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Federal Office of Civil Aviation FOCA
Safety Division - Flight Operations

FOCA GM/INFO

Guidance Material / Information

EASA Air Operations Part-NCC

Requirements to be compliant with EASA Part-NCC in Switzerland

Scope	EASA Part-NCC (non-commercial complex) in Switzerland
Applies to	NCC operators
Valid from	09 May 2019
Purpose	Guidance / Information

Process No	HE 58-53
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Log of Revision (LoR)

Date	Issue	Revision	Highlight of Revision
15.03.2016	1	0	First Issue
09.05.2019	1	1	• Updates acc. to legislation (CVR, complexity of organisations) • Extraction of List of Specific Approvals LSA (misunderstanding that the operator fills out the LSA) • Minor editorials

List of Effective Chapters

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List of Abbreviations

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The following abbreviations are within this GM/INFO:

Abbreviation	Definition	Abbreviation	Definition
AltMoC	Alternative Means of Compliance	SPO	Specialized Operations
AMC	Acceptable Means of Compliance	SPA	Specific Approvals
AOC	Air Operator Certificate		
ARO	Authority Requirements Air Operations		
CAMO	Continuing Airworthiness Management Organisation		
CAT	Commercial Air Transport		
CMTOM	Certificated Max Take-off Mass		
CS	Certification Specifications		
EASA	European Aviation Safety Agency		
EC	European Commission		
EU	European Union		
FOCA	Federal Office of Civil Aviation		
FTE	Full Time Equivalent		
GM/INFO	Guidance Material / Information		
IDE	Instruments Data Equipment		
LSA	List of Specific Approvals		
MEL	Minimum Equipment List		
MMEL	Master Minimum Equipment List		
MS	Member State		
NAA	National Aviation Authority		
NCC	Non-Commercial Complex		
NCO	Non-Commercial other-than-Complex		
ORO	Organisation Requirements Air Operations		
OM	Operations Manual		
OMM	Organisation Management Manual		
SMS	Safety Management System		

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0 Introduction

Ch. 0 ISS 1 / REV 0 / 15.03.2016

Since 25 August 2016, Regulation (EU) 965/2012 amended applies for non-commercial operators of complex motor-powered aircraft with a principal place of business or residing in Switzerland or any EASA member state.This regulation is applicable irrespective of EASA or non-EASA State of registry to aeroplane and helicopter operations alike.

Private operators throughout this document are called NCC operators. An NCC operator is a non-commercial operator of an aircraft which meets the class features mentioned within «Definition of a complex aircraft» in chapter 1.1 of this document.

0.1 Legal References

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Commission Regulation (EU) No 965/2012:

- Technical requirements and administrative procedures related to air operations pursuant to Regulation (EC) No 216/2008

Commision Regulation (EU) No 800/2013:

- Technical requirements and administrative procedures related to air operations pursuant to Regulation (EC) No 216/2008

Commision Regulation (EU) No 376/2014:

- On the reporting, analysis and follow-up of occurrences in civil aviation

ICAO Annex 6 (General Aviation):

- International General Aviation Aeroplane and Helicopter

0.2 Purpose of this GM/INFO

Ch. 0.2 ISS 1 / REV 0 / 15.03.2016

This FOCA guidance material shall assist the non-commercial operator (private operator) of a complex motor powered aircraft (aeroplane or helicopter) in becoming compliant with the applicable regulations.

0.3 Scope

Ch. 0.3 ISS 1 / REV 0 / 15.03.2016

In the interest of the user, this guide is intended to facilitate a parallel EASA Air Operations Part-NCC and ICAO Annex 6 Part II/III (General Aviation) compliance for the NCC operator.

The attached list will be used by FOCA during compliance inspections.

0.4 Terms and Conditions

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When used throughout the GM/INFO the following terms shall have the meaning as defined below:

Term	Meaning	Reference
shall, must, will	These terms express an obligation, a positive command.	EC English Style Guide: Ch. 7.19
may	This term expresses a positive permission.	EC English Style Guide: Ch. 7.21
shall not, will not	These terms express an obligation, a negative command.	EC English Style Guide: Ch. 7.20
may not, must not	These terms express a prohibition.	EC English Style Guide: Ch. 7.20
need not	This term expresses a negative permission.	EC English Style Guide: Ch. 7.22
should	This term expresses an obligation when an acceptable means of compliance should be applied .	EASA Acceptable Means of Compliance publications FOCA policies and requirements
could	This term expresses a possibility.	http://oxforddictionaries.com/ definition/english/could
ideally	This term expresses a best possible means of compliance and/or best experienced industry practice.	FOCA recommendation

Note: To highlight information or an editorial note a specific note box is used.

- The use of the male gender should be understood to include male and female persons.

1 The NCC Operator

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Before starting operations according to EASA Air Operations Part-NCC, the operator shall analyse his present documentation and existing processes and establish a gap analysis towards the applicable EASA Air Operations Part-ORO, -NCC and -SPA requirements with the help of this FOCA guidance material.

As a second step, the following elements shall be either established or complemented:

- a Management System (MS) which may be documented in a separate Organisation Management Manual (OMM) or which may be integrated into the Operations Manual (OM);
- an Operations Manual (OM) in accordance with AMC2 or AMC3 to Part-ORO MLR.100;
- ensure operational compliance with:
  - EASA Air Operations Part-ORO in parts as listed in this guide,
  - Part-NCC in full
  - Part-SPA and Part-SPO where applicable.
- submit to FOCA a filled in and signed NCC declaration form which can be downloaded from FOCA's website once all requirements are complied with;
- submit to FOCA information any specific approvals held incl. the necessary legal evidence such as authorisations or certificates of specific approvals (ops specs) obtained by the competent authority of the state of registry or any EASA MS or non-EASA State competent authority.

Note: This FOCA guidance material lists the applicable regulations which must be fulfilled by the NCC operator. However, this guide does not provide full details on how to achieve the requirement. The operator should therefore consult the EASA regulations platform via https://easa.europa.eu/regulations and scroll for the tab **Air Operations**.

When clicking on the tabs Show regulations, Part-ORO, Part-NCC, Part-SPA, the applicable version of the Implementing Rules (IR) as well as all Acceptable Means of Compliance (AMC), Guidance Material (GM) may be found which provide detailed information on how the respective requirement may be achieved.

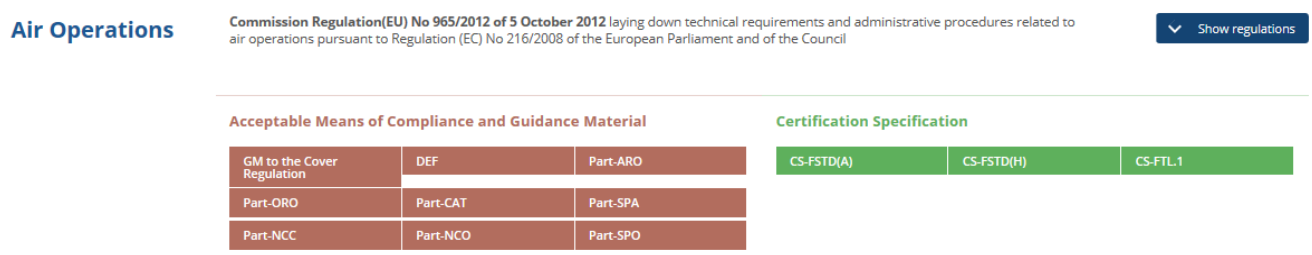

Figure 1: Screenshot of the applicable EASA website (Source: EASA)

For easy retrieval, the EASA AMCs, GM and CS are all listed with the same number as the regulation (IR) itself. The operator should pay attention on the correct number when looking up details in the associated AMCs and GM as the requirements for CAT (commercial air transport), NCC (non-commercial complex) and SPO (specialized operations) are mixed in the same Part-ORO document.

The operator shall be compliant with the applicable requirements latest when submitting the signed declaration to FOCA. Within 12 month of receiving the NCC declaration, FOCA will integrate the declaring NCC operator into FOCA's NCC oversight programme. Within 48 months of having received the NCC declaration, FOCA will conduct an inspection of the declaring NCC operator. The visit will either be accomplished as an announced or unannounced inspection.

The indexation for the NCC operations manual as listed in this guide under GM 3 Operations Manual (OM) is taken from EASA Air Operations AMC2 to ORO.MLR.100, which in turn is in line with ICAO Annex 6 Part II. The reflected indexation describes the order of subjects a NCC Operator has to implement into his operations manual (OM).

The operator may also choose to present the operations manual in accordance with AMC3 to ORO.MLR.100 which is the indexation for an AOC operations manual (OM). In such as case the operator shall insert the statement «not applicable» into the sections of the document where appropriate. Furthermore, the operator should declare using alternative means of compliance within the NCC declaration form.

If an operator elects to place a specific subject in a different chapter, he may do so if this serves legibility, provided he lists this as alternative means of compliance in the declaration.

Note: This GM/INFO is only applicable to NCC operators who have to declare in Switzerland. This Guide on EASA Part-NCC remains valid until revoked or amended by FOCA.

Following operators are affected by EASA Air Operations Part-ORO, Part-NCC, and Part-SPA regulation:

- Non-commercial operators of complex motor-powered aircraft registered in an EASA member state and having the principal place of business in an EASA member state.
- Non-commercial operators of complex motor-powered aircraft registered in a non-EASA member state but having their principal place of business (i.e. operator is established or residing) in an EASA member state.

Non-commercial operators of complex motor-powered aircraft registered in an EASA member state and having the aircraft based outside the EU should be compliant with ICAO Annex 6. Such operators should contact the state of registry to obtain assistance on how to achieve compliance with either ICAO Annex 6 or EASA Part-NCC. The EASA member state of registry should coordinate the oversight with the state where the aircraft is based.

Note: The principal place of business is typically the place where the operations department is located, such as the operational control office or it may be the residence of the operator. Normally this is also the home base of the aircraft concerned.

1.1 Definition of a Complex Motor-powered Aircraft

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A complex motor-powered aircraft shall mean:

An aeroplane:

- with a maximum certificated take-off mass exceeding 5 700 kg, or
- certificated for a maximum passenger seating configuration of more than 19, or
- certificated for operation with a minimum crew of at least two pilots, or
- equipped with (a) turbojet engine(s) or more than one turboprop* engine, or

A helicopter certificated:

- for a maximum take-off mass exceeding 3 175 kg, or
- for a maximum passenger seating configuration of more than nine, or
- for operation with a minimum crew of at least two pilots, or

A tilt rotor aircraft.

* According to article 6(8) of Regulation (EU) No 965/2012: By way of derogation from the first sentence of Article 5(3), operators of complex motorpowered aeroplanes with a maximum certificated take-off mass (MCTOM) at or below 5 700 kg, equipped with turboprop engines, involved in non-commercial operations, shall operate those aircraft only in accordance with Annex VII (Part-NCO only instead of Part-ORO and Part-NCC).

Operations with an aircraft classed as complex requires the operator to be compliant with the applicable parts of the organisation requirements for air operations addressed as EASA Air Operations Part-ORO where applicable, Part-NCC in full and Part-SPA where applicable.

1.2 Definition of Non-commercial Operations

Ch. 1.2 ISS 1 / REV 0 / 15.03.2016

Non-commercial operations is basically everything which is not fulfilling the criteria of commercial operations. Therefore one should compare the operational set-up with the criteria associated to commercial operations to understand the terms. Commercial operation shall mean any operation of an aircraft, in return for remuneration or other valuable consideration, which is available to the public or, when not made available to the public, which is performed under a contract between an operator and a customer, where the latter has no control over the operator.

In other words if the service is not available to the public and the customer (e.g. the owner of the aircraft) receives transportation in return for remuneration or other valuable consideration and having control over the operator, such type of operations may fulfill requirements for non-commercial operations.

1.3 «Complex» versus «Non-Complex» Operators

Ch. 1.3 ISS 1 / REV 1 / 09.05.2019

In accordance with Air Operations Part-ORO, the NCC operator is required to build up a management system to systematically manage safety including the necessary organisational structures, account-abilities, policies and procedures associated to non-commercial flight operations.

The organisational set-up should be proportionate to the size and complexity of the operator. EASA has therefore published AMC1 to ORO.GEN.200(b) referring to the Management system and listing criteria to judge the complexity of an organisation. EASA differs two categories of organisations, the simple one which is called a «non-complex» operator or organisation and the organisation which has to deal with higher complexity which is therefore called a «complex» operator or organisation. There are significant differences stated in the AMCs for the two set-ups. Details can be found in the AMCs and GM to EASA Part-ORO.GEN.200.

Note: EASA uses the term «complex» in the same document with different meanings. The term «complex motor-powered aircraft» should not be confused with the term «complex operator or organisation».

Non-complex Operator or Organisation

An operator should be considered as a non-complex organisation when it has a workforce of 20 full time equivalents (FTEs) or less involved in the activity subject to Regulation (EC) No 216/2008 and its Implementing Rules. If the operator fulfills further criteria as listed below under complex operator, the organisational setup should be adopted to the higher criteria.

Complex Operator or Organisation

An operator should be considered as a complex organisation when it has a workforce of more than 20 FTEs involved in the activity subject to Regulation (EC) No 216/2008 and its Implementing Rules.

Operators with up to 20 FTEs involved in the activity subject to Regulation (EC) No 216/2008 and its Implementing Rules may also be considered complex based on an assessment of the following factors:

- in terms of complexity, the extent and scope of contracted activities subject to the approval;
- in terms of risk criteria, the extent of the following:
  - operations requiring a specific approval;
  - high-risk commercial specialised operations (n/a for pure NCC operator);
  - operations with different types of aircraft used; and
  - operations in challenging environment (offshore, mountainous, etc.).

1.4 Sample Structure of an NCC Organisation

Ch. 1.4 ISS 1 / REV 0 / 15.03.2016

Depending on the size and complexity of the organisation (operator), various functions may be combined or covered by one single person. The smallest organisational set-up for a non-complex operator is one person in charge of all positions including compliance monitoring. To ensure independence of compliance monitoring, the operator should in such a case mandate the necessary audits and inspections to personnel not responsible for the function/process being audited.

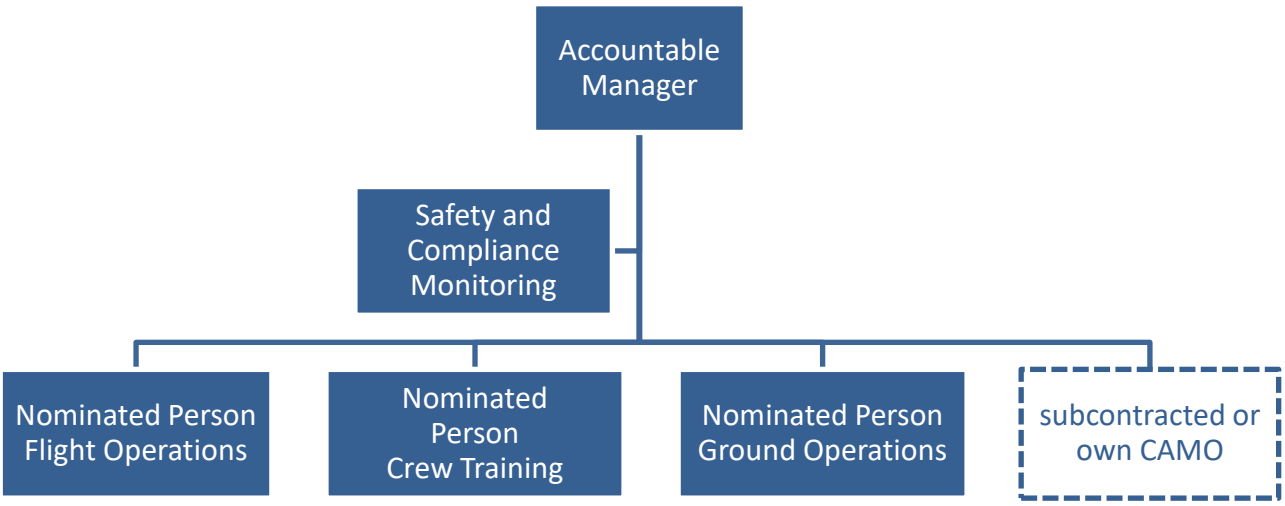

Figure 2: Sample structure of an NCC organisation

1.5 Management System for a Non-complex Operator or Organisation

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Safety risk management may be performed using hazard checklists or similar risk management tools or processes, which are integrated into the activities of the operator. Checklist samples may be found in the respective AMCs and GM to ORO.GEN.200.

The operator should manage safety risks related to a change. The “management of change” should be a documented process to identify external and internal changes that may have an adverse effect on safety. The management of change should thereby make use of the operator’s existing hazard identification, risk assessment and mitigation processes.

The operator should identify a person who fulfils the role of safety manager and who is responsible for coordinating the safety management system. This person may be the accountable manager or a person with an operational role within the operator.

Within the operator, responsibilities should be identified for hazard identification, risk assessment and mitigation.

The safety policy should be documented in the OMM or OM and include a signed commitment by the accountable manager to improve towards the highest safety standards, to comply with all applicable legal requirements, to meet all applicable standards and to consider best practices and provide appropriate resources.

1.6 Management System for a Complex Operator or Organisation

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The management system of an operator should encompass safety by including a safety manager, a safety review board and a safety action group in the organisational structure.

The safety manager should act as the focal point and be responsible for the development, administration and maintenance of an effective safety management system. The functions of the safety manager should be to:

- facilitate hazard identification, risk analysis and management;

- monitor the implementation of actions taken to mitigate risks, as listed in the safety action plan;
- provide periodic reports on safety performance;
- ensure maintenance of the safety management documentation;
- ensure that there is safety management training available and that it meets acceptable standards;
- provide advice on safety matters; and
- ensure initiation and follow-up of internal occurrence/accident investigations.

The safety review board should be a high level committee that considers matters of strategic safety in support of the accountable manager's safety accountability. The board should be chaired by the accountable manager and be composed of heads of functional areas.

The safety review board should monitor:

- safety performance against the safety policy and objectives;
- that any safety action is taken in a timely manner; and
- the effectiveness of the operator's safety management processes.

The safety review board should ensure that appropriate resources are allocated to achieve the established safety performance.

The safety manager or any other relevant person may attend, as appropriate, safety review board meetings. He/she may communicate to the accountable manager all information, as necessary, to allow decision making based on safety data.

Depending on the size of the operator and the nature and complexity of its activities, the safety manager may be assisted by additional safety personnel for the performance of all safety management related tasks. Regardless of the organisational set-up it is important that the safety manager remains the unique focal point as regards the development, administration and maintenance of the operator's safety management system.

A safety action group may be established as a standing group or as an ad-hoc group to assist or act on behalf of the safety review board. More than one safety action group may be established depending on the scope of the task and specific expertise required. The safety action group should report to and take strategic direction from the safety review board and should be comprised of managers, supervisors and personnel from operational areas.

The safety action group should:

- monitor operational safety;
- resolve identified risks;
- assess the impact on safety of operational changes; and
- ensure that safety actions are implemented within agreed timescales.

The safety action group should review the effectiveness of previous safety recommendations and safety promotion.

The management system shall further address:

- a safety policy in accordance with AMC1 ORO.GEN.200(a)(2)
- a hazard identification and risk assessment and mitigation process in accordance with AMC1 ORO.GEN.200(a)(3)
- internal safety investigation and monitoring and safety performance monitoring and measurement
- the management of change
- aiming for continuous improvement
- the emergency response plan (ERP) training and communication on safety

1.7 Layout of the Operations Manual System

Ch. 1.7 ISS 1 / REV 1 / 09.05.2019

The operator may choose to set-up the operations manual in accordance with AMC2 or AMC3 to Air Operations Part-ORO MLR.100.

If AMC3 to ORO.MLR.100 is chosen, the NCC operator shall mention the fact as applied alternative means of compliance to achieve MLR.100 within the declaration which will be submitted to FOCA. The management system or safety management manual may be compiled as a separate document (OMM) or it may be integrated into the operations manual (OM).

Note: FOCA has published a guidance material FOCA GM/INFO – CL Management System which provides helpful information for the setup of a management system.

1.8 Use of the NCC Declaration Form and List of Specific Approvals

Ch. 1.8 ISS 1 / REV 1 / 09.05.2019

FOCA has published a GM/INFO with an NCC Declaration form included which is in line with the EU 379/2014 EASA document in Part-ORO Appendix 1 and which may be downloaded with a link from FOCA's NCC website https://www.bazl.admin.ch/ncc

The operator shall submit the filled in declaration signed by the accountable manager to FOCA to declare compliance with the applicable regulations. If the operator plans to amend or change content of the declaration or ceases operations, he shall indicate the date on which the changes become effective.

The intent of the declaration is to:

- have the operator acknowledge its responsibilities under the applicable safety regulations and that it holds all necessary approvals;
- inform the competent authority of its existence; and
- enable the competent authority to fulfil its oversight responsibilities in accordance with ARO.GEN.300 and 305.

For any specific approvals held already and for which the necessary certificates or authorisations from the issuing EASA MS or non-EASA MS competent authority can be provided to FOCA, FOCA will issue the list of specific approvals (LSA). FOCA will enter the state and name of the competent authority who issued the operations specification. Once processed, the list of approvals will be sent back to the operator. The list should be carried onboard the aircraft.

For specific approvals not held yet, refer to chapter 1.11 of this document.

1.9 Cabin Crew

Ch. 1.9 ISS 1 / REV 0 / 15.03.2016

The subject cabin crew is not fully covered by this guidance material since cabin crew is only required on aircraft with MOPSC of more than 19 or more and carrying one or more passenger(s). Operators with an aircraft fulfilling these conditions also have to fulfil the requirements of Subpart ORO.CC.

1.10 Instrumentation and Equipment

Ch. 1.10 ISS 1 / REV 0 / 15.03.2016

The operator of a complex motor-powered aircraft shall consult EASA Air Operations Part-NCC.IDE regulations with associated AMCs and GM to obtain information on required instrumentation and equipment for their intended operation. This FOCA NCC guide does not provide detailed information on IDE such requirements.

1.11 Specific Approvals

Ch. 1.11 ISS 1 / REV 0 / 15.03.2016

The subject specific approvals is not addressed in this guide. If an operator whishes to implement any new specific approval with FOCA, detailed information may be found in the respective EASA Air Operations Part-SPA sections with associated AMCs and GM and on FOCA's website.

The operator should contact FOCA's sections SBOC (aeroplane) or SBHE (helicopter) to receive advice on how any specific approval may be obtained. The subject should be implemented into the operations manual sections as mentioned by the chapter title. If the operator has obtained any specific approval in the past, such approval should remain valid when declaring in Switzerland provided standards according to Part-SPA have been applied for EASA MS registered aircraft or ICAO Annex 6 standards for non-EASA MS registered aircraft . The compliance of transferred EASA MS or non-EASA MS provided approvals will normally be checked during inspections.

1.12 Alternative Means of Compliance for NCC Operators

Ch. 1.12 ISS 1 / REV 0 / 15.03.2016

If the NCC operator wishes to deviate from existing AMCs by use of alternative means of compliance (AltMoC), he may do so according to ORO.GEN.120(c) if such alternative means are listed in the declaration form and provided the operator has performed a documented safety and risk assessment which indicates an equal level of safety is achieved to meet the regulation. FOCA will assess any alternative means of compliance used by the NCC operator during inspections.

1.13 General Note to the Attached Reference List

Ch. 1.13 ISS 1 / REV 0 / 15.03.2016

The subsequent chapters (Ch. 2 and 3) with the listed regulations starting with the management system and commencing with the operations manual act as a control sheet for the NCC operator. The operator, however, will have to consult the AMC and GM material to get further details on how to fulfill the respective requirements. AMCs are considered binding unless alternative means of compliance are used as stated in chapter 1.12. above.

Items exclusively applicable to aeroplane operations are marked with the symbol ✈

Items only applicable to helicopter operations are marked with **H**

2 Management System

Ch. 2 ISS 1 / REV 0 / 15.03.2016

Following requirements shall be covered by the management system. The management system may be described in a separate document typically called Organisation Management Manual (OMM) or it may be fully implemented into the Operations Manual (OM) under (d) description of the management system.

Regulation Reference	Subject	Required / recommended action for implementation	Operator Control Tool Subject location in OM or OMM	FOCA Inspection checklist for future use
NCC.GEN.100	**Competent authority**	The competent authority shall be the authority designated by the Member State in which the operator has its principal place of business or is residing.		❑
ORO.GEN.210	**Personnel requirements (a)**	The operator shall appoint an **Accountable Manager**, who has the authority to ensure that all activities can be financed and carried out in accordance with the applicable requirements. The accountable manager shall be responsible for establishing and maintaining an effective management system. The Accountable Manager signs responsible for compliant and safe operations on the NCC Declaration.		❑
ORO.GEN.200	**Management system (a) 2**	Once implemented, the management system shall be maintained and include: a description of the overall philosophies and principals of the operator with regard to safety, referred to as the safety policy;		❑
ORO.GEN.200	**Management system (a) 3**	Once implemented, the management system shall be maintained and include: the identification of aviation safety hazards entailed by the activities of the operator, their evaluation and the management of associated risks, including taking actions to mitigate the risk and verify their effectiveness;		❑
ORO.GEN.200	**Management system (a) 4**	Once implemented, the management system shall be maintained and include: maintaining personnel trained and competent to perform their tasks;		❑
ORO.GEN.200	**Management system (a) 5**	Once implemented, the management system shall be maintained and include:		❑

		documentation of all management system key processes, including a process for making personnel aware of their responsibilities and the procedure for amending this documentation;		
ORO.GEN.200	**Management system (a) 6**	Once implemented, the management system shall be maintained and include: a function to monitor compliance of the operator with the relevant requirements. Compliance monitoring shall include a feedback system of findings to the accountable manager to ensure effective implementation of corrective actions as necessary; and		❑
ORO.GEN.200	**Management system (a) 7**	Once implemented, the management system shall be maintained and include: any additional requirements that are prescribed in the relevant subparts of the applicable regulations.		❑
ORO.GEN.200	**Management system (b)**	The management system shall correspond to the size of the operator and the nature and complexity of its activities, taking into account the hazards and associated risks inherent in these activities.		❑
NCC.GEN.115	**Common language**	The operator shall ensure that all crew members can communicate with each other in a common language.		❑
ORO.GEN.105	**Competent authority**	List the competent authority according operators principal place of business (e.g. FOCA Switzerland)		❑

3 Operations Manual

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Regulation Reference	Subject	Required/recommended action for implementation	Operator Control Tool Subject location in OM or OMM	FOCA Inspection checklist for future use
(a) Table of contents				
ORO.MLR.100	**Operations manual general**	Establish a table of contents for: • the whole manual as an overview, and • in front of every chapter with details on content		❑

(b) Amendment control status and list of effective pages or paragraphs, unless the entire manual is re-issued and the manual has an effective date on it

The operator may use a document amendment and control system which may be similar to this FOCA document unless the entire manual is re-issued every time a change has to be implemented.

(c) Duties, responsibilities and succession of management and operating personnel				
Organisational structure				
ORO.GEN.200	**Management system (a) 1**	When implemented, the management system shall be maintained and include: clearly defined lines of responsibility and accountability throughout the operator, including a direct safety accountability of the accountable manager;		❑
Nominated person				
ORO.GEN.210	**Personnel requirements (b)**	A person or group of persons shall be nominated by the accountable manager, with the responsibility of ensuring that the operator remains in compliance with the applicable requirements. Such person(s) shall be ultimately		❑

		responsible to the accountable manager. The function should be called “Nominated Person”		
Responsibilities and duties of operations management personnel				
ORO.GEN.110	**Operator responsibilities (a)**	Accountable Manager – Responsible to ensure operation of the aircraft in accordance with Annex IV to Regulation (EC) No 216/2008, as applicable, the relevant requirements of this Annex and its declaration.		❑
ORO.GEN.210	**Personnel requirements (a)**	Accountable Manager – Responsible for and has the authority to ensure that all activities can be financed and carried out in accordance with the applicable requirements		❑
ORO.GEN.120	**Means of compliance (c)**	Accountable Manager – Responsible to ensure notifying the competent authority (FOCA) of any alternative means of compliance used to establish compliance with Regulation (EC) No 216/2008 and its Implementing Rules if applicable.		❑
ORO.GEN.205	**Contracted activities (a)**	Accountable Manager – Responsible to ensure that when contracting or purchasing any part of its activity, the contracted or purchased service or product conforms to the applicable requirements.		❑
ORO.GEN.210	**Personnel requirements (c)**	Accountable Manager – Responsible to have sufficient qualified personnel for the planned tasks and activities to be performed in accordance with the applicable requirements.		❑
ORO.GEN.215	**Facility requirements**	Accountable Manager – Responsible to have facilities allowing the performance and management of all planned tasks and activities in accordance with the applicable requirements		❑
ORO.DEC.100	**Declaration (a)(b)(c)(d)(e)**	Accountable Manager - Responsible to: a) Provide the FOCA with all relevant information prior to commencing operations, using the declaration form (FOCA Web page).		❑

		b) Notify to the FOCA a list of the alternative means of compliance used. c) Maintain compliance with the applicable requirements and with the information given in the declaration; d) Notify the FOCA without delay of any changes to its declaration or the means of compliance it uses through submission of an amended declaration using the official FOCA form; e) Notify the FOCA when it ceases operation		
ORO.GEN.110	**Operator responsibilities (h)**	Accountable Manager or Nominated Person – Responsible to establish a checklist system for each aircraft type to be used by crew members in all phases of flight under normal, abnormal and emergency conditions to ensure that the operating procedures in the operations manual are followed. The design and utilisation of checklists shall observe human factors principals and take into account the latest relevant documentation from the aircraft manufacturer (Manufacturer documentation may fulfil the requirement).		❑
ORO.GEN.110	**Operator responsibilities (f)**	Accountable Manager or Nominated Person - Responsible to establish procedures and instructions for the safe operation of each aircraft type, containing ground staff and crew member duties and responsibilities, for all types of operation on the ground and in flight. Those procedures and instructions shall not require crew members to perform any activities during critical phases of flight other than those required for the safe operation of the aircraft. Procedures and instructions for a sterile flight crew compartment shall also be included.		❑
ORO.GEN.110	**Operator responsibilities (d)**	Accountable Manager or Nominated Person - Responsible to ensure that the aircraft is equipped and its crews are qualified as required for the area and type of operation.		❑
ORO.GEN.110	**Operator responsibilities (b)**	Accountable Manager or Nominated Person - Responsible to ensure that every flight is conducted in accordance with the provisions of the operations manual		❑

ORO.GEN.210	**Personnel requirements (d)**	Accountable Manager or Nominated Person - Responsible to ensure maintaining appropriate experience, qualification and training records to show compliance with requirements		❑
ORO.GEN.210	**Personnel requirements (e)**	Accountable Manager or Nominated Person - Responsible to ensure that all personnel are aware of the rules and procedures relevant to the exercise of their duties.		❑
ORO.GEN.110	**Operator responsibilities (e)**	Accountable Manager or Nominated Person - Responsible to ensure that all personnel assigned to, or directly involved in, ground and flight operations are properly instructed, have demonstrated their abilities in their particular duties and are aware of their responsibilities and the relationship of such duties to the operation as a whole.		❑
ORO.GEN.110	**Operator responsibilities (g)**	Accountable Manager or Nominated Person - Responsible to ensure that all personnel are made aware that they shall comply with the laws, regulations and procedures of those States in which operations are conducted and that are pertinent to the performance of their duties.		❑
ORO.GEN.150	**Findings**	Accountable Manager or Nominated Person or Compliance Monitoring function (e.g. Quality Manager) - After receipt of notification of findings, the operator shall: (a) identify the root cause of the non-compliance; (b) define a corrective action plan; and (c) demonstrate corrective action implementation to the satisfaction of the competent authority within a period agreed with that authority as defined in ARO.GEN.350 (d).		❑
ORO.GEN.155	**Immediate reaction to a safety problem**	Accountable Manager or Nominated Person - Responsible to ensure implementation of: (a) any safety measures mandated by the competent authority in accordance with ARO.GEN.135(c); and (b) any relevant mandatory safety information issued by the Agency, including airworthiness directives.		❑
ORO.GEN.160	**Occurrence reporting (a)**	Accountable Manager or Nominated Person -		❑

		Responsible to ensure reporting to the competent authority (FOCA), and to any other organisation required by the State of the operator to be informed, any accident, serious incident and occurrence as defined in Regulation (EU) No 376/2014 and Regulation 2015/1018.		
ORO.GEN.160	**Occurrence reporting (b)(e)**	Accountable Manager or Nominated Person - Responsible to ensure reporting to the competent authority and to the organisation responsible for the design of the aircraft any incident, malfunction, technical defect, exceeding of technical limitations or occurrence that would highlight inaccurate, incomplete or ambiguous information contained in the operational suitability data established in accordance with Regulation (EU) No 748/2012 or other irregular circumstance that has or may have endangered the safe operation of the aircraft and that has not resulted in an accident or serious incident. Where relevant, the operator shall produce a follow-up report to provide details of actions it intends to take to prevent similar occurrences in the future, as soon as these actions have been identified. This report shall be produced in a form and manner established by the competent authority.		❑
ORO.GEN.160	**Occurrence reporting (d)**	Accountable Manager or Nominated Person - Responsible to ensure reporting shall be made as soon as practicable, but in any case within 72 hours of the operator identifying the condition to which the report relates, unless exceptional circumstances prevent this.		❑
ORO.GEN.220	**Record-keeping**	Accountable Manager or Nominated Person or Compliance Monitoring function (e.g. Quality Manager) – Responsible to ensure record keeping, adequate storage and reliable traceability of all activities developed, covering in particular all the elements indicated in ORO.GEN.200.		❑
ORO.MLR.100	**Operations manual – gen. (d)**	Accountable Manager or Nominated Person - Responsible to ensure that all operations personnel shall have easy access to the portions of the OM that are relevant to their duties.		❑

ORO.MLR.100	**Operations manual – gen. (e)**	Accountable Manager or Nominated Person - Responsible to ensure that the OM is kept up to date and all personnel are made aware of any changes that are relevant to their duties.		❑
ORO.MLR.100	**Operations manual – gen. (f)**	Accountable Manager or Nominated Person – Responsible to ensure that each crew member is being provided with a personal copy of the relevant sections of the OM pertaining to their duties. Each holder of an OM, or appropriate parts of it, shall be responsible for keeping their copy up to date with the amendments or revisions supplied by the operator.		❑
ORO.MLR.100	**Operations manual – gen. (i)**	Accountable Manager or Nominated Person – Responsible to ensure that amendments and revisions required by the competent authority are incorporated.		❑
ORO.MLR.100	**Operations manual – gen. (j)**	Accountable Manager or Nominated Person – Responsible to ensure that information taken from approved documents, and any amendment thereof, is correctly reflected in the OM. This does not prevent the operator from publishing more conservative data and procedures in the OM.		❑
ORO.MLR.100	**Operations manual – gen. (k)**	Accountable Manager or Nominated Person – Responsible to ensure that all personnel are able to understand the language in which those parts of the OM which pertain to their duties and responsibilities are written. The content of the OM shall be presented in a form that can be used without difficulty and observes human factors principals.		❑
ORO.MLR.105	**Minimum Equipment List MEL (a)(c)**	Accountable Manager or Nominated Person – Responsible to ensure a minimum equipment list (MEL) is established as specified under point 8.a.3 of Annex IV to Regulation (EC) No 216/2008, based on the relevant master minimum equipment list (MMEL) as defined in the data established in accordance with Regulation (EU) No 748/2012. If an MMEL has not been established as part of the operational suitability data, the MEL may be based on		❑

		the relevant MMEL accepted by the State of Operator or Registry as applicable. The MEL shall later on be amend after any applicable change to the MMEL has been within the acceptable timescales.		
Authority, duties and responsibilities of the Pilot in Command				
ORO.MLR.110	**Journey log**	Pilot in Command – Responsible to ensure that particulars of the aircraft, its crew and each journey shall be retained for each flight, or series of flights, in the form of a journey log, or equivalent.		❑
NCC.GEN.106	**Pilot-in-command responsibilities and authority (a)**	The pilot-in-command shall be responsible for: (1) the safety of the aircraft and of all crew members, passengers and cargo on board during aircraft operations as referred to in 1.c of Annex IV to Regulation (EC) No 216/2008; (2) the initiation, continuation, termination or diversion of a flight in the interest of safety; (3) ensuring that all instructions, operational procedures and checklists are complied with in accordance with the operations manual and as referred to in 1.b of Annex IV to Regulation (EC) No 216/2008;		❑
NCC.GEN.106	**Pilot-in-command responsibilities and authority (a)**	The pilot-in-command shall be responsible for: (4) only commencing a flight if he/she is satisfied that all operational limitations referred to in 2.a.3 of Annex IV to Regulation (EC) No 216/2008 are complied with, as follows: (i) the aircraft is airworthy; (ii) the aircraft is duly registered; (iii) instruments and equipment required for the execution of that flight are installed in the aircraft and are operative, unless operation with inoperative equipment is permitted by the minimum equipment list (MEL) or equivalent document, as required in NCC.IDE.A.105 or NCC.IDE.H.105;		❑

		(iv) the mass of the aircraft and centre of gravity location are such that the flight can be conducted within the limits prescribed in the airworthiness documentation; (v) all cabin baggage, hold luggage and cargo are properly loaded and secured; (vi) the aircraft operating limitations as specified in the aircraft flight manual (AFM) will not be exceeded at any time during the flight; (vii) each flight crew member holds a valid licence in accordance with Regulation (EU) No 1178/2011; and (viii) flight crew members are properly rated and meet competency and recency requirements;		
NCC.GEN.106	**Pilot-in-command responsibilities and authority (a)**	The pilot-in-command shall be responsible for: (5) not commencing a flight if any flight crew member is incapacitated from performing duties by any cause such as injury, sickness, fatigue or the effects of any psychoactive substance; (6) not continuing a flight beyond the nearest weather-permissible aerodrome or operating site, when the capacity of any flight crew member to perform duties is significantly reduced from causes such as fatigue, sickness or lack of oxygen; (7) deciding on acceptance of the aircraft with unserviceability's in accordance with the configuration deviation list (CDL) or minimum equipment list (MEL), as applicable;		❑
NCC.GEN.106	**Pilot-in-command responsibilities and authority (a)**	The pilot-in-command shall be responsible for: (8) recording utilisation data and all known or suspected defects in the aircraft at the termination of the flight, or series of flights, in the aircraft technical log or journey log for the aircraft; and (9) ensuring that flight recorders: (i) are not disabled or switched off during flight; and (ii) in the event of an accident or an incident that is subject to mandatory reporting: (A) are not intentionally erased;		❑

		(B) are deactivated immediately after the flight is completed; and (C) are reactivated only with the agreement of the investigating authority.		
NCC.GEN.106	**Pilot-in-command responsibilities and authority (b)**	The pilot-in-command shall have the authority to refuse carriage of or disembark any person, baggage or cargo that may represent a potential hazard to the safety of the aircraft or its occupants.		❑
NCC.GEN.106	**Pilot-in-command responsibilities and authority (c)**	The pilot-in-command shall, as soon as possible, report to the appropriate air traffic services (ATS) unit any hazardous weather or flight conditions encountered that are likely to affect the safety of other aircraft.		❑
NCC.GEN.106	**Pilot-in-command responsibilities and authority (d)**	Notwithstanding the provision of (a) (6), in a multi-crew operation the pilot-in-command may continue a flight beyond the nearest weather-permissible aerodrome when adequate mitigating procedures are in place.		❑
NCC.GEN.106	**Pilot-in-command responsibilities and authority (e)**	The pilot-in-command shall, in an emergency situation that requires immediate decision and action, take any action he/she considers necessary under the circumstances in accordance with 7.d of Annex IV to Regulation (EC) No 216/2008. In such cases he/she may deviate from rules, operational procedures and methods in the interest of safety.		❑
NCC.GEN.106	**Pilot-in-command responsibilities and authority (f)**	The pilot-in-command shall submit a report of an act of unlawful interference without delay to the competent authority and shall inform the designated local authority.		❑
NCC.GEN.106	**Pilot-in-command responsibilities and authority (g)**	The pilot-in-command shall notify the nearest appropriate authority by the quickest available means of any accident involving the aircraft that results in serious injury or death of any person or substantial damage to the aircraft or property		❑
NCC.GEN.110	**Compliance with laws, regulations and procedures (a) (b)**	The pilot-in-command shall comply with the laws, regulations and procedures of those States where operations are conducted. The pilot-in-command shall be familiar with the laws, regulations and procedures, pertinent to the performance of		❑

		his/her duties, prescribed for the areas to be traversed, the aerodromes or operating sites to be used and the related air navigation facilities as referred to in 1.a of Annex IV to Regulation (EC) No 216/2008.		
Duties and responsibilities of personnel other than the pilot-in-command				
NCC.GEN.105	**Crew responsibilities (a)**	The crew member shall be responsible for the proper execution of his/her duties that are: (1) related to the safety of the aircraft and its occupants; and (2) specified in the instructions and procedures in the operations manual		❑
NCC.GEN.105	**Crew responsibilities (b)**	During critical phases of flight or whenever deemed necessary by the pilot-in-command in the interest of safety, the crew member shall be seated at his/her assigned station and shall not perform any activities other than those required for the safe operation of the aircraft.		❑
NCC.GEN.105	**Crew responsibilities (c)(d)**	During flight, the flight crew member shall keep his/her safety belt fastened while at his/her station. During flight, at least one qualified flight crew member shall remain at the controls of the aircraft at all times.		❑
NCC.GEN.105	**Crew responsibilities (e)**	The crew member shall not undertake duties on an aircraft: (1) if he/she knows or suspects that he/she is suffering from fatigue as referred to in 7.f of Annex IV to Regulation (EC) No 216/2008 or feels otherwise unfit, to the extent that the flight may be endangered; or (2) when under the influence of psychoactive substances or alcohol or for other reasons as referred to in 7.g of Annex IV to Regulation (EC) No 216/2008.		❑
NCC.GEN.105	**Crew responsibilities (f)**	The crew member who undertakes duties for more than one operator shall: (1) maintain his/her individual records regarding flight and duty times and rest periods,; and (2) provide each operator with the data needed to schedule activities in accordance with the applicable FTL requirements.		❑

NCC.GEN.105	**Crew responsibilities (g)**	The crew member shall report to the pilot-in-command: (1) any fault, failure, malfunction or defect, which he/she believes may affect the airworthiness or safe operation of the aircraft, including emergency systems; and (2) any incident that was endangering, or could endanger, the safety of the operation.		❑

(d) Description of the management system

Details on the set-up of a management system may be found in chapter 1.6 and 1.7 of this guide. A management system may be documented fully integrated into the OM or as a separate document. The operator has to ensure unrestricted access to the management system documentation for all functions involved in operations including cockpit and cabin crew.

(e) Operational control system

Supervision of the operation by the operator

ORO.GEN.110	**Operator responsibilities (c)**	Implement and describe a system for exercising operational control over any flight operated under the terms of the Declaration.		❑
ORO.FC.100	**Composition o. flight crew (a)**	The composition of the flight crew and the number of flight crew members at designated crew stations shall be not less than the minimum specified in the aircraft flight manual or operating limitations prescribed for the aircraft.		❑
ORO.FC.100	**Compos. of flight crew (b)**	The flight crew shall include additional flight crew members when required by the type of operation and shall not be reduced below the number specified in the operations manual.		❑
ORO.FC.105	**Designation as pilot-in-command (a)**	In accordance with 8.e of Annex IV to Regulation (EC) No 216/2008, one pilot amongst the flight crew, qualified as pilot-in-command in accordance with Annex I (Part-FCL) to Regulation (EU) No 1178/2011, shall be designated by the operator as pilot-in-command		❑
ORO.FC.105	**Designation as pilot-in-command (b)**	The operator shall only designate a flight crew member to act as pilot-in-command/commander if he/she has:		❑

		(1) the minimum level of experience specified in the operations manual; (2) adequate knowledge of the route or area to be flown and of the aerodromes, including alternate aerodromes, facilities and procedures to be used; (3) in the case of multi-crew operations, completed an operator's command course if upgrading from co-pilot to pilot-in-command/commander.		
ORO.FC.110	**Flight engineer**	When a separate flight engineer station is incorporated in the design of the aeroplane, the flight crew shall include one crew member who is suitably qualified in accordance with applicable regulations.		❑
ORO.FC.145	**Provision of training (d)(e)**	The FSTD shall replicate the aircraft used by the operator, as far as practicable. Differences between the FSTD and the aircraft shall be described and addressed through a briefing or training, as appropriate. The operator shall establish a system to adequately monitor changes to the FSTD and to ensure that those changes do not affect the adequacy of the training programmes.		❑
NCC.GEN.135	**Information on emergency and survival equipment carried**	The operator shall at all times have available for immediate communication to rescue coordination centres (RCCs) lists containing information on the emergency and survival equipment carried on board.		❑

Supervision of license and qualification validity				
ORO.FC.100	**Compos. of flight crew (c)**	All flight crew members shall hold a licence and ratings issued or accepted in accordance with Commission Regulation (EU) No 1178/2011 (15) and appropriate to the duties assigned to them.		❑
ORO.FC.100	**Compos. of flight crew (d)**	The flight crew member may be relieved in flight of his/her duties at the controls by another suitably qualified flight crew member		❑
ORO.FC.100	**Compos. of flight crew (e)**	When engaging the services of flight crew members who are working on a freelance or part-time basis, the operator shall verify that all applicable requirements of this Subpart and the relevant elements of Annex I (Part-FCL) to		❑

		Regulation (EU) No 1178/2011, including the requirements on recent experience, are complied with, taking into account all services rendered by the flight crew member to other operator(s) to determine in particular: (1) the total number of aircraft types or variants operated; and (2) the applicable flight and duty time limitations and rest requirements.		
ORO.FC.130	**Recurrent training and checking (a)(b)**	Each flight crew member shall complete annual recurrent flight and ground training relevant to the type or variant of aircraft on which he/she operates, including training on the location and use of all emergency and safety equipment carried. Each flight crew member shall be periodically checked to demonstrate competence in carrying out normal, abnormal and emergency procedures.		❑
Supervision of competence of operations personnel				
ORO.FC.135	**Pilot qualification to operate in either pilot's seat**	Flight crew members who may be assigned to operate in either pilot's seat shall complete appropriate training and checking as specified in the operations manual.		❑
Operational control with respect to flight safety				
ORO.CC.100	**Number and composition of cabin crew (a)**	The number and composition of cabin crew shall be determined in accordance with 7.a of Annex IV to Regulation (EC) No 216/2008, taking into account operational factors or circumstances of the particular flight to be operated. At least one cabin crew member shall be assigned for the operation of aircraft with an MOPSC of more than 19 when carrying one or more passenger(s). Further Details on the requirement to carry Cabin Crew and the associated regulations may be found in COMMISSION REGULATION (EU) No 965/2012 (EC) Subpart CC Starting ORO.CC.005 to ORO.CC.145		❑

Powers of the authority				
ORO.GEN.140	**Access (a)**	State to grant access at any time to any facility, aircraft, document, records, data, procedures or any other material relevant to its activity subject to certification or declaration, whether it is contracted or not, to any person authorised by one of the following authorities: (1) the competent authority defined in ORO.GEN.105; (2) the authority acting under the provisions of ARO.GEN.300 (d), ARO.GEN.300 (e) or ARO.RAMP.		❑

(f) Flight time limitations

Switzerland has not defined flight time limitations for non-commercial operations. Therefore and in accordance with COMMISSION REGULATION (EU) No 965/2012 Article 8, the NCC operator shall define its own maximum flight time and minimum rest scheme which shall be published in the operations manual and which should be applicable to all cockpit and cabin crew. The flight time and rest regime shall take into consideration the effect of short and longterm fatigue and shall therefore duly mitigate any risks associated to crew fatigue. The operator shall adjust the flight time and rest regime if the management system markers show an increase in the fatigue associated risks or if crew reports indicate an increase in the fatigue level.

(g) Standard operating procedures (SOPs)

The operator may either define own procedures which must be in line with manufacturer defined standard operating procedures (SOPs) or he may simply implement a reference to the manufacturer provided documentation in which typically established SOPs are described in good detail.

(h) Weather limitations

The operator may implement under (h) the manufacture stated weather limitations such as maximum crosswind, maximum tailwind, max or min temperature for operations, limitations concerning icing conditions and more. To simplify this task, a reference to the manufacturer documentation stating any aircraft weather limitations will fulfil the requirement.

(i) Emergency procedures

The operator may implement under (i) the manufacture stated emergency/abnormal or non-normal procedures or simply implement a reference to the respective manufacturer documentation.

(j) Accidents/incidents considerations

The operator should, in cooperation with other stakeholders, develop, coordinate and maintain an emergency response plan (ERP) that ensures orderly and safe transition from normal to emergency operations and return to normal operations in case of an incident . The ERP should provide the actions to be taken by the operator or specified individuals in an emergency and reflect the size, nature and complexity of the activities performed by the operator,

(k) Security procedures

ORO.SEC.100 ✈	**Flight crew compartment (a) security — aeroplanes**	In an aeroplane which is equipped with a flight crew compartment door, this door shall be capable of being locked, and means shall be provided by which the cabin crew can notify the flight crew in the event of suspicious activity or security breaches in the cabin.		❑
ORO.SEC.100 ✈	**Flight crew compartment (b) security — aeroplanes**	All passenger-carrying aeroplanes of a maximum certificated take-off mass exceeding 45 500 kg, shall be equipped with an approved flight crew compartment door that is capable of being locked and unlocked from either pilot's station and designed to meet the applicable airworthiness requirements.		❑
ORO.SEC.100 ✈	**Flight crew compartment (c) security — aeroplanes**	In all aeroplanes which are equipped with a flight crew compartment door in accordance with point (b) above: (1) this door shall be closed prior to engine start for take-off and will be locked when required by security procedures or by the pilot-in-command until engine shut down after landing, except when deemed necessary for authorised persons to access or egress in compliance with national civil aviation security programmes; and (2) means shall be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behaviour or potential threat.		❑

ORO.SEC.100.H **H**	**Flight crew compartment security — helicopters**	If installed, the flight crew compartment door on a helicopter operated for the purpose of carrying passengers shall be capable of being locked from within the flight crew compartment in order to prevent unauthorised access.		❑

(l) Minimum equipment list (MEL)

Typically the MEL is maintained as a separate document.

ORO.MLR.105	**Minimum equipment list (a)**	A Minimum Equipment List (MEL) shall be established as specified under point 8.a.3 of Annex IV to Regulation (EC) No 216/2008, based on the relevant master minimum equipment list (MMEL) as defined in the data established in accordance with Regulation (EU) No 748/2012. If an MMEL has not been established as part of the operational suitability data, the MEL may be based on the relevant MMEL accepted by the State of Operator or Registry as applicable.		❑
NCC.IDE.A.105 ✈	**Minimum equipment for flight**	A flight shall not be commenced when any of the aeroplane's instruments, items of equipment, or functions, required for the intended flight are inoperative or missing, unless: (a) the aeroplane is operated in accordance with the operator's minimum equipment list (MEL); (b) the operator is approved by the competent authority to operate the aeroplane within the constraints of the master minimum equipment list (MMEL); or (c) the aeroplane is subject to a permit to fly issued in accordance with the applicable airworthiness requirements.		❑
NCC.IDE.H.105 **H**	**Minimum equipment for flight**	A flight shall not be commenced when any of the helicopter's instruments, items of equipment or functions required for the intended flight are inoperative or missing, unless: (a) the helicopter is operated in accordance with the operator's minimum equipment list (MEL); (b) the operator is approved by the competent authority to operate the helicopter within the constraints of the master minimum equipment list (MMEL); or		❑

		(c) the helicopter is subject to a permit to fly issued in accordance with the applicable airworthiness requirements.		
ORO.MLR.105	**Minimum equipment list (b)**	The MEL and any amendment thereto shall be approved by the competent authority. Approved MELs issued by any EASA member State NAA before 25.August 2016 will be acknowledged by the FOCA.		❑
ORO.MLR.105	**Minimum equipment list (c)**	The operator shall amend the MEL after any applicable change to the MMEL within the acceptable timescales.		❑
ORO.MLR.105	**Minimum equipment list (d)**	In addition to the list of items, the MEL shall contain: (1) a preamble, including guidance and definitions for flight crews and maintenance personnel using the MEL; (2) the revision status of the MMEL upon which the MEL is based and the revision status of the MEL; (3) the scope, extent and purpose of the MEL.		❑
ORO.MLR.105	**Minimum equipment list (e)**	The operator shall: (1) establish rectification intervals for each inoperative instrument, item of equipment or function listed in the MEL. The rectification interval in the MEL shall not be less restrictive than the corresponding rectification interval in the MMEL; (2) establish an effective rectification programme; (3) only operate the aircraft after expiry of the rectification interval specified in the MEL when: (i) the defect has been rectified; or (ii) the rectification interval has been extended in accordance with (f).		❑
ORO.MLR.105	**Minimum equipment list (f)**	Subject to approval of the competent authority, the operator may use a procedure for the one time extension of category B, C and D rectification intervals, provided that: (1) the extension of the rectification interval is within the scope of the MMEL for the aircraft type; (2) the extension of the rectification interval is, as a maximum, of the same duration as the rectification interval specified in the MEL;		❑

		(3) the rectification interval extension is not used as a normal means of conducting MEL item rectification and is used only when events beyond the control of the operator have precluded rectification; (4) a description of specific duties and responsibilities for controlling extensions is established by the operator; (5) the competent authority is notified of any extension of the applicable rectification interval; and (6) a plan to accomplish the rectification at the earliest opportunity is established.		
ORO.MLR.105	**Minimum equipment list (g)**	The operator shall establish the operational and maintenance procedures referenced in the MEL taking into account the operational and maintenance procedures referenced in the MMEL. These procedures shall be part of the operator's manuals or the MEL.		❑
ORO.MLR.105	**Minimum equipment list (h)**	The operator shall amend the operational and maintenance procedures referenced in the MEL after any applicable change to the operational and maintenance procedures referenced in the MMEL.		❑
ORO.MLR.105	**Minimum equipment list (i)**	Unless otherwise specified in the MEL, the operator shall complete: (1) the operational procedures referenced in the MEL when planning for and/or operating with the listed item inoperative; and (2) the maintenance procedures referenced in the MEL prior to operating with the listed item inoperative.		❑
ORO.MLR.105	**Minimum equipment list (j)**	Subject to a specific case-by-case approval by the competent authority, the operator may operate an aircraft with inoperative instruments, items of equipment or functions outside the constraints of the MEL but within the constraints of the MMEL, provided that: (1) the concerned instruments, items of equipment or functions are within the scope of the MMEL as defined in point (a); (2) the approval is not used as a normal means of conducting operations outside the constraints of the		❑

		approved MEL and is used only when events beyond the control of the operator have precluded the MEL compliance; (3) a description of specific duties and responsibilities for controlling the operation of the aircraft under such approval is established by the operator; and (4) a plan to rectify the inoperative instruments, items of equipment or functions or to return operating the aircraft under the MEL constraints at the earliest opportunity is established		

(m) Personnel qualifications and training				
Qualification and training requirements Flight Crew				
ORO.GEN.110	**Operator responsibilities**	(j) The operator shall establish and maintain dangerous goods training programmes for personnel as required by the technical instructions which shall be subject to review and approval by the competent authority. Training programmes shall be commensurate with the responsibilities of personnel. Operators not applying for a specific approval in accordance with EASA Air Operations Part SPA do not have to obtain an approval for mandatory dangerous goods training of their crews. Training however is in any case required.		❑
ORO.FC.115	**Crew resource management (CRM) training (a)(b)**	Before operating, the flight crew member shall have received CRM training, appropriate to his/her role, as specified in the operations manual. Elements of CRM training shall be included in the aircraft type or class training and recurrent training as well as in the command course.		❑
ORO.FC.120	**Operator conversion training (a)(b)**	In the case of aeroplane or helicopter operations, the flight crew member shall complete the operator conversion training course before commencing unsupervised line flying: (1) when changing to an aircraft for which a new type or class rating is required; (2) when joining an operator.		❑

		The operator conversion training course shall include training on the equipment installed on the aircraft as relevant to flight crew members' roles.		
ORO.FC.125	**Differences training and familiarisation training (a)(b)**	Flight crew members shall complete differences or familiarisation training when required by Annex I (Part-FCL) to Regulation (EU) No 1178/2011 and when changing equipment or procedures requiring additional knowledge on types or variants currently operated. The operations manual shall specify when such differences or familiarisation training is required.		❑
ORO.FC.140	**Operation on more than one type or variant (a)(b)**	Flight crew members operating more than one type or variant of aircraft shall comply with the requirements prescribed in Subpart ORO.FC for each type or variant, unless credits related to the training, checking, and recent experience requirements are defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012 for the relevant types or variants. Appropriate procedures and/or operational restrictions shall be specified in the operations manual for any operation on more than one type or variant.		❑
ORO.FC.145	**Provision of training (a)(b)**	All the training required shall be conducted: (1) in accordance with the training programmes and syllabi established by the operator in the operations manual; (2) by appropriately qualified personnel. In the case of flight and flight simulation training and checking, the personnel providing the training and conducting the checks shall be qualified in accordance with Annex I (Part-FCL) to Regulation (EU) No 1178/2011. When establishing the training programmes and syllabi, the operator shall include the relevant elements defined in the mandatory part of the operational suitability data established in accordance with Regulation (EU) No 748/2012		❑

Qualification requirements Cabin Crew

If an NCC operator controls an aircraft which is operated with cabin crew in accordance with EASA Air Operations Part-ORO.CC, he shall consult Subpart CC Cabin Crew to get information on all the applicable regulations for such type of operations.

(n) Record-keeping				
ORO.GEN.220	**Record-keeping (b)(c)**	The format of the records shall be specified in the operator's procedures. Records shall be stored in a manner that ensures protection from damage, alteration and theft.		❑
ORO.MLR.115	**Record-keeping (a)**	The following records shall be stored for at least 5 years. (2) for declared operators, a copy of the operator's declaration, details of approvals held and operations manual;		❑
ORO.MLR.115	**Record-keeping (b)**	The following information used for the preparation and execution of a flight, and associated reports, shall be stored for three months: (1) the operational flight plan, if applicable; (2) route-specific notice(s) to airmen (NOTAM) and aeronautical information services (AIS) briefing documentation, if edited by the operator; (3) mass and balance documentation; (4) notification of special loads, including written information to the commander/pilot-in-command about dangerous good, if applicable; (5) the journey log, or equivalent; and (6) flight report(s) for recording details of any occurrence, or any event that the commander/pilot-in-command deems necessary to report or record;		❑
ORO.MLR.115	**Record-keeping (c)**	Personnel records shall be stored for the periods indicated below: Flight crew licence and cabin crew attestation: As long as the crew member is exercising the privileges of the licence or attestation for the aircraft operator – if applicable		❑

		Crew member training, checking and qualifications: 3 years; Records on crew member recent experience: 15 months; Crew member route and aerodrome/task and area competence, as appropriate: 3 years; Dangerous goods training, as appropriate: 3 years; Training/qualification records of other personnel for whom a training programme is required: last 2 training records.		
ORO.MLR.115	**Record-keeping (d)**	The operator shall: (1) maintain records of all training, checking and qualifications of each crew member, as prescribed in Part-ORO; and (2) make such records available, on request, to the crew member concerned.		❑
ORO.MLR.115	**Record-keeping (e)**	The operator shall preserve the information used for the preparation and execution of a flight and personnel training records, even if the operator ceases to be the operator of that aircraft or the employer of that crew member, provided this is within the timescales prescribed in ORO.MLR.115 (c).		❑
ORO.MLR.115	**Record-keeping (f)**	If a crew member becomes a crew member for another operator, the operator shall make the crew member's records available to the new operator, provided this is within the timescales prescribed in ORO.MLR.115 (c).		❑

(o) Normal flight operations				
Flight preparation instructions				
ORO.GEN.110	**Operator responsibilities (i)**	The operator shall specify flight planning procedures to provide 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 at the aerodromes or operating sites concerned. These procedures shall be included in the operations manual.		❑

NCC.OP. 145	**Flight preparation (a)**	Before commencing a flight, the pilot-in-command shall ascertain by every reasonable means available that the ground and/or water facilities including communication facilities and navigation aids available and directly required on such flight, for the safe operation of the aircraft, are adequate for the type of operation under which the flight is to be conducted.		❑
NCC.OP. 145	**Flight preparation (b)**	Before commencing a flight, the pilot-in-command shall be familiar with all available meteorological information appropriate to the intended flight. Preparation for a flight away from the vicinity of the place of departure, and for every flight under IFR, shall include: (1) a study of available current weather reports and forecasts; and (2) the planning of an alternative course of action to provide for the eventuality that the flight cannot be completed as planned, because of weather conditions.		❑
NCC.OP.151 ✈	**Destination alternate aerodromes — aeroplanes**	For IFR flights, the pilot-in-command shall specify at least one weather-permissible destination alternate aerodrome in the flight plan, unless: (a) the available current meteorological information indicates that, for the period from 1 hour before until 1 hour after the estimated time of arrival, or from the actual time of departure to 1 hour after the estimated time of arrival, whichever is the shorter period, the approach and landing may be made under visual meteorological conditions (VMC); or (b) the place of intended landing is isolated and: (1) an instrument approach procedure is prescribed for the aerodrome of intended landing; and (2) available current meteorological information indicates that the following meteorological conditions will exist from 2 hours before to 2 hours after the estimated time of arrival: (i) a cloud base of at least 300 m (1 000 ft.) above the minimum associated with the instrument approach procedure; and		❑

		(ii) visibility of at least 5,5 km or of 4 km more than the minimum associated with the procedure.		
NCC.OP.152 **H**	**Destination alternate aerodromes — helicopters**	For IFR flights, the pilot-in-command shall specify at least one weather-permissible destination alternate in the flight plan, unless: (a) an instrument approach procedure is prescribed for the aerodrome of intended landing and the available current meteorological information indicates that the following meteorological conditions will exist from 2 hours before to 2 hours after the estimated time of arrival, or from the actual time of departure to 2 hours after the estimated time of arrival, whichever is the shorter period: (1) a cloud base of at least 120 m (400 ft.) above the minimum associated with the instrument approach procedure; and (2) visibility of at least 1 500 m more than the minimum associated with the procedure; or (b) the place of intended landing is isolated and: (1) an instrument approach procedure is prescribed for the aerodrome of intended landing; (2) available current meteorological information indicates that the following meteorological conditions will exist from 2 hours before to 2 hours after the estimated time of arrival: (i) the cloud base is at least 120 m (400 ft.) above the minimum associated with the instrument approach procedure; (ii) visibility is at least 1 500 m more than the minimum associated with the procedure; and (3) a point of no return (PNR) is determined in case of an offshore destination.		❑
NCC.OP. 150 ✈	**Take-off alternate aerodromes — aeroplanes (a)**	For IFR flights, the pilot-in-command shall specify at least one weather-permissible take-off alternate aerodrome in the flight plan if the weather conditions at the aerodrome of departure are at or below the applicable aerodrome operating minima or it would not be possible to return to the aerodrome of departure for other reasons.		❑

NCC.OP. 150 ✈	**Take-off alternate aerodromes — aeroplanes (b)**	The take-off alternate aerodrome shall be located within the following distance from the aerodrome of departure: (1) for aeroplanes having two engines, not more than a distance equivalent to a flight time of 1 hour at the single-engine cruise speed in still air standard conditions; and (2) for aeroplanes having three or more engines, not more than a distance equivalent to a flight time of 2 hours at the one-engine-inoperative (OEI) cruise speed according to the AFM in still air standard conditions.		❑
NCC.OP. 150 ✈	**Take-off alternate aerodromes — aeroplanes (c)**	For an aerodrome to be selected as a take-off alternate aerodrome the available information shall indicate that, at the estimated time of use, the conditions will be at or above the aerodrome operating minima for that operation		❑
NCC.OP.100	**Use of aerodromes and operating sites**	The operator shall only use aerodromes and operating sites that are adequate for the type of aircraft and operation concerned.		❑
NCC.OP.105 ✈	**Specification of isolated aerodromes — aeroplanes**	For the selection of alternate aerodromes and the fuel policy, the operator shall consider an aerodrome as an isolated aerodrome if the flying time to the nearest adequate destination alternate aerodrome is more than: (a) for aeroplanes with reciprocating engines, 60 minutes; or (b) for aeroplanes with turbine engines, 90 minutes.		❑
Minimum flight altitudes				
NCC.OP.125	**Minimum obstacle clearance altitudes — IFR flights (a)(b)**	(a) The operator shall specify a method to establish minimum flight altitudes that provide the required terrain clearance for all route segments to be flown in IFR. (b) The pilot-in-command shall establish minimum flight altitudes for each flight based on this method. The minimum flight altitudes shall not be lower than that published by the State overflown.		❑
Methods and responsibilities for establishing aerodrome operating minima				
NCC.OP.110	**Aerodrome operating minima — general (a)**	For instrument flight rules (IFR) flights the operator shall establish aerodrome operating minima for each departure,		❑

		destination and alternate aerodrome to be used. Such minima shall: (1) not be lower than those established by the State in which the aerodrome is located, except when specifically approved by that State; and (2) when undertaking low visibility operations, be approved by the competent authority in accordance with Annex V (Part SPA), Subpart E to Regulation (EU) No 965/2012.		
NCC.OP.110	**Aerodrome operating minima — general (b)**	When establishing aerodrome operating minima, the operator shall take the following into account: (1) the type, performance and handling characteristics of the aircraft; (2) the composition, competence and experience of the flight crew; (3) the dimensions and characteristics of the runways and final approach and take-off areas (FATOs) that may be selected for use; (4) the adequacy and performance of the available visual and non-visual ground aids; (5) the equipment available on the aircraft for the purpose of navigation and/or control of the flight path, during the take-off, the approach, the flare, the landing, the rollout and the missed approach; (6) the obstacles in the approach, the missed approach and the climb-out areas necessary for the execution of contingency procedures; (7) the obstacle clearance altitude/height for the instrument approach procedures; (8) the means to determine and report meteorological conditions; and (9) the flight technique to be used during the final approach.		❑
NCC.OP.110	**Aerodrome operating minima — general (c)**	The minima for a specific type of approach and landing procedure shall only be used if all the following conditions are met: (1) the ground equipment required for the intended procedure is operative;		❑

		(2) the aircraft systems required for the type of approach are operative; (3) the required aircraft performance criteria are met; and (4) the crew is qualified appropriately.		
NCC.OP.111	**Aerodrome operating minima — NPA, APV, CAT I operations (a)**	The decision height (DH) to be used for a non-precision approach (NPA) flown with the continuous descent final approach (CDFA) technique, approach procedure with vertical guidance (APV) or category I (CAT I) operation shall not be lower than the highest of: (1) the minimum height to which the approach aid can be used without the required visual reference; (2) the obstacle clearance height (OCH) for the category of aircraft; (3) the published approach procedure DH where applicable; (4) the system minimum specified in **Table 1** below; or (5) the minimum DH specified in the AFM or equivalent document, if stated.		❑
NCC.OP.111	**Aerodrome operating minima — NPA, APV, CAT I operations (b)**	The minimum descent height (MDH) for an NPA operation flown without the CDFA technique shall not be lower than the highest of: (1) the OCH for the category of aircraft; (2) the system minimum specified in Table below; or (3) the minimum MDH specified in the AFM, if stated.		❑

Facility (Table 1)	**Lowest DH/MDH (ft)**
Instrument landing system (ILS	200
Global navigation satellite system (GNSS)/Satellite-based augmentation system (SBAS) (Lateral precision with vertical guidance approach (LPV))	200
GNSS (Lateral Navigation (LNAV))	250
GNSS/Baro-vertical navigation (VNAV) (LNAV/VNAV)	250
Localiser (LOC) with or without distance measuring equipment (DME)	250

Surveillance radar approach (SRA) (terminating at ½ NM)	250
SRA (terminating at 1 NM)	300
SRA (terminating at 2 NM or more)	350
VHF omnidirectional radio range VOR)	300
Non-directional beacon (NDB)	350
NDB/DME	300
VHF direction finder (VDF)	350

NCC.OP.112 ✈ ❑

Aerodrome operating minima — circling operations with aeroplanes (a)(b)

(a) The MDH for a circling operation with aeroplanes shall not be lower than the highest of:

(1) the published circling OCH for the aeroplane category;

(2) the minimum circling height derived from Table below; or

(3) the DH/MDH of the preceding instrument approach procedure.

(b) The minimum visibility for a circling operation with aeroplanes shall be the highest of:

(1) the circling visibility for the aeroplane category, if published;

(2) the minimum visibility derived from Table below; or

(3) the runway visual range/converted meteorological visibility (RVR/CMV) of the preceding instrument approach procedure.

	Aeroplane category			
	A	**B**	**C**	**D**
MDH (ft.)	400	500	600	700
Minimum meteorological visibility (m)	1500	1600	2400	3600

NCC.OP.113 **H** ❑

Aerodrome operating minima — onshore circling operations with helicopters

The MDH for an onshore circling operation with helicopters shall not be lower than 250 ft. and the meteorological visibility not less than 800 m.

Determination of the quantities of fuel and oil carried				
NCC.OP.130 ✈	**Fuel and oil supply — aeroplanes (a)**	The pilot-in-command shall only commence a flight if the aeroplane carries sufficient fuel and oil for the following: (1) for visual flight rules (VFR) flights: (i) by day, to fly to the aerodrome of intended landing and thereafter to fly for at least 30 minutes at normal cruising altitude; or (ii) by night, to fly to the aerodrome of intended landing and thereafter to fly for at least 45 minutes at normal cruising altitude; (2) for IFR flights: (i) when no destination alternate is required, to fly to the aerodrome of intended landing, and thereafter to fly for at least 45 minutes at normal cruising altitude; or (ii) when a destination alternate is required, to fly to the aerodrome of intended landing, to an alternate aerodrome and thereafter to fly for at least 45 minutes at normal cruising altitude.		❑
NCC.OP.130 ✈	**Fuel and oil supply — aeroplanes (b)**	In computing the fuel required including to provide for contingency, the following shall be taken into consideration: (1) forecast meteorological conditions; (2) anticipated ATC routings and traffic delays; (3) procedures for loss of pressurisation or failure of one engine while en-route, where applicable; and (4) any other condition that may delay the landing of the aeroplane or increase fuel and/or oil consumption.		❑
NCC.OP.130 ✈	**Fuel and oil supply — aeroplanes (c)**	Nothing shall preclude amendment of a flight plan in-flight, in order to re-plan the flight to another destination, provided that all requirements can be complied with from the point where the flight is re-planned.		❑
NCC.OP.131 **H**	**Fuel and oil supply — helicopters (a)**	The pilot-in-command shall only commence a flight if the helicopter carries sufficient fuel and oil for the following: (1) for VFR flights, to fly to the aerodrome/operating site of intended landing and thereafter to fly for at least 20 minutes at best-range-speed; and (2) for IFR flights:		❑

		(i) when no alternate is required or no weather-permissible alternate aerodrome is available, to fly to the aerodrome/operating site of intended landing, and thereafter to fly for 30 minutes at holding speed at 450 m (1 500 ft.) above the destination aerodrome/operating site under standard temperature conditions and approach and land; or (ii) when an alternate is required, to fly to and execute an approach and a missed approach at the aerodrome/operating site of intended landing, and thereafter: (A) to fly to the specified alternate; and (B) to fly for 30 minutes at holding speed at 450 m (1 500 ft) above the alternate aerodrome/operating site under standard temperature conditions and approach and land.		
NCC.OP.131 **H**	**Fuel and oil supply — helicopters (b)**	In computing the fuel required including to provide for contingency, the following shall be taken into consideration: (1) forecast meteorological conditions; (2) anticipated ATC routings and traffic delays; (3) procedures for loss of pressurisation or failure of one engine while en-route, where applicable; and (4) any other condition that may delay the landing of the aircraft or increase fuel and/or oil consumption.		❑
NCC.OP.131 **H**	**Fuel and oil supply — helicopters (c)**	Nothing shall preclude amendment of a flight plan in-flight, in order to re-plan the flight to another destination, provided that all requirements can be complied with from the point where the flight is re-planned.		❑
Mass and centre of gravity				
NCC.POL.100	**Operating limitations — all aircraft (a)(b)**	(a) During any phase of operation, the loading, the mass and the centre of gravity (CG) position of the aircraft shall comply with any limitation specified in the AFM, or the operations manual, if more restrictive. (b) Placards, listings, instrument markings, or combinations thereof, containing those operating limitations prescribed by		❑

		the AFM for visual presentation, shall be displayed in the aircraft.		
NCC.POL.105	**Mass and balance, loading (a)(b)**	(a) The operator shall establish the mass and the CG of any aircraft by actual weighing prior to initial entry into service. The accumulated effects of modifications and repairs on the mass and balance shall be accounted for and properly documented. Aircraft shall be reweighed if the effect of modifications on the mass and balance is not accurately known. (b) The weighing shall be accomplished by the manufacturer of the aircraft or by an approved maintenance organisation.		❑
NCC.POL.105	**Mass and balance, loading (c)**	The operator shall determine the mass of all operating items and crew members included in the aircraft dry operating mass by actual weighing, including any crew baggage, or by using standard masses. The influence of their position on the aircraft's CG shall be determined. When using standard masses the following mass values for crew members shall be used to determine the dry operating mass: (1) 85 kg, including hand baggage, for flight crew/technical crew members; and (2) 75 kg for cabin crew members.		❑
NCC.POL.105	**Mass and balance, loading (d)(e)**	(d) The operator shall establish procedures to enable the pilot-in-command to determine the mass of the traffic load, including any ballast, by: (1) actual weighing; (2) determining the mass of the traffic load in accordance with standard passenger and baggage masses; or (3) calculating passenger mass on the basis of a statement by, or on behalf of, each passenger and adding to it a predetermined mass to account for hand baggage and clothing, when the number of passenger seats available on the aircraft is: (i) less than 10 for aeroplanes; or (ii) less than six for helicopters.		❑

(e) When using standard masses the following mass values shall be used:
(1) for passengers, those in Tables 1 and 2, where hand baggage and the mass of any infant carried by an adult on one passenger seat are included:

Standard masses for passengers — aircraft with a total number of passenger seats of 20 or more:

Pax Seats	**20 and more**		**30 and more**
	Male	Female	All adult
Adults	88 kg	70 kg	84 kg
Children	35 kg	35 kg	35 kg

Table 1.

Standard masses for passengers — aircraft with a total number of passenger seats of 19 or less:

Pax Seats	**1 - 5**	**6 - 9**	**10 - 19**
Male	104 kg	96 kg	92 kg
Female	86 kg	78 kg	74 kg
Children	35 kg	35 kg	35 kg

Table 2.

(2) for baggage:

(i) for aeroplanes, when the total number of passenger seats available on the aeroplane is 20 or more, standard mass values for checked baggage in Table 3;

Standard masses for baggage — aeroplanes with a total number of passenger seats of 20 or more:

Type of flight	**Baggage standard mass**
Domestic	11 kg
Within Europe region	13 kg
Intercontinental	15 kg
All other	13 kg

		Table 3. (ii) for helicopters, when the total number of passenger seats available on the helicopters is 20 or more, the standard mass value for checked baggage of 13 kg.		
NCC.POL.105	**Mass and balance, loading (f)**	For aircraft with 19 passenger seats or less, the actual mass of checked baggage shall be determined: (1) by weighing; or (2) by calculation on the basis of a statement by, or on behalf of, each passenger. Where this is impractical, a minimum standard mass of 13 kg shall be used.		❑
NCC.POL.105	**Mass and balance, loading (g)**	The operator shall establish procedures to enable the pilot-in-command to determine the mass of the fuel load by using the actual density or, if not known, the density calculated in accordance with a method specified in the operations manual.		❑
NCC.POL.105	**Mass and balance, loading (h)**	The pilot-in-command shall ensure that the loading of: (1) the aircraft is performed under the supervision of qualified personnel; and (2) traffic load is consistent with the data used for the calculation of the aircraft mass and balance.		❑
NCC.POL.105	**Mass and balance, loading (i)**	The operator shall establish procedures to enable the pilot-in-command to comply with additional structural limits such as the floor strength limitations, the maximum load per running metre, the maximum mass per cargo compartment and the maximum seating limit.		❑
NCC.POL.105	**Mass and balance, loading (j)**	The operator shall specify, in the operations manual, the principals and methods involved in the loading and in the mass and balance system that meet the requirements contained in (a) to (i). This system shall cover all types of intended operations		❑
NCC.POL.110	**Mass and balance data and documentation (a)**	The operator shall establish mass and balance data and produce mass and balance documentation prior to each flight specifying the load and its distribution in such a way that the mass and balance limits of the aircraft are not		❑

		exceeded. The mass and balance documentation shall contain the following information: (1) aircraft registration and type; (2) flight identification, number and date, as applicable; (3) name of the pilot-in-command; (4) name of the person who prepared the document; (5) dry operating mass and the corresponding CG of the aircraft; (6) mass of the fuel at take-off and the mass of trip fuel; (7) mass of consumables other than fuel, if applicable; (8) load components including passengers, baggage, freight and ballast; (9) take-off mass, landing mass and zero fuel mass; (10) applicable aircraft CG positions; and (11) the limiting mass and CG values.		
NCC.POL.110	**Mass and balance data and documentation (b)**	Where mass and balance data and documentation are generated by a computerised mass and balance system, the operator shall verify the integrity of the output data.		❑
NCC.POL.110	**Mass and balance data and documentation (c)**	When the loading of the aircraft is not supervised by the pilot-in-command, the person supervising the loading of the aircraft shall confirm by hand signature or equivalent that the load and its distribution are in accordance with the mass and balance documentation established by the pilot-in-command. The pilot-in-command shall indicate his/her acceptance by hand signature or equivalent.		❑
NCC.POL.110	**Mass and balance data and documentation (d)**	The operator shall specify procedures for last minute changes to the load to ensure that: (1) any last minute change after the completion of the mass and balance documentation is entered in the flight planning documents containing the mass and balance documentation; (2) the maximum last minute change allowed in passenger numbers or hold load is specified; and (3) new mass and balance documentation is prepared if this maximum number is exceeded.		❑

NCC.POL.111	**Mass and balance data and documentation — alleviations**	Notwithstanding NCC.POL.110 (a)(5), the CG position may not need to be on the mass and balance documentation, if the load distribution is in accordance with a pre-calculated balance table or if it can be shown that for the planned operations a correct balance can be ensured, whatever the real load is.		❑
Operator's aircraft technical log				
ORO.MLR.110	**Journey log**	Particulars of the aircraft, its crew and each journey shall be retained for each flight, or series of flights, in the form of a journey log, or equivalent.		❑
List of documents, forms and additional information to be carried				
NCC.GEN.140	**Documents, manuals and information to be carried (a)**	The following documents, manuals and information shall be carried on each flight as originals or copies unless otherwise specified: (1) the AFM, or equivalent document(s); (2) the original certificate of registration; (3) the original certificate of airworthiness (CofA); (4) the noise certificate; (5) the declaration as specified in Annex III (Part-ORO), ORO.DEC.100, to Regulation (EU) No 965/2012; (6) the list of specific approvals, if applicable; (7) the aircraft radio licence, if applicable; (8) the third party liability insurance certificate(s); (9) the journey log, or equivalent, for the aircraft; (10) details of the filed ATS flight plan, if applicable; (11) current and suitable aeronautical charts for the route of the proposed flight and all routes along which it is reasonable to expect that the flight may be diverted; (12) procedures and visual signals information for use by intercepting and intercepted aircraft; (13) information concerning search and rescue services for the area of the intended flight;		❑

		(14) the current parts of the operations manual that are relevant to the duties of the crew members, which shall be easily accessible to the crew members; (15) the MEL or CDL; (16) appropriate notices to airmen (NOTAMs) and aeronautical information service (AIS) briefing documentation; (17) appropriate meteorological information; (18) cargo and/or passenger manifests, if applicable; and (19) any other documentation that may be pertinent to the flight or is required by the States concerned with the flight.		
NCC.GEN.140	**Documents, manuals and information to be carried (b)**	In case of loss or theft of documents specified in NCC.GEN.140 (a)(2) to (a)(8), the operation may continue until the flight reaches its destination or a place where replacement documents can be provided.		❑
Fuelling procedures				
NCC.OP.155	**Refuelling with passengers embarking, on board or disembarking**	(a) The aircraft shall not be refuelled with aviation gasoline (AVGAS) or wide-cut type fuel or a mixture of these types of fuel, when passengers are embarking, on board or disembarking. (b) For all other types of fuel, necessary precautions shall be taken and the aircraft shall be properly manned by qualified personnel ready to initiate and direct an evacuation of the aircraft by the most practical and expeditious means available.		❑
Aircraft, passengers and cargo handling procedures related to safety				
NCC.OP.135	**Stowage of baggage and cargo (a)(b)**	The operator shall establish procedures to ensure that: (a) only hand baggage that can be adequately and securely stowed is taken into the passenger compartment; and (b) all baggage and cargo on board that might cause injury or damage, or obstruct aisles and exits if displaced, is stowed so as to prevent movement		❑
NCC.OP.165	**Carriage of passengers**	The operator shall establish procedures to ensure that:		❑

		(a) passengers are seated where, in the event that an emergency evacuation is required, they are able to assist and not hinder evacuation of the aircraft; (b) prior to and during taxiing, take-off and landing, and whenever deemed necessary in the interest of safety by the pilot-in-command, each passenger on board occupies a seat or berth and has his/her safety belt or restraint device properly secured; and (c) multiple occupancy is only allowed on specified aircraft seats occupied by one adult and one infant properly secured by a supplementary loop belt or other restraint device.		
NCC.OP. 170	**Securing of passenger compartment and galley(s)**	The pilot-in-command shall ensure that: (a) before taxiing, take-off and landing, all exits and escape paths are unobstructed; and (b) before take-off and landing, and whenever deemed necessary in the interest of safety, all equipment and baggage are properly secured.		❑
NCC.OP.175	**Smoking on board**	The pilot-in-command shall not allow smoking on board: (a) whenever considered necessary in the interest of safety; (b) during refuelling of the aircraft; (c) while the aircraft is on the surface unless the operator has determined procedures to mitigate the risks during ground operations; (d) outside designated smoking areas, in the aisle(s) and lavatory(ies); (e) in cargo compartments and/or other areas where cargo is carried that is not stored in flame-resistant containers or covered by flame-resistant canvas; and (f) in those areas of the passenger compartments where oxygen is being supplied.		❑
De-icing and anti-icing on the ground				
NCC.OP.185	**Ice and other contaminants — ground procedures (a)**	(a) The operator shall establish procedures to be followed when ground de-icing and anti-icing and related inspections		❑

		of the aircraft are necessary to allow the safe operation of the aircraft.		
NCC.OP.185	**Ice and other contaminants — ground procedures (a)**	(b) The pilot-in-command shall only commence take-off if the aircraft is clear of any deposit that might adversely affect the performance or controllability of the aircraft, except as permitted under the procedures referred to in (a) and in accordance with the AFM.		❑
Flight Procedures				
NCC.GEN.119	**Taxiing of aircraft (aeroplane and helicopter)**	The operator shall establish procedures for taxiing to ensure safe operation and to enhance runway safety.		❑
NCC.GEN.120 ✈	**Taxiing of aeroplanes**	The operator shall ensure that an aeroplane is only taxied on the movement area of an aerodrome if the person at the controls: (a) is an appropriately qualified pilot; or (b) has been designated by the operator and: (1) is trained to taxi the aeroplane; (2) is trained to use the radio telephone, if radio communications are required; (3) has received instruction in respect of aerodrome layout, routes, signs, marking, lights, air traffic control (ATC) signals and instructions, phraseology and procedures; and (4) is able to conform to the operational standards required for safe aeroplane movement at the aerodrome.		❑
NCC.GEN.125 **H**	**Rotor engagement — helicopters**	A helicopter rotor shall only be turned under power for the purpose of flight with a qualified pilot at the controls.		❑
NCC.GEN.130	**Portable electronic devices**	The operator shall not permit any person to use a portable electronic device (PED) on board an aircraft that could adversely affect the performance of the aircraft's systems and equipment.		❑
NCC.OP.115	**Departure and approach procedures (a)**	The pilot-in-command shall use the departure and approach procedures established by the State of the aerodrome, if such procedures have been published for the runway or FATO to be used.		❑

NCC.OP.115	**Departure and approach procedures (b)**	Notwithstanding NCC.OP.115 (a), the pilot-in-command shall only accept an ATC clearance to deviate from a published procedure: (1) provided that obstacle clearance criteria are observed and full account is taken of the operating conditions; or (2) when being radar-vectored by an ATC unit. (c) In any case, the final approach segment shall be flown visually or in accordance with the published approach procedures.		❑
NCC.OP.120	**Noise abatement procedures**	The operator shall develop operating procedures taking into account the need to minimise the effect of aircraft noise while ensuring that safety has priority over noise abatement.		❑
NCC.OP. 180	**Meteorological conditions (a)**	The pilot-in-command shall only commence or continue a **VFR flight** if the latest available meteorological information indicates that the weather conditions along the route and at the intended destination at the estimated time of use will be at or above the applicable VFR operating minima.		❑
NCC.OP. 180	**Meteorological conditions (b)**	The pilot-in-command shall only commence or continue an **IFR flight** towards the planned destination aerodrome if the latest available meteorological information indicates that, at the estimated time of arrival, the weather conditions at the destination or at least one destination alternate aerodrome are at or above the applicable aerodrome operating minima. (c) If a flight contains VFR and IFR segments, the meteorological information referred to in (a) and (b) shall be applicable as far as relevant.		❑
NCC.OP.190	**Ice and other contaminants — flight procedures (a)**	The operator shall establish procedures for flights in expected or actual icing conditions.		❑
NCC.OP.190	**Ice and other contaminants — flight procedures (b)**	The pilot-in-command shall only commence a flight or intentionally fly into expected or actual icing conditions if the aircraft is certified and equipped to cope with such conditions as referred to in 2.a.5 of Annex IV to Regulation (EC) No 216/2008.		❑

NCC.OP.190	**Ice and other contaminants — flight procedures (c)**	If icing exceeds the intensity of icing for which the aircraft is certified or if an aircraft not certified for flight in known icing conditions encounters icing, the pilot-in-command shall exit the icing conditions without delay, by a change of level and/or route, and if necessary by declaring an emergency to ATC		❑
NCC.OP.195	**Take-off conditions (a)(b)**	Before commencing take-off, the pilot-in-command shall be satisfied that: (a) according to the information available, the weather at the aerodrome or operating site and the condition of the runway or FATO intended to be used would not prevent a safe take-off and departure; and (b) applicable aerodrome operating minima will be complied with.		❑
NCC.OP.225	**Approach and landing conditions**	Before commencing an approach to land, the pilot-in-command shall be satisfied that, according to the information available, the weather at the aerodrome or the operating site and the condition of the runway or FATO intended to be used would not prevent a safe approach, landing or missed approach.		❑
NCC.OP.230	**Commencement and continuation of approach (a)(b)**	(a) The pilot-in-command may commence an instrument approach regardless of the reported runway visual range/visibility (RVR/VIS). (b) If the reported RVR/VIS is less than the applicable minimum the approach shall not be continued: (1) below 1 000 ft. above the aerodrome; or (2) into the final approach segment in the case where the decision altitude/height (DA/H) or minimum descent altitude/height (MDA/H) is more than 1 000 ft. above the aerodrome.		❑
NCC.OP.230	**Commencement and continuation of approach (c)(d)**	(c) Where the RVR is not available, RVR values may be derived by converting the reported visibility. (d) If, after passing 1 000 ft. above the aerodrome, the reported RVR/VIS falls below the applicable minimum, the approach may be continued to DA/H or MDA/H.		❑

NCC.OP.230	**Commencement and continuation of approach (e)(f)**	(e) The approach may be continued below DA/H or MDA/H and the landing may be completed provided that the visual reference adequate for the type of approach operation and for the intended runway is established at the DA/H or MDA/H and is maintained. (f) The touchdown zone RVR shall always be controlling.		❑
NCC.OP.200	**Simulated situations in flight (a)(b)**	(a) The pilot-in-command shall, when carrying passengers or cargo, not simulate: (1) situations that require the application of abnormal or emergency procedures; or (2) flight in instrument meteorological conditions (IMC). (b) Notwithstanding (a), when training flights are conducted by an approved training organisation, such situations may be simulated with student pilots on-board.		❑
NCC.OP.215	**Ground proximity detection**	When undue proximity to the ground is detected by a flight crew member or by a ground proximity warning system, the pilot flying shall take corrective action immediately in order to establish safe flight conditions.		❑
NCC.OP.220	**Airborne collision avoidance system (ACAS)**	The operator shall establish operational procedures and training programs when ACAS is installed and serviceable. When ACAS II is used, such procedures and training shall be in accordance with Regulation (EU) No 1332/2011.		❑
NCC.OP.210	**Use of supplemental oxygen**	The pilot-in-command shall ensure that he/she and flight crew members engaged in performing duties essential to the safe operation of an aircraft in flight use supplemental oxygen continuously whenever the cabin altitude exceeds 10 000 ft. for a period of more than 30 minutes and whenever the cabin altitude exceeds 13 000 ft.		❑
NCC.IDE.A.195 ✈	**Supplemental oxygen — pressurised aeroplanes (a)(b)(c)**	(a) Pressurised aeroplanes operated at flight altitudes for which the oxygen supply is required in accordance with (b) shall be equipped with oxygen storage and dispensing apparatus capable of storing and dispensing the required oxygen supplies. (b) Pressurised aeroplanes operated above flight altitudes at which the pressure altitude in the passenger		❑

		compartments is above 10 000 ft. shall carry enough breathing oxygen to supply: (1) all crew members and: (i) 100 % of the passengers for any period when the cabin pressure altitude exceeds 15 000 ft., but in no case less than 10 minutes' supply; (ii) at least 30 % of the passengers, for any period when, in the event of loss of pressurisation and taking into account the circumstances of the flight, the pressure altitude in the passenger compartment will be between 14 000 ft. and 15 000 ft.; and (iii) at least 10 % of the passengers for any period in excess of 30 minutes when the pressure altitude in the passenger compartment will be between 10 000 ft. and 14 000 ft.; (2) all the occupants of the passenger compartment for no less than 10 minutes, in the case of aeroplanes operated at pressure altitudes above 25 000 ft., or operated below that altitude, but under conditions that will not allow them to descend safely to a pressure altitude of 13 000 ft. within 4 minutes. (c) Pressurised aeroplanes operated at flight altitudes above 25 000 ft. shall, in addition, be equipped with: (1) a device to provide a warning indication to the flight crew of any loss of pressurisation; and (2) quick donning masks for flight crew members		
NCC.IDE.A.200 ✈	**Supplemental oxygen — non-pressurised aeroplanes (a)**	(a) Non-pressurised aeroplanes operated at flight altitudes when the oxygen supply is required in accordance with NCC.IDE.A.200 (b) shall be equipped with oxygen storage and dispensing apparatus capable of storing and dispensing the required oxygen supplies.		❑
NCC.IDE.A.200 ✈	**Supplemental oxygen — non-pressurised aeroplanes (b)**	Non-pressurised aeroplanes operated above flight altitudes at which the pressure altitude in the passenger compartments is above 10 000 ft. shall carry enough breathing oxygen to supply: (1) all crew members and at least 10 % of the passengers for any period in excess of 30 minutes when the pressure		❑

		altitude in the passenger compartment will be between 10 000 ft. and 13 000 ft.; and (2) all crew members and passengers for any period that the pressure altitude in the passenger compartments will be above 13 000 ft.		
NCC.IDE.H.200 **H**	**Supplemental oxygen — non-pressurised helicopters (a)**	(a) Non-pressurised helicopters operated at flight altitudes when the oxygen supply is required in accordance with (b) shall be equipped with oxygen storage and dispensing apparatus capable of storing and dispensing the required oxygen supplies.		❑
NCC.IDE.H.200 **H**	**Supplemental oxygen — non-pressurised helicopters (b)**	Non-pressurised helicopters operated above flight altitudes at which the pressure altitude in the passenger compartments is above 10 000 ft. shall carry enough breathing oxygen to supply: (1) all crew members and at least 10 % of the passengers for any period in excess of 30 minutes when the pressure altitude in the passenger compartment will be between 10 000 ft. and 13 000 ft.; and (2) all crew members and passengers for any period that the pressure altitude in the passenger compartment will be above 13 000 ft.		❑
Policy and procedures for in-flight fuel management				
NCC.OP.205	**In-flight fuel management**	(a) The operator shall establish a procedure to ensure that in-flight fuel checks and fuel management are performed.		❑
NCC.OP.205	**In-flight fuel management**	(b) The pilot-in-command shall check at regular intervals that the amount of usable fuel remaining in flight is not less than the fuel required to proceed to a weather-permissible aerodrome or operating site and the planned reserve fuel as required by NCC.OP.130 or NCC.OP.131.		❑
Crew members at their stations				

NCC.OP.160	**Use of headset**	(a) Each flight crew member required to be on duty in the flight crew compartment shall wear a headset with boom microphone or equivalent. The headset shall be used as the primary device for voice communications with ATS: (1) when on the ground: (i) when receiving the ATC departure clearance via voice communication; and (ii) when engines are running; (2) when in flight: (i) below transition altitude; or (ii) 10 000 ft., whichever is higher; and (3) whenever deemed necessary by the pilot in command. (b) In the conditions of (a), the boom microphone or equivalent shall be in a position that permits its use for two-way radio communications.		❑

Passenger briefing procedures				
NCC.OP.140	**Passenger briefing (a)(b)**	The pilot-in-command shall ensure that: (a) prior to take-off passengers have been made familiar with the location and use of the following: (1) seat belts; (2) emergency exits; and (3) passenger emergency briefing cards; and if applicable: (4) life-jackets; (5) oxygen dispensing equipment; (6) life-rafts; and (7) other emergency equipment provided for individual passenger use; and (b) in an emergency during flight, passengers are instructed in such emergency action as may be appropriate to the circumstances.		❑

(p) Use/protection of flight data recorder (FDR)/cockpit voice recorder (CVR) records, where applicable				
NCC.GEN.145	**Preservation, production and use of flight recorder recordings (a)**	Following an accident or an incident that is subject to mandatory reporting, the operator of an aircraft shall preserve the original recorded data for a period of 60 days unless otherwise directed by the investigating authority.		❑
NCC.GEN.145	**Preservation, production and use of flight recorder recordings (b)**	The operator shall conduct operational checks and evaluations of flight data recorder (FDR) recordings, cockpit voice recorder (CVR) recordings and data link recordings to ensure the continued serviceability of the recorders.		❑
NCC.GEN.145	**Preservation, production and use of flight recorder recordings (c)**	The operator shall save the recordings for the period of operating time of the FDR as required by NCC.IDE.A.165 or NCC.IDE.H.165, except that, for the purpose of testing and maintaining the FDR, up to 1 hour of the oldest recorded material at the time of testing may be erased.		❑
NCC.GEN.145	**Preservation, production and use of flight recorder recordings (d)**	The operator shall keep and maintain up-to-date documentation that presents the necessary information to convert FDR raw data into parameters expressed in engineering units.		❑
NCC.GEN.145	**Preservation, production and use of flight recorder recordings (e)**	The operator shall make available any flight recorder recording that has been preserved, if so determined by the competent authority.		❑
NCC.GEN.145	**Preservation, production and use of flight recorder recordings (f)**	Without prejudice to Regulation (EU) No 996/2010: (1) Except for ensuring the CVR serviceability, CVR recordings shall not be disclosed or used unless: (i) a procedure related to the handling of CVR recordings and of their transcript is in place; (ii) all crew members and maintenance personnel concerned have given their prior consent; and (iii) they are used only for maintaining or improving safety. (1a) When a CVR recording is inspected for ensuring the CVR serviceability, the operator shall ensure the privacy of the CVR recording and the CVR recording shall not be disclosed or used for other purposes than ensuring the CVR serviceability.		❑

		(2) FDR recordings or data link recordings shall only be used for purposes other than for the investigation of an accident or an incident that is subject to mandatory reporting, if such records are: (i) used by the operator for airworthiness or maintenance purposes only; (ii) de-identified; or (iii) disclosed under secure procedures		
(q) Handling of dangerous goods. Also partially applicable to non-DG operators				
NCC.GEN.150	**Transport of dangerous goods (a)**	The transport of dangerous goods by air shall be conducted in accordance with Annex 18 to the Chicago Convention as last amended and amplified by the Technical Instructions for the Safe Transport of Dangerous Goods by Air (ICAO Doc 9284-AN/905), including its supplements and any other addenda or corrigenda.		❑
NCC.GEN.150	**Transport of dangerous goods (b)**	Dangerous goods shall only be transported by the operator approved in accordance with Annex V (Part-SPA), Subpart G, to Regulation (EU) No 965/2012 except when: (1) they are not subject to the Technical Instructions in accordance with Part 1 of those Instructions; or (2) they are carried by passengers or crew members, or are in baggage, in accordance with Part 8 of the Technical Instructions.		❑
NCC.GEN.150	**Transport of dangerous goods (c)**	The operator shall establish procedures to ensure that all reasonable measures are taken to prevent dangerous goods from being carried on board inadvertently.		❑
NCC.GEN.150	**Transport of dangerous goods (d)**	The operator shall provide personnel with the necessary information enabling them to carry out their responsibilities, as required by the Technical Instructions.		❑
NCC.GEN.150	**Transport of dangerous goods (e)**	The operator shall, in accordance with the Technical Instructions, report without delay to the competent authority and the appropriate authority of the State of occurrence in the event of any dangerous goods accidents or incidents.		❑

NCC.GEN.150	**Transport of dangerous goods (f)**	The operator shall ensure that passengers are provided with information about dangerous goods in accordance with the Technical Instructions.		❑
NCC.GEN.150	**Transport of dangerous goods (g)**	The operator shall ensure that notices giving information about the transport of dangerous goods re provided at acceptance points for cargo as required by the Technical Instructions.		❑