and control of flight operations records as specified in FLT 1.8.1 includes retention, for a period of time determined by the Operator or the Authority, of records that document:

(i) The fulfillment of flight crew qualification requirements, as specified in Table 2.3;

(ii) Successful and unsuccessful flight crew evaluations, as specified in FLT 2.1.28. (GM)

Document References

Comments

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1 Management and Control

17-FLT 1.8.3 / In Scope: No

FLT 1.8.3 If the Operator uses an electronic system for the management and control of flight operations records, the Operator shall ensure the system provides for a scheduled generation of backup record files. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.10.1 / In Scope: No

FLT 1.10.1 The Operator shall have a quality assurance program that provides for the auditing and evaluation of the flight operations management system and operational functions at planned intervals to ensure the organization is:

(i) Complying with applicable regulations and standards;

(ii) Satisfying stated operational needs;

(iii) Identifying areas requiring improvement;

(iv) Identifying hazards to operations;

(v) Assessing the effectiveness of safety risk controls. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.10.2 / In Scope: No

FLT 1.10.2 The Operator shall have an audit planning process and sufficient resources to ensure audits of flight operations functions are:

(i) Scheduled at intervals to meet regulatory and management system requirements;

(ii) Conducted within the scheduled interval. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.10.3 / In Scope: No

FLT 1.10.3 The Operator shall have a process to ensure significant issues arising from flight operations quality assurance and risk management are subject to management review in accordance with ORG 4.1.1. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.10.4 / In Scope: No

FLT 1.10.4 The Operator shall have a process for addressing findings that result from audits conducted under the quality assurance program, which ensures:
(i) Identification of root cause(s);
(ii) Development of corrective action as appropriate to address findings;
(iii) Implementation of corrective action in appropriate areas of flight operations;
(iv) Evaluation of corrective action to determine effectiveness. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.11.1A / In Scope: No

FLT 1.11.1A If the Operator has external service providers conduct outsourced flight operations functions, the Operator shall ensure a service provider selection process is in place that ensures:
(i) Relevant safety and security selection criteria are established;
(ii) Service providers are evaluated against such criteria prior to selection. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.11.1B / In Scope: No

FLT 1.11.1B If the Operator has external service providers conduct outsourced flight operations functions, the Operator shall have a process to ensure a contract or agreement is executed with such external service providers. Contract(s) or agreement(s) shall identify the application of specific documented requirements that can be monitored by the Operator to ensure requirements that affect the safety or security of flight operations are being fulfilled by the service provider. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.11.2 / In Scope: No

FLT 1.11.2 If the Operator has external service providers conduct outsourced flight operations functions, the Operator shall have a process to monitor such external service providers to ensure requirements that affect the safety or security of flight operations are being fulfilled. (GM) <

Note:

IOSA registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).

Document References

Comments

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1 Management and Control

17-FLT 1.11.3 / In Scope: Yes

FLT 1.11.3 If the Operator utilizes products for flight operations relevant to the safety and security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier (other than electronic data products as specified in FLT 4.2.6 and FLT 4.2.7), the Operator should have processes to ensure such products meet the technical requirements specified by the Operator prior to being used in the conduct of operations. (GM) <

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - Ch 2.7 -

Comments

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1 Management and Control

17-FLT 1.11.5 / In Scope: Yes

FLT 1.11.5 If the Operator has external service providers conduct outsourced flight operations functions, the Operator should include auditing as a process for the monitoring of external service providers in accordance with FLT 1.11.2. (GM) <

N/A

Document References

Comments

The Operator has no external service providers conducting outsourced flight operations function.

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1 Management and Control

17-FLT 1.12.1 / In Scope: No

FLT 1.12.1 The Operator shall have a hazard identification program in the flight operations organization that includes a combination of reactive and proactive methods of hazard identification. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.12.2 / In Scope: No

FLT 1.12.2 The Operator shall have a safety risk assessment and mitigation program in the flight operations organization that specifies processes to ensure:

(i) Hazards are analyzed to determine the corresponding safety risks to aircraft operations;

(ii) Safety risks are assessed to determine the requirement for risk mitigation action(s);

(iii) When required, risk mitigation actions are developed and implemented in flight operations. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.12.3 / In Scope: No

FLT 1.12.3 The Operator shall have an operational safety reporting system in the flight operations organization that:

(i) Encourages and facilitates flight crew members and other flight operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;

(ii) Ensures mandatory reporting in accordance with applicable regulations;

(iii) Includes analysis and flight operations management action as necessary to address safety issues identified through the reporting system. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.12.4 / In Scope: No

FLT 1.12.4 The Operator should have a confidential safety reporting system in the flight operations organization that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations. (GM) <

Document References

Comments

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1 Management and Control

17-FLT 1.12.5 / In Scope: No

FLT 1.12.5 The Operator shall have processes in the flight operations organization for setting safety performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) as means to monitor its safety performance, the achievement of its safety objectives and to validate the effectiveness of safety risk controls. [SMS]

(GM) <

Document References

Comments

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2 Training and Qualification

17-FLT 2.1.1A / In Scope: Yes

FLT 2.1.1A The Operator shall have a training and evaluation program, approved or accepted by the Authority, that consists of ground and flight training and, when applicable, evaluations to ensure flight crew members are competent to perform assigned duties. The program shall address traditional and, if applicable, advanced, alternative or evidence-based training and qualification, and ensure training and evaluation is conducted for each type of aircraft in the fleet. Such program shall also, as a minimum, address:

(i) Initial qualification;

(ii) Continuing qualification;

(iii) Re-qualification;

(iv) As applicable, aircraft transition or conversion;

(v) Upgrade to PIC;

(vi) As applicable, other specialized training requirements, including those associated with operations authorized in the AOC;

(vii) As applicable, each traditional training program requirement that is replaced by a requirement under an Advanced Qualification Program (AQP), Alternative Training and Qualification Program (ATQP) or Evidence-based Training (EBT) program. [MA] (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.1-4.3.5, App B, App C, 2.6, 5.8 -

Comments

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2 Training and Qualification

17-FLT 2.1.1B / In Scope: No

FLT 2.1.1B If the Operator conducts training and evaluation in accordance with an AQP, ATQP or EBT program, such program shall be approved or accepted by the Authority and incorporate all of the elements and specifications contained in Table 2.6 and, as applicable, Table 2.7 or Table 2.8. (GM)

Document References

Comments

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2 Training and Qualification

17-FLT 2.1.2 / In Scope: Yes

FLT 2.1.2 The Operator shall ensure objectivity is maintained in the training and evaluation program, and that instructors, evaluators and line check airmen are permitted to perform assigned activities without inappropriate interference from management and/or external organizations. [MA] (GM)

Finding - Implemented Not Documented

Document References

- FOTM. Flight Operations Training Manual - 4.4.2 -

Comments

Although implemented based on interviews and simulator mandatory observation, the Operator has not documented instructors, evaluators and line check airmen are permitted to perform assigned activities without inappropriate interference from management and external organizations.

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2 Training and Qualification

17-FLT 2.1.3 / In Scope: No

FLT 2.1.3 The Operator shall ensure flight crew members receive training that supports the introduction of:
(i) New policies, rules, instructions and procedures;
(ii) New aircraft types, systems and fleet modifications/upgrades. (GM)

Document References

Comments

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2 Training and Qualification

17-FLT 2.1.4 / In Scope: Yes

FLT 2.1.4 If the Operator uses distance learning and/or distance evaluation in the flight crew training and qualification program, the Operator shall ensure such training and/or evaluation is monitored in accordance with FLT 2.1.28 and, if required, is approved or accepted by the State. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 6.1, 6.6 -

Comments

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2 Training and Qualification

17-FLT 2.1.10 / In Scope: Yes

FLT 2.1.10 The Operator shall have a Training Manual for the use of flight operations personnel, which may be issued in separate parts, that contains the details of all relevant training programs, policies, procedures, requirements and other guidance or information necessary to administer the Operator's Training Program. The Training Manual shall, as a minimum, be managed and controlled as specified in FLT 1.6.1, and be in accordance with specifications contained in Table 2.2. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - all -
- ATP. Approved Training Program - all -

Comments

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2 Training and Qualification

17-FLT 2.1.12 / In Scope: Yes

FLT 2.1.12 The Operator shall ensure the Training Manual contains standards for flight crew training and evaluation that have been approved or accepted by the State and include, as a minimum:

(i) Standardized procedures for training and the conduct of evaluations;

(ii) Standards that ensure piloting technique and the ability to execute normal and non-normal procedures are checked in a way that demonstrates each pilot's competence;

(iii) A requirement that simulated aircraft, weather and environmental conditions are standardized and appropriate for the training/evaluation being administered;

(iv) If the Operator conducts training flights, a definition of the conditions and/or maneuvers that can be safely simulated in the aircraft, as well as the minimum weather and environmental conditions required to ensure the training/evaluation being administered can be safely and effectively conducted;

(v) Limits for the number of times maneuvers may be repeated and the evaluation still be considered acceptable;

(vi) Procedures for remedial training and subsequent evaluation of a flight crew unable to achieve or maintain required standards. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.2-4.4, 20.15.2, App E, 7.5.2 -

Comments

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2 Training and Qualification

17-FLT 2.1.14 / In Scope: Yes

FLT 2.1.14 The Operator shall ensure instructors, evaluators, line check airmen and flight crew members use only those documents for the conduct of training and evaluation that are authorized by the Operator for such use. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 5.2 -

Comments

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2 Training and Qualification

17-FLT 2.1.19 / In Scope: Yes

FLT 2.1.19 The Operator shall have standards that ensure training facilities, devices, equipment and course materials (whether owned or contracted) are standardized and:

(i) As applicable, have the required certification(s) and approval or acceptance from the State;

(ii) Are periodically evaluated to ensure compliance with applicable training resource standards.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 2.8-2.10, 2.6, 5.1-5.8 -
- OPSPECS. Operation Specifications - A031 -

Comments

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2 Training and Qualification

17-FLT 2.1.20 / In Scope: Yes

FLT 2.1.20 The Operator shall have processes that ensure instructors, evaluators, and line check airmen (whether employed or contracted) are standardized and:

(i) As applicable, have the required certification(s)/approval(s) from the State;

(ii) As applicable, meet the required qualification and performance standards of the Operator and/or the State;

(iii) Are periodically evaluated to ensure compliance with required qualification and performance standards. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 2.7.7, 4.4 -

Comments

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2 Training and Qualification

17-FLT 2.1.21 / In Scope: Yes

FLT 2.1.21 The Operator shall have sufficient instructors, evaluators, line check airmen and support personnel to administer the training and evaluation programs in accordance with requirements of the Operator and/or the State, as applicable.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.4 -

Comments

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2 Training and Qualification

17-FLT 2.1.27 / In Scope: Yes

FLT 2.1.27 The Operator shall ensure formal and regular communication occurs between and among flight operations management, instructors, evaluators, line check airmen and flight crew members to achieve continual improvement of ground, simulator and aircraft training and line operations. [MA] (GM)

Finding - Documented Not Implemented

Document References

- FOTM. Flight Operations Training Manual - 6.3.3 -

Comments

Although documented the Operator does not implemented a formal and regular communication between and among flight operations management, instructors, evaluators, line check airmen and flight crew members to achieve continual improvement of ground, simulator and aircraft training and line operations.

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2 Training and Qualification

17-FLT 2.1.28 / In Scope: Yes

FLT 2.1.28 The Operator shall have processes for ensuring continual improvement of the flight crew training and evaluation program, to include, as a minimum, the monitoring, recording and evaluation of results of successful and unsuccessful flight crew evaluations. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 6.3.3 -

Comments

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2 Training and Qualification

17-FLT 2.1.35 / In Scope: Yes

FLT 2.1.35 The Operator shall have an initial training program for instructors, evaluators and line check airmen, to include:

(i) An instructor course that addresses as a minimum:

(a) The fundamentals of teaching and evaluation;

(b) Lesson plan management;

(c) Briefing and debriefing;

(d) Human performance issues;

(e) Company policies and procedures;

(f) Simulator serviceability and training in simulator operation;

(g) If the Operator conducts training flights, dangers associated with simulating system failures in flight;

(h) As applicable, the simulated or actual weather and environmental conditions necessary to conduct each simulator or aircraft training/evaluation session to be administered.

(ii) A formal observation program consisting of:

(a) The observation by the candidate of experienced instructors administering the course and syllabus lessons;

(b) The observation of the candidate during supervised practical instruction.

(iii) A seat-specific (right or left seat, as applicable) qualification program for instructors, evaluators, line check airmen and any other pilots, so designated by management, who perform duties from either seat;

(iv) If non-line qualified instructors are used, a jump seat observation program or equivalent for non-line qualified instructors to provide familiarity with current and type-related line operations. [MA] (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - E.20.2.5, E.20.11.2, E.20.15.3, E.20.15.1, E.20.3.3, 2.4.4.3, 7.6, E.20.42, 4.4.4.2-4.4.4.4, A.20.5.1.3, 4.4.4.8.2, 3.2.5.2 -

Comments

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2 Training and Qualification

17-FLT 2.1.36 / In Scope: Yes

FLT 2.1.36 The Operator shall have a recurrent qualification program for instructors, evaluators, and line check airmen that, as a minimum, requires participation in:

(i) Standardization meetings as defined by the Operator or the State;

(ii) Training or evaluation sessions (simulator or aircraft) conducted while supervised by an individual approved by the Operator;

(iii) A State-approved or State-accepted minimum number of training events and/or evaluations per 12-month period or required participation in a supplementary re-qualification/recertification program if the minimum number of events are not completed;

(iv) A seat-specific (right or left seat, as applicable) recurrent program for instructors, evaluators, Line Check Airmen, who perform duties from either pilot station;

(v) If non-line qualified instructors are used, a jump seat observation program or equivalent approved or accepted by the State for non-line qualified instructors to provide familiarity with current and type-related line operations. [MA] (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.4.4.5-4.4.4.7, 4.4.4.2, A.20.5.1.3, 4.4.4.8.2 -

Comments

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2 Training and Qualification

17-FLT 2.1.45 / In Scope: Yes

FLT 2.1.45 The Operator shall ensure training aids and equipment, to include mock-ups, flight deck procedure trainers and other devices and/or course materials used in the flight crew training and evaluation program, reasonably reflect the configuration of the fleet(s) for which the respective training is being conducted. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 2.8.2, 2.9, 2.10 -

Comments

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2 Training and Qualification

17-FLT 2.1.46 / In Scope: Yes

FLT 2.1.46 The Operator shall have published guidance for instructors and evaluators, approved or accepted by the State, if applicable, that specifies minimum serviceability levels of training devices and/or training aircraft to ensure serviceability does not adversely affect training, evaluation and/or safety, as applicable. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.20.3.3 -

Comments

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2 Training and Qualification

17-FLT 2.1.47 / In Scope: Yes

FLT 2.1.47 If the Operator has a zero flight time training (ZFTT) program, the Operator shall ensure such training program is approved or accepted by the State and:

(i) Is conducted using flight simulators representative of the aircraft flown by the Operator and qualified to Level C, D or an equivalent;

(ii) Specifies minimum pilot experience requirements for entry into each ZFTT qualification/training course;

(iii) Each ZFTT qualification/training course is customized as necessary to address pilot experience, flight crew position and simulator level;

(iv) A demonstration of competency is completed in a flight simulator conforming to the specifications in item i) under the supervision of an evaluator;

(v) A final demonstration of competency is completed in an aircraft during actual line operations under the supervision of an evaluator, instructor or current and qualified Pilot-in-Command (PIC) designated for the purpose by the Operator and/or State. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 2.9, 4.3.1, 4.3.3.6, 4.3.6.1, 4.3.6.2 -

Comments

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2 Training and Qualification

17-FLT 2.2.7 / In Scope: Yes

FLT 2.2.7 The Operator shall ensure flight crew members complete Operator familiarization training prior to being assigned to duties in line operations. Such training shall ensure familiarity with:

(i) Duties and responsibilities;

(ii) Relevant state regulations;

(iii) Authorized operations;

(iv) Relevant sections of the OM. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*YesNoNo

* This training may be provided as a complete package included in a company indoctrination course or, if applicable, tailored to address requirements that are different from the individual's previous training.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.3.7.1, F.3, A.16.2.1 -
- GOM. General Operations Manual - 4.4.25, 3.5.14, 3.5.15, App B -

Comments

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2 Training and Qualification

17-FLT 2.2.8 / In Scope: Yes

FLT 2.2.8 The Operator shall ensure flight crew members complete practical training exercises:
(i) In the use of emergency and safety equipment required to be on board the aircraft;
(ii) That address emergency evacuation and coordination among flight crew members and, as applicable, cabin crew members and/or supernumeraries required for the safety of operations. (GM)

Table:
Conformance Applicability
Sub-specSpecific to Aircraft TypeIncluded in Initial/Transition/
Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
(i)YesYesYes (every 12 months)Yes
(ii)YesYesYes (every 36 months)Yes

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.12, B.12, C.12 -
- GOM. General Operations Manual - 8.28 -

Comments

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2 Training and Qualification

17-FLT 2.2.9 / In Scope: No

FLT 2.2.9 If the Operator conducts passenger flights with cabin crew, the Operator should ensure flight crew members participate in joint training activities or exercises with cabin crew members for the purpose of enhancing onboard coordination and mutual understanding of the human factors involved in addressing emergency situations and security threats. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeInitial/Transition/
Conversion TrainingRecurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
Yes*Yes*Yes (every 36 months)Yes
* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous joint training with cabin crew members.

Document References

Comments

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2 Training and Qualification

17-FLT 2.2.10 / In Scope: Yes

FLT 2.2.10 The Operator shall ensure flight crew members receive training in all aspects of aircraft performance. Such training shall include:
(i) Weight/mass and balance;
(ii) Takeoff, climb, cruise, approach and landing performance;
(iii) Obstacle clearance;
(iv) Fuel planning;
(v) Diversion planning;
(vi) Effect of inoperative or missing components (MEL/CDL);
(vii) If applicable, engine-out driftdown. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
YesYesNoNo

Finding - Implemented Not Documented

Document References

- FOTM. Flight Operations Training Manual - A.1.1.1, App B, App C, 7.5.3 -
- GOM. General Operations Manual - A.14, A.18, 5.5.56, 8.27 -

Comments

vii) Although implemented based on interviews and records, the Operator has not documented flight crew members receive training in all aspects of aircraft performance which includes engine-out driftdown for the B777.

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2 Training and Qualification

17-FLT 2.2.11 / In Scope: Yes

FLT 2.2.11 The Operator shall ensure flight crew members complete training and an evaluation in aircraft systems and limitations, to include a demonstration of competence in the operation of aircraft systems. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/

Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

YesYesYes (every 36 months)Yes

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.3.1, 1.4, A.15.1, App B, App C, 2.6, 5.1-5.9 -

Comments

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2 Training and Qualification

17-FLT 2.2.12 / In Scope: Yes

FLT 2.2.12 If the Operator transports dangerous goods as cargo, the Operator shall ensure flight crew members complete training and an evaluation in dangerous goods. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
Yes*Yes*Yes (every 24 months)Yes
* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in dangerous goods.

Conformity - Documented and Implemented

Document References

- OPSPECS. Operation Specifications - A055 -
- FOTM. Flight Operations Training Manual - 2.6.7, A.13.2, App B, App C -

Comments

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2 Training and Qualification

17-FLT 2.2.13 / In Scope: No

FLT 2.2.13 If the Operator does not transport dangerous goods as cargo, the Operator shall ensure flight crew members complete training and an evaluation in dangerous goods. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
Yes*Yes*Yes (every 24 months)Yes
* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in dangerous goods.

Document References

Comments

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2 Training and Qualification

17-FLT 2.2.14 / In Scope: Yes

FLT 2.2.14 The Operator shall ensure flight crew members complete training and, when applicable, an evaluation in crew resource management (CRM), including Threat and Error Management, using facilitators that have been trained in human performance and human factors principles. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*Yes*Yes (every 36 months)Yes

* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous CRM training.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 2.4.5, 2.6.1, 3.3, A.16 -

Comments

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2 Training and Qualification

17-FLT 2.2.15 / In Scope: No

FLT 2.2.15 If the Operator uses FOO personnel and the Operator's method of Operational Control requires shared responsibility between an FOO and the PIC, the Operator should ensure flight crew members complete resource management training that addresses issues of mutual concern to flight crew members and FOO personnel. Such training should be conducted for the purposes of enhancing coordination, ensuring a mutual understanding of the human factors involved in joint operational control and achieving common learning objectives as set out by the appropriate flight operations and operational control management personnel. (GM)

Document References

Comments

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2 Training and Qualification

17-FLT 2.2.16A / In Scope: Yes

FLT 2.2.16A The Operator shall ensure flight crew members complete training and an evaluation in subjects associated with adverse weather and/or environmental conditions. Such training and evaluation shall address, as applicable:

(i) Cold weather operations;

(ii) De-/anti-icing policies and procedures as specified in FLT 3.9.6;

(iii) Contaminated runway operations;

(iv) Thunderstorm avoidance. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*Yes*Yes (every 36 months)Yes

* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in subjects associated with adverse weather and/or environmental conditions.

Note:

Item ii) is applicable if the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 2.6.6, B.13.1.2, C.13.1.2, F.4.7, F.4.8 -

Comments

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2 Training and Qualification

17-FLT 2.2.16B / In Scope: Yes

FLT 2.2.16B If the Operator conducts operations on routes that traverse active volcanic areas or in the terminal areas of airports in the vicinity of active volcanoes, the Operator shall ensure flight crew members complete training and an evaluation in such operations. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*Yes*NoNo

* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in operations on routes that traverse active volcanic areas or in the terminal areas of airports in the vicinity of active volcanoes.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.11.2.1.6 -

Comments

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2 Training and Qualification

17-FLT 2.2.17 / In Scope: Yes

FLT 2.2.17 The Operator shall ensure flight crew members complete upset prevention and recovery training (UPRT). (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*Yes*Yes (every 36 months)Yes

* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous UPRT.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.4, A.13.1.7, B.13.1.7 -

Comments

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2 Training and Qualification

17-FLT 2.2.19 / In Scope: Yes

FLT 2.2.19 The Operator shall ensure flight crew members, including instructors and evaluators whose native language is not the same as the designated common language specified in FLT 3.1.1, complete an evaluation prior to being assigned to operational duties to demonstrate a level of proficiency in the designated common language that ensures such flight crew members are able to:

(i) Effectively communicate during the performance of operational duties;

(ii) Understand information in the OM pertaining to duties and responsibilities. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 3.8.3, 3.5.15 -
- SCM. Corporate Management System Vol I - 3.10 -
- FOTM. Flight Operations Training Manual - 16.1.6, 17.1.1 -

Comments

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2 Training and Qualification

17-FLT 2.2.20 / In Scope: No

FLT 2.2.20 The Operator shall require flight crew members, who conduct flights into areas where English is the primary language of Air Traffic Control (ATC) and whose duties include communication with ATC to complete an evaluation during initial ground training to demonstrate a sufficient level of English language proficiency that will ensure effective communication during the performance of such duties. (GM)

Document References

Comments

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2 Training and Qualification

17-FLT 2.2.22 / In Scope: Yes

FLT 2.2.22 The Operator shall have a process to ensure flight crew members who conduct flights into areas where English is required for Air Traffic Control (ATC) communications, and who have not previously demonstrated expert English language proficiency, receive a periodic evaluation to demonstrate a minimum level of English language proficiency that is sufficient, as defined by the Operator and/or the State, to ensure effective communication during the performance of duties. Such evaluation shall be completed during initial ground training and subsequently once every three (3) to six (6) years based on the proficiency level of the applicant. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 3.10 -
- FOTM. Flight Operations Training Manual - 1.1.1.1, F.3.3, F.3.4, F.4.10 -

Comments

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2 Training and Qualification

17-FLT 2.2.24 / In Scope: Yes

FLT 2.2.24 If the Operator transports dangerous goods on cargo aircraft and assigns flight crew members duties and responsibilities related to the preflight inspection of accessible dangerous goods, the Operator shall ensure applicable flight crew members complete training and an evaluation in the preflight inspection of accessible dangerous goods during initial ground training. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 2.6.7, F.4.14, A.13.2, B.13.2.1, C.13.2.1 -

Comments

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2 Training and Qualification

17-FLT 2.2.25 / In Scope: Yes

FLT 2.2.25 If the Operator delegates the accomplishment of the exterior aircraft inspection (walkaround) to qualified individuals as specified in FLT 3.8.6A (iii), the Operator shall ensure such individuals complete training, as well as an evaluation, to ensure competence in the performance of any assigned duties or functions related to the exterior aircraft inspection. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
YesYesYes*No
* Recurrent/Continuing qualification interval as defined by the Operator.

N/A

Document References

Comments

The Operator does not delegate the accomplishment of the exterior aircraft inspection to qualified individuals.

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2 Training and Qualification

17-FLT 2.2.26 / In Scope: Yes

FLT 2.2.26 The Operator shall ensure flight crew members complete training in normal and non-normal procedures and maneuvers. Such training shall address, as a minimum:
(i) Pilot Monitoring (PM) Pilot Flying (PF) and other flight crew division of duties (task sharing);
(ii) Positive transfer of aircraft control;
(iii) Consistent checklist philosophy;
(iv) Emphasis on a prioritization of tasks (e.g. "aviate, navigate, communicate");
(v) Proper use of all levels of flight automation. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
YesYesYes (every 12 months)Yes

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 5.1.2.5, 5.1.2.9-5.1.2.11 -
- FOTM. Flight Operations Training Manual - A.16.2.3.2 -

Comments

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2 Training and Qualification

17-FLT 2.2.27 / In Scope: Yes

FLT 2.2.27 The Operator shall ensure flight crew members complete training and, when applicable, an evaluation, that includes a demonstration of competence in normal and non-normal procedures and maneuvers, to include, as a minimum, rejected takeoff, emergency evacuation, engine failure and/or those procedures and maneuvers specified in the Operator's AQP/ATQP/EBT as approved or accepted by the Authority. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
YesYesYes (every 12 months)Yes

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 2.6.10, A.12.2, B.12.2, C.12.2 -

Comments

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2 Training and Qualification

17-FLT 2.2.28 / In Scope: Yes

FLT 2.2.28 The Operator shall ensure flight crew members, prior to an evaluation, are familiar with those maneuvers and/or malfunctions that might be presented during the evaluation but are not given information that reveals the exact sequence and the circumstances under which such maneuvers or malfunctions will be presented. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.3 -

Comments

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2 Training and Qualification

17-FLT 2.2.29 / In Scope: Yes

FLT 2.2.29 The Operator shall ensure flight crew members, before starting line training, have successfully completed an Operator proficiency evaluation administered by an Evaluator of the Operator or a representative of the Authority, and have demonstrated the skill and knowledge level adequate for operating the aircraft at or above the standards stipulated in the training syllabus. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.3, 7.3.1, 7.3.9, 7.3.10, 7.4, 7.5.1, 7.5.3, A.16.1 -

Comments

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2 Training and Qualification

17-FLT 2.2.30 / In Scope: Yes

FLT 2.2.30 The Operator shall ensure flight crew members complete training in CRM skills, which may be accomplished as part of simulator, aircraft and/or line training, as applicable. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*YesYes (every 12 months)Yes

* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in CRM skills.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 3.4, 4.3.4 -

Comments

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2 Training and Qualification

17-FLT 2.2.31 / In Scope: Yes

FLT 2.2.31 The Operator shall ensure flight crew members complete a Line Operational Simulation (LOS) profile. Such training and/or evaluation shall be:

(i) Approved or accepted by the State;

(ii) A planned scenario administered in a line environment setting with specific CRM objectives where such non-technical skills are observed, debriefed upon completion and used for the performance assessment of the flight crew. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/

Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

YesYesYes (every 12 months)Yes

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 3.4, 4.3.4, 7.3.9, 7.3.7, 7.4-7.6 -

Comments

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2 Training and Qualification

17-FLT 2.2.32 / In Scope: Yes

FLT 2.2.32 The Operator shall ensure flight crew members complete training and, when applicable, an evaluation, that includes a demonstration of competence, in wind shear avoidance and recovery from predictive and actual wind shear. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
YesYesYes (every 36 months)Yes

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.13.1.4, B.13.1.4, C.13.1.4 -

Comments

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2 Training and Qualification

17-FLT 2.2.33 / In Scope: Yes

FLT 2.2.33 The Operator shall ensure flight crew members complete training and an evaluation, which includes a demonstration of competence in terrain awareness procedures and maneuvers. Such training and evaluation shall include:

(i) Knowledge and conduct of associated procedures;

(ii) Response to GPWS alerts and warnings;

(iii) The avoidance of Controlled Flight Into Terrain (CFIT). (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/

Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

YesYesYes (every 36 months)Yes

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.13.1.5, A.13.1.6, B.13.1.5, B.13.1.6, C.13.1.5, C.13.1.6 -

Comments

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2 Training and Qualification

17-FLT 2.2.34 / In Scope: Yes

FLT 2.2.34 If the Operator conducts low visibility operations (LVO), the Operator shall ensure flight crew members complete training and an evaluation that includes a demonstration of competence in such operations, as well as operations with inoperative ground based and/or aircraft equipment. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
Yes*YesYes (every 12 months)Yes
* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in LVO.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.2.1.2, A.8.2.3-A.8.2.6, A.8.2.8-A.8.2.11, B.2.1.2, B.8.2.3-B.8.2.6, B.8.2.8-B.8.2.11, C.2.1.2, C.8.2.3-C.8.2.6, C.8.2.8-C.8.2.11 -
- GOM. General Operations Manual - 5.6.8, 5.3.3.2, 5.3.3.3 -

Comments

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2 Training and Qualification

17-FLT 2.2.35 / In Scope: Yes

FLT 2.2.35 The Operator shall ensure flight crew members with duties and responsibilities related to TCAS/ACAS alerting equipment complete training and an evaluation that includes a demonstration of competence in maneuvers and procedures for the proper response to TCAS/ACAS alerts. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
YesYesYes (every 36 months)Yes

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 8.9 -
- FOTM. Flight Operations Training Manual - A.13.1.3, B.13.1.3, C.13.1.3 -

Comments

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2 Training and Qualification

17-FLT 2.2.37 / In Scope: No

FLT 2.2.37 If the Operator uses pilot flight crew members designated to perform duties from either control seat, the Operator shall have seat-specific qualification for such flight crew members, to include training and an evaluation. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
YesYesYes (every 12 months)Yes

Document References

Comments

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2 Training and Qualification

17-FLT 2.2.38 / In Scope: Yes

FLT 2.2.38 If the Operator conducts training flights, the Operator shall specify those required maneuvers and procedures that cannot be safely accomplished in an aircraft, and ensure such maneuvers and procedures are either trained and evaluated in a representative flight simulator or, if such a synthetic device does not exist, ensure a demonstration of pilot competence in those maneuvers and procedures using an alternative means in accordance with FLT 2.2.41. Maneuvers and procedures that cannot be safely accomplished in an aircraft shall include, as a minimum:
(i) Wind shear avoidance and recovery;
(ii) Response to GPWS alerts and warnings and the avoidance of Controlled Flight Into Terrain (CFIT);
(iii) Response to TCAS/ACAS alerts. (GM)

Notes:
1.
1. If a representative flight simulator exists, conformity with FLT 2.2.32, FLT 2.2.33 and FLT 2.2.35 is required for the Operator to be in conformity with this provision.
2.
2. If a representative flight simulator does not exist, conformity with FLT 2.2.41 is required for the Operator to be in conformity with this provision.

N/A

Document References

Comments

The Operator is not authorized to conduct training flights.

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2 Training and Qualification

17-FLT 2.2.39 / In Scope: Yes

FLT 2.2.39 If the Operator conducts training flights and accomplishes training or evaluation related to a failed or inoperative engine during such flights, the Operator shall ensure engine failures are simulated for the purpose of accomplishing any maneuvers that involve a failed or inoperative engine. (GM)

N/A

Document References

Comments

The Operator is not authorized to conduct training flights.

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2 Training and Qualification

17-FLT 2.2.40 / In Scope: No

FLT 2.2.40 The Operator shall ensure flight crew members complete training and, when applicable, an evaluation that includes a demonstration of competence in duties and procedures related to flight crew incapacitation. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*YesYes (every 36 months)Yes

* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in duties and procedures related to flight crew incapacitation.

Document References

Comments

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2 Training and Qualification

17-FLT 2.2.41 / In Scope: No

FLT 2.2.41 If the Operator conducts training flights and is unable to train and evaluate the required maneuvers and procedures specified in FLT 2.2.38 due to the non-existence of a representative flight simulator, the Operator shall use an alternative means for ensuring a demonstration of pilot competence in such maneuvers and procedures. Any alternative means shall be approved or accepted by the State, and require a demonstration of competence through a combination of means, to include:

(i) The use of generic flight simulators;

(ii) The use of representative and/or generic flight training devices;

(iii) Additional ground and line training and evaluation;

(iv) As applicable, any other means that ensures a demonstration of pilot competence in the applicable maneuvers and procedures. (GM)

Document References

Comments

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2 Training and Qualification

17-FLT 2.2.42 / In Scope: Yes

FLT 2.2.42 If the Operator transports passengers or supernumeraries, the Operator shall ensure flight crew members complete security training as approved or accepted by the State, and in accordance with the Operator's security training program as specified in SEC 2.1.1. Flight crew security training shall address the following subject areas:
(i) Determination of the seriousness of the occurrence;
(ii) Crew communication and coordination;
(iii) Policy and procedures associated with flight deck access;
(iv) Appropriate self-defense responses;
(v) Use of non-lethal protective devices assigned to crew members for use as authorized by the State;
(vi) Understanding the behavior of terrorists so as to facilitate the ability to cope with hijacker behavior and passenger responses;
(vii) Situational training exercises regarding various threat conditions;
(viii) Flight deck procedures to protect the aircraft;
(ix) Aircraft search procedures;
(x) As practicable, guidance on least-risk bomb locations. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
Yes*Yes*Yes (every 36 months)Yes
* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous flight crew security training.

Notes:
1.
1. Flight crew members shall complete initial security training prior to being assigned to operational duties.
2.
2. The specifications of this provision are applicable to flight crew members used on board an aircraft during commercial and/or non-commercial operations.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.17, B.17.1, C.17.1 -
- GOM. General Operations Manual - 8.20 -

Comments

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2 Training and Qualification

17-FLT 2.2.43 / In Scope: No

FLT 2.2.43 If the Operator conducts passenger flights without cabin crew, the Operator shall ensure flight crew members, complete training and demonstrate competence in the performance of any assigned duties and functions related to passenger cabin safety. (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/ Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*Yes*Yes (every 24 months)Yes

* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in duties and functions related to passenger cabin safety.

Document References

Comments

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2 Training and Qualification

17-FLT 2.2.44 / In Scope: Yes

FLT 2.2.44 If the Operator uses supernumeraries in the passenger cabin or supernumerary compartment of an aircraft that are required for the safety of operations, the operator should ensure such supernumeraries receive training and an evaluation to demonstrate competence in the performance of any assigned duties or functions related to passenger cabin or cargo compartment safety. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
Yes*Yes*NoNo
* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in duties or functions related to passenger cabin or cargo compartment safety.

Note:
The specifications of this provision are applicable to supernumeraries used on board an aircraft during commercial and/or non-commercial operations.

N/A

Document References

Comments

The Operator does not use supernumeraries that are required for the safety of operations.

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2 Training and Qualification

17-FLT 2.3.1 / In Scope: Yes

FLT 2.3.1 The Operator shall have a line qualification program consisting of line training and, where applicable, evaluations, approved or accepted by the State, which ensures flight crew members are qualified to operate in areas, on routes or route segments and into the airports to be used in operations for the Operator. Such program shall:

(i) Be published in the Training Manual or equivalent documents;

(ii) Ensure each pilot flight crew member has adequate knowledge of the elements specified in Table 2.5, as applicable to the areas, routes and route segments of intended operation;

(iii) Specify qualification requirements for operations in all areas, on all routes or route segments, and into all airports of intended use;

(iv) Ensure each pilot flight crewmember, prior to entering the line qualification program, has satisfied the applicable recency-of-experience requirements specified in FLT 3.3.7 (i) under the supervision of an instructor or evaluator authorized for the purpose by the Operator and/or State;

(v) Ensure line training and evaluation for each pilot crew member is completed during initial qualification and, if applicable, in accordance with the continuing qualification curriculum as defined in the Operator's AQP/ATQP/EBT that conforms to the specifications of FLT 2.1.1B;

(vi) Ensure line training and evaluation is completed prior to a pilot crew member being used as a PIC in operations. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.3, 4.3.4, 4.3.6 -
- GOM. General Operations Manual - 4.4 -
- OPSPECS. Operation Specifications - B050 -

Comments

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2 Training and Qualification

17-FLT 2.3.2 / In Scope: Yes

FLT 2.3.2 The Operator shall ensure each pilot flight crew member, in order to maintain qualification, receives training and, when applicable, successfully completes an evaluation at or above the standards stipulated in the training syllabus and administered by an Evaluator of the Operator or a representative of the Authority, and demonstrates piloting technique and competence to execute emergency procedures and comply with instrument flight rules. Such training and, when applicable, evaluation shall be conducted in accordance with the requirements of the State and applicable authorities to ensure evaluations for all pilot flight crew members are conducted using one or more of the following intervals, as applicable:
(i) For the PIC, twice within any period of one year plus or minus one calendar month from the original qualification anniversary date or base month, and/or

(ii) For pilot crew members other than the PIC, in accordance with i), or once within any period of one year plus or minus one calendar month from the original qualification anniversary date or base month, and/or

(iii) For any pilot crew member participating in an AQP, ATQP or EBT program, once within any period of one year, or other period approved or accepted by the State, provided such training and qualification program incorporates all elements and specifications contained in Table 2.6, Table 2.7 and Table 2.8. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.4, 4.3.6.2 -

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2 Training and Qualification

17-FLT 2.3.3 / In Scope: Yes

FLT 2.3.3 The Operator shall ensure line training for the second-in-command (SIC) includes an amount of Pilot Monitoring (PM) and Pilot Flying (PF) duties sufficient to develop and demonstrate proficiency in such duties. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - 4.3.6.1 -

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2 Training and Qualification

17-FLT 2.3.4 / In Scope: Yes

FLT 2.3.4 The Operator shall ensure pilot flight crew members complete an evaluation that includes a demonstration of knowledge of the operations approved as part of the Air Operator Certificate (AOC). Such evaluation shall include a demonstration of knowledge of:

(i) Approaches authorized by the Authority;

(ii) Ceiling and visibility requirements for takeoff, approach and landing;

(iii) Allowance for inoperative ground components;

(iv) Wind limitations (crosswind, tailwind and, if applicable, headwind). (GM)

Table:

Conformance Applicability

Specific to Aircraft TypeIncluded in Initial/

Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT

Yes*Yes*Yes (every 12 months)Yes

* This evaluation may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous evaluation in the knowledge of AOC-approved operations.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.8.1-A.8.3, A.3.1, A.9.1, C.15.1.1, B.15.1.1, 2.4.6.1 -

Comments

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2 Training and Qualification

17-FLT 2.3.6 / In Scope: Yes

FLT 2.3.6 The Operator shall ensure pilot flight crew members complete a Command Training and Evaluation program during initial training and qualification and, if applicable, in accordance with the continuing qualification curriculum as defined in the Operator's AQP/ATQP/EBT that conforms to the specifications of FLT 2.1.1B. Such training and evaluation shall be completed prior to a pilot flight crew member being assigned as PIC in operations. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.16.2, B.16.2, C.16.2, 2.6.1, 5.8.4, 4.3.3 -

Comments

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2 Training and Qualification

17-FLT 2.4.1 / In Scope: Yes

FLT 2.4.1 If the Operator conducts flights in areas or on routes or route segments over difficult terrain and/or into special airports as designated by the State or by the Operator, the Operator shall ensure each PIC completes training and, if required, an evaluation in the special skills and/or knowledge required to qualify or requalify for such operations. The content of training shall ensure the PIC has adequate knowledge of the elements specified in Table 2.5 as applicable to the areas, routes, route segments and special airports of intended operation. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 4.4.22, 4.4.14, FIB.24.15 -
- FOTM. Flight Operations Training Manual - A.20.8.2, E.20.8.2 -

Comments

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2 Training and Qualification

17-FLT 2.4.2 / In Scope: Yes

FLT 2.4.2 If the Operator engages in specialized operations, the Operator shall ensure flight crew members, prior to being used in such operations, complete training and/or an evaluation in the operating practices and procedures for the following special operations, as applicable to the Operator:
(i) Performance-Based Navigation (PBN), training and evaluation required.
(ii) Performance-Based Communication and Navigation Surveillance System (PBCS).
(iii) Reduced Vertical Separation Minima (RVSM).
(iv) Minimum Navigation Performance Specifications (MNPS/NAT HLA).
(v) Areas of Magnetic Unreliability (AMU). (GM)

Table:
Conformance Applicability
Sub-specSpecific to Aircraft TypeIncluded in Initial/Transition/
Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
(i)Yes*Yes*Yes (every 12 months)Yes
(ii)-(v)Yes*Yes*NoYes
* This training may be provided as a complete package or, if applicable, tailored to address aircraft type or crew position requirements that are different from the individual's previous training in PBN, PBCS, RVSM, MNPS/NAT HLA and/or AMU practices and procedures.

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - A.5.1.1.6.10, A.14.1.7.3, A.14.1.11, A.14.1.12, A.14.1.4.2-A.14.1.4.4 -

Comments

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2 Training and Qualification

17-FLT 2.4.3 / In Scope: Yes

FLT 2.4.3 If the Operator uses flight crew members to concurrently operate aircraft of different types, or operate variants within one type, the Operator shall have qualification processes that are approved or accepted by the State and ensure such flight crew members complete training and an evaluation that emphasizes the differences between aircraft types and variants. (GM)

Table:
Conformance Applicability
Specific to Aircraft TypeIncluded in Initial/
Transition/Conversion TrainingIncluded in Recurrent Training/Continuing QualificationConformance through AQP/ATQP/EBT
YesYesYes (every 12 months)Yes

N/A

Document References

Comments

The Operator does not use flight crew members to concurrently operate aircraft of different types or operate variants within one type.

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2 Training and Qualification

17-FLT 2.5.1 / In Scope: No

FLT 2.5.1 The Operator shall have a program that ensures its flight operations personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. [SMS]

(GM) <

Note:

The specifications of this provision are applicable to personnel of the Operator that perform flight operations functions.

Document References

Comments

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2 Training and Qualification

17-FLT 2.5.2 / In Scope: Yes

FLT 2.5.2 If the Operator outsources flight operations functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS]

(GM) <

N/A

Document References

Comments

The Operator does not outsource flight operations functions to external service providers.

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3 Line Operations

17-FLT 3.1.1 / In Scope: Yes

FLT 3.1.1 The Operator shall ensure the designation of a common language(s) for use by all flight crew members for communication:

(i) On the flight deck during line operations;

(ii) If the Operator conducts passenger flights with cabin crew, between the flight crew and cabin crew during line operations;

(iii) During flight crew training and evaluation activities. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 3.8.3 -

Comments

ii) N/A: The Operator does not conduct passenger flights with cabin crew.

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3 Line Operations

17-FLT 3.1.2 / In Scope: Yes

FLT 3.1.2 If the Operator designates more than one common language in accordance with FLT 3.1.1, the Operator shall have procedures to ensure effective communication is established and maintained between flight crew members and, if applicable, with cabin crew members:

(i) During normal, abnormal and emergency operations;

(ii) In the event of incapacitation of any crew member. (GM)

N/A

Document References

Comments

The Operator does not designate more than one common language.

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3 Line Operations

17-FLT 3.2.1 / In Scope: No

FLT 3.2.1 The Operator shall ensure the PIC is assigned the responsibility for recording the following information for each flight:

(i) Aircraft registration;

(ii) Date;

(iii) Flight number;

(iv) Flight crew names and duty assignment;

(v) Departure and arrival airports;

(vi) ATD, ATA, flight time. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.3.1 / In Scope: Yes

FLT 3.3.1 The Operator shall specify the composition and required number of flight crew members taking into account the type of aircraft, flight crew qualification requirements and flight/duty time limitations. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 4.5.1-2 -

Comments

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3 Line Operations

17-FLT 3.3.2 / In Scope: Yes

FLT 3.3.2 The Operator shall have guidance and criteria that address the pairing of inexperienced pilot crew members and ensure scheduling processes prevent inexperienced pilot flight crew members, as defined by the Operator or the State, from operating together. (GM)

Conformity - Documented and Implemented

Document References

- CRM. Crew Resource Manual - Ch 4.6.2 -
- GOM. General Operations Manual - Ch 4.5.2 -

Comments

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3 Line Operations

17-FLT 3.3.3 / In Scope: Yes

FLT 3.3.3 If the Operator conducts low visibility approaches, the Operator shall define a minimum level of command experience required for a pilot to be authorized to conduct such approaches as PIC to approved Operator minima. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 4.4.13, 4.4.10 -
- OPSPECS. Operation Specifications - C060 -

Comments

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3 Line Operations

17-FLT 3.3.4 / In Scope: No

FLT 3.3.4 The Operator shall ensure flight crew members will not operate an aircraft unless issued a medical assessment in accordance with requirements of the State; such assessment shall not be valid for a period greater than 12 months. (GM)

Note:
If authorized by the State, it is permissible to extend the validity beyond 12 months (to preserve the original expiry date) when the medical assessment is renewed up to 45 days prior to its expiry date.

Document References

Comments

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3 Line Operations

17-FLT 3.3.5 / In Scope: No

FLT 3.3.5 If the Operator conducts international flight operations, the Operator shall ensure either of the following apply to flight crew members that operate such flights:

(i) The Operator has a method to prevent such crew members from acting as a pilot after having attained their 65th birthday, or

(ii) Where laws or regulations of the State do not permit maximum age limits, the Operator has a method, which is acceptable to the State and other applicable states, for making a determination that pilot flight crew members are no longer permitted to exercise the privileges of their pilot license in international operations for the operator. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.3.7 / In Scope: No

FLT 3.3.7 The Operator shall have a process to ensure flight crew member recency-of-experience requirements are satisfied as follows:

(i) A pilot does not act as PIC or SIC of an aircraft unless either:

(a) On the same type or variant of aircraft within the preceding 90 days (120 days if under the supervision of an instructor or evaluator), that pilot has operated the flight controls during at least three takeoffs and landings in the aircraft type or in a flight simulator approved for the purpose by the appropriate authority, or

(b) On the same type or variant of aircraft within a time period acceptable to the State and applicable authorities, that pilot has operated the flight controls during the number of takeoffs and landings in the aircraft type or in a flight simulator approved for the purpose by the appropriate authority, necessary to conform to a defined recency of experience schedule approved or accepted by the State and applicable authorities.

(ii) A pilot does not act in the capacity of a cruise relief pilot unless, within the preceding 90 days, that pilot has either:

(a) Operated as PIC, SIC or cruise relief pilot on the same type or variant of aircraft, or

(b) Completed flying skill refresher training to include normal, abnormal and emergency procedures specific to cruise flight on the same type of aircraft or in a flight simulator approved for the purpose, and has practiced approach and landing procedures, where the approach and landing procedure practice may be performed as the PM.

(iii) A flight engineer does not perform duties in an aircraft unless either:

(a) Within the preceding 6 months, that individual has had at least 50 hours of flight time as a flight engineer on that aircraft type aircraft, or

(b) Within the preceding 90 days, that individual has operated as a flight engineer on board that aircraft type or in a simulator of the aircraft type.

(iv) A flight navigator or radio operator does not perform duties in an aircraft unless recency-of-experience requirements of the Operator and the State have been satisfied.

(v) If a flight crew member does not satisfy recency-of-experience requirements in accordance with i), ii), iii) or iv), such flight crew member completes re-qualification in accordance with the Operator's training and evaluation program. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.3.9 / In Scope: Yes

FLT 3.3.9 The Operator shall have an airport qualification process that ensures a PIC has made an actual approach and landing at each airport within the Operator's route system accompanied by a pilot, either as a crew member or flight deck observer, that is qualified for that airport, unless:

(i) The approach to the airport is not over difficult terrain and the instrument approach procedures and aids available are similar to those with which the pilot is familiar, and the normal operating minima are adjusted by the addition of a margin of safety that is approved or accepted by the State, or there is reasonable certainty that approach and landing can be made in visual meteorological conditions (VMC), or

(ii) The descent from the initial approach altitude can be made by day in VMC, or

(iii) The Operator has qualified the PIC for operations into the airport by means a pictorial representation that is approved or accepted the Authority, or

(iv) The airport is adjacent to another airport into which the PIC is currently qualified to operate. (GM)

Conformity - Documented and Implemented

Document References

- CRM. Crew Resource Manual - Ch 4.11-4.14 -
- GOM. General Operations Manual - Ch 24-15 -
- OPSPECS. Operation Specifications - C050 -

Comments

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3 Line Operations

17-FLT 3.3.10 / In Scope: Yes

FLT 3.3.10 The Operator shall have a process to ensure a pilot is not used as a PIC in operations that require the application of special skills or knowledge within areas, on routes over difficult terrain and/or into special airports, as designated by the State or by the Operator, unless, within the preceding 12 months, that pilot has either:

(i) Made at least one trip as a pilot flight crew member, line check airman or observer on the flight deck on a route in close proximity and over similar terrain within the specified area(s), on the specified route and/or into the special airport, as applicable, or

(ii) Completed training and an evaluation in the special skills and/or knowledge required to qualify or requalify for such operations. The content of training shall ensure the PIC has adequate knowledge of the elements specified in Table 2.5 as applicable to the areas, routes, route segments and special airports of intended operation. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 24-15 -

Comments

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3 Line Operations

17-FLT 3.4.1 / In Scope: Yes

FLT 3.4.1 The Operator shall have a means to ensure flight crew members are qualified and current prior to accepting and/or being assigned to duty. Such means shall consist of:

(i) A requirement that prohibits flight crew members from operating an aircraft if not qualified for duty in accordance with requirements contained in Table 2.3;

(ii) A scheduling process that ensures flight crew members, prior to being assigned to duty, are qualified and current in accordance with the applicable flight crew qualification requirements contained in Table 2.3 and, if applicable, additional requirements of the State. (GM)

Finding - Implemented Not Documented

Document References

- GOM. General Operations Manual - Ch 4.5 -
- CRM. Crew Resource Manual - Ch 4.10 -

Comments

Although evidence of implementation was shown during Mandatory observation and interviews, the Operator does not have a documented scheduling process that ensures flight crew members, prior to being assigned to duty, are qualified and current in accordance with the applicable flight crew qualification requirements contained in Table 2.3 (airport and route competence including special airports).

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3 Line Operations

17-FLT 3.4.2 / In Scope: Yes

FLT 3.4.2 The Operator shall have a scheduling policy that ensures flight crew members, prior to being assigned to duty, will not be adversely affected by factors that could impair human performance, to include, as a minimum:

(i) Pregnancy;

(ii) Illness, surgery or use of medication(s);

(iii) Blood donation;

(iv) Deep underwater diving;

(v) Fatigue whether occurring in one flight, successive flights or accumulated over a period of time. (GM)

Conformity - Documented and Implemented

Document References

- CRM. Crew Resource Manual - Ch 6.2.3 -
- GOM. General Operations Manual - Ch 4.1 -

Comments

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3 Line Operations

17-FLT 3.4.3A / In Scope: Yes

FLT 3.4.3A The Operator shall have a methodology for managing fatigue-related safety risks to ensure fatigue occurring in one flight, successive flights or accumulated over a period of time does not impair a flight crewmember's alertness and ability to safely operate an aircraft or perform safety-related duties. Such methodology shall consist of:

(i) Flight time, flight duty period, duty period limitations and rest period requirements that are in accordance with the applicable prescriptive fatigue management regulations of the State while managing fatigue hazards using the SMS processes that are in place for managing safety hazards in general, and/or

(ii) If applicable, the Operator's Fatigue Risk Management System (FRMS) approved or accepted by the State and established in accordance with FLT 3.4.3B. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 4.1.4 -

Comments

ii) N/A: The Operator does not have a Fatigue Risk Management System (FRMS) approved or accepted by the State.

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3 Line Operations

17-FLT 3.4.3B / In Scope: Yes

FLT 3.4.3B If the Operator uses an FRMS to manage flight crew fatigue-related safety risks, the Operator shall incorporate scientific principles and knowledge within the FRMS, comply with any applicable requirements for managing flight crew fatigue as established by the State or Authority and, as a minimum:
(i) Define and document the FRMS policy;
(ii) Incorporate risk management processes for fatigue hazard identification, risk assessment and risk mitigation;
(iii) Develop and maintain effective FRMS safety assurance processes;
(iv) Establish and implement effective FRMS promotion processes. [MA] (GM)

N/A

Document References

Comments

The Operator does not use an FRMS to manage flight crew fatigue-related safety risks.

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3 Line Operations

17-FLT 3.4.3C / In Scope: Yes

FLT 3.4.3C If the Operator uses an FRMS to manage flight crew fatigue-related safety risks, the Operator should ensure the organizational activities specified in FLT 3.4.3B related to the management of flight crew fatigue-related risks are integrated with the Operator's organizational safety management system (SMS). (GM)

N/A

Document References

Comments

The Operator does not use an FRMS to manage flight crew fatigue-related safety risks.

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3 Line Operations

17-FLT 3.4.4 / In Scope: Yes

FLT 3.4.4 The Operator shall consider the following as duty time for the purposes of determining required rest periods and calculating duty time limitations for operating flight crew members:

(i) Entire duration of the flight;

(ii) Pre-operating deadhead time;

(iii) Training periods prior to a flight;

(iv) Administrative or office time prior to a flight (for flight crew members that serve in a management function);

(v) If required by the State, flight time accrued by flight crew members in operations other than those of the Operator. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 4.5.4, 4.7.3, 4.7.2, 4.7.1, 4.1.12 -

Comments

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3 Line Operations

17-FLT 3.4.6 / In Scope: Yes

FLT 3.4.6 If the Operator uses flight crew members that are concurrently qualified to operate aircraft of different types, or operate variants within one type, and the State specifies unique training and/or recency requirements for such flight crew members to remain concurrently qualified, the Operator shall have a scheduling process that addresses such unique requirements, to include, as a minimum:

(i) Required differences training (between type or variants);

(ii) Recency of experience necessary to maintain currency on all types or variants. (GM)

N/A

Document References

Comments

The Operator does not use flight crew members that are concurrently qualified to operate aircraft of different types.

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3 Line Operations

17-FLT 3.5.1 / In Scope: Yes

FLT 3.5.1 The Operator shall have procedures that describe flight crew member duties and responsibilities for flight preparation and ensure flight crew members, prior to the commencement of each flight, complete a review of:

(i) The Aircraft Technical Log (ATL) and the MEL/CDL;

(ii) The OFP;

(iii) Weather information to include en route and departure, destination and alternate airports;

(iv) NOTAMS applicable to the en route phase of flight and to departure, destination and alternate airports;

(v) Aircraft performance;

(vi) Aircraft weight/mass and balance. (GM)

Conformity - Documented and Implemented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Pg 21.2, 21.26-21.27 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP-38, 57-59 -
- GOM. General Operations Manual - Ch 9.1.1 -

Comments

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3 Line Operations

17-FLT 3.5.2 / In Scope: Yes

FLT 3.5.2 If the Operator uses aircraft with electronic navigation data capabilities, the Operator shall have guidance and procedures for flight crew members to ensure the validity of any electronic navigation database installed into aircraft navigation equipment. (GM)

Conformity - Documented and Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch NP 31 -
- GOM. General Operations Manual - Ch 5.1.2.25 -
- 777FCOM. B777 Flight Crew Operations Manual - Ch NP 21.4 -

Comments

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3 Line Operations

17-FLT 3.5.3 / In Scope: Yes

FLT 3.5.3 If the Operator uses electronic flight bag (EFB) devices or systems, the Operator shall, in accordance with requirements of the Authority, have one or more processes to ensure the appropriate management, control, maintenance and use of EFBs. Such process shall ensure, as a minimum:
(i) Portable EFBs, if used, do not affect the performance of aircraft systems, equipment or the ability to operate the aircraft;
(ii) Assessment of the safety risks associated with each EFB function used in operations in accordance with FLT 1.12.2;
(iii) Establishment of procedures for the use, management and maintenance of the device, each EFB function and any database the device may use;
(iv) Establishment of training requirements for the use of the device and each EFB function;
(v) In the event of an EFB failure, sufficient information is readily available to the flight crew for the flight to be conducted safely. (GM)

Conformity - Documented and Implemented

Document References

- FOTM. Flight Operations Training Manual - App G -
- GOM. General Operations Manual - Ch 5.1.7 -
- 777FCOM. B777 Flight Crew Operations Manual - Ch SP 6.1 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg SP 143 -
- OPSPECS. Operation Specifications - Pg A061 -

Comments

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3 Line Operations

17-FLT 3.6.2 / In Scope: Yes

FLT 3.6.2 The Operator shall have guidance that enables the flight crew to determine if airports of intended use meet operational requirements, to include:

(i) Applicable performance requirements;

(ii) Runway characteristics;

(iii) Air Traffic Services and associated communications;

(iv) Navigation aids and lighting;

(v) Weather reporting;

(vi) Emergency services. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 9.1.1, 5.2.1, 5.12-14 -

Comments

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3 Line Operations

17-FLT 3.6.3 / In Scope: Yes

FLT 3.6.3 The Operator shall have guidance that enables the flight crew to determine operating minima for airports of intended use. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.4.1, 5.6 -

Comments

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3 Line Operations

17-FLT 3.6.4 / In Scope: Yes

FLT 3.6.4 The Operator shall have guidance that enables the flight crew to determine Runway Visual Range (RVR) requirements for runways of intended use, to include, as a minimum:

(i) Requirement for the availability of RVR reporting in order for CAT II and CAT III approach and landing operations to be authorized;

(ii) Required minimum RVR values for takeoff and authorized approaches;

(iii) Required minimum RVR values that consider inoperative approach/runway lighting, inoperative transmissometers or inadequate visual reference. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6.8, 5.4.1.1, 5.6.6, 5.6.7, 5.4.1.1 -

Comments

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3 Line Operations

17-FLT 3.6.5 / In Scope: Yes

FLT 3.6.5 The Operator should have guidance that ensures approach and landing operations are not authorized when the prevailing visibility is below 800 meters or the Converted Meteorological Visibility (CMV) is below 800 RVR unless RVR reporting is available for the runway of intended use. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.6.3 -

Comments

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3 Line Operations

17-FLT 3.7.1 / In Scope: Yes

FLT 3.7.1 The Operator shall have a fuel policy and guidance that enables the flight crew to determine the minimum dispatch/departure fuel for each phase of flight in accordance with DSP 4.3.1. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.7, 9.4.8, 9.4.9 -

Comments

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3 Line Operations

17-FLT 3.7.2 / In Scope: Yes

FLT 3.7.2 The Operator shall delegate the authority to the PIC to ensure:

(i) A flight is not commenced unless the usable fuel required in accordance with DSP 4.3.1 is on board the aircraft and is sufficient to complete the planned flight safely;

(ii) If fuel is consumed during a flight for purposes other than originally intended during pre-flight planning, such flight is not continued without a re-analysis and, if applicable, adjustment of the planned operation to ensure sufficient fuel remains to complete the flight safely. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.8.5 -

Comments

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3 Line Operations

17-FLT 3.7.3 / In Scope: Yes

FLT 3.7.3 The Operator shall have guidance that enables the flight crew to prepare and/or accept a load sheet with accurate aircraft weight/mass and balance calculations for each flight. Such guidance shall:
(i) Assign responsibility to the PIC for ensuring the load sheet content is satisfactory prior to each flight;
(ii) Incorporate flight crew procedures for preparing or accepting last minute changes (LMC) to the load sheet, to include guidance for the maximum allowable difference between planned and actual weights.

Conformity - Documented and Implemented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Ch NP 21.31 -
- GOM. General Operations Manual - Ch 5.2.1 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch NP 57 -

Comments

(ii) N/A the operator does not accept LMC.

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3 Line Operations

17-FLT 3.7.5 / In Scope: Yes

FLT 3.7.5 The Operator shall have a description of the Air Traffic Services (ATS) Flight Plan, as well as guidance and instructions for its use, that is accessible to the flight crew during flight preparation and in flight. (GM).

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 9.3.7, 9.4.7 -

Comments

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3 Line Operations

17-FLT 3.7.6 / In Scope: Yes

FLT 3.7.6 The Operator shall have a description of the Operational Flight Plan (OFP) or equivalent document in the OM that includes an outline of OFP content as well as guidance and procedures that require:

(i) The OFP to be accessible to the flight crew during flight preparation and in flight;

(ii) The flight crew to:

(a) Verify that relevant information in the OFP is consistent with the filed ATS flight plan;

(b) Verify that relevant information in the OFP is consistent with data programmed into the navigation system;

(c) In flight, monitor flight time and fuel burn to identify trends and for comparison with the OFP. (GM).

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 6.5.11, 9.1.2, 9.3, 9.4, 9.7 -

Comments

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3 Line Operations

17-FLT 3.7.7 / In Scope: Yes

FLT 3.7.7 The Operator shall ensure the OFP or equivalent document is accepted and signed, using either manuscript or an approved electronic method, by the PIC during flight preparation. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 9.1.1 -

Comments

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3 Line Operations

17-FLT 3.7.8 / In Scope: Yes

FLT 3.7.8 The Operator shall have guidance that enables the flight crew to identify appropriate en route alternate airports. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.5.6 -

Comments

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3 Line Operations

17-FLT 3.7.9 / In Scope: Yes

FLT 3.7.9 If the Operator conducts isolated airport operations, the Operator shall have guidance and instructions for the flight crew to:

(i) Practically calculate or determine a point of safe return (PSR) for each flight into an isolated airport;

(ii) Ensure the flight does not continue past the actual PSR unless a current assessment of meteorological conditions, traffic, and other operational conditions indicate that a safe landing can be made at the estimated time of use. (GM)

N/A

Document References

Comments

The Operator does not conduct isolated airport operations.

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3 Line Operations

17-FLT 3.7.10 / In Scope: No

FLT 3.7.10 The Operator should have guidance for use by the flight crew to increase fuel state awareness. Such guidance should include one or more of the following:

(i) An approximate final reserve fuel value applicable to each aircraft type and variant in the Operator's fleet.

(ii) A final reserve fuel value presented on the OFP for each flight.

(iii) A display in the FMS of the planned or actual final reserve fuel for each flight. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.8.1 / In Scope: Yes

FLT 3.8.1 The Operator shall have guidance and procedures that describe flight crew duties and responsibilities for the use and/or application of the ATL, MEL and CDL. Such guidance and procedures shall be included in the OM or in other documents that are available to the flight crew during flight preparation and accessible to the flight crew during flight, and shall address, as a minimum, PIC responsibilities for:

(i) Determining the airworthiness status of the aircraft;

(ii) Ensuring, for each flight, a description of known or suspected defects that affect the operation of the aircraft is recorded in the ATL;

(iii) Precluding a flight from departing until any defect affecting airworthiness is processed in accordance with the MEL/CDL;

(iv) Ensuring the aircraft is operated in accordance with any applicable MEL/CDL Operational Procedure. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.2-3 -
- 777MEL. B777 Minimum Equipment List - Ch 3.7 -
- 744MEL. B747-400 Minimum Equipment List - Ch 3.6 -

Comments

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3 Line Operations

17-FLT 3.8.2 / In Scope: Yes

FLT 3.8.2 The Operator shall have guidance that is published in the OM or other document(s) and is available to the flight crew to ensure information entered in the ATL:

(i) Is up to date;

(ii) Legible;

(iii) Cannot be erased;

(iv) Is correctable in the case of an error provided each correction is identifiable and errors remain legible.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.7.2.1 -

Comments

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3 Line Operations

17-FLT 3.8.3 / In Scope: Yes

FLT 3.8.3 The Operator shall assign the PIC the authority to reject an aircraft prior to departure of a flight if dissatisfied with any aspect of the airworthiness and/or maintenance status of the aircraft. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.1 -

Comments

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3 Line Operations

17-FLT 3.8.6A / In Scope: Yes

FLT 3.8.6A The Operator shall ensure, prior to each flight, the satisfactory accomplishment of an exterior aircraft inspection (walkaround). This inspection shall be:

(i) Performed by a member of the flight crew, or

(ii) Delegated to a licensed aircraft maintenance technician, or

(iii) Delegated to another individual qualified in accordance with FLT 2.2.25. (GM)

Note:

The specifications of this provision are applicable to the exterior aircraft inspection (walkaround) typically defined by an aircraft manufacturer in the AOM and normally accomplished by the flight crew. The specifications are not applicable to an engineering airworthiness inspection, daily Inspection or any other inspection required by regulation, which must be carried out by a licensed aircraft maintenance technician.

Note:

Operators that choose to delegate the exterior aircraft inspection to a licensed aircraft maintenance technician or another qualified individual shall ensure the flight crew is notified prior to flight that the inspection has been completed.

Conformity - Documented and Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 45 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg NP 21.7 -

Comments

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3 Line Operations

17-FLT 3.8.6B / In Scope: Yes

FLT 3.8.6B If the Operator delegates the accomplishment of the exterior aircraft inspection (walkaround) to qualified individuals as specified in FLT 3.8.6A (iii), the Operator shall ensure such delegation was subjected to safety risk assessment and mitigation performed in accordance with SMS principles as specified in FLT 1.12.2. (GM)

N/A

Document References

Comments

The Operator does not delegate the accomplishment of the exterior aircraft inspection to qualified individuals.

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3 Line Operations

17-FLT 3.8.7A / In Scope: Yes

FLT 3.8.7A The Operator shall have guidance, published in the OM or other document(s) available to the flight crew during flight preparation, that requires an exterior aircraft inspection (walk-around) that focuses on safety-critical areas of the aircraft and ensures, as a minimum:

(i) Pitot and static ports are not damaged or obstructed;

(ii) Flight controls are not locked or disabled (as applicable, depending on aircraft type);

(iii) Frost, snow or ice is not present on critical surfaces;

(iv) Aircraft structure or structural components are not damaged. (GM)

Conformity - Documented and Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 45-49 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg 21.7, 21.1, 16.2 -

Comments

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3 Line Operations

17-FLT 3.8.7B / In Scope: Yes

FLT 3.8.7B The Operator shall have a procedure to ensure the availability, accessibility and serviceability of aircraft flight deck systems and emergency equipment. Such procedure shall include an interior preflight inspection of systems and equipment, which, as a minimum, is conducted by the flight crew prior to the first flight:

(i) Of the flight crew on an aircraft during a duty period;

(ii) On an aircraft after it has been left unattended by the flight crew, unless the Operator has a process or a procedure that ensures flight deck systems and emergency equipment remain undisturbed. (GM)

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Conformity - Documented and Implemented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Pg NP 21.1-21.3, 21.12-25, 21.29 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 25-37, 39-43, 50-53, NP 25 -

Comments

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3 Line Operations

17-FLT 3.8.8 / In Scope: No

FLT 3.8.8 If the Operator conducts passenger flights or transports supernumeraries in the passenger cabin with or without cabin crew, the Operator shall have a procedure to ensure the availability, accessibility and serviceability of aircraft cabin emergency systems and equipment. Such procedure shall include a preflight inspection of such systems and equipment, which, as a minimum, shall be conducted by the flight crew or, if applicable, delegated to the cabin crew prior to the first flight:

(i) After a new cabin crew or, if no cabin crew is used, a new flight crew has assumed control of the aircraft cabin;

(ii) After an aircraft has been left unattended by a flight crew or cabin crew unless the Operator has a process or procedure that ensures aircraft cabin emergency systems and equipment remain undisturbed.

(GM)

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-FLT 3.8.9 / In Scope: Yes

FLT 3.8.9 If the flight crew is required to conduct a preflight interior inspection of the cargo compartment and/or supernumerary compartment on cargo aircraft, or the passenger cabin of an aircraft being used to transport cargo without passengers, the Operator shall have guidance, published in the OM or other document available to the flight crew during the flight preparation, for the conduct of such inspection to ensure the availability, accessibility and serviceability of restraint systems and emergency equipment.

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.4 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 55 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg NP 21.31 -

Comments

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3 Line Operations

17-FLT 3.8.10 / In Scope: No

FLT 3.8.10 If the Operator transports passengers and/or supernumeraries without cabin crew, the Operator shall have procedures to ensure, prior to departure of a flight, passengers and/or supernumeraries, as applicable, have been briefed and are familiar with the location and use of safety equipment, to include:

(i) Seat belts;

(ii) Emergency exits;

(iii) Life jackets (individual flotation devices), if required

(iv) Lifesaving rafts, if required

(v) Oxygen masks;

(vi) Emergency equipment for collective use. (GM)

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-FLT 3.9.1 / In Scope: No

FLT 3.9.1 If the Operator conducts passenger flights without cabin crew, the Operator shall have a procedure to ensure verification that:

(i) Passenger and crew baggage in the passenger cabin is securely stowed;

(ii) If applicable, cargo packages and/or passenger items being transported in passenger seats are properly secured. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.9.2 / In Scope: No

FLT 3.9.2 If the Operator conducts passenger flights without cabin crew, the Operator shall have a process and/or procedures to ensure a coordinated and expeditious cabin evacuation during aircraft fueling operations with passengers embarking, on board or disembarking. Such procedures shall require:

(i) Cabin exits are designated for rapid deplaning or emergency evacuation, and routes to such exits are unobstructed;

(ii) The area outside designated emergency evacuation exits is unobstructed;

(iii) Qualified persons trained in emergency procedures are positioned near aircraft boarding door(s) or are otherwise in a position to monitor passenger safety and, if required, execute a cabin evacuation;

(iv) A suitable method of communication is established between qualified persons in a position to monitor passenger safety and personnel that have responsibility for fueling operations. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.9.3 / In Scope: No

FLT 3.9.3 If the Operator conducts passenger flights without cabin crew and transports passengers that require special handling, the Operator shall have a policy and procedures for the acceptance or non-acceptance, as well as onboard handling, of such passengers by the flight crew. The policy and procedures shall be in accordance with applicable regulations and as a minimum address, as applicable:
(i) Intoxicated and/or unruly passengers;
(ii) Passengers with disabilities or reduced mobility;
(iii) Passengers with injuries or illness;
(iv) Infants and unaccompanied children;
(v) Inadmissible passengers;
(vi) Deportees;
(vii) Passengers in custody. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.9.4 / In Scope: Yes

FLT 3.9.4 If the carriage of weapons on board an aircraft is approved as specified in SEC 3.3.1, the Operator shall have a procedure to ensure the PIC is notified prior to the departure of a flight. Such notification shall include the number and seat locations of authorized armed persons on board the aircraft. (GM)

Note:
The content of the notification to the PIC may vary as specified in SEC 3.3.1.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 3.9, C.4, C.5.2, C.5.4 -

Comments

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3 Line Operations

17-FLT 3.9.6 / In Scope: No

FLT 3.9.6 If the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing, the Operator shall have de-/anti-Icing policies and procedures published in the OM or in other documents that are available to the flight crew during flight preparation and accessible to the flight crew during flight. Such policies and procedures shall address any flight crew duties and responsibilities related to de-/anti-Icing and include:

(i) Holdover Time tables;

(ii) A requirement for a member of the flight crew or qualified ground personnel to perform a visual check of the wings before takeoff, if any contamination is suspected;

(iii) A requirement that takeoff will not commence unless the critical surfaces are clear of any deposits that might adversely affect the performance and/or controllability of the aircraft;

(iv) A statement that delegates authority to the PIC to order De-/Anti-icing whenever deemed necessary. (GM)

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-FLT 3.9.7 / In Scope: No

FLT 3.9.7 If the Operator does not conduct flights from any airport when conditions are conducive to ground aircraft icing, the Operator shall have guidance published in the OM or other document that is available to the flight crew during flight preparation and accessible to the flight crew during flight. Such guidance shall include:

(i) A description of meteorological and other conditions that are conducive to ground aircraft icing and/or the formation of ice on aircraft critical surfaces;

(ii) A prohibition from operating an aircraft from any airport when conditions conducive to ground aircraft icing exist. (GM)

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-FLT 3.9.8 / In Scope: Yes

FLT 3.9.8 If the Operator transports dangerous goods, the Operator shall ensure information and guidance that enable the flight crew to carry out duties and responsibilities related to the transport of dangerous goods is published or referenced in the OM and included in the onboard library. Such guidance shall include, as a minimum:

(i) General policies and procedures;

(ii) Duties and responsibilities;

(iii) As applicable, preflight acceptance requirements;

(iv) Flight crew written notification requirements;

(v) Dangerous goods incident and/or emergency response procedures. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - (i) App B1.1
- (ii) App B 1.1
- (iii) App B.4
- (iv) App B10
- (v) App B.11, 3.9.8 -

Comments

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3 Line Operations

17-FLT 3.9.9 / In Scope: No

FLT 3.9.9 If the Operator does not transport dangerous goods as cargo, the Operator shall have guidance for the flight crew that includes procedures for response to dangerous goods incidents.

Document References

Comments

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3 Line Operations

17-FLT 3.10.1 / In Scope: Yes

FLT 3.10.1 The Operator shall require all commercial flights to be conducted under an IFR Flight Plan in accordance with an IFR clearance and, if an instrument approach is required, in accordance with the approach procedures approved or accepted by the state in which the airport of intended landing is located. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 9.1.3 -

Comments

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3 Line Operations

17-FLT 3.10.2 / In Scope: Yes

FLT 3.10.2 If the Operator is authorized to conduct certain portions of a commercial flight under VFR, the Operator shall have a policy and procedures that describe how an IFR clearance is to be obtained (departures) and/or cancelled (arrivals). (GM)

Finding - Not Documented Not Implemented

Document References

- GOM. General Operations Manual - Ch 5.6.1, 9.1.3 -
- OPSPECS. Operation Specifications - C077 -

Comments

The Operator although authorized to conduct certain portions of a commercial flight under VFR, does not have a procedure that describe how an IFR clearance is to be obtained (departures) or how to cover possible contingencies.

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3 Line Operations

17-FLT 3.10.4 / In Scope: Yes

FLT 3.10.4 The Operator shall have guidance that addresses the use of standard radio phraseology when communicating with ATC, the acceptance and readback of ATC clearances and, when necessary, the clarification of such clearances to ensure understanding. Such guidance shall include, as a minimum:
(i) A requirement for the use of the call sign;
(ii) A requirement for at least two flight crew members to monitor and confirm clearances to ensure a mutual (flight crew) understanding of accepted clearances under circumstances, as determined by the operator or flight crew, when a missed or misunderstood clearance could pose a safety risk to the flight;
(iii) A requirement to clarify clearances with ATC whenever any flight crew member is in doubt regarding the clearance or instruction received. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6.1, 9.1.3, 5.5.1.6, 5.1.17.1 -

Comments

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3 Line Operations

17-FLT 3.10.5 / In Scope: Yes

FLT 3.10.5 The Operator shall have a policy and/or procedures that require the flight crew to maintain a radio listening watch on the frequencies appropriate for the area of operation and as required by the applicable authorities. Such guidance shall include, as a minimum, an additional requirement for the flight crew to monitor:

(i) VHF emergency frequency (121.5 MHz):

(a) On long-range over-water flights or on flights that require the carriage of an emergency locator transmitter (ELT), except during those periods when aircraft are carrying out communications on other VHF channels, or when airborne equipment limitations or flight deck duties do not permit simultaneous guarding of two channels;

(b) If required by the applicable authorities, in areas or over routes where the possibility of military intercept or other hazardous situations exist.

(ii) If required by the applicable authorities, the appropriate common frequency used for in-flight communication in designated airspace without ATC coverage. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 6.5.4.2-3 -

Comments

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3 Line Operations

17-FLT 3.10.6 / In Scope: Yes

FLT 3.10.6 The Operator shall have procedures and/or limitations that address operations into and out of uncontrolled airspace and/or airports, to include, if applicable, a prohibition if such operations are not permitted in accordance with restrictions of the AOC or equivalent documents. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.19 -

Comments

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3 Line Operations

17-FLT 3.10.7 / In Scope: Yes

FLT 3.10.7 The Operator shall have guidance that enables the flight crew to determine differences in rules and procedures for any airspace of intended use, to include, as a minimum, an explanation of the differences between prevailing or local airspace rules and ICAO airspace rules, where applicable. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 6.1.1 -

Comments

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3 Line Operations

17-FLT 3.10.8 / In Scope: Yes

FLT 3.10.8 If the Operator conducts operations in en route remote airspace for which Strategic Lateral Offset Procedures (SLOP) are published in the relevant AIP, the Operator shall have guidance that enables the flight crew to implement SLOP when operating in such airspace. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 6.5.12 -

Comments

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3 Line Operations

17-FLT 3.11.1 / In Scope: Yes

FLT 3.11.1 The Operator shall have guidance that includes a description of flight crew duties and responsibilities, as well as procedures, for monitoring navigation performance, verifying present position and, if applicable, maintaining a particular RNP/RNAV. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.14 -

Comments

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3 Line Operations

17-FLT 3.11.2 / In Scope: Yes

FLT 3.11.2 If the Operator uses navigation systems that are subject to degradation over time, the Operator shall have procedures to ensure navigation accuracy is checked after prolonged in-flight operation when ground-based or space-based navigation facilities become available for such checks. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.14, 6.5.5.5 -

Comments

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3 Line Operations

17-FLT 3.11.3 / In Scope: No

FLT 3.11.3 The Operator shall have a collision avoidance policy that encourages the flight crew to maintain vigilance for conflicting visual traffic ("see and avoid"). (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.11.4 / In Scope: Yes

FLT 3.11.4 The Operator shall ensure minimum flight altitude information applicable to all phases of a flight, including guidance that specifies when descent below any applicable prescribed minimum altitude is permissible, is made available to the flight crew along with instructions for the use of such information. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.11.1 -

Comments

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3 Line Operations

17-FLT 3.11.5 / In Scope: Yes

FLT 3.11.5 The Operator shall have a policy and/or procedures that require flight crews to monitor meteorological conditions during the en route phase of flight, to include current weather and forecasts for:
(i) Destination airport;
(ii) Destination alternate airport(s), if applicable;
(iii) En route alternate airports(s), if applicable. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.6 -

Comments

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3 Line Operations

17-FLT 3.11.7 / In Scope: Yes

FLT 3.11.7 The Operator shall have a policy and/or procedures that require the flight crew to monitor fuel during flight to ensure a fuel quantity upon landing that is not less than final reserve fuel. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.8.5 -

Comments

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3 Line Operations

17-FLT 3.11.8A / In Scope: Yes

FLT 3.11.8A If the Operator is authorized to conduct RVSM operations, the Operator shall have guidance that includes procedures to ensure the proper conduct of such operations. Such guidance shall address, as a minimum:

(i) Required airborne equipment;

(ii) Operating limitations and procedures. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.5.2 -

Comments

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3 Line Operations

17-FLT 3.11.8B / In Scope: No

FLT 3.11.8B If the Operator is authorized to conduct PBN operations in airspace that requires the maintenance of a particular navigation specification for PBN, the Operator shall have guidance that includes procedures to ensure the proper conduct of such operations. Such guidance shall address, as a minimum:

(i) Required ground and airborne equipment;

(ii) Operating limitations and procedures;

(iii) As applicable, operating minima. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.11.8C / In Scope: No

FLT 3.11.8C If the Operator is authorized to conduct PBCS operations, the Operator shall have guidance that includes procedures to ensure the proper conduct of such operations. Such guidance shall address, as a minimum:

(i) Required airborne equipment;

(ii) Operating limitations and procedures. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.11.9 / In Scope: Yes

FLT 3.11.9 If the Operator is authorized to conduct LVO, the Operator shall have guidance to ensure the proper conduct of such operations. Such guidance shall address, as a minimum:
(i) Required ground and airborne equipment;
(ii) Operating limitations and procedures;
(iii) Crew qualifications;
(iv) Operating minima (RVR). (GM)

Conformity - Documented and Implemented

Document References

- 744QRH. B747-400 Quick Reference Handbook - Pg OI 1.4-1.6 -
- GOM. General Operations Manual - Ch 4.4.13, 5.3.3.2, 5.3.3.3, 5.4.1, 5.4.1.1, 5.6.5.5 -
- 777QRH. B777 Quick Reference Handbook - Pg OI 1.4-1.6 -

Comments

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3 Line Operations

17-FLT 3.11.10 / In Scope: Yes

FLT 3.11.10 If the Operator conducts flight operations beyond 60 minutes from a point on a route to an en route alternate airport, including ETOPS/EDTO, the Operator shall have guidance that includes:

(i) Procedures to ensure proper conduct of such operations;

(ii) For all aircraft, a requirement for flight crews to monitor meteorological information for any en route alternates during the en route phase of a flight;

(iii) Procedures to ensure, for aircraft with two-engines engaged in ETOPS/EDTO, the most up-to-date information provided to the flight crew indicates that conditions at identified en route alternate airports will be at or above the operator's established airport operating minima for the operation at the estimated time of use. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - App A.9.2-A.9.3, A.11 -

Comments

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3 Line Operations

17-FLT 3.11.11 / In Scope: Yes

FLT 3.11.11 If the Operator engages in MNPS/NAT HLA and/or AMU operations, the Operator shall have guidance that includes procedures to ensure the proper conduct of such operations and addresses, as a minimum:

(i) Required ground and airborne equipment;

(ii) Operating limitations and procedures. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 6.5.5.2, 6.5.8-10 -
- OPSPECS. Operation Specifications - B036, B039 -

Comments

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3 Line Operations

17-FLT 3.11.16 / In Scope: Yes

FLT 3.11.16 The Operator shall publish Crew Resource Management (CRM) principles in the OM or in other documentation available to the flight crew and have a requirement in the OM for the application of such principles by the flight crew during line operations.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.10 -

Comments

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3 Line Operations

17-FLT 3.11.17 / In Scope: Yes

FLT 3.11.17 The Operator shall have a policy and procedures that define a sterile flight deck during critical phases of flight, to include:

(i) A protocol for intra-flight deck communication;

(ii) If the Operator conducts passenger flights with cabin crew, a protocol for communication between the flight crew and cabin crew;

(iii) The mandatory use of headsets and boom or throat microphones for communication with ATC below the transition level/altitude or 10,000 ft AGL, whichever is higher;

(iv) A restriction of flight crew activities to essential operational matters. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.3 -

Comments

(ii) N/A: The Operator does not conduct passenger flights with cabin crew.

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3 Line Operations

17-FLT 3.11.18 / In Scope: Yes

FLT 3.11.18 The Operator shall have policies and guidance that define and address the division of duties related to the performance and prioritization of flight crew member operational tasks, to include, as a minimum:

(i) A requirement and procedures for the use of checklists prior to, during and after all phases of flight, and in abnormal and emergency situations;

(ii) PM/PF duties for all phases of flight, to include normal, abnormal and emergency situations;

(iii) PM/PF actions during manual and automatic flight;

(iv) Flight and cabin crew duties during situations that require coordination, to include, as a minimum, emergency evacuation, medical emergency and incapacitated flight crew member. (GM)

Conformity - Documented and Implemented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Ch NP 11.4-11.5 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch NP 8-10 -
- GOM. General Operations Manual - Ch 5.1.2.9, 8.2.3 -

Comments

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3 Line Operations

17-FLT 3.11.20 / In Scope: Yes

FLT 3.11.20 The Operator shall have a policy and procedures that require flight crew members to crosscheck and confirm critical actions during normal, abnormal and emergency situations, to include:
(i) Aircraft configuration changes including landing gear, wing flaps and speedbrakes;
(ii) Altimeter bug and airspeed bug settings;
(iii) Altimeter subscale settings;
(iv) Altitude (window) selections;
(v) Transfer of control of the aircraft;
(vi) Changes to the Automated Flight System (AFS)/Flight Management System (FMS) and radio navigation aids during the departure and or approach phases of flight;
(vii) Weight/mass and balance calculations and associated AFS/FMS entries;
(viii) Performance calculations or inputs, including AFS/FMS entries. (GM)

Conformity - Documented and Implemented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Ch NP 11.9-11.15, NP 43-45, NP 30, 35 -
- GOM. General Operations Manual - Ch 5.1.2.5, 5.1.2.11 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - (i)-(viii) Ch NP 16-24, 64, 81 -

Comments

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3 Line Operations

17-FLT 3.11.21 / In Scope: No

FLT 3.11.21 The Operator shall have a policy and procedures that define and specify the requirements for standardized verbal callouts (standard callouts) by the flight crew during each phase of flight. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.11.22 / In Scope: Yes

FLT 3.11.22 The Operator shall have an automation policy with associated guidance and procedures that address the use of aircraft automated flight and navigation systems, to include:

(i) Flight crew monitoring of the automated flight and navigation systems (AFS) to ensure appropriate aircraft response to inputs by:

(a) Cross-checking mode control panel status;

(b) Observing the results of any mode changes;

(c) Supervising the resulting guidance and aircraft response.

(ii) The use of a level of automation appropriate for the task, to include manual flight when aircraft response is not appropriate or adequate.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.11 -
- 777FCOM. B777 Flight Crew Operations Manual - Ch NP 11.8-9 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch NP 10 -

Comments

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3 Line Operations

17-FLT 3.11.23 / In Scope: Yes

FLT 3.11.23 The Operator shall have guidance that defines and specifies the requirements for the conduct and content of the briefings to be accomplished by the flight crew prior to departure and approach. Such required briefings shall address, as a minimum:

(i) The technical status of the aircraft unless reviewed in conjunction with another checklist or procedure;

(ii) Normal and non-normal departure and approach considerations;

(iii) When applicable, flight deck jump seat occupant safety. (GM)

Note:

The briefing specified in item (iii) occurs prior to departure and as necessary for the remainder of the flight.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.5.1-5.1.5.3 -

Comments

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3 Line Operations

17-FLT 3.11.28 / In Scope: Yes

FLT 3.11.28 The Operator shall have policies, procedures and guidance that address altitude awareness, to include:

(i) Instructions for the use of automated or verbal flight crew altitude callouts and any other actions to be taken by the flight crew to maintain altitude awareness;

(ii) Policies and/or procedures for the avoidance of altitude deviations;

(iii) Policies and/or procedures that address call sign confusion during altitude clearance acceptance and readback;

(iv) Instructions for the flight crew to report the cleared flight level on first contact with ATC, unless specifically requested not to do so by ATC. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.20, 5.1.17.1, 5.5.1.6 -

Comments

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3 Line Operations

17-FLT 3.11.29 / In Scope: Yes

FLT 3.11.29 The Operator shall have guidance and procedures that include instructions for the use of barometric altimeter reference settings appropriate for the area of operation (QNE, QFE, QNH). (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 6.1.10.1 -

Comments

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3 Line Operations

17-FLT 3.11.30 / In Scope: Yes

FLT 3.11.30 The Operator should have guidance and procedures that include a requirement for barometric altimeters, referenced to QNH, to be used as the sole barometric altitude reference for the takeoff, approach and landing phases of flight.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.5.1.5 -

Comments

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3 Line Operations

17-FLT 3.11.31 / In Scope: Yes

FLT 3.11.31 If the Operator engages in operations that require metric/imperial (ft) conversions for barometric altimeter readings, the Operator shall have guidance and procedures that ensure the proper computation and application of such conversions. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 6.1.10.1 -

Comments

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3 Line Operations

17-FLT 3.11.32 / In Scope: Yes

FLT 3.11.32 The Operator shall have guidance that enables the flight crew to correct for potential errors in altimetry and that addresses:

(i) The effects of Outside Air Temperature (OAT) that is significantly lower than standard temperature;

(ii) Maximum allowable barometric altimeter errors:

(a) Referenced to field elevation;

(b) Compared to other altimeters;

(c) Permissible to meet RVSM limitations. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.10.13 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch L-16 -
- 777FCOM. B777 Flight Crew Operations Manual - Ch L10.3-10.28 -

Comments

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3 Line Operations

17-FLT 3.11.38 / In Scope: Yes

FLT 3.11.38 The Operator shall have policies and procedures for operations in the proximity of adverse weather and/or environmental conditions to include:

(i) Thunderstorms;

(ii) Turbulence;

(iii) Contaminated runways, including the effect of type and depth of contaminants on performance;

(iv) Cold weather;

(v) Volcanic ash, if the Operator conducts operations on routes that traverse large active volcanic areas or in the terminal areas of airports in the vicinity of active volcanoes. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.9, 5.1.9.2, 5.1.10, 5.1.9.8 -

Comments

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3 Line Operations

17-FLT 3.11.39 / In Scope: Yes

FLT 3.11.39 The Operator shall have guidance that includes policies and procedures for:
(i) Wind shear avoidance;
(ii) Wind shear encounter recovery;
(iii) As applicable, response to predictive and/or reactive alerts. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.9.5 -
- 744QRH. B747-400 Quick Reference Handbook - Pg 16-12,16-14 -
- 777QRH. B777 Quick Reference Handbook - Pg MAN 1.8, 1.9 -

Comments

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3 Line Operations

17-FLT 3.11.40 / In Scope: Yes

FLT 3.11.40 The Operator shall have guidance that addresses wake turbulence, to include procedures for encounter avoidance. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.12-5.1.12.5 -

Comments

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3 Line Operations

17-FLT 3.11.46 / In Scope: Yes

FLT 3.11.46 The Operator shall provide, and require compliance with, operating limitations, as defined by the original equipment manufacturer (OEM) and established by the State of Registry for each aircraft type used in operations.

Conformity - Documented and Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch L10, L1 -
- GOM. General Operations Manual - Ch 3.5.14 -
- 744QRH. B747-400 Quick Reference Handbook - Ch AP5 -
- 777FCOM. B777 Flight Crew Operations Manual - Ch 1.1, 0.1.1 -

Comments

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3 Line Operations

17-FLT 3.11.47 / In Scope: Yes

FLT 3.11.47 The Operator shall have wind component limitations for takeoff, approach and landing that do not exceed the values demonstrated or recommended by the OEM and also address operations when the:
(i) Runway is contaminated;
(ii) Visibility is degraded;
(iii) Aircraft stopping capability is degraded. (GM)

Conformity - Documented and Implemented

Document References

- 744QRH. B747-400 Quick Reference Handbook - Ch AP5 -
- 777FCTM. B777 Flight Crew Training Manual - Ch 6.21-24 -
- 777QRH. B777 Quick Reference Handbook - Ch 01.13 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch L10 -

Comments

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3 Line Operations

17-FLT 3.11.48 / In Scope: No

FLT 3.11.48 The Operator shall have guidance that specifies a minimum aircraft height above ground level (AGL) or above airport level (AAL) for commencing a turn after takeoff. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.11.49 / In Scope: Yes

FLT 3.11.49 The Operator shall have guidance for the use of oxygen masks, to include a requirement for the flight crew to use supplemental oxygen whenever, either:

(i) The cabin altitude exceeds 10,000 ft, or

(ii) If permitted by the State and applicable authorities, the cabin altitude exceeds 10,000 ft. for a period in excess of 30 minutes and for any period the cabin altitude exceeds 13, 000 ft. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.16 -

Comments

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3 Line Operations

17-FLT 3.11.50A / In Scope: Yes

FLT 3.11.50A The Operator shall have a policy and/or procedures that require flight crews, when operating an aircraft at low heights AGL, to restrict rates of descent for the purposes of reducing terrain closure rate and increasing the recognition/response time available in the event of an unintentional conflict with terrain. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.11 -

Comments

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3 Line Operations

17-FLT 3.11.50B / In Scope: Yes

FLT 3.11.50B The Operator should have procedures to limit the vertical speed of an aircraft to no more than 1,500 feet per minute for the last 1,000 feet climbing or descending to an assigned altitude or flight level when the pilots are aware of another aircraft at or approaching an adjacent altitude or flight level, unless otherwise instructed by air traffic control. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.11 -

Comments

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3 Line Operations

17-FLT 3.11.50C / In Scope: Yes

FLT 3.11.50C The Operator should have a policy and/or procedures that address flight crew use of EGPWS terrain displays for the purposes of increasing terrain/obstacle awareness and the avoidance of Controlled Flight into Terrain (CFIT). (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.11. 5.1.2.18 -

Comments

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3 Line Operations

17-FLT 3.11.51 / In Scope: Yes

FLT 3.11.51 The Operator shall have guidance and applicable data to enable the flight crew to determine or compute aircraft performance for all phases of the flight. (GM)

Conformity - Documented and Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch PERF 19-35 -
- 777FCOM. B777 Flight Crew Operations Manual - Ch SP 17 -
- GOM. General Operations Manual - Ch 2.5.1 -

Comments

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3 Line Operations

17-FLT 3.11.52 / In Scope: Yes

FLT 3.11.52 The Operator shall have guidance that addresses the use of flight recorders (FDR, CVR and, as applicable, AIR and DLR) to ensure such flight recorders are:

(i) Not intentionally switched off during flight time by the flight crew;

(ii) Only switched off by the flight crew after a flight when required to preserve data in the event of an accident or serious incident. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.12 -

Comments

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3 Line Operations

17-FLT 3.11.58 / In Scope: Yes

FLT 3.11.58 The Operator shall have guidance and procedures that enable the flight crew to determine the conditions required to commence or continue an approach to a landing, to include, as a minimum:
(i) Crew qualification requirements;
(ii) Onboard equipment requirements;
(iii) Ground based equipment requirements;
(iv) Operating minima.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6, 5.6.3, 6.6, 4.4.9-4.4.13 -
- 777QRH. B777 Quick Reference Handbook - Pg OI 1.5 -
- 744QRH. B747-400 Quick Reference Handbook - Pg AP 08 -

Comments

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3 Line Operations

17-FLT 3.11.59 / In Scope: Yes

FLT 3.11.59 The Operator shall have a stabilized approach policy that is approved or accepted by the Authority and has associated guidance, criteria, and procedures to ensure the ongoing conduct of stabilized approaches. Such policy shall include:
(i) Criteria defining the stabilized condition, to include:
(a) Aircraft configuration requirements specific to each aircraft type;
(b) Checklist completion requirements;
(c) Speed and thrust limitations;
(d) Vertical speed limitations;
(e) Acceptable vertical and lateral displacement from the normal approach path.

(ii) Required minimum height(s) AAL to achieve stabilization criteria:
(a) Not lower than 1000 ft. for approaches in IMC or not lower than 500 ft. for approaches in IMC as designated by the operator and/or State where a lower stabilization height is operationally required, and a minimum stabilization height not lower than 500 ft. for approaches in VMC; or
(b) Not lower than specific stabilization heights defined by the Operator and supported by a safety risk assessment in accordance with Table 2.9 demonstrating acceptable risk for each defined height that is lower than any applicable height(s) specified in (ii) (a).

(iii) A requirement to abandon an approach or go around in accordance with its go-around policy as defined in FLT 3.11.60 unless stabilization criteria are met at the relevant heights specified in (ii) and can be maintained until touchdown;
(iv) A requirement that deviations from stabilized approach criteria must be pre-planned and require special briefings for designated unique approaches and/or abnormal conditions;
(v) A description of the duties and responsibilities of the PF and PM including countermeasures to human error. (GM)

Note:
The stabilized approach policy and associated implementation shall be subjected to the Operator's safety risk management (SRM) processes and safety performance monitoring to ensure an acceptable level of safety risk is achieved and maintained.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6, 1.6 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch NP 90 -
- 777FCOM. B777 Flight Crew Operations Manual - Ch NP 21.93 -

Comments

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3 Line Operations

17-FLT 3.11.60 / In Scope: Yes

FLT 3.11.60 The Operator shall have a go-around policy with associated procedures and guidance to ensure flight crews discontinue or go around from an approach or landing in accordance with criteria established by the Operator. Such policy, procedures and guidance shall, as a minimum, address or define:
(i) Management support for flight crew decision making to discontinue an approach or execute a go-around;
(ii) Criteria that require a flight crew to discontinue or go around from an approach or landing (prior to the selection of reverse thrust) including when the aircraft is not stabilized in accordance with FLT 3.11.59;
(iii) The go-around maneuver;
(iv) Duties and responsibilities of the PF and PM. (GM)

Finding - Implemented Not Documented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Pg NP 21.63 -
- GOM. General Operations Manual - Ch 5.6.4 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 95 -

Comments

Although evidence of implementation was shown during interview in Mandatory observation and the Operator has a go-around policy (GOM 5.6.4) to ensure flight crews discontinue or go around from an approach or landing in accordance with criteria established by the Operator. Such policy, does not include:
(i) Management support for flight crew decision making to discontinue an approach or execute a go-around.

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3 Line Operations

17-FLT 3.11.61 / In Scope: Yes

FLT 3.11.61 The Operator shall have a policy and procedures to ensure the flight crew maneuvers the aircraft so as to touchdown within the touchdown zone or other defined portion of the runway, as specified by the Operator or the Authority. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6.3.2 -

Comments

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3 Line Operations

17-FLT 3.11.62 / In Scope: Yes

FLT 3.11.62 The Operator shall have a policy and procedures to ensure the flight crew will not continue an instrument approach to land at any airport beyond a point at which the limits of the operating minima specified for the approach in use would be infringed. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6.1.5 -

Comments

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3 Line Operations

17-FLT 3.11.63 / In Scope: Yes

FLT 3.11.63 The Operator shall have a policy and procedures to ensure the flight crew will not continue an instrument approach beyond a designated point in the approach unless reported meteorological conditions, including visibility or controlling RVR, are equal to or above those specified for the approach in use. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6.1.5 -

Comments

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3 Line Operations

17-FLT 3.11.64 / In Scope: No

FLT 3.11.64 The Operator shall have guidance and procedures for the acceptance of a clearance for a visual approach and the conduct of a visual approach.

Document References

Comments

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3 Line Operations

17-FLT 3.11.65 / In Scope: Yes

FLT 3.11.65 The Operator shall have guidance, criteria, and procedures for the acceptance of a clearance for a non-ILS (including non-precision) approach and the conduct of such approach, to include:
(i) Minimum weather conditions and visibility required to continue an approach;
(ii) Operating conditions that require a missed approach to be initiated;
(iii) Circling approach minima;
(iv) Approach-related duties of the PF and PM. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6.3.1, 5.6.4 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 91 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg NP 21.57-21.60 -

Comments

(iii) N/A: The Operator does not perform circling approaches.

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3 Line Operations

17-FLT 3.11.66 / In Scope: Yes

FLT 3.11.66 The Operator shall have a policy and procedures that require and ensure the proper use of a stabilized constant descent profile during the final segment of a non-ILS (including non-precision) approach. (GM)

Conformity - Documented and Implemented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Ch 5.6 -
- 744QRH. B747-400 Quick Reference Handbook - Pg AP 1-2 -

Comments

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3 Line Operations

17-FLT 3.11.67 / In Scope: Yes

FLT 3.11.67 The Operator shall have guidance, criteria and procedures for the acceptance of a clearance for an ILS approach and the conduct of any authorized ILS approach, to include:

(i) Minimum meteorological conditions, including the visibility required to continue an approach;

(ii) Operating conditions that require a missed approach to be initiated. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.6.6.2, 5.6.4 -

Comments

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3 Line Operations

17-FLT 3.11.68A / In Scope: Yes

FLT 3.11.68A The Operator shall have a policy and/or procedures that require the flight crew to assess landing performance prior to arrival at the destination or alternate airport in order to determine that sufficient landing distance exists for a landing to be accomplished with an adequate safety margin:
(i) On the runway of intended use;
(ii) In the conditions existing at the estimated time of arrival (ETA);
(iii) In the aircraft configuration and with the means of deceleration that will be used for the landing. (GM)

Conformity - Documented and Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 88 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg NP 21.56 -

Comments

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3 Line Operations

17-FLT 3.11.68B / In Scope: Yes

FLT 3.11.68B The Operator shall have a policy and procedures to ensure an approach is not continued below 300 m (1 000 ft) AAL unless the PIC is satisfied that, with the runway surface condition information available, the aircraft landing performance assessment in accordance with FLT 3.11.68A indicates that a safe landing can be made. (GM)

Finding - Not Documented Not Implemented

Document References

- GOM. General Operations Manual - Ch 5.2.1 -

Comments

The Operator does not have a policy and procedures to ensure an approach is not continued below 300 m (1 000 ft) AAL unless the PIC is satisfied that, with the runway surface condition information available, the aircraft landing performance assessment in accordance with FLT 3.11.68A indicates that a safe landing can be made

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3 Line Operations

17-FLT 3.11.69 / In Scope: Yes

FLT 3.11.69 If the Operator is authorized to conduct circling approaches, the Operator shall have guidance and procedures to ensure the proper conduct of such approaches. Such guidance and procedures shall address, as a minimum:

(i) Operating limitations and minima;

(ii) Stabilization criteria and go-around requirements in accordance with FLT 3.11.59 and FLT 3.11.60, respectively;

(iii) Obstacle clearance requirements. (GM)

N/A

Document References

Comments

The Operator does not perform circling approaches.

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3 Line Operations

17-FLT 3.12.1 / In Scope: Yes

FLT 3.12.1 The operator shall have a corrective lenses policy that addresses the need for flight crew members, who are required to use corrective lenses, to have a spare set of corrective lenses readily available. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 4.11.16 -

Comments

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3 Line Operations

17-FLT 3.12.2 / In Scope: Yes

FLT 3.12.2 The Operator shall have a policy that requires flight crew members to keep their seat belts fastened when at their assigned stations and:

(i) Those flight crew members occupying a pilot's seat to keep their safety harnesses (shoulder straps and seat belts) fastened during the takeoff and landing phases of flight;

(ii) Other flight crew members to keep their safety harnesses fastened during the takeoff and landing phases of flight, unless the shoulder straps interfere with the performance of duties, in which case the shoulder straps may be unfastened but the seat belts shall remain fastened.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.3, 5.1.2.15 -

Comments

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3 Line Operations

17-FLT 3.12.3 / In Scope: Yes

FLT 3.12.3 The Operator shall have a policy and procedures to ensure, during flight, when a pilot transfers control of the aircraft or leaves the flight deck, a minimum of one pilot continuously maintains:

(i) Unobstructed access to the flight controls;

(ii) Alertness and situational awareness. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.5 -

Comments

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3 Line Operations

17-FLT 3.12.4 / In Scope: Yes

FLT 3.12.4 The Operator shall have a policy and procedures to ensure flight crew members are only permitted to leave their duty stations during flight in the performance of duties or to meet physiological needs. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.4 -

Comments

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3 Line Operations

17-FLT 3.12.5 / In Scope: Yes

FLT 3.12.5 The Operator shall have a policy and procedures to ensure pilot flight crew members do not vacate an aircraft control seat below 10,000 feet (AAL) for the purposes of transferring duties to another pilot flight crew member. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.3 -

Comments

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3 Line Operations

17-FLT 3.12.6 / In Scope: Yes

FLT 3.12.6 The Operator should have guidance published or referenced in the OM that addresses runway excursions, to include a description of the policies, processes, procedures, and flight crew actions necessary to prevent, or reduce the risk of a runway excursion occurring during takeoff or landing. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.3.2 -

Comments

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3 Line Operations

17-FLT 3.12.7 / In Scope: Yes

FLT 3.12.7 The Operator shall have guidance published or referenced in the OM that addresses runway incursions, to include a description of the policies, processes, procedures and flight actions necessary to prevent or reduce the risk of a runway incursion occurring during taxi, takeoff, and landing. Such guidance shall include:

(i) Instructions for the maintenance of situational awareness by the flight crew while operating in the airport environment, on the ground and in the air, to ensure an awareness of the aircraft position relative to the airport surface;

(ii) Operating policies and procedures for use during periods when there is a high risk of an incursion;

(iii) Specific instructions for the use of onboard equipment and aircraft lighting as a means to mitigate the risk of an incursion;

(iv) The identification, in documentation available to the flight crew, of areas on the airport surface that could pose a higher risk of an incursion;

(v) Specific reduced visibility and relevant LVO policies and procedures that minimize the risk of an incursion. (GM)

Conformity - Documented and Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 73 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg SP 16.3 -
- GOM. General Operations Manual - Ch 5.3.2 -

Comments

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3 Line Operations

17-FLT 3.13.2 / In Scope: No

FLT 3.13.2 The Operator shall have guidance that defines persons authorized to use flight deck jump seat(s). Such guidance shall, if applicable, be in accordance with the requirements of the Authority.

Document References

Comments

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3 Line Operations

17-FLT 3.13.3 / In Scope: No

FLT 3.13.3 If the Operator conducts passenger flights with cabin crew, the Operator shall have procedures for communication and coordination between the flight crew and the cabin crew to ensure a combined and coordinated process in addressing:

(i) Passenger safety information;

(ii) Cabin readiness prior to first aircraft movement, takeoff and landing;

(iii) If applicable, arming or disarming of cabin door slides;

(iv) Preparation for an encounter with turbulence;

(v) Flight or cabin crew member incapacitation;

(vi) Emergency evacuation;

(vii) Abnormal situations;

(viii) Emergency situations. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.13.4 / In Scope: No

FLT 3.13.4 If the Operator transports passengers and/or supernumeraries in the passenger cabin or supernumerary compartment without cabin crew, the Operator shall have guidance and procedures for communication by the flight crew with, as applicable, passengers and/or supernumeraries to address:
(i) The dissemination of passenger/supernumerary safety information;
(ii) Restrictions pertaining to onboard smoking;
(iii) Compliance with the Fasten Seat Belt sign and, if applicable, the No Smoking sign;
(iv) Cabin or supernumerary compartment readiness prior to first aircraft movement, takeoff and landing;
(v) If applicable, the arming or disarming of door slides;
(vi) Preparation for and an encounter with turbulence;
(vii) Medical situations;
(viii) Emergency evacuation;
(ix) Abnormal situations;
(x) Verification that baggage is stowed;
(xi) If applicable, information relevant to cargo being transported in the passenger cabin;
(xii) If applicable, verification that the 9G rigid barrier or 9G cargo net is secured. (GM)

Note:
The specifications of this provision are applicable to commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-FLT 3.13.5 / In Scope: No

FLT 3.13.5 If the Operator conducts passenger flights with cabin crew, the Operator should have a policy and procedures that define and specify the requirements for standard verbiage, terminology, signals and/or verbal commands used for communication between flight crew and cabin crew during normal, abnormal and emergency situations. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.13.6 / In Scope: Yes

FLT 3.13.6 If the Operator transports passengers and/or supernumeraries, the Operator shall have a policy and/or procedures that provides for announcements to, as applicable, passengers and/or supernumeraries by either the flight crew or cabin crew to address matters related to safety, including turbulence and abnormal and emergency situations. (GM)

Note:
The specifications of this provision are applicable to commercial and/or non-commercial operations.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.5.2 -

Comments

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3 Line Operations

17-FLT 3.13.8 / In Scope: Yes

FLT 3.13.8 If the Operator transports passengers and/or supernumeraries, the Operator shall have procedures that ensure the preparation of the cabin or supernumerary compartment prior to takeoff and landing, and provide for notification to, as applicable, passengers and/or supernumeraries by either the flight crew or cabin crew:
(i) To prepare for takeoff;
(ii) When in the descent phase of flight;
(iii) To prepare for landing. (GM)

Note:
The specifications of this provision are applicable to commercial and/or non-commercial operations.

Conformity - Documented and Implemented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Pg NP 11.5 -
- GOM. General Operations Manual - Ch 5.1.5.2 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg NP 11 -

Comments

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3 Line Operations

17-FLT 3.13.9 / In Scope: No

FLT 3.13.9 If the Operator carries cargo on the same deck as the flight deck and/or supernumerary compartment, the Operator shall have procedures to ensure the cargo restraint system and, if applicable, smoke barrier are closed/secured for:
(i) Taxi operations;
(ii) Takeoff;
(iii) Landing. (GM)

Note:
The specifications of this provision are also applicable to procedures for ensuring cargo restraint is secured on an aircraft that is being used to transport cargo in the passenger cabin, without passengers.

Document References

Comments

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3 Line Operations

17-FLT 3.13.11 / In Scope: No

FLT 3.13.11 If the Operator conducts cargo and/or passenger flights without cabin crew, the Operator shall have flight crew procedures for:

(i) Opening and closing of aircraft cabin access doors;

(ii) As applicable, arming and disarming of door systems equipped with an automatic slide or slide/raft deployment system. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.13.12 / In Scope: No

FLT 3.13.12 If the Operator transports passengers and/or supernumeraries, without cabin crew, the Operator shall have flight crew procedures that ensure, as applicable, passengers and/or supernumeraries have ready access to emergency oxygen. (GM)

Note:
The specifications of this provision are applicable to commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-FLT 3.13.13 / In Scope: No

FLT 3.13.13 If the Operator transports passengers and/or supernumeraries, without cabin crew, the Operator shall have flight crew procedures that ensure, as applicable, passengers and/or supernumeraries are seated with their seat belts (or, as available, harness or other restraint) fastened:

(i) During the taxi phases of a flight;

(ii) During the takeoff and landing phases of flight;

(iii) Prior to and/or during turbulence;

(iv) During an emergency situation, if considered necessary. (GM)

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-FLT 3.13.14 / In Scope: Yes

FLT 3.13.14 If the Operator transports supernumeraries in the passenger cabin or cargo compartment, the Operator shall have guidance and procedures to ensure:

(i) All seats in the cargo compartment are considered emergency exit row seats;

(ii) Supernumeraries meet applicable requirements and restrictions.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.5.2 -

Comments

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3 Line Operations

17-FLT 3.13.16 / In Scope: Yes

FLT 3.13.16 If the Operator uses aircraft equipped with a flight deck door, the Operator shall have policies and/or procedures that are in accordance with the requirements of the Authority and, as a minimum, define:

(i) When the flight deck door must remain locked;

(ii) If the Operator conducts passenger flights with cabin crew, the means used and actions necessary for cabin crew members to:

(a) Notify the flight crew in the event of suspicious activity or security breaches in the cabin;

(b) Gain entry to the flight deck. (GM)

N/A

Document References

Comments

The Operator does not use aircraft equipped with a flight deck door.

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3 Line Operations

17-FLT 3.13.17 / In Scope: No

FLT 3.13.17 If the Operator uses aircraft equipped with an approved flight deck door as specified in (MNT) Table 4.11 (xxvi) (c) (d) and/or Table 4.14 (v), the Operator shall provide guidance, procedures and instructions for the use of such door by the flight crew to ensure the security of the flight deck. Such guidance shall include, as a minimum, the procedural means by which the crew:

(i) Prevents access to the flight deck by unauthorized personnel;

(ii) Identifies authorized personnel requesting entry into the flight deck. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.13.18 / In Scope: No

FLT 3.13.18 If the Operator conducts international passenger flights using aircraft equipped with an approved flight deck door as specified in (MNT) Table 4.11 (xxvi) (c) (d) and/or Table 4.14 (v), the Operator shall have procedures to:

(i) Ensure the flight deck door is closed and locked from the time of engine start or commencement of pushback until engines are shut down or any external aircraft door is opened for disembarkation except when necessary to permit access or egress by authorized persons;

(ii) Monitor, using visual or procedural means, the entire area outside the flight deck door to identify persons requesting entry and to detect suspicious behavior or potential threat. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.13.19 / In Scope: Yes

FLT 3.13.19 If the Operator conducts passenger operations and does not use a flight deck door, the Operator shall have measures in place to ensure unauthorized persons are prevented from entering the flight deck. (GM)

N/A

Document References

Comments

The Operator does not conduct passenger operations and does not use a flight deck door.

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3 Line Operations

17-FLT 3.14.2 / In Scope: No

FLT 3.14.2 The Operator shall have a policy that prohibits the in-flight simulation of emergencies while passengers and/or cargo are being transported on board the aircraft.

Document References

Comments

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3 Line Operations

17-FLT 3.14.3 / In Scope: Yes

FLT 3.14.3 The Operator shall have a policy and guidance that defines the execution of abnormal/non-normal and emergency procedures and that ensures a crosscheck and verbal confirmation by two flight crew members (dual response) occurs before the actuation of any critical aircraft system controls. Such guidance shall identify critical systems, as defined by the OEM, and address, as a minimum:

(i) Engine thrust levers;

(ii) Fuel master or control switches;

(iii) Engine fire handles or switches;

(iv) Engine fire extinguisher discharge switches (if not automatically armed in conjunction with the associated fire handle or switch);

(v) IDG/CSD disconnect switch. (GM)

Conformity - Documented and Implemented

Document References

- 777QRH. B777 Quick Reference Handbook - Pg CI 1.1, 2.1, 2.2, 2.8 -
- 744QRH. B747-400 Quick Reference Handbook - Ch E -

Comments

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3 Line Operations

17-FLT 3.14.4 / In Scope: No

FLT 3.14.4 If the Operator conducts passenger flights with cabin crew, the Operator shall have procedures in accordance with FLT 3.11.18, applicable to each aircraft type, that specify the flight and cabin crew member functions and actions to be executed during a situation requiring an emergency evacuation.

Document References

Comments

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3 Line Operations

17-FLT 3.14.5 / In Scope: No

FLT 3.14.5 If the Operator transports passengers and/or supernumeraries, without cabin crew, the Operator shall have procedures that are applicable to each aircraft type and:

(i) Specify flight crew functions and actions to be executed during an emergency evacuation;

(ii) Address, as applicable, passengers and/or supernumeraries.

Note:

The specifications of this provision are applicable to flight crew members used on board an aircraft during commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-FLT 3.14.6 / In Scope: Yes

FLT 3.14.6 The Operator shall have policies and procedures in accordance with FLT 3.11.18, applicable to each aircraft type, that are to be applied during a situation requiring a rejected takeoff and address the operational considerations for low speed and high speed rejected takeoffs.

Conformity - Documented and Implemented

Document References

- 777QRH. B777 Quick Reference Handbook - Pg MAN 1.3-1.4 -
- 744QRH. B747-400 Quick Reference Handbook - Pg 16.4-5 -

Comments

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3 Line Operations

17-FLT 3.14.7 / In Scope: Yes

FLT 3.14.7 The Operator shall have policies and associated procedures accordance with FLT 3.11.18, applicable to each aircraft type, that are to be applied when an engine failure or fire occurs after V1.

Conformity - Documented and Implemented

Document References

- 747FCTM. B747 Flight Crew Training Manual - Ch 3.23.3.25, 8-5 -
- 777FCTM. B777 Flight Crew Training Manual - Ch 3.17.3.21, 8-5 -

Comments

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3 Line Operations

17-FLT 3.14.8 / In Scope: Yes

FLT 3.14.8 The Operator shall have policies and procedures in accordance with FLT 3.11.18, applicable to each aircraft type, that are to be applied when a TCAS/ACAS resolution advisory (RA) is displayed by onboard equipment. Such guidance shall, as a minimum:

(i) Specify a TCAS escape maneuver;

(ii) Require flight crews to follow a TCAS RA guidance even if it conflicts with ATC instructions.

Conformity - Documented and Implemented

Document References

- 744QRH. B747-400 Quick Reference Handbook - Pg MAN 1.5, 1.6 -
- 777QRH. B777 Quick Reference Handbook - Pg 16-8, 16-9 -
- GOM. General Operations Manual - 8.9 -

Comments

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3 Line Operations

17-FLT 3.14.9 / In Scope: Yes

FLT 3.14.9 The Operator shall have policies and procedures in accordance with FLT 3.11.18, applicable to each aircraft type, that are applied during a GPWS or other terrain avoidance alert provided by onboard equipment. Such guidance shall, as a minimum, define a CFIT escape maneuver as an aggressive pitch up maneuver that maximizes the performance of the aircraft. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.1.2.18 -
- 744QRH. B747-400 Quick Reference Handbook - Pg 16.6, 16.7 -
- 777QRH. B777 Quick Reference Handbook - Pg MAN 1.1-1.3 -

Comments

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3 Line Operations

17-FLT 3.14.10 / In Scope: No

FLT 3.14.10 The Operator shall have procedures in accordance with FLT 3.11.18, applicable to each aircraft type that are to be applied in the event of an emergency descent.

Document References

Comments

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3 Line Operations

17-FLT 3.14.11 / In Scope: Yes

FLT 3.14.11 The Operator shall have guidance and procedures that address abnormal and/or emergency communication, to include the:

(i) Appropriate use of "PAN PAN" and/or "MAYDAY;"

(ii) Actions to be taken in the event of a complete radio failure (lost communication);

(iii) Interception protocol for civil aircraft intercepted by military aircraft, to include a description of visual signals used by intercepting and intercepted aircraft. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 8.3.1 -

Comments

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3 Line Operations

17-FLT 3.14.12 / In Scope: No

FLT 3.14.12 The Operator shall have procedures in accordance with FLT 3.11.18 that are to be applied by the flight crew in the event of a medical emergency on board the aircraft. If a cabin crew is used, such procedures shall also address cabin crew duties and ensure flight deck-to-cabin communication and coordination occurs in accordance with FLT 3.13.3.

Document References

Comments

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3 Line Operations

17-FLT 3.14.13 / In Scope: No

FLT 3.14.13 The Operator shall have procedures in accordance with FLT 3.11.18 that are to be applied by the flight crew in the event of flight crew member incapacitation on board the aircraft. If a cabin crew is used, such procedures shall also address cabin crew duties and ensure flight deck-to-cabin communication and coordination occurs in accordance with FLT 3.13.3.

Document References

Comments

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3 Line Operations

17-FLT 3.14.14 / In Scope: Yes

FLT 3.14.14 The Operator shall have guidance and procedures that ensure the proper reset of circuit breakers after a system malfunction or trip. Such guidance shall, as a minimum, specify when and how often tripped circuit breakers may be reset.

Conformity - Documented and Implemented

Document References

- 744QRH. B747-400 Quick Reference Handbook - Ch Intro C-D -
- 777QRH. B777 Quick Reference Handbook - Pg C 1.2.3 -

Comments

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3 Line Operations

17-FLT 3.14.15 / In Scope: No

FLT 3.14.15 The Operator shall have an in-flight fuel management policy that requires the PIC to request air traffic delay information from ATC when unanticipated circumstances may result in landing at the destination airport with less than either:

(i) The final reserve fuel plus any fuel required to proceed to an alternate airport, or

(ii) The fuel required to operate to an isolated airport. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.14.16 / In Scope: No

FLT 3.14.16 The Operator shall have an in-flight fuel management policy that requires the PIC to advise ATC of a minimum fuel state:

(i) When, having committed to land at a specific airport, the PIC calculates that any change to the existing clearance to that airport may result in landing with less than planned final reserve fuel;

(ii) By declaring "MINIMUM FUEL." (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.14.17 / In Scope: No

FLT 3.14.17 The Operator shall have an in-flight fuel management policy that requires the PIC to declare a situation of fuel emergency:

(i) When the calculated usable fuel predicted to be available upon landing at the nearest airport where a safe landing can be made is less than the planned final reserve fuel;

(ii) By declaring "MAYDAY, MAYDAY, MAYDAY, FUEL." (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.15.2 / In Scope: Yes

FLT 3.15.2 The Operator shall have a policy that requires the PIC to report any hazardous flight condition to the appropriate ATC facility without delay. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.5.4.1 -

Comments

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3 Line Operations

17-FLT 3.15.3 / In Scope: No

FLT 3.15.3 The Operator shall have a policy that assigns responsibility to the PIC for notifying the nearest authority, by the quickest available means, of any accident or serious incident resulting in injury, death, or substantial aircraft damage. (GM)

Document References

Comments

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3 Line Operations

17-FLT 3.15.4 / In Scope: Yes

FLT 3.15.4 The Operator shall have a policy that assigns responsibility to the PIC for:
(i) Notifying the appropriate local authority without delay in the event of any emergency situation that necessitated action in violation of local regulations and/or procedures;
(ii) Submitting, if required by the state of occurrence, a report to the appropriate local authority and also to the Authority of the State of the Operator. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 8.2.1 -

Comments

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3 Line Operations

17-FLT 3.15.5 / In Scope: Yes

FLT 3.15.5 The Operator shall have a policy that requires the PIC to report the runway braking action special air-report (AIREP) when the runway braking action encountered is not as good as reported. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 5.3.5.3 -

Comments

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4 Operations Engineering Specifications

17-FLT 4.1.1 / In Scope: Yes

FLT 4.1.1 The Operator shall have a process, performed by Operations Engineering, to determine and maintain guidance, procedures and performance data in the OM, applicable to each aircraft type, for applicable departure, destination and alternate airports. Such guidance and data shall enable the flight crew to determine or compute:

(i) Maximum structural weights (taxi, takeoff, landing);

(ii) Takeoff performance (accelerate - stop, close-in obstacles) that also ensures charting accuracy is accounted for, when necessary, in assessing takeoff performance in the event of a critical power unit failing at any point in the takeoff;

(iii) Maximum brake energy and minimum cooling time;

(iv) Climb performance (distant obstacles);

(v) Landing performance (minimum landing distance, go-around). (GM)

Conformity - Documented and Implemented

Document References

- 777QRH. B777 Quick Reference Handbook - Pg PI, 11.33 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg L.10.6, SP.TOC.6,7,17.1-6 -
- 744QRH. B747-400 Quick Reference Handbook - Pg PI.1.13, 2.13, 3.13, 4.40 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg L8, PER3, PER4, PER25-29 -

Comments

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4 Operations Engineering Specifications

17-FLT 4.1.2 / In Scope: Yes

FLT 4.1.2 The Operator shall have a process, performed by Operations Engineering, to determine and maintain guidance, data and procedures in the OM, applicable to each aircraft type, that enable the flight crew to determine and/or compute aircraft performance for all phases of flight. Such guidance and data shall ensure the flight crew considers all relevant factors affecting aircraft performance, to include:
(i) Aircraft weight (mass);
(ii) Operating procedures;
(iii) Pressure altitude appropriate to the airport elevation;
(iv) Temperature;
(v) Wind;
(vi) Runway gradient (slope);
(vii) Runway surface condition at the expected time of use;
(viii) Obstacle data;
(ix) NOTAMs (including airport NOTAMs);
(x) As applicable, MEL/CDL information;
(xi) Aircraft configuration (wing flap setting);
(xii) Anti-ice usage and, when applicable, ice accretion;
(xiii) As applicable, runway length used for aircraft alignment prior to takeoff;
(xiv) As applicable, fuel freeze considerations during extended operations. (GM)

Conformity - Documented and Implemented

Document References

- 777FCOM. B777 Flight Crew Operations Manual - Ch SP -
- 744QRH. B747-400 Quick Reference Handbook - Ch PI -
- 777QRH. B777 Quick Reference Handbook - Ch PI -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch PERF -

Comments

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4 Operations Engineering Specifications

17-FLT 4.1.3 / In Scope: Yes

FLT 4.1.3 The Operator shall have a process, performed by Operations Engineering, to determine and maintain guidance, data and procedures in the OM, applicable to each aircraft type, that enable the flight crew to determine and/or compute en route aircraft engine-out performance. Such guidance, data and procedures shall include, as a minimum, aircraft engine-out:

(i) Service ceiling;

(ii) Drift down altitudes, as well as specific guidance and procedures that assure terrain clearance along the route to the destination airport or to an en route alternate airport. (GM)

Conformity - Documented and Implemented

Document References

- 777QRH. B777 Quick Reference Handbook - Pg PI.16.3, 16.4, PI.QRH.13-15 -
- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Ch 11 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg 11.TOC.5, 11.TOC.6, 11.42.1-56 -
- 744QRH. B747-400 Quick Reference Handbook - Pg PI 1.27-1.33, 2.27-2.33 -

Comments

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4 Operations Engineering Specifications

17-FLT 4.1.4 / In Scope: Yes

FLT 4.1.4 The Operator should provide operating instructions, applicable to each aircraft type, that enable the PIC to determine if the required all-engine climb performance can be achieved during the departure phase of flight under the existing conditions. (GM)

Conformity - Documented and Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg 2.11, 11.i, 11-33 -
- 744AOM2. B747-400 Aircraft Operating Manual Vol II - Pg 11-34 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg 11.TOC.2-3, 11.31.18-21 -

Comments

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4 Operations Engineering Specifications

17-FLT 4.2.2 / In Scope: Yes

FLT 4.2.2 The Operator shall have a process, performed by Operations Engineering, to ensure completion of an analysis that addresses relevant operational factors prior to operating over any new route or into any new airport. Such analysis shall take into account:

(i) Obstacle clearance for all phases of flight (minimum safe altitudes);
(ii) Runway (width, length and pavement loading);
(iii) Navigation aids and lighting;
(iv) Weather considerations;
(v) Emergency services;
(vi) Fuel burn calculations;
(vii) As applicable, fuel freeze considerations;
(viii) As applicable, ETOPS/EDTO requirements;
(ix) Air Traffic Services;
(x) Critical engine inoperative operations;
(xi) Depressurization over critical areas;
(xii) (Special) airport classification. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - Pg 3.4, 4.8- 4.10, 4.64-4.89, 5.39-5.40, 5.55-5.57, 11.4 -

Comments

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4 Operations Engineering Specifications

17-FLT 4.2.3 / In Scope: Yes

FLT 4.2.3 If the Operator conducts operations over remote or sparsely populated land areas, the Operator should provide information in the OM that identifies and describes en route emergency airports associated with operations over such areas. (GM)

Note:

The en route emergency airports specified in this provision refer to airports that are applicable to the operation being conducted (i.e. within flying range from the route being flown and potentially usable for the aircraft type).

N/A

Document References

Comments

The Operator does not conduct operations over remote or sparsely populated land areas.

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4 Operations Engineering Specifications

17-FLT 4.2.4 / In Scope: No

FLT 4.2.4 The Operator shall have guidance, data and procedures to enable operations engineering personnel to determine minimum safe altitudes for all phases of flight. (GM)

Document References

Comments

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4 Operations Engineering Specifications

17-FLT 4.2.5 / In Scope: No

FLT 4.2.5 The Operator shall establish operating minima for each airport of intended use, which shall not be lower than those established by the state in which the airport is located. (GM)

Document References

Comments

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4 Operations Engineering Specifications

17-FLT 4.2.6 / In Scope: Yes

FLT 4.2.6 If the Operator uses aircraft with electronic navigation data capabilities, the Operator shall have processes, approved or accepted by the State, if required, which ensure electronic navigation data products acquired from suppliers, prior to being used as a means for navigation in operations:
(i) Are assessed for a level of data integrity commensurate with the intended application;
(ii) Are compatible with the intended function of equipment in which it is installed;
(iii) Are distributed in a manner to allow insertion of current and unaltered electronic navigation data into all aircraft that require it. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - Ch 4.13 -
- GOM. General Operations Manual - Ch 5.21, 5.23, 6.1 -

Comments

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4 Operations Engineering Specifications

17-FLT 4.2.7 / In Scope: Yes

FLT 4.2.7 If the Operator uses aircraft equipped with a GPWS with a Forward-looking Terrain Avoidance Function, the Operator shall have a process and/or procedures to ensure terrain and, if applicable, obstacle data acquired from an external vendor or supplier are:

(i) Periodically reviewed for currency and applicability to the Operator's routes and airports, and updated as required;

(ii) Distributed in a manner to allow the insertion of unaltered data into all aircraft for which it is required.

(GM)

Finding - Not Documented Not Implemented

Document References

- 744AOM1. B747-400 Aircraft Operating Manual Vol I - Pg L22 -
- GOM. General Operations Manual - Ch 5.10-11 -
- 777FCOM. B777 Flight Crew Operations Manual - Pg L.10.1115.TOC.4-5, 15.TOC.16 -

Comments

i) Although the Operator uses aircraft equipped with a GPWS with a Forward-looking Terrain Avoidance Function, the Operator does not have a process and procedures to ensure terrain and obstacle data acquired from an external vendor or supplier are periodically reviewed for currency and applicability to the Operator's routes and airports, and updated as required.

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4 Operations Engineering Specifications

17-FLT 4.3.1 / In Scope: No

FLT 4.3.1 The Operator shall ensure all aircraft in its fleet have the following systems and equipment as necessary to satisfy operational requirements for the routes and/or airspace of intended operations including, as applicable, PBN, MNPS/NAT HLA, RVSM and PBCS:

(i) Instrumentation and/or avionics, readily visible to the intended pilot flight crew member, necessary to conduct operations and meet applicable flight parameters, maneuvers and limitations;

(ii) Equipment necessary to satisfy applicable operational communication and surveillance requirements, including emergency communication;

(iii) Avionics, equipment and/or components necessary to satisfy applicable navigation requirements and provide necessary redundancy;

(iv) Avionics, instrumentation and/or radio equipment necessary to satisfy applicable approach and landing requirements;

(v) Other components and/or equipment necessary to conduct operations under applicable flight conditions, including instrument meteorological conditions.

Document References

Comments

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4 Operations Engineering Specifications

17-FLT 4.3.5 / In Scope: No

FLT 4.3.5 If the Operator uses aircraft operated at flight altitudes greater than 10,000 feet, but pressurized to maintain a cabin altitude of less than 10,000 feet, the Operator shall have guidance and procedures to ensure flights are not commenced unless all such aircraft can descend to an altitude after a loss of pressurization that will allow continued safe flight and landing and are equipped with oxygen storage and dispensing apparatus in accordance with requirements of the Authority and, as a minimum, also ensures:
(i) The aircraft can continue at a pressure altitude that will allow continued safe flight and landing;
(ii) An amount of stored supplemental oxygen, in accordance with the requirements of the Authority and, as a minimum, to supply:
(a) The flight crew for any period the cabin altitude would be above 10,000 feet;
(b) All aircraft occupants for any period the cabin altitude would be above 15,000 feet;
(c) The flight crew and all aircraft occupants in accordance with a) and b) as appropriate for the route to be flown.

(iii) For aircraft that do not operate above 25,000 feet, the amount of stored oxygen for aircraft occupants specified in ii) b) above may be reduced, in accordance with the requirements of the Authority, if at all points along the route to be flown, the aircraft is able to descend safely within 4 minutes to a cabin pressure altitude of 15,000 ft. or less. (GM)

Note:
Supplemental oxygen guidance and procedures shall take into account, as applicable, any additional supplemental oxygen requirements and/or escape routes necessary when operating over areas of high terrain.

Document References

Comments

Checklist Name	Section 3 -Operational Control and Flight Dispatch (DSP)

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1 Management and Control

17-DSP 1.1.1 / In Scope: No

DSP 1.1.1 The Operator shall have a management system that ensures:
(i) Management of safety and security in flight operations;
(ii) Supervision and control of all flights, operational control functions and other associated activities;
(iii) Compliance with standards of the Operator and requirements of the State of the Operator (hereinafter, the State) and other applicable authorities. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.3.1A / In Scope: No

DSP 1.3.1A The Operator shall ensure the management system for operational control defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the operational control of flights. The management system shall also specify:
(i) The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of aircraft operations;
(ii) Responsibilities for ensuring operational control is conducted in accordance with applicable regulations and standards of the Operator;
(iii) Lines of safety accountability within the organization, including direct accountability for safety and/or security on the part of operational control senior management. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.3.1B / In Scope: No

DSP 1.3.1B The Operator shall ensure accountability, authorities and responsibilities for the operational control of flights are defined and communicated throughout the organization, to include the authorities and responsibilities of the pilot-in command (PIC) and, as applicable, the:

(i) Flight operations officer (FOO), who supports, briefs and/or assists the PIC or designated member of management regarding risk tolerability with respect to the safe conduct of each flight;

(ii) Designated member of management or post holder that has joint authority with the PIC over the decision functions, duties or tasks associated with the operational control of each flight;

(iii) Flight operations assistant (FOA) who supports, briefs and/or assists the PIC, FOO, or designated member of management in the safe conduct of each flight. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.3.2A / In Scope: No

DSP 1.3.2A The Operator shall have a process or procedure for the delegation of duties within the management system for operational control that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.3.2B / In Scope: Yes

DSP 1.3.2B The Operator shall have a process or procedures for the delegation of duties within the management system for operational control that ensures managerial and operational control continuity is maintained and responsibility for operational control functions is assumed by qualified personnel when:
(i) Managers directly responsible for the operational control of flights are unable to carry out work duties;
(ii) If used in the system of operational control, FOO and/or FOA personnel are unable to carry out work duties. (GM)

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 3.5, 3.11, 3.12 -
- FFM. Flight Following Manual - 3.8.2, 3.8.3 -

Comments

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1 Management and Control

17-DSP 1.3.3 / In Scope: Yes

DSP 1.3.3 The Operator shall ensure a delegation of authority and assignment of responsibility within the management system for liaison with regulatory authorities, original equipment manufacturers and other external entities relevant to operational control. (GM) <

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - 3.13 -
- GOM. General Operations Manual - 3.5.1, 3.5.2, 3.5.11-3.5.13 -
- FFM. Flight Following Manual - 3.7.1 -

Comments

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1 Management and Control

17-DSP 1.3.4 / In Scope: No

DSP 1.3.4 The Operator shall delegate the authority for operational control of each flight only to the PIC in a non-shared system of operational control, or to a combination of suitably qualified individuals in a shared system of operational control, to include the PIC and either:

(i) An FOO in a shared system of operational control that requires the use of FOO personnel, or

(ii) A designated member of management or post holder in a shared system of operational control that requires the use of such management personnel. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.3.5 / In Scope: Yes

DSP 1.3.5 The Operator shall retain the overall responsibility for operational control of each flight and assign the responsibility to carry out functions, duties or tasks related to the operational control of each flight only to the PIC, or to a combination of suitably qualified personnel as defined in Table 3.1, to include the PIC and, as applicable to the system of operational control responsibility:
(i) If the Operator has a shared system of operational control responsibility, either of the following:
(a) An FOO, who shares overall operational control responsibility with the PIC and/or supports, briefs and/or assists the PIC in the safe conduct of each flight, or

(b) A designated member of management or post holder who shares overall operational control responsibility with the PIC and/or supports, briefs and/or assists the PIC or FOO in the safe conduct of each flight.

Note:
FOA and/or administrative personnel can be used in combination with FOOs and/or designated members of management in a shared system of operational control, but neither would share operational control responsibility with the PIC, FOO or designated member of management.

(ii) If the Operator has a non-shared system of operational control responsibility, one or more of the following:
(a) An FOO who supports, briefs and/or assists the PIC in the safe conduct of each flight, or
(b) A designated member of management or post holder who supports, briefs and/or assists the PIC or FOO in the safe conduct of each flight, or
(c) FOA personnel who support, brief and/or assist the PIC or FOO in the safe conduct of each flight, and/or
(d) Administrative personnel who do not support, brief and/or assist the PIC or FOO, but provide, collect or assemble operational documents or data relevant to the conduct of each flight. (GM)

Note:
An operator may choose to assign limited responsibilities to fully qualified FOO personnel, or to use them only to carry out individual or specific operational control functions, duties or tasks. In such cases, an FOO would be functionally acting as an FOA.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 5.1.1.1 -
- FFM. Flight Following Manual - 3.2.1, 3.7.1 -

Comments

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1 Management and Control

17-DSP 1.3.6 / In Scope: No

DSP 1.3.6 If an FOO is used in the system of operational control, the Operator shall assign responsibility to such personnel for:

(i) Assisting the PIC in flight preparation and providing required information;

(ii) Assisting the PIC in preparing the operational and ATS flight plans;

(iii) When applicable, signing the operational and ATS flight plans;

(iv) Filing the ATS flight plan with the appropriate ATS unit;

(v) Furnishing the PIC, while in flight, with appropriate information necessary for the safe conduct of the flight;

(vi) If the Operator tracks aircraft position in accordance with DSP 3.5.2 and/or DSP 3.5.3, notifying the appropriate ATS unit when the position of the aircraft cannot be determined by an aircraft tracking capability, and attempts to establish communication are unsuccessful;

(vii) In the event of an emergency, initiating relevant procedures as specified in the OM. (GM)

Note:

An operator may choose to assign responsibility for one or more of the specified functions to an FOA, or the PIC may be assigned the responsibility for filing the flight plan in the case of iv) and/or for obtaining the necessary information in the case of v).

Document References

Comments

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1 Management and Control

17-DSP 1.3.7 / In Scope: Yes

DSP 1.3.7 The Operator shall have a process to be used in the event of an emergency situation that endangers the safety of the aircraft or persons, including those situations that become known first to the Operator. Such process shall ensure the FOO, FOA or other delegated person:

(i) Initiates emergency procedures, as outlined in the OM, while avoiding taking any action that would conflict with ATC procedures;

(ii) Notifies the appropriate authorities, without delay, of the nature of the situation;

(iii) Requests assistance, if required;

(iv) Conveys, by any available means, safety-related information to the PIC that may be necessary for the safe conduct of the flight, including information related to any necessary amendments to the flight plan.

(GM)

Conformity - Documented and Implemented

Document References

- ERM. Emergency Response Manual - 1.2-1.4, 2.1-2.12, 5.1-5.12, 6.1-6.3 -
- SCM. Corporate Management System Vol I - 6.5 -
- GOM. General Operations Manual - 5.1.1.3, 5.1.1.4, 8.2 -
- FFM. Flight Following Manual - 3.2.2, 6.9 -

Comments

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1 Management and Control

17-DSP 1.4.1 / In Scope: No

DSP 1.4.1 The Operator shall have a system that enables effective communication of relevant safety and operational information throughout the operational control management system and in all areas where operational control is conducted. Such system shall ensure:

(i) Personnel maintain an awareness of the SMS;

(ii) Safety-critical information is conveyed;

(iii) If applicable, external service providers are provided with information relevant to operations conducted. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.4.2 / In Scope: No

DSP 1.4.2 The Operator shall have a communication system that ensures operational control personnel are provided with or have access to information relevant to the safe conduct of each flight, to include information associated with:

(i) The aircraft (MEL, maintenance);

(ii) Meteorology;

(iii) Safety, including current accident and incident notification procedures;

(iv) Routes, including over water and critical terrain (NOTAMs, facilities, outages);

(v) Air Traffic Services (ATS). (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.5.1 / In Scope: No

DSP 1.5.1 The Operator shall have the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy operational control safety and security requirements. (GM) <

Note:

Conformity with this provision does not require specifications to be documented by the Operator.

Document References

Comments

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1 Management and Control

17-DSP 1.5.2 / In Scope: Yes

DSP 1.5.2 The Operator shall have a selection process for management and non-management operational control positions within the organization that require the performance of functions relevant to the safety or security of aircraft operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. (GM) <

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.9, E.1.1 -

Comments

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1 Management and Control

17-DSP 1.5.3 / In Scope: No

DSP 1.5.3 The Operator shall have a process to ensure applicants hired in operational control functions are required to demonstrate the capability of speaking and reading in a language that will permit communication with other areas within the organization relevant to operational control.

Document References

Comments

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1 Management and Control

17-DSP 1.5.4 / In Scope: No

DSP 1.5.4 If a licensed FOO is used in the system of operational control, the Operator shall ensure each FOO, prior to being assigned to operational control duties, holds a valid Flight Operations Officer or Flight Dispatcher license issued or recognized by the State. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.5.6 / In Scope: No

DSP 1.5.6 If an FOO is used in the system of operational control, the Operator should ensure personnel hired to perform the FOO functions are not less than 21 years of age and meet one or more of the following criteria:

(i) Have, as a minimum, one year of experience as an assistant in the operational control of air transport flights, or

(ii) Have satisfactorily completed a formal training course as a flight operations officer or flight dispatcher, or

(iii) Have, as a minimum, a total of two years of service in any one or combination of the following:

(a) Flight crew member in air transport operations;

(b) Meteorologist in an organization dispatching aircraft;

(c) Air traffic controller;

(d) Technical supervisor of FOO personnel;

(e) Technical supervisor of air transportation systems. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.5.7 / In Scope: No

DSP 1.5.7 If an FOO or FOA is used in the system of operational control, the Operator shall have a process to ensure such personnel, prior to being assigned duties in an operational control function:

(i) As applicable, meet minimum age, knowledge, experience and skill requirements of the State;

(ii) Are trained to a minimum competency level acceptable to the Operator and/or State;

(iii) For FOAs, have demonstrated the ability to provide assistance in their area(s) of competency to, as applicable, the PIC and/or FOO. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.6.3 / In Scope: No

DSP 1.6.3 The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of Dispatch operations. Such system shall ensure documentation:

(i) Meets all required elements specified in Table 1.1;

(ii) Contains legible and accurate information;

(iii) Is presented in a format appropriate for use in operations. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.6.4 / In Scope: No

DSP 1.6.4 The Operator shall ensure the system for the management and control of operational control documentation as specified in ORG 2.5.1 and Table 1.1 addresses, as a minimum, the following documents from external sources:

(i) As applicable, regulations of the State of the Operator and of other states or authorities relevant to operations;

(ii) As applicable, ICAO Standards and Recommended Practices; (SARPS), manuals, regional supplementary procedures and/or circulars;

(iii) Airworthiness Directives (ADs);

(iv) As applicable, Aeronautical Information Publications, (AIP) and NOTAMS;

(v) State-approved or State-Accepted Aircraft Flight Manuals (AFM);

(vi) Manufacturer's Aircraft Operating Manuals (AOMs), including performance data, weight and balance data/manuals, checklists and MEL/CDL;

(vii) As applicable, other manufacturer's operational communications. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.7.1 / In Scope: No

DSP 1.7.1 The Operator shall have an Operations Manual (OM) for the use of operational control personnel, which may be issued in separate parts, and which contains or references the policies, procedures and other guidance or information necessary for compliance with applicable regulations, laws, rules and Operator standards. As a minimum, the OM shall:

(i) Be managed and controlled in accordance with DSP 1.6.3;

(ii) Have all parts relevant to operational control personnel clearly identified and defined;

(iii) Be in accordance with the specifications in Table 3.2. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.7.2 / In Scope: No

DSP 1.7.2 The Operator shall have a description of the Operational Flight Plan (OFP) or equivalent document that is published in the OM and includes:

(i) Guidance for use by operational control personnel;

(ii) An outline of the content in accordance with specifications in Table 3.3. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.7.4 / In Scope: No

DSP 1.7.4 If an FOO or FOA is used in the system of operational control, the Operator shall have guidance and procedures to enable such personnel, as applicable, to comply with the conditions and limitations specified in the AOC. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.8.1 / In Scope: No

DSP 1.8.1 The Operator shall have a system for the management and control of operational control records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for:
(i) Identification;
(ii) Legibility;
(iii) Maintenance;
(iv) Retention and retrieval;
(v) Protection, integrity and security;
(vi) Disposal, deletion (electronic records) and archiving. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.8.2 / In Scope: No

DSP 1.8.2 The Operator shall ensure the system for the management and control of operational control records as specified in DSP 1.8.1 addresses, as a minimum, records that document or include:

(i) Operational information, communications and data for each flight specified in DSP 1.8.4 and Table 3.4;

(ii) The fulfillment of FOO and/or FOA qualification requirements specified in DSP 1.8.6, 1.8.8 and 1.8.9, as applicable;

(iii) A signed copy of the OFP or equivalent document, as specified in DSP 3.2.5.

Document References

Comments

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1 Management and Control

17-DSP 1.8.3 / In Scope: No

DSP 1.8.3 If the Operator uses an electronic system for the management and control of operational control records, the Operator shall ensure the system provides for a scheduled generation of backup record files. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.8.4 / In Scope: No

DSP 1.8.4 The Operator shall have a process or procedures to record and retain operational information, communications and data for each flight. As a minimum, such retained flight information and data shall be in accordance with the specifications in Table 3.4 and retained for a period of time determined by the Operator or the Authority. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.8.6 / In Scope: No

DSP 1.8.6 If an FOO or FOA is used in the system of operational control, the Operator shall ensure training records for such personnel, as applicable, are managed and maintained in accordance with DSP 1.8.1, to include records that document completion of:

(i) Initial qualification;

(ii) Continuing qualification;

(iii) Competency evaluations. (GM)

Note:

Records that document the completion of competency evaluations shall be retained for a period in accordance with requirements of the Authority, but not less than one year.

Document References

Comments

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1 Management and Control

17-DSP 1.8.8 / In Scope: No

DSP 1.8.8 If the Operator has a flight deck familiarization program for FOO personnel in accordance with DSP 2.3.4, the Operator should have a procedure to retain a record of the operational flight deck familiarization activities completed by each FOO for a period of time in accordance with requirements of the Operator and/or Authority. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.8.9 / In Scope: No

DSP 1.8.9 If a licensed FOO is used in the system of operational control, the Operator shall have a procedure to retain a copy of the license of each FOO for a period of time, in accordance with the requirements of the Operator and/or Authority. (GM)

Document References

Comments

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1 Management and Control

17-DSP 1.10.1 / In Scope: No

DSP 1.10.1 The Operator shall have a quality assurance program that provides for the auditing and evaluation of the management system and operational control functions at planned intervals to ensure the organization(s) with responsibility for operational control is (are):

(i) Complying with applicable regulations and standards;

(ii) Satisfying stated operational control needs;

(iii) Identifying areas requiring improvement;

(iv) Identifying hazards to operations;

(v) Assessing the effectiveness of safety risk controls. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.10.2 / In Scope: No

DSP 1.10.2 The Operator shall have an audit planning process and sufficient resources to ensure audits of operational control functions are:

(i) Scheduled at intervals to meet regulatory and management system requirements;

(ii) Conducted within the scheduled interval. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.10.3 / In Scope: No

DSP 1.10.3 The Operator shall have a process to ensure significant issues arising from operational control quality assurance and risk management are subject to management review in accordance with ORG 4.1.1. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.10.4 / In Scope: No

DSP 1.10.4 The Operator shall have a process for addressing findings that result from audits conducted under the quality assurance program, which ensures:

(i) Identification of root cause(s);

(ii) Development of corrective action as appropriate to address findings;

(iii) Implementation of corrective action in appropriate operational areas;

(iv) Evaluation of corrective action to determine effectiveness. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.11.1A / In Scope: No

DSP 1.11.1A If the Operator has external service providers conduct outsourced operational control functions, the

Operator shall ensure a service provider selection process is in place that ensures:

(i) Relevant safety and security selection criteria are established;

(ii) Service providers are evaluated against such criteria prior to selection. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.11.1B / In Scope: No

DSP 1.11.1B If the Operator has external service providers conduct outsourced operational control functions, the Operator shall have a process to ensure a contract or agreement is executed with such external service providers. Such contract(s) or agreement(s) shall identify the application of specific documented requirements that can be monitored by the Operator, to ensure requirements that affect the safety of flight operations are being fulfilled by the service provider. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.11.2 / In Scope: No

DSP 1.11.2 If the Operator has external service providers conduct operational control functions associated with the operational control of flights, the Operator shall have a process to monitor such external service providers, to ensure requirements that affect the safety of flight operations are being fulfilled. (GM) <

Note:

IOSA registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).

Document References

Comments

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1 Management and Control

17-DSP 1.11.3 / In Scope: Yes

DSP 1.11.3 If the Operator utilizes products for flight operations relevant to the safety and security of aircraft operations that are purchased or otherwise acquired from an external vendor or supplier (other than electronic data products as specified in FLT 4.2.6 and FLT 4.2.7), the Operator should have processes to ensure such products meet the technical requirements specified by Operator prior to being used in the conduct of operations. (GM) <

Observation - Implemented Not Documented

Document References

Comments

Although implemented based on interviews and records, the Operator does not document processes to ensure products for flight operations relevant to the safety and security of aircraft operations meet the technical requirements prior to being used.

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1 Management and Control

17-DSP 1.11.4 / In Scope: Yes

DSP 1.11.4 If the Operator uses electronic navigation data products for application in operational control, the Operator shall have processes, approved or accepted by the State, if required, which ensure such electronic navigation data products acquired from suppliers, prior to being used in operations:

(i) Are assessed for a level of data integrity commensurate with the intended application;

(ii) Are compatible with the intended function of equipment in which it is installed. (GM)

Finding - Implemented Not Documented

Document References

Comments

Although implemented based on interviews and records, the Operator does not documente processes which ensure electronic navigation data products acquired from suppliers, prior to being used in operations, are assessed for a level of data integrity commensurate with the intended application, and compatible with the intended function of equipment in which it is installed.

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1 Management and Control

17-DSP 1.11.5 / In Scope: Yes

DSP 1.11.5 If the Operator has external service providers conduct operational functions associated with the operational control of flights, the Operator should include auditing as a process for the monitoring of external service providers in accordance with DSP 1.11.2. (GM) <

N/A

Document References

Comments

The Operator does not have external service providers conducting operational functions.

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1 Management and Control

17-DSP 1.12.1 / In Scope: No

DSP 1.12.1 The Operator shall have a hazard identification program in the organization responsible for the operational control of flights that includes a combination of reactive and proactive methods of hazard identification. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.12.2 / In Scope: No

DSP 1.12.2 The Operator shall have a safety risk assessment and mitigation program in the organization responsible for the operational control of flights that specifies processes to ensure:

(i) Hazards are analyzed to determine the corresponding safety risks to aircraft operations;

(ii) Safety risks are assessed to determine the requirement for risk mitigation action(s);

(iii) When required, risk mitigation actions are developed and implemented in operational control. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.12.3 / In Scope: No

DSP 1.12.3 The Operator shall have an operational safety reporting system in the organization responsible for the operational control of flights that:

(i) Encourages and facilitates operational control personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;

(ii) Ensures mandatory reporting in accordance with applicable regulations;

(iii) Includes analysis and operational control management action as necessary to address safety issues identified through the reporting system. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.12.4 / In Scope: No

DSP 1.12.4 The Operator should have a confidential safety reporting system in the organization responsible for the operational control of flights that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations. (GM) <

Document References

Comments

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1 Management and Control

17-DSP 1.12.5 / In Scope: No

DSP 1.12.5 The Operator shall have processes in the organization responsible for the operational control of flights for setting safety performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) as means to monitor its safety performance, the achievement of its safety objectives and to validate the effectiveness of risk controls. [SMS] (GM) <

Document References

Comments

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2 Training and Qualification

17-DSP 2.1.1 / In Scope: Yes

DSP 2.1.1 The Operator shall have a training program, approved or accepted by the Authority, to ensure the operational control personnel as specified in Table 3.1, as applicable to the Operator, are competent to perform any assigned duties relevant to operational control in accordance with the applicable specifications of Table 3.5 prior to being assigned to operational control duties. Such program shall, as a minimum, address:

(i) Initial qualification;

(ii) Continuing qualification. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - E.1, E.5, E.9, E.11 -

Comments

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2 Training and Qualification

17-DSP 2.1.2 / In Scope: Yes

DSP 2.1.2 If an FOO or FOA is used in the system of operational control, the Operator shall ensure the training program specifies minimum training hours for such personnel, as applicable, in accordance with requirements of the Operator and/or State. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - E.4.4-E.7.9, E.11 -

Comments

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2 Training and Qualification

17-DSP 2.1.3 / In Scope: Yes

DSP 2.1.3 The Operator shall have a process to ensure course materials used in training programs for personnel responsible for operational control are periodically evaluated to ensure compliance with the qualification and performance standards of the Operator and/or Authority. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.7.2-3.7.5, E.10 -

Comments

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2 Training and Qualification

17-DSP 2.1.7 / In Scope: Yes

DSP 2.1.7 If an FOO or FOA is used in the system of operational control, the Operator shall have a process to ensure those individuals designated to evaluate the competency of such personnel, as applicable, are current and qualified to conduct such evaluations. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.7.4, 3.9, E.3, E.5-E.8 -

Comments

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2 Training and Qualification

17-DSP 2.2.2 / In Scope: Yes

DSP 2.2.2 If an FOO or FOA is used in the system of operational control, the Operator shall ensure such personnel receive recurrent training in the applicable competencies of operational control, as specified in Table 3.5. Recurrent training shall be completed on a frequency in accordance with requirements of the Authority, if applicable, but not less than once during every 36-month period plus or minus one month from the original qualification anniversary date or base month.

(GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.9, E.7 -

Comments

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2 Training and Qualification

17-DSP 2.2.3 / In Scope: No

DSP 2.2.3 If an FOO is used in the system of operational control, the Operator shall ensure such personnel receive training in human factors on a frequency in accordance with requirements of the Authority, if applicable, but not less than once during every 36-month period plus or minus one month from the original qualification anniversary date or base month.

(GM)

Document References

Comments

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2 Training and Qualification

17-DSP 2.2.4 / In Scope: Yes

DSP 2.2.4 If the Operator transports dangerous goods as cargo, and an FOO or FOA is used in the system of operational control with duties or responsibilities related to the carriage of dangerous goods, the Operator shall ensure such personnel receive training and evaluation in dangerous goods during initial ground training and subsequently during recurrent training on a frequency in accordance with requirements of the Authority, if applicable, but not less than once during every 24-month period. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - E.5.4, E.7.4, 3.9 -

Comments

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2 Training and Qualification

17-DSP 2.3.1 / In Scope: Yes

DSP 2.3.1 If an FOO, FOA or designated member of management is used in the system of operational control, the Operator shall have a line qualification program to ensure such personnel, prior to being assigned to operational control duties, have demonstrated proficiency in the competencies of operational control as specified in Table 3.5, as applicable to the Operator, and have demonstrated the ability to:

(i) Assist the PIC in flight preparation and provide the relevant information required;

(ii) File a flight plan with the appropriate ATS unit;

(iii) Furnish the PIC in flight, by appropriate means, with information that may be necessary for the safe conduct of the flight;

(iv) Initiate, in the event of an emergency, applicable procedures as outlined in the OM. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.9, E.4.1-E.4.4, E.5.1-E.5.9 -

Comments

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2 Training and Qualification

17-DSP 2.3.3 / In Scope: No

DSP 2.3.3 If an FOO is used in the system of operational control, the Operator shall ensure such personnel who have not performed duties as an FOO for a period of 12 consecutive months are not assigned to perform FOO duties until re-qualified, by demonstrating knowledge and/or proficiency in accordance with DSP 2.1.1. (GM)

Document References

Comments

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2 Training and Qualification

17-DSP 2.3.4 / In Scope: No

DSP 2.3.4 If an FOO is used in the system of operational control, the Operator shall ensure such personnel are not assigned to FOO duties unless, within the preceding 12 months plus or minus one month from the original qualification anniversary date or base month, they have either:

(i) Observed one familiarization flight from the flight deck of an aircraft over any area or route segment where responsibility for operational control will be exercised, or

(ii) If approved by the State and/or if access to the aircraft flight deck is restricted by the Authority, observed a Line Operational Simulation (LOS) profile accomplished in a representative flight simulator approved for the purpose by the State, and such profile addresses the areas or route segments where responsibility for operational control will be exercised. (GM)

Document References

Comments

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2 Training and Qualification

17-DSP 2.4.1 / In Scope: No

DSP 2.4.1 If the Operator uses FOO personnel and the Operator's method of Operational Control requires shared responsibility between an FOO and the PIC, the Operator should ensure FOO personnel complete resource management training that addresses issues of mutual concern to FOOs and flight crew members. Such training should be conducted for the purposes of enhancing coordination, ensuring a mutual understanding of the human factors involved in joint operational control and achieving common learning objectives as set out by the appropriate operational control and flight operations management personnel. (GM)

Document References

Comments

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2 Training and Qualification

17-DSP 2.5.1 / In Scope: No

DSP 2.5.1 The Operator shall have a program that ensures its operational control personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. [SMS]

(GM) <

Note:

The specifications of this provision are applicable to personnel of the Operator that perform operational control functions.

Document References

Comments

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2 Training and Qualification

17-DSP 2.5.2 / In Scope: Yes

DSP 2.5.2 If the Operator outsources operational control functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS]

(GM) <

N/A

Document References

Comments

The Operator does not outsource operational control functions to external service providers.

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3 Line Operations

17-DSP 3.1.2 / In Scope: Yes

DSP 3.1.2 The Operator shall have a process or procedures to ensure the PIC is provided with all documents, information and data necessary for the safe conduct of the flight. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.10, 3.11, 5.26, 5.29, 10.1, 11.7 -
- GOM. General Operations Manual - 5.2.1 -

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3 Line Operations

17-DSP 3.2.2 / In Scope: Yes

DSP 3.2.2 If an FOO or FOA is used in the system of operational control, the Operator shall have a process or procedures to ensure such personnel, as applicable, and the PIC use a common set of flight documents for each planned flight. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.2, 5.1, 10.6 -
- GOM. General Operations Manual - 9.1.2, 9.6 -

Comments

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3 Line Operations

17-DSP 3.2.3 / In Scope: Yes

DSP 3.2.3 The Operator shall have a procedure to ensure an Operational Flight Plan (OFP) and Air Traffic Services (ATS) Flight Plan is generated for every intended flight. (GM)

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 9.1.1-9.1.3 -
- FFM. Flight Following Manual - 5.25 -

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3 Line Operations

17-DSP 3.2.4 / In Scope: Yes

DSP 3.2.4 If an FOO or FOA is used in the system of operational control, the Operator shall have guidance and procedures to ensure such personnel, as applicable, assist the PIC in flight preparation, furnish required operational information as necessary and either:

(i) Prepare the OFP and ATS flight plan, or

(ii) Assist the PIC in the preparation of the OFP and ATS flight plan. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.7.8, 5.1, 5.25, 5.26 -
- GOM. General Operations Manual - 9.1.1-9.1.3 -

Comments

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3 Line Operations

17-DSP 3.2.5 / In Scope: Yes

DSP 3.2.5 The Operator shall have guidance and procedures that ensure the original OFP or equivalent document is accepted and signed by the following personnel, using either manuscript or an approved electronic method:

(i) The PIC for all systems of operational control;

(ii) The FOO for a shared system of operational control;

(iii) Designated member of management or post holder in a shared system of operational control that requires the use of such management personnel. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 9.1.2 -
- FFM. Flight Following Manual - 5.1, 10.1, 10.3.2, 10.4.2, 10.6 -

Comments

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3 Line Operations

17-DSP 3.2.6 / In Scope: Yes

DSP 3.2.6 If an FOO is used in a full shared system of operational control, the Operator shall have guidance and procedures to ensure en route amendments to the OFP are coordinated and verified through:

(i) A signature (manuscript or approved electronic method) by the FOO or other person responsible for operational control;

(ii) A recorded agreement of the PIC. (GM)

N/A

Document References

Comments

The Operator does not utilize an FOO in a full shared system of operational control.

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3 Line Operations

17-DSP 3.2.7 / In Scope: Yes

DSP 3.2.7 If an FOO or FOA is used in the system of operational control, the Operator shall have a process or procedures to ensure Operator changes in an ATS flight plan are, when practicable, coordinated with the appropriate ATS unit before transmission to the aircraft by the FOO, FOA or other delegated person. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 10.6 -

Comments

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3 Line Operations

17-DSP 3.2.8A / In Scope: Yes

DSP 3.2.8A The Operator shall have guidance and procedures to ensure a flight will not be commenced unless it has been ascertained, by every reasonable means available, that conditions and ground facilities required for the flight are adequate for the type of operation. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.3-4.5, 4.7-4.13, 5.12-5.24 -
- GOM. General Operations Manual - 9.1.1 -

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3 Line Operations

17-DSP 3.2.8B / In Scope: Yes

DSP 3.2.8B The Operator shall ensure a flight will not commence or continue as planned unless it has been ascertained by every reasonable means available that the airspace containing the intended route from the airport of departure to the airport of arrival, including the intended take-off, destination and en route alternate airports, can be safely used for the planned operation. (GM)

Note:
If the Operator conducts operations over or near areas of armed conflict, a risk assessment shall be conducted and appropriate risk mitigation measures taken to ensure a safe flight.

Conformity - Documented and Implemented

Document References

- OCC. OCC SMS Manual - 4.3 -
- GOM. General Operations Manual - 4.4.11 -
- FFM. Flight Following Manual - 3.2, 3.11, 4.3, 4.4, 5.16, 5.22, 5.24, 5.25, 7.1, 9.2.4, 9.2.9 -

Comments

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3 Line Operations

17-DSP 3.2.9A / In Scope: Yes

DSP 3.2.9A If the Operator is authorized to conduct certain portions of a commercial flight under visual flight rules (VFR), the Operator shall have guidance and procedures that:

(i) Specify the type of flight plan to be filed with the appropriate ATS unit;

(ii) Require current meteorological reports, or a combination of current reports and forecasts, to indicate that meteorological conditions along the portion of the flight to be flown under VFR will, at the appropriate time, be such as to make compliance with VFR possible. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 5.22.3, 5.25 -
- GOM. General Operations Manual - 5.6.1.10, 5.6.1.12 -
- OPSPECS. Operation Specifications - C077 -

Comments

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3 Line Operations

17-DSP 3.2.9B / In Scope: Yes

DSP 3.2.9B The Operator shall have guidance and procedures to ensure a flight to be conducted in accordance with IFR does not:

(i) Take off from the departure airport unless the meteorological conditions are at or above the operator's established airport takeoff operating minima for that operation; and

(ii) Take off, or continue beyond the point of in-flight re-planning, unless at the airport of intended landing or at each required alternate airport, current meteorological reports or a combination of current reports and forecasts indicate that the meteorological conditions will be, at the estimated time of use (ETU), at or above the operator's established airport operating minima for that operation. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.8.2-4.8.13, 5.22.3,5.22.4, 5.31 -

Comments

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3 Line Operations

17-DSP 3.2.9C / In Scope: Yes

DSP 3.2.9C The Operator shall have guidance and procedures, approved or accepted by the State, for determining whether an approach and landing can be safely conducted at each required alternate airport at the ETU. Such guidance and procedures shall specify the appropriate incremental values for visibility (and ceiling, if required), to be added to the Operator's established airport operating minima. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.8.4-4.8.6 -

Comments

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3 Line Operations

17-DSP 3.3.1 / In Scope: Yes

DSP 3.3.1 The Operator shall have guidance and procedures to ensure a planned flight does not exceed:
(i) The maximum performance takeoff, en route and landing weight limits, based upon environmental conditions expected at the times of departure, along the route of flight and at arrival;
(ii) The aircraft structural ramp, takeoff and landing weight limits. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.8.1, 4.4, 5.2-5.4, 5.13, 5.18, 5.19, 11.7, B.1,B.13 -

Comments

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3 Line Operations

17-DSP 3.3.3 / In Scope: Yes

DSP 3.3.3 The Operator shall ensure qualified personnel perform weight and balance calculations. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 5.19 -
- GOM. General Operations Manual - 5.2.1 -
- ROM. Ramp Operations Manual - 3.5.7, A.5 -

Comments

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3 Line Operations

17-DSP 3.4.1 / In Scope: Yes

DSP 3.4.1 The Operator shall have guidance and procedures to ensure a flight to be operated in known or expected icing conditions shall not be commenced unless the aircraft is certificated and equipped to be operated in such conditions. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.8.13, 5.4, 4.5.8, 8.2.7, 8.5 -

Comments

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3 Line Operations

17-DSP 3.4.3 / In Scope: No

DSP 3.4.3 If the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing, the Operator shall have guidance and procedures to ensure a flight planned to operate in known or suspected ground icing conditions is subjected to the following:

(i) The aircraft has been inspected for ice accretion;

(ii) If necessary, the aircraft has been given appropriate de/anti-icing treatment. (GM)

Note:

The specifications of this provision are applicable to commercial and/or non-commercial operations.

Document References

Comments

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3 Line Operations

17-DSP 3.5.1 / In Scope: Yes

DSP 3.5.1 The Operator shall have an aircraft tracking capability to track its aircraft throughout its areas of operations. (GM)

Note:

A specific tracking interval or reporting method is not defined by this provision.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 6.1-6.7, 7.1, A.6 -

Comments

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3 Line Operations

17-DSP 3.5.2 / In Scope: Yes

DSP 3.5.2 The Operator should track the position of an aircraft through automated reporting at least every 15 minutes for the portion(s) of the planned in-flight operation(s) under the following conditions:

(i) The aircraft has a maximum certificated takeoff mass of over 27,000 kg and a seating capacity greater than 19, and

(ii) Where an Air Traffic Services Unit (ATSU) obtains aircraft position information at greater than 15-minute intervals. (GM)

Note:

Variations to automated reporting intervals may be applied provided risks to the operation resulting from such variations are managed using a risk management process.

Note:

An Operator in conformity with the specifications of this provision is deemed in conformity with DSP 3.5.3.

N/A

Document References

Comments

The Operator is only authorized for all cargo configuration and does not utilize a seating capacity greater than 19.

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3 Line Operations

17-DSP 3.5.3 / In Scope: Yes

DSP 3.5.3 If the Operator conducts flight operations in oceanic areas, the Operator shall track the position of an aircraft through automated reporting at least every 15 minutes for the portion(s) of the in-flight operation that is planned in an oceanic area(s) under the following conditions:

(i) The aircraft has a maximum certificated takeoff mass of over 45 500 kg and a seating capacity greater than 19; and

(ii) Where an Air Traffic Services Unit (ATSU) obtains aircraft position information at greater than 15-minute intervals. (GM)

Notes:

1.

1. For the purpose of aircraft tracking, an oceanic area is defined as the airspace that overlies waters outside the territory of a state.

2.

2. Variations to automated reporting intervals may be applied provided risks to the operation resulting from such variations are managed using a risk management process.

3.

3. An Operator in conformity with the specifications of DSP 3.5.2 is deemed in conformity with the specifications of this provision.

N/A

Document References

Comments

The Operator is only authorized for all cargo configuration and does not utilize a seating capacity greater than 19.

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3 Line Operations

17-DSP 3.6.1 / In Scope: Yes

DSP 3.6.1 If an FOO or FOA is used in a shared system of operational control, the Operator shall have procedures and equipment that ensure effective communication between the:

(i) FOO and the PIC;

(ii) If applicable, FOA and the PIC;

(iii) FOO, PIC and maintenance. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 6.1-6.6 -

Comments

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3 Line Operations

17-DSP 3.6.2 / In Scope: Yes

DSP 3.6.2 If required by the State, the Operator shall have a system of operational control that includes flight monitoring for the duration of a flight and ensures timely notification to the Operator by the PIC of en route flight movement and/or significant deviation from the operational flight plan. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.1, 3.2, 3.7.1, 3.7.6, 4.3 -
- OPSPECS. Operation Specifications - A008 -
- GOM. General Operations Manual - 5.1.1.4 -

Comments

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3 Line Operations

17-DSP 3.6.3 / In Scope: Yes

DSP 3.6.3 The Operator should have a system of operational control that includes flight monitoring for the duration of a flight and ensures timely notification to the Operator by the PIC of en route flight movement and/or significant deviation from the operational flight plan. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 5.1.1.4 -
- FFM. Flight Following Manual - 3.1, 3.2, 3.7.1, 3.7.6, 4.3 -
- OPSPECS. Operation Specifications - A008 -

Comments

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3 Line Operations

17-DSP 3.6.4 / In Scope: Yes

DSP 3.6.4 If the Operator has a system of operational control that includes automated flight monitoring, the Operator should have an adequate backup method of flight monitoring in case of failure of the automated system. (GM)

N/A

Document References

Comments

The Operator does not utilize an automated flight monitoring system.

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3 Line Operations

17-DSP 3.6.5A / In Scope: Yes

DSP 3.6.5A The Operator shall have guidance and procedures to ensure a flight is not continued toward the airport of intended landing unless the latest available information indicates, at the ETU, a landing can be made either at that airport or at least one destination alternate airport. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.8.5, 9.2 -

Comments

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3 Line Operations

17-DSP 3.6.5B / In Scope: Yes

DSP 3.6.5B If the Operator selects and specifies en route alternate airports on the OFP, the Operator shall have guidance and procedures to ensure en route alternate airports selected and specified on the OFP are available for approach and landing, and the forecast at those airports is for conditions to be at or above the operating minima approved for the operation at the ETU. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.8.5, 5.13 , 5.14, 7.1, 9.2, D.9.1 -

Comments

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3 Line Operations

17-DSP 3.6.5C / In Scope: Yes

DSP 3.6.5C The Operator shall have procedures to ensure that the inadequacy of any facilities observed during the course of flight operations is reported to the responsible authority without undue delay, and to further ensure that information relevant to any such inadequacy is immediately disseminated to applicable operating areas within the Operator's organization. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 8.16 -
- FFM. Flight Following Manual - 6.10.7 -

Comments

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3 Line Operations

17-DSP 3.6.6 / In Scope: Yes

DSP 3.6.6 The Operator shall have guidance and procedures to ensure notification to the Operator when a flight has been completed. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 6.7 -
- GOM. General Operations Manual - 5.7.1 -

Comments

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3 Line Operations

17-DSP 3.7.1 / In Scope: Yes

DSP 3.7.1 If the Operator conducts international flights with aircraft that have emergency and survival equipment on board, the Operator shall ensure the availability of information for immediate communication to rescue coordination centers that describes such equipment, to include, as applicable:

(i) The number, color and type of lifesaving rafts and pyrotechnics;

(ii) Details of emergency medical and water supplies;

(iii) Type and frequencies of the emergency portable radio equipment. (GM)

Conformity - Documented and Implemented

Document References

- 744AOM2. B747-400 Aircraft Operating Manual Vol II - 1.59 -
- GOM. General Operations Manual - 8.28 -
- FFM. Flight Following Manual - 3.8.8 -
- 777FCOM. B777 Flight Crew Operations Manual - 1.45 -
- ERM. Emergency Response Manual - ERB.25.09 -

Comments

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3 Line Operations

17-DSP 3.7.2 / In Scope: Yes

DSP 3.7.2 The Operator shall have guidance and procedures to ensure FOO, FOA or other designated personnel:

(i) Notify the appropriate authority in the quickest manner of any accident involving an aircraft that results in a fatal or serious injury to any person or substantial damage to the aircraft or property;

(ii) Make position information of a flight in distress available to the appropriate organizations as established by the State. (GM)

Conformity - Documented and Implemented

Document References

- ERM. Emergency Response Manual - 5.1, 5.4.1, 9.1 -
- FFM. Flight Following Manual - 6.9, 3.8.8, 6.8 -

Comments

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3 Line Operations

17-DSP 3.7.3 / In Scope: Yes

DSP 3.7.3 If the Operator transports dangerous goods as cargo, the Operator shall ensure FOO, FOA and/or other designated operational control personnel:

(i) Have access to the same information pertaining to dangerous goods carried as cargo on board the aircraft that is provided to the PIC;

(ii) Are assigned the responsibility to provide detailed information without delay about dangerous goods carried as cargo to emergency services responding to an accident or serious incident involving the Operator's aircraft. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 6.8 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.1.1 / In Scope: Yes

DSP 4.1.1 The Operator shall have a system, process and/or procedures for alternate airport selection to ensure an appropriate takeoff alternate airport is selected and specified on the OFP whenever:

(i) The meteorological conditions at the airport of departure are below the applicable airport operating landing minima, and/or

(ii) Other operational conditions exist, as defined by the State or the Operator, that would preclude a return to the departure airport. (GM)

Note:

The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to takeoff alternate airport selection criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.8.1, 4.5.21, 4.8.7, 5.12, 11.7 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.1.2 / In Scope: Yes

DSP 4.1.2 The Operator shall have a system, process, and/or procedures for alternate airport selection to ensure a takeoff alternate airport selected in accordance with DSP 4.1.1 is located within a specified flying time from the airport of departure as follows (as applicable to the Operator):

(i) For aircraft with two engines, not more than one hour flying time from the airport of departure calculated at the single-engine cruise speed, determined from the aircraft operating manual in ISA and still air conditions using the actual takeoff mass.

(ii) For aircraft with three or more engines, not more than two hours flying time from the airport of departure calculated at the all-engine operating cruise speed, determined from the aircraft operating manual in ISA and still air conditions using the actual takeoff mass.

(iii) For aircraft engaged in ETOPS/EDTO, where an alternate airport meeting the flight time criteria of i) or ii) is not available, the first available alternate airport located within the maximum diversion flying time approved for the Operator considering the actual takeoff mass. (GM)

Notes:

1.

1. Pre-existing approved ETOPS/EDTO calculations for the determination of threshold distances substantially similar to those specified in items i), ii) or iii) may be used to conform with maximum diversion flight time calculations. For example, operators may be authorized by the State to define diversion distances for each aircraft type, rounded up to easily recalled figures, that are based on maximum certificated takeoff mass or on takeoff masses largely representative of those used in operations.

2.

2. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to takeoff alternate airport selection criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.8.7 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.1.4 / In Scope: Yes

DSP 4.1.4 The Operator shall have a system, process and/or procedures for alternate airport selection that takes into account meteorological conditions and relevant operational information to ensure a minimum of one destination alternate airport is specified on the OFP and the ATS flight plan, except under one or more of the following conditions (as approved or accepted by the Authority based on the operations of the Operator):

(i) When, based on the duration of the flight (from the departure airport, or from the point of in-flight re-planning to the destination), there is reasonable certainty that, at the ETU of the destination airport:

(a) The approach and landing may be made under visual meteorological conditions (VMC), as defined by the State; and

(b) Separate runways are usable with at least one runway having an operational instrument approach procedure.

(ii) When, based on the duration of the flight (from the departure airport, or from the point of in-flight re-planning to the destination airport), there is reasonable certainty that, at the ETU of the destination airport, the visibility will be at least 3 miles (5 km) and the ceiling will be at or above one or more of the following prescribed heights, (as approved or accepted by the Authority based on the operations of the Operator):

(a) The ceiling height for VMC, as defined by the State, or

(b) 1,500 feet above the lowest (TERPS) circling MDA, if a circling approach is required and authorized for that airport, or

(c) 2,000 feet or 500 feet above the (PANS-OPS) circling height, whichever is greater, or

(d) 2,000 feet or 1,500 feet above the lowest applicable HAT/HAA, whichever is greater. (GM)

Notes:

1.

1. The specifications of this provision are not applicable for flights conducted under isolated airport operations as specified in DSP 4.1.7.

2.

2. Conformity with item ii) requires the definition of the ceiling and visibility expected at the ETU of the destination airport. Other determinants such as flight time (e.g. 6 hours) or the availability of separate runways may also be used to further limit the instances when a flight may depart without nominating a destination alternate but are not required to achieve conformity with item ii).

3.

3. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to destination alternate airport selection criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.5.21, 4.8.4, 4.8.5, 5.12, 5.25 -
- GOM. General Operations Manual - 5.2.5.2, 9.4.7 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.1.5 / In Scope: Yes

DSP 4.1.5 The Operator shall have a system, process and/or procedures for alternate airport selection that takes into account meteorological conditions and relevant operational information to ensure a second destination alternate airport is specified on the OFP and the ATS flight plan under one or more of the following conditions (as approved or accepted by the Authority based on the operations of the Operator):
(i) When, for the destination airport, meteorological conditions at the ETU will be below the Operator's established airport operating minima.
(ii) When, for the destination airport, meteorological information is not available (unless the Authority will not permit the initiation of a flight in the absence of such information).
(iii) If the Operator conducts operations to airports with "marginal" meteorological conditions as defined in the OM, when, for such operations, the meteorological conditions at the ETU of the destination and first alternate airports will be marginal.
(iv) If the Operator conducts extended over-water operations as defined in the OM, when, for such operations, the meteorological conditions at the ETU of the destination airport will be below the Operator's established operating minima for that operation, unless there is a reasonable certainty that the first alternate airport will be at or above the Operator's established operating minima at the ETU. (GM)

Notes:
1.
1. The specifications of this provision are not applicable for flights conducted under isolated airport operations as specified in DSP 4.1.7.
2.
2. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to destination alternate airport selection criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.5.21, 4.5.22, 4.8.4-4.8.6, 5.12 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.1.7 / In Scope: Yes

DSP 4.1.7 If the Operator conducts isolated airport operations that preclude the selection of any destination alternate airport in accordance with DSP 4.1.4 or 4.1.5, the Operator shall have a process to ensure, for each flight into an isolated destination airport:

(i) The designation of a point of safe return (PSR);

(ii) The flight does not continue past the PSR unless a current assessment of meteorological conditions, traffic, and other operational conditions indicate that a safe landing can be made at the ETU. (GM)

N/A

Document References

Comments

The Operator is not authorized to conduct isolated airport operations.

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4 Operational Control Requirements and Specifications

17-DSP 4.2.1 / In Scope: No

DSP 4.2.1 The Operator shall have guidance and procedures to ensure planned minimum flight altitudes are not less than those established by the applicable authorities. (GM)

Document References

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.2.2 / In Scope: Yes

DSP 4.2.2 The Operator shall have guidance and procedures to ensure provision of an OFP such that, if the most critical engine on an aircraft with two engines become inoperative at any point along the planned route of flight, the aircraft can continue to an airport and land safely without flying below the minimum flight altitude(s) at any points along the route. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 5.13-5.15 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.2.3 / In Scope: Yes

DSP 4.2.3 If the Operator uses aircraft with three or more engines, the Operator shall have guidance and procedures for diversion planning and the provision of an OFP that ensures aircraft with three or more engines can either:

(i) If a second engine becomes inoperative en route, continue from the point where two engines are assumed to fail simultaneously to an en route alternate airport at which the landing distance specification for alternate airports is complied with and where it is expected that a safe landing can be made, or

(ii) If a single engine becomes inoperative en route, and for operations conducted in areas of the world with limited diversion options, the flight is planned with a more distant alternate than specified in item i) in order to provide for a diversion for any en route contingency that may limit the planned operation. Such diversion planning shall be conducted in accordance with the specifications of a program approved or accepted by the State that requires the Operator to actively manage the risk of subsequent engine failures or other flight limiting occurrences and:

(a) Contains special considerations for extended range flights conducted over remote areas designed to prevent the need for a diversion and protect the diversion to an alternate airport when it cannot be prevented;

(b) Uses aircraft designed and manufactured for the intended operation and maintained to ensure original reliability;

(c) Requires the Operator to implement and maintain a problem reporting, tracking and resolution system that contains a means for the prompt reporting, tracking and resolution of specific problems, as designated by the Operator or State, that could affect the safety of the operation;

(d) Requires a prescribed level of engine reliability, as measured by an in-flight shutdown rate (IFSD) determined by the Operator or State, where the risk of independent failures leading to a loss of thrust from two simultaneous engine failures ceases to limit the operation and other limiting factors come into play;

(e) Designates a maximum diversion distance in cases where a diversion is necessary for any reason, including limiting airframe systems and reasons that do not have anything to do with aircraft reliability, such as passenger illness;

(f) Requires the Operator to demonstrate to the applicable authorities that, when considering the impact of increasing diversion time, the operation can be conducted at a level of reliability which maintains an acceptable level of risk. [PCO]

(GM)

Note:

Item ii) is a Parallel Conformity Option [PCO] for item i); in effect until 31 December 2024.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 5.13.1, 5.13.2, 5.15 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.1 / In Scope: Yes

DSP 4.3.1 The Operator shall have a system, process and/or procedures to ensure an aircraft carries a sufficient amount of usable fuel to complete each planned flight safely and allow for deviations from the planned operation. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.6, 5.20 -
- GOM. General Operations Manual - 5.2.8 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.2 / In Scope: Yes

DSP 4.3.2 The Operator shall have a system, process and/or procedures to ensure the amount of usable fuel to be carried on an aircraft in accordance with DSP 4.3.1 is, as a minimum, based on the following data and operating conditions for each planned flight:

(i) Current aircraft-specific data derived from a fuel consumption monitoring program, if available, or if current aircraft-specific data is not available, data provided by the aircraft manufacturer;

(ii) The anticipated aircraft mass;

(iii) Notices to Airmen (NOTAM);

(iv) Current meteorological reports, or a combination of current reports and forecasts;

(v) Applicable air traffic services procedures, restrictions and anticipated delays;

(vi) The effects of deferred maintenance items and/or configuration deviations;

(vii) Any other conditions that might cause increased fuel consumption. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.6, 5.2, 5.3, 5.12, 5.20, 5.24 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.5 / In Scope: Yes

DSP 4.3.5 The Operator shall have a process and/or procedures to ensure the taxi fuel required in accordance with its fuel policy is the amount of fuel estimated to be consumed before takeoff, taking into account local conditions at the departure airport and auxiliary power unit (APU) fuel consumption. (GM)

Note:
The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to fuel planning criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.6 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.6 / In Scope: Yes

DSP 4.3.6 The Operator shall have a process and/or procedures to ensure the trip fuel required in accordance with its fuel policy is the amount of fuel required to enable the aircraft to fly from takeoff, or from the point of in-flight re-planning, until landing at the destination airport taking into account the operating conditions specified in DSP 4.3.2. (GM)

Note:
The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to fuel planning criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.6, 5.3, 5.20 -
- GOM. General Operations Manual - 5.2.8.5, 5.5.7 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.7 / In Scope: Yes

DSP 4.3.7 The Operator shall have a process and/or procedures to ensure the contingency fuel required in accordance with its fuel policy is the amount of fuel required to compensate for unforeseen factors that could have an influence on the fuel consumption to the destination airport. Contingency fuel shall not be lower than any one or more of the following (as approved or accepted by the Authority based on the operations of the Operator):

(i) Five (5) percent of the planned trip fuel or of the fuel required from the point of in-flight re-planning based on the consumption rate used to plan the trip fuel, but never lower than the amount required to fly for five (5) minutes at holding speed at 450 m (1,500 ft) above the destination airport in standard conditions.

(ii) If approved or accepted by the Authority for domestic operations; an amount of fuel to fly for 45 minutes at normal cruising fuel consumption, including 30 minutes final reserve.

(iii) If approved or accepted by the Authority for international operations, an amount of fuel to fly for 10 percent of the total time required to fly from the airport of departure or the point of in-flight re-planning to, and then land at, the airport to which it was released or re-released.

(iv) If approved or accepted by the Authority for the purpose of reducing contingency fuel, not less than three (3) percent of the planned trip fuel or, in the event of in-flight re-planning, three (3) percent of the trip fuel for the remainder of the flight, provided that an en route alternate airport is available in accordance with the requirements of the Authority.

(v) If approved or accepted by the Authority based on actual fuel consumption data, an amount of fuel sufficient for 20 minutes flying time based upon the planned trip fuel consumption provided that the operator has established a fuel consumption monitoring program for individual aircraft and uses valid data determined by means of such a program for fuel calculation.

(vi) If approved or accepted by the Authority, an amount of fuel based on a statistical method that ensures an appropriate statistical coverage of the deviation from the planned to the actual trip fuel. This method is used to monitor the fuel consumption on each city pair/aircraft combination and the Operator uses this data for a statistical analysis to calculate contingency fuel for the applicable city pair/aircraft combination. (GM)

Notes:

1.

1. Contingency fuel in accordance with item (iv), (v) and (vi) can never be lower than the amount of fuel required to fly for five (5) minutes at holding speed at 450 m (1,500 ft) above the destination airport in standard conditions.

2.

2. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to fuel planning criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 3.8.1, 4.6, 4.5.21, 4.8.5, 5.13, 5.20, 10.4.9, 11.7, D.12 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.8 / In Scope: Yes

DSP 4.3.8 The Operator shall have a process and/or procedures to ensure, for flights that require a single destination alternate airport, the destination alternate fuel required in accordance with its fuel policy is not lower than amount of fuel that will enable the aircraft to complete all of the following:

(i) Perform a missed approach at the destination airport;

(ii) Climb to the expected cruising altitude;

(iii) Fly the expected routing to the destination alternate airport;

(iv) Descend to the point where the expected approach is initiated;

(v) Conduct the approach and landing at the destination alternate airport. (GM)

Notes:

1.

1. The specifications of this provision are not applicable for flights conducted under isolated airport operations as specified in DSP 4.1.7.

2.

2. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to fuel planning criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.6, 5.15, 5.20, 10.4 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.9 / In Scope: Yes

DSP 4.3.9 The Operator shall have a process and/or procedures to ensure, for flights that require a second destination alternate, the destination alternate fuel required in accordance with its fuel policy is not lower than the amount of fuel, as calculated in accordance with DSP 4.3.8, that enables the aircraft to proceed to the destination alternate airport requiring the greater amount of fuel (GM).

Notes:

1.

1. The specifications of this provision are not applicable for flights conducted under isolated airport operations as specified in DSP 4.1.7.

2.

2. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to fuel planning criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.5.22 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.10 / In Scope: Yes

DSP 4.3.10 If the Operator conducts flights that do not require a destination alternate airport, the Operator shall have a process and/or procedures to ensure a supplemental amount of fuel is carried on such flights to provide for increased fuel consumption during the flight to the destination airport due to unforeseen operational occurrences. (GM)

Notes:

1.

1. The specifications of this provision are not applicable if the contingency fuel calculated in accordance with DSP 4.3.7 is sufficient to enable the aircraft to hold at an altitude of 450 m (1,500 ft) above the destination airport for 15 minutes at the holding speed based on standard conditions.

2.

2. The specifications of this provision are not applicable for flights conducted under isolated airport operations as specified in DSP 4.1.7 and DSP 4.3.11.

3.

3. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to fuel planning criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

N/A

Document References

Comments

The Operator is not authorized to conduct flights that do not require a destination alternate airport.

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4 Operational Control Requirements and Specifications

17-DSP 4.3.11 / In Scope: Yes

DSP 4.3.11 If the Operator conducts isolated airport operations, the Operator shall have a process and/or procedures to ensure the isolated airport fuel calculated in accordance with its fuel policy is not less than the amount of fuel required to fly for two (2) hours at normal cruise consumption above the isolated destination airport, including the final reserve fuel calculated in accordance with DSP 4.3.12. (GM)

Note:
The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to fuel planning criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

N/A

Document References

Comments

The Operator is not authorized to conduct isolated airport operations.

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4 Operational Control Requirements and Specifications

17-DSP 4.3.12 / In Scope: Yes

DSP 4.3.12 The Operator shall have a process and/or procedures to ensure the final reserve fuel calculated in accordance with its fuel policy is not less than the amount of fuel required to fly for 30 minutes under speed and altitude conditions specified by the Operator and as approved or accepted by the Authority. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - 5.2.8.5, 5.5.7 -
- FFM. Flight Following Manual - 4.6, 5.3, 5.20 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.13 / In Scope: Yes

DSP 4.3.13 The Operator shall have a process and/or procedures to ensure the additional fuel calculated in accordance with its fuel policy is a supplementary amount of fuel required to be carried when the sum of the trip fuel, contingency fuel, alternate fuel and final reserve fuel is insufficient to meet any one of the following conditions (as applicable to the Operator):

(i) Allow the aircraft engaged in ETOPS/EDTO to comply with critical fuel scenario as established defined by the State.

(ii) Allow the aircraft, as defined by the State, flying greater than 90 minutes from an alternate airport to:

(a) Descend as necessary and proceed to an alternate airport in the event of engine failure or loss of pressurization, whichever requires the greater amount of fuel based on the assumption that such a failure occurs at the most critical point along the route;

(b) Fly for 15 minutes at holding speed at 450 m (1,500 ft) above the alternate airport elevation in standard conditions;

(c) Make an approach and landing at the alternate airport.

(iii) Allow for any additional operational requirements, as defined by the State or the Operator, not covered by items i) and ii). (GM)

Note:

The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to fuel planning criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.6, 5.20 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.14 / In Scope: Yes

DSP 4.3.14 The Operator shall have a process and/or procedures to provide for the uplift of discretionary fuel in accordance with its fuel policy, which is the extra amount of fuel to be carried at the discretion of the PIC, or the PIC and FOO in a shared system of operational control. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 5.2.8.1 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.3.16 / In Scope: Yes

DSP 4.3.16 If the Operator uses FOO personnel, the Operator should have guidance for the purpose of increasing fuel state awareness. Such guidance should include one or more of the following:

(i) One approximate final reserve fuel value applicable to each aircraft type and variant in the Operator's fleet.

(ii) A value for the final reserve fuel for each flight presented on the OFP.

(iii) A display in the Flight Planning System or Flight Monitoring System of the planned or actual final reserve fuel for each flight. (GM)

N/A

Document References

Comments

The Operator does not utilize a FOO in the system of operational control.

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4 Operational Control Requirements and Specifications

17-DSP 4.4.1 / In Scope: No

DSP 4.4.1 If an FOO is used in a full shared system of operational control, the Operator shall have guidance and procedures for such personnel to ensure a flight is not commenced unless the aircraft has a sufficient amount of oxygen to supply crew members and passengers in accordance with FLT 4.3.5. (GM)

Document References

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.5.1 / In Scope: Yes

DSP 4.5.1 If the Operator conducts flight operations beyond 60 minutes from a point on a route to an en route alternate airport, including ETOPS/EDTO, the Operator shall have a system, process and/or procedures to ensure such operations are planned and conducted in accordance with operational requirements and applicable regulations. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 5.1, 5.12, 5.13, 5.14, D.1, D.6 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.5.2 / In Scope: Yes

DSP 4.5.2 If the Operator conducts flight operations beyond 60 minutes from a point on a route to an en route alternate airport, including ETOPS/EDTO, the Operator shall have guidance and procedures to ensure (as applicable to the Operator):

(i) For all aircraft, en route alternate airports are identified and the most up-to-date information relative to such airports is available to the flight crew, including airport status and meteorological conditions;

(ii) For aircraft with two engines engaged in ETOPS/EDTO, the most up-to-date information available to the flight crew indicates that conditions at identified en route alternate airports will be at or above the Operator's established airport operating minima for the operation at the ETU. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 4.5.21, 4.8.5, 5.12, 5.22, 5.24, 7.1, 9.2, 10.1.1, D.1, D.9, D20 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.5.3 / In Scope: Yes

DSP 4.5.3 If the Operator uses aircraft with two engines in ETOPS/EDTO, the Operator shall have guidance and procedures to select en route alternate airports for such operations, and ensure en route alternate airports are specified on:

(i) The OFP or other equivalent operational document available to the PIC in flight;

(ii) The ATS flight plan where required by the State or the ATS system in use. (GM)

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - 5.12, D.6.1, D.9.1-D.9.4, D.18, D.23.1 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.5.4 / In Scope: Yes

DSP 4.5.4 If the Operator conducts ETOPS/EDTO, the Operator shall have guidance and procedures to ensure, for aircraft engaged in such operations:

(i) A flight will not proceed beyond the threshold time unless the identified en route alternate airports are re-evaluated for availability and the most up-to-date information indicates that, during the ETU, conditions at those airports will be at or above the Operator's established airport operating minima for the operation;

(ii) If any conditions are identified that would preclude a safe approach and landing at an identified en route alternate airport during the ETU, an alternative course of action has been determined;

(iii) The most limiting EDTO-significant system time limitation (except for the most limiting fire suppression system), if any, indicated in the aircraft flight manual (directly or by reference) and relevant to a particular operation is not exceeded. (GM)

Notes:

1.

1. The Operator may conform with item (iii) of this provision through Operational Variations approved by the Authority or other variations to EDTO significant system time limitation criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

2.

2. Refer to ORG 3.4.1 and DSP 4.5.5 for cargo compartment fire suppression limitation exceedances.

Conformity - Documented and Implemented

Document References

- FFM. Flight Following Manual - D.7.1, D.8, D.9, D.20.1-D.20.6 -

Comments

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4 Operational Control Requirements and Specifications

17-DSP 4.5.5 / In Scope: Yes

DSP 4.5.5 If the Operator conducts flights beyond 60 minutes from a point on a route to an en route alternate airport, including EDTO, with aircraft that have a published cargo compartment fire suppression time limit, the Operator should have a system, process, and/or procedures to ensure the diversion time to an airport where a safe landing could be made does not exceed the cargo compartment fire suppression time capability reduced by an operational safety margin specified by the State. (GM)

Notes:

1.

1. The Operator may conform with this provision through Operational Variations approved by the Authority or other variations to EDTO significant system time limitation criteria provided each variation is subjected to the Operator's SRM processes and safety performance monitoring to ensure an acceptable level of safety is maintained.

Observation - Not Documented Not Implemented

Document References

- FFM. Flight Following Manual - 4.5.21, D.6, D.7, D.9, D.20 -

Comments

The Operator does not have a system, process, or procedures for Boeing 747s to ensure the diversion time to an airport where a safe landing can be made does not exceed the cargo compartment fire suppression time capability reduced by an operational safety margin specified by the State.

Checklist Name	Section 4 - Aircraft Engineering and Maintenance (MNT)

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1 Management and Control

17-MNT 1.1.1 / In Scope: No

MNT 1.1.1 The Operator shall have a management system for maintenance operations that ensures:
(i) Management of safety and quality in maintenance operations;
(ii) Supervision and control of maintenance activities;
(iii) Compliance with applicable regulations and standards of the Operator. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.1.2 / In Scope: No

MNT 1.1.2 The Operator shall have a staff of management personnel suitably matched to the scale and scope of maintenance operations to ensure:

(i) Maintenance of all aircraft is performed in accordance with the Maintenance Program;

(ii) All maintenance is carried out in accordance with policies and procedures contained in the Maintenance Management Manual (MMM). (GM)

Document References

Comments

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1 Management and Control

17-MNT 1.1.3 / In Scope: No

MNT 1.1.3 The Operator shall have a manager of maintenance operations that is acceptable to the Authority, if required, and is responsible for ensuring:

(i) The management of safety and security risks to maintenance operations;

(ii) Maintenance operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations and standards of the Operator.

(GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.2.1 / In Scope: No

MNT 1.2.1 The Operator shall ensure the management system for maintenance operations defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to aircraft engineering and maintenance. The management system shall also specify:

(i) The levels of management within maintenance operations with the authority to make decisions regarding risk tolerability with respect to aircraft airworthiness;

(ii) Responsibilities for ensuring maintenance operations are conducted in accordance with conditions and restrictions of the AOC, applicable regulations and standards of the Operator;

(iii) Lines of accountability throughout maintenance operations, including direct accountability on the part of senior management for ensuring aircraft airworthiness. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.2.2 / In Scope: No

MNT 1.2.2 The Operator shall have a process or procedure for the delegation of duties within the management system for maintenance operations that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.2.3 / In Scope: No

MNT 1.2.3 The Operator shall ensure a delegation of authority and assignment of responsibility within the management system for maintenance operations for liaison with regulatory authorities, original equipment manufacturers (OEMs) and other external entities relevant to maintenance operations. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.3.1 / In Scope: Yes

MNT 1.3.1 The Operator shall provide, for the use and guidance of relevant maintenance and operational personnel, a Maintenance Program that is approved by the relevant Authority and contains information and data for each aircraft type/model and configuration in the Operator's fleet in accordance with specifications in Table 4.1. The Maintenance Program shall satisfy:

(i) Requirements of the State of Registry;

(ii) Requirements of the State of Design;

(iii) Requirements of the Operator;

(iv) Maintenance specifications provided by the aircraft, engine and component OEMs. (GM)

Conformity - Documented and Implemented

Document References

- 744MIP. B747-400 Maintenance Inspection Program - All -
- 777MIP. B777 Maintenance Inspection Program - All -
- GMM. General Maintenance Manual - Ch 3.15 -

Comments

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1 Management and Control

17-MNT 1.3.2 / In Scope: Yes

MNT 1.3.2 The Operator shall ensure the design and application of the Maintenance Program observes human factors principles. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.15.3 -
- 777MIP. B777 Maintenance Inspection Program - Ch 1.1 -
- 744MIP. B747-400 Maintenance Inspection Program - Ch 1.1 -

Comments

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1 Management and Control

17-MNT 1.3.3 / In Scope: Yes

MNT 1.3.3 The Operator shall ensure amendments to the Maintenance Program:

(i) Are approved by the Authority unless the Operator has been approved to amend the Maintenance Program without requiring approval of the Authority;

(ii) Are furnished to all organizations and/or persons to whom the Maintenance Program has been issued.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 1.1.6, 1.1.14, 3.15.4, 3.15.5 -

Comments

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1 Management and Control

17-MNT 1.4.1 / In Scope: No

MNT 1.4.1 The Operator shall ensure the existence of the facilities, workspace, equipment and supporting services, as well as the work environment, that are necessary to allow all maintenance to be performed in accordance with the Maintenance Program. (GM) <

Note:

Conformity with this provision does not require specifications to be documented by the Operator.

Document References

Comments

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1 Management and Control

17-MNT 1.4.2 / In Scope: Yes

MNT 1.4.2 The Operator shall have a selection process for management and non-management positions within maintenance operations organization that require the performance of functions relevant to aircraft airworthiness. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. (GM) <

Conformity - Documented and Implemented

Document References

- SCM. Corporate Management System Vol I - Ch 3.6 to 3.8 -
- AMTM. Approved Maintenance Training Manual - Ch 1 -
- GMM. General Maintenance Manual - Ch 2.3 -

Comments

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1 Management and Control

17-MNT 1.4.3 / In Scope: No

MNT 1.4.3 The Operator shall ensure availability of the facilities, personnel, equipment and other resources, as necessary, for the implementation of management and control functions, as specified in Table 4.2.

Document References

Comments

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1 Management and Control

17-MNT 1.5.1 / In Scope: No

MNT 1.5.1 The Operator shall have a system that enables effective communication of relevant safety and operational information within the maintenance operations management system and in all areas where maintenance operations are conducted. Such system shall ensure:

(i) Personnel maintain an awareness of the SMS;

(ii) Safety-critical information is conveyed;

(iii) External service providers who conduct outsourced maintenance and/or perform maintenance functions for the Operator are provided with information relevant to operations conducted. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.6.3 / In Scope: No

MNT 1.6.3 The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of maintenance operations. Such system shall ensure documentation:

(i) Meets all required elements specified in Table 1.1;

(ii) Contains legible and accurate information;

(iii) Is presented in a format appropriate for use in operations. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.7.1 / In Scope: Yes

MNT 1.7.1 The Operator shall have, for the use and guidance of relevant maintenance and operational personnel, a Maintenance Management Manual that is accepted or approved by the Authority. The MMM may be issued in separate parts and shall contain maintenance policies, procedures and information as specified in Table 4.3. The design of the manual shall observe Human Factors principles. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - All -

Comments

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1 Management and Control

17-MNT 1.7.3 / In Scope: Yes

MNT 1.7.3 The Operator shall ensure the MMM is amended as necessary to keep information contained therein up to date and to address:

(i) Changes to maintenance or airworthiness requirements;

(ii) Changes in the organization or activities;

(iii) Inadequacies identified through internal or external audit;

(iv) Conformity with applicable requirements.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 1.1.10 -

Comments

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1 Management and Control

17-MNT 1.7.6 / In Scope: Yes

MNT 1.7.6 The Operator shall ensure a copy of the current version of the MMM, or relevant portions thereof, is promptly made available to:

(i) Applicable authorities;

(ii) Each organization or person that performs or certifies maintenance for the Operator;

(iii) All other organizations or persons to whom the MMM has been issued.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 1.1.13, 1.1.14 -

Comments

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1 Management and Control

17-MNT 1.7.7 / In Scope: Yes

MNT 1.7.7 If the Operator makes available relevant portions of the MMM as specified in MNT 1.7.6, the Operator shall ensure policies and procedures contained therein are sufficiently comprehensive such that all relevant guidance and information is available to any maintenance organization or person that performs maintenance for the Operator under that portion of the manual. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 1.1.17, 1.1.18, 3.1.52 -

Comments

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1 Management and Control

17-MNT 1.8.1 / In Scope: Yes

MNT 1.8.1 The Operator shall have a system for the management and control of maintenance records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for:
(i) Identification;
(ii) Legibility;
(iii) Maintenance;
(iv) Retrieval;
(v) Protection, integrity and security;
(vi) Disposal, deletion (electronic records) and archiving. (GM) <

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.31 -

Comments

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1 Management and Control

17-MNT 1.8.2 / In Scope: No

MNT 1.8.2 If the Operator uses an electronic system for the management and control of maintenance operations records, the Operator shall ensure the system provides for a scheduled generation of backup record files associated with maintenance operations. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.9.1 / In Scope: Yes

MNT 1.9.1 The Operator shall ensure all aircraft in its fleet are equipped with, in accordance with conditions of applicability, the aircraft systems and equipment specified in Table 4.11. (GM)

Conformity - Documented and Implemented

Document References

- ISM.F04. MNT Aircraft System and Equipment Form - Table 4.11 -

Comments

Refer to the complete forms for the associated document references.

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1 Management and Control

17-MNT 1.9.2 / In Scope: Yes

MNT 1.9.2 The Operator should ensure all aircraft in its fleet are equipped with, in accordance with conditions of applicability, the aircraft systems and equipment specified in Table 4.14. (GM)

Observation - Not Documented Not Implemented

Document References

- ISM.F04. MNT Aircraft System and Equipment Form - Table 4.14 -

Comments

Refer to the complete forms for the associated document references. B747-400 Fleet Tail numbers N700CK, N701CK, N706CK, N707CK, N708CK, N709CK, N740CK, N741CK, N742CK, N744CK, N745CK, N766CK, N767CK, and N768CK are not equipped with a Forward-looking wind shear warning system.

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1 Management and Control

17-MNT 1.10.1 / In Scope: No

MNT 1.10.1 The Operator shall have a quality assurance program that provides for auditing of the management system and all functions of maintenance operations to ensure the Operator is:

(i) Complying with applicable regulations and standards;

(ii) Satisfying stated maintenance operational needs;

(iii) Identifying areas requiring improvement;

(iv) Identifying hazards to operations;

(v) Assessing the effectiveness of safety risk controls. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.10.2 / In Scope: No

MNT 1.10.2 The Operator shall have a process for addressing findings that result from audits conducted under the quality assurance program, which ensures:

(i) Identification of root cause(s);

(ii) Development of corrective action, as appropriate, to address findings;

(iii) Implementation of corrective action in appropriate areas of maintenance operations;

(iv) Evaluation of corrective action to determine effectiveness. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.10.3 / In Scope: No

MNT 1.10.3 The Operator shall ensure significant issues arising from maintenance operations quality assurance and risk management are subject to management review in accordance with ORG 4.1.1. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.10.4 / In Scope: Yes

MNT 1.10.4 The Operator shall ensure functions related to the maintenance operations quality assurance program are performed by qualified personnel that are either employees of the Operator or independent external quality assurance agents. (GM)

Conformity - Documented and Implemented

Document References

- QAM. Quality Assurance Manual - Ch 4.1 -
- GMM. General Maintenance Manual - Ch 2.2.104, 2.3.5 -

Comments

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1 Management and Control

17-MNT 1.10.5 / In Scope: No

MNT 1.10.5 The Operator shall have an audit planning process and sufficient resources to ensure audits of maintenance operations are:

(i) Scheduled at intervals to meet regulatory and management system requirements;

(ii) Conducted within the scheduled interval. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.11.1A / In Scope: No

MNT 1.11.1A If the Operator has external service providers conduct outsourced maintenance and/or maintenance functions, the Operator shall ensure a service provider selection process is in place that ensures:

(i) Relevant safety and security selection criteria are established;

(ii) Service providers are evaluated against these criteria prior to selection. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.11.1B / In Scope: No

MNT 1.11.1B The Operator shall ensure a maintenance agreement has been executed with each external maintenance organization that performs maintenance functions for the Operator; such maintenance agreement shall:

(i) Specify all maintenance requirements and define all tasks to be performed;

(ii) Comply with the procedures governing maintenance arrangements, as specified in the MMM. (GM)

Document References

Comments

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1 Management and Control

17-MNT 1.11.2 / In Scope: No

MNT 1.11.2 The Operator shall ensure each maintenance agreement with an external maintenance organization that performs maintenance functions for the Operator documents specific maintenance safety and quality standards required to be fulfilled by the respective external maintenance organization. Such standards shall provide the basis for a monitoring process as specified in MNT 1.11.7. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.11.5 / In Scope: Yes

MNT 1.11.5 The Operator shall have a process to maintain a listing of external providers of maintenance services and products, to include:

(i) Organizations that are currently approved to perform maintenance on the Operator's aircraft, engines, components and/or parts;

(ii) Vendors that are currently approved to supply, directly to the Operator, parts, components and other materials for use in maintenance of the Operator's aircraft. (GM)

Conformity - Documented and Implemented

Document References

- QAM. Quality Assurance Manual - Ch 3.3 -
- GMM. General Maintenance Manual - Ch 3.1.49, 5.2.9, 5.6 -

Comments

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1 Management and Control

17-MNT 1.11.6 / In Scope: Yes

MNT 1.11.6 The Operator shall have a process to ensure relevant training and/or training material is provided to each external organization that performs maintenance functions for the Operator. (GM)

Conformity - Documented and Implemented

Document References

- AMTM. Approved Maintenance Training Manual - Ch 1 -
- GMM. General Maintenance Manual - Ch 8.5 -

Comments

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1 Management and Control

17-MNT 1.11.7 / In Scope: No

MNT 1.11.7 The Operator shall have monitoring processes to ensure external approved maintenance organizations that perform maintenance for the Operator:
(i) Comply with applicable regulations and safety and quality requirements;
(ii) Have procedures that are acceptable to the Authority granting the approval;
(iii) Perform all maintenance in accordance with requirements of the Operator. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.11.8 / In Scope: No

MNT 1.11.8 The Operator should include auditing as a process for the monitoring of external maintenance organizations that perform maintenance for the Operator. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.11.9 / In Scope: Yes

MNT 1.11.9 The Operator shall have processes that ensure:
(i) Aircraft parts and materials are only obtained from approved sources;
(ii) Certification documentation requirements are specified;
(iii) Traceability to the last certifying organization for used or surplus parts;
(iv) A statement of conformity or certification test results is retained for hardware and raw materials (e.g. extrusions, sheet or bar stock);
(v) Inventory storage of consumable material is managed to ensure traceability of manufacturer batch/lot control. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 5.2.2, 1.1.28, 4.4.2, 4.4.3 -

Comments

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1 Management and Control

17-MNT 1.12.1 / In Scope: No

MNT 1.12.1 The Operator shall have a hazard identification program for maintenance operations that includes a combination of reactive and proactive methods of hazard identification. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.12.2 / In Scope: No

MNT 1.12.2 The Operator shall have a safety risk assessment and mitigation program in maintenance operations that specifies processes to ensure:

(i) Hazards are analyzed to determine corresponding safety risk(s) to aircraft operations;

(ii) Safety risks are assessed to determine the requirement for risk mitigation action(s);

(iii) When required, risk mitigation actions are developed and implemented in maintenance operations.

[SMS] (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.12.3 / In Scope: No

MNT 1.12.3 The Operator shall have an operational safety reporting system in maintenance operations that:

(i) Encourages and facilitates feedback from personnel to report safety hazards, expose safety deficiencies and raise safety concerns;

(ii) Includes analysis and management action as necessary to address safety issues identified through the reporting system. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.12.4 / In Scope: No

MNT 1.12.4 The Operator should have a confidential safety reporting system in maintenance operations that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in maintenance operations. (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.12.5 / In Scope: No

MNT 1.12.5 The Operator shall have processes for setting safety performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) as means to monitor its safety performance, achievement of its safety objectives and to validate the effectiveness of risk controls. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-MNT 1.12.6 / In Scope: No

MNT 1.12.6 The Operator shall have a program that ensures its aircraft engineering and maintenance personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. [SMS]

(GM) <

Note:

The specifications of this provision are applicable to personnel of the Operator that perform aircraft engineering and maintenance functions.

Document References

Comments

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1 Management and Control

17-MNT 1.12.7 / In Scope: Yes

MNT 1.12.7 If the Operator outsources aircraft engineering and maintenance operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS]

(GM) <

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have a documented program that ensures personnel of external service providers are trained and competent to perform SMS duties.

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2 Maintenance Control

17-MNT 2.1.1 / In Scope: Yes

MNT 2.1.1 The Operator shall have a maintenance control system that is in accordance with procedures acceptable to the Authority and ensures:

(i) Each aircraft is maintained in an airworthy condition;

(ii) Operational and emergency equipment necessary for flight is serviceable;

(iii) The Certificate of Airworthiness of each aircraft remains valid;

(iv) The maintenance of the aircraft is performed in accordance with the Maintenance Program as specified in MNT 1.3.1.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 2.2.22, 3.1.1 to 3.1.16 -

Comments

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2 Maintenance Control

17-MNT 2.1.2 / In Scope: Yes

MNT 2.1.2 The Operator shall have guidance and procedures to ascertain if trends for oil consumption are such that an aircraft has sufficient oil to complete each flight. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 7.6.11, 9.4.2, C.11.1 -

Comments

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2 Maintenance Control

17-MNT 2.2.1 / In Scope: Yes

MNT 2.2.1 The Operator shall have a system for forecasting and tracking required maintenance activities.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.27, 3.13 -

Comments

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2 Maintenance Control

17-MNT 2.2.2 / In Scope: Yes

MNT 2.2.2 The Operator shall have a system for tracking hours, cycles and calendar time for aircraft, engines and life-limited components.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.7, 3.1.27, 3.1.31 -

Comments

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2 Maintenance Control

17-MNT 2.3.1 / In Scope: Yes

MNT 2.3.1 The Operator shall have a process to ensure that no new part is installed on an aeronautical product unless such part meets the standards of airworthiness applicable to the installation of new parts and, in addition, meets a minimum of one of the following:

(i) The new part has marking identifying it as a part specified in the type design conforming to a recognized national or international standard, or

(ii) The new part has been approved for use on an aeronautical product, in accordance with the type certificate/STC, if the part was originally designed and manufactured for non-aeronautical use, or

(iii) The new part was manufactured under a Parts Manufacturer Approval (PMA), or

(iv) The new part was produced by the Operator using approved procedures for the purpose of maintaining or altering its own aeronautical product. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 5.1, 5.2 to 5.2.6, 4.11.3 -

Comments

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2 Maintenance Control

17-MNT 2.3.2 / In Scope: Yes

MNT 2.3.2 The Operator shall have a process to ensure that no used part is installed on an aeronautical product unless such part meets the standards of airworthiness applicable to the installation of used parts and is any of the following:

(i) An airworthy part that has been removed from an aircraft for immediate installation on another aircraft, or

(ii) An airworthy part that has undergone maintenance for which a maintenance release has been signed by an appropriately rated Approved Maintenance Organization (AMO), or

(iii) An airworthy part that has undergone an approved repair or alteration that restored the certificated level of airworthiness to a used part. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 5.2, 7.9.3, 7.9.4 -

Comments

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2 Maintenance Control

17-MNT 2.3.3 / In Scope: Yes

MNT 2.3.3 The Operator shall have a process to ensure that no used life-limited part is installed on an aeronautical product unless such part meets the standards of airworthiness applicable to the installation of life-limited parts and:

(i) The technical history of the part is available to demonstrate the time in service, as authorized for that part in the type certificate governing the installation, has not been exceeded;

(ii) The technical history referred to in sub-paragraph i) is incorporated into the technical record for the aeronautical product on which the part is installed. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 5.2.3, 7.9.7 -

Comments

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2 Maintenance Control

17-MNT 2.4.1 / In Scope: Yes

MNT 2.4.1 The Operator shall have a maintenance control function that is responsible for approving, controlling, monitoring and scheduling non-routine and deferred maintenance activities, including MEL/CDL requirements.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.10 to 3.1.21 -

Comments

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2 Maintenance Control

17-MNT 2.4.2 / In Scope: Yes

MNT 2.4.2 The Operator shall have a process to ensure deferred maintenance items (defects) are tracked and corrected within the required intervals prescribed by the MEL, CDL or the appropriate maintenance data. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.21 -

Comments

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2 Maintenance Control

17-MNT 2.4.3 / In Scope: No

MNT 2.4.3 If the Operator has a MEL/CDL items short-time extension/deviation approval process, the Operator shall ensure the process is approved by the Authority. (GM)

Document References

Comments

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2 Maintenance Control

17-MNT 2.5.1 / In Scope: Yes

MNT 2.5.1 The Operator shall have processes to:

(i) Obtain and assess continuing airworthiness information, including Airworthiness Directives (ADs), Alert Service Bulletins and recommendations from the organizations responsible for aircraft type design, and

(ii) Implement the resulting actions that are mandatory or considered necessary in accordance with procedures acceptable to the Authority. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.54 -

Comments

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2 Maintenance Control

17-MNT 2.5.2 / In Scope: No

MNT 2.5.2 The Operator shall have a process to monitor and assess maintenance and operational experience with respect to aircraft continuing airworthiness as prescribed by the relevant Authority. (GM)

Document References

Comments

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2 Maintenance Control

17-MNT 2.5.3 / In Scope: Yes

MNT 2.5.3 The Operator shall have a program for the management of the minimum equipment lists (MELs) used in its fleet operations. Such program shall ensure MELs:

(i) Are approved by the State of the Operator and/or State of Registry if applicable;

(ii) Include the latest applicable MMEL provisions released by the Type Certificate Holder(s);

(iii) Are relevant to and customized for the type/model of aircraft in the Operator's fleet;

(iv) Identify applicable maintenance procedures called upon by the MEL items and such procedures are readily available for implementation by the appropriate maintenance personnel;

(v) Include, as applicable, aircraft systems and equipment required for operations in conformity with special authorizations as specified in FLT 1.2.1. (GM)

Conformity - Documented and Implemented

Document References

- 777MEL. B777 Minimum Equipment List - All -
- 744MEL. B747-400 Minimum Equipment List - All -
- GMM. General Maintenance Manual - Ch 3.5.11, A.6 -

Comments

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2 Maintenance Control

17-MNT 2.6.1 / In Scope: Yes

MNT 2.6.1 The Operator shall have a process to ensure all modifications and repairs:

(i) Are carried out using approved data;

(ii) Comply with airworthiness requirements of the Authority and State of Registry.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.4, 3.1.58, B.5 -

Comments

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2 Maintenance Control

17-MNT 2.7.1 / In Scope: Yes

MNT 2.7.1 The Operator shall have processes for defect recording and control, including the management of recurring defects, to address:

(i) Documenting troubleshooting history;

(ii) Tracking chronic or repetitive unserviceable items;

(iii) Implementing instructions for corrective action;

(iv) Ensuring rectification takes into account the methodology used in previous repair attempts.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 9.4 to 9.7 -

Comments

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2 Maintenance Control

17-MNT 2.8.2 / In Scope: Yes

MNT 2.8.2 If the Operator is approved to operate twin engine aircraft in ETOPS/EDTO conditions, the Operator shall ensure compliance with:

(i) Maintenance requirements applicable to the respective operations and to the specific type(s) of aircraft operated under ETOPS/EDTO.

(ii) The requirements specified in Table 4.5.

All ETOPS/EDTO requirements, including supportive program procedures, duties and responsibilities, shall be identified for and be subject to revision.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - App. C.1 -
- GMMETOPS. General Maintenance Manual Appendix C - All -

Comments

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2 Maintenance Control

17-MNT 2.9.1 / In Scope: No

MNT 2.9.1 The Operator shall have a Maintenance Program that provides for the periodic conduct of operational checks, functional checks and evaluations of recordings from the Flight Data Recorder (FDR) and Cockpit Voice Recorder (CVR) to ensure the continued serviceability of the recording systems. Such program shall ensure checks and/or evaluations of the recording systems:

(i) Are conducted at least annually or at an extended interval approved by the Authority;

(ii) For the FDR, include analysis of the recorded data validity, quality, and system calibration (if applicable) in accordance with the manufacturer's requirements or as required by the Authority;

(iii) For the CVR, include analysis of the recorded audio data validity, quality and intelligibility in accordance with the manufacturer's requirements or as required by the Authority. (GM)

Document References

Comments

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2 Maintenance Control

17-MNT 2.9.2 / In Scope: Yes

MNT 2.9.2 If the Operator uses aircraft with Data Link Communication (DLC) capabilities and such aircraft are equipped with a Data Link Recorder (DLR), the Operator shall have a DLR Maintenance Program that includes a periodic evaluation of the recording system and an assessment of DLR performance:

(i) In accordance with the manufacturer's requirements or as required by the Authority;

(ii) At least every 24 months or, if applicable, at an extended interval approved by the Authority. (GM)

Conformity - Documented and Implemented

Document References

- 744MIP. B747-400 Maintenance Inspection Program - Task Cards 23-020-00, 31-010-00 -
- GMM. General Maintenance Manual - Ch 7.6.12, 7.6.13 -

Comments

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2 Maintenance Control

17-MNT 2.10.1 / In Scope: Yes

MNT 2.10.1 If the Operator uses aircraft with electronic navigation capabilities, the Operator shall have a procedure to ensure the timely insertion of current and unaltered electronic navigation data to all applicable aircraft. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.62 -

Comments

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2 Maintenance Control

17-MNT 2.11.1 / In Scope: Yes

MNT 2.11.1 If the Operator is authorized for RVSM operations, the Operator shall have procedures that ensure aircraft used in such operations are maintained in a manner to continuously meet airworthiness requirements necessary for the safe conduct of RVSM operations. Such procedures shall be in accordance with requirements of the aircraft OEM.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.10 -

Comments

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2 Maintenance Control

17-MNT 2.12.1 / In Scope: No

MNT 2.12.1 The Operator shall have a procedure to provide the Authority with aircraft in-service information as prescribed by the Authority. (GM)

Document References

Comments

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2 Maintenance Control

17-MNT 2.12.2 / In Scope: Yes

MNT 2.12.2 The Operator shall have a procedure for reporting to the applicable authority defects or un-airworthy conditions in accordance with requirements contained in Table 4.4. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 4.8.1, 4.8.2 -

Comments

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2 Maintenance Control

17-MNT 2.12.7 / In Scope: Yes

MNT 2.12.7 The Operator shall have a procedure to transmit to the organization responsible for the type design of the aircraft information on faults, malfunctions, defects and other occurrences that could affect the continuing airworthiness of aircraft. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 4.8.1 -

Comments

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3 Technical Records

17-MNT 3.1.1 / In Scope: Yes

MNT 3.1.1 The Operator shall have a program to ensure the following maintenance records are maintained:
(i) Total time in service (hours, calendar time and cycles, as appropriate,) of the aircraft, engines and all life-limited components;
(ii) Current status of compliance with all mandatory continuing airworthiness information;
(iii) Appropriate details of modifications and repairs;
(iv) Time in service (hours, calendar time and cycles, as appropriate,) since last overhaul of the aircraft, engines or its components subject to a mandatory overhaul life;
(v) Current aircraft status of compliance with the Maintenance Program;
(vi) Detailed maintenance records to show that all requirements for signing of a maintenance release have been met. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.31 -

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3 Technical Records

17-MNT 3.1.2 / In Scope: No

MNT 3.1.2 The Operator shall have a procedure to ensure that records specified in MNT 3.1.1 are retained as follows:

(i) Records in sub-paragraphs i) to v) are retained for a minimum period of 90 days after the aircraft, engine and component, to which they refer, has been permanently withdrawn from service;

(ii) Records in sub-paragraph vi) are retained for a minimum period of one year after the signing of the maintenance release. (GM)

Document References

Comments

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3 Technical Records

17-MNT 3.1.3 / In Scope: No

MNT 3.1.3 The Operator shall have processes to ensure, when an aircraft becomes involved in an accident or incident, the related flight recorder records and, to the extent possible, the associated flight recorders are preserved and retained in safe custody pending disposition in accordance with the appropriate investigation.

Document References

Comments

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3 Technical Records

17-MNT 3.1.4 / In Scope: No

MNT 3.1.4 The Operator shall have processes to ensure applicable aircraft maintenance records for aircraft currently listed on the AOC:

(i) In the event of a temporary change of operator, are made available to the new operator;

(ii) In the event of a permanent change of operator, transferred to the new operator.

Document References

Comments

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3 Technical Records

17-MNT 3.2.1 / In Scope: Yes

MNT 3.2.1 The Operator shall have a process to ensure all aircraft have an aircraft technical log (ATL) or approved equivalent that comprises elements specified in Table 4.6.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.31.E2 -

Comments

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3 Technical Records

17-MNT 3.2.2 / In Scope: No

MNT 3.2.2 The Operator shall have processes for the management of the ATL or approved equivalent as specified in MNT 3.2.1 to ensure, with respect to the ATL or approved equivalent:

(i) Entries are current and cannot be erased or deleted;

(ii) Descriptions of errors or discrepancies that have been corrected remain readable and identifiable;

(iii) Entries are retained to provide a continuous record of the last six months of operations.

Document References

Comments

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3 Technical Records

17-MNT 3.4.1 / In Scope: Yes

MNT 3.4.1 The Operator shall maintain records of Airworthiness Directives (ADs) and Service Bulletins (SBs) or equivalents accomplished in accordance with the MMM.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.31 Table 3-1, 3.1.54 -

Comments

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4 Maintenance Organizations

17-MNT 4.1.1 / In Scope: Yes

MNT 4.1.1 The Operator shall have a process to ensure an aircraft is not operated unless it is maintained and released to service by an Approved Maintenance Organization (AMO) that:

(i) Is acceptable to the Authority;

(ii) Has established procedures acceptable to the Authority to ensure maintenance practices are in compliance with all relevant requirements;

(iii) Maintains the validity of its approval through compliance with the requirements for an approved maintenance organization acceptable to the Authority. (GM)

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - Items 2, 7 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.1.3 / In Scope: Yes

MNT 4.1.3 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has an approval document that contains, as a minimum, the:

(i) Name and location of the AMO;

(ii) Date of issue and period of validity of the approval;

(iii) Scope of the approval. (GM)

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - Cover Page, item 2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -

Comments

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4 Maintenance Organizations

17-MNT 4.1.5 / In Scope: No

MNT 4.1.5 If the Operator has maintenance performed outside the State of the Operator by a maintenance organization that does not hold an approval document issued by the Authority, the Operator shall have a process to ensure such maintenance organization has been recognized by the Authority. (GM)

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.2.1 / In Scope: No

MNT 4.2.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a manager who, if applicable, is acceptable to the relevant Authority and has responsibility for the management and supervision of the maintenance organization.

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.2.2 / In Scope: No

MNT 4.2.2 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has appropriate post holders with responsibilities for ensuring the maintenance organization is in compliance with the requirements for an approved maintenance organization as accepted by the Authority. (GM)

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.2.3 / In Scope: No

MNT 4.2.3 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has the necessary personnel to plan, perform, supervise, inspect and release the maintenance work to be performed. (GM)

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.3.1 / In Scope: Yes

MNT 4.3.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has an independent quality assurance program that:

(i) Meets the specifications contained in Table 4.7;

(ii) Monitors compliance with applicable regulations, requirements and the Maintenance Procedures Manual (MPM) of the AMO;

(iii) Addresses the specific requirements of the Operator as specified in the maintenance agreement;

(iv) Is under the sole control of the Quality Manager or the person assigned managerial responsibility for the program. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - item 12 -

Comments

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4 Maintenance Organizations

17-MNT 4.3.5 / In Scope: No

MNT 4.3.5 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a process for periodic review of the quality assurance program by the Quality Manager or the person assigned managerial responsibility for the program for the purpose of ensuring compliance with current requirements of the Maintenance Program and the MMM.

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.3.7 / In Scope: Yes

MNT 4.3.7 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a process to immediately report to the Operator any defects, un-airworthy conditions, failures or malfunctions specified in MNT 2.12.2.

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - item 23 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.4.1 / In Scope: Yes

MNT 4.4.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator uses maintenance personnel:

(i) That are appropriately licensed and/or authorized to sign the maintenance release;

(ii) Whose competence has been established in accordance with a procedure and to a level acceptable to the authority granting approval for the maintenance organization. (GM)

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - items 34 to 38 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.4.2 / In Scope: Yes

MNT 4.4.2 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a means for providing a positive identification of maintenance personnel that are approved to perform and certify maintenance. (GM)

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - item 34 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.5.1 / In Scope: Yes

MNT 4.5.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a training program that requires all maintenance personnel to receive initial and recurrent training that is appropriate to individually assigned tasks and responsibilities, and provides maintenance personnel with the:

(i) Knowledge of regulations, standards and procedures in accordance with requirements in the MMM;

(ii) Knowledge and skills related to human performance, including coordination with, as applicable, other maintenance personnel and/or flight crew. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - items 66 to 72 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -

Comments

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4 Maintenance Organizations

17-MNT 4.5.4 / In Scope: Yes

MNT 4.5.4 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a training program that provides for continuation training on an interval not to exceed 36 months, which may be reduced to a lesser interval based on findings generated by the QA Program. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - item 72 -

Comments

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4 Maintenance Organizations

17-MNT 4.5.5 / In Scope: Yes

MNT 4.5.5 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a training and qualification program for auditors used in the QA Program.

Conformity - Documented and Implemented

Document References

- QAM. Quality Assurance Manual - Ch 3.7.2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - item 66 -

Comments

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4 Maintenance Organizations

17-MNT 4.5.6 / In Scope: Yes

MNT 4.5.6 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a training program that provides for initial and continuation training for receiving inspectors.

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - item 66 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.5.7 / In Scope: Yes

MNT 4.5.7 If the Operator uses a maintenance organization that has maintenance personnel taxi the Operator's aircraft on the movement area of an airport, the Operator shall have a process to ensure such maintenance personnel are authorized, competent and qualified to conduct aircraft taxi operations.

N/A

Document References

Comments

The Operator does not authorize any maintenance organization personnel to taxi its aircraft.

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4 Maintenance Organizations

17-MNT 4.6.1 / In Scope: Yes

MNT 4.6.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has the basic facilities and work environment, appropriate for the maintenance tasks to be performed for the Operator, to include:

(i) A place of business, with a fixed address;

(ii) Communications equipment/software, such as telephones, facsimile machines, email and others;

(iii) Any devices used to establish when a particular aircraft requires maintenance. This may include planning bulletin boards, card files or a computer system;

(iv) A secure, dry storage area to retain aircraft technical records. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - item 74 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -

Comments

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4 Maintenance Organizations

17-MNT 4.6.2 / In Scope: Yes

MNT 4.6.2 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has the necessary technical data, equipment, tools and material to perform the work for which the maintenance organization has been approved, to include:

(i) Equipment and tools necessary to comply with the work specified in the agreement between the Operator and the maintenance organization;

(ii) Sufficient supplies and spare parts to ensure timely rectification of defects with regard to the Minimum Equipment List (MEL) provisions as specified in the agreement between the Operator and the maintenance organization. (GM)

Conformity - Documented and Implemented

Document References

- QAM. Quality Assurance Manual - Ch 3.7.2 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - items 20, 39, 80 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.6.3 / In Scope: No

MNT 4.6.3 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has facilities suitable for the storage of parts, equipment, tools and material under conditions that provide security and prevent deterioration of and damage to stored items. Such processes shall ensure:

(i) Clean work areas, including management offices;

(ii) Parts and material properly identified and stored;

(iii) Oxygen and other high-pressure bottles properly identified and stored;

(iv) Flammable, toxic or volatile materials properly identified and stored;

(v) Equipment identified and protected. (GM)

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.6.4 / In Scope: No

MNT 4.6.4 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a shelf-life program for applicable items, which includes a requirement for the shelf-life limit to be controlled and displayed.

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.6.5 / In Scope: Yes

MNT 4.6.5 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a receiving inspection program that:

(i) Assures incoming material has the required certification documentation and traceability;

(ii) Includes a process for verification of incoming part tags to ensure information on the tag (e.g. part name, part number, serial number, modification and/or any other applicable reference information) matches the corresponding information on the part.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - items 21, 27 -

Comments

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4 Maintenance Organizations

17-MNT 4.7.1 / In Scope: No

MNT 4.7.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a secure quarantine area for rejected parts and materials awaiting disposition.

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.7.2 / In Scope: Yes

MNT 4.7.2 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a process for segregating aircraft serviceable parts, aircraft non-serviceable parts, and non-aircraft parts.

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - items 103, 113 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -

Comments

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4 Maintenance Organizations

17-MNT 4.7.3 / In Scope: Yes

MNT 4.7.3 The Operator shall have a process to ensure each maintenance organization that handles, or performs maintenance on, electrostatic sensitive devices (ESD) for the Operator has an ESD Program. Such ESD program shall comply with applicable manufacturer instructions and the specifications contained in Table 4.8. (GM)

Conformity - Documented and Implemented

Document References

- QAM. Quality Assurance Manual - Ch 3.7.2 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - item 113 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.7.4 / In Scope: No

MNT 4.7.4 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a method of storage that assures sensitive parts and equipment, such as, but not limited to, oxygen system components (oxygen generators and bottles), O-rings and electrostatic sensitive devices are properly packaged, identified and stored to protect them from damage and contamination. (GM)

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.7.5 / In Scope: No

MNT 4.7.5 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a process that assures aircraft components and parts are shipped in suitable containers that provide protection from damage and, when specified by the OEM, ATA-300 or equivalent containers shall be used.

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.9.1 / In Scope: Yes

MNT 4.9.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator provides for the use and guidance of relevant maintenance personnel a Maintenance Procedures Manual (MPM), which may be issued in separate parts, that contains information, as specified in Table 4.9. (GM)

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - items 7 and 8 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.9.2 / In Scope: No

MNT 4.9.2 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a process to amend the MPM as necessary to keep the information contained therein up to date.

Document References

Comments

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4 Maintenance Organizations

17-MNT 4.9.3 / In Scope: Yes

MNT 4.9.3 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has a process to furnish copies of all amendments to the MPM promptly to all organizations or persons to whom the manual has been issued.

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - items 7, 8, 49 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -

Comments

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4 Maintenance Organizations

17-MNT 4.10.1 / In Scope: Yes

MNT 4.10.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator produces a completed and signed maintenance release that certifies all maintenance work performed has been completed satisfactorily and in accordance with the approved data and procedures described in the MPM of the maintenance organization. Such maintenance release shall include:

(i) Basic details of the maintenance performed;

(ii) A reference of the approved data used and, if required, the revision status;

(iii) Maintenance tasks that were not accomplished;

(iv) The date maintenance was completed;

(v) When applicable, identity of the approved maintenance organization;

(vi) Identity of the person(s) that sign the release. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -
- QA-CACS-20. Repair/Overhaul Audit Checklist - item 99 -

Comments

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4 Maintenance Organizations

17-MNT 4.11.1 / In Scope: Yes

MNT 4.11.1 The Operator shall have a process to ensure each maintenance organization that performs maintenance for the Operator has procedures for controlling and documenting the calibration of tools, including personnel-owned tools, and for preventing out-of-service and due-for-calibration tools and/or equipment from being used, in accordance with specifications in Table 4.10. (GM)

Conformity - Documented and Implemented

Document References

- QA-CACS-20. Repair/Overhaul Audit Checklist - items 53 to 64 -
- GMM. General Maintenance Manual - Ch 3.1.45 to 3.1.47 -
- QAM. Quality Assurance Manual - Ch 3.7.2 -

Comments

Checklist Name	Section 6 - Ground Handling Operations (GRH)

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1 Management and Control

17-GRH 1.1.1 / In Scope: No

GRH 1.1.1 The Operator shall have a management system that ensures control of ground handling operations and the management of safety and security outcomes. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.1.2 / In Scope: No

GRH 1.1.2 The Operator shall have a manager for ground handling operations that:

(i) Has the authority and is responsible for the management and supervision of functions and activities within the scope of ground handling operations;

(ii) Is responsible for the management of safety and security risks to ground handling operations. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.2.1 / In Scope: No

GRH 1.2.1 The Operator shall ensure the management system defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety and/or security of ground handling operations. The management system shall also specify:

(i) The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of ground handling operations;

(ii) Responsibilities for ensuring ground handling operations are conducted in accordance with applicable regulations and standards of the Operator;

(iii) Lines of accountability throughout ground handling operations, including direct accountability for safety and/or security on the part of ground handling operations senior management. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.2.2 / In Scope: No

GRH 1.2.2 The Operator shall have a process or procedure for the delegation of duties within the management system for ground handling operations that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.3.1 / In Scope: No

GRH 1.3.1 The Operator shall have a system that enables effective communication of relevant safety and operational information throughout the ground handling operations management system and in all areas where ground handling operations are conducted. Such system shall ensure:

(i) Personnel maintain an awareness of the SMS;

(ii) Safety-critical information is conveyed;

(iii) If applicable, external service providers are provided with information relevant to operations conducted. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.4.1 / In Scope: No

GRH 1.4.1 The Operator shall ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy ground handling operational safety requirements. (GM) <

Note:

Conformity with this provision does not require specifications to be documented by the Operator.

Document References

Comments

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1 Management and Control

17-GRH 1.4.2 / In Scope: No

GRH 1.4.2 The Operator shall have a selection process for management and non-management positions within the ground handling organization that require the performance of functions relevant to the safety or security of aircraft operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.5.3 / In Scope: No

GRH 1.5.3 The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of ground handling operations. Such system shall ensure documentation:

(i) Meets all required elements specified in Table 1.1;

(ii) Contains legible and accurate information;

(iii) Is presented in a format appropriate for use in operations. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.6.1 / In Scope: No

GRH 1.6.1 The Operator shall have an Operations Manual, which may be issued in separate parts, that contains the operational policies, processes, procedures and other information necessary for ground handling personnel to perform their duties and be in compliance with applicable regulations, laws, rules and standards of the Operator. (GM)

Document References

Comments

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1 Management and Control

17-GRH 1.6.2 / In Scope: No

GRH 1.6.2 The Operator shall ensure the current edition of the Operations Manual is available in a usable format at each location where ground handling operations are conducted. (GM)

Document References

Comments

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1 Management and Control

17-GRH 1.6.3 / In Scope: Yes

GRH 1.6.3 If the Operator transports dangerous goods as cargo, the Operator shall ensure a current edition of the Dangerous Goods Regulations (DGR), the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) or equivalent documentation is accessible at each location where ground handling operations involving the loading of dangerous goods as cargo are conducted. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.1.1 -

Comments

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1 Management and Control

17-GRH 1.6.4 / In Scope: Yes

GRH 1.6.4 If the Operator transports dangerous goods as cargo, the Operator shall ensure the OM or an equivalent operational manual contains information that will permit ground handling personnel to carry out duties and responsibilities with respect to dangerous goods. Such information shall include, as a minimum:
(i) Action to be taken in the event of emergencies involving dangerous goods;
(ii) Details of the location and identification of cargo holds;
(iii) The maximum quantity of dry ice permitted in each hold;
(iv) If radioactive material is transported, instructions for the loading of such dangerous goods in accordance with applicable requirements. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - i) Ch B.11
- iii) Ch B.9.1
- iv) Ch B.8, B.8.4 -
- ROM. Ramp Operations Manual - ii) Ch 6.2.1, 6.2.2, 6.3.1, 6.3.2 -

Comments

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1 Management and Control

17-GRH 1.6.5 / In Scope: No

GRH 1.6.5 If the Operator does not transport dangerous goods as cargo, the Operator shall ensure the OM contains the policies and associated guidance necessary to prevent dangerous goods from being inadvertently carried or loaded onto the aircraft. (GM)

Document References

Comments

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1 Management and Control

17-GRH 1.6.6 / In Scope: No

GRH 1.6.6 If the Operator conducts passenger flights, the Operator shall ensure the following information is accessible at locations where passenger check-in and/or boarding operations are conducted:
(i) A current edition of the Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions) or equivalent documentation;
(ii) A listing or schedule of operator-approved dangerous goods permitted to be carried on board the aircraft by a passenger or crew member. (GM)

Document References

Comments

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1 Management and Control

17-GRH 1.6.7 / In Scope: No

GRH 1.6.7 If the Operator conducts passenger flights, the Operator shall ensure the OM or an equivalent operational manual contains information that will permit ground handling personnel to carry out duties and responsibilities with respect to dangerous goods. As a minimum, such information shall include procedures to alert passengers that certain items of dangerous goods:

(i) Are specifically prohibited in hold baggage;

(ii) Must be removed from cabin baggage when cabin baggage is transported as hold baggage. (GM)

Document References

Comments

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1 Management and Control

17-GRH 1.6.8 / In Scope: No

GRH 1.6.8 If the Operator conducts passenger flights, the Operator should ensure the OM or an equivalent operational manual contains information with respect to dangerous goods permitted in passenger and crew baggage. (GM)

Document References

Comments

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1 Management and Control

17-GRH 1.6.9 / In Scope: Yes

GRH 1.6.9 The Operator should ensure the processes and procedures contained in the OM for the conduct of ground handling operations are verified against the IATA Ground Operations Manual (IGOM) by completing the following:

(i) Perform and maintain an updated gap analysis of its own procedures against the IGOM to ensure a complete set of procedures exists for the applicable operations;

(ii) If variations are identified against the IGOM procedures, communicate them to applicable operational personnel of outsourced functions;

(iii) If variations are identified against IGOM "Safety Critical" procedures, such variations are risk assessed using the Operator's SMS and risk management method to ensure an alternative procedure is accepted by the Operator. (GM)

Observation - Not Documented Not Implemented

Document References

- ROM. Ramp Operations Manual - Ch 3.11 -

Comments

The Operator does not ensure processes and procedures contained in the Ground Operations Manual are verified against those in the IGOM, up to and including performing a GAP analysis between the IGOM and the ROM and GOM.

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1 Management and Control

17-GRH 1.7.1 / In Scope: No

GRH 1.7.1 The Operator shall have a system for the management and control of ground handling records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for:

(i) Identification;

(ii) Legibility;

(iii) Maintenance;

(iv) Retrieval;

(v) Protection, integrity and security;

(vi) Disposal, deletion (electronic records) and archiving. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.7.2 / In Scope: No

GRH 1.7.2 If the Operator uses an electronic system for the management and control of ground handling operations records, the Operator shall ensure the system provides for a scheduled generation of backup record files. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.9.1 / In Scope: No

GRH 1.9.1 The Operator shall have a quality assurance program that provides for the auditing and evaluation of the management system and operational functions within the scope of ground handling operations at planned intervals to ensure the Operator is:

(i) Complying with applicable regulations and standards;

(ii) Satisfying stated operational needs;

(iii) Identifying areas requiring improvement;

(iv) Identifying hazards to operations;

(v) Assessing the effectiveness of safety risk controls. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.9.2 / In Scope: No

GRH 1.9.2 The Operator shall have a process for addressing findings resulting from audits conducted under the quality assurance program, which ensures:

(i) Identification of root cause(s);

(ii) Development of corrective action, as appropriate, to address finding(s);

(iii) Implementation of corrective action in appropriate areas of ground handling operations;

(iv) Evaluation of corrective action to determine effectiveness. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.9.3 / In Scope: No

GRH 1.9.3 The Operator shall have a process to ensure significant issues arising from ground handling operations quality assurance and risk management are subject to management review in accordance with ORG 4.1.1. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.9.4 / In Scope: No

GRH 1.9.4 The Operator shall have an audit planning process and sufficient resources to ensure audits of ground handling operations are:

(i) Scheduled at intervals to meet regulatory and management system requirements;

(ii) Conducted within the scheduled interval. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.10.1A / In Scope: No

GRH 1.10.1A If the Operator has external service providers conduct outsourced ground handling operations functions, the Operator shall ensure a service provider selection process is in place that ensures:

(i) Safety-relevant selection criteria are established;

(ii) Service providers are evaluated against these criteria prior to selection. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.10.1B / In Scope: No

GRH 1.10.1B If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator shall have a process to ensure a contract or agreement is executed with such external service providers. Contracts or agreements shall identify the application of specific documented requirements that can be monitored by the Operator to ensure requirements that affect the safety and/or security of ground handling operations are being fulfilled by the service provider. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.10.2 / In Scope: No

GRH 1.10.2 If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator shall have processes to monitor such external service providers to ensure ground handling safety and security requirements are being fulfilled. (GM) <

Note:

IOSA or ISAGO registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).

Document References

Comments

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1 Management and Control

17-GRH 1.10.3 / In Scope: No

GRH 1.10.3 If the Operator has external service providers conduct outsourced ground handling operational functions, the Operator should ensure auditing is included as a process for the monitoring of external service providers in accordance with GRH 1.10.2. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.10.4 / In Scope: Yes

GRH 1.10.4 The Operator should have a process to ensure products purchased or otherwise acquired from an external vendor or supplier, which directly affect operational safety or security, meet the product technical requirements specified by the Operator prior to being used in the conduct of ground handling operations. (GM) <

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have a documented process, when ordering products for use in the operations of the aircraft, to ensure products meet specific technical requirements.

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1 Management and Control

17-GRH 1.11.1 / In Scope: No

GRH 1.11.1 The Operator shall have a hazard identification program for ground handling operations that includes a combination of reactive and proactive methods of hazard identification. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.11.2 / In Scope: No

GRH 1.11.2 The Operator shall have a safety risk assessment and mitigation program for ground handling operations that specifies processes to ensure:

(i) Hazards are analyzed to determine the existing and potential safety risks to aircraft operations;

(ii) Safety risks are assessed to determine the requirement for risk control action(s);

(iii) When required, risk mitigation actions are developed and implemented in ground handling operations.

[SMS] (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.11.3 / In Scope: No

GRH 1.11.3 The Operator shall have an operational safety reporting system for ground handling operations that:

(i) Encourages and facilitates ground handling operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;

(ii) Requires reporting of events that result in aircraft ground damage;

(iii) Includes analysis and ground handling operations management action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.11.4 / In Scope: No

GRH 1.11.4 The Operator should have a confidential safety reporting system that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in ground handling operations. (GM) <

Document References

Comments

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1 Management and Control

17-GRH 1.11.5 / In Scope: No

GRH 1.11.5 The Operator shall have processes for setting safety performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) in ground handling operations as means to monitor the achievement of its safety objectives and to validate the effectiveness of risk controls. [SMS] (GM) <

Document References

Comments

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2 Training and Qualification

17-GRH 2.1.1 / In Scope: Yes

GRH 2.1.1 The Operator shall have a process to ensure personnel that perform operational duties in functions within the scope of ground handling operations for the Operator, to include personnel of external service providers, complete:

(i)

Initial training prior to being assigned to perform such operational duties;

(ii) Recurrent training or recurrent assessment not less than once during every 36-month period, except for recurrent training in dangerous goods as specified in GRH 2.2.1 or as per requirements of the regulatory authority;

(iii) Re-qualification training applicable to personnel that become unqualified for any reason, prior to being reassigned to perform operational duties. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.1.1, A.1.2, A.5.4 -

Comments

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2 Training and Qualification

17-GRH 2.1.2 / In Scope: Yes

GRH 2.1.2 The Operator shall have a process to ensure the training programs completed by ground handling operations personnel in accordance with GRH 2.1.1 provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific ground handling functions and responsibilities. Such programs shall include:

(i) Familiarization training on applicable regulations;

(ii) In-depth training on requirements, including policies, procedures and operating practices;

(iii) Training in human factors principles;

(iv) Safety training on associated operational hazards. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.21, A.22, A.23, A.25 through A.28 -

Comments

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2 Training and Qualification

17-GRH 2.1.3 / In Scope: Yes

GRH 2.1.3 The Operator shall have a process to ensure training for personnel that perform operational duties in functions within the scope of ground handling operations for the Operator:
(i) Includes testing or evaluation by written, oral or practical means, as applicable;
(ii) Requires a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.1, A.4.1 -

Comments

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2 Training and Qualification

17-GRH 2.1.4 / In Scope: No

GRH 2.1.4 The Operator shall have a process to ensure completion of required training by personnel that perform operational duties in functions within the scope of ground handling operations for the Operator is recorded and such records are retained in accordance with GRH 1.7.1.

Document References

Comments

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2 Training and Qualification

17-GRH 2.1.5 / In Scope: Yes

GRH 2.1.5 The Operator shall have a process to ensure the training programs completed by ground handling operations personnel in accordance with GRH 2.1.1 are reviewed and updated to remain relevant and current.

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.1, 3.9 -

Comments

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2 Training and Qualification

17-GRH 2.2.1 / In Scope: Yes

GRH 2.2.1 The Operator shall have a process to ensure ground handling operations personnel complete dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods. Such training shall be completed by personnel that perform operational duties in the following functions within the scope of ground handling operations:
(i) Passenger handling;
(ii) Baggage handling;
(iii) Aircraft loading;
(iv) Load control. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.5.1, A.5.2, A.10 -

Comments

i, ii) N/A The Operator does not conduct passenger flights.

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2 Training and Qualification

17-GRH 2.2.3 / In Scope: Yes

GRH 2.2.3 The Operator shall have a process to ensure initial and recurrent training or recurrent assessment completed by applicable ground handling personnel in accordance with GRH 2.1.1 addresses the following areas of operations, as applicable to ground handling duties or function(s) performed:

(i) Passenger services;

(ii) Ramp services;

(iii) Load control;

(iv) Aircraft fueling;

(v) Aircraft ground de-/anti-icing.

Conformity - Documented and Implemented

Document References

- DIM. De-Icing/ Anti-Icing Manual - v) Ch 5.3 -
- FSM. B747 Fuel Servicing Manual - Ch 1.2.3 -
- ROM. Ramp Operations Manual - ii) Ch A.21 through A.23, A.28
- iii) Ch A.21, A.22, A.23, A.25, A.26, A.28 -
- IFQP. IATA Fuel Quantity Pool - All -
- 777FSM. B777 Fuel Servicing Manual - Ch 1.2.3 -

Comments

i) N/A The Operator does not conduct passenger flights.

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2 Training and Qualification

17-GRH 2.2.4 / In Scope: Yes

GRH 2.2.4 The Operator should have processes to ensure training for ground handling personnel assigned to perform passenger services, ramp services and load control as specified in GRH 2.2.3 include training elements in accordance with specifications in

Table 6.1. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Appendix A -

Comments

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2 Training and Qualification

17-GRH 2.2.5 / In Scope: Yes

GRH 2.2.5 The Operator should have a process to ensure training for ground handling personnel assigned to perform aircraft fueling as specified in GRH 2.2.3 includes the following training elements:

(i) Safe operation of equipment;
(ii) Emergency procedures;
(iii) Fuel spillage avoidance response;
(iv) Aircraft fueling and defueling procedures;
(v) Aircraft-specific training. (GM)

Conformity - Documented and Implemented

Document References

- IFQP. IATA Fuel Quantity Pool - All -

Comments

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2 Training and Qualification

17-GRH 2.2.6 / In Scope: No

GRH 2.2.6 If the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing, the Operator should have a process to ensure training for ground handling personnel assigned to perform aircraft ground de-/anti-icing as specified in GRH 2.2.3 includes following training elements:

(i) Common standard, regulation and recommendation including local rule and restriction;
(ii) Hazard of snow, ice and frost;
(iii) Safe operation of equipment and de/anti-icing operation including aircraft critical area;
(iv) Fluid characteristics and application, and limitation of holdover time;
(v) Deicing/anti-icing codes, communication and coordination. (GM)

Document References

Comments

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2 Training and Qualification

17-GRH 2.3.1 / In Scope: Yes

GRH 2.3.1 The Operator shall have a program that ensures its ground handling operations personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. [SMS] (GM) <

Note:

The specifications of this provision are applicable to personnel of the Operator that perform functions within the scope of ground handling operations.

Conformity - Documented and Implemented

Document References

- CSMS. Corporate Management System Vol II - Ch 8.3.1, 8.4 -

Comments

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2 Training and Qualification

17-GRH 2.3.2 / In Scope: Yes

GRH 2.3.2 If the Operator outsources ground handling operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS] (GM) <

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have a program that ensures personnel of external service providers are trained to understand SMS responsibilities and perform associated duties appropriate to individual involvement in the Operator's SMS.

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3 Ground Handling Operations

17-GRH 3.1.1A / In Scope: No

GRH 3.1.1A If the Operator conducts passenger flights, the Operator shall have a notification system that ensures information on the types of dangerous goods forbidden for transport on board an aircraft is displayed or presented to passengers as follows:

(i) At the airport:

(a) Where tickets and/or boarding passes are issued;

(b) Where passenger baggage is dropped off;

(c) In aircraft boarding areas.

(ii) At any other location:

(a) Where tickets and/or boarding passes are issued;

(b) Where checked baggage is accepted.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.1.1B / In Scope: No

GRH 3.1.1B If the Operator conducts passenger flights, the Operator shall have a notification system that ensures information on the types of dangerous goods forbidden for transport on board an aircraft is communicated to passengers where ticket purchase and/or boarding pass issuance can be completed without the involvement of another person. Such system shall ensure:

(i) The passenger is required to acknowledge that the requisite information has been presented;

(ii) The requisite information is provided to passengers:

(a) At the point of ticket purchase or, where that is not practical, prior to issuance of a boarding pass;

(b) At issuance of a boarding pass, or when no boarding pass is issued, prior to boarding the aircraft. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.1.1C / In Scope: No

GRH 3.1.1C If the Operator conducts passenger flights, the Operator should have a notification system that ensures information on the types of dangerous goods forbidden for transport on board an aircraft is displayed or presented to passengers at the airport in baggage claim areas. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.1.2 / In Scope: No

GRH 3.1.2 If the Operator conducts passenger flights, the Operator shall ensure a process is in place that requires, when dangerous goods not permitted for carriage on board the aircraft are discovered on the person of or in the baggage of a passenger, a report is made to the appropriate authority of the state of occurrence. (GM)

Note:
The specifications of this provision are applicable to operators that transport, and also to operators that do not transport, dangerous goods as cargo.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.1.3 / In Scope: No

GRH 3.1.3 If the Operator conducts passenger flights and accepts battery-operated mobility aids for transport on the aircraft, the Operator shall have procedures for acceptance and handling of such mobility aids to ensure they meet following requirements:

(i) The battery is a type that is permitted;
(ii) Battery terminals are protected and electrical circuits are isolated;
(iii) Loading is in a manner that prevents movement and damage from other loads;
(iv) If applicable, batteries are removed, protected and transported as per specifications applicable to the type of batteries;
(v) The pilot in command is informed of the location of the mobility aids and/or the batteries. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.1.5 / In Scope: No

GRH 3.1.5 The Operator shall have a policy and procedures for the preflight acceptance or non-acceptance, as well as handling, of passengers who might require special handling by ground passenger handling personnel. Such policy and procedures shall be in accordance with applicable regulations and, as a minimum, address:

(i) Passengers with disabilities or reduced mobility;
(ii) Passengers with injuries or illness;
(iii) Persons on stretchers;
(iv) Infants and children, including unaccompanied children (UMNR) if accepted;
(v) Inadmissible passengers, deportees or persons in custody. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.1.6 / In Scope: No

GRH 3.1.6 If the Operator conducts passenger flights, the Operator shall have a policy and associated procedures for addressing passengers that exhibit unruly behavior and/or interfere prior to flight departure. Such policy and procedures shall be in accordance with local laws and regulations and specify measures that will ensure the safety of the aircraft, persons on board and their property. As a minimum, the policy and procedures shall address:

(i) Identification of passenger unruly behavior and interference;

(ii) Identification of passengers showing signs of intoxication, whether through alcohol or other substances, which might contribute to unruly behavior and interference;

(iii) Conditions under which passengers may be denied boarding in accordance with the applicable authority;

(iv) Reporting of instances of passenger unruly behavior. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.2.1 / In Scope: Yes

GRH 3.2.1 The Operator shall have processes that ensure an assignment of responsibility for the supervision of all of its airside operational activities. Such processes shall ensure.

(i) Aircraft ground movement, aircraft handling and loading/unloading operations supervision is performed in accordance with OM and applicable regulations.

(ii) At each location where aircraft turnaround handling operations are conducted, an aircraft turnaround plan that includes related turnaround coordination is established and, as applicable, supervision functions are assigned to responsible person(s). (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - i) Ch 3.5.7
- ii) Ch 5.1.5 -

Comments

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3 Ground Handling Operations

17-GRH 3.2.2 / In Scope: Yes

GRH 3.2.2 The Operator shall ensure aircraft arrival procedures are in place that are completed prior to aircraft arrival at the assigned parking gate or stand. Such procedures shall ensure:

(i) The ramp area surface is inspected and is free of:

(a) Debris that could cause foreign object damage (FOD);

(b) Contamination that could be hazardous to aircraft movement.

(ii) The aircraft movement path is clear of objects and obstacles;

(iii) Personnel not involved in the aircraft arrival are positioned outside the equipment restraint area (ERA);

(iv) Required GSE is available and positioned clear of the ERA;

(v) The aircraft docking guidance system is operational or, if applicable, marshalling personnel are in place;

(vi) If applicable, wing walkers and/or other applicable personnel are present. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.6.1 -

Comments

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3 Ground Handling Operations

17-GRH 3.2.3 / In Scope: Yes

GRH 3.2.3 The Operator shall ensure aircraft arrival procedures are in place that are completed once an aircraft has stopped at the parking gate or stand. Such procedures shall ensure:

(i) Vehicles and personnel remain clear of parking stand until engines are shut down and anti-collision lights are turned off;

(ii) As applicable, wheel chocks are positioned at the landing gear wheels and verbally/visually confirmed to the flight crew;

(iii) Safety cones are placed around the aircraft;

(iv) An aircraft exterior inspection is accomplished prior to GSE being positioned to the aircraft to identify and record visible aircraft damage. (GM)

Note:

Procedures shall ensure visible damage found during the aircraft exterior inspection is reported to a supervisor and the flight crew, and GSE is not positioned to the aircraft in an area where such damage exists.

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.6.2 -

Comments

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3 Ground Handling Operations

17-GRH 3.2.5 / In Scope: No

GRH 3.2.5 The Operator shall have procedures for the opening and closing of aircraft cabin access doors during normal operations. Such procedures shall specify:

(i) Who is responsible for opening and closing aircraft cabin access doors;

(ii) When doors should be opened and closed;

(iii) Appropriate methods of communication and/or coordination between flight crew, cabin crew and ground staff to maintain safety during normal door operations. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.2.6A / In Scope: Yes

GRH 3.2.6A The Operator shall ensure procedures for the opening and closing of aircraft cabin access doors require that GSE or a passenger boarding bridge:

(i) Is positioned at a cabin access door;

(ii) Remains positioned at a cabin access door when such door is open unless an appropriate fall prevention device is placed across the open door;

(iii) Is removed from a cabin access door after such door is closed. (GM)

Note:

The specifications of this provision do not apply to cabin access doors that have integral airstairs when such doors are open and the integral airstairs are deployed.

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.6.2, 5.1.6.3 -

Comments

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3 Ground Handling Operations

17-GRH 3.2.6B / In Scope: Yes

GRH 3.2.6B The Operator shall have procedures for the opening and closing of aircraft cargo hold access doors and, if GSE is required to reach cargo hold doors, such procedures shall also ensure:

(i) Maintenance stairs, belt loaders or other GSE used to reach cargo hold doors have safety rails to prevent falls;

(ii) Safety rails are raised or extended, as applicable, while personnel are accessing, opening and closing the doors. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.4.6, 5.2.4.3 through 5.2.4.7 -

Comments

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3 Ground Handling Operations

17-GRH 3.2.7 / In Scope: Yes

GRH 3.2.7 The Operator shall ensure aircraft departure procedures are in place and are completed prior to an aircraft departing the parking gate or stand. Such procedures shall ensure:

(i) The ramp area surface is inspected and is free of:

(a) Debris that could cause foreign object damage (FOD);

(b) Contamination that could be hazardous to aircraft movement;

(c) Objects that could be impacted by the aircraft or subjected to jet blast effect.

(ii) Personnel not involved in the aircraft departure are positioned outside the ERA;

(iii) If applicable, wing walkers and/or other applicable personnel are present;

(iv) If applicable, communication with the flight crew is established on air start procedures with air starter unit (ASU);

(v) Use of anti-collision light(s);

(vi) Communication is established with the flight crew;

(vii) Vehicles and personnel remain clear of aircraft engine intake and/or blast areas during engine start.

(GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.6.3, 5.1.13.5, 5.1.15.2 -

Comments

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3 Ground Handling Operations

17-GRH 3.2.8 / In Scope: Yes

GRH 3.2.8 The Operator shall ensure an aircraft departure procedure is in place for an aircraft walkaround inspection that is completed immediately prior to the aircraft departing the parking gate or stand. Such check shall ensure:

(i) The ramp area surface is free of debris that could cause foreign object damage (FOD);

(ii) GSE and passenger boarding equipment are detached from the aircraft;

(iii) GSE and vehicles are positioned clear of the aircraft movement path;

(iv) The aircraft movement path is clear of objects and obstacles;

(v) Aircraft servicing panels and/or hatches are closed and secured (except external power and headset panels);

(vi) Aircraft cabin and cargo doors are closed and handles are flush with the fuselage;

(vii) Any visible aircraft damage or abnormalities are reported to the flight crew and maintenance;

(viii) Landing gear safety pins are removed. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.6.3, 5.1.13.3 -

Comments

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3 Ground Handling Operations

17-GRH 3.2.9 / In Scope: Yes

GRH 3.2.9 If the Operator conducts aircraft pushback or towing operations, the Operator shall ensure procedures are in place for such operations. Such procedures shall ensure:

(i) Equipment used is suitable for the aircraft type;

(ii) Maximum aircraft nose gear turn limits are not exceeded;

(iii) Standardized communication is used between the ground crew and the flight crew;

(iv) A safe connection, operation and disconnection of the pushback or towing equipment. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 3.9, 5.1.13.3, 5.1.13.5, 3.9 -

Comments

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3 Ground Handling Operations

17-GRH 3.2.10 / In Scope: No

GRH 3.2.10 The Operator should ensure procedures are in place for operations in adverse weather conditions, to include, as a minimum:

(i) Wintery or slippery apron conditions;

(ii) Thunderstorm, lightning;

(iii) High wind conditions;

(iv) Any other adverse weather or atmospheric conditions typical of the Operator's area(s) of operations.

(GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.3.1 / In Scope: Yes

GRH 3.3.1 The Operator shall ensure a Load Control system is in place that provides for:
(i) Aircraft weight and balance conditions that are correct and within limits;
(ii) Aircraft loaded in accordance with applicable regulations and specific loading instructions for the flight;
(iii) Dissemination of dangerous goods and other special load information applicable to each flight;
(iv) Information, to include last minute changes, that is in agreement with the actual load on the aircraft and presented on a final load sheet. (GM)

Conformity - Documented and Implemented

Document References

- WBM. B747 Weight and Balance Manual - Ch 1.1, 8.0, 8.1.4 -
- ROM. Ramp Operations Manual - Ch 6.1.6, 10.1.2 -
- 777WBM. B777 Weight and Balance Manual - Ch 1.1, Appendix A, B.1.4 -

Comments

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3 Ground Handling Operations

17-GRH 3.3.2 / In Scope: Yes

GRH 3.3.2 The Operator shall have a process to ensure aircraft weight and balance data:
(i) Take into account limitations of the manufacturer and Operator;
(ii) Are current and accurate. (GM)

Conformity - Documented and Implemented

Document References

- WBM. B747 Weight and Balance Manual - Ch 1.1, 1.10.1 -
- 777WBM. B777 Weight and Balance Manual - Ch 1.1, 1.9 -

Comments

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3 Ground Handling Operations

17-GRH 3.3.3 / In Scope: No

GRH 3.3.3 If the Operator conducts passenger flights, the Operator should ensure procedures are in place within the Load Control system to identify and address passenger loads that do not comply with conventional aircraft loading weight allowances. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.3.4 / In Scope: Yes

GRH 3.3.4 If the Operator transports dangerous goods as cargo, the Operator shall ensure a process is in place to provide the pilot-in-command (PIC), as soon as practicable prior to departure of the aircraft, with accurate and legible written information pertaining to dangerous goods on board the aircraft to be transported as cargo. Such notification shall include the following:

(i) If applicable, Air Waybill number;

(ii) Proper shipping name and/or UN/ID number;

(iii) Class or division, and subsidiary hazard(s) corresponding to the label(s) applied, and for Class 1, the compatibility group;

(iv) If applicable, packing group;

(v) For non-radioactive material, number of packages, exact loading location and, as required, net quantity or, if applicable, gross weight of each package, except:

(a) For UN 1845: carbon dioxide, solid (dry ice), UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport;

(b) For UN 3480 (Lithium-ion batteries) and UN 3090 (lithium-metal batteries), only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo only aircraft need be provided. UN 3480 (Lithium-ion batteries) and UN 3090 (lithium-metal batteries) carried under a State exemption must meet all of the requirements of iv) and v).

(vi) For radioactive material, number and category of packages, overpacks or freight containers, exact loading location and, as applicable, transport index for each package;

(vii) Any restriction for transport on cargo aircraft only;

(viii) Offload airport;

(ix) If applicable, dangerous goods transported under a state exemption;

(x) An indication that aircraft loading personnel observed no evidence of damage to or leakage from packages, or leakage from ULDs, loaded onto the aircraft. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.10 -

Comments

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3 Ground Handling Operations

17-GRH 3.3.5 / In Scope: No

GRH 3.3.5 The Operator shall ensure weight and balance records are retained for a period in accordance with requirements of the regulatory authority, but no less than three months.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.3.6 / In Scope: Yes

GRH 3.3.6 If the Operator conducts passenger flights, the Operator should ensure procedures are in place for identification and communication to Load Control of:

(i) Hold baggage, individual or cumulative weights, that exceed normal allowances;

(ii) Gate delivery items, including individual or cumulative weights that exceed normal allowances;

(iii) Other non-normal items that must be considered in the load control process. (GM)

N/A

Document References

Comments

The Operator does not conduct passenger flights.

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3 Ground Handling Operations

17-GRH 3.3.7 / In Scope: Yes

GRH 3.3.7 If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure the legible copy of the dangerous goods information provided to the PIC in accordance with GRH 3.3.4:

(i) Is retained on the ground for a minimum period of three months after the flight on which the dangerous goods were transported;

(ii) Includes an indication from the person responsible for loading the aircraft, that there was no evidence of any damage to or leakage from the packages or any leakage from the unit load devices loaded on the aircraft;

(iii) Includes an indication that the PIC has received the information. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.10 -
- SCM. Corporate Management System Vol I - Ch 2.13, Table 2.6 -

Comments

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3 Ground Handling Operations

17-GRH 3.3.8 / In Scope: Yes

GRH 3.3.8 If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure the dangerous goods information provided to the PIC in accordance with GRH 3.3.4 is also made readily available to FOO, FOA or other specifically identified operational control personnel until the aircraft transporting the dangerous goods has arrived at the destination airport. Operational control personnel that are provided with such information shall be specifically identified by job title or function. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.10.1 -
- FFM. Flight Following Manual - Ch 6.9 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.1 / In Scope: Yes

GRH 3.4.1 The Operator shall have aircraft loading procedures in the OM that ensure:
(i) The cargo hold is inspected before loading to:
(a) Check for damage;
(b) Ensure it is empty of other than documented transit load items.

(ii) The aircraft is loaded:
(a) In accordance with written loading instructions;
(b) In a manner that satisfies weight and balance requirements.

(iii) The load is secure and will not move during the flight;
(iv) If applicable, ULD locks are extended and locked. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.6.2, 5.1.6.3 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.2 / In Scope: Yes

GRH 3.4.2 If the Operator transports dangerous goods as cargo, the Operator shall ensure a qualified individual is designated to be responsible for the correct loading and securing of dangerous goods on board the aircraft.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - B.10.2 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.3 / In Scope: Yes

GRH 3.4.3 If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place for the transportation of dangerous goods to/from an aircraft and the loading and securing of dangerous goods on an aircraft in a manner that:

(i) Prevents damage to packages and containers;

(ii) Provides for separation and segregation in accordance with applicable requirements;

(iii) Prevents any movement in the aircraft. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.6 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.4 / In Scope: Yes

GRH 3.4.4 If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that assure, when a dangerous goods package or shipment appears to be damaged or leaking:
(i) The package or shipment is prevented from being loaded into an aircraft;
(ii) If already loaded, the package or shipment is removed from an aircraft;
(iii) In the case of leakage, an evaluation is conducted to identify and prevent from transport any baggage, cargo, transport devices or other items that may have become contaminated. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.12 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.5 / In Scope: Yes

GRH 3.4.5 If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that require, when an aircraft has been contaminated by dangerous goods leakage:

(i) Hazardous contamination is removed from the aircraft without delay;

(ii) In the case of radioactive contamination, arrangements are made to take the aircraft out of service for evaluation by appropriately qualified personnel.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.12 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.6 / In Scope: No

GRH 3.4.6 If the Operator transports cargo, the Operator shall ensure a process is in place that requires, when undeclared or mis-declared dangerous goods are discovered in cargo during aircraft loading, a report is made to the appropriate authority of the State of the Operator (hereinafter "the State") and state of occurrence. (GM)

Note:
The specifications of this provision are applicable to operators that transport, and also to operators that do not transport, dangerous goods as cargo.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.4.8 / In Scope: No

GRH 3.4.8 If the Operator conducts passenger flights, the Operator shall ensure procedures are in place that prevent shipments labeled "Cargo Aircraft Only" from being loaded onto an aircraft for a passenger flight.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.4.10 / In Scope: No

GRH 3.4.10 If the Operator conducts passenger flights and transports dangerous goods as cargo, the Operator shall ensure procedures are in place that prevent dangerous goods transported as cargo from being carried in an aircraft cabin occupied by passengers, except as permitted by the Authority or the DGR. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.4.11 / In Scope: Yes

GRH 3.4.11 If the Operator transports dangerous goods as cargo, the Operator shall ensure procedures are in place that prevent dangerous goods transported as cargo from being carried on the aircraft flight deck, except as permitted by the Authority or the DGR. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.3 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.12 / In Scope: No

GRH 3.4.12 If the Operator conducts passenger flights and permits cargo or passenger items to be transported in the passenger seats of the aircraft cabin, the Operator shall ensure aircraft loading procedures are in place that require such cargo packages or passenger items to:

(i) Be secured by a safety belt or restraint device having enough strength to eliminate the possibility of shifting under all normal anticipated flight and ground conditions;

(ii) Be packaged or covered in a manner to avoid possible injury to passengers and cabin crew members;

(iii) Not impose any load on the seats that exceeds the load limitation for the seats;

(iv) Not restrict access to or use of any required emergency or regular exit, or aisle(s) in the cabin;

(v) Not obscure any passenger's view of the seat belt sign, no smoking sign or required exit sign. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.4.13 / In Scope: No

GRH 3.4.13 If the Operator conducts passenger flights, but does not transport cargo, the Operator shall ensure procedures are in place to identify items of cargo that are not permitted for transport and prevent such items from being loaded onto an aircraft for a passenger flight.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.4.14 / In Scope: Yes

GRH 3.4.14 If the Operator conducts operations with unit load devices (ULDs), the Operator shall ensure procedures are in place for ULDs to be inspected to identify damage, and to determine airworthiness and serviceability:

(i) When a ULD is received or accepted;

(ii) Prior to a ULD being released for loading into an aircraft. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.4.1 through 4.1.4.4.2 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.15 / In Scope: Yes

GRH 3.4.15 If the Operator transports oversized and/or heavy cargo, the Operator should have procedures that ensure such cargo is loaded, secured, and unloaded in accordance with standards specified in the OM. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.12.1, 4.1.12.3, 4.1.12.4 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.16 / In Scope: Yes

GRH 3.4.16 If the Operator transports live animals as cargo, the Operator should have procedures to ensure live animals are handled, loaded, secured and unloaded in accordance with standards specified in the OM. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.11.9, 10.1.4 -

Comments

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3 Ground Handling Operations

17-GRH 3.4.17 / In Scope: Yes

GRH 3.4.17 If the Operator transports perishables as cargo, the Operator should have procedures to ensure such cargo is loaded, secured and unloaded in accordance with standards specified in the OM. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.1.8, 4.1.11.6 -

Comments

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3 Ground Handling Operations

17-GRH 3.5.1 / In Scope: Yes

GRH 3.5.1 The Operator should ensure practices and procedures are in place for the operation of GSE in aircraft handling operations to prevent aircraft damage and injury to personnel. Such procedures should ensure that GSE is:

(i) Subjected to a walkaround safety inspection prior to use;

(ii) Parked only in designated areas;

(iii) Driven safely on the apron and within the ERA;

(iv) As applicable to equipment type, operated with a load that is securely locked;

(v) Where applicable, operated with the use of guide persons;

(vi) As applicable to equipment type, operated with stabilizers, handrails, attachment fittings, transfer bridges and/or platforms correctly deployed when in position at the aircraft;

(vii) Positioned so as not to obstruct an aircraft evacuation or the free movement of other GSE. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.4.6 -

Comments

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3 Ground Handling Operations

17-GRH 3.5.2 / In Scope: No

GRH 3.5.2 If the Operator conducts passenger flights and uses passenger boarding bridges, the Operator should ensure procedures are in place that require boarding bridges to be:

(i) Fully retracted or parked in the designated parking position prior to aircraft arrival and departure movement;

(ii) Moved slowly to the aircraft cabin access doors;

(iii) Engaged using the auto levelling safety system;

(iv) Secured to prevent movement from non-authorized persons. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.5.3 / In Scope: Yes

GRH 3.5.3 The Operator shall ensure a program is in place for the maintenance of ground support equipment, which assures:

(i) A preventive maintenance program plan for each type of equipment;

(ii) Maintenance completed on such equipment is recorded;

(iii) Such equipment remains serviceable and in good mechanical condition.

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.4.6 -

Comments

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3 Ground Handling Operations

17-GRH 3.6.1 / In Scope: No

GRH 3.6.1 The Operator shall ensure an emergency management plan is in place for responding to accidents or other emergencies that may occur during aircraft ground handling operations. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.6.2 / In Scope: Yes

GRH 3.6.2 The Operator shall ensure procedures are in place for responding to emergencies that require the evacuation of an aircraft during the conduct of ground handling operations. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 7.5.3 -

Comments

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3 Ground Handling Operations

17-GRH 3.6.3 / In Scope: Yes

GRH 3.6.3 The Operator shall ensure procedures are in place for response to ground handling incidents. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 7.5 through 7.5.5 -

Comments

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3 Ground Handling Operations

17-GRH 3.6.4 / In Scope: No

GRH 3.6.4 The Operator should ensure a process is in place for the retention of records of accidents and incidents associated with aircraft ground handling operations. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.6.5 / In Scope: No

GRH 3.6.5 The Operator shall ensure a process is in place that requires dangerous goods accidents and dangerous goods incidents to be reported to the appropriate authority of the State and the state in which the accident or incident occurred, and such reports are in accordance with the reporting requirements of the appropriate authorities. (GM)

Note:
The specifications of this provision are applicable to operators that transport, and also to operators that do not transport, dangerous goods as cargo.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.7.1 / In Scope: No

GRH 3.7.1 The Operator shall ensure procedures are in place for, as determined by risk assessment, securing an aircraft prior to and during overnight or layover parking. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.7.2 / In Scope: Yes

GRH 3.7.2 If the Operator conducts international flights, and if required by the relevant national authority, the Operator shall ensure procedures are in place for the conduct of an aircraft security check or an aircraft security search at the originating location of an international flight to ensure no prohibited items are introduced in the aircraft prior to the departure of an international flight. (GM)

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - 13.3 -
- ROM. Ramp Operations Manual - 5.1.3.3 -

Comments

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3 Ground Handling Operations

17-GRH 3.7.3 / In Scope: No

GRH 3.7.3 If the Operator conducts international passenger flights that transit an airport, the Operator shall ensure procedures are in place to ensure any items left behind by disembarking passengers from such transit flights are removed from the aircraft or otherwise addressed appropriately before the flight departure. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.7.4 / In Scope: Yes

GRH 3.7.4 If the Operator transports cargo, the Operator shall have processes to ensure cargo for transport on any flight is protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until arrival at airport of destination. (GM)

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - Ch 13.2 -

Comments

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3 Ground Handling Operations

17-GRH 3.7.5 / In Scope: Yes

GRH 3.7.5 If the carriage of weapons on board an aircraft is approved as specified in SEC 3.3.1, the Operator shall have a procedure to ensure the pilot-in-command (PIC) is notified prior to the commencement of a flight. If permitted by the states involved, such notification shall include the number and seat locations of authorized armed persons on board the aircraft.

Note:

The content of the notification to the PIC may vary as specified in SEC 3.3.1.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch 3.9 -

Comments

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3 Ground Handling Operations

17-GRH 3.7.6 / In Scope: No

GRH 3.7.6 If the Operator conducts passenger flights, the Operator shall have a process to ensure procedures are in place for the notification of the PIC, prior to the commencement of a flight, when passengers are to be transported who are obliged to travel because they have been the subject of judicial or administrative proceedings.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.7.7 / In Scope: No

GRH 3.7.7 If the Operator conducts international passenger flights, the Operator shall have a process to ensure hold baggage is protected from unauthorized interference from the point it is screened or accepted into the care of the Operator until departure of the international flight transporting the baggage.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.7.8 / In Scope: No

GRH 3.7.8 If the Operator conducts international passenger flights, the Operator shall have a process to ensure procedures are in place to record information associated with international hold baggage that has met criteria in accordance with SEC 3.6.1 and 3.6.6.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.7.9 / In Scope: No

GRH 3.7.9 If the Operator conducts passenger flights, the Operator shall have a process to ensure secure storage areas have been established where mishandled passenger baggage may be held until forwarded, claimed or disposed of in accordance with local laws. (GM)

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.7.10 / In Scope: No

GRH 3.7.10 If the Operator conducts International passenger flights, the Operator shall have a process to ensure transfer hold baggage for such flights either:

(i) Is subjected to screening prior being loaded onto the aircraft, or

(ii) Has been screened at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing flight at the transfer airport.

Document References

Comments

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3 Ground Handling Operations

17-GRH 3.7.11 / In Scope: No

GRH 3.7.11 If the Operator conducts domestic passenger flights, the Operator should have a process to ensure transfer hold baggage for a domestic passenger flight either:

(a) Is subjected to screening prior being loaded into an aircraft, or

(b) Has been screened at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer airport.

Document References

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.1.1 / In Scope: Yes

GRH 4.1.1 The Operator shall have processes to ensure fuel suppliers are maintaining standards of fuel safety and quality acceptable to the Operator and fuel delivered and loaded onto aircraft is:
(i) Of the correct grade and specification for each aircraft type;
(ii) Free from contamination. (GM)

Conformity - Documented and Implemented

Document References

- QAM. Quality Assurance Manual - Ch 3.7.3, 3.7.5 -
- IFQP. IATA Fuel Quantity Pool - All -
- 777FSM. B777 Fuel Servicing Manual - Ch 1.2.3, 1.2.3.1, 1.4, 1.7.1 -
- FSM. B747 Fuel Servicing Manual - Ch 1.2.3, 1.2.3.1, 1.4, 3.1.5 -

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.1.2 / In Scope: Yes

GRH 4.1.2 The Operator shall ensure, during fuelling operations with passengers embarking, on board or disembarking the aircraft, procedures are in place that provide for the designation of a person with responsibility for fueling operations and specify the method(s) by which that responsible person:
(i) Communicates with the flight crew or other qualified personnel on board the aircraft;
(ii) Provides notification to the flight crew or other qualified personnel on board the aircraft when a hazardous condition or situation has been determined to exist;
(iii) Provides notification to the flight crew or other qualified personnel on board the aircraft and other appropriate personnel engaged in aircraft ground handling activities when fueling is about to begin and has been completed. (GM)

Note:
Notification when fueling is about to begin and has been completed as in iii. maybe replaced by an equivalent procedural means which ensure the flight crew or other qualified personnel on board the aircraft are aware of fueling operations and are in a position to, if necessary, perform an expeditious evacuation of the aircraft.

N/A

Document References

Comments

The Operator does not conduct passenger flights.

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4 Special Aircraft Ground Handling Operations

17-GRH 4.1.3 / In Scope: Yes

GRH 4.1.3 The Operator shall ensure procedures are in place for fueling operations that provide for, in the event of a fuel spill, immediate and follow-up actions to assure:

(i) Fueling is stopped;

(ii) Appropriate ground response personnel or airport fire service is summoned, as applicable;

(iii) Notification of the flight crew or other qualified persons on board the aircraft. (GM)

Conformity - Documented and Implemented

Document References

- 777FSM. B777 Fuel Servicing Manual - Ch 1.7.3 -
- FSM. B747 Fuel Servicing Manual - Ch 3.1.12 -

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.1.4 / In Scope: No

GRH 4.1.4 The Operator should ensure procedures are in place for fuelling operations that establish a fuelling safety zone and specify restrictions and limitations for the use of devices, conduct of activities and operation of vehicles and ground support equipment within the safety zone. (GM)

Document References

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.1.5 / In Scope: Yes

GRH 4.1.5 The Operator shall ensure safety procedures associated with aircraft fueling operations are in place that assure, during fueling operations with passengers on board the aircraft:

(i) The ground area beneath aircraft exit doors that have been designated for rapid deplaning or emergency evacuation is kept clear of obstructions;

(ii) Where a boarding bridge is in use, an interior access path is maintained from the aircraft to the terminal;

(iii) Where a passenger boarding bridge is not in use, aircraft passenger steps or an alternate means of emergency evacuation is in place. (GM)

N/A

Document References

Comments

The Operator does not conduct passenger flights.

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4 Special Aircraft Ground Handling Operations

17-GRH 4.1.6 / In Scope: No

GRH 4.1.6 The Operator should ensure safety procedures associated with aircraft fuelling operations are in place that require, during fuelling operations:

(i) Establishment of a bonding connection between the fuelling vehicle and aircraft to provide for dissipation of electrical energy that may develop;

(ii) Prohibition from connecting or disconnecting electrical equipment to the aircraft;

(iii) Prevention of damage to the fuel hose;

(iv) Cessation of aircraft fuelling when it is determined lightning is a threat. (GM)

Document References

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.1.7 / In Scope: Yes

GRH 4.1.7 The Operator shall ensure procedures are in place for summoning the rescue and firefighting service in the event of a fire or major fuel spill. (GM)

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - Ch 4.8.5 -

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.2.1 / In Scope: No

GRH 4.2.1 If the Operator conducts flights from any airport when conditions are conducive to ground aircraft icing, the Operator shall have a De-/Anti-icing Program, which, if applicable, is approved by the Authority and, as a minimum:
(i) Ensures adherence to the Clean Aircraft Concept;
(ii) Defines responsibilities within the Program;
(iii) Addresses applicable locations within the route network;
(iv) Defines areas of responsibility;
(v) Specifies technical and operational requirements;
(vi) Specifies training and qualification requirements;
(vii) Is applicable to external service providers that perform de-/anti-icing functions for the Operator. (GM)

Note:
The specifications of this provision are applicable to both commercial and non-commercial operations.

Document References

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.2.2 / In Scope: No

GRH 4.2.2 If the Operator has a De-/Anti-icing Program, the Operator shall ensure policies and procedures are in place that result in:

(i) Standardized methods of fluid application;

(ii) Compliance with specific aircraft limitations;

(iii) A clean aircraft through proper treatment of applicable surfaces. (GM)

Document References

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.2.3 / In Scope: No

GRH 4.2.3 If the Operator has a de-/anti-icing program, the Operator should have a process to ensure the availability and use of adequate facilities and equipment for aircraft de-/anti-icing operations at applicable locations.

Document References

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.2.4 / In Scope: No

GRH 4.2.4 If the Operator has a de-/anti-icing program, the Operator shall ensure fluids used in de-icing and anti-icing operations are:

(i) Stored, handled and applied in accordance with criteria established by the Operator, fluid manufacturer and aircraft manufacturer;

(ii) Manufactured in accordance with SAE specifications. (GM)

Document References

Comments

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4 Special Aircraft Ground Handling Operations

17-GRH 4.2.5 / In Scope: No

GRH 4.2.5 If the Operator has a De-/Anti-icing Program, the Operator shall ensure procedures are in place for ground handling personnel to communicate with the flight crew to assure:
(i) The aircraft is properly configured prior to beginning the de-/anti-icing process;
(ii) The flight crew receives all necessary information relevant to fluid(s) applied to the aircraft surfaces;
(iii) The flight crew receives confirmation of a clean aircraft;
(iv) The flight crew receives an "all clear" signal at the completion of the de-/anti-icing process and prior to aircraft movement. (GM)

Document References

Comments

Checklist Name	Section 7 - Cargo Operations (CGO)

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1 Management and Control

17-CGO 1.1.1 / In Scope: No

CGO 1.1.1 If the Operator transports cargo, the Operator shall have a management system that ensures control of cargo operations and the management of safety and security outcomes. (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.1.2 / In Scope: No

CGO 1.1.2 If the Operator transports cargo, the Operator shall have a manager for cargo operations that:
(i) Has the authority and responsibility for the management and supervision of functions and activities within the scope of cargo operations;
(ii) Is responsible for the management of safety and security risks to cargo operations. <

Document References

Comments

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1 Management and Control

17-CGO 1.2.1 / In Scope: No

CGO 1.2.1 If the Operator transports cargo, the Operator shall ensure the management system defines the safety accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety and/or security of cargo operations. The management system shall also specify:

(i) The levels of management with the authority to make decisions regarding risk tolerability with respect to the safety and/or security of cargo operations;

(ii) Responsibilities for ensuring cargo operations are conducted in accordance with applicable regulations and standards of the Operator;

(iii) Lines of accountability throughout cargo operations, including direct accountability for safety and/or security on the part of cargo operations senior management. [SMS]

(GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.2.2 / In Scope: No

CGO 1.2.2 If the Operator transports cargo, the Operator shall have a process or procedure for the delegation of duties within the management system for cargo operations that ensures managerial continuity is maintained when operational managers including, if applicable, post holders are unable to carry out work duties. (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.3.1 / In Scope: No

CGO 1.3.1 If the Operator transports cargo, the Operator shall have a system that enables effective communication of relevant safety and operational information throughout the cargo operations management system and in all areas where cargo operations are conducted. Such system shall ensure:
(i) Personnel maintain an awareness of the SMS;
(ii) Safety-critical information is conveyed;
(iii) If applicable, external service providers are provided with information relevant to operations conducted [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.4.1 / In Scope: No

CGO 1.4.1 If the Operator transports cargo, the Operator shall ensure the existence of the necessary facilities, workspace, equipment and supporting services, as well as work environment, to satisfy cargo operations safety and security requirements. (GM) <

Note:

Conformity with this provision does not require specifications to be documented by the Operator.

Document References

Comments

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1 Management and Control

17-CGO 1.4.2 / In Scope: Yes

CGO 1.4.2 If the Operator transports cargo, the Operator shall have a selection process for management and non-management positions within the cargo organization that require the performance of functions relevant to the safety or security of aircraft operations. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. (GM) <

Finding - Not Documented Not Implemented

Document References

Comments

The Operator does not have a documented process for selection criteria, including safety criteria, for the hiring of management and non management personnel.

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1 Management and Control

17-CGO 1.5.3 / In Scope: No

CGO 1.5.3 If the Operator transports revenue cargo, the Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of cargo operations.
Such system shall ensure documentation:
(i) Meets all required elements specified in Table 1.1;
(ii) Contains legible and accurate information;
(iii) Is presented in a format appropriate for use in operations. (GM)<

Document References

Comments

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1 Management and Control

17-CGO 1.6.1 / In Scope: Yes

CGO 1.6.1 If the Operator transports cargo, the Operator shall have an Operations Manual (OM), which may be issued in separate parts, that contains the operational policies, processes, procedures and other information necessary to ensure compliance with applicable regulations, laws, rules and standards of the Operator. The content of the OM shall contain standards and guidance that address the acceptance, handling, and securing of cargo as specified in Table 7.1. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Appendix B.12 -
- ROM. Ramp Operations Manual - Ch 4.1.1, 4.1.3.1, 4.1.4 -
- SEC. Airline Security Manual - Ch 14, 16 -

Comments

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1 Management and Control

17-CGO 1.6.2 / In Scope: Yes

CGO 1.6.2 If the Operator transports dangerous goods as cargo, the Operator shall ensure a copy of the current edition of the Dangerous Goods Regulations (DGR) or the ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Technical Instructions), including addenda as appropriate, is available at each location where cargo operations are conducted and dangerous goods are accepted. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.1.1 -

Comments

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1 Management and Control

17-CGO 1.6.3 / In Scope: No

CGO 1.6.3 If the Operator transports cargo, but does not transport dangerous goods, the Operator shall ensure the OM contains the policies and associated guidance necessary to prevent dangerous goods from being inadvertently accepted for transport and loaded onto the aircraft. (GM)

Document References

Comments

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1 Management and Control

17-CGO 1.6.4 / In Scope: Yes

CGO 1.6.4 If the Operator transports cargo using Unit Load Devices (ULDs), the Operator should ensure a copy of the current edition of ULD Regulations (ULDR), or the OM containing equivalent ULD related content, is available or accessible at each location where cargo operations are conducted and ULDs are handled. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 1.1.9, 1.4.2 -

Comments

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1 Management and Control

17-CGO 1.7.1 / In Scope: No

CGO 1.7.1 If the Operator transports cargo, the Operator shall have a system for the management and control of operational records to ensure the content and retention of such records is in accordance with requirements of the Authority, as applicable, and to ensure operational records are subjected to standardized processes for:

(i) Identification;

(ii) Legibility;

(iii) Maintenance;

(iv) Retrieval;

(v) Protection, integrity and security;

(vi) Disposal, deletion (electronic records) and archiving. (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.7.2 / In Scope: No

CGO 1.7.2 If the Operator transports cargo and uses an electronic system for the management and control of cargo operations records, the Operator shall ensure the system provides for a scheduled generation of backup record files. (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.9.1 / In Scope: No

CGO 1.9.1 If the Operator transports cargo, the Operator shall have a quality assurance program that provides for the auditing and evaluation of the management system and operational functions within the scope of cargo operations at planned intervals to ensure the Operator is:

(i) Complying with applicable regulations and standards;

(ii) Satisfying stated operational needs;

(iii) Identifying areas requiring improvement;

(iv) Identifying hazards to operations;

(v) Assessing the effectiveness of safety risk controls. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.9.2 / In Scope: No

CGO 1.9.2 If the Operator transports cargo, the Operator shall have a process for addressing findings resulting from audits conducted under the quality assurance program, which ensures:
(i) Identification of root cause(s);
(ii) Development of corrective action, as appropriate to address findings;
(iii) Implementation of corrective action in appropriate areas of cargo operations;
(iv) Evaluation of corrective action to determine effectiveness. (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.9.3 / In Scope: No

CGO 1.9.3 If the Operator transports cargo, the Operator shall have a process to ensure significant issues arising from cargo operations quality assurance and risk management are subject to management review in accordance with ORG 4.1.1. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.9.4 / In Scope: No

CGO 1.9.4 If the Operator transports cargo, the Operator shall have an audit planning process and sufficient resources to ensure audits of cargo operations are:

(i) Scheduled at intervals to meet regulatory and management system requirements;

(ii) Conducted within the scheduled interval. (GM) <

Document References

Comments

CONFIDENTIAL

Report released pursuant to accepted terms and conditions.

1 Management and Control

17-CGO 1.10.1A / In Scope: No

CGO 1.10.1A If the Operator has external service providers conduct outsourced cargo operations functions, the Operator shall ensure a service provider selection process is in place that ensures:

(i) Safety-relevant selection criteria are established;

(ii) Service providers are evaluated against these criteria prior to selection. (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.10.1B / In Scope: No

CGO 1.10.1B If the Operator transports cargo, and has external service providers conduct outsourced cargo operations functions, the Operator shall have processes to ensure a contract or agreement is executed with such external service providers. Contracts or agreements shall identify the application of specific documented requirements that can be monitored by the Operator to ensure cargo requirements that affect the safety and/or security of aircraft operations are being fulfilled by the service provider. (GM) <

Document References

Comments

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Report released pursuant to accepted terms and conditions.

1 Management and Control

17-CGO 1.10.2 / In Scope: No

CGO 1.10.2 If the Operator transports cargo, and has external service providers conduct outsourced cargo operations functions, the Operator shall have a process to monitor such external service providers to ensure cargo requirements that affect the safety and security of aircraft operations are being fulfilled.

(GM) <

Note:

IOSA or ISAGO registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).

Document References

Comments

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1 Management and Control

17-CGO 1.10.3 / In Scope: No

CGO 1.10.3 If the Operator transports cargo, and has external service providers conduct outsourced cargo operations functions, the Operator should include auditing as a process for the monitoring of external service providers in accordance with CGO 1.10.2. (GM) <

Document References

Comments

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Report released pursuant to accepted terms and conditions.

1 Management and Control

17-CGO 1.11.1 / In Scope: No

CGO 1.11.1 If the Operator transports cargo, the Operator shall have a hazard identification program implemented in the cargo operations organization that includes a combination of reactive and proactive methods of hazard identification. [SMS] (GM) <

Document References

Comments

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1 Management and Control

17-CGO 1.11.2 / In Scope: No

CGO 1.11.2 If the Operator transports cargo, the Operator shall have a safety risk assessment and mitigation program implemented in the cargo operations organization that specifies processes to ensure:
(i) Hazards are analyzed to determine the corresponding safety risks to aircraft operations;
(ii) Safety risks are assessed to determine the requirement for risk mitigation action(s);
(iii) When required, risk mitigation actions are developed and implemented in cargo operations. [SMS] (GM)
<

Document References

Comments

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1 Management and Control

17-CGO 1.11.3 / In Scope: No

CGO 1.11.3 If the Operator transports cargo, the Operator shall have an operational safety reporting system in the cargo operations organization that:

(i) Encourages and facilitates cargo operations personnel to submit reports that identify safety hazards, expose safety deficiencies and raise safety concerns;

(ii) Includes analysis and cargo operations management action to address operational deficiencies, hazards, incidents and concerns identified through the reporting system. [SMS] (GM) <

Document References

Comments

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Report released pursuant to accepted terms and conditions.

1 Management and Control

17-CGO 1.11.4 / In Scope: No

CGO 1.11.4 If the Operator transports cargo, the Operator should have a confidential safety reporting system implemented within the cargo operations organization in a manner that encourages and facilitates the reporting of events, hazards and/or concerns resulting from or associated with human performance in operations. (GM) <

Document References

Comments

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Report released pursuant to accepted terms and conditions.

1 Management and Control

17-CGO 1.11.5 / In Scope: No

CGO 1.11.5 If the Operator transports cargo, the Operator shall have processes in the cargo operations organization for setting safety performance indicators (SPIs) and, as applicable, safety performance targets (SPTs) as means to monitor the achievement of its safety objectives and to validate the effectiveness of risk controls. [SMS] (GM) <

Document References

Comments

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2 Training and Qualification

17-CGO 2.1.1 / In Scope: Yes

CGO 2.1.1 If the Operator transports cargo, the Operator shall have a process to ensure personnel that perform operational duties in functions within the scope of cargo operations for the Operator, to include personnel of external service providers, complete:

(i) Initial training prior to being assigned to perform such operational duties;

(ii) Recurrent training on a frequency in accordance with requirements of the regulatory authority but not less than once during every 36 month period, except for recurrent training in dangerous goods and ULD as specified in CGO 2.2.1, CGO 2.2.2, CGO 2.2.3, or CGO 2.2.4. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.1, A.1.1, A.1.2 -

Comments

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2 Training and Qualification

17-CGO 2.1.2 / In Scope: Yes

CGO 2.1.2 If the Operator transports cargo, the Operator shall have a process to ensure the training programs completed by cargo operations personnel in accordance with CGO 2.1.1 provide the knowledge necessary to perform duties, execute procedures and operate the equipment associated with specific cargo functions and responsibilities. Such programs shall include:
(i) Familiarization training on applicable regulations;
(ii) In-depth training on requirements, including policies, procedures and operating practices;
(iii) Training in human factors principles;
(iv) Safety training on associated operational hazards. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.21, 22, 23, 25, 26, 27, 28 -

Comments

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2 Training and Qualification

17-CGO 2.1.4 / In Scope: Yes

CGO 2.1.4 If the Operator transports cargo, the Operator shall have a process to ensure the training programs completed by cargo operations personnel in accordance with CGO 2.1.1 are reviewed and updated to remain relevant and current.

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.1, 3.9 -

Comments

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2 Training and Qualification

17-CGO 2.1.5 / In Scope: Yes

CGO 2.1.5 If the Operator transports cargo, the Operator shall have a process to ensure training for personnel that perform operational duties within the scope of cargo operations for the Operator:
(i) Includes testing or evaluation by written, oral or practical means, as applicable;
(ii) Requires a demonstration of adequate knowledge, competency and proficiency to perform duties, execute procedures and/or operate equipment.

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.1 -

Comments

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2 Training and Qualification

17-CGO 2.1.6 / In Scope: No

CGO 2.1.6 If the Operator transports cargo, the Operator shall have a process to ensure completion of required training by personnel that perform operational duties within the scope of cargo operations for the Operator is recorded and such records retained in accordance with CGO 1.7.1.

Document References

Comments

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2 Training and Qualification

17-CGO 2.2.1 / In Scope: Yes

CGO 2.2.1 If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure cargo operations personnel assigned the responsibility for accepting dangerous goods complete dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.9.1, A.9.2 -

Comments

CONFIDENTIAL

Report released pursuant to accepted terms and conditions.

2 Training and Qualification

17-CGO 2.2.2 / In Scope: No

CGO 2.2.2 If the Operator transports cargo, but does not transport dangerous goods, the Operator shall have a process to ensure cargo operations personnel assigned the responsibility for accepting cargo complete dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods. (GM)

Document References

Comments

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2 Training and Qualification

17-CGO 2.2.3 / In Scope: Yes

CGO 2.2.3 If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure cargo operations personnel assigned the responsibility for handling such cargo, as well as, where applicable, the build-up of ULD with such cargo, receive dangerous goods training, to include initial training and recurrent training within 24 months of previous training in dangerous goods. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.7, A.10 -

Comments

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2 Training and Qualification

17-CGO 2.2.4 / In Scope: Yes

CGO 2.2.4 If the Operator transports cargo using ULDs, the Operator should have a process to ensure that personnel assigned to handle ULDs for the Operator, to include personnel of external service providers, complete:

(i) Initial ULD training prior to being assigned to perform such operational duties;

(ii) Recurrent ULD training not less than once during every 24-month period, or as per requirements of the regulatory authority. (GM)

Note:

An Operator may, based on its own safety risk assessment of specific function(s), decide on a longer ULD recurrent training interval, provided that such recurrent training interval complies with requirements of the regulatory authority.

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.1.1, A.21.3, A.23.2, A27.2, A.28.3 -

Comments

CONFIDENTIAL

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2 Training and Qualification

17-CGO 2.2.5 / In Scope: No

CGO 2.2.5 If the Operator transports cargo, the Operator should have a process to ensure personnel assigned to operate equipment in the performance of their duties in cargo operations are trained and qualified to operate the equipment associated with those duties.

Document References

Comments

CONFIDENTIAL

Report released pursuant to accepted terms and conditions.

2 Training and Qualification

17-CGO 2.3.1 / In Scope: Yes

CGO 2.3.1 If the Operator transports cargo, the Operator shall have a program that ensures its cargo operations personnel are trained and competent to perform SMS duties. The scope of such training shall be appropriate to each individual's involvement in the SMS. [SMS]

(GM) <

Note:

The specifications of this provision are applicable to personnel of the Operator that perform functions within the scope of cargo operations.

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.21.5, 7, A.22.5, 7, A.23.4,6, A.24.4, 6, A.25.3. A.26.3 -
- CSMS. Corporate Management System Vol II - Ch 8.4 -

Comments

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Report released pursuant to accepted terms and conditions.

2 Training and Qualification

17-CGO 2.3.2 / In Scope: Yes

CGO 2.3.2 If the Operator outsources cargo handling operational functions to external service providers, the Operator should have a program that ensures personnel of external service providers are trained and competent to perform SMS duties. The scope of such training should be appropriate to individual involvement in the Operator's SMS. [SMS]

(GM) <

Observation - Not Documented Not Implemented

Document References

- ROM. Ramp Operations Manual - Ch A.27.6, A.28.6 -

Comments

The Operator does not have a program that ensures personnel of external service providers are trained to understand SMS responsibilities and perform associated duties appropriate to individual involvement in the Operator's SMS.

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3 Acceptance and Handling

17-CGO 3.1.1 / In Scope: Yes

CGO 3.1.1 If the Operator transports cargo, the Operator shall have a process to ensure such shipments accepted for transport:

(i) If revenue cargo, are in compliance with standards in the OM as specified in CGO 1.6.1;

(ii) If interline cargo, are in compliance with IATA interline cargo requirements;

(iii) If non-revenue cargo, are in compliance with the OM or equivalent document as specified in CGO 1.6.1.

(GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.3 -
- ROM. Ramp Operations Manual - Ch 4.1.1, 4.1.3.1, 4.1.11.2 -

Comments

CONFIDENTIAL

Report released pursuant to accepted terms and conditions.

3 Acceptance and Handling

17-CGO 3.1.3 / In Scope: Yes

CGO 3.1.3 If the Operator transports cargo, the Operator shall have a process to ensure, where scales are used to determine the weight of cargo and/or ULDs, all such scales are periodically checked and calibrated, and such actions are recorded and retained in accordance with applicable regulations. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 5.1.12 -

Comments

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3 Acceptance and Handling

17-CGO 3.1.4 / In Scope: Yes

CGO 3.1.4 If the Operator transports cargo, the Operator should have a process to ensure cargo terminals are equipped with facilities appropriate for storage of dangerous goods and other special cargo, such as human remains, live animals, perishables, valuable cargo and pharmaceuticals. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.2 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.1 / In Scope: Yes

CGO 3.2.1 If the Operator transports dangerous goods as cargo, the Operator shall have a Dangerous Goods Acceptance Checklist that:

(i) Reflects applicable requirements contained in the current DGR;

(ii) Once completed, contains information that identifies the person(s) that performed the acceptance check. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.4.1, 2, B.9.2 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.2 / In Scope: No

CGO 3.2.2 If the Operator transports dangerous goods as cargo, the Operator shall have procedures to ensure the use of a Dangerous Goods Acceptance Checklist as specified in CGO 3.2.1 to verify:
(i) Package(s), overpack(s) or freight containers, as applicable, are correctly marked and labeled;
(ii) The Shipper's Declaration for Dangerous Goods, if required, or other documentation complies with the requirements of the current edition of the DGR. (GM)

Document References

Comments

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Report released pursuant to accepted terms and conditions.

3 Acceptance and Handling

17-CGO 3.2.3 / In Scope: Yes

CGO 3.2.3 If the Operator transports dangerous goods as cargo, the Operator shall have procedures to ensure the completed Dangerous Goods Acceptance Checklist and shipper documentation, to include, if required, the Shipper's Declaration for Dangerous Goods, and the information provided to the pilot-in-command (PIC), are retained for a minimum period of three months after the flight on which the dangerous goods were transported. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - B.5.3 -

Comments

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Report released pursuant to accepted terms and conditions.

3 Acceptance and Handling

17-CGO 3.2.4 / In Scope: Yes

CGO 3.2.4 If the Operator transports dangerous goods as cargo, the Operator shall have procedures to ensure any package, overpack, freight container, or ULD containing dangerous goods is inspected and is not accepted, unless:

(i) Properly marked and labeled;

(ii) There is no leakage;

(iii) Its integrity has not been compromised;

(iv) The ULD is serviceable. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.4.1, 4.1.4.3 -
- GOM. General Operations Manual - Ch B.4.1, B.4.2, B9.2 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.5 / In Scope: Yes

CGO 3.2.5 If the Operator transports dangerous goods as cargo on or in ULDs, the Operator shall have procedures to ensure ULDs containing dangerous goods, which require a hazard label, have a ULD tag for dangerous goods that:

(i) Contains information that is visible and legible and, if placed in a protective tag holder, such information remains visible and legible;

(ii) Is marked with the class and/or division number(s) of such dangerous goods;

(iii) If a ULD contains packages bearing a "Cargo Aircraft Only" label, indicates the ULD can only be loaded onto a cargo aircraft. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.15.9 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.6 / In Scope: Yes

CGO 3.2.6 If the Operator transports dangerous goods as cargo, the Operator should have a process for retention of the applicable documentation when a dangerous goods consignment does not pass the acceptance check due to errors or omissions by the shipper. Such documentation should be retained for a minimum period of three months after the completion of the acceptance checklist. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.4 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.8 / In Scope: No

CGO 3.2.8 If the Operator transports dangerous goods as cargo, the Operator shall have a process to ensure, when dangerous goods labels or marks are found to be missing, illegible or detached from shipments subsequent to the time of acceptance, such labels are replaced in accordance with the information provided on the Shippers Declaration for Dangerous Goods. Such requirement for the replacement of marks or labels shall not apply where marks or labels are found to be missing or illegible at the time of acceptance. (GM)

Document References

Comments

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3 Acceptance and Handling

17-CGO 3.2.9 / In Scope: Yes

CGO 3.2.9 If the Operator transports dangerous goods as cargo on international flights, the Operator shall have procedures for such flights that ensure English, in addition to the language required by the State of Origin, is used for markings and transport documents related to the shipment of dangerous goods. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.5 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.10 / In Scope: Yes

CGO 3.2.10 If the Operator transports dangerous goods as cargo, the Operator shall have procedures that ensure dangerous goods are separated/segregated from other cargo or incompatible materials in accordance with published category restrictions. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.2 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.11 / In Scope: Yes

CGO 3.2.11 If the Operator transports cargo, the Operator shall ensure, at locations where the operator accepts cargo shipments, notices providing information about dangerous goods transportation are prominently displayed and contain visual examples of dangerous goods, including batteries. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.4 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.12 / In Scope: Yes

CGO 3.2.12 If the Operator transports dangerous goods as cargo, the Operator shall have procedures to ensure any dangerous goods shipment that appears to be damaged or leaking:

(i) Is not to be loaded on or into a ULD or delivered to an aircraft;

(ii) Is safely removed from the ULD (or other transport device) by the Provider or other relevant authority, and safe disposal arranged;

(iii) In the case of leakage, an evaluation is conducted to ensure the remainder of the shipment is in proper condition for transport by air and that no other package, cargo, ULD, other transport device has been contaminated or damaged.

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.12 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.13 / In Scope: Yes

CGO 3.2.13 If the Operator transports dangerous goods as cargo on flights using cargo aircraft, the Operator shall have procedures to ensure packages or overpacks containing dangerous goods, and bearing a "Cargo Aircraft Only" label, except those specifically excluded, are transported on cargo aircraft in accordance with any of the following:

(i) In a Class C compartment, or

(ii) In a ULD container equipped with a fire detection/suppression system equivalent to that required by the certification requirements of a Class C compartment as determined by the relevant authority, or

(iii) In a manner that, in the event of an emergency involving packages or overpacks containing dangerous goods, a crew member or other authorized person can access and handle such packages or overpacks and, when size and weight permit, separate them from other cargo. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Appendix B.8.2 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.14 / In Scope: Yes

CGO 3.2.14 If the Operator transports dangerous goods as cargo, the Operator shall have procedures that ensure information on dangerous goods to be loaded on a flight is communicated to the appropriate person(s) responsible for load control. Information to be communicated shall include the following:
(i) If applicable, Air Waybill number;
(ii) Proper shipping name and UN/ID number;
(iii) Class or division, and subsidiary hazards corresponding to label(s) applied, and for Class 1, compatibility group;
(iv) If applicable, packing group;
(v) For non-radioactive material, number of packages, exact loading location and as applicable, net quantity or gross weight of each package, except:
(a) For UN 1845, carbon dioxide, solid (dry ice): At the option of the Operator, only the UN number, proper shipping name, classification, total quantity in each aircraft hold and offload airport are required;
(b) For UN 3480, (Lithium ion batteries) and UN 3090 (lithium metal batteries): At the option of the Operator, only the UN number, proper shipping name, class, total quantity at each loading location, and whether the package must be carried on a cargo-only aircraft are required. UN 3480 (Lithium ion batteries) and UN 3090 (lithium metal batteries) carried under a State exemption shall meet all requirements specified in iv) and v).

(vi) For radioactive material, number and category of packages, overpacks or freight containers, exact loading locations and, as applicable, transport index and dimensions for each package;
(vii) Any restriction for transport on cargo aircraft only;
(viii) Airport of unloading;
(ix) If applicable, dangerous goods transported under a state exemption;
(x) If applicable, ULD Identification Code. (GM)

Conformity - Documented and Implemented

Document References

- 777WBM. B777 Weight and Balance Manual - Ch A.9.1 -
- WBM. B747 Weight and Balance Manual - Ch 7.9.1 -
- GOM. General Operations Manual - Ch B.10 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.17 / In Scope: Yes

CGO 3.2.17 If the Operator transports cargo, the Operator shall have a process to ensure reports are provided to the appropriate authorities of the State of the Operator and the state of occurrence, in accordance with the reporting requirements of the appropriate authorities, for:

(i) Dangerous goods accidents or dangerous goods incidents;

(ii) Undeclared or mis-declared dangerous goods discovered in cargo or mail. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.4, B.12.1, B.12.2 -

Comments

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3 Acceptance and Handling

17-CGO 3.2.18 / In Scope: Yes

CGO 3.2.18 If the Operator transports cargo, the Operator shall have a process to ensure a dangerous goods report is made to the appropriate authority of the State:

(i) When dangerous goods are discovered to have been carried and not loaded, segregated, separated and/or secured in accordance with provisions of the DGR;
(ii) When dangerous goods are discovered to have been carried as cargo without information as specified in CGO 3.2.14 having been provided to the PIC. (GM)

Conformity - Documented and Implemented

Document References

- GOM. General Operations Manual - Ch B.4 -

Comments

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Report released pursuant to accepted terms and conditions.

3 Acceptance and Handling

17-CGO 3.3.1 / In Scope: No

CGO 3.3.1 If the Operator transports live animals and/or perishables and/or healthcare products as cargo, the Operator shall have procedures that ensure such cargo is accepted and handled in accordance with standards specified in the OM. (GM)

Document References

Comments

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3 Acceptance and Handling

17-CGO 3.3.2 / In Scope: Yes

CGO 3.3.2 If the Operator transports live animals as cargo, the Operator should have procedures that ensure:

(i) The acceptance and handling of live animals is in accordance with requirements of the Live Animal Regulations (LAR);

(ii) The IATA Live Animals Acceptance Check List, or equivalent, is used for the acceptance of live animal shipments. (GM)

Observation - Not Documented Not Implemented

Document References

Comments

During Mandatory Observations and review of AVI airway bills, there was no IATA or equivalent checklist used at the initial receiving desk for the acceptance of live animals.

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3 Acceptance and Handling

17-CGO 3.3.3 / In Scope: No

CGO 3.3.3 If the Operator transports perishables as cargo, the Operator should have procedures that ensure acceptance and handling of such cargo is in accordance with requirements of the Perishable Cargo Regulations (PCR) and other applicable regulations. (GM)

Document References

Comments

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3 Acceptance and Handling

17-CGO 3.3.4 / In Scope: No

CGO 3.3.4 If the Operator transports live animals as cargo, the Operator should have procedures that ensure live animals are accompanied by the shipper's certification or equivalent, as well as other required documents. (GM)

Document References

Comments

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Report released pursuant to accepted terms and conditions.

3 Acceptance and Handling

17-CGO 3.3.5 / In Scope: Yes

CGO 3.3.5 If the Operator transports healthcare products, including pharmaceuticals, the Operator should have procedures that ensure acceptance and handling of such shipments is in accordance with requirements of the Temperature Control Regulations (TCR) and other applicable regulations. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.1.8 -

Comments

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3 Acceptance and Handling

17-CGO 3.4.1 / In Scope: Yes

CGO 3.4.1 If the Operator transports other special cargo, including human remains, the Operator shall have procedures that ensure such cargo is accepted and handled in accordance with standards specified in the OM. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.2, 4.1.1.9, 4.1.11.7 -

Comments

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3 Acceptance and Handling

17-CGO 3.5.1 / In Scope: Yes

CGO 3.5.1 If the Operator transports cargo using ULDs, the Operator shall have procedures to ensure ULD-related operations, including, but not limited to, ULD build-up/break-down, ground transport, transfer, storage and serviceability check, whether performed on or off the airport, are conducted in accordance with the OM, or requirements specified in the ULD Regulations (ULDR) and working instructions contained in the IATA Cargo Handling Manual (ICHM), or other means acceptable to the Authority to ensure applicable aircraft operating limitations in the Weight and Balance Manual are not exceeded. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.3.2, 4.1.4 -

Comments

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Report released pursuant to accepted terms and conditions.

3 Acceptance and Handling

17-CGO 3.5.2 / In Scope: Yes

CGO 3.5.2 If the Operator transports cargo using ULDs, the Operator shall have procedures that ensure ULDs, when accepted and/or handled for transport, meet safety requirements specified in the OM or ULDR to ensure compliance with the Weight and Balance Manual. (GM)

Conformity - Documented and Implemented

Document References

- ROM. Ramp Operations Manual - Ch 4.1.4 -

Comments

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Report released pursuant to accepted terms and conditions.

3 Acceptance and Handling

17-CGO 3.5.3 / In Scope: Yes

CGO 3.5.3 If the Operator transports cargo using ULDs, the Operator should have a process to ensure cargo terminals are equipped with facilities appropriate for storage of ULDs. (GM)

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have a process to ensure cargo terminals are equipped for ULD storage.

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Report released pursuant to accepted terms and conditions.

3 Acceptance and Handling

17-CGO 3.6.1 / In Scope: No

CGO 3.6.1 If the Operator transports special loads such as offset/overhanging/oversized (outsized)/overweight/sharp or piercing/unusually shaped/concentrated/wheeled/tall rigid cargo and/or non-CLS restrained ULD (Floating Pallet), the Operator should have procedures that ensure such cargo is accepted and handled in accordance with standards specified in the OM and in compliance with the requirements of the Weight and Balance Manual. (GM)

Document References

Comments

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3 Acceptance and Handling

17-CGO 3.7.1 / In Scope: No

CGO 3.7.1 If the Operator transports cargo, the Operator shall ensure security measures are implemented in cargo facilities in accordance with requirements of the applicable civil aviation security program. (GM)

Note:
This provision is applicable to all facilities where cargo acceptance and/or cargo handling operations are conducted either by the Operator or by external service providers for the Operator.

Document References

Comments

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3 Acceptance and Handling

17-CGO 3.7.2 / In Scope: No

CGO 3.7.2 If the Operator transports cargo, the Operator shall ensure procedures are in place for the screening of persons and the security control of vehicles in accordance with requirements of the applicable civil aviation security program. Such procedures shall apply to persons and vehicles:
(i) Under its control that have unescorted access to security restricted areas (in which there is cargo);
(ii) Not under its control but have unescorted access to such areas as authorized by the Operator. (GM)

Document References

Comments

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3 Acceptance and Handling

17-CGO 3.7.4 / In Scope: No

CGO 3.7.4 If the Operator transports cargo, the Operator shall have processes for the acceptance of cargo as follows:

(i) For cargo that can be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (known cargo), a process to ensure such cargo is:

(a) Delivered by a regulated agent, a nominated representative of an entity approved by the relevant authority, or a known representative of the operator;

(b) Free from any signs of tampering;

(c) Accompanied by all required information (paper or electronic) corresponding to the cargo being delivered, including documentation that details the security status (e.g. consignment security declaration);

(d) Protected from unauthorized interference throughout the chain of custody since the point that cargo gained its secured status;

(e) Subjected to additional security controls as required by risk assessment.

(ii) For cargo that cannot be identified as having the application of screening or other security controls confirmed or accounted for by a regulated agent or an entity approved by the relevant authority (unknown cargo), a process to ensure such cargo is subjected to screening or other security controls as accepted by the applicable state. (GM)

Document References

Comments

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3 Acceptance and Handling

17-CGO 3.7.6 / In Scope: Yes

CGO 3.7.6 If the Operator transports cargo, the Operator shall have processes to ensure cargo for transport on any flight is protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until arrival at the airport of destination. (GM)

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - 21.0 -

Comments

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3 Acceptance and Handling

17-CGO 3.7.7 / In Scope: No

CGO 3.7.7 If the Operator transports cargo, the Operator shall have a process to ensure transfer cargo has been subjected to appropriate security controls in accordance with requirements of the relevant authority before being transported on an international flight. (GM)

Note:
Appropriate security controls may have been applied at the point of original uplift.

Document References

Comments

Checklist Name	Section 8 - Security Management (SEC)

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1 Management and Control

17-SEC 1.1.1 / In Scope: No

SEC 1.1.1 The Operator shall have a Security Management System (SeMS) that includes, as a minimum, the following key elements:
(i) Senior management and corporate commitment;
(ii) Resource management;
(iii) Threat assessment and risk management;
(iv) Management of emergencies and incidents (resilience);
(v) Quality control and quality assurance;
(vi) Air Operator Security Program (AOSP). (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.1.2 / In Scope: No

SEC 1.1.2 The Operator shall have a senior management official designated as the head of security with direct access to the highest level of management within the organization. Such senior management official, regardless of other functions and reporting structure, shall:

(i) Be responsible for ensuring implementation and maintenance of the AOSP;

(ii) Have overall accountability for ensuring operations are conducted in accordance with conditions and restrictions of the AOSP and in compliance with applicable regulations and standards of the Operator. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.1.3 / In Scope: Yes

SEC 1.1.3 The Operator shall have a corporate security policy that states the commitment of the organization to a culture that has security as a fundamental operational priority. Such policy shall be communicated throughout the organization and commit the organization to:

(i) The provision of resources necessary for the successful implementation of the policy;

(ii) Compliance with applicable regulations and standards of the Operator;

(iii) The promotion of security awareness and the establishment of a security culture;

(iv) The establishment of security objectives and security performance standards;

(v) Continual improvement of the SeMS;

(vi) Periodic review of the policy to ensure continuing relevance to the organization. (GM)

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - Ch 1.7 -

Comments

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1 Management and Control

17-SEC 1.2.1 / In Scope: Yes

SEC 1.2.1 The Operator shall have a formal Air Operator Security Program (AOSP) that includes:
(i) The requirements of the civil aviation security program of the State of the Operator (hereinafter, the State);
(ii) Supplementary Station Procedures (SSP) that meet the requirements of other states where operations are conducted;
(iii) The security standards of the Operator. (GM)

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - Ch 1.4 -

Comments

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1 Management and Control

17-SEC 1.3.1 / In Scope: No

SEC 1.3.1 The Operator shall ensure the SeMS defines the authorities and responsibilities of management personnel within the SeMS and provides a general description of security responsibilities for categories of non-management personnel within the SeMS as documented in the AOSP. The SeMS shall specify:
(i) The levels of management with the authority to make decisions that affect operational security;
(ii) Responsibilities for ensuring operational security functions are performed and procedures are implemented in accordance with applicable regulations and standards of the Operator;
(iii) Lines of accountability throughout the SeMS, including direct accountability for security on the part of senior management;
(iv) Responsibilities of members of management, irrespective of other functions, as well as of non-management personnel, with respect to security performance of the SeMS. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.3.2 / In Scope: No

SEC 1.3.2 The Operator shall have a process or procedure for delegation of duties and assignment of responsibilities within the SeMS that ensures managerial continuity is maintained when managers with operational security responsibilities are unable to carry out work duties. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.3.3 / In Scope: Yes

SEC 1.3.3 The Operator shall ensure a delegation of duties and assignment of responsibility for liaison with applicable aviation security authorities and other relevant external entities. (GM)

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Document References

- SEC. Airline Security Manual - Ch 9.2.1, 9.2.2 -
- SCM. Corporate Management System Vol I - 3.11 Table 3.2 -

Comments

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1 Management and Control

17-SEC 1.4.1 / In Scope: No

SEC 1.4.1 The Operator shall have a system that enables effective communication of security information throughout the management system and all areas where operations are conducted. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.5.2 / In Scope: No

SEC 1.5.2 The Operator shall have a selection process for management and non-management positions within the scope of AOSP, to include positions within the organization of the Operator and if applicable, service providers selected by the Operator that conduct operational security functions. Such process shall ensure candidates are selected on the basis of knowledge, skills, training and experience appropriate for the position. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.5.3 / In Scope: No

SEC 1.5.3 If permitted by the State, the Operator shall ensure a process has been established that requires operational security personnel in the organization of the Operator and, if applicable, service providers selected by the Operator to conduct operational security functions, to be subjected to pre-employment and recurring background checks in accordance with requirements of applicable aviation security authorities. The requirement for a background check shall be applicable to personnel who:
(i) Engage in the implementation of security controls;
(ii) Have unescorted access to the security restricted area of an airport;
(iii) Have unescorted access to other security areas and searched aircraft;
(iv) Have access to sensitive aviation security information. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.6.3 / In Scope: No

SEC 1.6.3 The Operator shall have a system for the management and control of documentation and/or data used directly in the conduct or support of operations, and in the implementation of the AOSP and its associated SSPs to ensure that they:

(i) Meet all required elements specified in Table 1.1;

(ii) Contain legible and accurate information;

(iii) Presented in a format appropriate for use in operations. (GM) <

Document References

Comments

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1 Management and Control

17-SEC 1.6.4 / In Scope: Yes

SEC 1.6.4 If the Operator has external service providers conduct outsourced operational security functions, the Operator shall have a process to ensure such external service providers receive information regarding security directives and instructions in a timely and secure manner that meets requirements of the AOSP and its associated SSPs. (GM)

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Document References

- SEC. Airline Security Manual - Ch 1.6 -

Comments

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1 Management and Control

17-SEC 1.8.1 / In Scope: No

SEC 1.8.1 The Operator shall have a system for the management and control of operational security records to ensure the content and retention of such records is in accordance with requirements of the aviation security authority of the State, as applicable, and to ensure security records are subjected to standardized processes for:

(i) Identification;

(ii) Legibility;

(iii) Maintenance;

(iv) Retrieval;

(v) Protection, integrity and security;

(vi) Disposal, deletion (electronic records) and archiving, including retention and storage as mandated by the State. (GM) <

Document References

Comments

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1 Management and Control

17-SEC 1.8.2 / In Scope: No

SEC 1.8.2 If the Operator uses an electronic system for the management and control of records, the Operator shall ensure the system provides for a scheduled generation of backup record files. (GM) <

Document References

Comments

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1 Management and Control

17-SEC 1.9.1 / In Scope: Yes

SEC 1.9.1 The Operator shall have a security review committee for the purpose of ensuring:
(i) Senior management oversight of security in operations;
(ii) Continual improvement of the SeMS;
(iii) Security threats are being identified and controlled;
(iv) The promotion of security awareness. (GM)

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Document References

- SEC. Airline Security Manual - Ch 6 -

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1 Management and Control

17-SEC 1.9.2 / In Scope: Yes

SEC 1.9.2 The Operator shall have processes to monitor and assess its SeMS processes in order to maintain or continually improve the overall effectiveness of the SeMS. (GM)

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Document References

- SEC. Airline Security Manual - Ch 6, 21.2 -

Comments

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1 Management and Control

17-SEC 1.10.1 / In Scope: Yes

SEC 1.10.1 The Operator shall have a quality assurance program that provides for the auditing and evaluation of the management system and operational security functions at a determined frequency following a regularly performed risk assessment to ensure the organization is:

(i) Complying with the AOSP and its associated SSPs and other applicable regulations and standards;

(ii) Satisfying stated operational needs;

(iii) Identifying areas requiring improvement;

(iv) Identifying threats to operations;

(v) Assessing the effectiveness of security risk management and controls. (GM)

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Document References

- ASM. Airline Safety Manual - Ch 7.1.2 -
- SEC. Airline Security Manual - 21.2 -

Comments

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1 Management and Control

17-SEC 1.10.2 / In Scope: Yes

SEC 1.10.2 The Operator shall have a process for addressing findings resulting from audits of operational security functions that ensures:
(i) Identification of root cause(s);
(ii) Development of corrective action, as appropriate, to address findings;
(iii) Implementation of corrective action in appropriate operational security area(s);
(iv) Evaluation of corrective action to determine effectiveness. (GM)

Conformity - Documented and Implemented

Document References

- ASM. Airline Safety Manual - Ch 7.6.1, 7.6.2, 7.7.5 -

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1 Management and Control

17-SEC 1.10.3A / In Scope: No

SEC 1.10.3A The Operator shall have a process to ensure significant issues arising from quality assurance audits of operational security functions are subject to a regular review by senior security management. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.10.3B / In Scope: Yes

SEC 1.10.3B The Operator shall have an audit planning process and sufficient resources, including auditors as specified in ORG 2.1.8, to ensure audits are:

(i) Scheduled in accordance with a security risk assessment at intervals to meet regulatory and management system requirements;

(ii) Conducted within the scheduled interval (subject to a change in risk). (GM)

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Document References

- ASM. Airline Safety Manual - Ch 3.3, 7.5.5, 7.10 -
- SEC. Airline Security Manual - Ch 21.2 -

Comments

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1 Management and Control

17-SEC 1.10.5 / In Scope: No

SEC 1.10.5 If required and/or authorized by the aviation security authority, the Operator shall have a process for conducting security tests that assess the effectiveness and proper implementation of security controls of which the Operator is in direct control. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.10.6 / In Scope: No

SEC 1.10.6 If required and/or authorized by the aviation security authority, the Operator shall have a process to perform or participate in periodic operational security exercises in order to:

(i) Evaluate the effectiveness of procedures designed for response to security incidents;

(ii) Practice implementation of security procedures by applicable personnel. (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.11.1A / In Scope: No

SEC 1.11.1A If the Operator has external service providers conducting outsourced operational security functions, the Operator shall ensure a service provider selection process is in place that ensures:
(i) Security-relevant selection criteria are established, such as, for example, SeMS key elements;
(ii) Service providers are evaluated against these criteria prior to selection. (GM) <

Document References

Comments

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1 Management and Control

17-SEC 1.11.1B / In Scope: No

SEC 1.11.1B If the Operator has external service providers conduct outsourced operational security functions, the Operator shall have a process to ensure a contract or agreement is executed with such external service providers. Such contract or agreement shall identify the application of specific documented requirements that can be monitored by the Operator to ensure requirements that affect the security of its operations are being fulfilled by the service provider. (GM) <

Document References

Comments

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1 Management and Control

17-SEC 1.11.2 / In Scope: No

SEC 1.11.2 If the Operator has external service providers conducting outsourced operational security functions, the Operator shall have processes to monitor such external service providers to ensure requirements that affect the security of operations are being fulfilled. (GM) <

Note:

IOSA or ISAGO registration as the only means to monitor is acceptable provided the Operator obtains the latest of the applicable audit report(s) through official program channels and considers the content of such report(s).

Document References

Comments

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1 Management and Control

17-SEC 1.11.3 / In Scope: No

SEC 1.11.3 If the Operator has external service providers conducting outsourced security operational functions, the Operator should ensure the security service providers have a security management system (SeMS) that includes, at a minimum, the following key elements:
(i) Corporate commitment and governance;
(ii) Resource management;
(iii) Threat assessment and risk management;
(iv) Management of emergencies and incidents (resilience);
(v) Quality control and quality assurance;
(vi) Security documentation developed in accordance with relevant Air Operator Security Program (AOSP) and Supplementary Station Procedures (SSPs). (GM)

Document References

Comments

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1 Management and Control

17-SEC 1.11.4 / In Scope: Yes

SEC 1.11.4 If the Operator has operational security functions conducted by external organizations not under the control of the Operator, the Operator shall have methods, as permitted by the applicable civil aviation security authority, for the monitoring of such functions to ensure, as permitted, implementation of outsourced security measures is in compliance with its AOSP. (GM)

N/A

Document References

Comments

The Operator is not authorized or permitted to monitor external security service providers not under the control of the Operator.

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1 Management and Control

17-SEC 1.12.1 / In Scope: Yes

SEC 1.12.1 The Operator shall have an operational security reporting system that is implemented throughout the organization in a manner that:

(i) Encourages and facilitates personnel to report security incidents and security occurrences pertaining to the Operator;

(ii) Ensures mandatory reporting in accordance with applicable regulations;

(iii) Includes analysis and management action as necessary to address security issues identified through the reporting system. (GM)

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Document References

- SCM. Corporate Management System Vol I - Ch 1.18 -
- SEC. Airline Security Manual - Ch 1.7, 15.1 -

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1 Management and Control

17-SEC 1.12.2 / In Scope: Yes

SEC 1.12.2 The Operator shall have a process to ensure security information, security incidents, security occurrences and acts of unlawful interference that have been reported by personnel in accordance with SEC 1.12.1 or are derived from states or other relevant sources are reviewed by operational and security management to ensure:

(i) Root cause is identified;

(ii) A security risk assessment is conducted;

(iii) Corrective action is determined;

(iv) When applicable, corrective action is implemented and monitored to ensure effectiveness in preventing future incidents or occurrences. (GM)

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Document References

- SCM. Corporate Management System Vol I - Ch 1.18 -

Comments

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2 Training and Qualification

17-SEC 2.1.1 / In Scope: No

SEC 2.1.1 The Operator shall have a security training program that is approved or accepted by the State and meets applicable requirements of other states. Such program shall consist of initial, recurrent and, where applicable, requalification training that comprises, as appropriate, theoretical training, practical training and an assessment of competencies to ensure:
(i) Personnel, employed by or under the control of the Operator who implement security controls understand security awareness and reporting, and have the competence to perform their duties;
(ii) Flight and cabin crew members, as well as frontline aircraft ground handling and cargo handling personnel, are able to act in the most appropriate manner to minimize the consequences of acts of unlawful interference and disruptive passenger behavior. (GM)

Note:
If permitted by the State, the program shall ensure applicable personnel have completed appropriate security background checks in accordance with SEC 1.5.3 prior to attending any training that contains sensitive or restricted security information.

Note:
Applicable personnel shall complete initial security training prior to being assigned to operational duties.

Document References

Comments

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2 Training and Qualification

17-SEC 2.1.2 / In Scope: Yes

SEC 2.1.2 If the Operator has operational security functions conducted by external service providers selected by the Operator (outsourcing), the Operator shall have a process to ensure such external service providers have a security training program that:

(i) Is acceptable to the Operator;

(ii) Consists of initial, recurrent and, where applicable, requalification training;

(iii) Includes, as appropriate, theoretical and practical training;

(iv) Includes an assessment of competencies;

(v) Ensures personnel have a common understanding of security awareness and reporting. (GM)

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - Ch 12.3, 23 -

Comments

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2 Training and Qualification

17-SEC 2.1.4 / In Scope: No

SEC 2.1.4 The Operator shall ensure personnel who perform operational security functions, crew members and appropriate operational personnel, as specified in SEC 2.1.1, complete recurrent security training on a frequency in accordance with requirements of the security program of the State and, if applicable, other states where operations are conducted or, if there is no regulatory mandate, not less than once every 36 months. (GM)

Document References

Comments

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2 Training and Qualification

17-SEC 2.1.5 / In Scope: No

SEC 2.1.5 If the Operator manages a security screening system, the Operator shall ensure personnel who manage or operate the screening system:

(i) Are approved and/or certified in accordance with requirements of the applicable aviation security authority;

(ii) Complete initial and recurrent training that includes training in the identification of explosives, weapons or other dangerous items or devices. (GM)

Document References

Comments

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2 Training and Qualification

17-SEC 2.1.6 / In Scope: No

SEC 2.1.6 The security training program of the Operator shall include a process for reviewing and updating or revising security training courses to ensure:

(i) Continual improvement of curriculum, including content and applicability to the operational environment;

(ii) Incorporation of regulatory amendments or operational changes. (GM)

Document References

Comments

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2 Training and Qualification

17-SEC 2.1.7 / In Scope: No

SEC 2.1.7 The Operator shall ensure the completion of required security training by operational personnel is documented and retained in a records system in accordance with SEC 1.8.1.

Document References

Comments

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2 Training and Qualification

17-SEC 2.1.8 / In Scope: No

SEC 2.1.8 The Operator shall ensure all personnel complete security awareness training that focuses on raising awareness of security threats and preventative measures and techniques, and permits such personnel to contribute to the prevention and reporting of security occurrences and security incidents. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.1.1 / In Scope: No

SEC 3.1.1 If the Operator has exclusive control over airport airside areas and/or security restricted areas, the Operator shall ensure an identification verification system and a screening system are in place that prevents personnel and vehicles from unauthorized access and from introducing unauthorized items in the security restricted area. Such identification system shall include:

(i) Designated checkpoints where identification is verified before access is permitted;

(ii) A requirement for authorized personnel to prominently display an identification badge. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.1.2 / In Scope: No

SEC 3.1.2 The Operator shall ensure measures are in place to control and supervise personnel and vehicles moving to and from the aircraft in security restricted areas to prevent unauthorized access to the aircraft. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.1.3 / In Scope: No

SEC 3.1.3 The Operator shall ensure access control measures are in place to prevent the introduction of unauthorized weapons, explosives or other dangerous devices or items on board an aircraft by persons other than passengers. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.3.1 / In Scope: Yes

SEC 3.3.1 If the carriage of weapons on board an aircraft by law enforcement officers and/or other authorized persons acting in the performance of their duties is approved by the Operator, the State and/or other applicable authorities, the Operator shall have a policy and procedures, in accordance with the laws of the state(s) involved, for such carriage of weapons. (GM)

Note:
Notification to the PIC of authorized armed persons on board occurs in accordance with FLT 3.9.4 and GRH 3.7.5. The content of such notification may vary in accordance with the laws of the state(s) involved in the approval for weapons carriage.

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - Ch 19.1 -
- GOM. General Operations Manual - Ch 3.9 -

Comments

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3 Security Operations

17-SEC 3.3.3 / In Scope: No

SEC 3.3.3 If the carriage of weapons in hold baggage on board an aircraft for a passenger flight is approved by the Operator, the Operator shall have procedures for the carriage of such weapons to ensure:
(i) If the weapon is a firearm or capable of discharging a projectile, the passenger or an authorized and duly qualified person has declared the weapon to be not loaded;
(ii) The weapon is stowed in a place that is inaccessible to any unauthorized person during flight;
(iii) The carriage of a weapon is legally permitted by all state(s) involved, including the State and state(s) of flight departure, transit and arrival. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.4.1 / In Scope: No

SEC 3.4.1 If the Operator conducts passenger flights, the Operator shall have a process to ensure originating passengers and their cabin baggage are subjected to screening prior to boarding a passenger aircraft for;

(i) An international flight;

(ii) As required by the applicable aviation security authority, a domestic flight. (GM)

Note:

Supernumeraries that require a flight reservation or passenger name record for transport on the aircraft shall be subjected to the requirements of this provision unless exempted by the State.

Document References

Comments

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3 Security Operations

17-SEC 3.4.3 / In Scope: No

SEC 3.4.3 If the Operator conducts passenger flights, the Operator shall have a process to ensure transfer and transit passengers and their cabin baggage either:

(i) Are subjected to screening prior to boarding a passenger aircraft, or

(ii) Have been screened to an appropriate level at the point of origin and subsequently protected from unauthorized interference from the point of screening at the originating airport to the departing aircraft at the transfer or transit airport. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.4.4 / In Scope: No

SEC 3.4.4 If the Operator conducts passenger flights, the Operator shall have a process to ensure passengers and their cabin baggage are subjected to additional security controls in accordance with requirements of the applicable aviation security authority when flights are under an increased security threat. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.4.5 / In Scope: No

SEC 3.4.5 If the Operator conducts passenger flights, the Operator shall have a process to ensure passengers and their cabin baggage, which have already been subjected to screening, are:
(i) Protected from unauthorized interference from the point of screening until they board a passenger aircraft;
(ii) Subjected to re-screening if the potential for unauthorized interference has been determined to exist.
(GM)

Document References

Comments

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3 Security Operations

17-SEC 3.4.6 / In Scope: No

SEC 3.4.6 The Operator should ensure security practices and/or procedures for operational security personnel that have contact with passengers include behavior detection methods designed to identify persons who may pose a threat to civil aviation and require additional security measures. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.4.7 / In Scope: No

SEC 3.4.7 The Operator shall have a policy and procedures to refuse transportation to any person that does not consent to a search of his or her person or property in accordance with the AOSP. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.5.1 / In Scope: No

SEC 3.5.1 If the Operator conducts passenger flights, the Operator shall have a policy and a process that incorporates risk assessment measures to ensure procedures are in place for the transport of potentially disruptive passengers who are obliged to travel because they have been the subject of judicial or administrative proceedings. Such procedures shall be designed to take into consideration the assurance of the safety of the aircraft during the flight. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.6.1 / In Scope: No

SEC 3.6.1 If the Operator conducts international passenger flights, the Operator shall have a process to ensure originating hold baggage, including courier baggage, is:

(i) Subjected to screening capable of detecting explosives and explosive devices prior to being loaded into an aircraft for an international passenger flight;

(ii) Protected from unauthorized interference from the moment of acceptance until loaded on board the aircraft. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.6.2 / In Scope: No

SEC 3.6.2 If the Operator conducts domestic passenger flights, the Operator should have a process to ensure originating hold baggage is:

(i) Subjected to screening capable of detecting explosives and explosive devices prior to being loaded into an aircraft for a domestic passenger flight;

(ii) Protected from unauthorized interference from the moment of acceptance until they are loaded on board the aircraft.

Document References

Comments

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3 Security Operations

17-SEC 3.6.6 / In Scope: No

SEC 3.6.6 If the Operator conducts international passenger flights, the Operator shall have a process to ensure procedures are in place to prevent items of hold baggage from being transported on such flights unless such items have been:

(i) Individually identified as either accompanied or unaccompanied baggage;

(ii) Subjected to appropriate security controls based on risk assessment. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.7.1 / In Scope: No

SEC 3.7.1 If the Operator transports revenue or non-revenue cargo, the Operator shall have a process to ensure cargo shipments for transport on all flights have been subjected to the appropriate security controls, including screening where required, as established by the applicable state(s) prior to being loaded onto an aircraft.

Document References

Comments

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3 Security Operations

17-SEC 3.8.1 / In Scope: No

SEC 3.8.1 If the Operator conducts passenger flights, the Operator shall have a process to ensure in-flight, catering and/or other supplies intended for transport on a passenger flight are subjected to appropriate security controls as established by the appropriate state and are thereafter protected from unauthorized interference until loaded onto the aircraft. (GM)

Document References

Comments

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3 Security Operations

17-SEC 3.9.2 / In Scope: No

SEC 3.9.2 If the Operator controls security restricted areas, the Operator shall have processes to ensure merchandise and supplies introduced into such areas are subject to appropriate security controls, which may include screening or a supply chain security process. (GM)

Document References

Comments

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4 Security Threat and Contingency Management

17-SEC 4.1.1 / In Scope: Yes

SEC 4.1.1 The Operator shall have processes for maintaining a constant review of the level and nature of security and cybersecurity threats to civil aviation, and for identifying direct or potential threats against the Operator and/or its aircraft operations. For threats that have been identified, such processes shall include:
(i) An assessment of associated risks and vulnerabilities;
(ii) Development of appropriate response measures. (GM)

Conformity - Documented and Implemented

Document References

- GMM. General Maintenance Manual - Ch D.3 -
- SEC. Airline Security Manual - Ch 9.6 -

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4 Security Threat and Contingency Management

17-SEC 4.1.2 / In Scope: Yes

SEC 4.1.2 The Operator shall have a process to ensure the implementation of appropriate security measures in response to:

(i) Security threats directed against the Operator;

(ii) Threat levels issued by applicable aviation security authorities. (GM)

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - Ch 8, 16, 17 -

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4 Security Threat and Contingency Management

17-SEC 4.1.3 / In Scope: Yes

SEC 4.1.3 The Operator shall have procedures for sharing, as appropriate, with the State, relevant operators, airport authority, air traffic service and external service providers, in a practical and timely manner, relevant information to assist in the implementation of an effective security risk assessment process. (GM)

Note:
This provision is applicable to the Operator only if procedures for sharing the specified relevant information are approved by the State.

Conformity - Documented and Implemented

Document References

- SEC. Airline Security Manual - Ch 15.1 -

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4 Security Threat and Contingency Management

17-SEC 4.2.1 / In Scope: No

SEC 4.2.1 The Operator shall have a contingency plan that provides for a comprehensive and managed response to aviation security incidents. (GM)

Document References

Comments

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4 Security Threat and Contingency Management

17-SEC 4.3.1 / In Scope: No

SEC 4.3.1 The Operator shall have a process to ensure an investigation is conducted for any of the following:

(i) Threats or acts of unlawful interference;

(ii) Failure of implementation of security controls under the responsibility of the Operator;

(iii) Security incidents, security occurrences or security threats. (GM)

Document References

Comments

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4 Security Threat and Contingency Management

17-SEC 4.3.2 / In Scope: No

SEC 4.3.2 The Operator shall have a process that ensures notification to the applicable aviation security authorities when an act of unlawful interference against the Operator, a reportable security incident and/or a reportable security occurrence has been identified. (GM)

Document References

Comments

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4 Security Threat and Contingency Management

17-SEC 4.3.3 / In Scope: Yes

SEC 4.3.3 The Operator should have a process to ensure security incidents and/or security occurrences are reported to IATA for inclusion in the Incident Data Exchange (IDX) Security Dashboard. Such reports should be submitted in accordance with the formal IDX reporting process. (GM)

Observation - Not Documented Not Implemented

Document References

Comments

The Operator does not have a process for reporting acts of unlawful interference or preparatory acts for inclusion in the Incident Data Exchange (IDX).

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