Nesma Airlines

نسما للطيران

OPERATIONS CONTROL

&

DISPATCH MANUAL

OM(A) VOLUME II

ISSUE NUMBER 3

REVISION 0

JANUARY 2024

Attachment (C)

Operations Manual Approval /Acceptance Form

Part I: to be completed by the Operator	
- Operator Name: - ***Nesma Airlines***	
- Manual Title: - Operations Control & Dispatch Manual (OCDM) **Issue No.:** 3 **Revision No.:** 00 **Date:** January 2024	
- **Prepared by:**	**Name:** Mr. Ahmed Hassan **Title:** Manager, Operations Control Center **Signature:** Ahmed Hassan **Date:** 14 January 2024
- **Revised by:**	**Name:** Eng. Bahy Metkies **Title:** Safety & Quality Director **Signature:** **Date:** 14 January 2024
- **Revised by:**	**Name:** Captain Sherif El Messiri **Title:** Director of Operations **Signature:** **Date:** 14 January 2024
- **Accountable Manager:**	**Name:** Mr. Karim Baky **Title:** Accountable Executive **Signature:** **Date:** 14 January 2024 Nesma Airlines نسما للطيران CEO **(Stamp)**

Part II : To be competed by ECAA

ECAA: Acceptance ☑ Approval □

Ops Inspector:

Name Mohamed Mostafa Signature mohamed Date: 14-2-2024

Certification G.D:

Name Sherif Sadek Signature Date: 14-2-2024

FOCA Administrator:

Name Abd-Aboshady Signature Date: 14/2/2024

EGYPTIAN CIVIL AVIATION AUTHORITY ACCEPTED 14-2-2024 FOCA **(Stamp)**

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0.1 Introduction

0.1.1 The operation Control & Dispatch Manual has been prepared in accordance with the conditions contained in the air operator certificate (AOC) and Operations specifications (OPS SPECS) with the relevant provisions of ECAR and Nesma Airlines operation manuals.

0.1.2 The OCDM Contains policies, procedures and other guidance or information necessary to comply with the applicable regulations, laws, rules and Nesma Airlines standards, in addition to applicable national rules and regulations as well as relevant ICAO Standards and procedures for air navigation services it reflects the valid company policies, regulations and procedures.

0.1.3 The OCDM has been prepared in accordance to all parts relevant to operations control personnel to make it clearly identified and defined in English language as prescribed by ECAR.

0.1.4 Egyptian Civil Aviation Authority (ECAA) has been provided with a copy of the OCDM and receives all amendments and revisions thereto.

0.1.5 Each copy of the OCDM is controlled and identified with a unique copy number and the identification and definition of OCDM takes place through assigning a special unique reference code, title, issue number, revision number and date, as well as an effective date of issuance that complies with the document control procedure within Nesma Airlines.

0.1.6 The OCDM is distributed electronically through Nesma Airlines electronic library.

0.1.7 All Flight Dispatchers shall have easy access to the OCDM that are relevant to their duties such as OM-A and other applicable parts of the operation manual as electronic versions through Nesma Airlines electronic library or OCC Library.

0.1.8 Printed or copied samples are uncontrolled documents and thus considered obsolete and shall not be used for operational purposes.

0.1.9 The rules and regulations contained in the OCDM shall be adhered to by the relevant personnel at all times, in the event of willful, negligent or disobedience to those rules and regulations the personnel concerned may become subject to disciplinary, legal, or penal action. However, nothing contained in OCDM shall keep personnel from exercising their own best judgment during any irregularity for which the OCDM gives no provisions or in emergencies.

The OCDM comprises the basic part, which comprises policies and procedures for special operating procedures, system of flight dispatch and system of flight following and security, it details the duties and responsibilities of all flight operation officer (Flight Dispatcher) and their interrelation ship with the Crew members, other personnel involved in flight dispatch systema and /or flight following system.

0.1.10 When used in the OCDM the following terms shall have the meaning outlined below:

"**Shall**", "**will**", "**must**" or any other imperative verb indicates that the application of a rules procedure or provision is **mandatory**.

"**should**" indicates that the application of a procedure or provision is **recommended**.

"**May**" means that the application of procedure or provision is **optional**.

"**No person may**" means that no person is required, authorized, or permitted to do the act concerned.

"**Approved**" (by the authority) means documented (by the authority) as suitable for the purpose intended.

"**Accepted/Acceptable**" means not objected to, by the authority, as suitable for the purpose intended.

"**Prescribed**" means the authority or Nesma Airlines has issued a written policy which imposes either a mandatory, recommended or an optional requirement.

"**Note**" is used when an operation procedure, technique, etc., is considered essential or emphasized.

"**Caution**" indicates information that might have an impact on flight safety if not acted upon.

0.1.11 The OCDM is amended in accordance to Nesma Airlines Safety & Quality management system manual.

0.2 System of issuance / amendments and revisions

0.2.1 Authority & responsibility for new issuance and / or revisions

- Each process owner is responsible for regularly reviewing his / her manual and for ensuring that issues / amendments are in compliance with all applicable regulations and company requirements.
- Amendments to the OCDM may be issued as and when required; and are normally promulgated by means of revisions; amendments related to the OCDM shall, before being published and / or sent to the ECAA for acceptance be sent to the director flight operations and Safety / Quality manager for their approval.
- The OCDM and / or it's amendments are prepared and shall be managed and maintained by the Manager, Operations Control Center.

0.2.2 The issuance / revision of the OCDM takes places under but not limited to the following reasons:

- Amendments in laws / regulations / international standard specifications.
- Either internal or external audit / inspection requirements.
- In accordance with best practice to improve the working performance.
- Change in methods of implementation of operations.

0.2.3 The OCDM issuance, amendments and / or revisions consider the following procedures:

1- Manager, Operations Control Center will monitor regularly changes according to his / her area of responsibility and will revise and approve new issuance and / or amendments to ensure OCDM and its amendments:
   - Contains legible and has accurate information.
   - Shall prepare in a language and format that is clear and user friendly.
   - Shall be presented in a format that meets the needs of flight operations personnel.

2- The Manager, Operations control center shall send OCDM new issuance and its amendments for the director flight operations for their approval before sending to ECAA for their acceptance followed by distribution.

3- The Manager, Operations control center shall notify all concerned personnel in the Operations control center with new issue and / or revision to ensure they are aware of the new issue and / or revision and is identifiable and accessible for all users of the manual by email.

4- OCDM shall be reviewed annually (every 12 months) by the Manager, Operations Control Center to determine any amendment required or more frequently as needed.

0.2.4 The OCDM is divided into chapters which are broken down into subchapters and subsections. In the top outer corner, each manual page bears an index reference, consisting of a group of numerals indicating the chapter. The sub-chapter and consecutive page number in that sub-chapter and the effective date and the issue and revision number are written at the end of the page.

0.2.5 Any amendments and / or revisions that is issued periodically to cover corrections, changes and / or to add new data in the dispatch manual is submitted to the authority for acceptance and is accompanied by the list of effective pages, which will enable the user to check whether his / her manual is up to date.

0.2.6 With each normal amendment an updated "list of effective pages" shall be issued, which will enable the user to check whether his manual is up to date.

0.2.7 In order to identify changes, additions or deletions, a vertical line shall be used to outline revised or newly published Paragraphs on the pages.

0.2.8 When it becomes necessary to effect changes to the OCDM at very short notice or to effect changes limited to a Defined period of time, a "Temporary Revision" will be published Temporary Revisions shall be brought to the attention of the ECAA immediately. A copy of temporary revision will be submitted to ECAA for information and to be included in the nearest revision. Temporary Revision is issued on yellow papers.

0.2.9 **Temporary revision:** if the time does not permit to achieve prior acceptance from the ECAA, information requiring immediate notification or safety related items or to effect changes limited to a defined period of time will be issued without such approval and in such case the information is issued by via a temporary revision, clearly indicating that this is of temporary nature which is printed on yellow pages and this temporary revision will be followed by a permanent approved revision, then this temporary revision will be then printed on white pages and will be distributed via temporary revision distribution list to all concerned personnel.

0.3 Records of Operations control & Dispatch manual distribution list

Number	***Manual Holder***	***Control Number***	***Type of Copy***
01	Egyptian Civil Aviation Authority	*01*	*Hard Copy*
02	*Flight Operations Director*	*02*	*Digital Copy*
03	*Manager, Operations Control Center*	*03*	*Digital Copy*
04	*Safety & Q.A. Director*	*04*	*Digital copy*
05	*Operations library*	*05*	*Digital copy*
06	*Flight Dispatchers*	*06*	*Digital copy*
07	*IT Department*	*07*	*Digital copy*

0.4 List of Effective pages

Chapter 0 – Administration & Control of Dispatch Manual				
Chapter	Page	Date	Issue	Revision
0	1	Jan 24	3	0
0	2	Jan 24	3	0
0	3	Jan 24	3	0
0	4	Jan 24	3	0
0	5	Jan 24	3	0
0	6	Jan 24	3	0
0	7	Jan 24	3	0
0	8	Jan 24	3	0
0	9	Jan 24	3	0
0	10	Jan 24	3	0
0	11	Jan 24	3	0
0	12	Jan 24	3	0
0	13	Jan 24	3	0
0	14	Jan 24	3	0
0	15	Jan 24	3	0
0	16	Jan 24	3	0
0	17	Jan 24	3	0
0	18	Jan 24	3	0
0	19	Jan 24	3	0
0	20	Jan 24	3	0
0	21	Jan 24	3	0
0	22	Jan 24	3	0
0	23	Jan 24	3	0
0	24	Jan 24	3	0
0	25	Jan 24	3	0
0	26	Jan 24	3	0
0	27	Jan 24	3	0
0	28	Jan 24	3	0
0	29	Jan 24	3	0
0	30	Jan 24	3	0

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Chapter 1 – Organization and Responsibilities				
Chapter	Page	Date	Issue	Revision
1	1	Jan 24	3	0
1	2	Jan 24	3	0
1	3	Jan 24	3	0
1	4	Jan 24	3	0
1	5	Jan 24	3	0
1	6	Jan 24	3	0
1	7	Jan 24	3	0
1	8	Jan 24	3	0
1	9	Jan 24	3	0
1	10	Jan 24	3	0
1	11	Jan 24	3	0
1	12	Jan 24	3	0
1	13	Jan 24	3	0
1	14	Jan 24	3	0
1	15	Jan 24	3	0
1	16	Jan 24	3	0
1	17	Jan 24	3	0
1	18	Jan 24	3	0
1	19	Jan 24	3	0
1	20	Jan 24	3	0
1	21	Jan 24	3	0
1	22	Jan 24	3	0
1	23	Jan 24	3	0
1	24	Jan 24	3	0
1	25	Jan 24	3	0
1	26	Jan 24	3	0
1	27	Jan 24	3	0
1	28	Jan 24	3	0
1	29	Jan 24	3	0
1	30	Jan 24	3	0

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Chapter 2 – Qualification requirements				
Chapter	Page	Date	Issue	Revision
2	1	Jan 24	3	0
2	2	Jan 24	3	0
2	3	Jan 24	3	0
2	4	Jan 24	3	0
2	5	Jan 24	3	0
2	6	Jan 24	3	0
2	7	Jan 24	3	0
2	8	Jan 24	3	0
2	9	Jan 24	3	0
2	10	Jan 24	3	0
2	11	Jan 24	3	0
2	12	Jan 24	3	0
2	13	Jan 24	3	0
2	14	Jan 24	3	0
2	15	Jan 24	3	0
2	16	Jan 24	3	0
2	17	Jan 24	3	0
2	18	Jan 24	3	0
2	19	Jan 24	3	0
2	20	Jan 24	3	0
2	21	Jan 24	3	0
2	22	Jan 24	3	0
2	23	Jan 24	3	0
2	24	Jan 24	3	0
2	25	Jan 24	3	0
2	26	Jan 24	3	0
2	27	Jan 24	3	0
2	28	Jan 24	3	0
2	29	Jan 24	3	0
2	30	Jan 24	3	0

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Chapter 3 – Dispatch of special operating procedure				
Chapter	Page	Date	Issue	Revision
3	1	Jan 24	3	0
3	2	Jan 24	3	0
3	3	Jan 24	3	0
3	4	Jan 24	3	0
3	5	Jan 24	3	0
2	6	Jan 24	3	0
3	7	Jan 24	3	0
3	8	Jan 24	3	0

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Chapter 4 – System of Flight dispatch				
Chapter	Page	Date	Issue	Revision
4	1	Jan 24	3	0
4	2	Jan 24	3	0
4	3	Jan 24	3	0
4	4	Jan 24	3	0
4	5	Jan 24	3	0
4	6	Jan 24	3	0
4	7	Jan 24	3	0
4	8	Jan 24	3	0
4	9	Jan 24	3	0
4	10	Jan 24	3	0
4	11	Jan 24	3	0
4	12	Jan 24	3	0
4	13	Jan 24	3	0
4	14	Jan 24	3	0
4	15	Jan 24	3	0
4	16	Jan 24	3	0
4	17	Jan 24	3	0
4	18	Jan 24	3	0
4	19	Jan 24	3	0
4	20	Jan 24	3	0
4	21	Jan 24	3	0
4	22	Jan 24	3	0
4	23	Jan 24	3	0
4	24	Jan 24	3	0
4	25	Jan 24	3	0
4	26	Jan 24	3	0
4	27	Jan 24	3	0
4	28	Jan 24	3	0
4	29	Jan 24	3	0
4	30	Jan 24	3	0
4	31	Jan 24	3	0
4	32	Jan 24	3	0
4	33	Jan 24	3	0
4	34	Jan 24	3	0

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Chapter 5 – System of flight following, Tracking, monitoring and inflight communication				
Chapter	**Page**	**Date**	**Issue**	**Revision**
5	1	Jan 24	3	0
5	2	Jan 24	3	0
5	3	Jan 24	3	0
5	4	Jan 24	3	0
5	5	Jan 24	3	0
5	6	Jan 24	3	0
5	7	Jan 24	3	0
5	8	Jan 24	3	0
5	9	Jan 24	3	0
Chapter 6 – Accidents, Occurents and Emergencies				
Chapter	**Page**	**Date**	**Issue**	**Revision**
6	1	Jan 24	3	0
6	2	Jan 24	3	0
6	3	Jan 24	3	0
6	4	Jan 24	3	0
6	5	Jan 24	3	0
6	6	Jan 24	3	0
6	7	Jan 24	3	0
6	8	Jan 24	3	0
6	9	Jan 24	3	0
6	10	Jan 24	3	0
Chapter 7 – Forms				
Chapter	**Page**	**Date**	**Issue**	**Revision**
7	1	Jan 24	3	0
7	2	Jan 24	3	0
7	3	Jan 24	3	0
7	4	Jan 24	3	0
7	5	Jan 24	3	0
7	6	Jan 24	3	0
7	7	Jan 24	3	0
7	8	Jan 24	3	0

0.5 Record of Normal Revisions (NR)

Issue No	Rev No	Issue Date	Date Filed	Filed by
2	12	April 2022	April 2022	Mohamed Salem
3	0	January 2024	January 2024	Ahmed Hassan

0.6 Record of Temporary Revisions (TR)

TR NO	*Issue Date*	*Date Filed*	*Filed by*	*Signature*	*Remarks*

0.7 Records of approval

- - This manual defines Nesma Airlines operation control and dispatch policy and procedure upon which it is approved by operations director of Nesma Airlines.
- - This manual is declared by the undersigned and shall be complied with at all times and taking into consideration the terms of the Egyptian Civil Aviation Authority regulations and Nesma Airlines standards.
- - it is understood that this manual does not override the necessity of complying with any exiting, new or amened regulations published by the Egyptian Civil Aviation Authority.

	Name	Signature	Position	Date
Prepared by	Mr. Ahmed Hassan	Ahmed Hassan	Manager, Operations Control Center	January 2024
Reviewed by	Eng. Bahy Metkis		Safety & Quality Director	January 2024
Approved by	Capt. Sherif Elmessiri		Flight Operations Director	January 2024

Nesma Airlines نسما للطيران Quality Department

0.8 Amendments through flight dispatch bulletins & circulars:

- Amendments through flight dispatch bulletins are permitted in situations requiring immediate revision in the interest of safety / security.
- Flight dispatch bulletins are issued as a temporary revision to the part of the OCDM and should be supplied to ECAA upon request.
- For the purpose of bulletin revisions or bulletin or bulleting continuity, not after 3 months from the bulletin day issuance or considered bulletin as canceled.
- Flight dispatch bulletins are distributed to all flight dispatcher through email in addition to hard copy signed and acknowledged bye ach flight dispatcher.
- It is each flight dispatcher's responsibility to review the contents of each relevant manual, bulletin and / or circulars as well as his personal email prior to exercising operational control to review notification of the latest amendments and updates that occurred during his / her absence.

0.8.1 Nesma Airlines Flight Dispatch manual and bulletins

0.8.2 Flight dispatch manual and bulletins dissemination

a- Manager, operations control center is responsible for dissemination of operation manuals, safety bulletins, flight dispatcher bulletins and retention of manuals to be accessible for flight dispatchers.

b- Flight dispatchers will be notified of the latest amendments and updates, via personal email.

0.8.3 Flight Dispatchers responsibility

it is each flight dispatcher's responsibility to review the contents of each manual, bulletin and / or circulars which can be accessed through Nesma Airlines electronic library, he / she shall check his personal email prior to exercising operational control to review notification of the latest amendments and updates that occurred during his / her absence.

0.8.4 System of maintaining bulletins and manual

Nesma Airlines manuals, amendments and documents will be maintained and updated through electronic library.

- All manuals and documents presented as electronic copy are controlled.
- Revision dates are varied for each manual and document, therefore amending the manuals and /or documents shall take place without any due delay upon receiving.
- Removal of outdates manual from electronic library on the first day of effectiveness of the new issue / revision.
- A flight dispatch library document list shall be maintained with document name and the issue number / date or the edition number / date.

0.9 *Methods of communication for obtaining data and exchange of information*

Nesma Airlines flight dispatchers will use the following communication systems that secures effective communication for regulatory requirements, corporate policies, operational activities, relevant safety and operational information and awareness of any safety and security issues.

a) Local communications.
b) Type B messaging
c) AFTN
d) Format Emails
e) Formal letters
f) Nesma Airlines website
g) Nesma Airlines OCC Bulletins
h) Meetings between managers and OCC Staff to inform them of any issues related to operations.

0.11 Abbreviations

AAL	Above airdrome level.
ACARS	Aircraft communication addressing and reporting system.
ACAS	Airborne collision avoidance system.
A/C	Aircraft.
ACC	Area control system.
ADI	Attitude director indication
ADREP	Accident/incident reporting system.
AEA	Association of European airlines.
AFM	Airplane flight manual.
AFTN	Aeronautical fixed telecommunication network
AGL	Above ground level.
AIC	Aeronautical information circular.
AIM	Aeronautical information manual.
AIP	Aeronautical information publication.
AIS	Aeronautical information service.
AMC	Acceptable means of compliance.
AMSL	Above mean sea level.
AOC	Air operator certificate.
AOM	Airplane operating manual
APA	Accident prevention advisor.
APO	Accident prevention officer.
APP	Approach control office.
APS	Accident prevention specialist.
APU	**A**uxiliary power unit.
ARO	Air traffic services reporting office.
ASD	Accelerate stop distance.
ASDA	Accelerate stop distance available.
ASU	Air starter unit.
ATA	Actual time of arrival.
ATC	Air traffic control.
ATD	Actual time of departure.
ATPL	Airline transport pilot license.
ATS	Air traffic service.
AVGAS	Aviation gasoline
BAMS	Broadcasting and messaging system
BECMG	Becoming.
BKN	Broken.
BL	Blank (internationally).
C	Celsius (temperature).
C/A1	Senior cabin attendant.
C/A	Cabin attendant.
CAM	Cabin attendant manual.
CAO	Cargo aircraft only.
CAT	Clear air turbulence.

CAT II	Category II all weather operations.
CAT III	Category III all weather operations
CAVOK	Ceiling and visibility OK
CB	Cumulonimbus.
CDL	Configuration deviation list.
CEM	Company emergency manual.
CEO	Chief executive officer.
CFMU	Central flow management unit.
CG	Center of gravity.
CL	Center lights.
CM	Centimeter.
CM	Crew member
CMV	Converted meteorological visibility
CO2	Carbon dioxide.
COM	Communications
CP	CO-pilot
CPL	Commercial pilot license.
CRM	Crew resource management.
CTM	Crew training manual
DEPT	Department.
DEV	Deviation.
DGR	Dangerous goods Regulations.
DH	Decision height.
DEST	Distance.
DME	Distance measuring equipment.
DOC	Document.
DOI	Dry operating index.
DOM	Dry operating mass.
ECAA	Egyptian civil aviation authority.
ECAR	Egyptian civil aviation regulations.
ECAC	European civil aviation conference.
EDP	Electronic data processing.
ETA	Estimated time of arrival.
ETP	Equal time point
ETOPS	Extended range operations with two - engine airplanes
F	Fahrenheit.
FAPS	Flight activity progress system
FCOM	Flight crew operations manual.
FD	Flight director.
F/D	Flight dispatcher.
FDM	Former abbreviation used for Flight dispatcher manual.
FDP	Flight duty period.
FIC	Flight information's center.
FIS	Flight information service.

FL	Flight level.
FMS	Flight management system.
FOM	Flight operations manual.
FOO	Flight operations officer.
FPM	Feet per minute.
FSM	Flight safety manual.
FT	Feet.
G	Gusts.
GEN DEC	General declaration.
GND	Ground.
GPWS	Ground proximity warning system.
G/S	Glide slope.
GS	Ground speed.
H	Heavy.
HF	High frequency.
HI	High intensity light.
HPa	Hectopascal.
HRS	Hours.
IAL	Instrument approach and landing chart.
IAS	Indicated air speed.
IATA	International air transport association.
ICAO	International civil aviation organization.
ICE	Dry ice.
ID	Identity.
IFPS	Integrated flight planning system.
IFR	Instrument flight rules.
ILS	Instrument landing system.
IMC	Instrument meteorological conditions.
in	Inch (es).
in²	Square inch.
INCL	Including.
INTR	Introduction.
ISA	International standard atmosphere.
ISO	International standard organization.
JAA	Joint aviation authority.
JAR	Joint aviation requirements/regulations.
JAR-OPS1	Joint aviation requirements commercial air transportation
KIAS	Knots indicated air speed.
Kg	Kilogram
Km	Kilometers.
Km/H	Kilometers per hour.
KTS	Knots.

kPA	Kilopascal.
L (LTR)	Litter.
LB(s)	Pound.
LD	Landing distance.
LDA	Landing distance available.
LLZ	Localizer.
LMC	Last minute changes.
LVP	Low visibility procedures.
LVTO	Low visibility take-off.
M	Metric, meters.
M	Medium.
MAG	Magnetic.
MAP	Aeronautical maps and charts.
MAP	Missed approach point.
MAX	Maximum.
MDA/H	Minimum decision altitude/height.
MEA	Minimum enroute IFR altitude.
MEL	Minimum equipment list.
MET	Meteorological (office).
METAR	Aviation routine weather report.
MHz	Megahertz.
MI	Medium intensity lights.
MIL	military.
MIN	Minimum.
MLM	Maximum landing mass (structural limit).
MLS	Microwave landing system.
MMEL	Master minimum equipment list.
MNPS	Minimum navigation performance specification.
MOCA	Minimum obstruction clearance altitude.
MORA	Minimum off route altitude.
MRVA	Minimum radar vectoring altitude.
MSA	Minimum sector altitude.
MSL	Mean sea level.
MTOM	Maximum take off mass (structural limit).
MZFM	Maximum zero fuel mass.
NAV	Navigation equipment.
NAVAID	Navigational aid.
NDB	Non directional beacon.
NFP	Net flight path.
NM	Nautical miles.
NOTAM	Notice to airmen.
NSC	No significant clouds.
NSW	No significant weather.

OAT Out side air temperature.
OCH Obstacle clearance height.
OCL Obstacle clearance limit.
OFP Operational Flight Plan.
OM-A Operations Manual part A – Flight Operations Manual
OM-E Operations Manual part E – Flight Dispatch Manual
OM Outer marker.
OPS Operations.
OPS SPECS Operations Specifications.
OVC Overcast

PANS/RAC Procedure for air navigation service.
PANS/OPS Procedure for air navigation service - aircraft operations.
PAX Passenger.
PBE Personal breathing equipment.
PET Point of equal time.
PF Pilot flying.
PIC Pilot in command.
PL Pay load.
PIREP Pilot in-flight weather report.
PROB Probably.
QDM Magnetic heading.
QFE Height above airport elevation (based on local station pressure)
QNH Altitude above sea level (based on local station pressure).

RA Radio altimeter setting height.
REG Registration.
REP Reported.
RFG Flammable gas.
RFL Flammable liquid.
RFS Flammable solid.
RM Route manual.
RMD Miscellaneous dangerous goods.
RNAV Area navigation.
PNF Pilot non flying.
RNP Required navigation performance.
RPL Repetitive flight plan.
RTOW/M Regulated takeoff weight / mass.
RVR Runway visual range.

SAR Search and rescue.
SAT Static air temperature.
SCT Scattered.
SELCAL Selective calling.
SID Standard instrument departure route.
SIGMET Significant meteorological report.

SITA Society international telecommunication network.
SKC Sky clear.
SNOWTAM Snow notes to air men.
SOP Standard operating procedure.
SPECI Special report amending a METAR.
SRA Surveillance radar approach.
SSR Secondary surveillance radar.

STAR Standard terminal arrival route.
SPO System panel operator.
STD Standard.
STPD Standard temperature pressure dry.

TA Traffic advisory.
TAF Terminal/airdrome forecast.
TAS True air speed.
TCAS Traffic alert and collision avoidance system.
TCU Towering cumulus.
TEMPO Temporary.
TL Transition level.
TLB Technical log book.
TM Training manual.
TMA Terminal control area.
TOC Top of climb.
TOD Top of descent.
TOD Take off distance.
TODA Take off distance available.
TOR Take off run.
TORA Take off run available.
TOW/M Take off weight/mass.
TWR Airdrome control tower.
ULD Unit load device.
UN United nation.
UTC Coordinated universal time.
VDF Very high frequency direction finding station.
VFR Visual flight rules.
VHF Very high frequency.
VIS Visibility.
VMC Visual meteorological conditions.
VOR VHF Omni directional beacon.
WX Weather.

0.12 Terms and definitions

ACARS Aircraft Communication Addressing and Reporting is a digital data link system for the transmission of messages between aircraft and ground stations.

Airdrome operating minims - The limits of usability of an airdrome for either take-off or landing, usually expressed in terms of runway visual range or visibility, decision altitude/height (MDA/H) and cloud conditions

Airplane - A power driven, heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic action on surfaces which remain fixed under given condition of flight.

Airplane Flight Manual - A CAA approved document that contains information (limits, procedures, etc.) required to operate the airplane at the level of safety established by the airplane's certification basis.

Airplane Operating Manual (AOM) - The AOM is part of the operations manual describing in details the characteristics and operation of the airplane and it's systems.

Air traffic control unit - A generic term meaning variously are, control center, approach control office or airdrome control tower.

Aircraft - Any machine that can derive support in the atmosphere from the reactions of the air other than reactions of the air against the earth's surface, it includes airplanes and helicopters.

Aircraft equipment - Articles, other than stores and spare parts of a removable nature, for use on board an aircraft during flight, including first-aid and survival equipment.

Aircraft tracking- A process, established by the operator, that maintains and updates, at standardized intervals, a ground based record of the four dimensional position of individual aircraft in flight.
Aircraft type - All aircraft of the same basic design including all modifications thereto except those modifications which result in a change of handling or flight characteristics or crew complement.

Air Operator Certificate (AOC) - A certificate authorizing an operator to carry out specified commercial air transport operations.

Alternate airdrome - an airdrome designated by an operator for a particular flight, other than the destination airdrome, and to which an aircraft may proceed when it becomes impossible or inadvisable to proceed to or land at the airdrome of intended landing. Alternate airdrome includes the following:

-Take-off alternate - An alternate airdrome at which an aircraft can land should this become necessary shortly after take-off and it is not possible to use the airdrome of departure.

-**En-route alternate** - An airdrome at which an aircraft would be able to land after experiencing an abnormal or emergency condition whilst enroute.

Automatic dependent surveillance — broadcast (ADS-B). A means by which aircraft, aerodrome vehicles and other objects can automatically transmit and/or receive data such as identification, position and additional data, as appropriate, in a broadcast mode via a data link.

Automatic dependent surveillance — contract (ADS-C). A means by which the terms of an ADS-C agreement will be exchanged between the ground system and the aircraft, via a data link, specifying under what conditions ADS-C reports would be initiated, and what data would be contained in the reports.

Note.— The abbreviated term "ADS contract" is commonly used to refer to ADS event contract, ADS demand contract, ADS periodic contract or an emergency mode.

Air traffic service (ATS)- A generic term meaning variously, flight information service, alerting service, air traffic advisory service, air traffic control service (area control service, approach control service or aerodrome control service).

4D/15 service- In the provision of air traffic services an ATS unit receives four-dimensional (latitude, longitude, altitude, time) position information at 15-minute intervals or less from suitably equipped aircraft.

4D/15 tracking- The operator obtains four-dimensional (latitude, longitude, altitude, time) aircraft position information at 15-minute intervals or less.

-**Destination alternate** - An alternate airdrome to which an aircraft may proceed should it become impossible or inadvisable to land at the airdrome of intended landing.

Note:
* The airdrome from which a flight departs may also be an en-route or a destination alternate airdrome for the flight.

* Approved - documented by the authority as suitable for a particular purpose.

Air Traffic Incident - phrase is used to mean a serious occurrence involving air traffic such as:
(a) Near collision
(b) Serious difficulty caused by:
(i) Faulty procedures or lack of compliance with applicable procedures, or
(ii) Failure of ground facilities

Authority - Is defined as the power or right to give orders, make decisions, grant permission and/or provide approval. The competent authority responsible for the safety regulation of civil aviation in the state of the applicant or operator.

Bulletin – Brief report or update of certain information that need to be immediately issued.

Business aviation - An aircraft transport operation, other than commercial air transportation or corporate aviation, for the purpose of transportation in connection with the business of the pilot,
or of his employer, for which the pilot and/or other crew members do not receive direct compensation which is of more than a nominal nature, for their services.

Cargo - In relation to commercial air transportation, any property, including animals and mail, carried by an aircraft other than stores and accompanied baggage.

Cabin Crew Member (required) - A crew member required by ECAR to be carried on a flight for the purpose of performing duties assigned by the operator or the commander, in the interest of the safety of passengers, but who is not a flight crew member.

Captain - old terminology for commander.

Cargo aircraft - Any aircraft which, in addition to crew members is solely carrying cargo, stores and crew baggage.

Circular – A directive instructions need to be published and distributed.

Commander - The pilot designated by the operator to be in command of the aircraft.

Commercial aerial work - An aerial work operation for remuneration or hire and/or for which the crew members receive direct compensation, which is of more than a nominal nature, for their services as crew members.

Commercial air transport aircraft - An aircraft flying, or to fly, for the purpose of commercial air transportation. Intended by the operator of the aircraft.

Commercial air transportation - The transportation by air of passengers or cargo for remuneration or hire.

Commercial air transport operation - An aircraft operations involving the transport of passengers or cargo for remuneration or hire.
CO-pilot - A member of the flight crew acting in any piloting capacity, other than as pilot in-command or commander

Corporate aviation - An aircraft transport operation on behalf of a company, other than commercial air transportation, in connection with the transport of passenger(s) or cargo for a company, or another member of the same group of companies, where the crew members receive direct compensation which is of more than a nominal nature, for their services as crew members.

Crew member - A person assigned by an operator to duty on the aircraft during flight time.

Dangerous goods - Articles or substances which are capable of posing significant risk to health, safety or property when transported by air and which are classified according to ECAR.

Estimated off-block time - The estimated time at which the aircraft will commence movement associated with departure.

Exemption - a formal authorization issued by the authority providing relief from part or all of the provisions of an ECAR, or ECARS. The authorization may or may not be conditional.

Flight Operations Officer (FOO)
A person designated by an Operator to engage in the control and supervision of flight operations who is competent in all functions of operational control (preflight preparation, flight planning, Flight monitoring), and who supports, briefs and/or assists the pilot-in-command in the safe conduct of the flight. (Equivalent Term: Flight Dispatcher, Aircraft Dispatcher and Dispatcher).

Flight Following
The recording in real time of departure and arrival messages by operational personnel to ensure that a flight is operating and has arrived at the destination airport.

Flight Monitoring
In addition to requirements for flight following, flight monitoring includes:
• Operational monitoring of flights by suitably qualified operational control personnel FOO from the point of departure throughout all phases of flight;
• The communication of all available and relevant safety information between the flight crew and operational control personnel on the ground;
• The provision of critical assistance to the flight crew in the event of an in-flight emergency or security issue, or upon request from the flight crew.

Flight Watch
In addition to all of the elements defined for flight following and flight monitoring, flight watch includes the active tracking of a flight by suitably qualified operational control personnel (FOO) throughout all phases of the flight to ensure that the flight is following its prescribed route, without unplanned deviation, diversion or delay, and, where required, in order to satisfy State requirements.

Flight Following Dispatcher
A flight dispatcher designated to fulfill the duties of flight following and flight monitoring during shift period.

Final reserve fuel - An amount of fuel for all turbine powered (jet or turboprop) airplanes, calculated to fly for 30 minutes at holding speed at 1500 ft. MSL/ISA conditions calculated with the expected landing mass at alternate (or at destination - if no alternate is required).
For piston engine airplanes the final reserve fuel shall be for 45 minutes at holding speed.

Flight plan: -
- **ATS flight plan**: Specified information to air traffic services units, relative to an intended flight or portion of a flight of an aircraft.

- **Current ATS flight plan**: The ATS flight plan, including changes, if any, brought about by subsequent clearances.

- **Filed ATS flight plan**: The flight plan as filed with an ATS unit by the pilot or his designated representative, without any subsequent changes.

- **Operational flight plan**: The operator's plan for the safe conduct of the flight based on considerations of aircraft performance, other operating limitations and relevant expected conditions on the route to be followed and the eardrums concerned.

- **Repetitive ATS flight plan**: A flight plan related to a series of frequently recurring, regularly operated individual flights with identical basic features, submitted by an operator for retention and repetitive use by ATS units.
Flight recorder - Any type of recorder installed in the aircraft for the purpose of complementing accident/incident investigation.

Flight time - The total time from the moment an aircraft first move under its own power for the purpose of taking off until the moment it comes to rest at the end of the flight for the purpose of unloading persons (including crew members or cargo).

General aviation operation - An aircraft operation other than a commercial air transport operation or an aerial work operation

Handicapped passenger - a person who is unable to move by himself to the nearest emergency exit at floor level, in the event of an emergency evacuation.

Instrument flight time: Time during which a pilot is piloting an aircraft solely by reference to instruments and without external reference points.

Instrument time: instrument flight time or instrument ground time

Master Minimum Equipment List (MMEL): A list established for a particular aircraft type by the manufacture with the approval of the State of Manufacture containing items, one or more of which is permitted to be unserviceable at the commencement of a flight.
The MMEL may be associated with special operating condition, limitations or procedures.

Maximum certificate take-off mass: The maximum total weight of the aircraft and its contents at which the aircraft may take-off anywhere in the world, in the most favorable circumstances in accordance with the certificate of air worthiness in force in respect of the aircraft.

Minimum equipment list (MEL) - A list which provide for the operation of aircraft subject to specified condition, with particular equipment inoperative, prepared by the operator in conformity with, or more restrictive than, the MMEL established for the aircraft type.

Night - The hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be specified by the state authority.

Operational control - The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of the safety and security of the aircraft and its occupants, and the regularity and efficiency of the flight.

Operator - A person, organization or enterprise engaged or ending to engage in an aircraft operation.

Passenger - A person other than a crew member traveling or about to travel on an aircraft.

Pilot-in-command - A pilot who for the time being is in charge of the piloting of the aircraft without being under the direction of any other pilot in the aircraft.

Precision approach - An instrument approach using instrument landing system, microwave landing system or precision approach radar for guidance in both azimuth and elevation.

State of registry - The state on whose register the aircraft is entered.

State of the operator - The state in which the operator as his principal place of business or, if he has no such place of business his permanent residence.

applicable authorities - (i.e. regulations)

regulations – (e.g. ECAR, EASA, FAR)

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1.1 Organizational Structure

The following organization chart depicts the company; the flight operations department and operations control center (OCC) organizational structure.

They show the relationship between the various departments of the company and the associated subordination and reporting lines and control of flight operations, OCC and the management of safety and security outcomes.

OCC Manager must ensure that communication within the department and between other departments are established to ensure the general exchange of operationally relevant information throughout NESMA AIRLINES. That ensures that flight dispatcher work as a system and not as a group of independent units so as to ensure the continuity of supervision and control of operations.

This communication may be achieved by various types of communication detailed in Item 3.4.

Nesma Airlines shall have designated managers in the flight operations organization including post holders acceptable to the Authority, and have the responsibility, and thus are accountable, for ensuring:

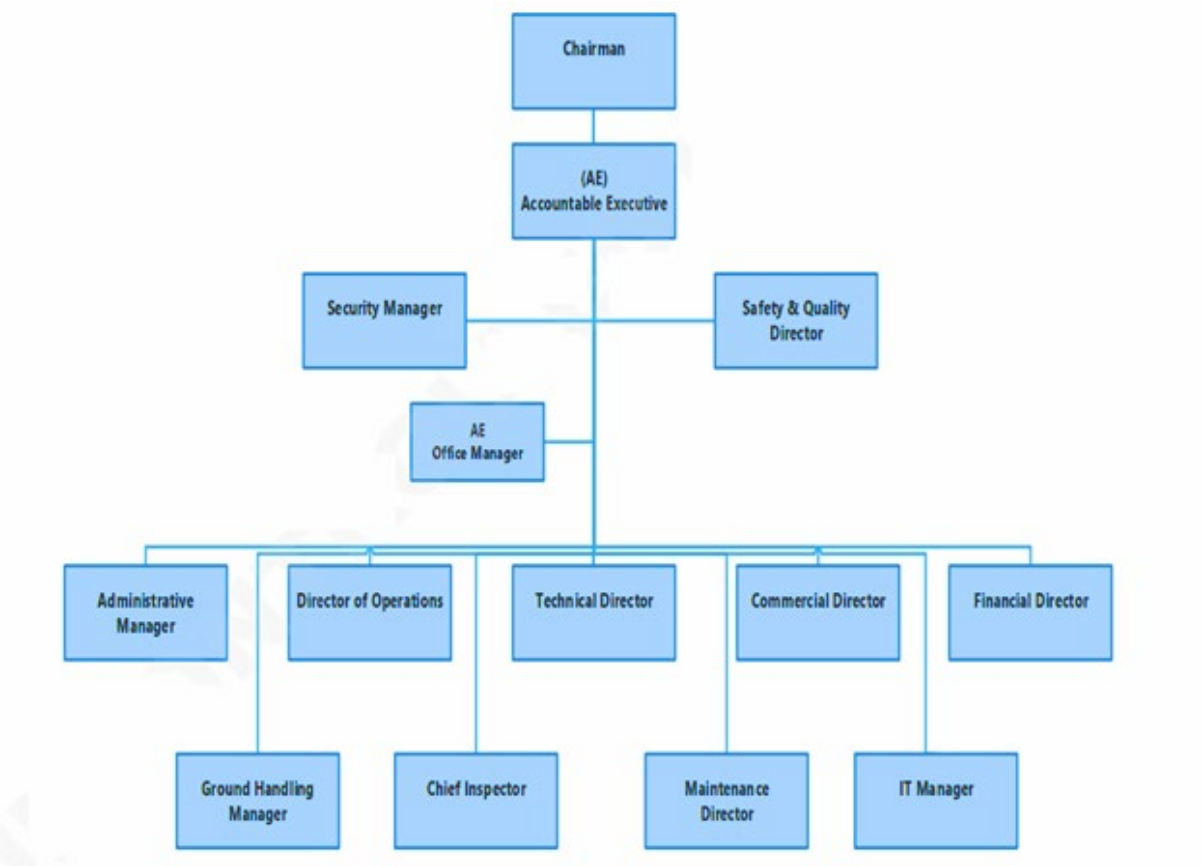
i) The management and supervision of all flight operations activities.

ii) The management of safety and security in flight operations.

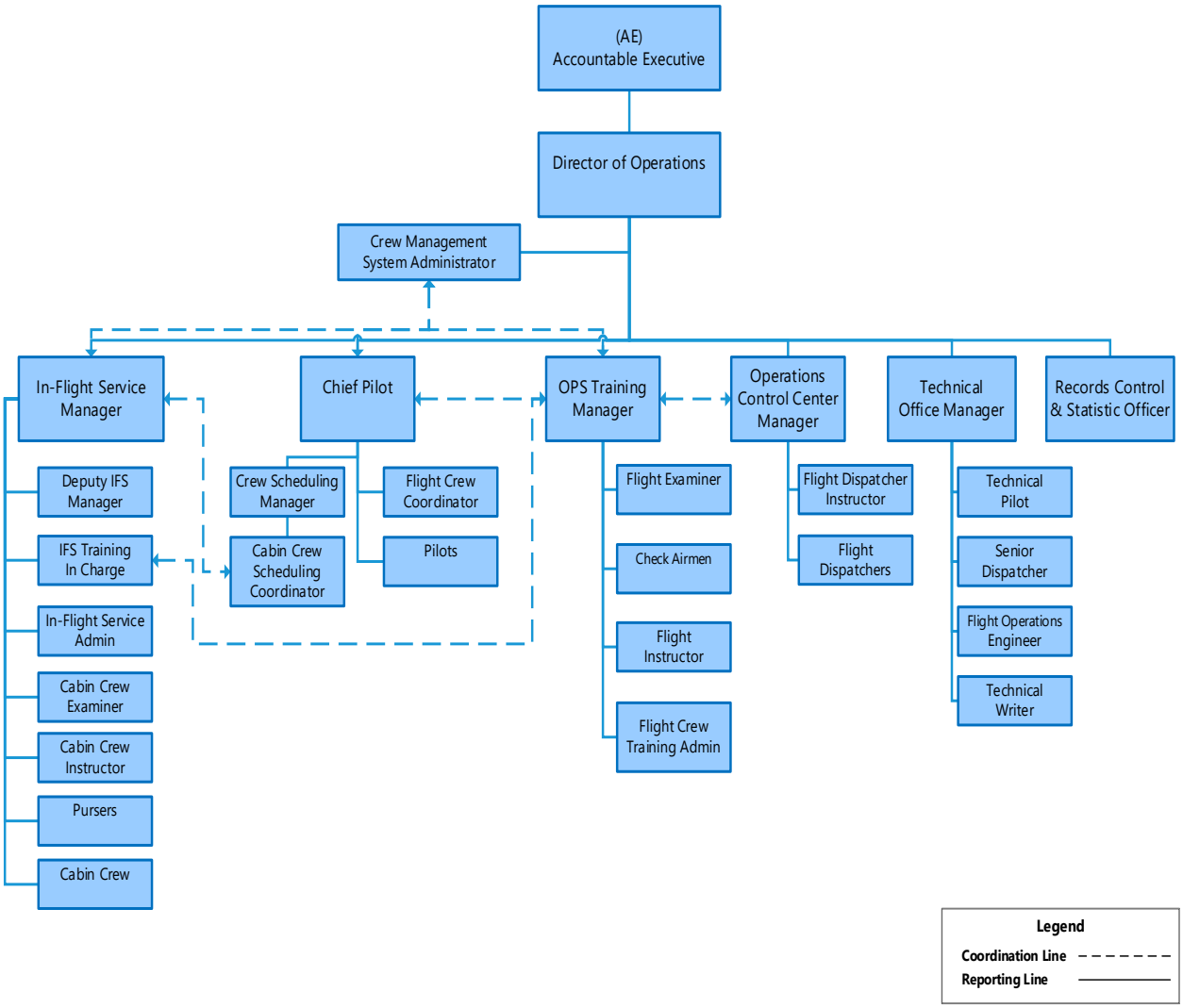
iii) Flight operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with ECAR.

1.1.1 *Company organization*

The following system enables Nesma Airlines to have full supervision and control of operations and activities in accordance with Nesma Airlines standards, state requirements, IOSA Requirements, and the management of operational safety and security.



1.1.2 Flight operations organization including OCC Organization



1.2 Names and titles of Nominated post holders

This section mentions the names and describes the functions of the company post holders acceptable to the authority as required by the Egyptian Civil Aviation Regulations.
In the absence of any of the post-holders, his deputy shall ensure continuity of control and supervision.

#	Name	Title and/or post
1	Mr. Karim Baky	Accountable Executive
2	Capt. Sherif El Messiri	Director of Operations
3	Eng. Medhat El Sayed	Maintenance Director
4	Capt. Nashaat Ayad	Chief Pilot
5	Eng. Bahy Metkies	Safety & Qualify director
6	Eng. Osama Mansour	Chief Inspector

ECAA Shall be notified within 10 days of any vacancy in any position or any change in personnel listed above and will not made in charge unless he/she get an acceptance from ECAA.

Titles of Other management personnel

	Title and/or post
7	Manager, Operations Control Center
8	Operations training manager
9	Flight Safety manager
10	In-flight services manager
11	Ground handling manager
12	Administration manager
13	Security manager
14	IT Manager
15	Catering Manager
16	Operations technical office Manager

1.2.1 Managerial positions delegation process

Nesma Airlines has a delegation process for the delegation of duties within the management system that ensures managerial continuity is maintained when operational managers, including nominated post holders are out of office.

Refer to Corporate Manual Ch.1.2.3.

Note: the use of telecommuting technology and/or being on call and continually contactable are acceptable means for operational managers to remain available and capable of carrying out assigned work duties

1.3 Operational control

1.3.1 System of Operation control

- **Shared system (General):**

Operational control authority is shared between the PIC and a flight operations officer (FOO) / flight dispatcher.

- **Full shared system (PIC and FOO):**

  The PIC and FOO have joint authority over the decisions, functions, duties or tasks associated with the operational control of a flight. Such systems are characterized by the use of flight monitoring and a dedicated communications system (Voice or electronic) separate from ATC systems in order to maintain shared authority.

- **Partial shared system (PIC and FOO):**

  The PIC and FOO have joint authority over all preflight decisions, functions, duties or tasks associated with the operational control of a flight, but during flight the PIC has sole authority.

  Such systems typically include an agreed point of transition from join to sole responsibility (e.g., pushback or throttle advance for takeoff). The point of transition also typically coincides with the point when MEL is no longer applicable and flight crew transition to in-flight procedures.

  Partial shared systems are characterized by the use of flight monitoring if required by the authority or desired by the operator, and typically lack the dedicated communication systems necessary to maintain shared authority in flight.

1.4 Duties & responsibilities:

1.4.1 Manager, Operations Control Center

Job Description:

The Manager, Operations Control Center, Reports to the director Flight operations and supervises operational control over flights in order to promote safety, regularity, and efficiency of operations.

Manage, Supervise Nesma Airlines Operations Control Center on daily, tactical and strategic basis and ensure that the company's operations are conducted in accordance law so the Arab Republic of Egypt, the Egyptian Civil Aviation Regulations (ECAR), Nesma Airlines operational policies and procedures, the implementation of the safety management system and on the safe and efficient management of the operational and fiscal activities for air navigation and ensure that the company's operations are conducted in accordance with current regulations, standards and the company policy.

Authorities:

Dispatcher Selection

Supervise operations control authority – Refer to OCDM 1.3.2

Qualifications Requirements:

Refer to OCDM 1.6.3.2 & 2.1.3

Duties & responsibilities:

1- Manage Nesma Airlines OCC on daily, tactical, and Strategic basis, supervise all flight operations control function (Refer to 1.3) and its associated activities.
2- Ensuring the management of safety risks and security threats of operational control center activities and ensuring OCC Functions are conducted in accordance with conditions and restrictions of the air operator certificate (AOC) and in compliance with applicable regulations, IOSA requirements and standards of Nesma Airlines.
3- Supervision of the operation control Center (OCC) and allocate duties to the dispatch personnel to ensure that they work as a system and not as a group of independent units so as to ensure the continuity of supervision and control of operations.
4- Lines of safety and accountability within the organization, including direct accountability for safety and security on the part of operational control management.
5- Administrating staff duty rosters, leave and distribution / allocation of OCC staff duties.
6- Updating / upgrading the various systems, work procedures and environment in the OCC.
7- Has to ensure compliance with Nesma & ECAA requirements, safety and security standards related to OCC.
8- Update, amend and revise the operational control and dispatch manual, supervise, and ensure OCC Library updating.
9- Establishing a system of flight dispatch / release, Crew briefing and flight watch in compliance with ECAR 121 Subpart U
10- Ensure the flight dispatch and consequently, the flight Crew members are provided with and totally aware of all information related to the flight such as weather reports and forecasts,

NOTAM, aircraft limitation, aeronautical information, flight planning, ATC Flight plan, Flight documentation, maintenance release with reference to MEL / CDL, Fuel availability and fuel requirements in order to initiate and conduct the flights safely.

11- Reviewing and updating training programs for the flight dispatchers and coordination with training department for training programs preparation and evaluate courses materials, to comply with ECAR Part 121 Subpart N in compliance with ECAA regulations & IOSA.
12- Ensure the functioning of the quality system within the section.
13- Maintain job descriptions, qualifications required and availability of suitable qualified flight dispatch personnel and material to cover present and future needs.
14- Liaise with ECAA, aircraft manufacturers and other international agencies in matter of relevance (PPS / Jeppesen / ARINC) and all external company dealing with OCC and report any deficiencies reported by crew on the onset of flights.
15- Liaise with other Nesma Airlines departments and / or section in his area of responsibility.
16- In the event of an emergency, initiate relevant procedures as specified in OM & OCDM while avoiding taking any action that would conflict with ATC Procedures as specified in OM & OCDM, while avoiding taking any action that would conflict with ATC Procedures and request assistance if required, and call for extra dispatch assistance as required.
17- In times of severe disruption or diversions, and after consulting with concerned departments and assembling all possible information relating to the situation, formulating and carrying out plans of action to restore the operations to normal as quickly as possible, taking into account the level of inconvenience to the passengers, the financial cost to the company, crewing utilization, and time limitation, engineering requirements and effect on the overall operations of the company.
18- Ensure data or products relevant to the safety of aircraft operations such as data acquired from PPS meet the product technical requirements specified by Nesma airlines prior to being used in the operational control of flights and to check all data is accurate and to report any deficiency to the flight operations director.
19- Ensuring that all systems and workspace facilities are adequate and functional in operational control center so as to satisfy operational control safety and security requirements.
20- To ensure that the flights are planned on the least cost and maximum safety aspects and cancelling a flight if in his opinion or the opinion of the pilot in command, the flight cannot operate or continue to operate safely as planned.
21- To ensure uninterrupted and follow u of the continuity of the subcontracted services essential for safe operations in the areas of his responsibility, such as Jeppesen airway manual updates, PPS Flight planning system, NOTAMs weather briefings, ARINC Communication system and flight Tracking System (AFIRS)
22- Supervise route selection and route analysis.
23- Coordinate and work closely with management pilots to optimize operation and enhance performance.
24- Carry out any tasks as assigned by the director flight operations.
25- Administrating PPS Crew briefing applications as part of his EFB administrator role.
26- Update flight planning system with DOW / DOI when applicable.
27- Airport analysis to check the adequacy of the newly requested destination for all Nesma Airlines fleet.
28- Maintains all flight dispatcher training records such as dispatchers bio data, training courses, licensing requirement, medical and other progressive data such copy of annual competency

check evaluation, initial & recurrent training records) in a way that facilitate identification, maintenance, retention, and retrieval of such records when needed so as to ensure the protection and security of these documents which help stating the qualification level of each flight dispatch personnel.

Deputized by:

In case of absence of OCCM or he is unable to carry out work duties due to any reason the sequency of the substitute hall be the most senior flight dispatcher who shall ensure continuity of control & supervision, signing the delegation form after acceptance with approval of flight operation director.

1.4.2 Flight dispatcher

Job Description:

The occupant of this post is subject to the direct supervision of OCC Manager and has operational control over flights in order to promote safety, regularity and efficiency of operations.

Partially share operational control authority with the pilot in command.

Authorities:

Refer to OCDM 1.3.2

Qualifications Requirements:

Refer to OCDM 2.1.3

Duties and Responsibilities

1. Share operational control authority with PIC and discusses all flight documents with PIC before handing over, so as to assist the PIC in flight preparation and provide flight information to the PIC.
2. Studies & analyze the routes effective for the flights during his shift.
3. Study and analyze weather data (TAF, METAR, SIG & Wind Charts) at origin, Destination, takeoff, destination, enroute alternates and redispatch airport.
4. Study & analyze NOTAMs for origin & Destination and all alternates in item 3 and Enroute FIR NOTAMs to ensure by every reasonable means available that the airspace containing the intended route can be safely used for the planned operation.
5. Complying with ECAR 121 subpart U and company OM in briefing operating crew for 1,2,3, & 4 and react to any curfews.
6. Check with maintenance on compliance with MEL for operating a/c and equipment serviceability status, should there be any downgrade of equipment and it should be states in ATC / FP Items (10 & 18) as appropriate etc…. these checks are done on daily basis through telephone conversation with technical department or via Nesma Airlines email and portal intranet site or through documents from technical department to OCC stating MEL & CDL Status.
7. Checks the required minimums for the point of origin, takeoff, destination and alternates.
8. Prepares, generates, and sign accurate OFP and ATC Flight plan for every intended flight.
9. File ATC FP with appropriate ATS unit and request slots if required accordingly.
10. The PIC and the flight dispatcher shall countersign the flight dispatch release form, according to ECAR requirements and this procedure will be exercised at base which indicate that the flight can be conducted safely as planned under the existing conditions and that any amendments of the OFP are coordinated and verified by both the flight dispatcher and the PIC , and that the PIC is provided with a common set of flight documents, information and data necessary for the safe conduct for each planned flight such as (OFP, WX, NOTAM, FIR NOTAM, SIGWX, Wind & Temp prognostic chart) applicable on the level to be used for the route to be flown, copy of the ATC plan and any other essential documents needed for the safe conduct of the flight is attached in the flight folder.
11. Perform flight dispatch and flight following duties prescribed in OCDM according to 1.3

12. He / she is responsible for the route selection according to information indicated in the route manual.
13. Furnish appropriate information that may be necessary for the safe conduct of the flight-to-flight crew, preflight and while in flight if required using available communication tool.
14. He should report to OCCM any adverse weather condition, irregular aeronautical information and / or any other important information that may in his opinion affect the initiation or the safe conduct of the flight he releases in order to take the necessary action.
15. Provide assistance to the flight when required.
16. The dispatcher will consider flight completed after he receive the actual time of arrival (ATC) of the a/c at the airport of intended landing via any mean of communication available.
17. Initiate any office requirements to ensure continuous supply of stationery, amenities an equipment supplies, and overall office environmental status.
18. Maintains an update daily flight following sheet and includes information about flight number, date, A/C Reg, dep and arrival point, flight time, schedule, revised and actual timings of departure, arrival, total and trip fuel, crew names, and duty assignment to each.
19. Issuing necessary information regarding risk tolerability with respect to the safe conduct of each a flight and canceling a flight if in his or PIC opinion that the flight cannot operate or continue to operate safely as planned.
20. Ensure operator changes in ATS flight plan that occur prior to departure are coordinated with the appropriate ATS unit before transmission to the aircraft & ensure that an enroute amendments to the OFP are coordinated and verified through his signature and recorded agreement of the PIC in the logbook.
21. Maintains a duty log of activities and decisions rendered. This information is used by other shifts and reviewed prior to the daily situation briefing. This is especially useful when the situation changes, and the validity of the original decision are not apparent, and this log must be signed by the flight dispatcher.
22. Ensure that maximum structural weights are not exceeded, and balance condition is within safety limits.
23. He has to carry out any other similar tasks that may be assigned to him / her by the Manager, Operations control Center.
24. Ensure back up IPADS airworthiness and update (Ref OM-A 8.12)
25. Full coordination with other strategic stake holders (commercial and flight operations control) For the completion of the trips while preserving the decision as concerning the security element.
26. Lines of safety accountability within the organization, including direct accountability for safety and security on the part of operational control.
27. Keeping of statistical data for each flight and receiving flight reports and distributing those reports to the concerned quarters at the intervals prescribed by the civil aviation authority.
28. Notification of the appropriate personnel for any safety critical operational information including operating crew away from home base using aircraft mobile phone or via handling agent using Telephone, ARINC & email.
29. Notify the appropriate ATS unit of the aircraft is not determined by the tracking system (AFIRS) & communication are unsuccessful.
30. Inserting actual flight time in the crew rostering system from the tracking system (AFRIS) to ensure actual log times according to OM-A Chapter 4.

31. Ensure data or products relevant to the safety of aircraft operations such as data acquired from PPS meet the product technical requirements specified by Nesma Airlines prior to being used in the operational control of flight and this is insured via continuous monitoring and any error must be reported to the OCCM.
32. Ensure flights to be operated in known or expected icing conditions shall not be commenced unless the aircraft is certified and equipped to be operated in such conditions via checking with technical department if there are any defects in operating aircraft.
33. Ensure that no flight will not be commenced unless it has been ascertained by every reasonable means available, that conditions and ground facilities required for the flight are adequate for the type of operation.
34. In the event of an emergency and upon receiving initial notice of an incident or accident or emergency situation , an occurrence or serious occurrence takes place or inadequacy of any facilities observed during flight report to the OCCM from the PIC or from ATS or from the airport authorities, the following actions should be taken at once by the flight dispatcher once alerted in the Operations control center so as to initiate relevant procedures as specified in OM & OCDM & Emergency response plan manual, while avoiding taking any action that would conflict with ATC procedures and request assistance if required, notify the appropriate authorities without delay for the nature of the situation if required and conveys by any available means safety related information to the PIC that may be necessary for the safe conduct of the flight , including information related to any amendments to the flight plan that become necessary in the course of the flight and call for extra dispatch assistance if required.
35. Liaise with ECAA, aircraft manufacturer and other international agencies in matter or relevant (PPS / JEPPESEN / ARINC) and report any deficiencies reported by crew on the onset of flight to Manager operations control center.

Deputized by:

In case of absence of a flight dispatcher or he / she is unable to carry out work duties due to any reason the responsibility for operational control functions is assumed by another qualified flight dispatcher who shall sign the delegation form after acceptance.

Note:

Senior flight dispatcher is deputized by another senior flight dispatcher in case of his absence.

1.4.3 Flight Dispatch Instructor

Authorities, duties, and responsibilities:

1. Ensure high levels of performance and efficiency within the flight dispatch training course.
2. He / she performs the training agenda for initial, transition and recurrent training or any other flight dispatcher course in compliance with the international and local regulations and company policy.
3. Elevates and updates the training course material.
4. Shall notify the OCC manager with the attendance or absence of flight dispatchers during training courses and evaluation.
5. Conduct checks for flight dispatchers, in turn report the result of the checks and his comments to the occ manager, if some areas of emphasis need to be reviewed and covered in immediate training or his next due.
6. Strictly comply with instructions and duties indicated in the OM A and OM D
7. Carry out any other tasks assigned to him by the Manager, Operations control center.

Deputized by:

Another qualified flight dispatch instructor or Pilot Instructor

1.5 Flight dispatch regulations and General policies

1.5.1 Behavior in public

Each flight dispatcher must be aware that he is a representative of Nesma Airlines, and that people will identify his appearance with Nesma Airlines which will depends largely on the behavior of every employee.

When travelling as a crew member loud welcome ceremonies are prohibited as well as confidential talks about Nesma Airlines related matters in public with other crew or staff on duty.

Flight dispatchers should never make negative statements about Nesma Airlines or discuss matters when people other than Nesma airlines employees are present.

Politeness, Kindness should be the outstanding characteristics of the flight dispatchers.

1.5.2 Drug, Alcohol and psychoactive substances testing program.

Alcoholic drinks

Alcohol concentration

No employee shall report for duty or remain on duty requiring the performance of safety sensitive functions while having an alcohol concentration of 0.04 or greater.

Nesma Airlines have actual knowledge that an employee has an alcohol concentration of 0.04 or greater shall not permit the employee to perform or continue to perform safety sensitive functions.

a) On duty use:

No employee shall use alcohol while performing safety sensitive functions. Nesma airlines has actual knowledge that an employee is using alcohol while performing safety sensitive functions shall not permit the employee to perform or continue to perform safety sensitive functions.

b) Pre duty use:

1. No employee shall perform flight dispatch duties within 8 hours after using alcohol. Nesma Airlines has actual knowledge that such an employee who has used alcohol within 8 hours shall not be permitted to perform or continue to perform the specified duties.
2. No employee shall perform safety sensitive functions other than those specified in paragraph (b) (1) of this section within 08 hours after using alcohol. Nesma Airlines has actual knowledge that such an employee who has used alcohol within 08 hours shall not permit the employee to perform or continue to perform safety sensitive functions.

If as a result of the effects of alcohol, a flight dispatch is either incapable of discharging his duties or the ability to carry them out is impaired, it will be understood that he has committed gross misconduct, the penalty for which will be dismissal without notice or prior warnings.

Alcohol drinks shall not be consumed by flight dispatch during eight hours before reporting for his shift or during his whole assigned duty period. There should be less than 0.04 of alcohol concentration in the blood of flight dispatcher when reporting for duty. Flight dispatchers may be requested to undergo a breathalyzer check on random basis. Refusal or declination to participate in the process will be considered as gross misconduct. For alcoholic testing program the penalty for which will be dismissal without notice or prior warnings.

Flight dispatcher is not allowed to consume any amount of alcohol substances other than the period mentioned above while he is wearing company uniform.

Drugs and psychoactive substances

Flight Dispatcher is not allowed to consume any drugs or psychoactive substances before the beginning of his / her shift and for at least eight hours or during his whole assigned duty period (ECAR 121.429, 121.458, 121.459), spells out the rules of the testing, prohibitions, and misuse of drugs.

- Nesma Airlines prohibits flight dispatcher problematic use of psychoactive substance such as opioids, cannabinoids, sedatives, hypnotics, cocaine, other psycho stimulants, hallucinogens, and volatiles solvents, whereas coffee and tobacco are excluded.
- Nesma airlines prohibits flight dispatcher assignment to a safety critical function when problematic use of psychoactive substance is known, flight dispatch to be removed from any duty assigned until he is checked & he is not any more under the influence of this substance.

Drug testing program

- Nesma airlines reserves the right to have its employees undergo a drug testing program on random basis at any time for the use and abuse or narcotics and hard and / or soft drugs refusal or declination to participate in the process will be considered as gross misconduct the penalty for which will be dismissal without notice or prior warnings.
- Flight dispatcher is not allowed to consume any amount of drugs or psychoactive substance other than periods mentioned above while he is waring company uniform.

1.5.3 Personal documents

Dispatchers on duty and in flight have to carry the following documents:

- Valid flight dispatcher license
- Valid Passport
- Company ID Card
- Crew Member Certificate (CMC)
- Visa (if required)
- Vaccination Card (if required)

Each dispatcher is responsible for the validity of his documents, and he has to take care in time for issue and renewal of his documents.

The loss of any personal document must be reported immediately to NESMA AIRLINES Human resources department, and Director flight Operations. When leaving NESMA AIRLINES all documents which have been provided by NESMA AIRLINES must be returned.

1.5.4 Uniform

The uniform portrays the image of Nesma Airlines and identifies the wearer as a representative of Nesma Airlines.

A correct uniform appropriate to the rank must be worn at all times when on duty, Wearing of Ties is mandatory whenever in public view. Unauthorized alterations of uniforms are not permitted.

Non uniform items of clothing must not be visible when worn with uniform.

1.5.4.1 Regulations of wearing the uniform

Wearing the uniform or parts of it is only allowed during duty time, on the way from and to the duty and in-flight duty. It is not allowed to wear the uniforms in bars, night clubs, cafes, or dance halls.

The uniform must be clear and in good condition. For unforeseen nigh stops dispatchers should have spare clothes in their hand luggage. Shoes must be shined at all times.

1.5.4.2 Specifications and rank marking braid

Winter	Summer
White long sleeve shirt and trousers Black plain neck ties and socks Black plain leather shoes and belts Black plain Pullover	Half sleeve white shirts Navy blue trousers. Black plain neck ties and socks Black plain leather shoes and belts Rank Marking braid:

Senior Flight Dispatcher

Four 3/8-inch gold braids/epaulettes on shoulder flaps of shirt.

Half flying wing on shirts.

Flight Dispatcher

Three 3/8-inch gold braids/epaulettes on shoulder flaps of shirt.

Half flying wing on shirts.

Trainee Flight Dispatcher

Two 3/8-inch gold braids/epaulettes on shoulder flaps of shirt.

Half flying wing on shirts.

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2 Flight Dispatcher General Qualifications

2.1 General Eligibility requirements

To be eligible for the position of Flight Dispatcher / Flight Operations officers at Nesma Airlines, the applicant should be:

- at least 21 years of age
- holding a university degree or equivalent
- satisfactory completion of a formal training course for flight dispatcher as required by ECAA and holds a valid personal flight dispatcher license issued under ECAR 65 Subpart H.
- able to read, speak and understand English as a foreign language.
- Demonstrate knowledge with computer skills.
- Passing the flight dispatch general knowledge written exam for experienced flight dispatchers or oral exam for junior flight dispatchers without previous experience held by the Manager, Operations Control Center.

2.2 License requirements

2.1.2.1 a flight dispatcher / operations officer who is exercising responsibility with the PIC in the operational control of a flight in connection with Nesma Airlines aircraft or any civil aircraft being operated by Nesma Airlines, shall have in his personal possession a current flight dispatcher license issued under ECAR 65 Subpart H.

2.1.2.2 Each flight dispatcher who holds a flight dispatcher license shall present it for inspection upon the request of ECAA.

2.1.2.3 each flight dispatcher is personally responsible to renew his personal license on its eligibility period after completion of the training and qualification required, provided by Nesma Airlines for the renewal process.

2.1.2.4 No Flight dispatcher shall sign the aircraft dispatch release unless he is currently type rated on that aircraft and he is familiar with that area of operation that is being released to.

2.1.2.5 a flight dispatcher who is qualified to dispatch aircraft through one segment of an area of operation may dispatch aircraft through other segments of the area of operation after coordination with dispatchers who are qualified to dispatch aircraft through those other segments.

2.1.2.6 Each flight dispatcher who is required to be trained under a specific curriculum must complete that curriculum in its entirety.

2.1.2.7 No flight dispatcher shall be assigned to any of operational control duties, unless he / she is holding a valid flight dispatch license.

2.1.2.8 Training department and Flight Dispatch instructors will monitor all flight dispatcher license validity, to assign him / her to appropriate training program in coordination with Manager, Operations control Center.

2.3 Flight Dispatcher's General Knowledge requirements

Flight dispatcher shall demonstrate a sufficient level of knowledge in at least the following subjects prior to being assigned to operational control duties:

2.3.1 General

- The use of Nesma Airlines manuals
- Dispatch requirements and procedures
- Handling and assisting a flight under irregular conditions
- Crew briefing requirements process and procedure

2.3.2 Air Law

- Rules and regulations relevant to Nesma Airlines operation, including but not limited to ECAR, Nesma Airlines operations specifications, and appropriate air traffic services practices and procedures.

2.3.3 Aircraft type

- Weight and balance limitations
- Performance operating limitations
- Usage of aircraft performance tables and charts.
- Fuel capacity and rate of consumption.
- Usage of Aircraft Operating manuals (AOM)
- Required characteristics of air routes and airports with particular reference to the aircraft type
- General description of aircraft operating systems.
- General description of normal, abnormal and emergency procedures.
- Usage of MEL/CDL/DDG/RTOW/RLW.

2.3.4 Performance and planning procedures

- General Knowledge of mass and balance, operational flight plan, fuel calculation, alternate airport selection, preparation of ATC flight plan, basic principles of in-flight assistant and re-planning.

2.3.5 Meteorology

- General System of collecting and disseminating weather information.
- Interpreting aviation weather reports, including abbreviations and symbols.
- The fundamentals of aeronautical meteorology as applied to aircraft operations
- Applying available weather forecasts and reports to determine weather a flight can be dispatched safely or not

2.3.6 Navigation

- Principles of air navigation with particular reference to instrument flight operations and procedures.
- Enroute navigational facilities and procedures.

- Landing areas, markings and lighting facilities.
- Approach and landing facilities and procedures.
- Obstacle clearance method and procedures.
- Usage of navigational charts and Jeppesen manuals.

2.3.7 IFPS/CFMU

- Knowledge on dealing with integrated Initial Flight planning system (IFPS) and the central flow management unit (CFMU) of network manager in order to optimize the ATS flight plan, filing process and exchanging the traffic messages thus minimizing departure delays.

2.3.8 Air to Ground / Ground to Air communication.

Communication facilities and procedures with aircraft including Data Link Communications and Stockholm Radio.

2.4 Training process prior to being assigned operation control duties

to ensure that a new hire flight dispatch has been trained to an acceptable level an initial new hire training program will include:

- Basic indoctrination
- Initial ground and OJT Training on aircraft type operated by Nesma Airlines
- Initial CRM
- Initial SMS

A flight dispatcher / operations officer upon passing successfully all training segments and checks in accordance with OM-D Training program to ensure that the new hire have demonstrated knowledge proficiency and skills required prior to being assigned to operational control duties

After he / she pass all training segments, he / she will be assigned for 3 months under supervision of qualified flight dispatcher at this time period he / she must demonstrate:

- Knowledge with the aviation dispatch subjects
- proficiency with dispatch requirements
- Ability to provide assistance to the PIC

The flight dispatcher shall be inspected by passing flight dispatcher competency check.

Note:

In case of flight dispatch leave for extended period of time, a requalification training program shall be performed to ensure that the flight dispatcher is adequately trained and currently has knowledge, proficient with recent requirements, the requalification program has a ground training segment, qualification checking and operational familiarization in accordance to OM-D.

2.5 *Flight Dispatcher's line qualification program*

For categories of training program and its curriculums, refer to OM-D.

2.5.1 New Hire Training

A new hire dispatcher who has never worked for Nesma Airlines shall pass the initial new hire training program including the basic indoctrination and any initial training programs that may be required by regulation Ref OM-D, In addition to continuity ground training which contains the required checks and familiarization flight on the Airbus A320 and over the area of operation he is required to be assigned for prior to assignment as qualified flight dispatcher.

2.5.2 Initial type rating

All currently qualified dispatcher who are being assigned by Nesma Airlines to dispatch Airbus A320 for the first time must complete initial equipment training program.

2.5.3 Transition training

All currently qualified dispatchers who are being assigned by Nesma Airlines to any different type with in the same group on which they have not been previously qualified must complete transition training program.

2.5.3.1 A dispatcher who has been previously trained and qualified on one group of aircraft and is needed to dispatch another group, he should pass the transition equipment training program including the ground training which contains the aircraft type of the new group, and the qualification curriculum which contain the required checks and familiarization flights on the type he is trained on and over the area of operation he is required to be assigned for, before assigning and exercising responsibility over this group.

2.5.3.2 A dispatcher who has previously trained and qualified as a Nesma Airlines flight dispatcher on an aircraft type and is needed to dispatch another type of the same group, he should pass the differences training program including the ground training which contains the new aircraft type and the qualification curriculum which contain the required checks and familiarization flights on the type he is trained on and over the area of operation he is required to be assigned for, before assigning and exercising responsibility over this new type.

2.6 Recurrent Training

2.6.1 all Nesma Airlines Flight Dispatchers must complete a recurrent training refer to OM-D including an annual ground recurrent training program within the appropriate eligibility period to maintain flight dispatcher license validity.

2.6.2 flight dispatcher, who is due for annual recurrent training, must not be assigned for duty to exercise operational control over Nesma Airlines aircraft unless he passed the recurrent training program, including the ground training and qualification curriculum which include required checks and familiarization flight(s) with a minimum of 5 hours flight time and at least one takeoff and landing.

2.7 Renewal process

2.7.1 training department shall keep monitoring the qualification and renewal process for all dispatchers by issuing an annual training program.

2.7.2 Training department will assign the flight dispatcher on the required training type taking into account eh validity period (Grace month)

2.7.3 On successful completion of the training course, a competency check will be carried out and familiarization flight and will be kept till the next recurrent training

2.7.4 Training department shall prepare the required training forms and present it to the ECAA without any delay to get ethe approval before the end of the validity time.

2.8 Requalification

All Nesma Airlines flight dispatchers who have become unqualified must complete re-qualification training program to reestablish qualification – Refer to OM-D Chapter 8.

2.9 Checking

2.9.1 Checking is a method to stand for and verify the proficiency level of dispatchers in carrying out the required duties. Therefore, a dispatcher checking must be a periodical process in order to illuminate the deficiency, meanwhile, keeping the dispatcher up-to date wand familiar with all regulations amendments and changes policies as well as management perspective and requirements.

2.9.2 Flight Dispatch instructor will be assigned by the flight dispatcher training head section to conduct the checking of flight dispatcher under supervision of ECAA Examiner / Inspector, if the result is unsatisfactory, the flight dispatcher will be given one week for another re-check, in case of failure at the re-check another recurrent training course will be held before sitting for another check.

2.9.3 Each check that has been undertaken by the dispatcher, shall be kept and recorded on his training file for training evaluation that helps for his next due training to concentrate on specific needed subjects.

2.9.4 Flight Dispatch instructor have to keep record on the proficiency level of the dispatchers and to comment if there is any reason reflecting a deterioration than the standard and the required corrective action.

Requalification training		
Time past month due	**Ground Training**	**Qualification**
Up to 3 Calendar months	Recurrent training (if not accomplished in eligibility period)	Any training not accomplished in eligibility: CC or OF
More than 3 and less than 6 months	8 hours remedial and (if not accomplished in eligibility period) recurrent training	CC and (if not accomplished in eligibility OF)
More than 6 and less than 12 months	8 Hours remedial recurrent training and OJT to proficiency	CC and OF
More than 12 and less than 36 months	16 hours remedial recurrent training and OJT to proficiency	CC and OF
More than 36 Months	Initial training	CC and OF
Key: CC= Competency check OF= Operational familiarization OJT= On the Job Training		

2.10 Flight dispatch instructor training & qualification

Nesma Airlines dispatch instructor shall have a valid instructor approval endorsed on his license as required by ECAA in accordance with ECAR

Eligibility and experience requirements for dispatch instructors:

a) To be eligible for a dispatch instructor certificate a person must;
   1) Be at least 26 years of age
   2) Have 5 years' experience as an aircraft dispatcher in air carrier operations
   3) Be able to read, write, speak and understand the English language,
   4) Has satisfactorily received a training course on the fundamentals of instructing to include:
      i. The learning processes
      ii. Elements of effective teaching;
      iii. Student evaluation and testing
      iv. Course development
      v. Lesson planning; and
      vi. Classroom training techniques

b) The applicant flight dispatcher must conduct an initial dispatcher training program under the supervision of Nesma airlines qualified dispatcher instructor under supervision of ECAA inspector

c) The applicant flight dispatcher must have at least one year of dispatching experience on the type of aircraft for which the applicant wishes to instruct

d) The applicant flight dispatcher must before instruct a new type of aircraft, conduct a dispatcher transition training program for the aircraft type that the applicant requests to instruct.

e) The Flight dispatch instructor shall demonstrate knowledge, leadership skills, communication skills, the ability to continuously learn, teach, strong presence of handling problems.

f) Clear technical and administrative files for the past two years.

2.11 Operations Control Center Manager

He / she shall have at least 5 years working experience in airline management positions either within Nesma Airlines or a comparable airline. Furthermore, he should have comprehensive knowledge of ECARs and any associated national and / or international regulations, requirements and procedures, a sound familiarity with safety and quality systems, a good understanding of international airline industry organizations (i.e. ICAO , IATA) and practical experience and expertise in the application of aviation safety standards and safe operating practices and he must demonstrate a managerial skills and good command of handling problems and irregularities.

He / she must hold a Flight dispatcher license and shall be qualified in accordance with standards of Nesma Airlines and ECAR 65.147 Subpart H.

Be English proficient and be able to apply modern computer software and hardware;

2.12 Training

2.12.1 Flight Dispatch Training Course material must be reviewed and evaluated every 12 months by dispatch instructor and / or OCC Manager in coordination with training department in accordance with OM-D to ensure compliance with the approved qualification and performance standards. Such evaluation can be made by checking for any updates in the references used in the course material may reflect on the material.

2.12.2 A dispatcher who has previously; trained and qualified as an NESMA AIRLINES aircraft dispatcher on one group of aircraft and is needed to dispatch another group, he should pass the initial equipment training program including the ground training which contains the aircraft type of the new group and the qualification curriculum which contain the required checks and familiarization flight(s) on the type(s) he is trained on and over the area of operation he is required to be assigned for. Before assigning and exercising responsibility over this group.

2.12.3 A dispatcher who has previously trained and qualified as an NESMA AIRLINES aircraft dispatcher on an aircraft type and is needed to dispatch another aircraft type of the same group, he should pass the transition training program including the ground training which contains the new aircraft type, and the qualification curriculum which contain the required checks and familiarization flight(s) on the type(s) he is trained on and over the area of operation he is required to assigned for, before assigning and exercising responsibility over this new type.

2.12.4 A dispatcher, who is due for annual recurrent training, must not be assigned for duty to exercise operational control over NESMA AIRLINES Aircraft unless he passes the recurrent training program, including the ground training and qualification curriculum which include the required checks and familiarization flight(s) to maintain currency on each type and each area of operation he is required for, within the eligibility period (12 MONTHS)

2.13 Checking and Supervising

2.13.1 A checking is a method to stand for and verify the proficiency level of dispatchers in carrying out the required duties. Therefore, dispatcher checking must be a periodical process in order to illuminate the deficiency, meanwhile, keeping the dispatcher up to-date and familiar with all environmental aspects as well as the management point of view and requirements.

2.13.2 OCC Manager is assigned by the Flight Operation Director Manager to conduct the checking of dispatchers who will in turn, report the result of the checking and his comments if some area of emphasis needs to be reviewed and covered in immediate training or his next due or special briefing to be carried.

2.13.3 Each check that has been undertaken by the dispatcher shall be kept and recorded on his training file for training evaluation that helps for his next due training to concentrate on specific needed subjects.

2.13.4 OCC Manager has to keep an eye on the proficiency level of the dispatchers and to comment if there is any reason reflecting to deterioration than the standard and the required corrective action.

2.13.5 NESMA AIRLINES and each flight dispatcher are jointly responsible to ensure that an annual competency check has been conducted and is satisfactorily completed before exercising operational control.

2.14 Qualification and Training Records

A system for Record Management and Control is used within the Airline for the purpose of keeping records that document the fulfillment of operational requirements. All training records, qualification requirements, personnel information, correspondences are included within the system. And Airline requirements are precisely considered.

This system assists the in manipulating all records including:

i) identification;

ii) legibility;

iii) maintenance;

iv) retrieval;

v) protection and security;

vi) Disposal.

OCC Manager will maintain current records for each aircraft dispatcher and any available previous approved training that shows whether that person complies with the applicable training categories. This record will be retained for 3 years as following:

1. Copy of dispatch license (permanently retained)
2. Basic indoctrination records (permanently retained)
3. Initial training records. (Retained for 3 years)
4. Recurrent training records (Retained for 3 years)
5. Annual competence check ECAA form No 501 & 502 (Retained for 3 years)
6. Flight deck familiarization flight completed by dispatcher until documents are sent to ECAA for type endorsement or renewal
7. Special training such as CRM (retained for 3 years)

Meanwhile, the record of an aircraft dispatcher any time will present the training history in order to help stating the qualification level of that person.

For each type of training the ECAA form Doc 501 & 502 shall be completed and signed by the trainer, flight dispatcher instructor and flight operations director. The company should as well stamp the forms prior to dispatching to ECAA for license endorsement.

2.15 *Employment Policy*

2.15.1 General

All departments shall coordinate with the Administration department for their needs and requirements for new employees. Departments manager should have acceptance from the vice president and provide in their requirements all standards and qualifications of candidates.

Each department Manager will interview relevant applicants after Receiving and reviewing their personal C.V, all necessary documents, certificates and written test results (if applicable).

After the concerned department assign successful applicant for the required position, he/she will fill the employment application which be signed by applicant and the department manager, and then presented to the vice president (CEO) for approval.

According to the vice president approval the administration department will prepare the contract to be signed by the new employee and the vice president (CEO)

OCC Manager will ensure management and non-management operational control positions within the department that require the performance of functions relevant to the safety of flights are filled by personnel on the basis of knowledge, skills, training and experience appropriate for the position.

2.15.2 Recruitment policy & qualification requirements

Nesma Airlines require an applicant for a flight dispatcher position before being assigned to maintain operational control duties to be:

a) At least 21 years of age
b) Bachelor degree holder
c) Have a good command of spoken and reading English language.
d) In possession of an ECAA flight dispatcher license
e) Shall pass the ECAA approved specific A/C type performance examination required before the A/C type endorsement.
f) Shall pass the initial training program as shown in form 401 & 402 which include the basic indoctrination, ground training and familiarization flight
g) Shall prove efficiency in performing the task and duties assigned to him under the supervision of qualified Nesma flight dispatcher (Refer to OCDM 1.4.2. Flight dispatcher duties & responsibilities)

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3.1 Reduced Vertical Separation Minimum – RVSM

3.1.1 General Concept

RVSM Airspace is defined as an airspace or route where aircraft are vertically separated by 1000 feet (rather than 2000 feet) between FL290 and FL410 inclusive.

The objective is to increase the route capacity of saturated airspace, while maintaining (at least) the same level of safety.

This can be achieved by imposing strict requirements on equipment and training of personnel, flight crews, and ATC.

As part of the RVSM program, the aircraft altitude keeping performance in monitored, overhead specific ground-based measurement units, to continuously verify that airspaces users are effectively applying the approved criteria and that overall safety objectives are maintained.

ICAO NON-RVSM		RVSM AIRSPACE	
180°-359°	000° -179°	180°-359°	000°-179°
FL430		FL430	
	FL410		**FL410**
FL390		**FL400**	
	FL370		**FL390**
FL350		**FL380**	
	FL330		**FL370**
FL310		**FL360**	
	FL290		**FL350**
FL280		**FL340**	
			FL330
		FL320	
			FL310
		FL300	
			FL290
		FL280	

3.1.2 Aircraft certification status

All Nesma Airlines aircraft are equipped and capable to perform RVSM operations.

The minimum equipment required for RVSM are:

1- Two independent altitude measurement systems
2- One secondary surveillance radar transponder
3- Once altitude alert system
4- One automatic altitude control system

3.1.3 CMEL Requirements

In case of any unserviceability reported, Nesma CMEL has to be consulted to ensure that the MEL invoked does not affect aircraft capability of RVSM Operations.

3.1.4 RVSM Operations

3.1.4.1 Operational approval

Approval is obtained from ECAA and contained in operations specification in which Nesma Airlines is authorized to conduct operations with in airspace designated as RVSM airspace.

3.1.4.2 RVSM Procedures

A generic summary of these procedures is provided below, for information only on how to prepare an OFP & ATS Flight plan.

- Check that the required equipment for RVSM is operative.

- Check that the letter (W) is written in field of the ATS flight plan to indicate RVSM capability.

3.1.4.3 Flight plan procedures

All Nesma Airlines aircraft are equipped with 8.33 KHz capable VHF Radio. Therefore, the filed Flight plan of an aircraft planned to operate in the ICAO EUR Region above FL245 should have letter (Y) shall be inserted in field 10 of the Flight plan, for aircraft equipped with 8.33 KHz capable radio equipped.

3.2 Policy and procedures for the use of TCAS Version 7 / ACAS II

The use of TCAS / ACAS is mandatory, according to ECAR:

All turbine-engine airplanes of a maximum certified takeoff mass in excess of 5700 KG, or authorized to carry more than 19 passengers operated with in Cairo FIR, shall be equipped with an Airborne Collision avoidance system (ACAS II).

In case of failures that affect ACAS / TCAS, Nesma Airlines Customized Minimum Equipment list (CMEL) should be consulted along with Jeppesen Airway manual – Air Traffic Control section for countries overflown to identify possibility of operations with unserviceable TCAS if any.

Aircraft operating with unserviceable ACAS II Under this exemption shall indicate the unserviceability in the flight plan item 18.

3.3 Operations over mountainous area

3.3.1 Minimum flight altitudes

Refer to OM-A Chapter 8.

3.3.2 Enroute minimum altitude

3.3.2.1 Normal Operation

Enroute IFR flight levels or altitudes should be equal or higher than published minimum enroute altitude (MEA) indicated on enroute charts.

During flight preparation, the minimum Enroute altitude should be established for all the route segments and shown on OFP which has its data from AIP of each country to calculate equal or higher than those minimum altitudes.

The minimum safe enroute altitude should be higher of the minimum off-route altitude (MORA) and the published minimum obstruction clearance altitude (MOCA). Both minimum altitudes are indicated on enroute charts when they exist.

Nesma Airlines OFP will show MORA on OFP. MORA could be used for any emergency requiring descend below OFP airways.

If not exist, the minimum safe altitude must clear all obstacles with in 5 NM of the route centerline by 1000 ft. if the reference point is not higher than 5000 feet MSL or 2000 feet if reference point is higher than 5000 feet MSL.

The gird MORAL may be used as minimum flight altitude. These minimum altitudes must be respected along the track with all engines operative unless a procedure has been approved to cope with depressurization

3.3.2.2 Abnormal operation

A detailed study of each route over mountainous area must show that the single engine net flight path and passenger oxygen system performance allow aircraft to continue at a pressure altitude that will allow continued safe flight and landing.

The obstacle with in 5 nm either side of the intended track shall be considered. This width may be increased in navigational accuracy of 5nm can not be achieved on the relevant route segment, having regard to the navigation facilities available on the ground, in the airspace and on board the aircraft.

It may be necessary to establish diversion procedures for critical case taking into account the topography along the route and the requirements mentioned below engines failure and depressurization.

It may be necessary to determine Decision point also called point of no return and established appropriate procedure.

When obstacle limited, the pilot should be notified for correct drift down procedure as specified in the appropriate chapter of the FCOM.

3.3.3 Pressurization failure

For depressurization, it may be necessary to descend below the minimum enroute altitude determined for normal operation in order to cope with passengers' oxygen requirements. At any time, the aircraft gross (actual) flight path must clear vertically all the obstacles with in 5 nm either side of the intended track by 2000 feet.

3.3.4 Escape charts / routes and diversion procedures

Escape charts or escape routes are produced to assist the crew in areas where high terrain may lead to a more complex navigation maneuver

3.4 De-icing and Anti-icing on the ground.

Icing conditions on ground can be expected when air temperatures approach or fall below freezing and when moisture or ice occurs in the form of either precipitation or condensation.

Aircraft related circumstances could also result in ice accretion when humid air at temperatures above freezing comes in contact with cold structure.

All aircrafts operated by Nesma Airlines are certified for operation in general icing conditions as per relevant AFM.

3.4.1 Takeoff

Take off is prohibited if any of the following conditions exist:

(a) snow, ice or frost deposits are adhering to the wings, control surfaces, engines or propellers of the airplane
(b) heavy fall of wet snow with ambient temperature around freezing point;
(c) heavy fall of wet snow with ambient temperature around freezing point;
(d) moderate or heavy freezing rain;
(e) the runway braking action is reported as (poor – braking coefficient less than 0.25)

3.4.2 Responsibility

The airplane commander is responsible for effective de/anti- icing to confirm with OM Part B / AFM and legal requirements.

His request for such treatment and the fluid mixtures used will always take precedence over locally recommended procedures.

In case of continuing precipitation, the commander shall pass, whether or not the applied hold over time is still appropriate.

After receiving the anti-icing code, he is responsible for ensuring that the relevant control surfaces remain free of frost, ice, slush and snow until takeoff.

Under normal circumstances the qualified ground handling agent is responsible for correct and comprehensive de-icing of the aero plane and for the visual check upon completion, paying particular attention to the upper surfaces of wings and stabilizer.

The visual check may be performed by the flight crew.

3.5 All Weather operations

Refer to OM-A Chapter 8.

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4.1 Regulatory background

4.1.1 The AOC issued by ECAA authorizes Nesma Airlines to conduct commercial air transport operations in accordance with the operations specifications.

- The operations specifications that are issued by ECAA are part of the Air Operator Certificate.
- The issuance of the AOC is dependent upon Nesma Airlines ability to demonstrate to the Egyptian Civil Aviation Authority that it's organization, training policy and programs, flight operations, Ground handling and maintenance arrangements are adequate considering the nature and extent of operations to be conducted by Nesma Airlines

All Nesma Airlines manuals are prepared to ensure compliance with the conditions and limitations specific in the OAC and OPS SPECS

4.1.2 In order to exercise operational control of flight operations and for the interest of safety and security of the aircraft and its occupants, Nesma Airlines delegates the authority of initiation, continuation, diversion or termination of its flights to the commander and the flight dispatcher. The Flight dispatcher is responsible for the preflight planning and dispatch release of a flight in compliance with ECAR and OPS SPECS, and is authorized in conjunction with other departments to delay, reroute, cancel and / or re-dispatch a flight if in his / her opinion, the flight cannot be operate safely as planned or release with reference to ECAR Part 121 sub-part T 121.533, However, all concerned parties with in flight operation division shall be notified.
The flight dispatcher will not pre-plan or release a flight over an area unless it is specified and in accordance with any limitations in Nesma Airlines OPS SPECS with reference to ECAR 121.555.

4.1.3 When selecting aerodrome to be used as a regular, provisional, emergency and refueling airports over the route or route segment, aircraft dispatcher must consider the availability and adequacy of airports for the equipment being used with respect to surface, runway length, firefighting category, lighting, communication, navigation, fueling, and the ability of the personnel to be used in the operational requirements.

4.1.4 No Personal may start a flight unless a qualified dispatcher authorizes that flight with reference to ECAR 121.595.

4.1.5 A dispatch may not release a flight unless he is thoroughly familiar with the available current reports or information on airport conditions and irregularities of navigation facilities that may affect the safety of flight.

4.1.6 in compliance with ECAR 121.605 a flight dispatcher will not release an aircraft unless it is airworthy and equipped in accordance with part 121.303, OPS SPECS and operation manuals.

4.1.7 a dispatcher shall not release a flight unless the landing forecast for destination or alternate aerodrome are equal to or above Nesma Airlines company policy weather minima stated in OM-A.

4.1.8 A dispatcher shall ensure the provision to PIC of all latest available current weather reports and forecasts of phenomena that may affect the safety of flight including the adverse weather phenomena with reference to ECAR 121.601.

4.1.9 A dispatcher shall ensure the provision to the PIC of all latest current reports or information on airport conditions and irregularities of navigation facilities that may affect the safety of flight with reference to ECAR 121.601.

4.1.10 The PIC shall not initiate a flight unless both PIC and flight dispatcher agree that flight can be conducted safely as planned under the existing forecasted conditions with compliance to ECAR 121 Sub part U.

4.1.11 Nesma Airlines OCC is responsible to secure the promulgation and provision of all information and data approved / acceptable materials – that conclude the change of equipment and operating procedure, including each known change in the use of navigation aids, air traffic control procedures and regulations, local airport traffic control rules and known potentially hazardous metrological conditions and / or irregularities in ground navigation facilities that may affect the safety of flight with reference to ECAR 121.539.

4.2 Flight Operations officer / Flight Dispatcher duties and responsibilities

In order to practically exercise operational control of flight operations and for the interest of safety and security of the aircraft and its occupants, Nesma Airlines delegates the authority of initiation, continuation, diversion or termination of its flights to the commander and the flight dispatcher.

4.2.1 Prior to flight

The flight dispatcher is responsible for the pre-flight planning and the dispatch release of flights in compliance with ECARs and OPS SPECS

- Shall strictly observe and meet the requirements of the OMA Part A and OCDM.
- Responsible for the preparation of flight planning, routes, and fuel calculation, according to information indicated in the route manuals, approved company routes and fuel policy.
- Analyze the meteorological data and the appraisal of the prevailing and anticipated weather conditions at the aerodromes, and throughout the air routes used and thereof, briefs flight deck crew members.
- File a flight plan with the appropriate ATS Unit and communicate the scheduled (Delayed, cancelled, and re-routed) flights to ATS.
- Coordinates with Euro control Network Manager all aspects of the slot allocation process including all Euro control traffic messages.
- Responsible for the execution of the dispatch release a crew briefing system, ensuring that it complies with ECAR.
- Ensure that flight deck crew members are provided with and totally aware of, all relevant and updated information related to the flight e.g., weather reports, NOTAM, aircraft limitations, aeronautical information, flight documentations, maintenance status (provided by the concerned department) with reference to MEL / CDL. Enroute fuel availability and fuel requirements, etc.
- Coordinate with other departments the completion of trips while preserving the security element.
- Flight dispatcher / operations officer in coordination with other departments is authorized to delay, re-route, cancel and / or re-dispatch a flight, if in his opinion or the commander's opinion, the flight cannot operate safely as planned or released. However, all other concerned parties shall be notified.
- The commander and flight dispatcher / operations officer shall not initiate a flight unless they both agree that the flight will be conducted safely as planned under the existing forecasted conditions.
- Monitor the progress of Flights operation schedule and execute the system operation procedures for the flight following system properly, in order to achieve its objectives.
- Review and executes instructions of safety and/or security element such as safety risk assessment and / or aviation security advises that can affect management of operational control of flight operations.

- Monitoring of Euro control slots for flights landing, departing or transiting European Airspace, and notify stations and the pilot in command.

4.2.2 in-flight

He / she shall continue to analyze:

- Weather information, both enroute and at the airport of intended landing, to identify hazardous phenomena like thunderstorms, turbulences, icing and restriction to visibility.
- Field conditions e.g., runway conditions, availability, and status of navigation aids.
- Enroute navigation systems and facilities, where possible failures that could affect the safe continuation or completion of the flight, may occur.
- Fuel supply, including actual enroute consumption compared to planned consumption, as well as the impact of any changes of alternate airport or any additional enroute delays.
- Air traffic management issues e.g., re-routing, altitude, speed restrictions, facilities, system failures or delays and thereof, inform and update, Crew members with the appropriate data change.
- Monitors & Maintains communication using the appropriate communication tools, to maintain shared authority of the operation control system.
- Obtains the latest weather for the commercial and fuel alternates then relay it to the concerned flight, through the appropriate comm systems.
- In case of weather diversion, it is his responsibility, in conjunction with other Stake holders and the commander to decide which alternate to proceed to.
- In case of diversion, he shall notify the PIC with the preferred commercial alternate, at least one and half hour before ETA To destination airport.
- He should immediately relay to the commander any additional information that may come to his attention, in which, in his opinion, will affect the safety or regulatory of the flight.
- He may not allow a flight to continue towards any airport to which it has been dispatched, if in his opinion, the flight cannot be safely completed, unless in the commander's opinion, there is no safer action. In this case, the flight is continued under the emergency authority of the commander.
- Coordinate with the ATS units, any operational instructions involving a change in the ATS Flight plan, before relaying it to the airplane.
- He shall notify the Appropriate ATS unit when the position of the aircraft cannot be determined by an aircraft tracking capability and attempts to establish communication are unsuccessful.

4.2.3 After Flight

- he shall keep monitoring the flight until landing.

- Incase of MEL / CDL has been reported, that affects next flight / sector, action should be taken.

4.2.4 Overall responsibility:

- Both the PIC and the flight dispatcher / operations officer are jointly responsible for maintaining a full shared system that contains the flight monitoring.
- the flight dispatcher performs that by Flight Radar 24 and Hermes web messenger.
- Communication system through Stockholm Radio and ACARS, aircraft phone while on ground

This enables the flight dispatcher and the commander to communicate with each other during different phases of flight, in order to enhance the full shared responsibilities of the operation control.

- Inform stakeholders of any change to flight status that may occur due to bad weather, NOTAMs, aircraft limitations, slot times, and / or Technical or security reasons.
- Carry out all instructions and duties contained in the operation manual.
- Whenever an emergency situation (incident, occurrence, serious occurrence, or accident) emerges, that endangers the safety of aircraft or people has been reported to the flight dispatcher, he shall initiate an emergency.
- In case the regularity of flights is inadequate, he shall take immediate corrective measures in coordination with other stakeholders.
- In case any incident / accident occurs to any Nesma Airlines flight, he shall take the necessary measure in coordination with Manager, Operations control Center, and other stake holders.
- If any assistance is required, he shall contact the relevant authorities, including international operations authorities, if needed.

4.3 Sources of obtaining information and Data

4.3.1 General Provisions of approved outsourced services providers

Nesma Airlines is contracted with external service providers who conduct outsourced operational control functions that directly affect the operational control of flights, it is mandatory to ensure the required technical specifications is complied with monitored for accuracy, integrity, compatibility and continuity.

The monitoring process may include the following:

- Random Sampling
- Product audits
- Supplier audits

4.3.2 General Provision of approving vendors and suppliers

Nesma Airlines is contracted with external suppliers or vendors for data services, software and / or products relevant to the safety of aircraft and the provision of such services are operations, Nesma Airlines has to ensure that required technical specification is complied with and the provision of such data / services are monitored for accuracy, integrity, compatibility, and continuity.

4.3.3 Mereological information and Data

Nesma Airlines will obtain as authorized by ECAA aeronautical weather data and information from the following source by means of telephone, Type B, AFTN, Email or any other suitable system.

Primary sources:

- The weather information provided by the Egyptian National weather services and / or any source approved by the national weather services within Egypt and its territories, active meteoritical offices of foreign states which are members of the ICAO Convention and that are listed in the AIP as sources of weather data and information.
- When operating to any military or NATO Airports, the weather information provided by weather reporting facilities at those airports which are the controlling sources of weather for operations both to and from those airports, including the departure and arrival areas.

Supplementary sources:

- The weather data / information provided by the private sectors that connected with approved international meteoritical centers or satellite services through data linked tools such as PPS, HitIt and / or Type B OPMENT Data bank.

4.3.4 Aeronautical Data and notices to Airmen (NOTAM)

Nesma Airlines will obtain aeronautical data and notices to air men which include airports, enroute navigation, communication information, terrain data, irregularities and outages from the following sources by means of email, telephone, Type B, AFTN or any other suitable system

Primary sources:

- National air navigation Services company (NANSC) – Aeronautical information service (AIS within Egypt or its territory through NANSC Website
- The related air traffic service authorities of foreign states.

Supplementary sources:

The aeronautical data and notices to airmen provided by different approved sources such as: PPS, Jeppesen, NOTAMs received by SITA or AFTN

4.3.5 Airport aeronautical Data and analysis

Nesma Airlines will obtain the aeronautical information and airport data analysis from the following sources:

1- Jeppesen airway manual for enroute and approach procedures
2- Jeppesen ops data
3- Nesma Airlines technical research for airport analysis
4- Aeronautical information publication AIP for relevant states.

4.3.6 Flight Schedule

Nesma Airlines uses HitIt operations control system for variety of functions such as flight schedule, storage of flight following and aircraft movements data, Crew Names, etc.… which helps monitor status of flights.

4.3.7 Flight dispatch operation and safety bulletins and circulars

Operations and safety bulletins and circulars will be distributed via Nesma Airlines Email and flight dispatch library that contains information and / or instructions to flight dispatchers issued by the Manager, Operations control center.

The flight dispatcher shall review his email prior to exercising operational control and flight preparation.

4.3.8 Aircraft performance and equipment Data

- Airbus provides Nesma Airlines with aircraft performance data thereof stored in the flight planning system.

- Aircraft equipment and capabilities, such as comm, nav and surveillance equipment including any changes or updates are received from technical department thereof inserted in the flight planning system.

- Aircraft DOW and performance factor and its updates are received from performance engineer and inserted in the flight planning system.

4.4 OCC and Company library

A library (both hard copy and electronic) is available within the OCC for easy access to the flight dispatchers.

It includes company manuals such as OM-A, OM-C, OM-D, OCDM, and other applicable and approved company manuals.

OM-Part A: Volume 1 : Flight Operations Manual
OM-Part A: Volume 2: Operations Control & Dispatch Manual (OCDM)
OM-Part A: Volume 3: Stations Operations Manual (SOM)
OM-Part B: Airplane Flight Manual (AFM) Including the configuration deviation list (CDL) and applicable airworthiness Directives (AD)
OM-Part B: Customized minimum equipment list (CMEL)
OM-Part B: Flight Crew Operating Manual (FCOM) and quick reference handbook (QRH)
OM-Part B: Cabin Crew Manual (CCM)
OM-Part B: Weight and balance manual (WBM)
OM-Part B: Runway analysis / RTOW Charts
OM-Part C: Jeppesen Airway manual including airport/enroute data / charts and applicable ICAO annexes
OM-Part C: National AIPs and relevant NOTAMs
OM-Part D: Training (OM-D)
Corporate Manual
Safety management manual (SMM)
Emergency response plan - خطه الطواريء و الازمات
ECARs
IT Manual
Security Program - البرنامج الأمني
OCC Circulars
Aircraft Certificates

4.5 Methods of communication for obtaining information and data

4.5.1 Ground communications

Flight dispatch will use the following communication system and facilities as approved by the Egyptian Civil Aviation authority:

a) Commercial telephone system – International dialing capability
b) Type B Messaging
c) AFTN Messaging
d) Company Email
e) Formal Letters

4.5.2 Air to Ground / Ground to Air communication

Nesma Airlines is using the following Air / ground communication system and facilities as approved by the Egyptian CAA

a) Stockholm Radio
b) ACARS

4.5.2.1 Communication records retention

A record of all communications between dispatch and flight crew shall be maintained for a period of not less than 6 months by means of back up / archiving electronically for ACARS messages and in the shift log for Stockholm Radio communications.

Hit IT Operations control system provides a form for exchange of information via a graphical user interface to facilitate the effective and quick message exchange with in IOCC for the storage of Aircraft movements and other information, as a backup, a manual movement shift would be used.

4.6 Route study

4.6.1 *Flight dispatcher / Operations officer will check all aeronautical data and all operations, safety and security issues for airspace and airports. This is continuously carried out for existing flights and it is also carried out to study any new route or any new airport, the Flight dispatcher shall:*

1. Send NOTAM of destination and identified required alternates to the Flight operations engineer who will prepare adequacy study that covers all the airplane performance relevant items, navigation aids and lighting, runways (width, length and pavement loading), taxiways and ramp areas, fuel status, curfew, prior permission requirements, field conditions, airport rescue and firefighting RFFS, and critical engine inop operations if applicable as well as calculating performance tables for adequate airports.
2. Check the safe use of all airports that are required for the flight (Origin, destination, takeoff alternate, destination alternate, enroute alternates) and also check the safety of the airspace from origin to destination and alternates.
3. Nesma Airlines policy is to avoid flying over and near conflict zones, Flight dispatcher / Operations officer should check NOTAMs, EASA, FAA and ECAA restrictions on conflict zones, in addition to available news and previous safety and security alerts.
4. If there is a need to overfly or near a conflict zone, a safety risk assessment shall be firstly conducted.
5. ensure that flight planning is done in accordance with conditions and limitations of AOC, OPS SPECS and ECAA Regulations including but not limited to:
    - a- Compliance with any other states or authorities' regulations
    - b- Compliance with AOC approved type of operation
    - c- Compliance with AOC approved area of operation
    - d- Compliance with AOC Specific approval or special limitation
    - e- Compliance with AOC dangerous goods carriage approval if applicable
    - f- Compliance with RVSM requirements and approval
    - g- Compliance with PBN, CPDLC, ADS-B, Datalink and any other navigation, communication, surveillance, and approach equipment approval.
    - h- Check aeronautical data from all approved sources, including but not limited to AIP, Jeppesen and any other sources of information.
    - i- Check weather and NOTAM availability.
    - j- Check conformity of aircraft equipment and capabilities relevant to communication, navigation surveillance and air traffic management with the route flown and airports needed for the flight and according to operations specifications and operation manual.
    - k- Send any restrictions on operations to relevant departments.
    - l- Send a request to operations engineer to add airports to fly smart and to engineering for aircraft nav database.
    - m- Apply and follow up for all landing and overflying permissions.

4.6.2 *When selecting routes, flight dispatcher / operations officer must consider airways width designated on the navigation publication to be used, otherwise route width to be approved by the ECAA and to be contained in the OPS SPECS based on the following:*

1) Terrain clearance

2) minimum enroute altitude

3) Ground and airborne navigation aids

4) air traffic density

5) ATC Procedure.

4.6.3 *In compliance with ECAR 121.607, a flight dispatcher / operations officer will not release an aircraft to fly over an approved route or route segment unless the communications and navigation facilities required with respect to ECAR 121.99 /103 for that route or segment are in satisfactory operating condition, including selection of enough airports with equipment limitations that are properly equipped and adequate for the proposed operation.*

4.6.4 Route Study criteria and dispatch conditions

Route study should be based on:

1- historical winds for wind calculations
2- Average temperature during the season flight is planned to operate at
3- Cost index 25 for flights less than 3 hours, and cost index 35 for flights more than 3 hours.
4- In case of payload restriction, a low-cost index or LRC – Long Range Cruise may be used.
5- Calculations should be based on the most restricted runway or the runway with the most regulated takeoff weight unless a high difference in payload occurs then the best and second-best runways will be calculated and commercial department to be advised of such restriction.
6- Second nearest destination alternate should be used for calculations.

4.7 Dispatch release process, procedure and fuel planning

4.7.1 Manpower and shift log

A. Number of flight dispatchers

Nesma Airlines will have a minimum of 1 flight dispatcher on duty at all times and a second flight dispatcher / Operations officer may be assigned to duty subject to operational requirements.

B. Shift log

A shift log will be maintained while on duty which will contain any information related to delays, cancelled flights, re-routings, diversion as well as any operational, safety, admin information pertaining to the operations and actions taken by the dispatcher involved.

4.7.2 Flight planning process

Flight dispatcher / operations officer when conducting a preflight planning must ensure that flight is conducted as follows:

- According to the standard navigation accuracy required in the airspace
- Meet regulatory fuel requirements
- Satisfy ATC and reporting requirements.
- Ensure flight safety at all phases of flight.

For the above purpose, Nesma Airlines contracted Air Support for the provisions of flight planning system PPS.

4.7.2.1 Guidance and procedure for flight planning

The term flight plan means a paper or electronic document prepared for the purpose of flight planning, flight control and navigation which consist of selecting an appropriate aircraft speed schedule and applying forecast wind, temperature and aircraft performance data to a planned route in order to predict estimate time enroute and estimate fuel consumption.

The flight dispatcher / operations officer will check at least the following items when preparing a flight plan:

1- Weather and NOTAM for Origin, destination, alternate and enroute alternate (if applicable)
2- MEL for related aircraft.
3- Check regulated weight for takeoff and landing if any
4- File ATS Flight plan.
5- Check weight limitations if any after PIC fuel request.

The term ATS Flight plan means the information extracted from the operational flight plan which is filed by the flight dispatcher to the local ATC unit to obtain clearance through either PPS AMEXSY module or through ARINC AVINET MAIL Which provides AFTN access.

In compliance with ECAR 121.695(a) flight crew must carry a flight plan to destination on all flights and must record the flight progress on the flight plan or on other documents provided for this purpose. After completion of the flight, the flight plan is a record that must be retained for a period of 6 month.

4.7.2.2 Air Traffic services flight plan (ATS FPL) Submission

For each intended flight, an ATS FPL must be submitted using AMEXSY to all appropriate ATS unit using the standard form for manual or electronic submission at least 2 hours before departure. ATS FPL data is derived from the operational flight plan as an exact representation to the flight level, cruising speeds, route to be flown.

4.7.2.3 Instructions for the completion of the flight plan form

Refer to Jeppesen Airway manual

4.7.2.4 ATS Unit AFTN Address

The required AFTN addresses are stated in AIP and in PPS Flight planning system database.

4.7.2.5 Nesma Airlines AFTN

Nesma Airlines is equipped with AFTN with address: KSTPXAAC

4.7.2.6 Failure of electronic AMESXY AFTN Systems.

ATS FPL can be submitted manually using Standard ICAO FPL paper format which can be delivered to the flight information center or AIS Briefing office at departure aerodrome.

4.7.2.7 amendments to the submitted ATS FPL

ATS FPL which has been submitted and accepted by an ATS unit can be amended using ICAO Standard CNL, DLA, or CHG messages using the same above-mentioned systems.

Flight dispatcher / operations officer shall ensure that the most updated version of the filled ATS FPL is applied to the operational fight plan and delivered to the pilot in command with adequate briefing on the required changes / updates.

4.7.2.8 ATS unit feedback, acceptance or rejection of ATS FPL

Normally, any feedback, acceptance or rejection of ATS FPL messages are received as a reply to the original filing AFTN Address.

In such cases, flight dispatcher shall coordinate and amend the ATS FPL and ensure that he most updated version of filed ATS FPL is applied to the operational fight plan and delivered to the PIC with adequate briefing on the required changes / updates.

4.7.3 NOTAMs

4.7.3.1 NOTAM and pre-flight information bulletins (PIB)

NOTAM contain information concerning the establishment, service, procedure or hazard the timely knowledge of which is essential for personnel concerned with flight operations. The text of each NOTAM contains information in the order shown in the ICAO NOTAM format is composed of the significations /uniform abbreviated phraseology assigned to the ICAO NOTAM code complemented by ICAO Abbreviations, indicators, identifiers, designators, callsigns, frequencies, figures and plain language.

NOTAM are originated, issued and distributed in series identified by letters stated in the relevant state AIP.

Dispatchers when planning and releasing a flight should study and provide for briefing NOTAMs supplied by PPS or Cairo Airport NOTAM office.

NOTAMs should be continuously watched by the flight dispatcher / flight operations officer and NOTAMs with significant effect should be highlighted and shared with Operations engineer and Manager, Operations control center, for example:

- Airport Closure
- Runway closure
- Changes to runway lengths (LDA / TODA / TORA / ASDA)
- Serviceability of approach and landing facilities
- Serviceability of lighting facility during night operations
- Change of comm and nav facilities
- Construction works with in movement areas
- Runway contamination and SNOWTAM.

4.7.3.2 Aircraft performance & flight planning and airport analysis / obstacle data

Flight dispatcher / operations officer when planning and releasing a flight should comply with the performance requirements of each type being released according to the approved (AFM). Dispatcher before flight planning shall check the following:

1) NOTAM, Significant Weather enroute and landing weather forecasts and reports for airports to be used as origination, destination and alternate.
2) Select the alternate airports for departure if applicable, enroute and destination
3) Determine the EZFW, MRTOW, & MRLW and the effect of any MEL/CDL.
4) Determine whether the tankering if profitable or required

When using electronic method of flight planning, the dataset will be loaded with the following:

1) Respective type approved performance manual
2) Routes to be used along with the navigation aids over the routes and SIDs/STARs if applicable.
3) The affected wind / temperature forecast during all flight segments as applicable.
4) Nesma Airlines policy and procedure with respect to speed schedule and reserve fuel. However, dispatchers should cross check the content of the computerized flight with the following:
    a. Flight rules used are approved for the specific flight or portion there of
    b. Routes flown is approved company route and complies with minimum require navigation facilities, communication and weather reporting facilities.
    c. Aircraft is within limitations in terms of weights
    d. Altitudes and / or flight levels assigned to the flight are above MEA / and in compliance with OM-A 8.1.1
    e. Speed schedule for the specific type and flight is in compliance with company policy
    f. Fuel requirements are in accordance with OMA including Extra or Additional fuel.

4.7.3.3 Weight restrictions

When performance limitations are affecting any maximum operating weight the assigned flight dispatcher shall:

- Calculate OFP according to the resulting limits
- Inform the PIC of the affected flight about the limitation
- Inform station about the limitation and obtain the exact final weights once counters are closed
- Inform the PIC of the final weights after re-running the OFP.

4.7.4 Weather information for flight for operational control

4.7.4.1 Takeoff minima

Refer to OMA

4.7.4.2 Planning minima for destination

An aerodrome is considered Suitable as a destination, if the appropriate weather reports or forecasts or any combination thereof indicate that, during a period commencing one hour before and ending one hour after the estimated time of arrival, the weather conditions will be at or above the applicable landing minima, taking into account the status of ground equipment, aircraft systems and crew qualification.

When only non-precision and/or circling approaches are available, then the ceiling must be at or above the applicable MDH.

4.7.4.3 Weather reports for short haul flights.

Flights which its flight time is less than two hours, the assigned dispatcher shall check actual weather report for visibility and its trend to be above applicable minima before dispatching the flight.

4.7.4.4 Application of aerodrome forecasts (TAF and TREND) to pre-flight planning

1. Application of Initial Part of TAF (for Aerodrome Planning Minima see Chapter 8.1.3.4 "Planning Minima")

a. Applicable time period: From the start of the TAF validity period up to the time of applicability of the first subsequent 'FM...[a]
or, if no 'FM' or 'BECMG' is given, up to the end of the validity period of the TAF;

b. Application of forecast: The prevailing weather conditions forecast in the initial part of the TAF should be fully applied with the exception of the mean wind and gusts (and crosswind); which should be applied in accordance with the policy in the column 'BECMG AT and FM' in the table below.
This may, however, be overruled temporarily by a 'TEMPO' or 'PROB' [b] if applicable acc. to the table below.

2. Application of forecast following change indicators in TAF and TREND

TAF or TREND For AERODROME PLANNED as	FM (alone) and BECMG AT: Deterioration and Improvement	BECMG (alone), BECMG FM, BECMG TL,BECMG FM...[a] TL, in case of: Deterioration	BECMG (alone), BECMG FM, BECMG TL,BECMG FM...[a] TL, in case of: Improvement	TEMPO (alone), TEMPO FM, TEMPO TL, TEMPO FM ... TL, PROB30/40 (alone) Deterioration: Transient/Shower Conditions in connection with short-lived weather phenomena, e.g. thunderstorms, showers	TEMPO (alone), TEMPO FM, TEMPO TL, TEMPO FM ... TL, PROB30/40 (alone) Deterioration: Persistent Conditions in connection with e.g. haze, mist, fog, dust/sandstorm, continuous precipitation	TEMPO (alone), TEMPO FM, TEMPO TL, TEMPO FM ... TL, PROB30/40 (alone) Improvement: In any case	PROB TEMPO Deterioration and Improvement
DESTINATION at ETA ± 1 hr **TAKE-OFF ALTERNATE** at ETA ± 1 hr **DEST. ALTERNATE** at ETA ± 1 hr **ENROUTE ALTERNATE** at ETA ± 1 hr (See 8.1.7)	Applicable from the **start** of the change	Applicable from the time of **start** of the change	Applicable from the time of **end** of the change	Not applicable	Applicable **Mean wind:** Should be within required limits[b] **Gusts:** May be disregarded	Should be disregarded	Deterioration may be disregarded; Improvement should be disregarded including mean wind and gusts
	Applicable from the time of **start** of change:	**Mean wind:** Should be within required limits **Gusts:** May be disregarded	Applicable from the time of **end** of change:	**Mean wind and gusts** exceeding required limits may be disregarded			
ETOPS ENRT ALTN at earliest/ latest ETA ± 1 hr	Applicable from the time of **start** of change:	**Mean wind:** Should be within required limits[b] **Gusts:** exceeding crosswind limits should be fully applied	Applicable from the time of **end** of change:	**Applicable if below applicable landing minima**			

NOTE: If promulgated aerodrome forecasts do not comply with the requirements of ICAO Annex 3 (refer to Jeppesen RM, section Meteorology), operators should ensure that guidance in the application of these reports is provided.

[a] The space following 'FM' should always include a time group, e.g. 'FM1030'.

[b] 'Required limits': are those specified in the OM Part B.

4.7.5 Selection of airports:

A. Adequate aerodrome

An airport that meets ECAA regulations of certification and operation safety requirements and is sufficient in length and width to accommodate the aircraft

B. Suitable aerodrome

An airport should have the capabilities, services and facilities necessary to designate it as an adequate airport, and have weather and field conditions at the time of the particular operation which provides a high assurance that an approach and landing can be safely completed. The alternate weather minima for dispatch purposes are generally in concept higher than the weather minima for the destination airport.

Dispatcher should stick to the company designated alternates, if company-designated alternates are available or designated alternates are not suitable due to weather conditions, then dispatchers when selecting airports for alternates should refer to the OM.

C. Takeoff alternate

A takeoff alternate aerodrome shall be selected and specified in the operational flight plan if either

1- The met conditions at the aerodrome of departure are below the established aerodrome landing minima for that operation; or
2- If it would not be possible to return to the aerodrome of departure for other reasons.

Procedure:

Takeoff alternate shall be selected when

1- the met conditions at the aerodrome of departure are not at or above the established aerodrome landing minima at the ETA + / - 1 hour.
2- when the flight dispatcher checks the adequacy of the aerodrome of departure and found that it is not adequate / available at the ETA + / - 1 hour.
3- when the aircraft performance is not at or below the maximum landing weight in case of in-flight return 15 minutes after flight departure at the ETA + / -1 hour.

A takeoff alternate shall be located for airplanes with two engines, one hour of flight time at a one engine inoperative cruising speed, determined from the aircraft operating manual, calculated in ISA and still air conditions using the actual takeoff weight and it should be checked to meet suitability requirement that the appropriate weather reports or forecasts or any combination thereof indicate, that during a period commencing one hour before and ending one hour after the estimate time of arrival, the weather conditions will be at or above the applicable planning minima.

The ceiling must be taken into account when only non-precision or circling approaches are available.

A takeoff alternate is usually selected during the planning stage but may be selected after flight commences via Radio, ACARS or any other method of communication.

4.7.6 *Airworthiness of Aircraft*

Nesma Airlines OCC receives a daily serviceability report from technical department, Flight dispatchers / operations officer when dispatching a flight shall ensure that the aircraft assigned for a flight is serviceable and suitable for the operation.

In case of any new defect technical department will immediately inform the OCC with updated serviceability report which will include the MEL / CDL ATA Reference.

The flight dispatcher shall immediately upon receipt of the serviceability report, cross check against the CMEL and insert the Defect in the flight planning system and apply the respective penalties if any on the OFP.

If a defect has been added / amended / remove after a dispatch release has been prepared and / or transmitted. The Flight dispatcher / operations officer should be notified as soon as possible by either the technical department or the Flying Crew.

The MEL provides categories A, B, C and D, Rectification intervals:

Category	Description
A	No standard interval is specified however, items in this category, shall be rectified in accordance with the conditions stated in the CMEL. Where a time period is specified in calendar days it shall start at 00:01 on the calendar day following the day of discovery.
B	Items in this category shall be rectified with in 3 consecutive calendar days, excluding the day of discovery
C	Items in this category shall be rectified with in 10 consecutive calendar days, excluding the day of discovery
D	Items in this category shall be rectified with in 120 consecutive calendar days, excluding the day of discovery

Dispatch of the Aircraft Is not allowed after expiry of the rectification interval specified, unless it has been extended.

Flight dispatcher / Operations officer is responsible to calculate takeoff and landing performance calculations with the applicable MELs in addition to applying fuel penalties due to inoperative equipment and / or missing components.

Additionally, flight dispatcher / operations officer is responsible to check and verify that the specific aircraft which he / she is responsible for dispatch is suitable with the applied MEL / CDL if any for the selected route and airspace transiting through in terms of airspace CNS-ATM, Aircraft tracking, performance and weather conditions requirements.

If an aircraft is found not suitable, or doesn't meet the requirements.

- Flight dispatcher / operations officer shall notify technical department, Manager, Operations control Center and Director Flight Operations as well as the operating crew.

4.8 Flight planning parameters

In order to always ensure the most optimum operation, the OFP Shall be calculated based on the most updated data

4.8.1 Estimated Zero Fuel Weight

For flight planning purposes, zero fuel weight is estimated by calculating the passenger weights from the reservations / booking system through Hitit OCC Module or by obtaining PNL for Charter flights and calculating passenger weights according to the following table

	Scheduled (KG)	Charter (KG)
Adult	84	76
Child	35	35
Infant	0	0
Checked in luggage	30	15

After check in counter is closed usually 1 hour to 45 minutes before departure, the Flight dispatcher will obtain the final payload from the station and advise crew of any significant change or highlight opportunities of maximizing tankering.

4.8.2 Cost index

Nesma Airlines uses a fixed cost index for flight planning; however, the flight dispatcher / operations officer may deviate to be comply with specific airspace requirements and / or other operational reasons.

Default cost index values	
For flights less than 3 hours	CI25
For flights more than 3 hours	CI35

4.8.3 *Upper air data*

Upper air data is updated and inserted by the flight planning system provider Air support four times a day at the following times and wind data is valid for a period up to 36 hours from the model run time (observation time)

Model run time (observation)*	Source data available at provider	Data set valid up to	Available for download via PPS Live Update
00:00	03:30 – 04:20	12:00 next day	04:00 – 04:30
06:00	09:30 – 10:20	18:00 next day	10:00 – 10:30
12:00	15:30 – 16:20	00:00 (midnight) of the following day	16:00 – 16:30
18:00	21:30 – 22:20	06:00 in 2 days	22:00 – 22:30

* This time is specified on the OFP as WX VALID / MET / Winds Obs. /

All times UTC in the table above and in the examples below. Source data provided by SADIS (WAFC London).

4.8.4 ***Fuel prices***

Updated fuel prices are uploaded by commercial department on Google Drive in excel sheet format.

Fuel prices are updated on PPS by the on-duty flight dispatcher every Wednesday or when advised of price change.

4.9 Fuel planning policies

Before departure, the minimum fuel load required for the flight must be calculated using the Operational Flight Plan (OFP). If no OFP is available a manual aircraft fuel planning shall be prepared.

OFP calculations are based on the expected take-off weight for a specific flight on a specific day. Up to date fuel costs and forecast weather are used to determine the amount of fuel required and the flight levels to be flown.

Nesma Airlines policy is to provide a fuel flight plan providing the required amount of fuel necessary to complete the intended flight in normal circumstances. To achieve this, the alternates are chosen from a list of preferential alternates and it is the responsibility of Pilot in Command to select the alternate for the actual diversion.

It is the responsibility of the Pilot in Command to determine if the weather forecast for the destination and alternate airports meet or are better than the planning minima.

When weather or other factors dictate the use of an alternate other than that used for OFP calculations, the Pilot in Command must request another OFP with the alternate used or take the necessary additional fuel to enable a suitable alternate to be reached with normal reserves. The minimum fuel in tanks at departure should not be normally reduced below that required for the flight by the OFP or manual calculations.

Nevertheless, the arbitrary addition of fuel without good reason is wasteful and should be avoided. The pre-flight calculation of usable fuel required for a flight includes taxi fuel, trip fuel reserve fuel and extra fuel if required by the Pilot in Command. Reserve fuel consists of contingency fuel, alternate fuel, final reserve fuel and additional fuel if required by the type of operation. Therefore, the fuel planning must be sufficient to cover the following requirements:

4.9.1 Taxi fuel

Fuel expected to be used prior to take-off, including engine start, taxi and APU consumption.

The minimum amount of taxi fuel planned by the Company is 200 kg. Fuel calculation is based on a consumption of 11.5 Kg/Min (Refer to PER-FPL-GEN-MFR).

Note: Maximum ramp weight may not be exceeded with taxi fuel on board.

4.9.2 Trip fuel

The amount of fuel required to enable the aircraft to fly from take-off or the point of in-flight re-planning (ref 8.1.7.1.3) until landing at the destination airport including climb to cruise altitude, departure procedure, cruise including step climbs if any, descent, an instrument approach and landing procedure at the destination the runway taking into account the operating conditions specified in OM-A Ch 8.1.7.1.1. Standard Fuel Planning.

This amount shall include:

1) Take-off and Climb fuel:

Fuel for take-off and climb from aerodrome elevation to initial cruising level/altitude, taking into account the expected departure routing

2) Cruise Fuel: Fuel from TOC to TOD, including any step climb/descent.

3) Descent Fuel: Fuel from TOD to the point where the approach is initiated, taking into account the expected arrival procedure.

4) Approach and Landing Fuel: Fuel for approach and landing at the destination aerodrome. Fuel calculation is based on a consumption of 20 Kg/Min (Refer to PER-FPL-GEN-MFR).

4.9.3 Contingency fuel

Fuel to cover deviations from the planned operating conditions such as unfavorable variations in cruise altitude or track, deviations from the forecast wind values or any other unforeseen adverse circumstances.

Contingency fuel shall be the higher of a) or b): -

a) 5% of the planned trip fuel.

b) Amount required flying at holding speed at 1500 ft (450 m) above the destination aerodrome in ISA conditions for 5 minutes.

Note: - in exceptional cases e.g., unforeseeable taxi delay, contingency fuel maybe used on ground based on the operational judgment of the Pilot in command.

4.9.4 Alternate fuel

Fuel to reach the alternate aerodrome, covering and taking into account the following:

- A missed approach at the destination airport.

- Climb to the expected cruising altitude and speed

- Fly the expected routing to the destination alternate airport

- Descend to (alternate airport) the point where the expected approach is initiated

- Conduct the approach and landing at the destination alternated airport

- When two destination alternates are required, alternate fuel should be sufficient to proceed to the alternate, which requires the greater amount of alternate fuel.

4.9.5 Final Reserve Fuel

Fuel to fly for 30 minutes at holding speed at 1500 ft. (450 m) above destination alternate airport elevation in standard conditions, calculated with estimated weight on arrival at the alternate or the destination when no alternate is required

- **With an Alternate:**

30 minutes of holding fuel at the estimated landing weight at alternate, at 1500 feet above alternate aerodrome elevation and in ISA conditions

- **With No Destination Alternate:**

45 minutes of holding fuel at the estimated landing weight at destination, at 1500 feet above aerodrome elevation and in ISA conditions (i.e., 30 minutes Final Reserve Fuel + 15 minutes Additional Fuel).

4.9.6 Additional fuel

Fuel, which should permit:

- Holding for 15 minutes at 1500 ft. (450 m) above aerodrome elevation in ISA conditions, when the flight is operated without a destination alternate and - Following the possible engine failure or loss of pressurization at the most critical point along the route the airplane to:

i) descent as necessary and proceed to an adequate aerodrome; and

ii) hold there for 15 minutes at 1500 ft. (450 m) above aerodrome elevation in ISA conditions; and

iii) make an approach and landing

Additional fuel for engine failure or loss of pressurization is only required if the fuel calculated above (from trip fuel up to final reserve fuel) is not sufficient for such an event.

4.9.7 Extra fuel

At the discretion of the Pilot in Command or the flight dispatcher / flight operations officer. The Pilot in Command or flight dispatcher / flight operations officer may decide for example to add fuel to the minimum required fuel quantity defined above if he expects significant deviations from present flight planning.

However, it should remember that carrying unnecessary extra fuel increases the fuel consumption for that sector and therefore reduces the economy of the operation (lower flex temperature, more tire and brake wear, more time in climb phase, lower optimum flight level etc.).

Note: - When asking for extra fuel more than 500 Kgs the Pilot in command must be able to support his fuel decision making with definable reasoning in the voyage report.

4.9.8 Fuel Transportation (Tankering)

When a difference in fuel price exists between different stations, fuel transportation could be considered. The flight planning system has been set up with up-to-date fuel costs to give tankering information to achieve savings. It is function of flight dispatch to ensure that the effective savings achieved are correct and prepare fuel plan suitably.

Tankering is not recommended when:

1. It will result in additional delays (i.e., an On-Time Departure takes priority over Tinkering), or

2. The runway for take-off is wet or contaminated and runway length is marginal, or

3. Landing runway is expected to be contaminated, or

4. The Pilot in Command believes that due to flight safety the landing weight needs to be restricted – (E.g., adverse weather such as tailwind, wet runways or aircraft technical status such as brake reverse inoperative, spoiler inoperative … etc.).

Tankering fuel must not be done at the expense of an on-time departure.

If Tankering, and to avoid an overweight landing, plan to land at 500 kgs below maximum landing weight in case of fuel savings En-route by subtracting 500 kgs from the maximum Tankering fuel determined. In normal operations, landing above maximum landing weight is not authorized, and any excess fuel must be consumed.

Note: The Pilot in Command can modify the tankered amount based on prevailing conditions, being aware of the impact on payload and possible LMC.

4.10 Operational Flight Plan (OFP)

Refer to OMA 8 .1.10

4.11 Dispatch release documents and forms

4.11.1 Weather reports and forecasts documents

In accordance with ECAR 121.601(b) before a flight commence, the flight dispatcher shall provide the PIC with all available weather reports and forecasts of weather phenomena, such as clear air turbulence, thunderstorms and low altitude wind shear for each route to be flown and each airport to be used either for destination or alternate.

The dispatch release will take place by the provision of the latest available weather report (METAR) and a latest available current forecast for originating, takeoff, alternate if applicable, destination and alternate aerodrome if applicable. Besides a current weather phenomena significant chart and a current wind / temperature prognostic chart applicable on the levels to be used for the route to be flown.

4.11.2 Aeronautical data and information

Data and information for enroute and airports, communication and navigation facilities in compliance with ECAR 121.601 (a) dispatcher shall provide the PIC with all available current reports and information on enroute and airport conditions and irregularities of navigation and communication facilities that may affect the safety of the flight

The flight release will take place by the provision of class (A) NOTAM for aerodromes of departure, takeoff alternate if applicable, destination and it's alternate if applicable.

4.11.3 Dispatch release form contents

In compliance with ECAR 121.687 the flight release will be in a form(s) that contains the following information:

- Aircraft registration marks and flight number.
- Date of operation, flight scheduled times
- Departure airport, and takeoff alternate airport if applicable, intermediate stops, destination and alternate airports.
- Aircraft weight limitations – including structure limits, and restricted operational weights.
- OFP That shows type of flight, route to be flown, flight level assignments, ground distance and equivalent air distance corresponding to wind component forecast and minimum required fuel based on aircraft performance and temperature forecast.
- Filed ATS flight plan or check repetitive ATS Flight plan validation, calculated takeoff of time and obtain (Slot Time) if applicable.
- All documents previously stated to be attached to the flight release form.

4.11.4 Dispatch release forms

Refer to OCDM Chapter 7 for Forms

4.12 Pilot's dispatch briefing procedures and documents

4.12.1 General

For each intended flight, when the flight preparation is completed and the flight is submitted (Sent and filed), an integrated briefing package is automatically generated in PDF format which includes OFP, text and graphical Weather, NOTAMs and a copy of the filed ATS FPL in addition to other company documents like fuel release, handling agent contacts, etc.…

Before dispatching any flight, the aircraft dispatcher must be familiar with the reported weather conditions and the forecasted weather conditions (including the adverse weather) and the status of communications, navigation and airport facilities.

The intent of the preflight briefing is that the aircraft dispatcher and the PIC have adequate and identical information for planning.

Crew briefing shall include but not limited to:

a) Aircraft Registration and flight number
b) Date of operation and flight time
c) Text and Graphical weather
d) NOTAMs
e) Aircraft weight limitations
f) Aircraft serviceability and any applicable MELs/ CDLs
g) Route to be flown
h) Filed ATS Flight plan
i) Any other important information

4.12.2 *Updates to briefing documents*

In case of any changes / update that require a new OFP to be generated the flight dispatcher / operations officer shall communicate and coordinate with the PIC and ensure that identical set of documents is used including the new OFP number and release time and a similar ATS Flight plan has been filed.

4.13 Signing the dispatch release

4.13.1 signing the dispatch release by Crew and Dispatcher is mandatory according to ECAR, by signing the dispatch the release, both the flight dispatcher / operations officer and the PIC certify that in their judgment the flight can operate legally and safely.

Nesma Airlines operations are either out of home base or form outside base.

In case of home base dispatch, a dual signed copy of the dispatch release is mandatory, flight release is retained at Head office / Statistics department for a period of 6 month (180 Days).

In case of outside base dispatch, a dual signed copy of the dispatch release is mandatory, a copy remains on grounds and is stored by the outside station for a period of 6 month (180 Days) and another copy is returned to home base / head office / statistics department along with the flight envelope for a period of 6 month (180 Days).

In case of inflight re-release, the PIC will receive an inflight release over Stockholm radio by reading the dispatch re-release message from the aircraft dispatcher and ensure correct read back is done by the PIC.

On the Flight Dispatcher / Operations officer side, a record should be made on the shift log including the dispatcher's and PIC's name

Shift log, new OFP and new Release shall be retained for 180 Days.

4.14 Amendment of flight dispatch or redispatch

In case of any encountered delay for more than 6 hours a new flight plan and dispatch release should be generated and sent to the PIC.

4.15 Management of flight briefing documents

4.15.1 *Archive of briefing documents*

Dispatch release and all briefing documents either in hard or softcopy shall be archived on daily basis and retained for 6 months, and in compliance to documents control process of flight operation documents / records, Ref OMA, such as of this record but not limited to:

- A signed dispatch releases
- Complete briefing package (OFP, ATS Flight plan, Text and Graphical Weather, NOTAM, etc.…)

4.15.2 Electronic back up system

All archived data shall have a backup which is stored on Nesma Airlines Server which is backed up on hours basis by IT department and data is stored for a period of 6 month.

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5.1 General Rules

5.1.1 Nesma Airlines is using flight following system which is approved by the Egyptian civil aviation authority in accordance with ECAR 121 Subpart U and ECAR 121.125 and 121.127.

5.1.2 In compliance with ECAR 121.125 (a) (2)
Nesma airlines will locate flight following and dispatch centers at locations where it is necessary to:

1) Ensure the proper monitoring of the progress of each flight with respect to its departure at the point of origin and arrival at its destination, including intermediate stops and diversions there from, and maintenance or mechanical delays encountered at those points or stops; and
2) Ensure that the pilot in command is provided with all information necessary for the safety of the flight.

5.1.3 Aircraft dispatcher maintaining operational control of flight following and monitoring function is responsible for:

1) Monitoring the progress of each flight
2) Relay necessary information for the safety of the flight
3) Canceling or re-dispatching a flight if, in his opinion or the opinion of the PIC, the flight cannot operate or continue to operate safely as planned or initially released.
4) Ensure that a flight has arrived at the destination airport or destination alternate.

5.1.4 When flight following dispatcher, who is designated for flight following function and flight monitoring functions, knows of conditions, including airport and runway conditions, that are a hazard to safe operation, he will restrict, suspend or amend the dispatch release whichever is convenient until those conditions are corrected.

5.1.5 Flight following may not allow a flight to continue toward any airport to which it has been dispatched if, in the opinion of the PIC or the flight following dispatcher, the flight cannot be safely completed unless, in the opinion of the PIC, there are no safer procedures. In that event continuation toward that airport is an emergency situation as set force in ECAR121.627

5.1.6 The main aim of the flight dispatcher responsible for flight following is to follow and monitor flight progress of each flight until the flight is terminated by landing at the destination or destination alternate or any other suitable airport in case of diversion or duties has been handed over to the next qualified flight dispatcher.

5.1.7 The observation of any irregularity by the flight following dispatcher through monitoring process or incase the irregularity is reported to the flight dispatcher responsible for flight following b the pilot in command, ATS, Airport authorities or any authorized sources. It should be promulgated to applicable authorities and the concerned parties in accordance with Organization charts.

5.1.8 Flight dispatcher responsible for flight following is responsible for communicating with ATS units in case of uncertainty about aircraft communication failure, missing aircraft or any emergency situation that require direct communication with air traffic services.

5.2 Tools & back up procedure.

The flight dispatcher responsible for flight following shall make use of all available resources and tools to comply with requirements mentioned in this chapter to maintain flight following for active flights.

5.2.1 **In flight monitoring**

Nesma Airlines uses a selection of tools which provide the flight dispatcher responsible for flight following with all necessary information:

1- HitIT OCC Module for flight relevant weather information affecting the suitability of airports used in flight dispatch release.
2- PPS8 Crew Briefing for flight relevant NOTAM affecting the status of any of the airports used in the flight dispatch release and / or the routes to be flown.
3- Flight relevant movement messages.

5.2.2 **Hermes web messenger**

Nesma Airlines is using Hermes web messenger system which allows receiving downlink messages and sending uplink messages for active aircraft and can provide aircraft real position and fuel information on regular intervals.

5.2.3 **Flight Radar 24**

Flight Radar 24 displays a graphic display of aircraft position on a map which can provide visual aircraft real position.

*5.2.4 **Back up procedures***

Flight dispatcher responsible for flight following can maintain flight following in case of failure of any of above tools using manual form by referring to Flight Dispatch release form and briefing package which contains block fuel requested by PIC, TOW, Time, route, NOTAMs, and Weather.

If flight Radar 24 is down, flight monitoring can be achieved using Hermes web messenger or Eurocontrol for obtaining aircraft position as a backup.

5.3 Sources for obtaining information and Data.

5.3.1 Metrological information & Data

Nesma Airlines will obtain as authorized by ECAA aeronautical weather data and information from the following source by means of telephone, Type B, AFTN, Email or any other suitable system.

Primary sources:

- The weather information provided by the Egyptian National weather services and / or any source approved by the national weather services within Egypt and its territories, active meteoritical offices of foreign states which are members of the ICAO Convention and that are listed in the AIP as sources of weather data and information.
- When operating to any military or NATO Airports, the weather information provided by weather reporting facilities at those airports which are the controlling sources of weather for operations both to and from those airports, including the departure and arrival areas.

Supplementary sources:

The weather data / information provided by the private sectors that connected with approved international meteoritical centers or satellite services through data linked tools such as PPS, HitIt and / or Type B OPMENT Data bank.

5.3.2 Aeronautical Data and notices to Airmen (NOTAM)

Nesma Airlines will obtain aeronautical data and notices to air men which include airports, enroute navigation, communication information, terrain data, irregularities and outages from the following sources by means of email, telephone, Type B, AFTN or any other suitable system

Primary sources:

- National air navigation Services company (NANSC) – Aeronautical information service (AIS within Egypt or its territory through NANSC Website
- The related air traffic service authorities of foreign states.

Supplementary sources:

The aeronautical data and notices to airmen provided by different approved sources such as: PPS, Jeppesen, NOTAMs received by SITA or AFTN

5.3.3 Airport aeronautical Data and analysis

Nesma Airlines will obtain the aeronautical information and airport data analysis from the following sources:

1) Jeppesen airway manual for enroute and approach procedures
2) Jeppesen ops data
3) Nesma Airlines technical research for airport analysis
4) Aeronautical information publication AIP for relevant states.

5.3.4 Flight Schedule

Nesma Airlines uses HitIt operations control system for variety of functions such as flight schedule, storage of flight following and aircraft movements data, Crew Names, etc…. which helps monitor status of flights.

5.3.5 Movement messages

Aircraft movement messages serve the purpose of controlling punctual and regular operation of all flights. They are also the basis for aircraft and crew rotation.

MVT Messages are disseminated as follow:

- Departure movement messages shall be sent within 15 minutes from airborne time.
- Delay message to be sent as soon as delay is known.
- Next information message to be followed regularly.
- Arrival messages are to be dispatched immediately after the arrival of the aircraft.

5.3.5.1 OOOI messages (OUT-OFF-ON-IN)

The OOOI (Out, Off, On, and in) messages are automatic movement reports used to track aircraft movements, flight progress and delays.

The OOOI downlink messages are sent automatically, triggered by sensors on the aircraft such as doors brakes, gears etc...

*An **OUT** report is sent when the aircraft leaves it's parking position at the gate or remote, at this time, the system logs the out time and automatically downlinks an out-report message. Parking Brake released and / or all doors closed can be triggering conditions.*

*An **OFF** report is sent when takeoff is detected, for instance air / ground sensors on landing gears. Initial ETA parameter can be part of the message content.*

*An **ON** report is sent when the aircraft touches down.*

*An **IN** report is sent when the aircraft arrives at its parking position with parking brake set or open door.*

5.4 Methods of communication for obtaining information and data.

5.4.1 Ground communications

Flight dispatch will use the following communication system and facilities as approved by the Egyptian Civil Aviation authority:

a. Commercial telephone system – International dialing capability
b. Type B Messaging
c. AFTN Messaging
d. Company Email
e. Formal Letters

5.4.2 Air to Ground / Ground to Air communication

Nesma Airlines is using the following Air / ground communication system and facilities as approved by the Egyptian CAA

a. Stockholm Radio
b. ACARS

5.4.3 Procedures to communicate with aircraft.

Flight dispatcher responsible for flight following shall use all available means and tools to ensure effective communication with the PIC during flight taking into consideration aircraft position and capabilities as well as reliability of the communication tool as follows:

1- *Commercial telephone system before takeoff*

2- *ACARS / Data link communication*

3- *Stockholm Radio*

4- *ATS Units may be used to obtain or relay information to aircraft whenever it's reasonable and / or more feasible than using other means of communication.*

5.5 Flight monitoring.

Flight monitoring of flights shall be performed by flight following dispatcher for the duration of the flight using communication tools to receive timely notifications which include movement and any significant deviation from the operational flight plan.

5.6 Flight monitoring process

Flight monitoring process is initiated once the flight is released for dispatch, to keep operation control function through all flight phases by continuous monitoring of data updates, deviations and take necessary action to ensure safe conduct of the flight as follows:

- Keep monitoring updates of weather information data for departure, Destination alternates and enroute airports specified on OFP.
- Field conditions such as runway condition, availability, and status of navigation aids
- Enroute navigation systems and facilities where possible failures might occur that could affect eh safe continuation or completion of the flight.
- Fuel consumption including actual fuel compared to planned fuel as well as the impact of any changes on alternates or enroute delays.
- Aircraft equipment that becomes inoperative resulting in increased fuel consumption or a performance or operational decrement.
- ATFM

5.7 Flight tracking

Flight tracking is a process that maintains and updates a ground-based record of the four-dimensional position of individual aircraft in flight by relying on equipment capable of automatically detecting and transmitting a position report.

Nesma Airlines fleet is tracked from takeoff to landing, positions reports are provided at time intervals not exceeding 15 minutes. Using the aircraft systems each flight will transmit standard OOOI reports.

Each additional position report will contain at least latitude, longitude, time, and aircraft altitude.

At times there may be temporary loss of aircraft tracking data, or an unexpected issue prior to or during a flight, for example onboard equipment failure or transmission link issues, ground-based infrastructure faults, FlightRadar24 would be cross checked to verify the last position for the aircraft.

If abnormal behavior is detected, for example tracking off the flight planned route or diverting to an alternate airport is detected, the flight dispatcher responsible for flight following will endeavor to contact the aircraft or with the ATS unit where the aircraft is under jurisdiction.

5.7.1 Missing or overdue aircraft

In the event of a missing or overdue aircraft the flight dispatcher responsible for flight following must use all available means to pinpoint the location or last known location of an aircraft:

- *ACARS*
- *Flight Tracker*
- *OFP EET and ETAs*
- *Automated ACARS received reports.*
- *Flight Radar 24*
- *ATC or ATS units*
- *Stockholm Radio*
- *Contact planned diversion and enroute alternate airports.*
- *Contact other aircraft in the expected vicinity.*

If attempts to establish communication with an aircraft are unsuccessful it is the responsibility of the Flight Dispatcher to notify the appropriate ATS unit at the expected position in line with the flight plan.

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6.1. General

The overall purpose of accident and occurrence notification, handling and reporting is:

1- to provide, as expeditiously as I possible and by the quickest means available, a maximum of help/medical aid to all persons involved regardless of whether that have already fallen victims to an accident or whether they are immediately threatened and, of secondary importance, to keep damages to property to a minimum, and;

2- To prevent, 'where possible, file recurrence of a similar accident or incident.

6.1.1. The first purpose requires extremely fast and smooth cooperation between the involved authorities (e.g. ATS, search and rescue services) and the company flight operations control (e.g. by providing the rescue coordination centers lists containing detailed information on the emergency and survival equipment carried on board, or by providing other essential information relating to the individual flight, e.g. information on dangerous goods on board, OFP details, fuel endurance, number of crew and passengers. Needless to say, these requirements can only be met by notification of all parties involved, by the quickest means available.

6.1.2. The second purpose requires all evidence to be secured, original and copies of documents (e.g. OFP, Take-off data, weather and NOTAMS documents and flight release sheet) to be seized and safeguarded and a hearing to be held and officially registered and logged.

6.1.3. Unusual events which have been observed by the pubic (whether passengers or other persons) shall be reported after landing, by the commander via phone to the flight operations manager and to the type chief pilot. This will ensure their capability to answer questions asked by the press and by the ECAA. In addition, the commander shall file a written report.

6.1.4. In the event of an emergency including any accident involving an aircraft that results in a fatal or serious injury to any person or substantial damage to the aircraft or property, Flight dispatchers to use the Emergency Response Plan / Dispatch checklist Which contains the current accident and incident notification procedures and list of applicable emergency, survival equipment details on board and also applicable emergency medical and water supply (Ref Nesma airlines ERP, and cabin crew manual 11.2.2 &3.15) and ELT details as included in OM-A 8.3.15.7, All this info is available on OCC/Dispatch board and dispatch QRH for easy and quick access.

6.2. Definitions (ICAO)

6.2.1. Accident is an occurrence associated with the operation of an aircraft which takes place between the time, any person boards the aircraft with the intention of flight, until such time, as all such persons have disembarked, in which;

A. A person is fatally or seriously injured as a result of - being in the aircraft, or - direct contact with any r part of the aircraft, including parts which have become detached from the aircraft. or - direct exposure to jet blast, except when injuries are from natural causes, self-inflicted, or inflicted by other persons or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or

B. The aircraft sustains damage or d structural failure which:

a. Adversely affects the structural strength, performance or flight characteristics of the aircraft, and - would normally require, major repair or replacement of If the affected component. Except fort engine failure or damage, when the danger is limited to the engine, its cowlings or accessories; or for damage limited to propellers, wing tips, antennas, types, brakes, failings, small dents or puncture holes in the aircraft skin; or

b. The aircraft is missing or is completely inaccessible.

Note 1:

An injury resulting in death within 30 days of the date of the accident is classified as a fatal injury by the ICAO

Note 2:

An aircraft is considered missing he when the official search has been terminated and the wreckage has not been located.

6.2.2. Occurrences

‘**Occurrences’** are incidents, other than an accident. associated with the operation of an aircraft which affects or could affect the safety of operation. 'Serious Occurrences' are occurrences involving circumstances indicating nearly occurred. The difference between an accident and a serious occurrence lies only in the result. International rules specify that serious occurrences are to be investigated like accidents. Therefore, NESMA AIRLINES shall notify the E.CAA and the authority of the state of occurrence.

6.3. Notifications, Responsibilities and Reporting

6.3.1. Accident

In order to meet :the aims of providing immediate assistance to victims and threatened persons and to minimize damages, it is ,of the highest importance that, whoever is the first to know of an accident or the possibility of an accident leaving occurred (ATS or other authority, commander, op control personnel, handling personnel or others) shall notify the appropriate search and rescue services/e.g. rescue coordination center and firefighting services! medical services by the quickest means available.

ATS and other authorities involved shall keep the company current on the developments; the company shall establish an emergency team and be prepared to provide any aid or information, requested or unsolicited, which may prove, helpful in containing injuries and damages.

Note: In this context the three emergency phases (uncertainty/ alert/ distress) for use by Air Traffic Services and Search and Rescue Services shall be considered they indicate the possibility of an accident having occurred. The same applies when the commander has declared an emergency.

The company shall at home base, be at first represented by the Operations Control Center, thereafter by the emergency team (after it establishment). In case of an accident having occurred outside home base, the company shall be presented by the ground operations manager of its nearest station or the station of occurrence and the operations control center (or the emergency team, after its e establishment). The emergency team s should normally

consist of:

- A representative of Flight operations (who should chair it),

- A representative of Ground Operations

- A representative of the maintenance e department,

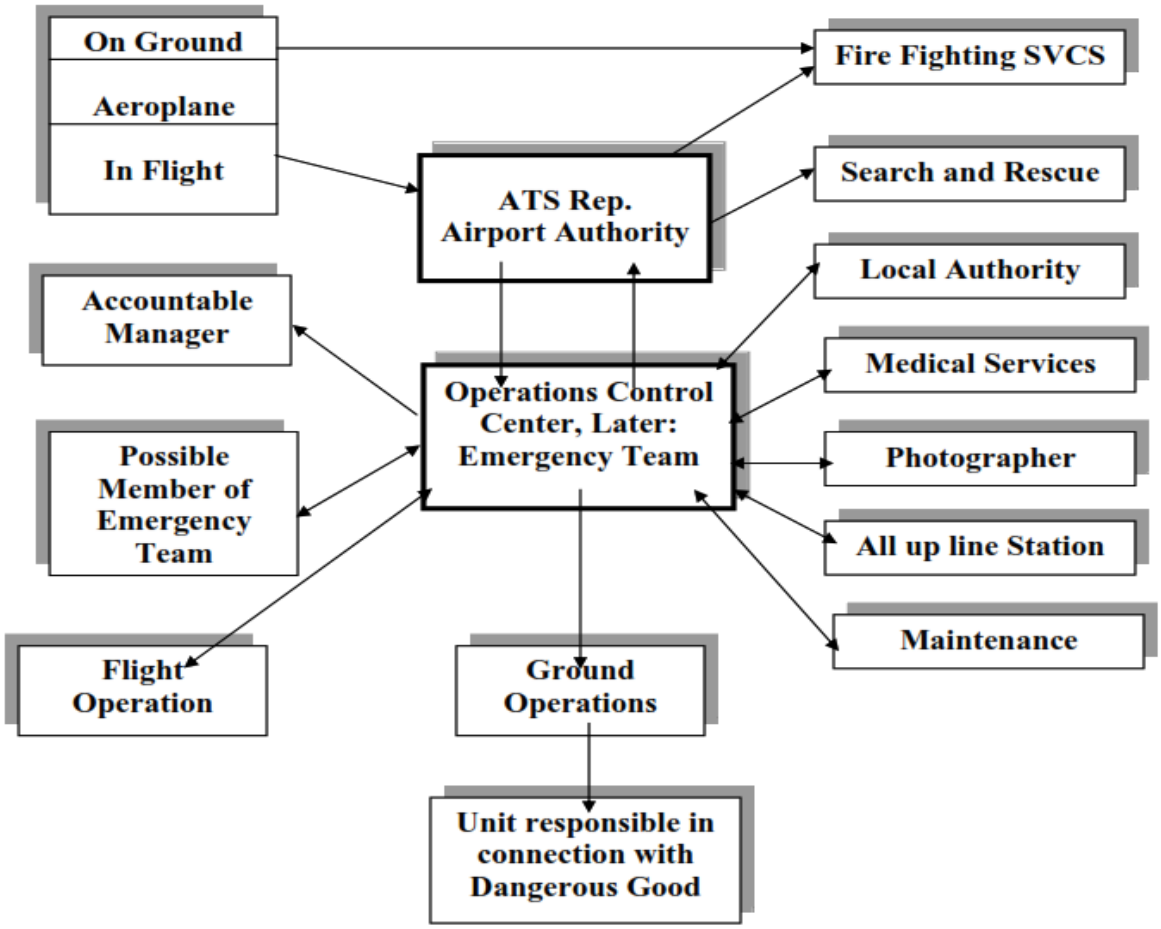
- Commercial department,

- Cargo department

- Public Relations department.

However, never less than three persons.

Notification Chart



Note 1: The local authority, the medical services and the contract photographer (if any) shall immediately be notified by the local ground operations manager of NESMA AIRLINES or its handling agent. The operations control center/Emergency Team shall ascertain that this notification has been taken care of.

Note 2: Upon being notified, all upline stations shall seize safeguard all documentation and other evidence relating to the flight, aircraft/crew/passengers/load, concerned. The same applies to all other company units holding such documentation or evidence (e.g. crew scheduling, dispatch, maintenance, engineering).

As shown in the notification chart, the company shall immediately report the accident to the local authorities. This immediate report shall, as far as possible, contain the following details:

- Name, location and function of the reporting person,
- Date and time of the occurrence:
- location of occurrence, phase of operation,
- Aircraft type, registration, calling,
- Name of the company,
- Name of the commander,
- Purpose of the flight, departure/destination airports,
- Number of crew/passengers,
- Description of damage to persons/property,
- Type of occurrence,
- Details about dangerous goods carried.

The emergency team is the NESMA AIRLINES unit responsible for handling an accident or an emergency situation.

It shall - collect all relevant data. Evidence and information

- be the coordination center, the single source of information associated with the accident/emergency,
- keep a log of (or record on type) all relevant telephone communication and information provided,
- assist search and rescue units by providing information, by drawing on company resources (manpower, know how, equipment),
- keep the managers of flight operations, ground operations and maintenance or their deputies and the accountable manager current on all developments, and closely cooperate with them and their departments,
- direct or suggest courses of action to company personnel (or where applicable relevant other personnel under contract by NESMA AIRLINES) at the location of the accident, after notification of the accident to the authority by the flight operations manager or his deputy, keep the E. CAA informed.
- nominate a company unit as responsible, by means of a passenger list, to identify victims or possible victims, to keep track of their whereabouts (e.g. specific hospitals) and to answer queries of their relatives,
- after coordination with the accountable manager, the flight operations manager, the ground operations manager and the manger maintenance or their deputies, designate a person to handle the public relations aspects and to give statements to the press.
- produce, on the request of the ECAA or have produced relevant documents, records and other evidence,
- nominate (an) adviser (s) to assist the accredited representative of the ECAA in the investigation.

6.3.2. Incident Reporting

The commander is responsible:

- To at once notify ATS, and thereby pilots of other aircraft, when immediate hazards are found to exist (bird hazard, failure of ground installations, extraordinary meteorological phenomena)
- To at once notify ATS, and thereby the appropriate airport authority and pilots of other aircraft, and his company when his aircraft, after suffering an incident/occurrence constitutes a hazard to other aircraft, to vehicles, persons, or property.

After an occurrence, regardless of its nature, the commander is responsible to notify the company, by appropriate, means, and to write a report.

Whenever a report to the ECAA is prescribed, it shall be dispatched within 72 hours after the event, preferably by FAX (followed by the original letter) or by teletype transmission.

6.3.3. Flight Operations Control Responsibilities

Whenever incident, occurrence, serious occurrence or accident has been reported to the flight operations control center, the following actions should be taken at once.

1) Notify Flight Operations Director.
2) Notify Chief Executive Officer
3) Notify Safety Manager
4) Notify the Chief Pilot or his deputy.
5) Notify Operation Control Department.
6) Notify Maintenance Director who will officially notify and report to all concerned authorities.
7) Notify the security facilities and authorities needed.
8) Notify Station and Ground Service Manager
9) Notify Commercial Manager
10) Notify OCC Manager
11) Notify Chief Inspector

Collect all relevant data, evidence and information, if possible, and make it available for the use of the Emergency Team when established or as directed by the Operations director. The notification report should include, at a minimum, the following information:

Location of occurrence, phase of operation,

12) Put down and denote all relevant circumstances accurately in the official Logbook.
13) OFP, ATS flight plan, Take-off data, weather and NOTAMS documents and flight release sheet to be seized and safeguarded and a hearing to be held and officially registered and logged.
14) Announcement to any party is prohibited except by Operations director.

6.3.4. Flight Not Reporting (No Report for More Than 30 Minutes)

When an abnormal event is detected, and the operational state of the aircraft cannot be determined, the flight dispatcher has to contact the ATSU(s) corresponding with the last known position of the aircraft and expected track.

The flight dispatcher may use the contact directory service for obtaining the ATSU ID and point of contact. Once ATSU establishes that there may be an emergency, the flight dispatcher must make available on request all information which may be of use to the ATSU and/or SAR, including aircraft tracking information.

Content of Notification Report:

1. Initial or subsequent notification indication
2. Flight number and call-sign
3. Aircraft type
4. Last known 4D/15 position
5. Time of last communication
6. Last known altitude or flight level
7. Next expected 4D/15 position (if known), and estimate
8. Name of ATSU notified
9. Name of commander
10. Contact actions attempted
11. Registration
12. Color and distinctive marking
13. Fuel endurance or fuel endurance remaining at last known position
14. Total persons on board
15. Alternate or possible alternate aerodromes
16. Any other relevant information

Whenever a flight has not reported in which contradict with the operations director circular regulating the flight position report to the flight operations control center, the following actions should be taken:

1) Notify Operations Director with latest predictions.
2) Notify Chief Executive Officer
3) Notify Safety Manager
4) Notify the Chief Pilot or his deputy.
5) Notify Operation Control Department
6) Notify Maintenance Director
7) Notify the security Manager
8) Notify Station and Ground Service Manager
9) Notify Commercial Manager
10) Notify OCC Manager
11) Notify Chief Inspector

6.4. Occurrences Combined with the Carriage of Dangerous Goods

If an in-flight emergency occurs and the situation permits, the commander shall inform the appropriate ATS unit of any Dangerous Goods on board.

Whenever an aircraft is involved in an incident, the company shall, on request, provide any information required to minimize the hazards created by any dangerous goods carried.

All accidents and incidents involving dangerous goods, shall be reported to the appropriate authority of the state in which the accident and/or incident occurred, as required by that state. Furthermore, it is recommended that the accident and/or incident be also reported to the Egyptian authorities, authorities of the country of flight departure and of the country of flight destination (if not yet arrived).

The information to be provided should include the proper shipping name, UN number (if assigned), class, subsidiary risk(s) for which labels are required, the compatibility group for class 1 and the quantity and location on board the aircraft.

The ground operation unit (station) responsible

- For providing the commander with written information relating to all dangerous goods abroad the aircraft.
- Informing rescue services and/or the appropriate authority, in case of an incident or accident, of dangerous goods abroad.

The Responsible about the Incident, Occurrence, Serious Occurrence or Accident

Emergency Contact List

Refer to Emergency Response plan Manual.

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7. Forms

Nesma airlines has a record control system using a serial standardized form specified for each department.

According to quality circular #2 OCC forms are classified and serialized as follows.

Serial From / To	Type of Form
400 to 435	Administration Forms
436 to 451	Training Forms
452 to 467	Operations Forms

7.1. Flight Dispatcher Training – Competency check Form (A)

Nesma Airlines نسما للطيران	FLIGHT DISPATCHERS TRAINING FORM COMPETENCY CHECK FORM (A)	Flight Operations Department Operations Control Centre

Name	ID No.	Date / /	License No.
☐Initial ☐Recurrent ☐Transition ☐Requalification ☐Instructor		Base Month: Month	Year
Ground Program Hours:	Location:	Expiry Date: Month	Year

***PART ONE: GROUND TRAINING SEGMENT**

*Write (**S** or **U**) indicating **Satisfactory** or **Unsatisfactory** completion of each item.*

A.GENERAL DISPATCH SUBJECTS		C. EMERGENCY PROCEDURES	
• Use of comm.. Systems (Norm/Emerg. Proc.)		Alerting Procedures	
• Meteorology		*- Company*	
• NOTAMS		*- Government*	
• Navigational charts & Publications.		*- Agencies*	
• Dispatcher Responsibilities.		**D.SPECIAL OPERATIONS.**	
• Characteristics of special airports.		• ACAS / TCAS	
• ATC coordination procedures.		• RVSM	
• ATC General Procedures.		• RNP 5- RNAV	
• OM Part A, OCDM, OPS. SPEC., ECARS.		• Special Routes	
• Flight Tracking & monitoring procedures.		• CAT II	
• CRM		**E. COMPETENCY CHECKS.**	
• Crew Briefing.		**1- Knowledge Check (Oral)**	
B.AIRCRAFTS TYPE		• Airplane Systems	
• A/C Systems at description level		• Airplane Performance	
• A/C Operating & Performance characteristics		• Normal, Abnormal & Emergency Proc.	
• Navigation equipment		• Appropriate Provisions of AFM	
• Instrument approach & Com> Equipment		• Company Flight operations Manual	
• Emergency Equipment		**2- Practical Check (Oral)**	
• Weight & Balance		• Dispatching Actual Flight	
• A/C performance computations		*- EROPS FLIGHTS**	
• Flight planning &. A/C perform. computations		*- Special Routes**	
• MEL & CDL			
• Emergency proc.		*Practical check to include at least one item from above	
• NOTOC			

AIRCRAFT TYPES

1-	2-	3-	4-	5-	6-	7-	8-

	INSTRUCTOR NAME	ID NUMBER	INSTRUCTOR SIGN.	DATE
A				
B				
C				
D				
E				

***PART TWO: OPERATIONAL FAMILIARIZATION SEGMENT**

Minimum Five (5) Hours Segment must be completed in this part and should include as applicable at least one of special operation flight.

Date	Route	Time		Sectors	
		Today	Total	Today	Total
/ /					
/ /					

Final Result: ☐ Satisfactory ☐ Unsatisfactory	Trainee Signature	Training Manager
Instructor/Inspector Name:	ECAA Inspector Name/Signature:	

* Comments will be attached in a separate form if required.

Form 436

7.2. Flight Dispatcher Training - Competency check Form (B)

Nesma Airlines نسما للطيران	FLIGHT DISPATCHER TRAINING COMPETENCY CHECK FORM (B)	Flight Operations Department Operations Control Centre

Name			ID No.		License No.
Flight No.	Sector	A/C Type	Normal OPS ☐ Specs OPS ☐		Date / /

PART ONE : KNOWLEDGE CHECK

Passing grade 70% - (US Unsatisfactory) - (S- 70% - 89%) - (S 90% and Above)

ORAL QUIZ

ITEM	US	S-	S	REMARKS
Airplane System	☐	☐	☐	
Airplane Performance	☐	☐	☐	
Normal and Non-normal procedures	☐	☐	☐	
Appropriate Provisions of AFM	☐	☐	☐	
Company Flight Operation and Route Manual	☐	☐	☐	
Operation Specifications	☐	☐	☐	

PART TWO : PRACTICAL CHECK

Passing grade 70% - (US Unsatisfactory) - (S- 70% - 89%) - (S 90% and above)

FLIGHT PREPARATION

ITEM	US	S-	S	REMARKS
Flight Report Form Filling	☐	☐	☐	
Check QRH	☐	☐	☐	
(Check Zero Fuel Weight (ZFW)	☐	☐	☐	
(Check WX & NOTAM (DEP/ARRIVAL)	☐	☐	☐	
Request OFP	☐	☐	☐	
Check ATC with FIC	☐	☐	☐	
Check Aircraft Serviceability Forms	☐	☐	☐	
Check CMEL/CDL	☐	☐	☐	

FLIGHT DISPATCH CHECK

ITEM	US	S-	S	REMARKS
Dispatch Release Form use	☐	☐	☐	
B-Snag & MEL or CDL Revision If Applicable	☐	☐	☐	
Performance Penalties	☐	☐	☐	
WX Briefing	☐	☐	☐	
NOTAMS - Route & Terminal	☐	☐	☐	
RTOW	☐	☐	☐	
Escape Route if Applicable	☐	☐	☐	
Special Procedures	☐	☐	☐	

SPECIAL BRIEFING NOTES

ITEM	US	S-	S	REMARKS
RVSM	☐	☐	☐	
RNP – 5 (B-RNAV)	☐	☐	☐	
PRNAV	☐	☐	☐	
CAT II	☐	☐	☐	
NOTOC	☐	☐	☐	
Airports Operating Hours	☐	☐	☐	

Instructor /Inspector Name:	ID No.:	Instructor/Inspector Signature:
Competency Check Result Previous US☐ S☐ Current US☐ S☐	**Trainee Signature**	Training Manager

Form 437

7.3. OJT Training Form

Nesma Airlines نسمالطيران	OJT - ON JOB TRAINING	Flight Operations Department Operations Control Center	
FLIGHT DISPATCHER ON JOB TRAINING FORM			
Name :		ID No. :	License No. :
OJT program hours :		Location :	
Purpose For On Job Training (OJT) :	Initial ○ Requalification ○	Progress Date	Supervisor
OCC OREINTATION			
Overview & Operational Functions of each section starting from entrance gate to crew exit to the ramp .			
Correlation between departments			
FLIGHT PREPARATION & DOCUMENTS			
Flight Folder Contents .			
Flight report form filing .			
Check aircraft registration and restrictions .			
Check MEL/CDL (If operational procedures applicable) .			
Check Zero fuel weight (ZFW) .			
Check fuel Confirmation , prices and policy .			
Check Wx. & NOTAM (DEP/ARR/EnRoute/alternate) .			
Check Crew briefing ,flight permits ,handling and agencey contacts (DEP/ARR) .			
Check company Notices ,Polices ,Circulars .			
Request OFP .			
File and Check FPL with FIC .			
Check slot time with Euro Control (If applicable) .			
Dispatch release form filling .			
CREW BREIFING			
Wx briefing .			
NOTAM briefing .			
Deferred Detect Briefing .			
Company Notice Briefing (If applicable) .			
Slot Briefing (If applicable) .			
COMMUNICATION & APPLICATION			
Type B operation .			
AFTN network operation .			
Air to Ground / Ground to Air communication (SATCOM/ACARS/Stockholm Radio System) .			
World Wide Cellphone .			
Shift log book,memo's , notices .			
FLIGHT FOLLOWING & FLEET WATCH			
Flight Tracking & Progress .			
Monitoring weather and NOTAMs .			
HITIT (Operations Control Module) .			
PFM - Post Flight Messages (MVT , LDM , etc...) .			
Maintain communication with aircraft (If required) .			
Initiation of emergency situation (If applicable) .			
SPECIAL OPERATIONS			
EFB aplications (FD PRO - Flysmart - CMEL - Company Manuals) .			
Low Visability Procedure (LOP) .			
Special Approvals (ops. Specs.) .			
SHIFT CHANGE OVER PROCEDURES			
Shift hand over .			
Comments:			
Trainee Signature :		Instructor Signature :	
Operations Control Center Manager Signature :		General Manager Flight Training Signature :	

Form 438

7.4. Flight Dispatch Release Form

Nesma Airlines نسما للطيران

FLIGHT DISPATCH RELEASE

FLIGHT DATA

DATE	:	TYPE OF OPERATIONS	:
AIRCRAFT TYPE	:	REGISTRATION	:
FLIGHT	:	ROUTE	:
STD	:	TAKE OFF ALTERNATE	:
ALTERNATE 1	:	ALTERNATE 2	:

AIRCRAFT & FUEL WEIGHTS — ALL WEIGHTS IN KGS

PAYLOAD	:	TRIP	:
ZERO FUEL WEIGHT	:	CONT	:
TAKEOFF FUEL	:	TAXI	:
TAKEOFF WEIGHT	:	FINAL RESERVE	:
LANDING WEIGHT	:	ALTERNATE	:
LANDING FUEL	:	ADDITIONAL	:
		MIN. REQUIRED	:
		EXTRA	:
		BLOCK FUEL	:
		PIC FUEL REQ	:

MEL/CDL

SIGNATURE

DISPATCHER — PILOT IN COMMAND

Form 452

7.5. Flight Dispatch Report

Nesma Airlines نسما للطيران	FLIGHT DISPATCHER TRAINING FLIGHT DISPATCHER REPORT	Flight Operations Department Operations Control Center

Name	ID No.	License No.

FLIGHT DISPATCH REPORT DETAILS

Flight Dispatcher Name:	Signature:

Form 400

7.6. Flight Dispatch Shifts Roster

Nesma Airlines
نسما للطيران

FLIGHT DISPATCHER ROSTER

Day		M 0800-1600		A 1600-2359		N 0001-0800		REMARKS		

Form 401