

Conducting Station Facilities Inspection

**CAAI DIRECTIVE
OPS 1.1.013 / 2.1.013**



**AIR OPERATOR CERTIFICATION &
SURVEILLANCE**

OPS 1.1.013 / 2.1.013		OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

1. Objective

- 1.1. This directive is provided for the use of OPS inspectors in conducting station and outstation inspections in the course of Air Operator Certificate holder Certification and Surveillance.
- 1.2. This directive shall be executed in conjunction with directive AW 1.1.235 which is an inspection of the airworthiness aspects of the station facility. Both inspections are to be carried out simultaneously.

2. General

- 2.1. This directive contains direction and guidance to be used by operations inspectors for performing station facilities inspections. Station facilities operations are defined as those support activities required to originate, turn around, or terminate a flight. Station facilities inspections are conducted on certificated air operators performing scheduled or chartered passenger and cargo operations under Chapters 12 or 13 of the Israeli Air Navigation Regulations Operation (IANRs).

2.2. Location.

A station facilities inspection is conducted at every location at which a scheduled certificated air operator initiates and recovers flights. A station facilities inspection may be conducted for a Charter destination, if it is a frequent charter destination (more than 10 annual flights operated by the operator), or even for an ad-hoc flight, at the discretion of the POI. A station facilities inspection encompasses both operations and facilities.

2.3. Inspection Areas.

- 2.4. Eight inspection areas have been identified as areas for inspectors to observe and evaluate during a station facilities inspection. These inspection areas are defined as follows:

- 2.4.1. **Personnel.** This area refers to the personnel employed at the facility. Inspectors must evaluate the adequacy of staffing levels and the competency of assigned personnel in the performance of their duties.

- 2.4.2. **Manuals.** This area refers to the availability, currency, and content of the written guidance required by employees in the performance of their assigned duties.

- 2.4.3. **Records.** This area refers to those records that the operator is required to maintain relative to station activities.

OPS 1.1.013 / 2.1.013		OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

For example, operators are required to record dangerous goods training for operations personnel. This area does not include those records inspected during a "records inspection."

2.4.3.1 Training Records. This area refers to the adequacy of the training given to assigned personnel as demonstrated by their knowledge of their duties. This area does not include crew and dispatcher training.

2.4.4. Facility/Equipment/Surface. This area refers to the various physical elements required to support flight operations, such as apron areas, blast fences, signs, signaling devices, lighting, passenger and cargo loading equipment, aircraft servicing, and towing equipment.

2.4.5. Conformance. This area refers to the operator's employees' compliance with the operator's procedures and the IANR.OPS.

2.4.6. Flight Control. This area refers to the control and support of aircraft flight operations.

2.4.7. Servicing. This area refers to the operator's procedures and standards required for the safe servicing and handling of its aircraft.

2.4.8. Management. This area refers to the effectiveness of the operator's management and supervisory personnel.

3. Reference Material, Forms & Job-Aids

3.1. Reference Material

3.1.1. AW 1.1.235 – Station Maintenance Facilities Inspection

3.2. Checklists

3.2.1. OPSF 1.1.013-1 – Station Facilities Inspection Checklist

4. Process

4.1. GENERAL INSPECTION PRACTISES AND PROCEDURES:

Inspectors who conduct station facilities inspections encounter a wide range of situations and operational conditions. Station facilities range from large physical plants (that have a permanently assigned station manager, numerous employees, and various departments) to a single counter manned by a single employee. A station facilities inspection

OPS 1.1.013 / 2.1.013		OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

may be conducted to provide an overall view of operations. Inspectors should use the direction, guidance, and procedures that follow when conducting a station facilities inspection.

NOTE: The direction and guidance of this and the following paragraphs is general in nature. Not all of it may be appropriate in any given situation.

4.1.1. Planning for the Inspection:

The inspector should carefully plan a station facilities inspection before conducting it. The inspector should coordinate with the station manager ahead of time to establish a date and time for conducting the inspection.

4.1.2. Briefing for the Inspection:

Before beginning the inspection, the inspector should request that the station manager provide a briefing on the facility operation, including its assigned personnel and operational procedures. In turn, the inspector should brief the station manager and the staff on the purpose and scope of the inspection. This discussion should include the following points:

- Purpose of the facility inspection
- Introduction of inspectors
- Areas to be evaluated
- Inspection authority (IANR.OPS. 256 ,257, 383)
- The proposed time and place of the exit briefing

4.1.3. Preliminary Tour:

The actual inspection should begin with a tour of the facility. The tour should provide the inspector with an overview of the operation and the location of individual sections. Inspectors should introduce themselves to section supervisors and other employees during the facility tour to become familiar with each section. The tour should include those areas of the facility that are utilized by the flight and cabin crews for dispatch, briefing, and flight planning, and those areas that are utilized for passenger loading, cargo loading, weight and balance preparation, and apron areas. The tour should include the areas and facilities utilized by the maintenance provider.

4.2. SPECIFIC INSPECTION PRACTICES AND PROCEDURES:

Inspectors should use the Station Facilities Inspection

OPS 1.1.013 / 2.1.013		OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

Checklist (OPSF 1.1.013-1) during the inspection. This checklist provides inspectors with "reminder" items to check when they evaluate specific areas. There may be areas inspected, which are not included in the checklist. Areas such as these should be recorded as an "other" item in the respective subject area. There also may be items on the checklist, which are not observed due to time constraints and should, therefore, be left blank.

The checklist is designed solely as a reminder and as a means of standardisation to ensure that station facilities inspections are conducted in the same general manner. Inspectors should conduct station facilities inspections by using the procedures that follow.

4.2.1. Personnel:

The inspector should review the staffing of the facility. During this review, the inspector should attempt to determine whether or not the station is adequately staffed and whether or not assigned personnel are competent in their duties. The inspector may accomplish this by observing individuals as they perform their assigned job tasks. For example, the inspector may review recently completed forms for accuracy and may interview personnel, while being careful to avoid interfering with their duties.

4.2.2. Manuals:

The inspector should review the operator's manual or system of manuals for the operation of the facility to determine whether or not the manuals are on hand, current, readily available to personnel, and adequate in content.

4.2.2.1 On Hand Requirements: Inspectors should determine what manuals the operator requires its station personnel to maintain and then determine whether or not these manuals are on hand. As a result of the inspection, the inspector should be able to conclude that either of these manuals are sufficient for the purposes of the station, or that station personnel require additional information which was not available.

4.2.2.2 Currency Requirements: The inspector should also ensure that the operator's manuals are current and that any required revisions are accurately posted.

4.2.2.3 Content Requirements: Each manual or publication should be checked by the inspector to ensure that it includes that information and guidance necessary to allow personnel to perform their duties

OPS 1.1.013 / 2.1.013	 CAA	OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

and responsibilities effectively and safely.

4.2.2.4 Depending on the scope of operations conducted at the station, direction and guidance may be required in the following operational areas:

- Refueling procedures.
- Aircraft towing or movement requirements/procedures.
- Mass and balance manual/procedures.
- Operation of ground service equipment/procedures.
- Aircraft Flight Manual (AFM) or AOM for types of regularly scheduled aircraft.
- Personnel training manual.
- Current emergency telephone listing.
- Accident/incident telephone listing.
- Security training and procedures.
- Severe weather notification procedures.
- Carry-on baggage procedures.
- Identification or handling of dangerous goods/procedures:
 - Ensure that the station manual contains copies of the relevant parts of the manual or other instructions concerning the operator's dangerous goods policies and procedures. This still applies for operators that do not intend to carry dangerous goods – the station's copy of the operations manual should still be checked to ensure it contains information about the policy of the operator in regard to DG and instructions about the carriage of passengers with DG.
 - Ensure that the station manual contains instructions for handling of dangerous goods allowed for carriage by passengers and crew in accordance with part 8 of the Technical instructions, including:
 - (i) Procedures for loading and stowing a wheelchair for a passenger (including notification to the commander);
 - (ii) Procedures for loading and stowing medical aid for a patient, and provision of information to handling agents
 - For Operators authorized to carry dangerous goods - Up-to-date copies of dangerous goods reference (e.g ICAO/IATA).

OPS 1.1.013 / 2.1.013	 CAAIN	OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

- Instructions and procedures for notification of the Pilot In Command (PIC) when there are dangerous goods aboard.
- Procedures for passenger operation of electronic devices.
- Contract service (if applicable).
- Trip records disposition.

4.2.3. Records

Available records relative to station operations should be inspected, such as communications records and station personnel training records. In a small facility, a records inspection and a facility inspection could be conducted on the same day. In most facilities, however, records inspections and facilities inspections should be planned and conducted separately.

4.2.3.1 Dangerous goods Records. If operator's station handles dangerous goods, the inspector should verify that acceptance check forms, dangerous goods transport documents (shipper's declarations) and NOTOCs are retained for at least 3 months.

4.2.3.2 Training Records. The inspector should review the training conducted for the various classifications of station personnel. The regulations do not specify training requirements either by subject or frequency for station personnel, yet these personnel should receive both initial and recurrent training in assigned job functions. This training may be either formal classroom training or on the job training. Specific areas of training include the following:

- Duties and responsibilities
- Dangerous Goods - the inspector shall review training records to confirm that –
 - (i) all relevant staff assigned to the station by the operator or handling agent have been trained in accordance with their duties;
 - (ii) the training has been given within the required periods (24 months).
- Passenger handling and protection
- Load planning and weight and balance procedures
- Communications procedures

OPS 1.1.013 / 2.1.013		OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

- Manual backup procedures in case of computer or communications equipment failures
- Maintenance training
- Aircraft servicing and apron operations
- First aid and emergency actions

4.2.4. Facility / Equipment / Surface:

The operator's facilities must be adequate to provide safe operating conditions for both aircraft and personnel. The inspector should conduct an evaluation to ensure that the following conditions are met:

4.2.4.1 Apron Maintenance. Apron areas should be clean and clear of foreign objects. The operator should have a regular programme for inspecting, cleaning, and repainting apron surfaces. Adequate equipment must be available for snow removal.

4.2.4.2 Passenger Safety. The inspector should observe that employees and passengers are be protected from jet or prop blast. If a jetway is unavailable or not used, inspectors should evaluate passenger handling procedures and facilities and give particular attention to the movement of passengers across aprons. The operator must have established procedures for assisting handicapped passengers, especially when boarding aprons are not used.

4.2.4.3 Provision of dangerous goods information for passengers – the inspector shall check those areas in terminals where the operator (or the handling agent) issues tickets, checks-in passengers and assembles them to board an aircraft in order to ensure that there are enough dangerous goods notices (including measures to ensure they are displayed by handling agents).

4.2.4.4 Consignment inspections –

4.2.4.4.1. the inspector shall inspect a consignment in order to determine that as far as can be determined from an external check -

- (i) that the packages and their associated documents comply with the requirements;

OPS 1.1.013 / 2.1.013		OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

(ii) as far as possible, that associated documentation (e.g. airway bill, DG transport Document, Acceptance checklist, NOTOC) meets all applicable requirements.

(iii) That Pallets and ULDs are –

- prepared and built in accordance with the segregation and separation of dangerous goods requirements of the TI;
- Have tags attached which are marked and labeled correctly;

4.2.4.4.2. the inspection shall be carried out in the operator's or handling agent's premises, and after the DG have been accepted for transport, or whilst they are still in the care of the operator or handling agent.

4.2.4.4.3. Both export and import consignments are to be inspected, but with the emphasis on export consignments since if a consignment is found which does not comply with the requirements, action can be taken to prevent it from being loaded on an aircraft and a follow-up investigation be made into how it was offered for transport and accepted in the state in which it has been found.

4.2.4.4.4. Import consignments can also be checked, since although they have been carried by air, the finding of evidence of noncompliance with the requirements needs to be reported to the state where the goods were originally loaded on an aircraft.

4.2.4.5 Night Operations. To ensure that adequate lighting is available and is being used for safe ground operations, inspectors should conduct observations during night operations, if feasible.

4.2.4.6 Station Manager Responsibilities. The operator's management usually assigns station managers with the responsibility for maintaining surveillance of the aerodrome and for reporting aerodrome hazards and any new obstructions. Inspectors should determine what responsibilities have been assigned to the station manager and how those responsibilities are being discharged.

4.2.4.7 Aerodrome Deficiencies. Inspectors are not

OPS 1.1.013 / 2.1.013		OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

tasked with conducting a physical inspection of the aerodrome during a station facilities inspection; however, any aerodrome deficiencies observed during a station facilities inspection must be noted by inspectors and must be recorded for transmittal to the regional aerodromes division.

4.2.5. Conformance.

In each area to be inspected, inspectors should evaluate the operator's procedures for compliance with provisions of the applicable IANR.OPS. In addition, the operator's employees must comply with the operator's directives as provided for in the operator's manuals.

4.2.6. Flight Control.

The inspection of a station's flight control function should be conducted while actual arrival or departure operations are in progress. This allows the inspector to get an overall view of the effectiveness of the operation and its assigned personnel. For initial certification, this may be conducted during the demonstration flight.

4.2.6.1 Operational Control Inspection. When a dispatch or flight following centre is located within the station, an operational control inspection should be conducted in conjunction with the station facilities inspection. Unless the station is small, these two inspections should be planned and conducted as separate events.

4.2.6.2 Line Station Functions. Operators often exercise operational control from a central location and assign the line stations with related support functions, such as delivering dispatch releases and flight plans to the flight crew. In this situation, inspectors should determine which functions are the responsibilities of the station. Inspectors should evaluate station personnel in the performance of these functions. Inspectors should also evaluate the effectiveness of the division of responsibility between the central operational control centre and the line station.

4.2.6.3 Load Planning. Inspectors should determine who is assigned responsibility for load planning and mass and balance control. Passenger and cargo weights must be accurate and reliably obtained, collected, and transmitted. Personnel must be adequately trained. Procedures should be simple

OPS 1.1.013 / 2.1.013	 CAA	OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

and effective. When computerised systems are used, there must be adequate backup provisions for computer failure. When station personnel are required to perform manual calculations in case of computer failure, the operator must ensure continued proficiency of personnel in making these calculations. Inspectors should ask these individuals to perform a manual calculation and compare the individual's solution to the computer solution.

4.2.6.4 Weather Information. Inspectors should determine the approved source of weather for the station.

4.2.7. Servicing.

The servicing area of a station facilities inspection covers routine loading and servicing as opposed to aircraft maintenance activities. While operations inspectors should record and report observations they believe to be maintenance discrepancies, they are not assigned to inspect the maintenance activities. The preferred procedure is for station facilities inspections to be conducted by a joint operations/airworthiness team. Inspectors should evaluate areas of concern to operations personnel, such as the manner in which logbooks are handled and how MEL/CDL provisions are complied with.

The inspector should observe and verify safe practices in the operator's service operations and that adequate personnel are available for the required aircraft servicing. Operations to be observed should include, but are not limited to, the following:

- Fuelling (ensuring that proper procedures are being followed).
- De-icing (ensuring that the correct ratio and temperature of the glycol/water mix is being used and that all snow and ice is removed).
- Marshalling (ensuring safe operation and correct procedures).
- Chocks/Mooring (ensuring chocks are in place, the parking apron is relatively level, and brakes are set or released).
- For Dangerous goods consignments – ensure that the instructions for loading of aircraft are met, including:
 - that the consignment is Inspected for damage or leakage immediately prior to loading and immediately after loading;
 - Correct loading of dangerous goods (including

OPS 1.1.013 / 2.1.013	 CAAIN	OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

segregation, securing and accessibility);

- Staff awareness of Procedures for removal of damaged or leaking packages from aircraft, inspection of aircraft for contamination; and decontamination;

4.2.8. Management.

Throughout the inspection, inspectors should observe managers and supervisors and evaluate the organisational structure, particularly the effectiveness of vertical and horizontal communications. Managers and supervisors should be thoroughly aware of their duties and responsibilities and those of the personnel they supervise. Areas that inspectors must observe and evaluate include the following:

4.2.8.1 Outside Contractors: If the operator contracts with other companies for station services, the station manager should have established adequate controls over their performance. The manager must assure that adequate training is provided to contractor personnel, and that any handling agent has copies of the relevant parts of the manual or other instructions concerning the operator's policies and procedures (concerning dangerous goods procedures and other operator-specific topics)

Note: The above still applies for operators that do not intend to carry dangerous goods – the ground handling agent's copy of the manual should still be checked to ensure that it contains information about the policy of the operator in regard to DG and instructions about the carriage of passengers with DG.

Note 2: For Operators authorized to carry dangerous goods – ensure that the handling agent has Up-to-date copies of dangerous goods technical instructions reference (e.g ICAO/IATA)

4.2.8.2 Contingency Plans: The station management should be prepared for contingencies. Action plans should be available for use in case of such events as accidents, injury, illness, fuel spills, bomb threats, hijacking, severe weather, and dangerous goods spills. Station personnel should know the location of these plans. Plans should contain emergency notification checklists and procedures for suspending or canceling operations. Emergency telephone listings should be posted in obvious locations and be clearly legible.

OPS 1.1.013 / 2.1.013	 CAA	OPS Inspector Handbook
Conducting Station Facilities Inspection		Revision 3
		19 JUL 18

5. Task Outcomes

- 5.1. Discrepancies observed during the inspection should be documented along with any on the spot corrective action taken by the operator. Any recommended corrective actions should also be noted on the report so that the Operations Inspectors will have the inspector's views concerning the most effective means of resolving the discrepancies. When applicable, the inspector should indicate an outstanding or above average station facility on the report to provide an accurate picture of the operator's operations at that particular facility.
- 5.2. After the inspection, all the inspectors who participated must meet and prepare the inspection report together.
- 5.3. The operator must submit a corrective action plan for all the findings that were discovered within 10 working days.
- 5.4. In the corrective action plan the operator must specify realistic due dates for correcting the findings. Critical items must be corrected immediately.
- 5.5. The corrective action plan and the dates must be approved by the lead inspector.

The Operations Inspector will follow up on findings which are to be corrected by the operator's Operations department.