Crew Management

Chapter 4

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4.1 Method for Determining Crew Composition

The method for determining crew composition must take into account the following parameters:

- The area and type of operation being undertaken (e.g. long range, MNPS, Polar…) revenue, non-revenue flight (See also 8.7 Non-Revenue Flights)
- Flight crewmembers' age
- The minimum crew requirement and flight duty period limitations;
- Flight crew qualification
- Recency of experience
- The designation of the Pilot in Command and of the senior cabin crewmember, and, if necessitated by the duration of the flight, the procedures for their relief.

Nesma Airlines uses a crew management system that takes into account all regulatory and company limitation in crew assignment.

4.2 Crew Management System

Nesma Airlines uses a crew management system that is provided by Hitit Bilgisayar Hizmetler ("referred to as Hitit") that takes into account all regulatory requirements and company policies in crew assignment and the calculation of respective duty times.

Nesma Airlines crew management system provides a unified, integrated platform for the assignment of crewmembers on duty that drive efficiency and improve utilization while strictly abiding by the regulatory requirements.

The crew management system infuses mobile technology and interface to deliver secure read-only information to crewmembers. Hitit crew management system is considered an electronic communication tool used for Nesma Airlines' crew management, all rules, measures, protocols, etc. set in 1.6.2.3 Management and Control of Electronic Communication Tools shall strictly apply.

4.3 Management and Administration

Crew management system lies within the jurisdiction and authority of the Director of Operations as outlined in 1.1.2 Operations Department Structure & 1.3.2 Director of Operations. Proper management and administration of the system and the legal use of all its module is the responsibility of the crew management system administrator as highlighted in 1.3.8 Crew Management System Administrator.

Crew scheduling manager administers the system and performs the daily tasks in accordance with local regulations and international standards.

4.4 Scope

Nesma Airlines crew management system has the following modules:

4.4.1 Rule Set Management

The module used to set the rules by which the system will restrict crew assignment. Rule set management is used to enter crew assignment regulations and standards. Rule setting compliance with regulations is the responsibility of the chief pilot and shall be restricted to his access. Crew scheduling department shall have no access to change the rules.

4.4.2 Pairing Management

This module allows the setting of the crew pairing limitations manually. It also does legality checks to ensure adequate compliance with regulations and Nesma Airlines policies. Besides, it allows storing multiple different scenarios and working on these scenarios.

4.4.3 Rostering Management

The main interface that is used to assign crew on flights. It has the following functions:

- Scenario building
- Crew absence log
- Crew availability check
- Rule validations
- License validity checker

The rostering management module has an interface that takes the training data, license validity and qualifications (Area qualifications, RVSM, CAT II, etc.) and restrict crew assignment in accordance with these limitations.

4.4.4 Tracking

Crew tracking allows the user to handle day-to-day problems and flight schedule disruptions. During tracking process, the system accounts for all necessary checks and schedule changes as well as crew notification and external organizations (such as hotels).
The tracking module also records actual movements and duty time (including office duty).

4.4.5 Crew Connect

The crewmembers' portal that is currently accessed through a web-based and mobile application. Crew Connect allows crewmembers to receive up-to-date notifications with the recent duty assignment or change.
This modules also provide the crewmember with personal statistics on their duty time, rest period and vacations. It keeps complete record of every crewmember that may be used during an emergency.

4.4.6 Statistics and Reports

This module collects all data from all modules and compiles them in readily accessible reports. It provides the following reports:

- Daily flight reports
- Pairing reports
- Training reports
- Absence and vacation
- License validity

4.5 System Security and Backup

Nesma Airlines crew management system is a cloud-based application that is managed through the internet by means of encrypted connections that prevent the alteration or manipulation of information throughout the connection. Agreement on security protocols is stated in the mutual agreement between Nesma Airlines and Hitit.

Hitit is committed to complying with Nesma Airlines' policy regarding security and backups of electronic records as detailed in the Corporate Manual Ch.2 and Nesma Airlines quality program detailed in the Corporate Manual Ch.3 subsection 2 Outsourcing Quality Control.

4.6 Contingency Plan

As part of the agreement, Hitit shall provide daily backups in compliance with the IATA standards published in the IOSA Standards Manual (ISM). All published records, set rules, reports, etc. are readily accessible on two distant and secured servers. Nesma Airlines shall be granted access to the backup replica of the original server in case the connection with the primary server faces disruptions.

The responsibility of Nesma Airlines is to ensure the readiness of the backup service and the quick replacement of the original server through its quality control standards and quality program.

4.7 Crew Scheduling Process

4.7.1 Flight crew

The minimum flight crew is given in the approved Flight Manual.
Flight crew is composed of two pilots (including at least one captain acting as Pilot in Command) when the cockpit is arranged and certified for a two-member crew operation (All Nesma Airlines aircraft).
An instructor, an Examiner or a Check Airman may complete flight crew. They will use cockpit accommodation provided for observers.
This minimum flight crew may be augmented depending of the operation and/or the flight duration. (Refer to 7.1.3.1 Limitations on Single Flying Duty Periods Flight Crew & 7.1.3.2 Extension of Flying Duty Period by In-Flight Relief)
Each flight crewmember must have valid license, rating, qualifications and medical check needed for the type of aircraft and the type of flight. They must be validated by the airworthiness authority (ECAA for Nesma Airlines) of the country in which the aircraft is registered.
Note: Except for pilot line checks, the person being trained or checked may not be used as a required crewmember.

4.7.1.1 Relief of Flight Crewmember

A flight crewmember may be relieved in flight of his duties at the controls by another suitably qualified flight crewmember.

Relief of the Pilot in Command

The Pilot in Command may delegate conduct of the flight to:

- Another qualified Pilot In Command; or
- For operations only above FL200, a pilot qualified as detailed below.
- In exceptional circumstances (e.g. unfit), designate another Captain for remainder of the flight. Any such change in command shall be reported as soon as possible. The name of new captain shall be recorded in the Technical Log book and he must sign.

Minimum requirements for a pilot relieving the Pilot in Command (Refer to 5.2.2. Qualifications Requirements)

- Hold qualifications, which will meet the requirements of the operational duty for which he is required as a relief.

Relief of the co-pilot

The co-pilot may be relieved by:

- Another suitably qualified pilot in case of augmented crew

4.7.1.2 Pilot Operating Limitations and Pairing Requirements

A flight crewmember is considered inexperienced, following completion of type rating or command upgrade course, and the associated line flying under supervision, until he has achieved 100 flying hours on the type.

If the second in command has fewer than 100 hours of flight time as second in command in operations in the type of aircraft being flown, and the pilot in command is not an appropriately qualified check pilot, the Pilot in Command must make all takeoffs and landings in the following situations:

(Ref: ECAR 121.438 Pilot operating limitations and pairing requirements)

1. At special airports designated by the ECAA or at special airports designated by Nesma Airlines; and
2. In any of the following conditions:
   - **(a)** The prevailing visibility value in the latest weather report for the airport is at or below (3/4) mile / 1200 meters;
   - **(b)** The runway visual range for the runway to be used is at or below 4,000-feet/1200 m;
   - **(c)** The runway to be used has water, snow, slush or similar conditions that may adversely affect aircraft performance;
   - **(d)** The braking action on the runway to be used is reported to be less than "good";
   - **(e)** The crosswind component for the runway to be used is in excess of 15 knots;
   - **(f)** Wind shear is reported in the vicinity of the airport; and
   - **(g)** Any other condition in which the Pilot in Command determines it to be prudent to exercise the pilot in command's prerogative.

Crewing together of inexperienced flight crew is not authorized

A person who has reached his or her 60th birthday, but has not reached his or her 65th birthday, shall not act as Pilot in Command as a required flight crewmember of an aircraft unless the other pilot engaged in the same flight has not reached his or her 60th birthday.

Regarding the age requirements established by Country regulations over which Nesma Airlines aircraft shall fly or land, must be fulfilled and monitored.

4.7.2 Cabin Crew

AIRCRAFT MINIMUM NUMBER OF CABIN CREW

Nesma Airlines shall specify number of Cabin Crew of any passenger-carrying commercial aircraft as follows:

a. The number of Cabin Crew, when required, shall not be less than one for the first 50 seats, increased by one flight attendant for every additional 50 seats or part thereof, (unit is 50 seats).

b. Nesma Airlines shall include at least the number of specialized Cabin Crew necessary for the safety of aircraft.

Aircraft	Minimum Number Of Cabin Crew
A320	4

If it is necessary to carry less than the above number of cabin crew for exceptional reasons e.g. sickness, then the number of passenger's seats available for occupancy must be reduced by 50 for every cabin crewmember less than the minimum stipulated above. After such an occurrence a report must be sent to the Director of Operations.

In addition to the minimum legal requirements, Nesma Airlines may increase the number of Cabin Crew to provide a specified level of service.

A Senior Cabin Crewmember (purser) is nominated by the Cabin Crew Scheduling for each flight whenever more than one cabin crewmember are assigned. Refer to 5.3.1.3. Senior Cabin Crewmember (Purser)

Once on duty, should the Senior Cabin Crewmember become medically unfit to perform his duties the next most senior crewmember on duty may take over these duties after informing the Pilot in Command of the flight.

For a temporary reduction of minimum cabin crew complement during a case of incapacitation or unforeseen circumstances at a stopover (layover) point where a replacement cannot be obtained, the minimum cabin crew reduce by one cabin crew after operations director request approval from Egyptian Civil Aviation.

A written report must be submitted by the Commander and the crew member as soon as practicable after return to the main base.

All Nesma Airlines' flights whether revenue or non-revenue (i.e. ferry flights) shall be carried out with operating cabin crew. No flights are allowed without cabin crew.

Nesma Airlines does not utilize supernumeraries (refer to 8.1.8.1.2 Passengers and Baggage for definition of supernumerary) for the safety of operations on board an aircraft during commercial or non- commercial operations. Supernumeraries are transported on passenger seats or if they are assigned to cockpit inspection they will use an observer seat.

4.8 Designation of the Pilot in Command

For the duration of each flight, the Deck Crew scheduling shall ensure one pilot is designated to act as a Pilot in Command (PIC). He normally occupies the left hand seat with the exception that a training Captain, who as the designated Pilot in Command can command from the right hand seat.

No pilot may accept a designation as Pilot in Command unless, in addition to his qualifications and training, he has the recent experience and knowledge required (refer to 5.2.2. Qualifications Requirements) and considers himself to be in all respects competent and fit for the task.

The Pilot in Command:

- Must be a captain and one of the pilots of the flight.
- May delegate the handling of the aircraft to the co-pilot (pilot flying).
- May in exceptional circumstances (e.g. unfit) designate another Captain as Captain for the remainder of the flight. Any such change in command shall be reported as soon as practical. The name of new Captain shall be recorded in the Technical Log book and he should sign.

4.9 Flight Crew Incapacitation

Succession of command in case of incapacitation of the Pilot in Command:

- **Flight crew composed of two pilots:**
  The second pilot takes the authority over all persons on board the aircraft until the normal chain of command can be re-established.
- **Flight crew composed of more than two pilots:**
  The second pilot takes the authority over all persons on board the aircraft until more company qualified pilot on type of the aircraft takes the authority after having been informed by the second pilot and having acknowledged the overall situation and this until the normal chain of command can be re-established.
  If the original Pilot in Command cannot continue his command of the flight, the flight will not depart from the aerodrome where it has landed or, if occurring in flight, from the next aerodrome at which it lands, unless another captain on that particular type of aircraft is included in the crew.
  Refer also to 8.3.14. Incapacitation of Crewmembers
  Succession of command in case of incapacitation of the Chief Cabin / Purser:
  Whenever due to unforeseen circumstances the Company designated CDC is incapacitated the Pilot in Command will nominate the cabin crewmember holding the highest seniority to the duties and responsibilities of Senior Cabin Attendant. In such a case, full review of all relevant safety emergency provisions shall be held during the crew briefing. The chain of command shall be in the following order:
  - Captain (Pilot-in-command).
  - Captain (Second-in-command).
  - First Officer (Second-in-command).
  - Purser.
  - Other Cabin crew in order of seniority

4.10 Operation on More Than One Type

Aircraft that are considered as one type for the purpose of crew scheduling are mentioned in Chapter 5 - Qualification requirements:

- Refer to 5.2.10. Operation of More Than One Type or Varian for flight crew
- Refer to 5.3.5. Operation on More Than One Type or Variant for cabin crew

Qualification Requirement

Chapter 5