

# Advisory Pamphlet

## Operations Manual Part A (General Operations Manual)

AP 1.1.004A



**Air Operator Certification**

AP 1.1.004A		01 NOV 10
Operations Manual		Air Operator Certification

## 1. Purpose

- 1.1. This Advisory Pamphlet (AP) contains information and guidance for the contents and structure of the General part of the Operations Manual.
- 1.2. The guidance presented here is a means of presenting the General part of the Operations Manual, but not the only means.

## 2. Reference Material

- 2.1. Regulatory Requirements (if applicable)
  - 2.1.1. ANR.OPS 394
  - 2.1.2. ANR.OPS Att. 5

## 3. Guidance and Procedures

- 3.1. Each AOC holder shall ensure that the contents and structure of the operations manual are in accordance with rules and regulations of the Authority, and are relevant to the area(s) and type(s) of operation.
- 3.2. An AOC holder may design a manual to be more restrictive than the Authority's requirements.
- 3.3. Each AOC holder shall ensure that the operations manual presents the items of information listed below, to meet the requirements . The manual may consist of two or more parts containing together all such information in a format and manner based upon the outline presented in paragraph (d) below. Each part of the operations manual must contain all information required by each group of personnel addressed in that part.
  - 3.3.1. General Policies.
  - 3.3.2. Duties and responsibilities of each crewmember, appropriate members of the ground organisation, and management personnel.
  - 3.3.3. Reference to appropriate Civil Aviation Regulations.
  - 3.3.4. Flight dispatching and operational control, including procedures for co-coordinated dispatch or flight control or flight following procedures and maintenance control procedures, as applicable.

AP 1.1.004A		01 NOV 10
Operations Manual		Air Operator Certification

- 3.3.5. En route flight, navigation, and communication procedures, including procedures for the dispatch or release or continuance of flight if any item of equipment required for the particular type of operation becomes inoperative or unserviceable en route.
- 3.3.6. Appropriate information from the en route operations specifications, including for each approved route the types of aircraft authorised, the type of operation such as VFR, IFR, day, night, etc., and any other pertinent information.
- 3.3.7. Appropriate information from the airport operations specifications, including for each airport—
- 3.3.7.1. Its location
  - 3.3.7.2. Its designation;
  - 3.3.7.3. The types of aircraft authorised;
  - 3.3.7.4. Instrument approach procedures;
  - 3.3.7.5. Landing and take-off minimums; and
  - 3.3.7.6. Any other pertinent information.



- 3.3.8. Procedures for familiarising passengers with the use of emergency equipment, during flight.
- 3.3.9. Emergency equipment and procedures.
- 3.3.10. The method of designating succession of command of flight crew members.
- 3.3.11. Procedures for determining the usability of landing and take-off areas, and for disseminating pertinent information thereon to operations personnel.
- 3.3.12. Procedures for operating in periods of ice, hail, thunderstorms, turbulence, or any potentially hazardous meteorological condition.
- 3.3.13. Airman training programs, including appropriate ground, flight, and emergency phases.
- 3.3.14. Procedures for refueling aircraft, eliminating fuel contamination, protection from fire (including electrostatic protection), and supervising and protecting passengers during refueling.
- 3.3.15. Methods and procedures for maintaining the aircraft weight and centre of gravity within approved limits.
- 3.3.16. Where applicable, pilot and dispatcher route and airport qualification procedures.
- 3.3.17. Accident notification procedures.
- 3.3.18. Procedures and information to assist personnel to identify packages marked or labeled as containing hazardous materials and, if these materials are to be carried, stored, or handled, procedures and instructions relating to the carriage, storage, or handling of hazardous materials, including the following:

AP 1.1.004A	 רשות התעופה האזרחית Civil Aviation Authority	01 NOV 10
Operations Manual		Air Operator Certification

3.3.18.1. Procedures for determining the proper shipper certification and proper packaging, marking, labeling, shipping documents, compatibility of materials, and instructions on the loading, storage, and handling.

3.3.18.2. Notification procedures for reporting hazardous material incidents.

3.3.18.3. Instructions and procedures for the notification of the pilot in command when there are hazardous materials aboard.

3.3.19. Other information or instructions relating to safety.

3.4. The operations manual may be based upon the following outline:

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

## 1. Administration and Control of Operations Manual

### 1.1. Introduction

- 1.1.1. A statement that the manual complies with all applicable Authority regulations and requirements and with the terms and conditions of the applicable Air Operator Certificate.
- 1.1.2. A statement that the manual contains operational instructions that are to be complied with by the relevant personnel in the performance of their duties.
- 1.1.3. A list and brief description of the various operations manual parts, their contents, applicability and use. (d) Explanations and definitions of terms and words used in the manual.

### 1.2. System of Amendment and Revision

- 1.2.1. An operations manual shall describe who is responsible for the issuance and insertion of amendments and revisions.
- 1.2.2. A record of amendments and revisions with insertion dates and effective dates is required.
- 1.2.3. A statement that hand-written amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety.
- 1.2.4. A description of the system for the annotation of pages and their effective dates.
- 1.2.5. A list of effective pages and their effective dates.
- 1.2.6. Annotation of changes (on text pages and as practicable, on charts and diagrams).
- 1.2.7. A system for recording temporary revisions.
- 1.2.8. A description of the distribution system for the manuals, amendments and revisions.

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

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

## 2. Organisation and Responsibilities

- 2.1. **Organisational Structure** A description of the organisational structure including the general company organisation and operations department organisation. The relationship between the operations department and the other departments of the company. In particular, the subordination and reporting lines of all divisions, departments etc., which pertain to the safety of flight operations shall be shown.
- 2.2. **Responsible Manager** The name of each manager responsible for flight operations, the maintenance system, crew training and ground operations shall be listed. A description of their function and responsibilities shall be included.
- 2.3. **Responsibilities and Duties of Operations Management Personnel** A description of the duties, responsibilities and authority of operations management personnel pertaining to the safety of flight operations and with compliance with applicable regulations shall be listed.
- 2.4. **Authority, Duties and Responsibilities of a PIC** A statement defining the authority, duties and responsibilities of the PIC shall be listed.
- 2.5. **Duties and Responsibilities of Crew Members Other Than the PIC**

A statement defining the authority, duties, and responsibilities of all required aircraft crew members shall be listed.

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

### 3. Operational Control And Supervision

#### 3.1. Supervision of the Operation by the AOC Holder

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

3.1.1. Competence of operations personnel; and

3.1.2. Control, analysis and storage of records, flight documents, additional information, and safety related data.

#### 3.2. System of Promulgation of Additional Operational Instructions and Information

3.3. A description of any system for promulgating information which may be of an operational nature but is supplementary to that in the operations manual. The applicability of this information and the responsibilities for its promulgation shall be included

#### 3.4. Accident Prevention and Flight Safety Programme

A description of the main aspects of the flight safety programme including:

3.4.1. Programmes to achieve and maintain risk awareness by all persons involved in flight operations; and

3.4.2. Evaluation of accidents and incidents and the promulgation of related information.

#### 3.5. Operational Control

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

### 4. Quality System

4.1. A description of the quality system as published in **AP 1.1.018A**.



AP 1.1.004A	 רשות התעופה האזרחית Civil Aviation Authority	01 NOV 10
Operations Manual		Air Operator Certification

## 5. Crew Composition

### 5.1. Crew Composition

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

- 5.1.1. Experience (total and on type), recency and qualification of the crew members; and
- 5.1.2. The designation of the PIC and, if required by the duration of the flight, the procedures for the relief of the PIC or other members of the flight crew.

### 5.2. Designation of the PIC

### 5.3. The rules applicable to the designation of a PIC.

### 5.4. Flight Crew Incapacitation

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

## 6. Qualification Requirements

### 6.1. Qualifications

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

### 6.3. Flight Crew

#### 6.3.1. Operation on more than one type or variant.

### 6.4. Cabin Crew

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

- 6.4.1. Senior cabin crew member.
- 6.4.2. Cabin crewmember.
  - 6.4.2.1. Required cabin crewmember.
  - 6.4.2.2. Additional cabin crewmember, and
  - 6.4.2.3. Cabin crewmember during familiarisation flights.
- 6.4.3. Operation on more than one type or variant.
- 6.5. Other Operations Personnel

## 7. Crew Health Precautions

### 7.1. Crew Health Precautions

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

- 7.1.1. Alcohol and other intoxicating liquor;
- 7.1.2. Narcotics;
- 7.1.3. Drugs;
- 7.1.4. Sleeping tablets;
- 7.1.5. Pharmaceutical preparations;
- 7.1.6. Immunisation;
- 7.1.7. SCUBA diving;
- 7.1.8. Blood donation;
- 7.1.9. Meal precautions prior to and during flight;
- 7.1.10. Sleep and rest; and
- 7.1.11. Surgical operations.

## 8. Operating Procedures

### 8.1. Flight Preparation Instructions

As applicable to the operation:

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

8.1.1. Criteria for Determining the Usability of Airports

8.1.2. En route Operating Minima for VFR Flights

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

8.1.3. Presentation and Application of Airport and En route Operating Minima

8.1.4. Interpretation of Meteorological Information.

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

8.1.5. Determination of the Quantities of Fuel, Oil and Water Methanol Carried.

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

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

#### 8.1.6. Mass and Centre of Gravity.

The general principles of mass and centre of gravity including:

- 8.1.6.1. The policy for using either standard and/or actual masses;
- 8.1.6.2. The method for determining the applicable passenger, baggage and cargo mass;
- 8.1.6.3. The applicable passenger and baggage masses for various types of operations and aircraft type;
- 8.1.6.4. General instruction and information necessary for verification of the various types of mass and balance documentation in use;
- 8.1.6.5. Last minute changes procedures; and
- 8.1.6.6. Seating policy/procedures.

#### 8.1.7. List Of Documents, Forms And Additional Information To Be Carried During A Flight.



## 8.2. Ground Handling Instructions

### 8.2.1. Fuelling Procedures.

A description of fuelling procedures, including:

8.2.1.1. Safety precautions during refueling and defueling including when an APU is in operation or when a turbine engine is running and, if applicable, the propeller brakes are on;

8.2.1.2. Refueling and defueling when passengers are embarking, on board or disembarking; and

8.2.1.3. Precautions to be taken to avoid mixing fuels.

8.2.1.4. Method to ensure the required amount of fuel is loaded.

### 8.2.2. Aircraft, Passengers And Cargo Handling Procedures Related To Safety.

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

8.2.2.1. Sick passengers and persons with reduced mobility;

8.2.2.2. Permissible size and weight of hand baggage;

8.2.2.3. Loading and securing of items in the aircraft;

8.2.2.4. Special loads and classification of load compartments (i.e., dangerous goods, live animals, etc.);

8.2.2.5. Positioning of ground equipment;

8.2.2.6. Operation of aircraft doors;

8.2.2.7. Safety on the ramp, including fire prevention, blast and suction areas;

8.2.2.8. Start-up, ramp departure and arrival procedures;

8.2.2.9. Servicing of aircraft;

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

8.2.2.10. Documents and forms; and

8.2.2.11. Multiple occupancy of aircraft seats.

8.2.3. Procedures for the Refusal of Embarkation.

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

8.2.4. Deicing and Anti-Icing on the Ground.

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

8.2.4.1. Proprietary or commercial names;

8.2.4.2. Characteristics;

8.2.4.3. Effects on aircraft performance-.

8.2.4.4. Precautions during usage.

8.3. Flight Procedures

8.3.1. Navigation Procedures

A description of all navigation procedures relevant to the type(s) and area(s) of operation. Consideration shall be given to:

8.3.1.1. Standard navigational procedures including policy for carrying out independent cross-checks of keyboard entries where these affect the flight path to be followed by the aircraft,

8.3.1.2. In-flight replanning; and

8.3.1.3. Procedures in the event of system degradation.

8.3.2. Policy and Procedures for In-flight Fuel Management.

8.3.3. Adverse and Potentially Hazardous Atmospheric Conditions.



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

- 8.3.3.1. Thunderstorms;
- 8.3.3.2. Icing conditions;
- 8.3.3.3. Turbulence;
- 8.3.3.4. Wind shear;
- 8.3.3.5. Jet stream;
- 8.3.3.6. Volcanic ash clouds;
- 8.3.3.7. Heavy precipitation;
- 8.3.3.8. Sand storms;
- 8.3.3.9. Mountain waves; and
- 8.3.3.10. Significant Temperature inversions.

#### 8.3.4. Operating Restrictions.

- 8.3.4.1. Cold weather operations;
- 8.3.4.2. Take-off and landing in turbulence;
- 8.3.4.3. Low-level wind shear operations;
- 8.3.4.4. Cross-wind operations (including tail wind components);
- 8.3.4.5. High temperature operations; and
- 8.3.4.6. High altitude operations

#### 8.3.5. Incapacitation of Crew Members.

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

#### 8.3.6. Cabin Safety Requirements.

Procedures covering:

- 8.3.6.1. Cabin preparation for flight, in-flight requirements and preparation for landing including procedures for securing cabin and galleys;



- 8.3.6.2. Procedures to ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aircraft;
- 8.3.6.3. Procedures to be followed during passenger embarkation and disembarkation; and
- 8.3.6.4. Procedures for fuelling with passengers on board, embarking, or disembarking; (e) Smoking on board;
- 8.3.6.5. Use of portable electronic equipment and cellular telephones;
- 8.3.7. Passenger Briefing Procedures.  
The contents, means and timing of passenger briefing.
- 8.3.8. Procedures for Use of Cosmic or Solar Radiation Detection Equipment - Aeroplanes.  
Procedures for the use of cosmic or solar radiation detection equipment and for recording its readings including actions to be taken in the event that limit values specified in the operations manual are exceeded. In addition, the procedures, including ATC procedures, to be followed in the event that a decision to descend or re-route is taken.
- 8.4. All Weather Operations
- 8.5. Use of the Minimum Equipment and Configuration Deviation List(s)



AP 1.1.004A	 רשות התעופה האזרחית Civil Aviation Authority	01 NOV 10
Operations Manual		Air Operator Certification

#### 8.6. Non Revenue Flights Procedures and limitations for:

- 8.6.1. Training flights;
- 8.6.2. Test flights;
- 8.6.3. Delivery flights,
- 8.6.4. Ferry flights;
- 8.6.5. Demonstration flights; and
- 8.6.6. Positioning flights, including the kind of persons who may be carried on such flights.

#### 8.7. Oxygen Requirements

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

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

## 9. Dangerous Goods And Weapons

### 9.1. Transport of Dangerous Goods

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

- 9.1.1. AOC holder's policy on the transport of dangerous goods;
- 9.1.2. Guidance on the requirements for acceptance, labeling, handling, stowage and segregation of dangerous goods;
- 9.1.3. Procedures for responding to emergency situations involving dangerous goods;
- 9.1.4. Duties of all personnel involved; and
- 9.1.5. Instructions on the carriage of the AOC holder's employees

### 9.2. Transport of Weapons

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

## 10. Security

### 10.1. Security Policies and Procedures

10.2. A description of security policies and procedures for handling and reporting crime on board such as unlawful interference, sabotage, bomb threats, and hijacking.

### 10.3. Security Instructions and Guidance

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

### 10.5. Preventative Security Measures and Training

A description of preventative security measures and training.  
(Note: Parts of the security instructions and guidance may be kept confidential.)

AP 1.1.004A	 <small>רשות התעופה האזרחית Civil Aviation Authority</small>	01 NOV 10
Operations Manual		Air Operator Certification

## 11. Handling Of Accidents And Occurrences

Procedures for the handling, notifying and reporting of accidents and occurrences. This section shall include:

- 11.1. Definitions of accidents and occurrences and the relevant responsibilities of all persons involved;
- 11.2. The descriptions of which company departments, Authorities or other institutions have to be notified by which means and in which sequence in case of an accident;
- 11.3. Special notification requirements in the event of an accident or occurrence when dangerous goods are being carried;
- 11.4. A description of the requirements to report specific occurrences and accidents;
- 11.5. The forms used for reporting and the procedure for submitting them to the Authority shall also be included; and
- 11.6. If the AOC holder develops additional safety related reporting procedures for its own internal use, a description of the applicability and related forms to be used.

## 12. Rules of the Air

Rules of the Air including:

- 12.1. Territorial application of the Rules of the Air;
- 12.2. The circumstances during which a radio listening watch shall be maintained;
- 12.3. ATC clearances, adherence to flight plan and position reports;
- 12.4. The ground/air visual codes for use by survivors, description and use of signal aids; and
- 12.5. Distress and urgency signals.