



**AUTORITATEA AERONAUTICĂ CIVILĂ
A REPUBLICII MOLDOVA**

AMC&GM-OPS-ARO

**Mijloace acceptabile de punere în conformitate
(AMC) și Materiale de îndrumare (GM)**

la

**Regulamentul privind procedurile administrative
referitoare la operațiunile aeriene și**

Cerințele tehnice referitoare la operațiunile aeriene



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Part-ARO

SUBPART GEN

GENERAL REQUIREMENTS

SECTION I

General

AMC1 ARO.GEN.120(d)(3) Means of compliance

GENERAL

Alternative means of compliance should contain a reference to the Acceptable Means of Compliance (AMC) to which such means of compliance provides an alternative, as well as a reference to the corresponding regulations, indicating as applicable the subparagraph(s) covered by the alternative means of compliance.

GM1 ARO.GEN.120 Means of compliance

GENERAL

Alternative means of compliance used by CAA or by organisations under its oversight may be used by such organizations and persons, only if processed again in accordance with ARO.GEN.120 (d) and (e).

AMC1 ARO.GEN.120(e) Means of compliance

DEMONSTRATION OF COMPLIANCE

In order to demonstrate that the implementing rules are met, a risk assessment should be completed and documented. The result of this risk assessment should demonstrate that an equivalent level of safety to that established by the acceptable means of compliance (AMC) adopted by the CAA is reached.



SECTION II

Management

AMC1 ARO.GEN.200(a) Management system

GENERAL

- (a) All of the following should be considered when deciding upon the required organisational structure:
- (1) the number of certificates, attestations, authorisations and approvals to be issued;
 - (2) the number of declared organisations;
 - (3) the number of certified or authorised persons and organisations exercising an activity within RM;
 - (4) the possible use of qualified entities and of resources of other competent authorities to fulfil the continuing oversight obligations;
 - (5) the level of civil aviation activity in terms of:
 - (i) number and complexity of aircraft operated
 - (ii) size and complexity of the aviation industry in the Republic of Moldova (further on – RM);
 - (6) the potential growth of activities in the field of civil aviation.
- (b) The set-up of the organisational structure should ensure that the various tasks and obligations of the CAA do not rely solely on individuals. A continuous and undisturbed fulfilment of these tasks and obligations of the CAA should also be guaranteed in case of illness, accident or leave of individual employees.

GM1 ARO.GEN.200(a) Management system

GENERAL

- (a) The CAA should be organised in such a way that:
- (1) there is specific and effective management authority in the conduct of all relevant activities;
 - (2) the functions and processes described in the applicable requirements of the Aviation code and Regulations and AMCs, Certification Specifications (CSs) and Guidance Material (GM) may be properly implemented;
 - (3) the CAA organisation and operating procedures for the implementation of the applicable requirements of Aviation code and Regulations are properly documented and applied;

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- (4) all CAA personnel involved in the related activities are provided with training where necessary;
 - (5) specific and effective provision is made for the communication and interface as necessary with international organisations ; and
 - (6) all functions related to implementing the applicable requirements are adequately described.
- (b) A general policy in respect of activities related to the applicable requirements of the Aviation code and Regulations should be developed, promoted and implemented by the manager at the highest appropriate level; for example the manager at the top of the functional area of the CAA that is responsible for such activities.
- (c) Appropriate steps should be taken to ensure that the policy is known and understood by all personnel involved, and all necessary steps should be taken to implement and maintain the policy.
- (d) The general policy, whilst also satisfying additional national regulatory responsibilities, should in particular take into account:
- (1) the provisions of Aviation code;
 - (2) the provisions of the applicable Regulations and their AMCs, CSs and GM;
 - (3) the needs of industry; and
- (e) The policy should define specific objectives for key elements of the organisation and processes for implementing related activities, including the corresponding control procedures and the measurement of the achieved standard.

AMC1 ARO.GEN.200(a)(1) Management system

DOCUMENTED POLICIES AND PROCEDURES

- (a) The various elements of the organisation involved with the activities related to the Aviation code and Regulations should be documented in order to establish a reference source for the establishment and maintenance of this organisation.
- (b) The documented procedures should be established in a way that facilitates their use. They should be clearly identified, kept up-to-date and made readily available to all personnel involved in the related activities.
- (c) The documented procedures should cover, as a minimum, all of the following aspects:
- (1) policy and objectives;
 - (2) organisational structure;
 - (3) responsibilities and associated authority;

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- (4) procedures and processes;
 - (5) internal and external interfaces;
 - (6) internal control procedures;
 - (7) training of personnel;
 - (8) cross-references to associated documents;
 - (9) assistance from other competent authorities or the Agency (where required).
- (d) It is likely that the information is held in more than one document or series of documents, and suitable cross-referencing should be provided. For example, organisational structure and job descriptions are not usually in the same documentation as the detailed working procedures. In such cases, it is recommended that the documented procedures include an index of cross-references to all such other related information, and the related documentation should be readily available when required.

AMC1 ARO.GEN.200(a)(2) Management system

QUALIFICATION AND TRAINING — GENERAL

- (a) It is essential that the CAA has the full capability to adequately assess the continued competence of an organisation by ensuring that the whole range of activities is assessed by appropriately qualified personnel.
- (b) For each inspector, the CAA should:
 - (1) define the competencies required to perform the allocated certification and oversight tasks;
 - (2) define the associated minimum qualification requirements;
 - (3) establish initial and recurrent training programmes in order to maintain and to enhance inspector competency at the level necessary to perform the allocated tasks; and
 - (4) ensure that the training provided meets the established standards and is regularly reviewed and updated whenever necessary.
- (c) The CAA may provide training through its own training organisation with qualified trainers or through another qualified training source.
- (d) When training is not provided through an internal training organisation, adequately experienced and qualified persons may act as trainers, provided their training skills have been assessed. If required, an individual training plan should be established covering specific training skills. Records should be kept of such training and of the assessment, as appropriate.



AMC2 ARO.GEN.200(a)(2) Management system

QUALIFICATION AND TRAINING — INSPECTORS

(a) Initial training programme:

The initial training programme for inspectors should include, as appropriate to their role, current knowledge, experience and skills in at least all of the following:

- (1) aviation legislation organisation and structure;
- (2) the Chicago Convention, relevant ICAO annexes and documents;
- (3) overview of Aviation code, Regulations and the related AMC, CS, and GM;
- (4) Regulation regarding administrative procedures related to air operations approved through the Government decision no.831/2018 (further on – *Regulation*), as well as other applicable requirements;
- (5) management systems, including the assessment of the effectiveness of a management system, in particular hazard identification and risk assessment, and non-punitive reporting techniques in the context of the implementation of a ‘just culture’;
- (6) auditing techniques;
- (7) CAA procedures relevant to the inspectors’ tasks;
- (8) human factors principles;
- (9) rights and obligations of inspecting personnel of the CAA;
- (10) ‘on-the-job’ training, relevant to the inspector’s tasks;
- (11) technical training, including training on aircraft-specific subjects, appropriate to the role and tasks of the inspector, in particular for those areas requiring approvals.

(b) Recurrent training programme:

Once qualified, the inspector should undergo training periodically as well as whenever deemed necessary by the competent authority in order to remain competent to perform the allocated tasks. The recurrent training programme for inspectors should include, as appropriate to their role, at least the following topics:

- (1) changes in aviation legislation, operational environment and technologies;
- (2) CAA procedures relevant to the inspector’s tasks;
- (3) technical training, including training on aircraft-specific subjects, appropriate to the role and tasks of the inspector; and
- (4) results from past oversight.



- (c) An assessment of an inspector's competency should take place at regular intervals not exceeding three years.

AMC3 ARO.GEN.200(a)(2) Management system

QUALIFICATION AND TRAINING — CREW RESOURCE MANAGEMENT (CRM)

For the oversight of the operator's CRM training, the inspectors of the CAA should be qualified and trained as follows:

(a) Qualification

To fulfil the qualification provisions, inspectors should:

- (1) have adequate knowledge of the relevant flight operations;
- (2) have adequate knowledge of human performance and limitations (HPL);
- (3) have completed initial CRM training;
- (4) have received additional training in the fields of group management, group dynamics and personal awareness; and
- (5) have experience in the assessment of the effectiveness of training programmes and management systems.

(b) Training

The training of inspectors should be both theoretical and practical, and should include:

- (1) in-depth knowledge of the CRM training elements as laid down in Part-ORO; and
- (2) specific skills for the oversight of the operator's CRM training including the assessment of non-technical skills using proper techniques and methodologies.

AMC4 ARO.GEN.200(a)(2) Management system

INSPECTOR QUALIFICATION FOR CAT OPERATIONS

- (a) For CAT operations of aircraft with an MOPSC of more than 19 seats or with an MCTOM of more than 45 360 kg, an inspector who performs initial certification or oversight tasks relating to:
- (1) the flight crew operating procedures contained in Part B (e.g. Chapters B-2, B-3, and B-9) of the Operations Manual (OM), or
 - (2) the aircraft/FSTD part of the flight crew training syllabi and checking programmes contained in Part D of the OM, should have the following qualifications:
 - (i) operational experience in air transport operations appropriate to the allocated tasks;

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- (ii) experience in either operational management within an air transport operation; or as an examiner; or as an instructor; and
 - (iii) hold or have held a valid type rating on the aircraft type concerned; or a class rating as appropriate; or a rating on aircraft types/classes with similar technical and operational characteristics.
- (b) For CAT operations with an MOPSC of 19 seats or less, the authority should establish the inspector qualifications required to perform the allocated initial certification and oversight tasks. The assigned inspector should undergo theoretical training on aircraft systems and operations.
- (c) For in-flight inspections of CAT operations, the inspector should have relevant knowledge of the route and area.

AMC5 ARO.GEN.200(a)(2) Management system

FATIGUE RISK MANAGEMENT INSPECTOR TRAINING

An inspector involved in the approval process of operator's flight time specification schemes and fatigue risk management (FRM) should receive the following training:

- (a) Initial training
 - (1) Theory and effects of fatigue
 - (2) Human factors related to fatigue
 - (3) Typical hazards and risks related to fatigue, their possible mitigation measures, and the maturity of hazard identification models (reactive, proactive and predictive)
 - (4) FRM training and promotion methodologies and how to support ongoing development of FRM
 - (5) Data collection and analysis methods related to FRM
 - (6) Integration of FRM into the Management System
 - (7) Fatigue management documentation, implementation and assurance methodologies
 - (8) Regulatory framework and current best practices
 - (9) Auditing and assessment of the effectiveness of an operator's FRM
- (b) Recurrent training (at least every 3 years)
 - (1) Review of FRM implementation issues
 - (2) Recent incidents related to fatigue
 - (3) New FRM developments
 - (4) Review of changes in legislation, and best practices.



GM1 ARO.GEN.200(a)(2) Management System

SUFFICIENT PERSONNEL

- (a) This GM on the determination of the required personnel is limited to the performance of certification, authorisation and oversight tasks, excluding personnel required to perform tasks subject to any national regulatory requirements.
- (b) The elements to be considered when determining required personnel and planning their availability may be divided into quantitative and qualitative elements:
- (1) Quantitative elements:
- (i) the estimated number of initial certificates to be issued;
 - (ii) the number of organisations certified by the CAA;
 - (iii) the number of persons to whom the CAA has issued a licence, certificate, rating, authorisation or attestation;
 - (iv) the estimated number of persons and organisations, as well as the estimated number of subcontracted organisations used by those persons and organisations, exercising their activity within the territory of the RM;
 - (v) the number of organisations having declared their activity to the CAA;
 - (vi) the number of organisations holding a specialised operations authorisation issued by the CAA.
- (2) Qualitative elements:
- (i) the size, nature and complexity of activities of certified, authorised and declared organisations (cf. AMC1 ORO.GEN.200(b)), taking into account:
 - A. privileges of the organisation;
 - B. type of approval, scope of approval, multiple certification, authorisation and declared activities;
 - C. possible certification to industry standards;
 - D. types of aircraft/flight simulation training devices (FSTDs) operated;
 - E. number of personnel; and
 - F. organisational structure, existence of subsidiaries;



- (ii) the safety priorities identified;
 - (iii) the results of past oversight activities, including audits, inspections and reviews, in terms of risks and regulatory compliance, taking into account:
 - A. number and level of findings;
 - B. timeframe for implementation of corrective actions; and
 - C. maturity of management systems implemented by organisations and their ability to effectively manage safety risks, taking into account also information provided by other competent authorities related to activities concerned; and
 - (iv) the size and complexity of the RM aviation industry and the potential growth of activities in the field of civil aviation, which may be an indication of the number of new applications and changes to existing certificates and authorisations to be expected.
- (c) Based on existing data from previous oversight planning cycles and taking into account the situation within the RM aviation industry, the CAA may estimate:
- (1) the standard working time required for processing applications for new certificates (for persons and organisations) and authorisations;
 - (2) the number of new declarations or changed declarations;
 - (3) the number of new certificates and authorisations to be issued for each planning period; and
 - (4) the number of changes to existing certificates and authorisations to be processed for each planning period.
- (d) In line with the CAA oversight policy, the following planning data should be determined specifically for each type of organisation certified by the CAA as well as for declared organisations, including those being authorised:
- (1) standard number of audits to be performed per oversight planning cycle;
 - (2) standard duration of each audit;
 - (3) standard working time for audit preparation, on-site audit, reporting and follow-up, per inspector;
 - (4) standard number of ramp and unannounced inspections to be performed;
 - (5) standard duration of inspections, including preparation, reporting and follow-up, per inspector;
 - (6) minimum number and required qualification of inspectors for each audit/inspection.



- (e) Standard working time could be expressed either in working hours per inspector or in working days per inspector. All planning calculations should then be based on the same unit (hours or working days).
- (f) It is recommended to use a spreadsheet application to process data defined under (c) and (d), to assist in determining the total number of working hours/days per oversight planning cycle required for certification, authorisation, oversight and enforcement activities. This application could also serve as a basis for implementing a system for planning the availability of personnel.
- (g) For each type of organisation certified or high risk commercial specialised operation authorised by the CAA, the number of working hours/days per planning period for each qualified inspector that may be allocated for certification, authorisation, oversight and enforcement activities should be determined, taking into account:
 - (1) purely administrative tasks not directly related to oversight and certification/authorisation;
 - (2) training;
 - (3) participation in other projects;
 - (4) planned absence; and
 - (5) the need to include a reserve for unplanned tasks or unforeseeable events.
- (h) The determination of working time available for certification, authorisation, oversight and enforcement activities should also consider:
 - (1) the possible use of qualified entities; and
 - (2) possible cooperation with other competent authorities for approvals or authorisations involving more than one State.
- (i) Based on the elements listed above, the CAA should be able to:
 - (1) monitor dates when audits and inspections are due and when they have been carried out;
 - (2) implement a system to plan the availability of personnel; and
 - (3) identify possible gaps between the number and qualification of personnel and the required volume of certification/authorisation and oversight.

Care should be taken to keep planning data up-to-date in line with changes in the underlying planning assumptions, with particular focus on risk-based oversight principles.

GM2 ARO.GEN.200(a)(2) Management system

INSPECTOR COMPETENCY

- (a) Competency is a combination of individual skills, practical and theoretical knowledge, attitude, training, and experience.

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- (b) An inspector should, by his/her qualifications and competencies, command the professional respect of the inspected personnel.

GM3 ARO.GEN.200(a)(2) Management system

SPECIFIC FLIGHT OPERATIONS INSPECTOR QUALIFICATION

- (a) The following characteristics should be considered in order to establish aircraft types/classes with similar technical and operational characteristics:
- (1) Engine technology;
 - (2) Certification basis;
 - (3) Level of automation;
 - (4) Flight controls logic (e.g. fly-by-wire, conventional, etc.); and
 - (5) Size and mass of the aircraft (e.g. maximum take-off mass, wake turbulence category, etc.).
- (b) The following factors should be considered with regard to knowledge of the route and area:
- (1) Climatological conditions, e.g. exceptionally cold weather;
 - (2) Availability of adequate aerodromes and their specific features, e.g. high elevation, poor English/communication capability, exceptional approach procedures;
 - (3) Navigational procedures, including PBN requirements, ETOPS and extended diversion time requirements;
 - (4) Communication procedures, including required communication performance, any specific and contingency procedures, e.g. loss of communication, drift down, oxygen escape; and
 - (5) Equipment requirements related to search and rescue, e.g. polar, desert operations, oceanic, remote areas.

GM4 ARO.GEN.200(a)(2) Management system

INSPECTOR TRAINING PROGRAMMES

- (a) The CAA may adapt the duration and depth of the individual training programme of an inspector, provided the required competencies are achieved and maintained.
- (b) The following documents, as appropriate to the role of the inspector, are relevant for the initial training programme for inspectors referred to in AMC2 ARO.GEN.200(a)(2):
- (1) The Chicago Convention and relevant ICAO annexes and documents



- (2) Regulation on the reporting, analysis and follow-up of occurrences in civil aviation (Occurrences in civil aviation)
- (3) Aviation code, and related regulations such as:
 - (i) Regulation laying down technical requirements and administrative procedures related to civil aviation aircrew (Air Crew Regulation);
 - (ii) Regulation on common airspace usage requirements and operating procedures for airborne collision avoidance (Part-AUR);
 - (iii) Regulation laying down the common rules of the air and operational provisions regarding services and procedures in air navigation (Part-SERA);
 - (iv) Regulation laying down implementing rules for the airworthiness and environmental certification of aircraft and related products, parts and appliances, as well as for the certification of design and production organisations; and
 - (v) Regulation on the continuing airworthiness of aircraft and aeronautical products, parts and appliances, and on the approval of organisations and personnel involved in these tasks (Part-M, Part-145).
- (c) The duration of the on-the-job training should take into account the scope and complexity of the inspector's tasks. The CAA should assess whether the required competence has been achieved before an inspector is authorised to perform a task without supervision.

GM5 ARO.GEN.200(a)(2) Management system
FATIGUE RISK MANAGEMENT INSPECTOR TRAINING

'Theory and effects of fatigue' refers to:

- (a) sleep;
- (b) circadian rhythm;
- (c) adaptation (acclimatisation) after time-jet zone crossing (westbound and eastbound) and jet lag;
- (d) shift work;
- (e) bio-mathematical fatigue models; and
- (f) measurement of fatigue.

GM6 ARO.GEN.200(a)(2) Management system

FATIGUE RISK MANAGEMENT INSPECTOR TRAINING

Guidance on training for inspectors on fatigue risk management is contained in ICAO Doc 9966 (Manual for the Oversight of Fatigue Management Approaches).

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GM7 ARO.GEN.200(a)(2) Management system

INSPECTOR EXPERIENCE IN EITHER OPERATIONAL MANAGEMENT WITHIN AN AIR TRANSPORT OPERATION OR AS AN INSTRUCTOR OR AS AN EXAMINER

The inspector assigned to certification and oversight tasks should have sufficient experience in roles that enable a thorough understanding of the operational processes.

- (a) Experience in operational management refers to previous appointments in functions of organisational relevance, such as in any of the areas below:
- (1) flight operations and operational control;
 - (2) flight crew training; and
 - (3) management system.

Such appointments should not be limited to senior management functions such as nominated persons in accordance with point (b) of ORO.GEN.210. It is important that the inspector assigned to certification and oversight tasks in accordance with AMC4 ARO.GEN.200(a)(2) have sufficient experience which enables a thorough understanding of the operational processes within air transport operations.

- (b) In the context of the approval and oversight of aircraft specific flight crew training and checking, the inspector should have experience as an instructor.

AMC1 ARO.GEN.220(a) Record-keeping

GENERAL

- (a) The record-keeping system should ensure that all records are accessible whenever needed within a reasonable time. These records should be organised in a way that ensures traceability and retrievability throughout the required retention period.
- (b) Records should be kept in paper form or in electronic format or a combination of both media. Records stored on microfilm or optical disc form are also acceptable. The records should remain legible and accessible throughout the required retention period. The retention period starts when the record has been created.
- (c) Paper systems should use robust material, which can withstand normal handling and filing. 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 unauthorised alteration of data.

All computer hardware used to ensure data backup should be stored in a different location from that containing the working data and in an environment that ensures they remain in good condition. When hardware or software changes take place, special care should be taken that all necessary data continue to be accessible at least through the full period specified in the relevant Subpart or by default in ARO.GEN.220 (c).



AMC1 ARO.GEN.220(a)(1);(2);(3) Record-keeping

CAA MANAGEMENT SYSTEM

Records related to the competent authority's management system should include, as a minimum and as applicable:

- (a) the documented policies and procedures;
- (b) the personnel files of competent authority personnel, with supporting documents related to training and qualifications;
- (c) the results of the CAA's internal audit and safety risk management processes, including audit findings and corrective actions; and
- (d) the contract(s) established with qualified entities performing certification, authorisation or oversight tasks on behalf of the CAA.

AMC1 ARO.GEN.220(a)(4); Record-keeping

ORGANISATIONS

Records related to an organisation certified or operations authorised by or having declared its activity to the CAA should include, as appropriate to the type of organisation:

- (a) the application for an organisation approval, a specialised operation authorisation or the declaration received;
- (b) the documentation based on which the approval or authorisation has been granted and any amendments to that documentation;
- (c) the organisation approval certificate or specialised operation authorisation, including any changes;
- (d) a copy of the continuing oversight programme listing the dates when audits are due and when such audits were carried out;
- (e) continuing oversight records, including all audit and inspection records;
- (f) copies of all relevant correspondence;
- (g) details of any exemption and enforcement actions;
- (h) any report from other competent authorities relating to the oversight of the organisation; and
- (i) a copy of any other document approved by the CAA.



GM1 ARO.GEN.220(a)(4) Record-keeping

ORGANISATIONS — DOCUMENTATION

Documentation to be kept as records in support of the approval includes the management system documentation, including any technical manuals, such as the operations manual, and training manual, that have been submitted with the initial application, and any amendments to these documents.

GM1 ARO.GEN.220(a)(4) Record-keeping

AUTHORISATION HOLDERS — DOCUMENTATION

Documentation to be kept as records in support of the authorisation of a commercial specialised operation include the risk assessment documentation and related standard operating procedures (SOP), as well as a description of the management system of the proposed operation and a statement that all the documentation sent to the CAA has been verified by the operator and found in compliance with the applicable requirements. Any amendments to these documents should be documented.

AMC1 ARO.GEN.220(a)(8) Record-keeping

ACTIVITIES PERFORMED IN THE TERRITORY OF A STATE BY PERSONS OR ORGANISATIONS ESTABLISHED OR RESIDING IN ANOTHER STATE

- (a) Records related to the oversight of activities performed in the territory of a State by persons or organisations established or residing in another State should include, as a minimum:
- (1) oversight records, including all audit and inspection records and related correspondence;
 - (2) copies of all relevant correspondence to exchange information with other competent authorities relating to the oversight of such persons/organisations;
 - (3) details of any enforcement measures and penalties; and
 - (4) any report from other competent authorities relating to the oversight of these persons/organisations, including any notification of evidence showing non-compliance with the applicable requirements.
- (b) Records should be kept by the competent authority having performed the audit or inspection and should be made available to other competent authorities at least in the following cases:
- (1) serious incidents or accidents;
 - (2) findings through the oversight programme where organisations certified or authorised by another competent authority are involved, to determine the root cause;
 - (3) an organisation being certified, authorised or having approvals in several States.
- (c) When records are requested by another competent authority, the reason for the request should be clearly stated.



(d) The records can be made available by sending a copy or by allowing access to them for consultation.

GM1 ARO.GEN.220 Record-keeping

GENERAL

Records are required to document results achieved or to provide evidence of activities performed. Records become factual when recorded. Therefore, they are not subject to version control. Even when a new record is produced covering the same issue, the previous record remains valid.

SECTION III

Oversight, certification and enforcement

AMC1 ARO.GEN.300(a);(b);(c) Oversight

GENERAL

The CAA should assess the organisation and monitor its continued competence to conduct safe operations in compliance with the applicable requirements. The CAA should ensure that accountability for assessing organisations is clearly defined. This accountability may be delegated or shared, in whole or in part. Where more than one competent authority is involved, a responsible person should be appointed under whose personal authority organisations are assessed.

AMC2 ARO.GEN.300(a);(b);(c) Oversight

EVALUATION OF OPERATIONAL SAFETY RISK ASSESSMENT

As part of the initial certification or the continuing oversight of an operator, the CAA should normally evaluate the operator's safety risk assessment processes related to hazards identified by the operator as having an interface with its operations. These safety risk assessments should be identifiable processes of the operator's management system.

As part of its continuing oversight, the CAA should also remain satisfied as to the effectiveness of these safety risk assessments.

(a) General methodology for operational hazards

The CAA should establish a methodology for evaluating the safety risk assessment processes of the operator's management system.

When related to operational hazards, the CAA's evaluation under its normal oversight process should be considered satisfactory if the operator demonstrates its competence and capability to:

- (1) understand the hazards and their consequences on its operations;



- (2) be clear on where these hazards may exceed acceptable safety risk limits;
- (3) identify and implement mitigations, including suspension of operations where mitigation cannot reduce the risk to within safety risk limits;
- (4) develop and execute effectively robust procedures for the preparation and the safe operation of the flights subject to the hazards identified;
- (5) assess the competence and currency of its staff in relation to the duties necessary for the intended operations and implement any necessary training; and
- (6) ensure sufficient numbers of qualified and competent staff for such duties.

The CAA should take into account that:

- (1) the operator's recorded mitigations for each unacceptable risk identified are in place;
- (2) the operational procedures specified by the operator with the most significance to safety appear to be robust; and
- (3) the staff on which the operator depends in respect of those duties necessary for the intended operations are trained and assessed as competent in the relevant procedures.

EVALUATION OF OPERATORS' VOLCANIC ASH SAFETY RISK ASSESSMENT

In addition to the general methodology for operational hazards, the CAA's evaluation under its normal oversight process should also assess the operator's competence and capability to:

- (a) 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; and
- (b) take account of all information from its type certificate holders (TCHs) concerning volcanic ash-related airworthiness aspects of the aircraft it operates, and the related pre-flight, in-flight and post flight precautions to be observed.

GM1 ARO.GEN.300(a);(b);(c) Oversight

GENERAL

- (a) Responsibility for the conduct of safe operations lies with the organisation. Under these provisions a positive move is made towards devolving upon the organisation a share of the responsibility for monitoring the safety of operations. The objective cannot be attained unless organisations are prepared to accept the implications of this policy, including that of committing the necessary resources to its implementation. Crucial to the success of the policy is the content of Part-ORO, which requires the establishment of a management system by the organisation.
- (b) The CAA should continue to assess the organisation's compliance with the applicable requirements, including the effectiveness of the management system. If the management system is judged to have failed in its effectiveness, then this in itself is a breach of the requirements which may, among others, call into question the validity of a certificate, if applicable.



- (c) The accountable manager is accountable to the CAA as well as to those who may appoint him/her. It follows that the competent authority cannot accept a situation in which the accountable manager is denied sufficient funds, manpower or influence to rectify deficiencies identified by the management system.
- (d) Oversight of the organisation includes a review and assessment of the qualifications of nominated persons.

GM2 ARO.GEN.300(a);(b);(c) Oversight

VOLCANIC ASH SAFETY RISK ASSESSMENT — ADDITIONAL GUIDANCE

Further guidance on the assessment of an operator's volcanic ash safety risk assessment is given in ICAO Doc 9974 (Flight safety and volcanic ash — Risk management of flight operations with known or forecast volcanic ash contamination).

GM3 ARO.GEN.300(a);(b);(c) Oversight

CHECKLIST FOR CRM TRAINING OVERSIGHT

The following list includes the major elements for the monitoring of the operator's CRM training:

- (a) development of CRM training considering the operator's management system;
- (b) content of the CRM training syllabus;
- (c) qualification of CRM trainer;
- (d) training facilities:
 - (1) classroom;
 - (2) flight simulation training device (FSTD);
 - (3) aircraft; and
 - (4) cabin training device;
- (e) training methods:
 - (1) classroom training (instructions, presentations and behavioural exercises);
 - (2) computer-based training (CBT);
 - (3) line-oriented flight training (LOFT); and
 - (4) check or test;
- (f) training analysis:



- (1) pre-course reading and study;
- (2) integration of the different training methods;
- (3) competence and performance of the trainer or instructor;
- (4) assessment of flight crew members; and
- (5) effectiveness of training.

GM4 ARO.GEN.300(a);(b);(c) Oversight

OVERSIGHT OF AN OPERATOR CONVERSION COURSE (OCC) FOR MULTI-CREW PILOT LICENCE (MPL) HOLDERS

As part of the initial certification or the continuing oversight of an operator, the CAA should include the assessment of the OCC provided to MPL holders, who undertake their first conversion course on a new type or at an operator other than the one that was involved in their training for the MPL.

The assessment of the OCC should evaluate whether the operator, in the process of development of the OCC, took the following aspects into account:

- the time elapsed after completion of the initial training, between base training and hiring, and the Line Flying Under Supervision (LIFUS);
- the necessary feedback loop between the Approved Training Organisation (ATO) and the operator involved in the licence training.

AMC1 ARO.GEN.300(a)(2) Oversight

OPERATIONAL APPROVALS ISSUED BY NON-EU STATE OF REGISTRY

When verifying continued compliance of non-commercial operators using an aircraft registered in a third country holding operational approvals for operations in PBN, MNPS and RVSM airspace issued by a non-EU State of Registry, the CAA should at least assess if:

- (a) the State of registry has established an equivalent level of safety, considering any differences notified to the ICAO Standards for RVSM, RNP, MNPS and MEL; or
- (b) there are reservations on the safety oversight capabilities and records of the State of registry; or
- (c) operators of the State of registry are subject to an operating ban pursuant Regulation (EC) No 2111/2005; or
- (d) relevant findings on the State of registry from audits carried out under international conventions exist; or

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- (e) relevant findings on the State of registry from other safety assessment programmes of States exist.

GM1 ARO.GEN.300(d) Oversight

ACTIVITIES WITHIN THE TERRITORY OF THE STATE

- (a) Activities performed in the territory of the State by persons or organisations established or residing in another State include:
- (1) activities of:
 - (i) organisations certified or authorised by or declaring their activity to the competent authority of any other State or the Agency; or
 - (ii) persons performing operations with other-than-complex motor-powered aircraft; and
 - (2) activities of persons holding a licence, certificate, rating, or attestation issued by the competent authority of any other State.
- (b) Audits and inspections of such activities, including ramp and unannounced inspections, should be prioritised towards those areas of greater safety concern, as identified through the analysis of data on safety hazards and their consequences in operations.

AMC1 ARO.GEN.305(b);(d);(d1) Oversight programme

SPECIFIC NATURE AND COMPLEXITY OF THE ORGANISATION, RESULTS OF PAST OVERSIGHT

- (a) When determining the oversight programme for an organisation, the CAA should consider in particular the following elements, as applicable:
- (1) the implementation by the organisation of industry standards, directly relevant to the organisation's activity subject to the Regulation;
 - (2) the procedure applied for and scope of changes not requiring prior approval;
 - (3) specific approvals held by the organisation;
 - (4) specific procedures implemented by the organisation related to any alternative means of compliance used; and
 - (5) number of subcontractors.



- (b) For the purpose of assessing the complexity of an organisation's management system, AMC1 ORO.GEN.200(b) should be used.
- (c) Regarding results of past oversight, the CAA should also take into account relevant results of ramp inspections of organisations it has certified or authorised, persons and other organisation having declared their activity or persons performing operations with other-than-complex motor-powered aircraft that were performed in other States in accordance with ARO.RAMP.

AMC2 ARO.GEN.305(b) Oversight programme

PROCEDURES FOR OVERSIGHT OF OPERATIONS

- (a) Each organisation to which a certificate has been issued should have an inspector specifically assigned to it. Several inspectors should be required for the larger companies with widespread or varied types of operation. This does not prevent a single inspector being assigned to several companies. Where more than one inspector is assigned to an organisation, one of them should be nominated as having overall responsibility for supervision of, and liaison with, the organisation's management, and be responsible for reporting on compliance with the requirements for its operations as a whole.
- (b) Audits and inspections, on a scale and frequency appropriate to the operation, should cover at least:
 - (1) infrastructure,
 - (2) manuals,
 - (3) training,
 - (4) crew records,
 - (5) equipment,
 - (6) release of flight/dispatch,
 - (7) dangerous goods,
 - (8) organisation's management system.
- (c) The following types of inspections should be envisaged, as part of the oversight programme:
 - (1) flight inspection,
 - (2) ground inspection (e.g. documents and records),
 - (3) training inspection (e.g. ground, aircraft/FSTD),
 - (4) ramp inspection.

The inspection should be a 'deep cut' through the items selected, and all findings should be recorded. Inspectors should review the root cause(s) identified by the organisation for each confirmed finding.

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The CAA should be satisfied that the root cause(s) identified and the corrective actions taken are adequate to correct the non-compliance and to prevent re-occurrence.

- (d) Audits and inspections may be conducted separately or in combination. Audits and inspections may, at the discretion of the CAA, be conducted with or without prior notice to the organisation.
- (e) Where it is apparent to an inspector that an organisation has permitted a breach of the applicable requirements, with the result that air safety has, or might have, been compromised, the inspector should ensure that the responsible person within the CAA is informed without delay.
- (f) In the first few months of a new operation, inspectors should be particularly alert to any irregular procedures, evidence of inadequate facilities or equipment, or indications that management control of the operation may be ineffective. They should also carefully examine any conditions that may indicate a significant deterioration in the organisation's financial management. When any financial difficulties are identified, inspectors should increase technical surveillance of the operation with particular emphasis on the upholding of safety standards.
- (g) The number or the magnitude of the non-compliances identified by the CAA will serve to support the CAA's continuing confidence in the organisation's competence or, alternatively, may lead to an erosion of that confidence. In the latter case, the CAA should review any identifiable shortcomings of the management system.

GM1 ARO.GEN.305(b) Oversight programme

FINANCIAL MANAGEMENT

Examples of trends that may indicate problems in a new organisation's financial management are:

- (a) significant lay-offs or turnover of personnel;
- (b) delays in meeting payroll;
- (c) reduction of safe operating standards;
- (d) decreasing standards of training;
- (e) withdrawal of credit by suppliers;
- (f) inadequate maintenance of aircraft;
- (g) shortage of supplies and spare parts;
- (h) curtailment or reduced frequency of revenue flights; and
- (i) sale or repossession of aircraft or other major equipment items.



GM1 ARO.GEN.305(b);(c);(d);(d1) Oversight programme

STORAGE PERIODS OF RECORDS

If the organisation's oversight cycle has been extended, the minimum storage periods for records should be aligned with the extended oversight cycle to ensure that the CAA has access to all relevant records.

AMC1 ARO.GEN.305(b)(1) Oversight programme

AUDIT

- (a) The oversight programme should indicate which aspects of the approval will be covered with each audit.
- (b) Part of an audit should concentrate on the organisation's compliance monitoring reports produced by the compliance monitoring personnel to determine if the organisation is identifying and correcting its problems.
- (c) At the conclusion of the audit, an audit report should be completed by the auditing inspector, including all findings raised.

AMC2 ARO.GEN.305(b)(1) Oversight programme

RAMP INSPECTIONS

- (a) When conducting a ramp inspection of aircraft used by organisations under its regulatory oversight, the CAA should, as far as possible, comply with the requirements defined in ARO.RAMP.
- (b) When conducting ramp inspections on other-than-suspected aircraft, the CAA should take into account the following elements:
 - (1) repeated inspections should be avoided of those organisations for which previous inspections have not revealed safety deficiencies;
 - (2) the oversight programme should enable the widest possible sampling rate of aircraft flying into their territory; and
 - (3) there should be no discrimination on the basis of the organisation's nationality, the type of operation or type of aircraft, unless such criteria can be linked to an increased risk.
- (c) For aircraft other than those used by organisations under its regulatory oversight, when conducting a risk assessment, the CAA should consider aircraft that have not been ramp inspected for more than 6 months.



AMC1 ARO.GEN.305(b);(c);(d);(d1) Oversight programme

INDUSTRY STANDARDS

- (a) For organisations having demonstrated compliance with industry standards, the CAA may adapt its oversight programme, in order to avoid duplication of specific audit items.
- (b) Demonstrated compliance with industry standards should not be considered in isolation from the other elements to be considered for the CAA's risk-based oversight.
- (c) In order to be able to credit any audits performed as part of certification in accordance with industry standards, the following should be considered:
 - (1) the demonstration of compliance is based on certification auditing schemes providing for independent and systematic verification;
 - (2) the existence of an accreditation scheme and accreditation body for certification in accordance with the industry standards has been verified;
 - (3) certification audits are relevant to the requirements defined in Annex III (Part-ORO) and other Annexes to this Regulation as applicable;
 - (4) the scope of such certification audits can easily be mapped against the scope of oversight in accordance with Annex III (Part-ORO);
 - (5) audit results are accessible to the CAA and open to exchange of information; and
 - (6) the audit planning intervals of certification audits i.a.w. industry standards are compatible with the oversight planning cycle.

AMC1 ARO.GEN.305(c) Oversight programme

OVERSIGHT PLANNING CYCLE

- (a) When determining the oversight planning cycle and defining the oversight programme, the CAA should assess the risks related to the activity of each organisation and adapt the oversight to the level of risk identified and to the organisation's ability to effectively manage safety risks.
- (b) The CAA should establish a schedule of audits and inspections appropriate to each organisation's business. The planning of audits and inspections should take into account the results of the hazard identification and risk assessment conducted and maintained by the organisation as part of the organisation's management system. Inspectors should work in accordance with the schedule provided to them.
- (c) When the CAA, having regard to an organisation's safety performance, varies the frequency of an audit or inspection, it should ensure that all aspects of the operation are audited and inspected within the applicable oversight planning cycle.
- (d) The section(s) of the oversight programme dealing with ramp inspections should be developed based on geographical locations, taking into account aerodrome activity, and focusing on key issues that can be inspected in the time available without unnecessarily delaying the operations.

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AMC2 ARO.GEN.305(c) Oversight programme

OVERSIGHT PLANNING CYCLE

- (a) For each organisation certified by the CAA all processes should be completely audited at periods not exceeding the applicable oversight planning cycle. The beginning of the first oversight planning cycle is normally determined by the date of issue of the first certificate. If the competent authority wishes to align the oversight planning cycle with the calendar year, it should shorten the first oversight planning cycle accordingly.
- (b) The interval between two audits for a particular process should not exceed the interval of the applicable oversight planning cycle.
- (c) Audits should include at least one on-site audit within each oversight planning cycle. For organisations exercising their regular activity at more than one site, the determination of the sites to be audited should consider the results of past oversight, the volume of activity at each site, as well as main risk areas identified.
- (d) For organisations holding more than one certificate, the CAA may define an integrated oversight schedule to include all applicable audit items. In order to avoid duplication of audits, credit may be granted for specific audit items already completed during the current oversight planning cycle, subject to four conditions:
 - (1) the specific audit item should be the same for all certificates under consideration;
 - (2) there should be satisfactory evidence on record that such specific audit items were carried out and that all corrective actions have been implemented to the satisfaction of the CAA;
 - (3) the competent authority should be satisfied that there is no evidence that standards have deteriorated in respect of those specific audit items being granted a credit;
 - (4) the interval between two audits for the specific item being granted a credit should not exceed the applicable oversight planning cycle.

AMC1 ARO.GEN.305(d) Oversight programme

OVERSIGHT DECLARED ORGANISATIONS

- (a) When determining the oversight programme of organisations having declared their activity, the CAA should make a selection of operators to be inspected/audited based on the elements specified in ARO.GEN.305(d).
- (b) For each selected operator an inspection is a sample inspection of the pre-defined inspection criteria on the basis of key risk elements and the applicable requirements.
- (c) The results of past oversight activities should include information from approval activities, e.g. SPA or from other survey programmes such as ACAM.
- (d) The oversight programme should also include a certain percentage of unannounced inspections.

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- (e) The oversight programme should be developed on a yearly basis. All operators should be considered for inclusion into the programme not later than 12 months after the date of the first declaration received. At least one inspection should be performed within each 48-month cycle starting with the date of the first declaration received.
- (f) Additional audit/inspections to specific operators may be included in the oversight programme on the basis of the assessment of associated risks carried out within the occurrences reporting scheme(s).

AMC1 ARO.GEN.305(e) Oversight programme

OVERSIGHT OF AUTHORISATION HOLDERS

- (a) When determining the oversight programme of commercial specialised operators holding an authorisation specialised operations authorisation holders, the CAA should assess the risks related to the type of activity carried out by each organisation and adapt the oversight to the level of risk identified and to the organisation's ability to effectively manage safety risks.
- (b) An oversight cycle not exceeding 24 months should be applied. The oversight planning cycle may be extended to a maximum of 48 months if the CAA has established that during the previous 24 months the organisation has been able to effectively manage safety risks.
- (c) The CAA should establish a schedule of audits and/or inspections, including unannounced inspections, appropriate to each organisation's business. The planning of audits and inspections should take into account the results of the hazard identification and risk assessment conducted and maintained by the organisation as part of the organisation's management system. Inspectors should work in accordance with the schedule provided to them.
- (d) If the specialised operations authorisation is time limited, the CAA should adapt the schedule of audits and inspections to the duration of the specialised operation authorisation. Audits or inspections may not be necessary if an authorisation is issued for a single flight or event.
- (e) When scheduling audits and inspections, the CAA should also take into account the activity conducted by authorised organisations in other States. In this case the CAA should coordinate the audit and inspection schedule with the authority of the State in which territory the activity is taking place.
- (f) Additional audits or inspections to specific operators may be included in the oversight programme on the basis of the assessment of associated risks carried out within the occurrences reporting scheme(s).

GM1 ARO.GEN.305(e) Oversight programme

OVERSIGHT OF AUTHORISATION HOLDERS

Past and current authorisation process refers to relevant results of past and current authorisation and oversight activities.



AMC1 ARO.GEN.305(f) Oversight programme

PERSONS HOLDING A LICENCE, CERTIFICATE, RATING OR ATTESTATION

The oversight of persons holding a licence, certificate, rating or attestation should normally be ensured as part of the oversight of organisations. Additionally, the CAA should verify compliance with applicable requirements when endorsing or renewing ratings.

To properly discharge its oversight responsibilities, the CAA should perform a certain number of unannounced verifications.

AMC1 ARO.GEN.310(a) Initial certification procedure — organisations

VERIFICATION OF COMPLIANCE

- (a) Upon receipt of an application for an air operator certificate (AOC), the CAA should:
- (1) assess the management system and processes, including the operator's organisation and operational control system;
 - (2) review the operations manual and any other documentation provided by the organisation; and
 - (3) for the purpose of verifying the organisation's compliance with the applicable requirements, conduct an audit at the organisation's facilities. The CAA should require the conduct of one or more demonstration flights operated as if they were commercial flights, or an in-flight inspection should be conducted at the earliest opportunity.
- (b) The CAA should ensure that the following steps are taken:
- (1) The organisation's written application for an AOC should be submitted at least 90 days before the date of intended operation, except that the operations manual may be submitted later, but not less than 60 days before the date of intended operation. The application form should be printed in language(s) of the CAA's choosing.
 - (2) An individual should be nominated by the responsible person of the CAA to oversee, to become the focal point for all aspects of the organisation certification process and to coordinate all necessary activity. The nominated person should be responsible to the responsible person of the CAA for confirming that all appropriate audits and inspections have been carried out. He/she should also ensure that the necessary specific or prior approvals required by (b)(3) are issued in due course. Of particular importance on initial application is a careful review of the qualifications of the organisations' nominated persons. Account should be taken of the relevance of the nominee's previous experience and known record.
 - (3) Submissions that require the competent authority's specific or prior approval should be referred to the appropriate department of the CAA. Submissions should include, where relevant, the associated qualification requirements and training programmes.
- (c) The ability of the applicant to secure, in compliance with the applicable requirements and the safe operation of aircraft, all necessary training and, where required, licensing of personnel,

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should be assessed. This assessment should also include the areas of responsibility and the numbers of those allocated by the applicant to key management tasks.

- (d) In order to verify the organisation's compliance with the applicable requirements, the CAA should conduct an audit of the organisation, including interviews of personnel and inspections carried out at the organisation's facilities.

The CAA should only conduct such an audit after being satisfied that the application shows compliance with the applicable requirements.

- (e) The audit should focus on the following areas:
- (1) detailed management structure, including names and qualifications of personnel required by ORO.GEN.210 and adequacy of the organisation and management structure;
 - (2) personnel:
 - (i) adequacy of number and qualifications with regard to the intended terms of approval and associated privileges;
 - (ii) validity of licences, ratings, certificates or attestations as applicable;
 - (3) processes for safety risk management and compliance monitoring;
 - (4) facilities — adequacy with regard to the organisation's scope of work;
 - (5) documentation based on which the certificate should be granted (organisation documentation as required by Part-ORO, including technical manuals, such as operations manual or training manual).
- (f) In case of non-compliance, the applicant should be informed in writing of the corrections that are required.
- (g) When the verification process is complete, the person with overall responsibility, nominated in accordance with (b)(2), should present the application to the person responsible for the issue of an AOC together with a written recommendation and evidence of the result of all investigations or assessments which are required before the operator certificate is issued. Approvals required should be attached to the recommendation. The CAA should inform the applicant of its decision concerning the application within 60 days of receipt of all supporting documentation. In cases where an application for an organisation certificate is refused, the applicant should be informed of the right of appeal as exists under national law.

AMC1 ARO.GEN.330 Changes — organisations

AOC HOLDERS

- (a) Changes to personnel specified in Part-ORO:
- (1) Any changes to the accountable manager specified in ORO.GEN.210(a) that affect the certificate or terms of approval/approval schedule attached to it, require prior approval under ARO.GEN.330(a) and ORO.GEN.130(a) and (b).

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- (2) When an organisation submits the name of a new nominee for any of the persons nominated as per ORO.GEN.210(b), the CAA should require the organisation to produce a written résumé of the proposed person's qualifications. The CAA should reserve the right to interview the nominee or call for additional evidence of his/her suitability before deciding upon his/her acceptability.
- (b) A simple management system documentation status sheet should be maintained, which contains information on when an amendment was received by the CAA and when it was approved.
- (c) The organisation should provide each management system documentation amendment to the CAA, including for the amendments that do not require prior approval by the CAA. Where the amendment requires competent authority approval, the CAA, when satisfied, should indicate its approval in writing. Where the amendment does not require prior approval, the CAA should acknowledge receipt in writing within 10 working days.
- (d) For changes requiring prior approval, in order to verify the organisation's compliance with the applicable requirements, the competent authority should conduct an audit of the organisation, limited to the extent of the changes. If required for verification, the audit should include interviews and inspections carried out at the organisation's facilities.

GM1 ARO.GEN.330 Changes — organisations

CHANGE OF NAME OF THE ORGANISATION

- (a) On receipt of the application and the relevant parts of the organisation's documentation as required by Part-ORO, the competent authority should re-issue the certificate.
- (b) A name change alone does not require the CAA to audit the organisation, unless there is evidence that other aspects of the organisation have changed.

AMC1 ARO.GEN.345 Declaration — organisations

ACKNOWLEDGEMENT OF RECEIPT

The CAA should acknowledge receipt of the declaration in writing within 10 working days.

GM1 ARO.GEN.345 Declaration — organisations

VERIFICATION — DECLARATION

The verification made by the CAA upon receipt of a declaration does not imply an inspection. The aim is to check whether what is declared complies with applicable regulations.



GM1 ARO.GEN.350 Findings and corrective actions — organisations

TRAINING

For a level 1 finding it may be necessary for the CAA to ensure that further training by the organisation is carried out and audited by the CAA before the activity is resumed, dependent upon the nature of the finding.

GM2 ARO.GEN.350(d) Findings and corrective actions — organisations

CORRECTIVE ACTION IMPLEMENTATION PERIOD

The 3-month period should commence from the date of the communication of the finding to the organisation in writing and requesting corrective action to address the non-compliance(s) identified.

GM1 ARO.GEN.355(b) Findings and enforcement measures — persons

GENERAL

This provision is necessary to ensure that enforcement measures will be taken also in cases where the CAA may not act on the licence, certificate or attestation. The type of enforcement measure will depend on the applicable national law and may include for example the payment of a fine or the prohibition from exercising.

It covers two cases:

- (a) persons subject to the requirements laid down in Aviation code and regulations who are not required to hold a licence, certificate or attestation; and
- (b) persons who are required to hold a licence, rating, certificate or attestation, but who do not hold the appropriate licence, rating, certificate or attestation as required for the activity they perform.

SUBPART OPS

AIR OPERATIONS

SECTION I

Certification of commercial air transport operators

GM1 ARO.OPS.100(b) Issue of the air operator certificate

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AREA OF OPERATION

- (a) If the area of operation within the operational specifications of Appendix II to Part-ARO is not defined as 'worldwide' or 'with no geographical limit', the CAA should describe the boundaries of a permissible area of operation by listing for example:
- (1) a continuous line between a list of coordinates (Lat./Long.);
 - (2) the national boundary of the State of issuance of the AOC;
 - (3) a flight information region (FIR) boundary;
 - (4) a combination of adjacent FIR boundaries;
 - (5) ICAO region(s) as per ICAO Doc 7030; and
 - (6) operations in the Inter-Tropical Convergence Zone (ICTZ).
- (b) The following factors should be taken into account when deciding the area of operation for CAT operations:
- (1) The adequacy of the operational control and maintenance arrangements within the proposed area of operation.
 - (2) The general suitability of the aircraft which are to be used and in particular:
 - (i) the performance capability of the aircraft with regard to the terrain;
 - (ii) the need for any special equipment;
 - (iii) the aircraft systems and the level of redundancy of those systems, with regard to extremes of weather or climate; and
 - (iv) the need for any special dispatch minima with regard to the content of the MEL.
 - (3) Any special training required for:
 - (i) weather or climatic conditions likely to be encountered; and
 - (ii) compliance with specific approvals under Part-SPA (MNPS, RVSM, etc.).
 - (4) The need for the flight crew to comply with non-standard ATC requirements such as the use of:
 - (i) non-standard phraseology;
 - (ii) altitude clearances in metres; and
 - (iii) altimeter settings in inches of mercury, wind speed in metres/sec, visibility in miles, etc.



- (5) The navigation and communication facilities available over the routes proposed and the associated equipment of the aircraft.
- (6) The adequacy of aerodromes or operating sites available within the proposed area, and the availability of current maps, charts, associated documents or equivalent data.
- (7) The availability of adequate search and rescue facilities, and the need to carry special survival equipment and the need for training in the use of the survival equipment.
- (8) Survival equipment available for the operator and installed in the aircraft used.

AMC1 ARO.OPS.105 Code-share arrangements

SAFETY OF A CODE-SHARE AGREEMENT

- (a) When evaluating the safety of a code-share agreement, the CAA should check that the:
 - (1) documented information provided by the applicant in accordance with ORO.AOC.115 is complete and shows compliance with the applicable ICAO standards; and
 - (2) operator has established a code-share audit programme for monitoring continuous compliance of the third country operator with the applicable ICAO standards.
- (b) The CAA should request the applicant to make a declaration covering the above items.
- (c) In case of non-compliance, the applicant should be informed in writing of the corrections which are required.

AMC2 ARO.OPS.105 Code-share arrangements

AUDITS PERFORMED BY A THIRD PARTY PROVIDER

When audits are performed by a third party provider, the CAA should verify if the third party provider meets the criteria established in AMC2 ORO.AOC.115(b).



SECTION I a

Authorisation of commercial specialised operations

AMC1 ARO.OPS.150 Authorisation of commercial specialised operations

GENERAL

The CAA should make publicly available a list of activities of commercial specialised operations so that operators are informed when to apply for an authorisation.

AMC1 ARO.OPS.150(a);(b) Authorisation of commercial specialised operations

VERIFICATION OF COMPLIANCE

- (a) For the purpose of verifying the operator's standard operating procedures (SOPs), the CAA may conduct an audit at the operator's facilities or require the conduct of one or more demonstration flights operated as if they were high risk commercial specialised operations.
- (b) An individual should be nominated by the CAA to become the focal point for all aspects of the authorisation process and to coordinate all necessary activity. This nominated person should confirm to the responsible person of the CAA issuing the authorisation that all appropriate audits and inspections have been carried out.
- (c) When the verification process is complete, the person, nominated in accordance with (b), should present the application to the person responsible for the issuance of an authorisation together with a written recommendation and evidence of the result of the review of the operator's risk assessment documentation and SOPs, which is required before the authorisation is issued. The CAA should inform the applicant of its decision concerning the application. In cases where an application for an authorisation is refused, the applicant should be informed of the right of appeal as exists under national law.

GM1 ARO.OPS.150(b) Authorisation of commercial specialised operations

LIMITATIONS

The CAA may issue the authorisation for a limited duration, e.g. for a single event or a defined series of flights, or limit the operating area.

GM1 ARO.OPS.150(c) Authorisation of commercial specialised operations

CHANGE OF NAME OF THE ORGANISATION

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- (a) Upon receipt of the application for a change of the authorisation, the CAA should re-issue the authorisation.
- (b) A name change alone does not require the CAA to re-assess the risk assessment and SOPs, unless there is evidence that other aspects of the operation have changed.

AMC1 ARO.OPS.150(f) Authorisation of commercial specialised operations

AUTHORISATION OF CROSS-BORDER COMMERCIAL SPECIALISED OPERATION

- (a) An authorisation for cross-border commercial specialised operations should be issued by the CAA, when both the CAA itself and the competent authority of the place where the operation is planned to be conducted are satisfied that the risk assessment and SOPs are appropriate for the area overflown.
- (b) The authorisation should be amended to include those areas for which the operator has received the authorisation to conduct cross-border commercial specialised operation.

GM1 ARO.OPS.150(f) Authorisation of commercial specialised operations

AUTHORISATION OF CROSS-BORDER COMMERCIAL SPECIALISED OPERATION

Cross-border commercial specialised operation means a high risk commercial specialised operation in a territory other than the State than where the operator has its principle place of business.

SECTION II

Approvals

AMC1 ARO.OPS.200 Specific approval procedure

PROCEDURES FOR THE APPROVAL OF CARRIAGE OF DANGEROUS GOODS

When verifying compliance with the applicable requirements of SPA.DG.100, the CAA should check that:

- (a) the procedures specified in the operations manual are sufficient for the safe transport of dangerous goods;
- (b) operations personnel are properly trained in accordance with the ICAO *Technical Instructions for the Safe Transport of Dangerous Goods by Air* (ICAO Doc 9284-AN/905); and
- (c) a reporting scheme is in place.

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AMC2 ARO.OPS.200 Specific approval procedure

PROCEDURES FOR THE APPROVAL FOR REDUCED VERTICAL SEPARATION MINIMA (RVSM) OPERATIONS

- (a) When verifying compliance with the applicable requirements of Subpart D of Annex V (SPA.RVSM), the CAA should verify that:
- (1) each aircraft holds an adequate RVSM airworthiness approval;
 - (2) procedures for monitoring and reporting height keeping errors have been established;
 - (3) a training programme for the flight crew involved in these operations has been established; and
 - (4) operating procedures have been established.
- (b) Demonstration flight(s)

The content of the RVSM application may be sufficient to verify the aircraft performance and procedures. However, the final step of the approval process may require a demonstration flight. The CAA may appoint an inspector for a flight in RVSM airspace to verify that all relevant procedures are applied effectively. If the performance is satisfactory, operation in RVSM airspace may be permitted.

- (c) Form of approval documents

Each aircraft group for which the operator is granted approval should be listed in the approval.

- (d) Airspace monitoring

For airspace, where a numerical target level of safety is prescribed, monitoring of aircraft height keeping performance in the airspace by an independent height monitoring system is necessary to verify that the prescribed level of safety is being achieved. However, an independent monitoring check of an aircraft is not a prerequisite for the grant of an RVSM approval.

- (1) Suspension, revocation and reinstatement of RVSM approval

The incidence of height keeping errors that can be tolerated in an RVSM environment is small. It is expected of each operator to take immediate action to rectify the conditions that cause an error. The operator should report an occurrence involving poor height keeping to the CAA within 72 hours. The report should include an initial analysis of causal factors and measures taken to prevent repeat occurrences. The need for follow-up reports should be determined by the CAA. Occurrences that should be reported and investigated are errors of:

- (i) total vertical error (TVE) equal to or greater than ± 90 m (± 300 ft);
- (ii) altimeter system error (ASE) equal to or greater than ± 75 m (± 245 ft); and
- (iii) assigned altitude deviation equal to or greater than ± 90 m (± 300 ft).

Height keeping errors fall into two broad categories:

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- errors caused by malfunction of aircraft equipment; and
- operational errors.

(2) An operator that consistently experiences errors in either category should have approval for RVSM operations suspended or revoked. If a problem is identified that is related to one specific aircraft type, then RVSM approval may be suspended or revoked for that specific type within that operator's fleet.

(3) Operators' actions:

The operator should make an effective, timely response to each height keeping error. The CAA may consider suspending or revoking RVSM approval if the operator's responses to height keeping errors are not effective or timely. The CAA should consider the operator's past performance record in determining the action to be taken.

(4) Reinstatement of approval:

The operator should satisfy the CAA that the causes of height keeping errors are understood and have been eliminated and that the operator's RVSM programmes and procedures are effective. At its discretion and to restore confidence, the CAA may require an independent height monitoring check of affected aircraft to be performed.

AMC3 ARO.OPS.200 Specific approval procedure

APPROVAL OF HELICOPTER OFFSHORE OPERATIONS

(a) Approval

When verifying compliance with the applicable requirements of Subpart K of Annex V (Part-SPA) to Regulation, the CAA should ensure prior to issuing an approval that:

- (1) the hazard identification, risk assessment and risk mitigation processes are in place;
- (2) operating procedures have been established applicable to the area of operation;
- (3) helicopters are appropriately certified and equipped for the area of operation;
- (4) flight crew involved in these operations are trained and checked in accordance with the training and checking programmes established by the operator; and
- (5) all requirements of Part-SPA, Subpart K are met.

(b) Demonstration flight(s)

The final step of the approval process may require a demonstration flight performed in the area of operation. The CAA may appoint an inspector for a flight to verify that all relevant procedures

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are applied effectively. If the performance is satisfactory, helicopter offshore operations may be approved.

AMC4 ARO.OPS.200 Specific approval procedure

PROCEDURES FOR THE APPROVAL OF COMMERCIAL AIR TRANSPORT OPERATIONS WITH SINGLE-ENGINED TURBINE AEROPLANES AT NIGHT OR IN INSTRUMENT METEOROLOGICAL CONDITIONS (SET-IMC)

- (a) When verifying compliance with the applicable requirements of Subpart L (SET-IMC) of Annex V (Part-SPA) to Regulation (EU) No 965/2012, the CAA should check that:
- (1) the aeroplane is eligible for SET-IMC operations;
 - (2) the maintenance and operational procedures are adequate;
 - (3) a training programme for the flight crew involved in these operations has been established; and
 - (4) the operator has adequately assessed the risks of the intended operations.

In particular, the competent authority should assess the operator's safety performance, experience and flight crew training, as reflected in the data provided by the operator with its application, to ensure that the intended safety level is achieved.

With regard to the operator's specific SET-IMC flight crew training, the CAA should ensure that it complies with the applicable requirements of Subpart FC (FLIGHT CREW) of Annex III (Part-ORO) and Subpart L (SET-IMC) of Annex V (Part-SPA) to Regulation, and that it is appropriate to the operations envisaged.

The CAA should assess the operator's ability to achieve and maintain an acceptable level of power plant reliability by reviewing its engine-trend-monitoring programme and propulsion reliability programme, which are established in accordance with Annex I (Part-M) to Regulation on the continuing airworthiness of aircraft and aeronautical products, parts and appliances, and on the approval of organisations and personnel involved in these tasks.

- (b) The CAA may impose temporary restrictions to the operations (e.g. limitation to specific routes) until the operator is able to demonstrate that it has the capability to operate safely in compliance with all the applicable requirements.
- (c) When issuing the approval, the CAA should specify:
- (1) the particular engine-airframe combination;
 - (2) the identification by registration of the individual aeroplanes designated for single engine turbine aeroplane operations at night and/or in IMC; and
 - (3) the authorised areas and/or routes of operation.

VALIDATION OF OPERATIONAL CAPABILITY

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Observation by the CAA of a validation flight, simulating the proposed operation in the aeroplane, should be carried out before an approval is granted. This should include flight planning and pre-flight procedures, as well as a demonstration of the following simulated emergency procedures in simulated IMC/night:

- (a) total failure of the propulsion system; and
- (b) total loss of normally generated electrical power.

In order to mitigate the risks associated with the conduct of such emergency procedures, the following should be ensured:

- (a) in case of planned single-pilot operations, the crew should be composed of the commander using view-limiting devices for the purpose of simulating IMC/night and a second rated pilot whose responsibility is to help maintain visual separation from other aircraft, clouds, and terrain;
- (b) the flight should be conducted in visual meteorological conditions (VMC) by day, and additional, more restrictive weather minima may be established for the demonstration of the procedures involving higher risks; and
- (c) touch drills should be used when simulating a total failure of the propulsion system.

GM1 ARO.OPS.200 Specific approval procedure

LIMITATIONS FOR HELICOPTER OFFSHORE OPERATIONS

The CAA may impose limitations related to routes and areas of operation for offshore helicopter operations. Such limitations may be specified in the operations specifications (OPSSPEC) or specific approved documents or in the aeronautical information publication (AIP) or by other means.

For operations over sea areas, limitations may include a maximum significant wave height under which there is a good prospect of recovery of survivors. This should be linked with the available search and rescue capabilities in the different sea areas.

GM2 ARO.OPS.200 Specific approval procedure

SPECIFIC APPROVALS FOR TRAINING ORGANISATIONS

The specific approvals, as established in Appendix V, for non-commercial operations and specialised operations, also apply to training organisations with a principal place of business in the RM.

GM1 ARO.OPS.205 Minimum equipment list approval

EXTENSION OF RECTIFICATION INTERVALS

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The CAA should verify that the operator does not use the extension of rectification intervals as a means to reduce or eliminate the need to rectify MEL defects in accordance with the established category limit. The extension of rectification intervals should only be considered valid and justifiable when events beyond the operator's control have precluded rectification.

GM1 ARO.OPS.210 Determination of local area

GENERAL

The distance or local area should reflect the local environment and operating conditions.

AMC1 ARO.OPS.215 Approval of helicopter operations over a hostile environment located outside a congested area

APPROVALS THAT REQUIRE ENDORSEMENT

- (a) Whenever the operator applies for an approval in accordance with CAT.POL.H.420 for which an endorsement from another State is required, the CAA should only grant the approval once endorsement of that other State has been received.
- (b) The Operations Specification should be amended to include those areas for which endorsement was received.

AMC2 ARO.OPS.215 Approval of helicopter operations over a hostile environment located outside a congested area

ENDORSEMENT BY ANOTHER STATE

- (a) Whenever the operator applies for an endorsement to operate over hostile environment located outside a congested area in another State in accordance with CAT.POL.H.420, the competent authority of that other State should only grant the endorsement once it is satisfied that:
 - (1) the safety risk assessment is appropriate to the area overflown; and
 - (2) the operator's substantiation that preclude the use of the appropriate performance criteria are appropriate for the area overflown.
- (b) The competent authority of that other State should inform the CAA which is responsible for issuing the approval.

GM1 ARO.OPS.225 Approval of operations to an isolated aerodrome

GENERAL

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The use of an isolated aerodrome exposes the aircraft and passengers to a greater risk than to operations where a destination alternate aerodrome is available. Whether an aerodrome is classified as an isolated aerodrome or not often depends on which aircraft are used for operating the aerodrome. The CAA should therefore assess whether all possible means are applied to mitigate the greater risk.

GM1 ARO.OPS.235(b);(c) Approval of individual flight time specification schemes

ICAO DOC 9966 (MANUAL FOR THE OVERSIGHT OF FATIGUE MANAGEMENT APPROACHES)

Further guidance on fatigue risk management processes, appropriate fatigue management, the underlying scientific principles and operational knowledge may be found in ICAO Doc 9966 (Manual for the Oversight of Fatigue Management Approaches).

SECTION III

Oversight of operations

AMC1 ARO.OPS.300 Introductory flights

MARGINAL ACTIVITY

The CAA should publish criteria specifying to which extent it considers an activity marginal and how this is being overseen.

GM1 ARO.OPS.300 Introductory flights

ADDITIONAL CONDITIONS

For introductory flights carried out in the territory of the RM, the CAA may establish additional conditions such as defined area of the operation, time period during which such operations are to be conducted, safety risk assessments to be accomplished, aircraft to be used, specific operating procedures, notification requirements, maximum distance flown, pilot qualification, maximum number of passengers on-board, further restrictions on the maximum take-off mass.



SUBPART RAMP

RAMP INSPECTIONS OF AIRCRAFT OF OPERATORS UNDER THE REGULATORY OVERSIGHT OF ANOTHER STATE

AMC1 ARO.RAMP.100 General

RAMP INSPECTIONS

- (a) The ramp inspection should normally be performed during a turn-around.
- (b) In addition to the applicable requirements, when inspecting the technical condition of the aircraft, it should be checked against the aircraft manufacturer's standard.

AMC1 ARO.RAMP.100(b) General

SUSPECTED AIRCRAFT

In determining whether an aircraft is suspected of not being compliant with the applicable requirements, the following should be taken into account:

- (a) information regarding poor maintenance of, or obvious damage or defects to an aircraft;
- (b) reports that an aircraft has performed abnormal manoeuvres that give rise to serious safety concerns in the airspace of RM;
- (c) a previous ramp inspection that has revealed deficiencies indicating that the aircraft does not comply with the applicable requirements and where the competent authority suspects that these deficiencies have not been corrected;
- (d) previous lists, referred to in ARO.RAMP.105, indicating that the operator or the State of the operator has been suspected of non-compliance;
- (e) evidence that the State in which an aircraft is registered is not exercising proper safety oversight; or
- (f) concerns about the operator of the aircraft that have arisen from occurrence reporting information and non-compliance recorded in a ramp inspection report on any other aircraft used by that operator;
- (g) information received from EASA Third-Country Operator (TCO) monitoring activities;
- (h) any relevant information collected pursuant to ARO.RAMP.110.



AMC1 ARO.RAMP.100(c)(1) General

ANNUAL PROGRAMME

(a) Calculation methodology

The CAA should calculate the number of points to be achieved in the following year.

The number of points should be submitted to the Agency before the 1st of September prior to the year for which the points apply. For this purpose, the following formula should be used:

$Q = (\text{Opr} \geq 12) + (0.2 * \text{Opr} < 12) + (0.001 * \text{Lnd})$, where:

'Q' = annual quota;

'Opr \geq 12' is the number of operators whose aircraft have landed in the previous year at aerodromes located in the Member State at least 12 times;

'Opr $<$ 12' is the number of operators whose aircraft have landed in the previous year at aerodromes in the territory of the Member State less than 12 times;

'Lnd' is the number of landings performed by those operators' aircraft at aerodromes located in the Member State in the previous year.

(b) Inspections should be valued differently in accordance with the following criteria:

- (1) prioritised ramp inspections and the first inspection of a new operator, i.e. who has not been inspected by the state during the past 12 months, conducted on an aerodrome located within a radius \leq 250 km from the competent authority's main office have a value of 1.5 points;
- (2) prioritised ramp inspections and the first inspection of a new operator conducted on an aerodrome located within a radius $>$ 250 km from the competent authority's main office have a value of 2.25 points;
- (3) inspections conducted between the hours of 20:00 and 06:00 local time, during weekends or national holidays have a value of 1.25 points;
- (4) inspections conducted on operators for which the previous inspection was performed more than 8 weeks before have a value of 1.25 points;
- (5) any other inspections have a value of 1 point; and
- (6) for specific circumstances falling under two or more of the above situations, the above-mentioned factors may be combined by multiplication (e.g. prioritised inspection performed at an airport located at 600 km from the main office, during the weekend on an operator that was not inspected over the last 3 months will have a value of: $2.25 * 1.25 * 1.25 = 3,52$ points).



AMC2 ARO.RAMP.100(c) General

ANNUAL PROGRAMME – NATIONAL COORDINATOR

A national coordinator should be appointed by each competent authority and tasked with the day-to-day coordination of the programme at national level in order to facilitate the implementation of the programme carried out in the framework of Subpart RAMP within each Member State. The tasks of the national coordinator should include the following:

- (a) entering ramp inspection reports into the centralised database within the timeframe defined in ARO.RAMP.145(a);
- (b) prioritising ramp inspections in accordance with ARO.RAMP.105;
- (c) nominating national representatives for the ramp inspection working groups (on procedures, in-depth analysis, ad hoc analysis);
- (d) acting as a focal point for the training schedules (initial and recurrent training) for all involved national ramp inspection staff, e.g. inspectors, senior inspectors, database users, moderators;
- (e) ensuring that all staff involved in ramp inspections are properly trained and scheduled for recurrent training;
- (f) representing the Member State at the meetings of the European Steering Expert Group (ESSG) on ramp inspections and, when necessary, at other ramp inspection related meetings;
- (g) promoting and implementing the inspector exchange programme described in ARO.RAMP.115(e);
- (h) providing support in handling requests for disclosure of data related to information recorded and reported pursuant to ARO.RAMP.145;
- (i) ensuring distribution of new legislation and latest versions of procedures to ramp inspection staff;
- (j) organising regular meetings with all ramp inspection staff to maintain a high quality standard regarding:
 - (1) any changes/updates to requirements relating to ramp inspections of aircraft of operators under the regulatory oversight of another state;
 - (2) feedback on quality issues regarding reports, e.g. incorrect entries, mistakes, omissions, etc;
- (k) implementing a national ramp inspection quality control system and, as far as practicable, making use of the workflow function which is available in the centralised database referred to in ARO.RAMP.150(b)(2);
- (l) managing the access of national operators and the competent authority's staff to the centralised database referred to in ARO.RAMP.150(b)(2);
- (m) act as a sectorial focal point in the domain of ramp inspections in the context of standardisation activities performed by the Agency pursuant to Regulation (EU) No 628/2013;

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- (n) proposing appropriate team members for ramp inspection standardisation visits in accordance with Article 6.2 of Commission Regulation (EU) No 628/2013.
- (o) provide information to the Agency, the Commission and the Member States on contacts with authorities and operators.

AMC3 ARO.RAMP.100(c) General

ANNUAL PROGRAMME

- (a) The annual programme for the performance of ramp inspections should make use of information about prioritised aircraft (available in the centralised database and published regularly by the Agency). The annual programme should include:
 - (1) a long-term planning of inspections of those aircraft suspected of not being compliant with applicable requirements, for which the schedule is known to the competent authority. Information leading to a suspicion could originate from the elements described in AMC1 ARO.RAMP.100(b).
 - (2) a short term planning of inspections, if information leading to the suspicion and/or information on the arrival date and time is not known well in advance. Such information might be originating from, but should not be limited to, the circumstances listed in AMC1 ARO.RAMP.100(b).
- (b) An inspector may also perform inspections of aircraft not being prioritised or aircraft not being suspected during random inspections (so called 'spot checks'), which are conducted in the absence of any suspicion of non-compliance, provided that the competent authority has established the relevant procedures. Such procedures should contain instructions taking into account the following principles:
 - (1) Repetitive inspections of those operators where previous inspections have not revealed safety deficiencies should be avoided, unless they form part of a series of partial inspections (due to time limitations) with the intention to cover the complete checklist.
 - (2) A selection of the widest possible sampling rate of the operator population flying into the territory of the Member State. However, some operators operate flights only to one or a very limited number of Member States. The involved States should consider inspecting those operators regularly even more if these operators or aircraft are included in the list for prioritised ramp inspections referred to in ARO.RAMP.105;
 - (3) Non-discrimination based on the nationality of the operator, the type of operation or type of aircraft.
- (c) By using the information sources and the information specified in AMC1 ARO.RAMP.100(b) and AMC1 ARO.RAMP.110, competent authorities should use the database in order to enable inspectors to verify the rectification of previously found non-compliance and to select the items to be inspected if the time available does not permit full inspection.



GM1 ARO.RAMP.100(c) General

ANNUAL PROGRAMME

In addition to the ramp inspection national coordinator, the CAA can appoint a coordinator for national operators to act as the focal point for other Member States regarding ramp inspections performed on operators under its oversight.

GM1 ARO.RAMP.100(c)(1) General

NUMBER OF INSPECTION POINTS

The quotation is a statistical assumption only and does not necessarily mean that operators in the group 'Opr \geq 12' always need to be inspected. As deemed necessary by the inspecting authorities, operators may be inspected more than once (taking into account AMC2 ARO.GEN.305(b)(1)) whilst sticking to the calculated number of points; as a result, some operators might not be inspected in any given year.

AMC1 ARO.RAMP.110 Collection of information

COLLECTION OF INFORMATION

The information should include:

- (a) important safety information available, in particular, through:
 - (1) pilot reports;
 - (2) maintenance organisation report;
 - (3) incident reports;
 - (4) reports from other organisations, independent from the inspection authorities;
 - (5) complaints; and
 - (6) information received from whistle-blowers (such as, but not limited to, ground handling or maintenance personnel) regarding poor maintenance, obvious damage or defects, incorrect loading, etc.
- (b) information on action(s) taken subsequent to a ramp inspection, such as:
 - (1) aircraft grounded;
 - (2) aircraft or operator banned from the Member State pursuant to Article 6 of Regulation (EC) No 2111/2005 of the European Parliament and of the Council;
 - (3) corrective action required;
 - (4) contacts with the operator's competent authority; and

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- (5) restrictions on flight operations.
- (c) follow-up information concerning the operator, such as:
 - (1) implementation of corrective action(s); and
 - (2) recurrence of non-compliance.

AMC1 ARO.RAMP.115(a)(b) Qualification of ramp inspectors

ELIGIBILITY CRITERIA

- (a) The candidate should be considered eligible to become a ramp inspector provided he/she meets the following criteria:
 - (1) has good knowledge of the English language attested by a valid language proficiency certificate; and
 - (2) education and experience over the previous 5 years in accordance with one of the following items:
 - (i) has successfully completed post-secondary education with a duration of at least 3 years and after that at least 2 years aeronautical experience in the field of aircraft operations or maintenance, or personnel licensing;
 - (ii) has or has had a commercial/airline transport pilot licence and preferably carried out such duties for at least 2 years;
 - (iii) has or has had a flight engineer licence and preferably carried out such duties for at least 2 years;
 - (iv) has been a cabin crew member and preferably carried out such duties in commercial air transport for at least 2 years;
 - (v) has been licensed as maintenance personnel and preferably exercised the privileges of such a licence for at least 2 years;
 - (vi) has successfully completed professional training in the field of air transport of dangerous goods and preferably after that at least 2 years of experience in this field; or
 - (vii) has successfully completed post-secondary aeronautical education with a duration of at least 3 years.

AMC2 ARO.RAMP.115(a)(b) Qualification of ramp inspectors

QUALIFICATION PROCESS

- (a) The CAA should ensure that its inspectors meet, at all times, the qualification criteria with regard to training and recent experience.

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- (b) The CAA or ramp inspection training organisation (RITO) approved in accordance with ARO.RAMP.120(a) may provide the initial theoretical and practical training.
- (c) The senior ramp inspectors delivering the on-the-job training may be appointed by any CAA.
- (d) The initial theoretical and practical training, as well as the on-the-job training as per ARO.RAMP.115(b)(2), should be completed within 12 months. If the qualification of the candidate is not completed within 12 months, the entire process should be re-initiated.
- (e) The CAA should issue a formal qualification statement, including the inspection privileges, for each candidate who has successfully completed the initial theoretical, practical, and on-the-job-training, as demonstrated by:
 - (1) for theoretical and practical trainings, a satisfactory evaluation by the CAA or by the RITO which has delivered the training;
 - (2) for on-the-job training, the positive assessment, made by the senior ramp inspectors who have provided the training, of the candidate's ability to effectively perform ramp inspections in an operational environment;
 - (3) a final assessment of the inspector's competency performed at the end of the initial training process by the CAA.

AMC3 ARO.RAMP.115(a)(b) Qualification of ramp inspectors

INITIAL THEORETICAL AND PRACTICAL TRAINING

- (a) The initial theoretical and practical training for ramp inspectors should be developed on the basis of the syllabi that are established by the Agency and which are included as appendixes of the ramp inspection manual.
- (b) The duration of the initial theoretical training should be no less than 3 training days, except for cases when previous training can be credited to the candidate, following an assessment made by the CAA. In case of an integrated training course, intended to transfer both technical and specific ramp inspection knowledge, the duration of the course should be extended accordingly.
- (c) The duration of the initial practical training should be not less than 1 day. The CAA of the candidate may decide to lengthen or shorten the training taking into account the level of expertise of the candidate.

AMC4 ARO.RAMP.115(a)(b) Qualification of ramp inspectors

ON-THE-JOB TRAINING

- (a) The on-the-job training (OJT) should be conducted within the scope defined by ARO.RAMP.005.
- (b) The content of the OJT should be established on the basis of the list of elements to be covered, which is included in appendixes of the ramp inspection manual.
- (c) The CAA should ensure that only the candidates that have successfully completed the initial theoretical and practical trainings are undertaking the OJT.
- (d) The OJT should comprise 2 phases:
 - (1) Observation: During this phase, the candidate should accompany and observe a senior ramp inspector performing a series of ramp inspections (including the preparation of the inspection and post-inspection activities such as reporting). The senior inspector should also provide details on applicable follow-up activities.
 - (2) Under supervision: During this phase, the candidate should perform ramp inspections under the supervision and guidance of a senior ramp inspector.
- (e) The duration of the OJT should be customised to the individual training needs of each candidate. As a minimum, the OJT should include at least 6 observed ramp inspections and 6 ramp inspections performed under the supervision of a senior ramp inspector, over a period of maximum of 6 months. Notwithstanding (a), up to 3 of these observed ramp inspections and 3 of these inspections under supervision may be performed on national operators, as long as they are performed in accordance with ARO.RAMP.



- (f) The OJT should cover in each phase all inspection items that the inspector will be privileged with, and it should be delivered by senior ramp inspectors who are privileged with the same items.
- (g) The OJT should be documented by the senior ramp inspectors who have provided the training, using OJT forms detailing the training content.
- (h) Certain OJT items may be replaced by alternative training using representative examples when no operational environment is required (e.g. documents, dangerous goods).

AMC5 ARO.RAMP.115(a)(b) Qualification of ramp inspectors

EXTENSION OF THE RAMP INSPECTOR PRIVILEGES

- (a) The CAA may extend the privileges of a ramp inspector provided that the following conditions are met:
 - (1) the relevant knowledge of the ramp inspector has been satisfactorily complemented by additional theoretical and/or practical training relevant to the scope of the extension; and
 - (2) the ramp inspector has received OJT on the new inspection items that will be added to his/her privileges.
- (b) The CAA should determine the necessary number of ramp inspections of the OJT on a case-by-case basis, taking into account both the complexity and the criticality of the new items to be covered during this training, as well as the inspector's aeronautical education and practical knowledge.
- (c) Certain OJT items may be replaced by alternative training using representative examples when no operational environment is required (e.g. document inspections, dangerous goods).

AMC6 ARO.RAMP.115(a)(b) Qualification of ramp inspectors

RECENT EXPERIENCE AND REQUALIFICATION

- (a) The minimum number of inspections to be performed by a ramp inspector to meet the recent experience requirement should be 12 per calendar year.
- (b) Up to half of these ramp inspections may be performed on national operators, as long as they are performed in accordance with ARO.RAMP.
- (c) In the calendar year during which the ramp inspector is qualified, the minimum number of inspections to meet the recent experience requirement should be determined on a pro rata basis.
- (d) When qualification is lost as a result of failure to perform the minimum number of inspections, the ramp inspector may be requalified by the competent authority after having performed at least half of the missing inspections under supervision of a senior inspector within the following calendar year. These inspections under supervision should not be counted for the recent experience requirements for that calendar year. Up to half of these inspections may be performed on national operators, as long as they are performed in accordance with ARO.RAMP.
- (e) If the ramp inspector cannot regain the qualification following the process described in (d), he/she should perform a complete OJT during the calendar year that follows.
- (f) If the ramp inspector fails to regain the qualification following the process described in (e), the conditions for initial qualification should apply.

AMC7 ARO.RAMP.115(a)(b) Qualification of ramp inspectors

RECURRENT TRAINING

- (a) The CAA should ensure that all ramp inspectors undergo recurrent training at least once every 3 calendar years.

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- (b) In addition, the CAA should ensure that additional training is provided to all ramp inspectors when it is requested by EASA necessity for ad hoc training. In developing such training, the CAA should take into account any instructions related to the training content and the associated timeframe for implementation. This ad-hoc training may be considered as recurrent training.
- (c) Recurrent training should be delivered by the CAA, by a ramp inspection training organisation approved in accordance with ARO.RAMP.120(a) or by EASA.
- (d) The recurrent training should cover at least the following elements:
 - (1) regulatory and procedural developments;
 - (2) operational practices;
 - (3) articulation with other European processes and regulations; and
 - (4) standardisation and harmonisation issues including those communicated by the Agency.

AMC8 ARO.RAMP.115(a)(b) Qualification of ramp inspectors
SENIOR RAMP INSPECTORS

- (a) The CAA may appoint senior ramp inspectors provided the appointees meet the following criteria:
 - (1) the appointee has been a qualified ramp inspector over the 36 months preceding his/her appointment; and
 - (2) during the period under (1), the appointee has performed a minimum of 72 ramp inspections, with no less than 24 ramp inspections during the last 12 months;
- (b) Senior ramp inspectors should maintain their seniority only if performing at least 24 ramp inspections during each calendar year. Up to 6 of these ramp inspections may be performed on national operators, as long as they are performed in accordance with ARO.RAMP.
- (c) For the calendar year during which the senior inspector was appointed, the recent experience requirements should be applied on a pro rata basis.
- (d) When seniority is lost, but not the ramp inspector qualification, as a result of failure to perform the minimum number of ramp inspections, it can be regained if:
 - (1) the inspector performs 2 ramp inspections under the supervision of a senior ramp inspector; or
 - (2) the inspector performs the missing number of ramp inspections. These inspections should be performed within the following year, and should not be counted for the recent experience requirements for that year. The above provision should not be used for two consecutive years.
- (e) If the senior ramp inspector cannot regain his/her seniority following the provisions under (d), the conditions under (a)(2) apply.
- (f) For each appointed senior ramp inspector, the competent authority should establish, based on his/her experience, the privileges for which he/she may deliver OJT.

AMC1 ARO.RAMP.120(a) Approval of training organisations

APPROVAL OF A TRAINING ORGANISATION BY THE CAA

- (a) When evaluating the training organisation's capability to deliver training the CAA should verify that the training organisation:

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- (1) provides a detailed description of:
 - (i) the organisational structure;
 - (ii) the facilities and office accommodation;
 - (iii) instructional equipment;
 - (iv) instructor recruitment and maintenance of their continuing competence;
 - (v) record keeping system;
 - (vi) training course material development and its continuous update; and
 - (vii) additional means and methods used to fulfil its tasks,

The documents and information specified above may be included into an organisation manual.

- (2) Has developed the training course materials adequate for all types of training to be delivered;
 - (3) Ensures compliance with its own procedures on adequate control of the training development, preparation, delivery process and records keeping, as well as compliance with the legal requirements. The training organisation should evaluate the effectiveness of the training provided, based upon written feedbacks collected from course participants after each training delivery.
 - (4) Conducts the training in English with the aim to train trainees in the jargon used during ramp inspections;
- (b) The CAA should issue the approval for an unlimited duration.

AMC1 ARO.RAMP.120(a) Approval of training organisations

OVERSIGHT OF APPROVED RAMP INSPECTION TRAINING ORGANISATION

- (a) The oversight programme of ramp inspection training organisations should be developed taking into account the scope of the approval, the size of the organisation, and the results of past certification and/or oversight activities.
- (b) An oversight cycle not exceeding 24 months should be applied. The oversight planning cycle may be extended to a maximum of 48 months if the competent authority has established that during the previous 24 months:
 - (1) all corrective actions have been implemented within the time period accepted or extended by the competent authority; and
 - (2) no level 1 findings as described in ARO.GEN.350 have been issued.

AMC1 ARO.RAMP.120(a)(4) Approval of training organisations

TRAINING INSTRUCTORS

- (a) The competent authority should verify that:

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- (1) the training organisation has a sufficient number of instructors with at least adequate:
 - (i) aviation knowledge and experience;
 - (ii) knowledge of the EU ramp inspection programme;
 - (iii) knowledge of training delivery techniques; and
 - (iv) English language communication skills.
- (b) Instructors delivering training on inspection items and/or delivering practical training should:
 - (1) have been a qualified ramp inspector for 36 months before being nominated as instructors and have performed a minimum of 72 ramp inspections during this period;
 - (2) have conducted at least 24 inspections as qualified ramp inspectors in the calendar year prior to the year in which the training is delivered; and
 - (3) deliver training only on those inspection items which they are entitled to inspect;
- (c) Notwithstanding (a), for the delivery of the theoretical and practical training on Dangerous Goods, the competent authority may accept instructors who are certified in accordance with the Technical Instructions for the latest effective edition of the Safe Transport of Dangerous Goods by Air (ICAO Doc 9284-AN/905), provided that they possess adequate English language communication skills.

AMC1 ARO.RAMP.125 Conduct of Ramp Inspections & ARO.RAMP.130 Categorisation of findings

INSPECTION INSTRUCTIONS ON THE CATEGORISATION OF FINDINGS

Inspectors should follow the inspection instructions on the categorisation of findings established by the Agency for inspections performed on aircraft used by third country operators (SAFA) and on aircraft used by operators under the regulatory oversight of another Member State (SACA).

AMC1 ARO.RAMP.125(b) Conduct of ramp inspections

GENERAL

- (a) The CAA should put in place appropriate procedures to allow the inspecting team unrestricted access to the aircraft to be inspected. In this respect ramp inspectors should possess adequate credentials.
- (b) The inspection should start as soon as possible and be as comprehensive as possible within the time and resources available. This means that if only a limited amount of time or resources is available, not all inspection items but a reduced number of them, may be verified. According to the time and resources available for a ramp inspection, the items that are to be inspected should be selected accordingly, in conformity with the objectives of the ramp inspection programme. Items not being inspected may be inspected during a next inspection.
- (c) During the inspection, ramp inspectors should verify the rectification of previously identified non-compliances. Whenever the time available does not permit a full inspection, the items affected by such non-compliances should be prioritised over other items.
- (d) Ramp inspectors should not open by themselves any hatches, doors or panels, which are not intended to be operated by passengers during normal operations, nor should they operate or

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interfere with any aircraft controls or equipment. When such actions are required for the scope of the inspection, the ramp inspectors should request the assistance of the operator's personnel (flight crew, cabin crew, ground crew).

- (e) During an inspection prior to departure, the CAA should inform the operator of any potential non-compliance with manufacturer's standards after the crew has confirmed that the pre-flight inspection has been performed.
- (f) The items to be inspected should be selected from the Proof of Inspection (POI).
- (g) Items which have been inspected, as well as any possible findings and observations, should be recorded on the POI and in the ramp inspection tool.

AMC1 ARO.RAMP.125(c) Conduct of ramp inspections

PROOF OF INSPECTION

- (a) On completion of the ramp inspection, information about its results should be provided to the pilot-in-command/commander or, in his/her absence, to another member of the flight crew or a representative of the operator, using the Proof of Inspection (POI) form provided as an appendix to the ramp inspection manual, regardless of whether or not findings have been identified. When completing the Proof of Inspection (POI), the following should be taken into account:
 - (1) Only the remarks mentioned in the POI should be reported as findings in the final ramp inspection report. Any other relevant information which was not included in the POI should only be reported in the final report as a general remark under 'G' or in the additional information box.
 - (2) When handing over the POI to the pilot-in-command/commander or operator representative, the inspector should ask him/her to sign the POI whilst explaining that the signature does in no way imply acceptance of the listed findings. The signature only confirms that the POI has been received by the pilot-in-command/operator representative, and that the aircraft has been inspected on the date and at the place indicated. A refusal to sign by the recipient should be recorded in the document.
- (b) POIs may be completed electronically, including the required signatures, and may be printed on site or delivered electronically (e.g. by e-mail).

AMC1 ARO.RAMP.135(a) Follow-up actions on findings

FOLLOW-UP ACTIONS FOR CATEGORY 2 OR 3 FINDINGS

- (a) Exceptionally, where multiple category 2 findings have been raised and the accumulation of these findings or their interaction justifies corrective action before the flight takes place, the class of action may be increased to the actions foreseen by ARO.RAMP.135(b).
- (b) When communicating findings to the operator, the inspecting authority should:
 - (1) use the ramp inspection tool as the primary communication channel with the operator and limit communication via other channels;
 - (2) request evidence of corrective actions taken, or alternatively the submission of a corrective action plan followed by evidence that planned corrective actions have been taken;
 - (3) inform the operator's competent authority and the operator no later than 15 calendar days after the inclusion of the report in the ramp inspection tool in order to permit appropriate action to be taken, as well as to confirm to the operator the findings raised;
 - (4) upload in the ramp inspection tool information on actions taken and responses provided by the operator following the RAMP inspection and send a communication to the operator only if the operator's actions have not been satisfactory;



- (5) give the operator a period of 30 calendar days to reply. If the operator does not react to the initial communication within this period, a second request should be sent, including a period of another 30 calendar days to reply whilst copying the operator's competent authority. If the second attempt is also unsuccessful, the operator's competent authority should be requested to encourage the operator to reply. The inspecting authority should indicate in such request that no reaction from the operator could be interpreted as a 'lack of ability and/or willingness of an operator to address safety deficiencies' under Regulation (EC) No 2111/2005.

AMC1 ARO.RAMP.135(b) Follow-up actions on findings

CLASSES OF ACTIONS FOR CATEGORY 3 FINDINGS

- (a) Whenever restrictions on the aircraft flight operation (Class 3a action) have been imposed, the competent authority should conduct appropriate verification of adherence to such restrictions.
- (b) Whenever the operator is required to take corrective actions before departure (Class 3b action), inspectors should verify that the operator has taken such actions. Depending on the circumstances, this verification may take place after the departure.
- (c) Whenever a category 3 finding is raised, the aircraft should be grounded only (Class 3c action) if the crew refuses to take the necessary corrective actions or to respect imposed restrictions on the aircraft flight operation. However, grounding might be appropriate if an operator refuses to grant access in accordance with ORO.GEN.140 (in case of an EU operator) or contrary to Regulation (EU) 452/2014 (in case of a third country operator). The inspecting authority should then ensure that the aircraft will not depart as long as the reasons for the grounding remain. Any records of communication undertaken pursuant to ARO.RAMP.140(b), as well as other evidences, should be collected and kept as evidential material.
- (d) If inspectors have imposed any restrictions and/or corrective actions, these should be mentioned in the ramp inspection report.

AMC1 ARO.RAMP.145 Safety reports

IMPORTANT SAFETY INFORMATION

- (a) When the competent authority receives safety-related information that could be of interest to the entire RAMP community, it should create a 'safety report' and insert it into the ramp inspection tool pursuant to ARO.RAMP.110.
- (b) Safety-related information should be verified by the reporting authority, as far as possible, before insertion in the ramp inspection tool.
- (c) If available, any relevant information contained in documents and pictures should be attached to the 'safety report'.