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## **Flight Operations Information Letter**

**FOI002EN**

Subject:

### **Guidance for those appointed as Accountable Manager**

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Applicable legislation: Aviation Act No. 80/2022  
Regulation (EU) 2018/1139 and (EU) 965/2012 Air Operations with later amendments.  
Regulation (EU) 1178/2011 Aircrew with later amendments.  
Regulation (EU) 1321/2014 with later amendments (Regulation 926/2015)

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Target Group: Icelandic organisations engaged in regulated civil aviation activities under an approval or certificate issued by the Icelandic Transport Authority.

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## **The Accountable Manager**

The accountable manager is a senior manager within an AOC, ATO, AeMC, EASA Part-CAMO, and if applicable, Part-145 maintenance organisation. This person is responsible to ICETRA for maintaining safety standards required by regulation and any additional standards specified by the AOC holder or applicant. The accountable manager must have corporate authority to ensure that all operations and maintenance system activities can be financed and carried out to the required standard. In accordance with EASA OPS, EASA Aircrew, Part-CAMO, Part-145, and the Icelandic Aviation Act, the accountable manager must be accepted by ICETRA.

The accountable manager plays a central role in maintaining safety standards and has significant influence over operational activities. Therefore, a strong working relationship between ICETRA and the accountable manager is essential to effective oversight. As part of ICETRA's routine regulatory oversight programme, the flight operations and licensing section will meet with the accountable manager at regular intervals to discuss matters related to the operation's safety management. The airworthiness and registration section usually arranges a meeting every two years. These meetings will be combined as applicable.

This guidance helps prospective appointees prepare for ICETRA's acceptance process by outlining the level of knowledge and understanding expected and promoting the regulatory and safety management attitudes ICETRA requires.

## **ICETRA Acceptance Process**

ICETRA typically invites the prospective accountable manager to a meeting at its headquarters, where the designated flight operations and airworthiness inspectors assess the prospective accountable manager's suitability. Acceptance is based on the prospective accountable manager demonstrating knowledge of relevant regulations, understanding of the role of, and awareness of ICETRA's standards for Icelandic approval/certificate holders.

During the meeting, the person should demonstrate:

- appropriate seniority within the organisation;
- involvement in determining operating budgets;
- authority to finance operations to the required standards;
- understanding of the documents prescribing safety standards;
- knowledge of management personnel competence requirements;
- understanding of management, quality, and compliance systems, and the role of the accountable manager within them; and
- knowledge of safety management systems (SMS), their principles, and the accountable manager's role within these systems.

If the prospective accountable manager has not already submitted to ICETRA, the person should bring a current CV to the meeting. In smaller organisations, the accountable manager may also serve as a nominated postholder. In such cases, both roles can be addressed in a single meeting. A completed management personnel form is required for both the accountable manager and nominated postholder positions. Form FO-FOS-003 applies to EASA OPS/EASA Aircrew and EASA Form 2 for the management change to Part-CAMO and Part-145.

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Formal acceptance of the accountable manager for EASA Part-CAMO or Part-145 organisations is confirmed through approval of the Continuing Airworthiness Management Exposition (CAME) and Maintenance Organisation Exposition (MOE), which includes the signed commitment statement. For EASA OPS or EASA Aircrew organisations, formal acceptance occurs through form FO-FOS-003, the applicable manuals, and the organisation's certificate.

It is in the interests of both the prospective accountable manager and ICETRA that the candidate is well prepared, ensuring the meeting confirms the necessary knowledge, understanding, and attitude toward safety management. Adequate preparation helps establish a shared understanding of safety objectives, avoiding misunderstandings and unnecessary administrative effort.

### **Seniority**

The accountable manager should hold a position high enough to receive direct reports from the nominated postholders for flight operations, ground operations, training, and airworthiness. Although often the CEO, managing director, or general manager, the accountable manager need not be the organisation's ultimate decision-maker, provided they have sufficient authority to ensure adequate funding and compliance with required standards.

An organisation chart, terms of reference, or appointment letter may demonstrate seniority, and evidence of directorship is useful if applicable. The prospective accountable manager should be able to explain their role in significant organisational decisions.

### **Budget**

The prospective accountable manager must demonstrate authority over the operational budget and involvement in determining its size. While specific figures are not required, ICETRA must be assured that financial governance is sound and appropriate for the scale of operations. The prospective accountable manager should be able to justify the adequacy of the budget and demonstrate access to the necessary funds without requiring higher-level approval. If applicable, a written statement from a superior may serve as supporting evidence.

### **Standards**

The prospective accountable manager should have a basic understanding of the standards required by:

- The Icelandic Aviation Act No 80/2022
- EASA-OPS (Regulation (EU) 965/2012)
- EASA Part M, Part-CAMO and Part-145 (if applicable) (Regulation (EU) 1321/2014)
- EASA Aircrew (Regulation (EU) 1178/2011)

This knowledge should include the accountable manager's role in maintaining compliance and overseeing standards, particularly regarding EASA OPS/Aircrew (ORO/A.GEN.200/ORO/A.GEN.210). The prospective accountable manager should also understand the requirements for appointing/nominating (as applicable) and monitoring the competence of key management personnel, such as:

- nominated persons required by ORO.AOC.135 / ORA.ATO.110 / ORA.AeMC.210
- the safety manager
- the compliance manager
- The information security manager or the common responsible person (CRP)
- those required by Part-CAMO.A.305(b) and, if applicable, Part-145.A.30(b) and (c)

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ICETRA must confidently confirm that the prospective accountable manager understands their regulatory responsibilities and can explain the process for selecting and nominating postholders as well as the methods used to monitor their continuing competence. The prospective accountable manager should also be able to describe the organisation's policies for the initial assessment and periodic evaluation of managerial competence, including the provision of training when necessary. Any significant change in the operating environment or the scope of operations should be considered a potential trigger for such reviews.

They should also understand the significance of signing the CAME/MOE commitment statement.

ICETRA may require accountable managers to attend an acceptable course.

### **Management System**

The management system helps the accountable manager monitor compliance and implement timely, effective safety improvements. The prospective accountable manager must demonstrate an understanding of management system principles and their application within the organisation.

ICETRA will expect confirmation that the prospective accountable manager:

- is committed to safety, information security and compliance as tools for maintaining standards
- understands their role in the organisation's compliance systems and the related requirements of EASA OPS/EASA Aircrew and EASA Part-CAMO/Part-145
- has established and endorsed safety and information security policies; and
- Understands the purpose of conducting effective evaluation meetings to ensure systems remain suitable and effective.

The prospective accountable manager's attitude toward safety and information security should reflect a genuine commitment rather than mere compliance with EASA OPS/EASA Aircrew and EASA Part-CAMO/Part-145 requirements. It is essential that the prospective accountable manager understands the relative roles of the accountable manager and the compliance manager. Suppose an experienced compliance manager is not available within the organisation to brief a prospective accountable manager unfamiliar with the applicable requirements for safety, information security, and compliance systems. In that case, external guidance should be sought.

### **Safety and Information Security Management System**

The prospective accountable manager must demonstrate a commitment to safety and information security management, an understanding of safety management system principles and practices, and an understanding of the principles and practices of safety and information security management systems within the organisation for which they are responsible, including their role within those systems.

ICETRA will need to confidently confirm that the prospective accountable manager understands the relationship between the compliance, safety, and information security management systems. The prospective accountable manager should be able to clearly describe the relationship between their roles in each system.

The prospective accountable manager should be aware of the requirements and the importance of the safety and information security management system principles. The prospective accountable manager should consult the person responsible for the system to ensure understanding of its operation. Finally, the prospective accountable manager should be prepared to answer questions about risk management within the operation.

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## **General**

Before the meeting, the prospective accountable manager may contact ICETRA's flight operations and licensing or airworthiness inspectors to clarify any questions they may have regarding the process or the subjects to be covered.