APPENDIX 3

CHECKLIST ON THE CRITICAL ELEMENTS OF AN OPERATIONS MANUAL

FOS FORM CL-108-OMCE

Operator's Name:

	Information provided in the Operations Manual	Operations Manual or other manual (specify)	Section of manual	For CAA Nepal use
	1. General			
1.1	A statement that the operations manual complies with applicable laws and AOC conditions and the corresponding Operations Specifications.	Operations Manual - part A		Sat./Unsat. Inspector's Initials
1.2	A list and a summarized description of the different parts of the manual, their contents, applicability and utilization.	Operations Manual		
1.3	A statement that the operations manual contains operating instructions which are required to be complied with by all personnel.	Operations Manual		
1.4	A registration sheet for the amendments and revisions with the dates of registration and validity.	Operations Manual		
1.5	A list of effective pages.	Operations Manual		
1.6	Amendment and revision changes indicated by marks or signals in text, graphics and diagrams.	Operations Manual		
1.7	Updating and implementing any changes made in the Flight Manual.	Operations Manual		
1.8	Instructions outlining the responsibilities of management and operations personnel pertaining to the conduct of flight operations ensuring duties, responsibilities, functional tasks, lines of reporting and authorities are clearly defined (covering but not limiting to safety management, quality assurance management and emergency management)	Operations Manual		
1.9	Provision of flight time limits, flight duty periods and for the provision of rest periods for crew members.	Operations Manual		
1.10	Responsibilities for operational control and developed related policies, processes, standards and procedures as per FOR (A) 4.2.1.3 and FOR (H) 2.2.1.3.	Operations Manual		
1.11	Require that a certified true copy of the AOC and corresponding OPSPECS including leased aircraft is carried on board at all times.	Operations Manual		
1.12	Operational limitations in accordance with the AFM in the operating manual.	Operations Manual		
1.13	Aircraft operating information contains an approved MEL/CDL for the aeroplane types operated and specific operations authorized.	Operations Manual		
1.14	An organization and management system for the operational control of all flights in accordance with specific operating regulations applicable to aircraft operations.	Operations Manual		
1.15	Adequate procedures for the preparation and dissemination of NOTAM and information contained in the AIP, AIC and AIRAC to flight crew and operations personnel	Operations Manual		

	2. Standard Operating Procedures (SOP)			
2.1	Standard operating procedures (SOP) for each phase of flight	Operations Manual		
2.2	Checklists as an integral part of its SOPs and has instructed its flight crew on how to use them.	Operations Manual		
2.3	Crew briefings as an integral part of the SOPs.	Operations Manual		
	3. In-Flight Procedures			
3.1	Policy and procedures for flight crew to record and report on routine meteorological observation during departure and en-route and climb-out phases of the flight and special and other non-routine observations during any phase of the flight.	Operations Manual		
3.2	Policy and procedures for flight crew to record and report on volcanic activity.			
3.3	Policy, instructions, procedures and training requirements for the avoidance of collisions and the use of the airborne collision avoidance system (ACAS) are as per PANS-OPS (Doc 8168), Volume 1, Part VIII, Chapter 3, and in PANS-ATM (Doc 4444), Chapters 12 and 15.			
3.4	Instructions on the clarification and acceptance of air traffic control (ATC) clearances, particularly where terrain clearance is involved.			
3.5	Instructions for the preservation of flight recorder records and, if necessary, associated flight recorders to the extent possible, in the event that the aeroplane becomes involved in accident or incident.			
3.6	Procedures for the retention of flight recorder records and flight recorders in safe custody pending their disposition.			
	4. SMS Program			
4.1	SMS Component 1. Safety policy and objectives. Safety policy outlines the principles, processes and methods of the organization's SMS to achieve the desired safety outcomes. The policy establishes senior management's commitment to incorporate and continually improve safety in all aspects of its activities. Senior management develops measureable and attainable organization-wide safety objectives to be achieved.			
4.2	SMS Component 2. Safety risk management. Service providers should ensure that the safety risks encountered in aviation activities are controlled in order to achieve their safety performance targets. This process is known as safety risk management and includes hazard identification, safety risk assessment and the implementation of appropriate remediation measures.			

4.3	SMS Component 3. Safety assurance. Safety assurance consists of processes and activities undertaken by the service provider to determine whether the SMS is operating according to expectations and requirements. The service provider continually monitors its internal processes as well as its operating environment to detect changes or deviations that may introduce emerging safety risks or the degradation of existing risk controls. Such changes or deviations may then be addressed together with the safety risk management process.			
4.4	SMS Component 4. Safety promotion Safety promotion encourages a positive safety culture and creates an environment that is conducive to the achievement of the service provider's safety objectives. A positive safety culture is characterized by values, attitudes and behaviour that are committed to the organization's safety efforts. This is achieved through the combination of technical competence that is continually enhanced through training and education, effective communications and information sharing. Senior management provides the leadership to promote the safety culture throughout an organization.			
4.5	SMS implementation planning. A system review and description of the SMS elements and their interface with existing systems and processes is the first step in defining the scope and applicability of the SMS. This exercise provides an opportunity to identify any gaps related to the service provider's SMS components and elements. The system description includes the SMS interfaces within the organization, as well as pertinent interfaces with other external organizations such as subcontractors. An overview of the system description and its accountability and reporting structure should be included in the SMS documentation.			
4.6	Phased implementation approach The reasons for a phased approach to SMS implementation include: a) the provision of a manageable series of steps to follow in implementing an SMS, including allocation of resources; b) the need to allow implementation of SMS framework elements in various sequences, depending upon the results of each service provider's gap analysis; c) the initial availability of data and analytic processes to support reactive, proactive and predictive safety management practices; and d) the need for a methodical process to ensure effective and sustainable SMS implementation.			

4.7	Flight Data Analysis Program a) A post holder responsible for the development and establishment of the FDAP and his/her functions and responsibilities are clearly defined and documented in the Flight Safety Documents System. b) Flight data analysis programme is non punitive and contains adequate safeguards to protect the source(s) of the data.			
5.1 Training Programme (Flight Crew)				
5.1.1	The training manual covering training programmes and syllabi for initial, recurrent, transition (conversion), re-qualification, upgrade, recency of experience, familiarization, differences, safety management and/or other specialized training.	Operations Manual	Part D	
5.1.2	Instructions and training requirements for the avoidance of controlled flight into terrain (CFIT) and policy for the use of the ground proximity warning system (GPWS).	Operations Manual	Part D	
5.1.3	Procedures for remedial training and subsequent examination of flight crew unable to achieve or maintain required standards.	Operations Manual	Part D	
5.1.4	Address the following, as applicable: 1. Training policies and directives. 2. Administrative support of air operator. 3. List of designated instructors and line check airmen. 4. Comprehensive syllabi, including lesson plans for approved training. 5. Procedures for the conduct of examinations and manoeuvre tolerances. 6. Procedures to require that flight crew members are properly trained and examined on abnormal and emergency conditions. 7. Procedures for remedial training and subsequent examination of flight crew unable to achieve or maintain required standards.	Operations Manual		
5.1.5	Training provided and flight documentation used are correctly reflected in the operators' flight safety documents system. *Note : If a separate training organization is approved to provide crew training, the training provided and flight documentation used correctly reflect the operator's flight safety documents system*			
5.1.6	Adequate ground and flight training facilities, simulators and/or cockpit procedures, training devices (fixed-base simulator [FBS] computer-based training [CBT], etc.) and syllabus materials including the listing of approved training facilities / approved flight simulator training devices and training programs.			
5.2 Training Programme (Cabin Crew)				
5.2.1	Details of the cabin crew duties training programme.	Operations Manual	Part D	

5.2.2	Basic indoctrination in the different functions, duties and responsibilities of cabin crew members to cover: 1. Introduction to aircraft systems and limitations. 2. Aircraft emergency evacuation, life-safety equipment and related information to passengers. 3. Cabin crew members' assignment, coordination and two-way communication. 4. Knowledge and skills related to the transport of dangerous goods. 5. Security procedures. 6. Recurrent training programme including an examination to determine competence. 7. Formulated rules to limit flight duty periods and for the provision of adequate rest periods for all its crew members.			
5.2.3	Is the initial Cabin Crew Training Program defined?			
5.2.4	Are the following Cabin Crew Training Programs defined: a. Recurrent b. Requalification c. Recency of experience d. Conversion e. Upgrade			
5.2.5	Is the Emergency Evacuation Drill defined?			
5.2.6	Are the following training programs defined? a. First Aid b. Fire fighting c. Human factors d. CRM e. SMS f. Unlawful interference and bomb threat			
5.2.7	Are training programs for Cabin Crew Instructors and Examiners established to ensure that they possess/maintain the required knowledge, skills and qualifications?			
5.2.8	Adequate ground and flight training facilities, cabin mock-ups and/or simulators, training devices (computer-based training [CBT], etc.) and syllabus materials including the listing of approved training facilities/approved cabin mock-ups and/or simulators, training devices and training programs.			
5.2.9	Training provided and flight documentation used are correctly reflected in the operators' flight safety documents system. *Note* : *If a separate training organization is approved to provide crew training, the training provided and flight documentation used correctly reflect the operator's flight safety documents system*			
5.3 Training Programme (Flight Dispatcher)				

5.3.1	Training programmes to include: 1. Flight dispatch/flight operations officer 2. Aviation indoctrination 3. Use of operations manual 4. Aircraft performance 5. Navigation 6. Flight planning and monitoring 7. Rules of the air, communication and air traffic management 8. Meteorology 9. Mass and balance control 10. Use of MEL/CDL 11. Transport of dangerous goods by air 12. Security procedures 13. Emergency response plan 14. Flight observation 15. Recurrent training programme			
5.3.2	Recurrent training of the knowledge, skills and qualifications of flight dispatch/flight operations officers and ground instructors.			
5.3.3	Details of the flight operations officer/flight dispatcher training programme when employed in conjunction with a method of flight supervision.			
5.3.4	Adequate ground training facilities, training devices (computer-based training [CBT], etc.) and syllabus materials including the listing of approved training centres, training devices and training programs.			
5.3.5	Training provided and flight documentation used are correctly reflected in the operators' flight safety documents system. **Note** : *If a separate training organization is approved to provide Flight Dispatcher (Flight Operations Officer) training, the training provided and flight documentation used correctly reflect the operator's Flight Safety Documents System*			
	6. SECURITY			
6.1	Security training programme has been established covering: 1. Security of the flight crew compartment 2. Aircraft search procedure checklist 3. Determination of the seriousness of any occurrences: PTI (Positive Target Identification) 4. Crew communication and coordination 5. Appropriate self-defence responses 6. Use authorized by the CAA Nepal of non-lethal protective devices assigned to crew members 7. Understanding of behaviour of terrorists 8. Live situational training exercises regarding various threat conditions 9. Post-flight concerns for the crew			
6.2	Procedures to enable cabin crew to discreetly communicate to flight crew in the event of suspicious activity or security breaches in the passenger cabin.			
6.3	Procedures in relation to the flight crew compartment access.			

6.4	Procedures in relation to a bomb threat or warning, when the aircraft is on the ground or in flight.	Operations Manual	Part D	
6.5	Developed a procedure checklist for searching a bomb and/or inspecting an aircraft for concealed weapons, explosives and other dangerous devices.	Operations Manual	Part A	
	7. GROUND HANDLING			
7.1	Training requirements, subcontracting policies, handling processes, procedures and practices for all aircraft ground handling operations.	Operations Manual	Part A	
7.2	Organizational structure which includes the responsibilities and authority for the management of all ground handling functions.			
7.3	The line of responsibilities is clearly defined for ground handling functions and associated with the following, when applicable: 1. Ramp operations 2. Passenger services 3. Baggage services 4. Cabin services 5. Weight and balance control 6. Ground support equipment 7. Fuel services			
7.4	Air operator ground handling responsibility is permanently maintained, when all or part of the functions and tasks related to ground handling services have been contracted to a service provider.		Part A	
	8. OPERATOR INTENDING TO CARRY DANGEROUS GOODS			
8.1	Detailing the functions and responsibilities of personnel for the carriage of Dangerous Goods.			
8.2	Acceptance Checklist to prevent acceptance of dangerous goods for transport by air unless they are accompanied by a completed dangerous goods transport document and their marking, package, overpack or freight container have been inspected in accordance with the acceptance procedure contained in the TI.			
8.3	Procedures for loading of Dangerous Goods eg. Appropriate loading, segregation and inspection for damage or leakage.			
8.4	Provision of NOTOC to the PIC and the personnel (job title or function) with responsibilities for operational control of the aircraft when Dangerous Goods are carried and retaining the NOTOC on the ground and readily accessible to the aerodromes of last departure and next scheduled arrival for each of its flights on which dangerous goods are carried.			
8.5	Dangerous Goods Initial and Recurrent Training Program for company staff involved in transport of dangerous goods eg. Flight and Cabin Crew, Check-in staff, cargo acceptance staff, ground handling staff.			
8.6	In-flight procedures for emergency response for aircraft incidents involving dangerous goods.			
8.7	Dangerous Goods Procedures and Training Program incorporated in either the Operations Manual or a separate document as part of the Flight Safety Documentation System.			

8.8	Inflight procedures to convey information to emergency services and to appropriate authorities in the event of an incident or accident on an aircraft carrying dangerous goods.			
8.9	Procedures to ensure passengers are warned as to the types of Dangerous Goods that are prohibited or restricted from transporting aboard an aircraft.			
8.10	Procedures for reporting incidents and accidents involving Dangerous Goods. This includes undeclared, mis-declared and unintentional release of Dangerous Goods.			
8.11	Provision to subcontractors with appropriate dangerous goods documents and manuals covering handling procedures and responsibilities.			
9. OPERATOR NOT INTENDING TO CARRY DANGEROUS GOODS				
9.1	Initial and recurrent training program for ground and flight personnel to recognize and refuse dangerous goods.			
9.2	Policy not to transport spare parts for maintenance purposes that should be categorized as dangerous goods (COMAT).			
9.3	Procedures to report incidents/accidents involving dangerous goods.			

Declaration by applicant

I declare that the information given in this application form is true in every respect.

_____   _____
             Name & Position   Signature & Date

For CAA Nepal Use

Contents checked against Ops manual: *__SAT / NOT SAT__

Exchange of letter with applicant – *YES / NO / NOT APPLICABLE

_____   _____
Principal Operations Inspector (POI)   Signature & Date

For information:

_____   _____
Chief (Flight Operations)   Signature & Date

* delete where appropriate