**DOCUMENTATION ANALYSIS ORGANISATION MANAGEMENT MANUAL**

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| *OPERATOR* |  |
| *Revision* |  |

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| **INSPECTOR** | **DATE** |
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| *REFERENCES* | *Reg. N°965/2012 & related AMCs/GMs Reg. N°376/2014 & 2015/1018* |

**ORGANISATION MANAGEMENT MANUAL**

**PA = Prior Approval; A = Applicable, NA = Not Applicable; Reference – OM reference; C = Compliant, NC = Not Compliant**

**Foreword:** The OMM is also named Management System Manual or Safety and Compliance Monitoring Management Manual depending on the operator’s culture.

Sometimes, such manual is issued in separate parts (i.e. Safety Management Manual and Compliance Monitoring Manual). In such case, this checklist should also be used for those manuals.

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| **Item N°** | **Reference** | **Item** | **PA** | **A/NA** | **Reference** | **Compliance Criteria** | **C/NC** | **Remarks** |
| **1.** | ORO.MLR.100 | The operator shall ensure that all personnel are able to understand the language in which those parts of  the OM which pertain to their duties and responsibilities are written. |  |  |  |  |  |  |
| **2.** | ORO.MLR.100 | The content of the OM shall be presented in a form that can be used without difficulty and observes human factors principles. |  |  |  |  |  |  |
| **0 Manual Administration** | | | | | | | | |
| **3.** | ORO.MLR.100 | Title Page |  |  |  | The title page shall include at least the following :   * Title of the manual * A unique reference of the manual * Date of revision * Revision number * Copy number |  |  |
| **4.** |  | Structure of the document |  |  |  | List the different parts of the document and describe their general contents and intends. |  |  |
| **5.** | AMC3 ORO.MLR.100 ORO.GEN.110 (a)  ORO.MLR.100 | Statement |  |  |  | A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable Air Operator Certificate. |  |  |
| **6.** | AMC3 ORO.MLR.100 | Page identification |  |  |  | A description of the system for the annotation of pages and their effective dates. |  |  |

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|  | ORO.MLR.100 |  |  |  |  |  |  |  |
| **7.** | AMC3 ORO.MLR.100  ORO.MLR.100 | A list of effective pages. |  |  |  | The list of effective pages gives for each page/part the revision number and date (and, in the case of a part, the number of pages). |  |  |
| **8.** | AMC3 ORO.MLR.100 ORO.AOC.150 ORO.MLR.100 | A description of the distribution system for the manuals, amendments and revisions. |  |  |  | The operator shall be capable of distributing operational instructions and other information without delay.  All operations personnel shall have easy access to the portions of the OM that are relevant to their duties.  The OM shall be kept up to date. All personnel shall be made aware of the changes that are relevant to their duties.  Each crew member shall be provided with a personal copy of the relevant sections of the OM pertaining to their duties. Each holder of an OM, or appropriate parts of it, shall be responsible for keeping their copy up to date with the amendments or revisions supplied by the operator. |  |  |
| **9.** | AMC3 ORO.MLR.100 ORO.MLR.100 | Details of the person(s) responsible for the issuance and insertion of amendments and revisions. |  |  |  | **Procedures regarding items to be notified to the authority shall be approved by the authority.**  For amendments linked to a change required to be notified in accordance with ORO.GEN.115(b) and ORO.GEN.130(c), the  operator shall supply the competent authority with intended amendments in advance of the effective date; and  For changes requiring amendments to procedures associated with prior approval items in accordance with ORO.GEN.130, approval shall be obtained before the amendment becomes effective.  When immediate amendments or revisions are required in the interest of safety, they may |  |  |

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|  |  |  |  |  |  | be published and applied immediately, provided that any approval required has been applied for. |  |  |
| **10.** | AMC3 ORO.MLR.100  ORO.MLR.100 | A record of amendments and revisions with insertion dates and effective dates. |  |  |  | The operator shall incorporate all amendments and revisions required by the competent authority. |  |  |
| **11.** | AMC3 ORO.MLR.100  ORO.MLR.100 | Annotation of changes (on text pages and, as far as practicable, on charts and diagrams). |  |  |  | The OM shall be kept up to date. All personnel shall be made aware of the changes that are relevant to their duties. |  |  |
| **12.** | AMC3 ORO.MLR.100 ORO.MLR.100 | A statement that handwritten amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety. |  |  |  |  |  |  |
| **13.** | AMC3 ORO.MLR.100 ORO.MLR.100  AMC1 ORO.MLR.100 | Temporary revisions. |  |  |  | The operator should describe the conditions for temporary revisions. |  |  |
| **14.** | AMC3 ORO.MLR.100 | Explanations and definitions of terms and words needed for the use of the manual. |  |  |  | Definitions to be checked according annex I to regulation 965/2012. |  |  |
| **1 General Information** | | | | | | | | |
| **15.** | ORO.GEN.105 | General Information |  |  |  | Name  Principle place of business :   * Address * Phone * Fax * General email address |  |  |
| **16.** | AMC1 ORO.GEN.125 | Terms of approval and privileges |  |  |  | Description of the privileges and detailed scope of activities for which the operator is certified, as relevant to the applicable requirements.  The scope of activities defined in the management system documentation is |  |  |

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|  |  |  |  |  |  | consistent with the terms of approval. | |  |  |
| **17.** | ORO.GEN.135 | Certificate validity |  |  |  | Describe conditions of validity of the AOC including conditions of return when suspended or revoked | |  |  |
| **18.** | ORO.GEN.200 | Facility requirements |  |  |  | General description and location of the facilities referred to in ORO.GEN.215 and according to ORO.AOC.140 | |  |  |
| **19.** | AMC1 ORO.GEN.205 | Contracted Activities |  |  |  | There is a list of contracted activities including  :   * the scope of activities and applicable requirements * the references of the agreements * the references of necessary authorizations or approval when required. | |  |  |
| **20.** | AMC2 ORO.GEN.205 | Contracted Activities – Third Party Providers |  |  |  | The initial audit and/or the continuous monitoring of contracted organisations may be performed by a third-party provider on behalf of the operator when it is demonstrated that:   * a documented arrangement has been established with the third-party provider; * the audit standards applied by the third-party provider address the scope of this Regulation in sufficient detail; * the third-party provider uses an evaluation system, designed to assess the operational, management and control systems of the contracted organisation; * the independence of the third-party provider, its evaluation system as well as the impartiality of the auditors is ensured; | |  |  |
| - the auditors are appropriately qualified and  have sufficient knowledge, experience and |  |

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|  |  |  |  |  |  | training, including on-the-job training, to perform their allocated tasks;   * audits are performed on-site; * access to the relevant data and facilities is granted to the level of detail necessary to verify compliance with the applicable requirements; * access to the full audit report is granted; * procedures have been established for monitoring continuous compliance of the contracted organisation with the applicable requirements; and * procedures have been established to notify the contracted organisation of any non- compliance with the applicable requirements, the corrective actions to be taken, the follow- up of these corrective actions, and closure of findings. |  |  |
| **21.** | AMC2 ORO.GEN.205 | Contracted Activities – Third Party Providers |  |  |  | The use of a third-party provider for the initial audit or the monitoring of continuous compliance of the contracted organisation does not exempt the operator from its responsibility under the applicable requirements. |  |  |
| **22.** | AMC2 ORO.GEN.205 | Contracted Activities – Third Party Providers |  |  |  | The operator should maintain a list of the contracted organisations monitored by the third-party provider. This list and the full audit report prepared by the third-party provider should be made available to the competent authority upon request. |  |  |
| **23.** | AMC3 ORO.MLR.100 ORO.AOC.110 | Lease agreement |  |  |  | Leasing:  Wet lease-in, dry lease-in, dry lease-out, wet lease-out.  Check compliance with ORO.AOC.110 and related AMCs. |  |  |

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| **24.** | AMC3 ORO.MLR.100 ORO.AOC.115 | Code-share agreement |  |  |  | Code-share:  Only with third country operators.  Check compliance with ORO.AOC.115 and related AMCs. |  |  |
| **25.** | ORO.GEN.105 | Organisational structure  A description of the organisational structure including the general company organogram and operations department organogram. The organogram must depict 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, must be shown. |  |  |  | Clearly defined lines of responsibility and accountability throughout the operator, including a direct safety accountability of the accountable manager.  An operator chart showing the lines of responsibility between the persons referred to in ORO.GEN.210.  The names of the nominated persons and their assistants/deputies must appear in the organization chart.  The level of delegation of responsibilities to assistants/ deputies has to be described as well as the conditions for the replacement when lengthy absence to ensure continuity.  The contact information of each NP/assistants/deputies must be available (or references) |  |  |
| **26.** | AMC3 ORO.MLR.100 ORO.GEN.200 ORO.GEN.210 ORO.AOC.135 | Nominated persons  The name of each nominated person responsible for flight operations, crew training and ground operations, as prescribed in ORO.AOC.135. A description of their function and responsibilities must be included. |  |  |  | Clearly defined lines of responsibility and accountability throughout the operator, including a direct safety accountability of the accountable manager.  The accountable manager shall have the authority for ensuring that all activities can be financed and carried out in accordance with the applicable requirements.  The accountable manager shall be responsible for establishing and maintaining an effective management system.  In accordance with ORO.GEN.210(b), the operator shall nominate persons responsible |  |  |

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|  |  |  |  |  |  | for the management and supervision of the following areas:   1. flight operations; 2. crew training; 3. ground operations; and 4. continuing airworthiness |  |  |
| **27.** | AMC3 ORO.MLR.100 AMC1 ORO.GEN.110 (c) ORO.GEN.200 ORO.AOC.135 | 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 the compliance with the applicable regulations. |  |  |  | Clearly defined lines of responsibility and accountability throughout the operator, including a direct safety accountability of the accountable manager.  The operator shall appoint a sufficient number of personnel supervisors, taking into account the structure of the operator’s organisation and the number of personnel employed.  The duties and responsibilities of these supervisors shall be defined, and any other necessary arrangements shall be made to ensure that they can discharge their supervisory responsibilities.  GM3 ORO.GEN.200(a)(1) defines the difference between accountability and responsibility. |  |  |
| **28.** | ORO.GEN.120 | Alternative means of compliance |  |  |  | Describe here if the Operator will use AltMoC.  If yes, describe or give the reference of the procedure that the Operator will use to assess the risk, demonstrate the equivalent level of safety that the one established by the Agency, and to propose the AltMoC to the ICETRA.  The description includes any revisions to manuals or procedures that may be relevant, as well as an assessment demonstrating that Regulation (EC) No 216/2008 and its Implementing Rules are met.  The procedure includes justification of the |  |  |

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|  |  |  |  |  |  | AltMoC: differences with the existing AMC and why the latter is not applicable.  AltMoC subject to prior approval by the competent authority are implemented upon receipt of the notification as prescribed in ARO.GEN.120 (d).  There is a list of the AltMoCs still approved and used by the operator. |  |  |
| **29.** | ORO.GEN.130 | Changes requiring prior approval |  |  |  | The Operator shall mention how it will communicate and perform changes requiring prior approval as required in the regulation (ref. to GM3 ORO.GEN.130 (a)), including:   * Changes affecting the scope of the certificate (GM1 ORO.GEN.130 (a)) or the operations specifications * Any of the elements of the operator’s management system as required in ORO.GEN.200 (a)(1) and (a)(2) * The change of name of the organization (ref. to GM2 ORO.GEN.130(a)) requiring to submit a new application as a master of urgency * Changes to the procedure related to “changes not requiring prior approval” (GM1 ORO.GEN.130(a)) * Changes applicable upon receipt of formal approval by the competent authority only * For commercial operations, check the non-exhaustive checklist of items that require prior approval from the competent authority as specified in the applicable   Implementing Rules in GM3 |  |  |

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|  |  |  |  |  |  | ORO.GEN.130(b) |  |  |
| **30.** | ORO.GEN.130 | Changes not requiring prior approval |  |  |  | The organization shall describe the procedure managing changes not requiring prior approval, including the scope of such changes, their management and how they will be notify to ICETRA (ARO.GEN.310 (c)).  The procedure is approved by ICETRA. |  |  |
| **31.** | ORO.GEN.130 | Changes application time frames |  |  |  | The OMM will address the application time frames:   * 30 days before the date of change for an amendment to the certificate * 20 days before the date of change for a NP * Unforeseen changes |  |  |
| **32.** | ORO.GEN.220 | Record-keeping |  |  |  | Describe the system of record–keeping that allows adequate storage and reliable traceability of all activities developed, covering in particular all the elements indicated in ORO.GEN.200, and including format of the records and protection means.  The record-keeping system should ensure that all records are accessible whenever needed within a reasonable time.  The records should remain legible throughout the required retention period. The retention period starts when the record has been created or last amended.  Computer systems should have at least one backup system which should be updated within 24 hours of any new entry. Computer systems should include safeguards against the ability of unauthorised personnel to alter the data.  In the absence of other indication, all records should be kept for a minimum period of 5 |  |  |

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|  |  |  |  |  |  | years.  Check that the format of the records is defined. |  |  |
| **2 Compliance Monitoring Management** | | | | | | | | |
| **33.** | AMC1 ORO.GEN.200(a)(6) | Compliance monitoring function – General |  |  |  | The organization should specify the basic structure of the compliance monitoring function applicable to the activities conducted and relevant to its size and to the complexity of activities to be monitored |  |  |
| **34.** | AMC1 ORO.GEN.200(a)(6) | Compliance monitoring function – Requirements |  |  |  | The compliance monitoring function enables the operator to monitor compliance with the relevant requirements of Reg 965/2012.  The documentation includes the specified activity standards. |  |  |
| **35.** | AMC1 ORO.GEN.200(a)(6) | Compliance monitoring function – Scope |  |  |  | The operator monitors compliance with, the following:   * privileges of the organization, * manuals, logs, and records, * training standards, * management system procedures and manuals. * activities of the organisation carried out under the supervision of the nominated persons in accordance with ORO.GEN.210(b); and * (6) any outsourced activities in accordance with ORO.GEN.205, for compliance with the contract. |  |  |
| **36.** | AMC1 ORO.GEN.200(a)(6) | Compliance Monitoring Manager |  |  |  | There is a compliance designated monitoring manager.  What are his responsibilities?  Access to the Accountable Manager and to all |  |  |

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|  |  |  |  |  |  | parts of the organization and any contracted organization(AMC1 ORA.GEN.200(a)(6)).  Description of prerequisite required to the CM manager (knowledge, background and appropriate experience) related to the activities of the organisation.  The CM is not one of the other persons referred to in ORO.GEN.210 (b)  The independence of the CM manager is established.  If more than one person is designated for the compliance monitoring function, the accountable manager should identify the person who acts as the unique focal point (i.e. the ‘compliance monitoring manager’). |  |  |
| **37.** | AMC1 ORO.GEN.200(a)(6) | Compliance Monitoring Auditors |  |  |  | The Operator defines a list of internal or external auditors that have the privileges to perform compliance monitoring audits.  The Operator ensures their independence towards the areas they will be appointed to (how).  How CM manager ensures the external personnel have relevant knowledge, background and experience as appropriate to the activities being audited or inspected; including knowledge and experience in compliance monitoring?  The external auditors act under the responsibility of the CM manager. |  |  |
| **38.** | AMC1 ORO.GEN.200(a)(6)  GM2 ORO.GEN.200(a)(6) | Compliance monitoring programme |  |  |  | Typical subject areas for compliance monitoring audits and inspections for operators should be, as applicable:   * actual flight operations; * ground de-icing/anti-icing; * flight support services; * load control; |  |  |

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|  |  |  |  |  |  | - technical standards. |  |  |
| **39.** | AMC1 ORO.GEN.200(a)(6)  GM2 ORO.GEN.200(a)(6) | Compliance monitoring programme |  |  |  | Operators should monitor compliance with the operational procedures they have designed; they should, where appropriate, additionally monitor the following:   * operational procedures; * flight safety procedures; * operational control and supervision; * aircraft performance; * all weather operations; * communications and navigational equipment and practices; * mass, balance and aircraft loading; * instruments and safety equipment; * ground operations; * flight and duty time limitations, rest requirements, and scheduling; * aircraft maintenance/operations interface; * use of the MEL; * flight crew; * cabin crew; * dangerous goods; * security. |  |  |
| **40.** | AMC1 ORO.GEN.200(a)(6) | Compliance monitoring programme |  |  |  | The compliance monitoring programme reflects:   * schedule of the monitoring programme; * audit procedures; * reporting procedures including an audit plan that is implemented, maintained, and continually reviewed and improved; * follow-up and corrective action procedures; and * recording system. |  |  |
| **41.** | AMC1 ORO.GEN.200(a)(6) | Audit procedures |  |  |  | Define or give the reference of the audit procedures |  |  |
| **42.** | AMC1 ORO.GEN.200(a)(6) | Reporting procedures |  |  |  | Define or give the reference of the reporting procedures |  |  |

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| **43.** | ORO.GEN.150 | Follow up and corrective action procedures - Findings |  |  |  | Describe or give the reference of the procedure to handle internal and external findings:  The corrective action plan process describes how the organization addresses the effects of the non-conformity, as well as its root-cause.  How corrective action plan are decided, by who?  How operator demonstrates corrective action implementation to the satisfaction of the competent authority within a period agreed with that authority as defined in ARO.GEN.350 (d)?  Who is in charge to implement the corrective action?  Who will assess the effective implementation of the corrective action?  Who will assess that the corrective action has solved the non-conformity.  The organisation retains the ultimate responsibility for the effectiveness of the compliance monitoring function in particular for the effective implementation and follow-up of all corrective actions when employing external personnel (GM1 ORO.GEN.200(a)(6)). |  |  |
| **44.** | ORO.GEN.150 | ICETRA & SAFA findings |  |  |  | SAFA and ICETRA findings are considered and included in the operator follow up and corrective actions process. |  |  |
| **45.** | AMC1 ORA.GEN.200(a)(6) | Compliance Monitoring Training |  |  |  | For people managing the compliance monitoring function, at least:   * Compliance monitoring system * Manuals * Requirements of compliance monitoring * Operator procedures |  |  |

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|  |  |  |  |  |  | - Audit techniques, reporting and recording  Training for all personnel involved in compliance management and briefing for the  remainder of the personnel |  |  |
| **3 Safety Management System** | | | | | | | | |
| **46.** | AMC1 ORO.GEN.200(a)(1) | Scope of the safety management system |  |  |  | Define here what will be the scope of the operator safety management system. |  |  |
| **47.** | AMC1 ORO.GEN.200(a)(1) | Safety policy and objectives |  |  |  | The safety policy should:   * be endorsed by the accountable manager; * reflect organisational commitments regarding safety and its proactive and systematic management; * be communicated, with visible endorsement, throughout the operator; and * include safety reporting principles.   The safety policy should include a commitment:   * to improve towards the highest safety standards; * to comply with all applicable legislation, meet all applicable standards and consider best practices; * to provide appropriate resources; * to enforce safety as one primary responsibility of all managers; and * not to blame someone for reporting something which would not have been otherwise detected.   The safety policy should state that the purpose of safety reporting and internal  investigations is to improve safety, not to apportion blame to individuals. |  |  |

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| **48.** | ORO.GEN.200(a)(1)  AMC1 ORO.GEN.200(a)(2) | Lines of responsibility and accountability |  |  |  | Define lines of responsibility and accountability throughout the organisation, including a direct and ultimate safety accountability of the accountable manager.  Senior management should:   * continually promote the safety policy to all personnel and demonstrate their commitment to it; * provide necessary human and financial resources for its implementation; and * establish safety objectives and performance standards. |  |  |
| **49.** | AMC1 ORO.GEN.200(a)(1) | Safety manager |  |  |  | Who is the safety manager?  What are his responsibilities and functions?  What are the required competencies of the Safety Manager? (Refer GM1 ORO.GEN.200(A)(1)  Direct access to the Accountable manager.  How he will comply with the requirements of such responsibilities/functions?  The functions of the safety manager should be to:   * facilitate hazard identification, risk analysis and management; * monitor the implementation of actions taken to mitigate risks, as listed in the safety action plan; * provide periodic reports on safety performance; * ensure maintenance of safety management documentation; * ensure that there is safety management training available and that it meets acceptable standards; * provide advice on safety matters; |  |  |

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|  |  |  |  |  |  | and   * ensure initiation and follow-up of internal occurrence / accident investigations. * If more than one person is designated for the safety management function, the accountable manager should identify the person who acts as the   unique focal point (i.e. the ‘safety manager’). |  |  |
| **50.** | AMC1 ORO.GEN.200(a)(1) | Safety review board |  |  |  | The SRB is chaired by the accountable manager.  Who is included in the safety review board?  What are their responsibilities and functions within the safety review board?  What is the scope? It should monitor:   * safety performance against the safety policy and objectives; * that any safety action is taken in a timely manner; and * the effectiveness of the operator’s safety management processes.   It ensures that appropriate resources are allocated to achieve the established safety performance.  When will safety review boards meetings will occur and on what time basis?  Reports, including attendants, minutes, actions plan and implementation responsibilities. |  |  |
| **51.** | GM2 ORO.GEN.200(a)(1) | Safety action group |  |  |  | Who is included in a safety action group? What are the responsibilities and functions within the safety action group?  The safety action group should report to and take strategic direction from the safety review board and should be comprised of managers, supervisors and personnel from operational  areas. |  |  |

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|  |  |  |  |  |  | What is the scope? It should:   * monitor operational safety; * resolve identified risks; * assess the impact on safety of operational changes; and * ensure that safety actions are implemented within agreed timescales.   When will and how the safety action group will  review the effectiveness of previous safety recommendations and safety promotion? |  |  |
| **52.** | AMC1 ORO.GEN.200(a)(3) | Identification of safety hazards |  |  |  | Who is allowed to identify a safety hazard? How those persons may report any identified safety hazard?  Who is in charge to collect identified safety hazards?  How it is reported to the safety manager? Who decides if the proposed identified safety hazard is a risk to the organization? How?  Hazard identification includes reactive, proactive and predictive processes. |  |  |
| **53.** | GM1 ORO.GEN.205 | Identification of safety hazards – Contracted activities |  |  |  | Responsibility of the contracting organization to ensure that all contracted activities are subject to hazard identification and risk management as required by ORA.GEN.200  (a)(3) |  |  |
| **54.** | AMC1 ORO.GEN.200(a)(3)  GM1 ORO.GEN.200(a)(3) | Reporting system |  |  |  | Reporting system is described, including:   * description of the reporting schemes including feedback, * sources of information, * description of the internal occurrence reporting scheme * description of the dissemination processes * data classification and storage |  |  |
| **55.** | ORO.GEN.160 | Occurrence reporting |  |  |  | The operator shall report to the competent authority, and to any other organisation required by the State of the operator to be informed, any accident, serious incident and occurrence as defined in Regulation (EU) No 376/2014 of the European Parliament and of  the Council and Commission Implementing |  |  |

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|  |  |  |  |  |  | Regulation (EU) 2015/1018 of 29 June 2015 laying down a list classifying occurrences in civil aviation to be mandatorily reported.  The operator shall report to the competent authority and to the organisation responsible for the design of the aircraft any incident, malfunction, technical defect, exceeding of technical limitations, occurrence that would highlight inaccurate, incomplete or ambiguous information contained in data established in accordance with Commission Regulation (EC) No 748/2012 or other irregular circumstance that has or may have endangered the safe operation of the aircraft and that has not resulted in an accident or serious incident.  Voluntary reporting: Each organisation established in a Member State that is not certified or approved by the Agency shall, in a timely manner, report to the competent authority of that Member State the details of occurrences and other safety-related information which have been collected and  which may involve an actual or potential aviation safety risk. |  |  |
| **56.** | Reg 376/2014 Article 4 | Occurrence reporting – Mandatory reporting |  |  |  | Occurrences which may represent a significant risk to aviation safety and which fall into the following categories shall be reported as mandatory reports:   1. occurrences related to the operation of the aircraft, such as:    1. collision-related occurrences;    2. take-off and landing-related occurrences;    3. fuel-related occurrences;    4. in-flight occurrences;    5. communication-related occurrences;    6. occurrences related to injury, emergencies and other critical situations;    7. crew incapacitation and other crew- related occurrences;    8. meteorological conditions or security- |  |  |

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|  |  |  |  |  |  | related occurrences; |  |  |
| **57.** | AMC1 ORO.GEN.160 | Occurrence reporting – Volcanic ash clouds |  |  |  | In addition to the reports required above, the organization should report volcanic ash clouds encountered during flight.  Crew shall report:   * an airborne volcanic ash cloud encounter (VAR); * post-flight volcanic ash cloud reporting (VAR); * reporting non-encounters in airspace forecast to be contaminated; and * filing a mandatory occurrence report in accordance with ORO.GEN.160. |  |  |
| **58.** | GM1 ORO.GEN.200(a)(3) | Internal occurrence reporting scheme |  |  |  | It enables an assessment to be made of the safety implications of each relevant incident and accident, including previous similar occurrences, so that any necessary action can be initiated.  It ensures that knowledge of relevant incidents and accidents is disseminated, so that other persons and operators may learn from them.  All occurrence reports judged reportable by the person submitting the report should be  retained as the significance of such reports may only become obvious at a later date. |  |  |
| **59.** | ORO.GEN.200(a)(3)  AMC1 ORO.GEN.200(a)(3) | Risk assessment process |  |  |  | Give the details or the reference of the process in place within the organisation to analyse and assess the risks.  How is it recorded and reported.  The levels of management who have the authority to make decisions regarding the  tolerability of safety risks are specified. |  |  |
| **60.** | ORO.GEN.200(a)(3) | Risk mitigation process |  |  |  | Give the details or the reference of the process in place within the organisation to mitigate the identified risks.  How is it recorded and reported. |  |  |

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| **61.** | GM3 ORO.GEN.200(a)(3) | Risk Management – Volcanic Ash Contamination |  |  |  | The operator has documented procedures for the management of operations into airspace forecast to be or aerodromes/operating sites known to be contaminated with volcanic ash.  The procedure includes the performance of a risk assessment to decide whether or not to operate into airspace forecast to be or aerodromes/operating sites known to be contaminated with volcanic ash.  The operator is able to choose the correct information sources to use to interpret the information related to volcanic ash contamination forecast and to resolve correctly any conflicts among such sources. There is a list of information sources.  The operator’s safety risk assessment takes into account all relevant data including data from the type certificate holders (TCHs) regarding the susceptibility of the aircraft they operate to volcanic cloud-related airworthiness effects, the nature and severity of these effects and the related pre-flight, in- flight and post-flight precautions to be  observed by the operator. |  |  |
| **62.** | ORO.GEN.200(a)(3)  AMC1 ORO.GEN.200(a)(3) | Safety performance monitoring and measurement |  |  |  | Give the details or the reference of the process in place within the organisation to verify the safety performance and measurement in comparison to the safety policy and objectives.  This process should include:   * safety reporting, * safety studies, * safety reviews * safety audits * safety surveys   How and when will this process be performed? By whom?  How will it be reported? |  |  |

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| **63.** | AMC1 ORO.GEN.200(a)(3) | Continuous improvement |  |  |  | How will the organization achieve continuous improvement of its safety performance? It should include reactive and proactive processes.  How is it monitored?  How is performance assessed? Process: objectives-indicators-targets |  |  |
| **64.** | ORO.GEN.200(a)(3)  AMC1 ORO.GEN.200(a)(3) | Incident investigation and reporting - Internal safety investigation |  |  |  | By who and how will the internal safety investigations be performed?  What is the scope of those investigations? How are they reported? |  |  |
| **65.** | ORO.GEN.155 | Immediate reaction to a safety problem |  |  |  | Describe how the organisation will remain vigilant towards any safety problems raised either by the industry, the EASA or the ICETRA and who is responsible for this task.  Describe how the organisation will analyse a safety problem and how it will implement the necessary safety measures.  By whom the analysis will be made and who will supervise its implementation?  How the organization notify the measures to concerned authorities or industry? |  |  |
| **66.** | AMC1 ORO.GEN.200(a)(3) | Management of change |  |  |  | Give the details or the reference of the process in place within the organization to cope with safety risks related to an external or internal change.  It should make use of the operator’s existing hazard identification, risk assessment and mitigation processes. |  |  |
| **67.** | ORO.GEN.200(a)(4)  AMC1 ORO.GEN.200(a)(4) | Safety promotion – Safety Communication |  |  |  | The operator should establish communication about safety matters that:  - ensures that all personnel are |  |  |

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|  |  |  |  |  |  | aware of the safety management activities as appropriate for their safety responsibilities;   * conveys safety critical information, especially relating to assessed risks and analysed hazards; * explains why particular actions are taken; and * explains why safety procedures are introduced or changed. |  |  |
| **68.** | ORO.GEN.200(a)(4)  AMC1 ORO.GEN.200(a)(4) | Safety promotion – Safety Training |  |  |  | All personnel should receive safety training as appropriate for their safety responsibilities.  Adequate records of all safety training provided should be kept.  Who will receive training over safety and what is the content of such training (initial and recurrent)?  How will this safety training be recorded and stored?  See GM1 ORO.GEN.200(a)(4) |  |  |
| **69.** | AMC1 ORO.GEN.200(a)(3) | The Emergency Response Plan (ERP) |  |  |  | See separate checklist for ERP. Describe the organization ERP. The ERP should ensure:   * an orderly and safe transition from normal to emergency operations; * safe continuation of operations or return to normal operations as soon as practicable; and * coordination with the emergency response plans of other organisations, where appropriate.   Coordination with other organizations. |  |  |

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|  |  |  |  |  |  | Exercises. |  |  |

**CONCLUSIONS**