Operational Control and Supervision Chapter 2





# Flight Operations Manual Operational Control And Supervision

**Chapter:** Page:

2

1

#### **Table of Content**

٦ţ	hapter 2 Operational Control and Supervision	2
	2.1 Supervision of the Operation by the Operator	2
	2.1.1 General	2
	2.1.2 License and Qualification Validity	5
	2.1.3 Competence of Operations Personnel	5
	2.1.4 Operations Supervision	6
	2.1.5 Control, Analysis and Storage of Records, Flight Documents, Additional Information and Data	7
	2.1.5.1 Documents Used for the Preparation and Execution of the Flight	7
	2.1.5.2 Reports	7
	2.1.5.3 Flight Recorders Data	8
	2.1.5.4 Cockpit Voice Recorder Data	8
	2.1.5.5 Record Storage Period	9
	2.1.5.6 Maintaining of Records.	12
	2.1.5.7 Legibility of Records	12
	2.1.5.8 Retrieval of Records	12
	2.1.5.9 Protection and Security	12
	2.1.5.10 Disposal	12
	2.1.5.11 Periodic Audit	12
	2.2 System of Dissemination of Operational instructions and Information	13
	2.2.1 Internal Information System (Circulars or Notices)	14
	2.2.1.1 Technical Information	14
	2.2.1.2 Operational Information	14
	2.2.1.3 Administrative Information	14
	2.2.1.4 Safety Information	14
	2.2.2 Airbus Information / Constructor	15
	2.3 Operational Control	17
	2.4 Power of Authority	18

Issue No.: 04	Revision No.: 05	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Dec. 2019	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	2

#### **Chapter 2 Operational Control and Supervision**

#### 2.1 Supervision of the Operation by the Operator

#### 2.1.1 General

In accordance with (ECARs) Nesma Airlines must exercise operational control, establish and maintain a method of supervision and control of flight operations, flight operations functions and other associated activities in accordance with standards of Nesma Airlines and requirements of ECAA, have such method approved by the Authority. Nesma Airlines must also ensure that all operations personnel are properly instructed, have demonstrated their abilities in their particular duties and are aware of their responsibilities and of the relationship of such duties to the operation as a whole. In other words, Nesma Airlines shall ensure that operations personnel are and remain competent, proficient and qualifications and authority who is responsible for the performance of the flight organization. Responsibilities and qualifications refer to 1.3.1 Director of Operations.

These requirements are based upon the overriding aspect of safety. They address extremely important components of quality control.

The Director of Operations have overall responsibility for ensuring that this control and supervision are fully maintained. The Chief Pilot, Navigation, Dispatch and Performance Managers hold delegated responsibility for the control and supervision of their respective sections.

Supervision addresses the direction and management of flight safety, control includes standards of comparison, of ensuring that prescribed procedures are being followed. Supervision of the safety of flight operations and operational control with respect to flight safety are important aspects of quality control. As far as the flight operations are concerned, (in contrast to Ground Operations and Maintenance, which both play their indispensable roles in respect to overall safety) the Director of Operations bears the overall responsibility, and has the overall directive authority.

The Director Flight Operations exercises his supervisory directive power in:

- 1. Coordinating (through meetings, communication and/or reports) with respect to safety issues between Flight Operations and the following:
  - i. Accident prevention and Flight Safety;
  - ii. Cabin Operations;
  - iii. Engineering and Maintenance;
  - iv. Flight Dispatch / operational control and Navigation
  - v. Flight crew training
  - vi. Aircraft Performance
  - vii. Flight crew scheduling
  - viii. Human Resources;
  - ix. Ground Handling, Cargo, security and Dangerous goods;
  - **x.** Manufacturers (AFM, AOM, operational and safety communication);
  - **xi.** Regulatory Agencies.
  - xii. Flight risk analysis;
  - **xiii.** Operations engineering;
  - xiv. Document control

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	3

- i. Regulatory requirements;
- ii. Line operations policies, rules, instructions and procedures;
- iii. Flight crew training;
- iv. Quality assurance;
- v. Accident prevention and flight safety;
- vi. Technical operations material;
  - **a.** Performance:
  - **b.** Navigation;
  - **c.** Fleet configuration;
  - **d.** Equipment (cockpit layout, MEL/CDL, others).

In addition, supervising the Flight Operations departments in appointing their managers;

#### The Director Flight Operation's exercises operational control in:

- 1. Determining the usability of aerodromes,
- 2. The establishment of the aerodrome operating and planning minima,
- **3.** The approval of routes to be served and of areas to be over flown and the establishment of minimum flight altitudes and of En-route operating minima.

(For an actual flight, this responsibility and this authority devolve to the Captain).

**Note:** Changes to the Operations Manual and related additional operational provisions and regulations will be suggested to Director Flight Operations by the designated manager and will be published, by that manager, under the direction of Director Flight Operations after prior coordination with Operational Safety Office and with ECAA for approval. Any changes or modification(s) of checklist(s) provided by the manufacturer shall include human factors consideration.

This procedure provides the necessary element of control, a standard of comparison, and the channeling of know how.

- 1. Editorial responsibilities for the OM-A rests with the Flight Operations Director
- 2. Editorial responsibility for the OM Part 'B' rests with:
  - Approved Flight Manual (AFM) including the Configuration Deviation List (CDL)
     Chief Inspector.
  - Minimum Equipment List (MEL) Chief Inspector.
  - Flight Crew Operating Manual (FCOM) and Quick Reference Handbook (QRH) -Technical Pilot.
  - Weight and Balance Manual (WBM) Ground Handling Manager.
  - Airworthiness Directives Technical Development Manager
- 3. Editorial responsibilities for OM-C, rests with the OCC Manager.
- **4.** Editorial responsibility for the Performance Manual for each individual aircraft rests with the OCC Manager.
- **5.** Editorial responsibility for the specific Standard Operating Procedures (SOP) for each individual aircraft rests with Chief Pilot in coordination with Training Manager.
- **6.** Editorial responsibility for the OM-D Training Manual rests with the Chief Pilot and Training Manager.
- 7. The editorial responsibility of the respective manager encompasses the duty to point out, to Director Flight Operations, noted discrepancies with other company publications or incompatibilities with legal requirements.

Issue No.: 04	Revision No.: 00	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	4

- **8.** Drawing, in cooperation with the appropriate managers of the company's departments, appropriate conclusions from:
  - Reports provided by routine operational meetings;
  - Relevant occurrence and accident reports;
  - Hearings;
  - Check flights conducted by himself and by other supervisory pilots, and by
  - Addressing any noted deficiencies.
  - Cooperating in the audits of the Operational Safety and Quality Assurance Office and by addressing all faults and deficiencies found, particularly with respect to the standards of operations personnel; i.e. their qualification/re-qualification, competence in the performance of prescribed duties, and their adherence to company procedures.

**Note:** The editorial responsibility of the above named personnel encompasses the duty to point out noted discrepancies with other company procedures or incompatibilities with legal requirements.

# The Flight Operations Director exercises operational control to ensure dissemination of safety critical operations information:

- Airworthiness Directives –Technical Development Manager and/or quality & Safety director.
- Manufacturer bulletins with Technical Development Manager and/or quality & Safety director.
- Flight crew bulletins or directives with Chief Pilot and/or Flight Safety Manager.
- NOTAMs OCC Manager.
- Security alerts or bulletins Security Manager.
- Any other safety critical information deemed appropriate by Nesma Airlines or the ECAA.

Where necessary, acceptance/approval by ECAA (or other authorities) for relevant procedures shall be applied for and obtained by the Director Flight Operations.

#### Flight Dispatch:

The responsibility for each flight devolves to Flight Dispatch. It shall ensure, for the planned flight:

- 1. That a Captain has been designated, and that a complete crew has been scheduled (in cooperation with Crew Scheduling sections);
- 2. That, for each crewmember of the planned flight, the legal requirements concerning flight time/rest time limitations have been and are being observed;
- **3.** That the crew are given a detailed briefing regarding the departure airport, en-route, destination and alternate weather, ATC and OFP flight plans, NOTAMS, any special information necessary for the safety, and trip documents;
- **4.** In conjunction with the Engineering & Maintenance Department, that the aircraft has undergone all maintenance that renders the aircraft able, from a technical and legal point of view, to finish its planned flight(s) and return to home base before a major check becomes due.
- **5.** Flight Dispatch shall react in an appropriate manner inform, change, re-plan, reschedule, swap, restrict, suspend, cancel to operational irregularities or emergencies such as; crewmember changes, (e.g. standby or by other means); aircraft changes; changing the aircraft's planned schedule; (early departure, delay, re-routing, cancellation of flight, diversion of flight En-route).

Issue No.: 04	Revision No.: 00	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	5

Once a Captain has commenced flight duty, he shall be informed of and consulted on all questions relating to his flight, his crew and his aircraft. In flight, the final authority as to the disposition of his aircraft rests with the Captain who shall responsibly co-operate with Flight Dispatch, and the Engineering & Maintenance Department, he should base his decisions on all aspects of the aircraft, its passengers and his crew's safety. Nesma Airlines controls, analyses and stores all records and required documents for the appropriate requisite period.

#### **Pilot-in-Command:**

For pilot-in-command authority delegation refer to 1.4. Authority, Duties and Responsibilities of the Pilot in Command.

#### 2.1.2 License and Qualification Validity

The supervision of license and qualification validity is ensured –through Crew Management System- by:

- Following up qualifications, licenses validity, flight activity, and duty and rest time of the crewmembers and of the operations personnel.
- Checking that crewmembers designated to fly have medical check (depending on age and according to Egyptian Civil Aviation Regulations which laid down in the following table):

Pilot Age (Birthday)	Medical check validation
Up to 60 Years old	12 months
60-65 years old	6 months

Moreover, flight license and rate qualification valid and appropriate to the scheduled flights. Each license entitles its holder to exercise its privilege, this as long as it remains valid. It is the holder's responsibility to perform the required checks and tests for revalidation.

Flight crew licenses validity is checked regularly by the Crew Scheduling sections that is in charge of scheduling, in due time, licensed personnel for appropriate retraining and checks.

#### 2.1.3 Competence of Operations Personnel

The supervision of the competence of the operations personnel is achieved by:

- Ensuring that the personnel assigned to, or directly involved in, ground and flight operations are properly instructed and have demonstrated their abilities in their particular duties. Qualification requirements are defined in chapter 5.
- Ensuring that the personnel can communicate in a common language and that they are able to understand those parts of the Operations Manual, which pertains to their duties and responsibilities.
- Competence of operations personnel is monitored:
- For flight crewmembers: by flight inspections, check flights or simulator sessions (by Chief Pilot, Director of Operations, Training Manager or their delegates) and automated QAR (or DFDR) analysis managed by the Safety Manager (FOQA program).
- For ground personnel: by appropriate checks conducted by department managers. For certain positions (e.g. dispatchers), a specific license or qualification ensures the required competence is fulfilled.
- Regular audits (refer to 3.5 Quality Assurance Program)

Supervision and monitoring of the competence of operations personnel will be used to adapt their recurrent training.

Issue No.: 04	Revision No.: 05	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Dec. 2019	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	6

#### 2.1.4 Operations Supervision

The supervision of the operations is achieved by:

- Ensuring that the operations comply with the content of the granted AOC and its associated Operations Specifications.
- Ensuring that the aircraft is operated in compliance with the terms of its valid Certificates of Airworthiness and within the approved limitations contained in its Airplane Flight Manual.
- Setting up operational procedures and instructions for all types of operation both on ground and in flight, which define duty for ground staff and crewmembers.
- Setting up a checklist system to be used by crewmembers under normal, abnormal and emergency conditions to ensure that the operating procedures of the Operations Manual are adhered to.
- Checking, analyzing and storing flight and maintenance records, pilots and cabin crew reports as well as passenger complaints for the statutory periods.
- Ensuring the Safety Manager, and if necessary, the appropriate authority get analysis of flight records showing deviations from the rules set in the Operations Manual. If necessary, corrective actions, training program and information will be initiated.
- The aircraft has all the operational and emergency equipment required for intended flight and they are serviceable.

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	7

# 2.1.5 Control, Analysis and Storage of Records, Flight Documents, Additional Information and Data

A full-furnished library available at Headquarter office contains the following documents and/or manuals whether in hard copy or digital copy:

- All parts of Operations Manual (Part A B & D)
- ECARs
- Security Manual
- Corporate Manual
- Safety Management Manual
- Emergency Response Plan
- Company, Aircraft Certificates and Documents

#### 2.1.5.1 Documents Used for the Preparation and Execution of the Flight

Flight documents to be carried for each flight are mentioned in <u>8.1.12</u>. Onboard Library. By examining and signing these documents and Dispatch Release Form (<u>13.1.3 Dispatch Release Form</u>) the Pilot in Command certifies that he is satisfied with the flight preparation. Flight documents to be retained on ground at the aerodrome of departure for at least the duration of the flight are:

- A copy of the operational flight plan (hard copy of computerized flight plans needs not to be retained if it may be re-issued)
- Copies of the relevant parts of the plane Technical Log
- Route specific NOTAM documentation if specifically edited by Nesma Airlines.
- Copy of load sheet
- Special loads notification

The Authority may permit the information detailed above, or parts thereof, to be presented and retained in a form other than on printed-paper

#### **2.1.5.2 Reports**

After each flight the Pilot in Command shall ensure completion of the Technical Log (refer to 13.1.6 Technical Log Form) and of the Voyage Report (refer to 13.1.2 Journey Log (Voyage Report)) also refer to 8.1.12. Onboard Library for the list of the documents onboard. The reports contain:

- Aircraft registration,
- Flight number,
- Date of arrival and departure,
- Place and actual time of departure (ATD), arrival (ATA) and Flight Time
- Names and duty assignments of the crewmembers.
- Nature of flight (scheduled, non-scheduled, etc)
- Signature of pilot-in-command

As per ICAO annex 6 item 11.4 entries in the journey logbook should be made currently using ink or indelible pencil and completed journey logbook should be retained to provide a continuous record of the last six months' operations.

As part of Nesma Airlines EFB program, handwritten signatures on PEDs are acceptable means to sign documents on the EFB as long as the document is printed after the signature.

The PIC shall also report all occurrences as required in <u>11.6</u>. <u>Handling of Accidents/Incidents</u> and <u>Occurrences</u> and special reports as in <u>8.1.12</u>. <u>Onboard Library</u>.

As appropriate, a confidential report is submitted to the Safety and Quality Department.

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	8

#### 2.1.5.3 Flight Recorders Data

Following an accident or incident for which reporting to the Authority is required, Nesma Airlines preserves the original recorded data pertaining to that occurrence, as retained by the recorder for a period of 60 days unless otherwise directed by the investigating authority. Nesma Airlines, within a reasonable time after being requested to do so by the Authority, produces any recording made by a flight recorder, which is available or has been preserved.

#### 2.1.5.4 Cockpit Voice Recorder Data

Cockpit voice recorder data may not be used for purpose other than for the investigation of an accident or incident.

Issue No.: 04	Revision No.: 05	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Dec. 2019	Doc. No.: NMA – OMA.GOM – 1001



# Flight Operations Manual Operational Control And Supervision

Chapter:	2
Page:	9

#### 2.1.5.5 Record Storage Period

Record	Retained by	Keeping period
Operational flight plan	Operations documentations/records control officer	6 months
Aircraft technical log (includes Fuel and Oil)	Maintenance	24 months after the date of the last entry
Route specific NOTAM/AIS Briefing documentation if edited by Nesma Airlines	Operations documentations/records control officer	6 months
Load Sheet	Ground Handling/ Operations documentations/records control officer	6 months
Notification of special loads including dangerous goods	Ground Handling/ Operations documentations/records control officer	6 months
ATC Flight Plan	Operations documentations/records control officer	6 months
Communications records	Operations documentations/records control officer	30 days
Dispatch release	Operations documentations/records control officer	6 months
Aircraft security Search check (Pre-service & Night Stop)	Relevant Station	3 months
Pre-Flight Security check	Relevant Station	3 months
Aircraft Daily serviceability report	Operations documentations/records control office	3 months
action taken records (release from employment or physical or professional disqualification of any crewmember or dispatcher)	Operations Department Admin, Cabin crew Admin & Occ.	6 months
In-flight medical emergency reports	Operations documentations/records control office	24 months

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



# Flight Operations Manual Operational Control And Supervision

**Chapter:** 2 Page: 10

#### **Reports**

Record	Retained by	Keeping period
Journey log (Voyage Report)	Operations documentations/records control office	6 months
Flight report(s) for recording details of any occurrence or any event which the Pilot In Command deems necessary to report/record	Safety Office/ Operations documentations/records control office	Permanently during individual employment
Reports on extending of duty and/or reducing of rest periods	Operations documentations/records control office	6 months

#### Flight crew records

Record	Retained by	Keeping period
License	Training admin	As long as the flight crewmember is exercising the privileges of the license for Nesma
Training and qualification for specific operations and equipment. (LVP, RVSM, TCAS, EGPWS,.etc.)	Training admin	Permanently during individual employment
Medical status, including Medical Certificate	Training admin	As long as the flight crewmember is exercising the privileges of the license for Nesma
Basic indoctrination records; Initial qualification records; Transition and upgrade training records; and Initial Operating Experience		Permanently during individual employment
Training and checking to operate in either pilot's seat	Training admin	3 years
Type(s) qualification;	Training admin	As long as the flight crewmember is exercising the privileges of the license for Nesma
Flight, duty and rest time	Operations documentations/records control office	12 months

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



# Flight Operations Manual Operational Control And Supervision

Chapter:	2	
Page:	11	

Instructor/evaluator/line check airman qualification;	Training admin	3 years
Recurrent training and checking	Training admin	3 years
Route and aerodrome competence	Training admin	3 years
Dangerous goods training	Training admin	3 years
CRM	Training admin	3 years
Security training	Training admin	3 years
Successful and unsuccessful flight crew evaluations & monitoring	Training admin	12 months

#### Cabin crew records

Record	Retained by	Keeping period
Flight time & schedules	IFS C/C Scheduling Coordinator	1 year
Administration records	IFS C/C Admin. Coordinator	Permanently during individual employment & 1 year after employee retirement
Initial training, Transition and/or differences training (including checking)	IFS Training in-charge	Permanently during individual employment
License	IFS Training in-charge/ IFS C/C Scheduling Coordinator	Permanently during individual employment
Recurrent training 12 (including checking)	IFS Training in-charge	3 years
Recurrent training 24 (including checking)	IFS Training in-charge	3 years
Medical emergencies	IFS C/C Admin. Coordinator	2 years

#### **Records for other operations personnel**

The last three groups of records are kept in safe storage cupboards. While the digital monitoring and tracking of these records is backed-up monthly (by the end of the month) on separate compact disk and kept in another storage area (in Director of Operations Office).

#### Other records

Document	Retained by	Keeping period
Quality system records	Q.A. Office	5 years

Issue No.: 04Revision No.: 00Doc. No.: NMA – OMA.GOM – 1001Issue Date: Jan. 2018Revision Date: Jan. 2018



**Operational Control And Supervision** 

Chapter:	2
Page:	12

#### 2.1.5.6 Maintaining of Records

Records / files shall be maintained for a retention period related to each department compliance with its regulatory requirements as mentioned above.

#### 2.1.5.7 Legibility of Records

All records shall have Legibility, updated and have signatures.

#### 2.1.5.8 Retrieval of Records

- Records / files originated by the department is approved by the department director/manager, the quality department will review its Legibility
- Each department in the company shall establish an organized procedure for records / files ease of retrieval and retention of records according to its applications. This procedure may be applied according to the subjects, dates of issue..... etc. a list of the contents of each record / file is placed on the cover of the file and any new record shall be added.
- Records / files are subjected to reviewing at least once a year (internal audit) for checking updating requirements. These updates will be reflected by changing the issue number and the issue date of the concerned form.
- All records are reviewed for Legibility, update and have signatures.

#### 2.1.5.9 Protection and Security

Each Department Head is responsible to ensure that all documents, qualifications, training records (in hard copy or in digital format) are secured and well protected in (safe box, closed wardrobe, filing cupboard...) and to be under key or under lock.

#### **2.1.5.10 Disposal**

- Disposal of records / files exceed the retention period (in accordance with ECAA requirements and company standards) and have no more retention requirement will be done after coordination between the concerned department and the quality department to be disposed through shredding machine for hard copies or through destroying in coordination with IT department for soft copies.
- Legal status and training records / files shall be kept permanently.
- All the records / files will be kept in suitable retention units.
- Nobody is allowed to make any deletion / correction for any statement using erasers or Corrector pen and when there is a need to correct the statement write an X on the statement, then write the required correction and put your signature or stamp beside it, errors that are corrected shall remain readable and identifiable, every department shall comply with the state regulations concerning the procedure of correction or deletion which applied to the records / files used by this department. The specific procedures shall be mentioned in the department's manual.
- All quality Management System records / files are subject to annual reviews.

#### 2.1.5.11 Periodic Audit

Periodic audit shall done on pilots records to ensure records availability and validity,

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	13

#### 2.2 System of Dissemination of Operational instructions and Information

Dissemination of information that has operational nature and supplementary to that contained in the Operations Manual, is made by Nesma airlines communication tools to ensure effective exchange of operationally relevant information and safety-critical information throughout management system for flight operations and among operational personnel within and external to the flight operations.

Nesma Airlines will receive following documents and to be disseminated in a timely manner by the concerned personnel:

a. Safety and Quality Director:

Receives and disseminates regulatory manuals and directives, such as:

- ECARS
- ICAO
- IOSA Standards Manual or revisions
- **b.** Operations Technical Office Manager:

Receives and disseminates manufacturer manuals and documents, such as:

- FCOM
- Approved Flight Manual (AFM)
- Weight and balance data/manual
- Checklists and MMEL/CDL
- Performance Engineering Program (PEP) and its relevant documents
- Manufacturer bulletin, OEB
- Flight Operations Telex (FOT)
- c. OCC Manager:

Receives and disseminates subcontracted documents, such as:

- NOTAMs. Disseminated to the flight crew during the prefight briefing.
- Airport Information Publication (AIP)
- Flight Plan (ATS)
- Weather
- Jeppesen Manuals and Airway charts
- Aircraft Database
- Aeronautical Information Circular (AIC)
- Aeronautical Information Regulation and Control (AIRAC)
- e. Engineering Manager

Receives and disseminates technical data such as:

- Service Information Letter (SIL)
- No Technical Objection (NTO)
- Airworthiness directives

Each assigned manager shall ensure uninterrupted and continuous dissemination of relevant data and the continuity of the receipt of the necessary manuals and documents, essential for safe operations in his area of responsibility.

Issue No.: 04	Revision No.: 00	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	14

#### **2.2.1 Internal Information System (Circulars or Notices)**

The system of internal information is made of the following data issued by the concerned department responsible for its promulgation and the means of issuance.

The person responsible for the issuance of the information is also responsible for its control, distribution-distribution list, follow-up and its cancellation if applicable.

When applicable, the information shall mention the issue date and shall state the beginning and ending of its applicability. If unable to mention the applicability period, it shall mention "valid until further notice". The information is dispatched by means of paper bulletins or by electronic mail.

For newly hired crewmembers, he/she shall receive a collective copy of all circulars or notices that have been issued previously to crewmembers before his/her joining date in Nesma Airlines.

#### 2.2.1.1 Technical Information

Issued by Chief Pilot or Technical Department:

- General technical or engineering notices, such as information on the type and qualities of the anti-icing and de-icing fluids being used.
- Specific technical notices, such as information on the aircraft technical status, or modification being progressively carried out on an aircraft type and the associated operational impact.

#### **2.2.1.2 Operational Information**

Issued by Chief Pilot, OCC Manager and Operations Engineering:

- Information on the aircraft performance that will be available on a particular runway which has been temporarily shortened because of a maintenance work for example.
- Changes of aerodrome approach procedures, minima, departure or missed approach procedures.
- Change of NAVAID frequency

#### 2.2.1.3 Administrative Information

Issued by Crew Scheduling, Training, Security or Administration:

- Telephone number change.
- Crew scheduling
- Country regulations change (immigration, visa, and health...)
- Security measures

#### 2.2.1.4 Safety Information

Issued by the Safety Office (see also chapter 11 -safety management system)

 To provide safety information based on airline experience or studies or following aircraft manufacturers or authorities advise.

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	15

#### 2.2.2 Airbus Information / Constructor

A great part of the available technical, operational and safety data is provided by Airbus. NESMAAIRLINES promulgates this information as information after the concerned Director/manager has validated it and assessed its interest for the operation to ensure procedures and checklists are developed in a manner that ensures they are useable, identifiable and consistent with manufacture.

**Note:** Any changes in the procedures and checklist provided by the manufacture are not accepted in Nesma Airlines operations unless mentioned and approved by the manufacture itself e.g. FCOM, QRH.

#### **All Operator Telex (AOT)**

Issued any time eventful information or in-service findings which could have airworthiness implication on the fleet, and urgent action is to be taken by the operator.

#### Operator Information Telex (OIT)

Issued to give information on significant in-service events, but does not contain any requirement for direct action of the operator or, to give general information about maintenance and/or operations which may or may not be related to an in-service event and Airbus considers that operators should be notified quickly

#### **Flight Operations Telex (FOT)**

Issued to provide urgent information or temporary flight crew procedures or temporary limitations that must be taken into account for the safe conducts of flight.

The FOT is not airworthiness approved.

The FOT is distributed by Airbus to the Flight Operations department.

FOT may be associated with an OEB and/or a temporary revision to the FCOM and/or a temporary revision to the AFM.

#### Service Information Letter (SIL)

Provides information of a non-urgent character (information contained in technical publication, or related to product improvement, maintenance or operational practices, economics, general organization...).

#### **■** No Technical Objection (NTO)

Is a procedure of exception, generally used in case of AOG situation? It is based on the acceptability by Airbus to dispatch an aircraft. NESMAAIR must obtain prior approval by Egyptian CAA to apply the provisions and limitations contained in the NTO. A NTO does not apply to stress or structure repair issues (see RAS).

#### Repair Approval Sheet (RAS)

Issued by Airbus to approve a repair of the structure when the aircraft sustained a structural damage.

#### Operations Engineering Bulletin (OEB)

Issued to advice operators of revised or new significant technical information, flight crew procedures or limitations required to conduct safe flight operation.

There are two categories of OEBs, distinguished by a color code:

- White paper OEBs issued as a standard communication tool.
- Orange paper (also called "red OEBs") issued to highlight a significant impact on safe aircraft operation. Associated with each red OEB is the issue of temporary revisions of the Quick Reference Handbook (QRH) and to the Airplane Flight Manual (AFM).

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter: 2
Page: 16

The OEBs are not airworthiness approved. They are issued on a temporary basis and a cancelled by the application of a modification or a Service Bulletin.

OEBs are sent by Airbus to the attention of each FCOM holder for incorporation into the relevant section of the FCOM.

#### **FCOM** bulletin

Published when there is a need for additional background information concerning technical, operational matters or to emphasize a particular aspect of general interest. They amplify or complete FCOM information. They are printed on blue paper and should be incorporated in the Bulletin chapter of the FCOM.

#### **■ Modification Operational Impact (MOI)**

Published when NESMAAIRLINES receives a new aircraft, in order to describe operational differences between their new aircraft and previous ones.

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	17

#### 2.3 Operational Control

Operational control means monitoring of the whole operation and the exercise of authority to carry out the recovery from operational irregularities. If something is not proceeding according with the required procedures, this will be identified and corrective action will be taken without the loss of control over a given situation.

Operational control also comprises the exercise of authority over the initiation, continuation, diversion, termination or cancellation of a flight.

The required procedures are defined in the Operations Manual. The procedures to exercise operational control with respect to flight safety are part of the Quality System (Refer to Chapter 3 Quality System)

The Director of Flight Operations is legally responsible for establishing all operational policies, procedures, instructions and guidance given in the Operations Manual. Editorial responsibilities of associated parts of the Operations Manual are as follows:

- ➤ Operations Manual Part A: Director of Operations
- > Training Manual: Chief Pilot
- ➤ MEL: Technical Quality Assurance
- > Cabin crew manual: In-Flight Service Manager
- > Security Manual: Security Manager
- ➤ Route Manual: Director of Operations

The above mentioned responsible personnel shall point out to the Director of Flight Operations any discrepancy with company procedures or incompatibilities with legal requirements.

It is the duty of the Safety Office to fulfill operational control with respect of Safety. This department collects as much information and occurrences as possible by means of Air Safety reports, Human Factor reports and systematic analysis of DFDR data.

- Air Safety Report is a legal requirement to report events or facts (<u>refer to 11.6</u>. <u>Handling of Accidents/Incidents and Occurrences</u>). It is used to collect technical and operational occurrences.
- ➤ Human Factor Report is a confidential report through Aircrew Incident Reporting System (refer to 11.1.2. Voluntary Reporting System).
- ➤ DFDR flight data analysis is a confidential system decoding and analyzing DFDR data through Airbases system, to detect problems in the normal field of operation, which could even be undetected by Flight Crew (refer to 11.1.2. Voluntary Reporting System).

All the data collected shall be used to close the operational control loop by publishing recommendations, adapting the training and the procedures in order to reduce the occurrences. For an individual flight, the operational control responsibility lies with the dispatch officer on duty. He is in charge of providing the flight crew with all data necessary to safely perform the flight. He co-ordinates with the maintenance department the availability and the status of the aircraft and supervises the progress of the flight.

Once the Pilot in Command has commenced his flight duty, the dispatch officer shall inform and consult him about all matter dealing with his flight, his crew and his aircraft.

Once the flight has commenced, the authority to dispose of the aircraft rests with the Pilot in Command who shall co-operate with Operations Control Centre (dispatch) and Maintenance. He must report to the Chief Pilot and if necessary to the Safety office, any operational procedure deviation and any event providing useful information for the enhancement of flight safety.

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter:	2
Page:	18

#### 2.4 Power of Authority

The Authority has the power to deliver the right to operate by means of an Air Operator Certificate (AOC).

The AOC may be varied, suspended or revoked if the Authority is no longer satisfied that our operation is safe.

The Authority has the privilege to grant an exemption from any requirement prescribed in Egyptian CAA. In such a case, the Authority is responsible for ensuring that an acceptable level of safety can be maintained.

The Accountable Executive, the Technical Director, the Director of Operations, Chief Pilot, Chief Inspector, and the Safety & Quality Director are acceptable by the Authority. The Authority has the right to interview any nominee or call for additional evidence of his suitability before deciding upon his acceptability.

The Authority has the power to:

- ➤ Determine the adequacy, relevance and consistency of the AOC holder's compliance with the requirements;
- Assess the efficiency of the operator's internal monitoring procedures and confirm the availability of sufficient resources and proper processes, as documented by the AOC holder's Quality System;
- Verify by means of inspections, compliance with the requirements and the effectiveness of the AOC holder's Quality System;

The Authority has the power to assess the continued competence of an AOC holder's by inspection and monitoring of:

- > Infrastructure
- **➤** Manuals
- > Training
- > Crew records
- Maintenance
- > Ramp
- > Equipment
- > Pre-flight preparation
- ➤ Release of Flight/Dispatch
- > Flight
- Ground
- Dangerous Goods awareness
- ➤ Quality System and results of NESMAAIRLINES Quality audits

Any time such an inspection is conducted in the premises of NESMAAIRLINES, a competent member of the department inspected shall accompany the member of the Authority.

For flight inspections, Nesma Airlines shall ensure that any person authorized by the Authority is permitted at any time to board and fly in any aircraft operated in accordance with an AOC issued by that Authority and to enter and remain on the flight deck.

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



**Operational Control And Supervision** 

Chapter: 2
Page: 19

The Pilot in Command shall, within a reasonable time of being requested to do so by a person authorized by an Authority, produce to that person the documentation required to be carried on board.

However, at any time, the Pilot in Command may refuse access to the flight deck if, in his opinion, the safety of the aircraft would thereby be endangered.

The Authority has the power to issue Operational Directives, notices in the interest of safety or in the public interest when it has the perception of risk of danger. Nesma Airlines, after notification by ECAA, shall make the required revisions in the procedures. Within 30 days after Nesma Airlines receives such notice, it may file a petition to reconsider the notice with the ECAA section charged with the overall inspection of Nesma Airlines operations. The filing of a petition to reconsider stays the notice pending a decision by the ECAA. However, if the ECAA finds that there is an emergency that requires immediate action in the interest of safety in air commerce, he may, upon a statement of the reasons, require a change effective without stay.

Issue No.: 04	Revision No.: 00	D N NMA OMACOM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001



# Flight Operations Manual Operational Control And Supervision

Chapter:	2
Page:	20

This Page Intentionally Left Blank

Issue No.: 04	Revision No.: 00	D N NIMA OMA COM 1001
Issue Date: Jan. 2018	Revision Date: Jan. 2018	Doc. No.: NMA – OMA.GOM – 1001

Quality System Chapter 3