



الهيئة العامة للطيران المدني  
GENERAL CIVIL AVIATION AUTHORITY

## **CIVIL AVIATION ADVISORY PUBLICATION**

**CAAP 08**

**AIR OPERATORS CERTIFICATE (AOC)**

---

**GUIDANCE PROCEDURES FOR THE ISSUANCE, RENEWAL AND AMENDMENT OF AN  
AIR OPERATOR CERTIFICATE (AOC)/PRIVATE OPERATOR CERTIFICATE (POC) TO CONDUCT  
OPERATIONS UNDER CAR OPS 1 AND 3**

---

Enquiries regarding the content of this publication should be addressed to: Flight Operations Department,  
email [fops@gcaa.gov.ae](mailto:fops@gcaa.gov.ae)

## **1 PURPOSE**

This Civil Aviation Advisory Publication (CAAP) provides guidance to those operators or individuals, who propose to apply for approval to conduct commercial air transport operations. An operator of an aircraft based in the UAE must have an authority to operate under Civil Aviation Law Article 6, regardless of the category of operation. All commercial operators based in the UAE must obtain an Air Operator Certificate (AOC) and Operations Specifications from the GCAA before conducting commercial activities. Whilst private operators of UAE will be issued with a Private Operators Certificate (POC) instead of AOC, the requirements for POC are essentially the same as for an AOC. The AOC/POC application process is conducted electronically (E-services) and presented in a graphical format as explained in [section 7](#).

The procedures detailed in this CAAP enable an operator to determine their capability of meeting the GCAA's requirements. Existing operators wishing to vary their AOC with a different type of aircraft or operation should follow the same general process. The Certification phase is applicable also for AOC renewal. The application for issuance, renewal or amendment is via E-service.

## **2 STATUS OF THIS CAAP**

This is Issue 02 of CAAP 8. It will remain current until withdrawn or superseded. This new issue is published due to the introduction of E services and updates of relevant information .

Changes introduced in this issue are marked with revision bars.

## **3 APPLICABILITY**

This CAAP applies to Operators under CAR OPS 1 and 3 and individuals or organisations requiring information about the UAE approval process to conduct operations under CAR OPS 1 and 3.. This CAAP also applies when an AOC holder proposes to add a different aircraft, whether leased or owned, to their Operations Specifications or substantially change the type of operation such as from cargo to passenger carrying. The requirements of the Certification Phase will be audited as part of the AOC renewal.

## 4 CONTENTS

|       |   |    |
|-------|---|----|
| 1     | PURPOSE .....   | 2  |
| 2     | STATUS OF THIS CAAP .....   | 2  |
| 3     | APPLICABILITY .....   | 2  |
| 4     | CONTENTS .....  | 3  |
| 5     | POLICY .....  | 4  |
| 6     | REFERENCES .....  | 6  |
| 7     | OVERVIEW .....  | 7  |
| 8     | PRE-APPLICATION PHASE .....   | 8  |
| 8.1   | General.....  | 8  |
| 8.2   | Pre-application Statement of Intent and documentation.....          | 8  |
| 8.3   | Content of Letter of Intent.....                                    | 8  |
| 8.4   | Documentation .....   | 8  |
| 9     | FORMAL APPLICATION PHASE.....                                       | 10 |
| 9.1   | General.....  | 10 |
| 9.2   | Documentation .....   | 10 |
| 9.3   | Schedule of Events .....  | 11 |
| 9.4   | Manuals.....  | 12 |
| 9.5   | Compliance Statement.....   | 12 |
| 9.6   | Management/Post Holders Qualification Resumes.....                  | 12 |
| 9.6.1 | General.....  | 12 |
| 9.6.2 | Expected Qualifications and Level of Experience.....                | 13 |
| 9.7   | Aircraft, Facilities, and Services .....                            | 16 |
| 9.7.1 | General .....   | 16 |
| 9.7.2 | Aircraft Equipment.....   | 16 |
| 10.   | DOCUMENT EVALUATION PHASE .....                                     | 16 |
| 10.1  | General .....   | 16 |
| 10.2  | Flight Safety Documents System .....                                | 16 |
| 10.2  | Operations Manual .....   | 17 |
| 10.3  | Type Related and Aircraft Flight Manual .....                       | 18 |
| 10.4  | Route Manual .....  | 18 |
| 10.5  | Training Manuals .....  | 19 |
| 10.6  | Cabin / Flight Dispatch/ Ground Operations Manuals.....             | 19 |
| 10.7  | Dangerous Goods Emergency Response Guide and Training Courses ..... | 19 |
| 10.8  | Aircraft Search Procedure Checklist .....                           | 19 |
| 10.9  | Continuing Airworthiness Management Exposition.....                 | 20 |
| 11.   | INSPECTION PHASE .....  | 20 |
| 11.1  | General.....  | 20 |
| 11.2  | Inspection.....   | 20 |
| 12.   | CERTIFICATION PHASE.....  | 25 |
| 13.   | RENEWAL OF AOC /POC.....  | 25 |
| 14.   | AMENDMENT TO AOC/POC OPERATIONS SPECIFICATIONS .....                | 25 |
| 15.   | SPECIMEN AIR OPERATOR CERTIFICATE / OPERATIONS SPECIFICATIONS ..... | 26 |

## 5 POLICY

- (a) The initial issue of an Air Operator Certificate in respect of an operator which intends to operate any commercial service must be approved by the Director General of the General Civil Aviation Authority.
- (b) The Operator must be considered a UAE corporate body; that is a UAE national company, which has commercial aviation activities stated in the “articles of association” as approved by an Emirate Economic Department. An operator can be located in any UAE Free Trade Zone but its sponsorship and trade licence issued by the the Free Trade Zone will not be accepted as equivalent.
- (c) The commercial aviation activities must be clearly defined as per CAR OPS 1 / 3; and the type of operations to be authorised and explained in the pre application meeting.
- (d) Unless specifically authorised by the GCAA, former Soviet Union or Commonwealth of Independent States aircraft without an acceptable - Type Certificate accepted by the GCAA (refer to CAR 21) shall not be permitted to operate under a UAE Air Operator Certificate.
- (e) All airworthiness and flight operational managerial appointments, manuals, documents and facilities must be accepted/approved by the GCAA. Foreign facilities require specific inspection and approval by the GCAA.
- (f) All inspections and processing will be conducted at no cost to the GCAA.
- (g) All foreign licences must be validated or issued with appropriate UAE licence prior to operating a UAE registered aircraft.
- (h) All operations/applicants must undergo a financial fitness/competence by the GCAA. A separate approval to operate, must be obtained from the applicable Emirate(s)' Department of Civil Aviation/Department of Transport for the intended aerodrome(s) of operation.
- (i) All Emirate and other required approvals shall be obtained prior to GCAA processing of an application.

- (j) All turbo jet aircraft, turboprop aircraft above 9000 kg MTOM, and helicopters above 5700 kg MTOM require simulator training devices (if available). The GCAA may accept equivalent training on real aircraft.
- (k) Ownership of the aircraft must be legally established for inclusion on the Certificate of Registration.
- (m) Unless specifically authorised by the GCAA, a foreign registered aircraft operated under the provisions of a UAE Air Operator Certificate, which is not entered on the UAE aircraft registry after the one year exemption period shall be removed from the Operations Specifications.
- (n) Unless specifically authorised by the GCAA, an operator which has had a foreign registered aircraft in their Operations Specifications shall not be permitted to add any other foreign registered aircraft to their Operations Specifications unless there is at least an equal number of that operator's aircraft on the UAE aircraft registry.
- (p) Unless specifically authorised by the GCAA, holders of a UAE Air Operator Certificate shall not permit the use of their organisation's callsign, or ICAO designated code, by any other operator or organisation.
- (q) Maintenance organisations based in the UAE shall be approved by the GCAA. Any organisation supporting UAE registered aircraft or authorised operators shall be required to become a UAE Approved Maintenance Organisation.
- (r) Operators for an AOC/Authorisation, or variation of an AOC/Authorisation, shall allow the GCAA to examine all safety aspects of the proposed organisation as laid down in Civil Aviation Regulation including Part IV, CAR Ops 1/3 and Part V. This examination shall also include surveillance on the operator to ensure continued operating competence.
- (s) Unless agreed upon, applicant for an initial AOC must complete the entire process within 18 months. Failure to meet the dateline entails a reapplication, restarting the process all over again.

## 6 REFERENCES

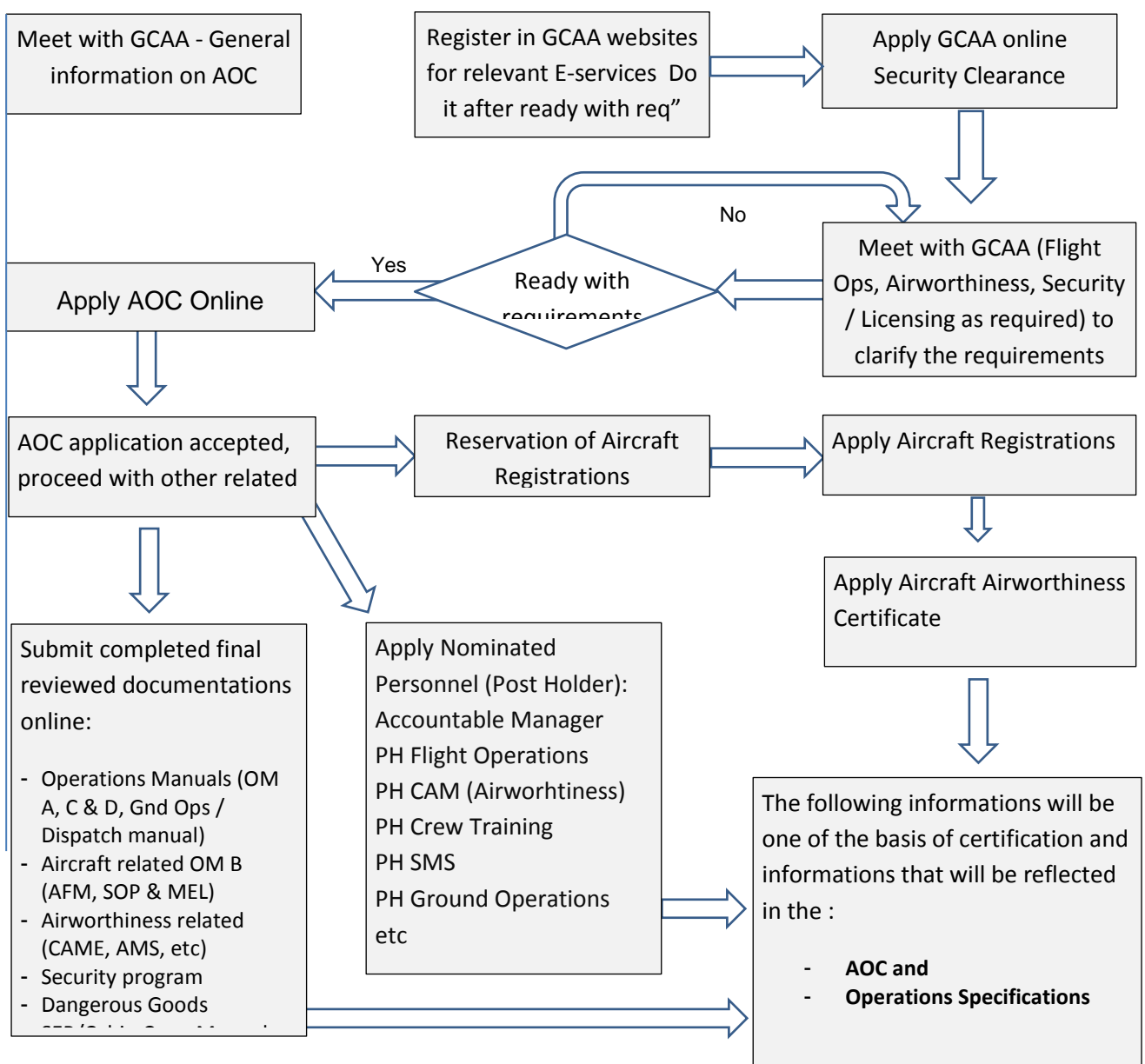
- (a) UAE Civil Aviation Regulations
  
- (b) International Civil Aviation Organisation (ICAO).
  - (i) ICAO Doc 8335-AN/879, Manual of Procedures for Operations Inspection, Certification and Continued Surveillance.
  
  - (ii) ICAO Doc. 9376, Preparation of an Operations Manual.
  
- (b) CAR Part V – Airworthiness Regulations
- (c) CAAP 4 – Licensing
- (d) CAAP 5 – RVSM
- (e) CAAP 6 – MNPS
- (f) CAAP 12 – Aircraft Simulators
- (g) CAAP 13 – FANS
- (h) CAAP14 – ULR Operations
- (i) CAAP 17 – Flight Dispatcher License, Training, Tests and Flight Dispatcher Training Organisations
- (j) CAAP 18 – Electronic Flight Bag
- (k) CAAP 21 – ETOPS/EDTO
- (l) CAAP 22 – Safety Incident Reporting
- (m) CAAP 23 – Cabin Crew Procedures
- (n) CAAP 26 – Aeroplane Instructor Rating
- (o) CAAP 27 – Aeroplane Examiners
- (p) CAAP 33 – Aviation Training Organisation
- (q) CAAP 44 – Low Visibility Procedures (LVP)
- (r) CAAP 46 – Ground Operations Authorisation
- (s) CAAP 52 – PBN Operations Approval
- (t) CAAP 57 – VORSY-Voluntary Occurrence Reportig System

## 7 OVERVIEW

The initial issue of an Air Operator Certificate to an applicant takes place in five distinct phases:

- (a) Pre-application.
- (b) Formal application.
- (c) Document evaluation.
- (d) Inspection and proving flights.
- (e) Certification.

The AOC application is done via E-services (GCAA websites online services) and the flow is as follows):



## 8 PRE-APPLICATION PHASE

### 8.1 General

During the pre-application phase the applicant meets with GCAA and discusses generally his initial plans and the viability of different proposals. The pre application meeting will take place prior to the on line AOC application.. The applicant should contact the GCAA - through email [fops@gcaa.gov.ae](mailto:fops@gcaa.gov.ae) or call 04 2111513 (Dubai Office). The pre application meeting will be attended by the GCAA inspectors from Flight Operations, Airworthiness, Safety and Security and Licensing and Aero medical (if required) in order to establish sectional coordination. This meeting will be held at the GCAA Dubai or other location if agreed upon.

### 8.2 Pre-application Statement of Intent and documentation.

The pre-application statement of intent and documentations are reviewed by the Director General and this statement should be in the form of a letter from the owner and/or sponsor. It should contain at least the following:

### 8.3 Content of Letter of Intent

- (a) Type of operation.
- (b) Type(s) of aircraft.
- (c) Area(s) of operation.
- (d) Route structure and traffic potential
- (e) Nature of aircraft and/or simulator training programme.
- (f) Location of main base and other facilities.
- (g) Management organisation structure and qualifications of Accountable Manager, Operations, Training, Ground, Security, Quality, SMS and Maintenance System Post Holders if available. Names of Post Holders must be submitted via the E-services prior to the formal meeting.
- (h) Proposed company trading name and corporate body sponsor.
- (i) Approximate date of commencement.

### 8.4 Documentation

- (a) Duly filled application form GTF-AOC-001
- (b) Aircraft Ownership details (power of attorney etc) if available at this point in time.
- (c) Description and structure of organisation (can be part of letter of intent)
- (d) Trade licence by Emirate Economic Department. Licence issued by the UAE Free Trade Zone is not accepted.
- (e) Payment slip of AED 50,000 to the GCAA (non refundable) which is deductible for other fees



- (f) Financial information, economic viability and financial fitness assessment  
The following documents, when applicable, are required
- (i) Audited Financial Statements
  - (ii) Financial performance i.e. their Profit & Loss Statement and Balance sheet
  - (iii) An approved budget copy (not the whole document) giving their Profit & Loss Statement, Balance Sheet and Cash Flow Statement
  - (iv) List of banks and the type of facility and limit available
- (g) Insurance Certificate/policy
- (h) No objection letter or approval to base aircraft at the relevant airport from the Department of Civil Aviation/Department of Transport
- (i) Passport copy of owner(s)
  - (j) Photograph of owner(s)
  - (k) Schedule of events
  - (l) Mass and Balance System if it differs from CAR OPS requirements, as the rules authorise the applicant to provide alternatives means of compliance
  - (m) Third Party Contract or equivalent like MoU– Flight Planning, Training and etc
  - (n) A decree issued by the relevant UAE Emirates if application for AOC involves designated air carrier intending to conduct scheduled operations.

**Note 1-** For Abu Dhabi operators, applicant must obtain financial fitness certificate and no objection from Abu Dhabi Transport Authority (additional)

**Note 2:** The statement of intent should be addressed to the Director General and submitted via E services together with other documents listed above and those listed in the service card,

**Note 3:** Security clearance is part of the AOC process but the application is conducted by another mean, available in the GCAA online services.

### Process

On the basis of information provided during this phase, the GCAA will provide the applicant with the following information:

- (a) Application procedures including forms like GTF-AMA- 01 and GTF-NPA-001.
- (b) Documents required.
- (c) General operating and airworthiness advice.
- (d) Approval requirements from other authorities.
- (e) Regulatory feasibility.
- (f) GCAA fees and payment of AED 50,000
- (g) E services, Q pulse and ROSI systems.

If the GCAA does not consent to proceeding further the application, it shall notify the applicant, in writing, of its reasons no later than 30 days after making the preliminary assessment.

Note: The application cannot be processed further until and unless the Director General gives his approval to proceed and the proposed operation is in the national interest.

## **9 FORMAL APPLICATION PHASE**

### **9.1 General**

The formal application phase commences when the applicant lodges a formal application for an AOC, accompanied by various documents and manuals intended to prove or describe its operations. This formal application should begin at least **90** days prior to the intended start date of revenue operations. .

Formal application is associated with a meeting attended by the proposed accountable manager, nominated post holders and key personnel from both the applicant and the GCAA.

The formal meeting will include the following, when:

- (a) Operations and Airworthiness manuals will be submitted through Q pulse, along with compliance statement form FOF-OMA 001 ((aeroplane) or FOF-OMA-005 (helicopter) (not required for existing UAE operators)).
- (b) Nominated personnel application via E-services will be submitted
- (c) Special operations application via E-services will be submitted
- (d) Instructor and examiner application via E-services will be submitted
- (e) Aircraft, facility and services information will be submitted.
- (f) The operator will subscribe to e-publication

During the meeting, the GCAA will nominate Principal Inspectors. GCAA Inspectors are available to meet with the operator's technical management and representatives to develop an action plan, and to ensure the application proceeds in a timely and coherent manner.

### **9.2 Documentation**

The following items will be reviewed during the formal meeting:

- (a) On line application for Accountable Manager, Post Holders and other managerial personnel like flight safety officer, focal point cabin crew and person in charge Dangerous Goods.
- (b) Evidence of continued amendment services of manuals.
- (c) Evidence of latest manual revision.
- (d) Mass and balance system- aircraft weighing report, trim sheet and etc.
- (e) Notification of non compliance or waiver.
- (f) Application of PBN as per CAAP 52.
- (g) Application of RVSM as per CAAP 5.
- (h) Application of MNPS as per CAAP 6.
- (i) Application of other Special Operations as per CAAPs mentioned in chapter 6 of this CAAP.
- (j) Application of ATO and Simulator approval as per CAAP 12 and 33, if applicable.
- (k) Application for three letter ICAO Designation and Radio Telephony Call Sign for operator who intends to operate International Commercial Operations.

### 9.3 Schedule of Events

The Schedule of Events is a list of items, activities, aircraft, and/or facility acquisitions, which the applicant must accomplish or make ready, and the dates on which they will be ready for GCAA inspection. The list should include, but is not limited to, the following and the dates at which they will take place:

- (a) Crew members training.
  - initial training
  - conversion training
  - basic indoctrination
  - aircraft systems
  - simulator
  - aircraft flight
  - flight attendant
- (b) Maintenance personnel training.
- (c) When all facilities will be ready for GCAA inspection.
- (d) When ATO, flight simulator and aircraft will be ready for inspection.
- (e) C of R, C of A and other certificates requirement
- (f) Emergency evacuation and ditching demonstrations.
- (g) Ground handling staff, dispatcher training.
- (h) Dangerous Goods Training (ref. CARs Part VI, Chapter2, Section 6).
- (i) Aviation Security Training (ref. CARs Part VII, Annex A to Section 10).
- (j) GCAA Inspector aircraft type training if it is first of type or no inspector is rated on type (if required).

- (k) When proving flights will begin.
- (l) When proposed operations will begin.

#### **9.4 Manuals**

The following are the manuals required for submission during the formal meeting. The submission of these manuals is through the Q pulse:

- (a) General Operations Manual- Part A.
- (b) Aircraft Manuals including Standard Operating Procedures – Part B.
- (c) Route Manual – Part C.
- (d) Training Manuals – Part D.
- (e) Continuing Airworthiness Maintenance Exposition, if applicable.
- (f) Dangerous Goods Procedures (to be incorporated in Operations Manual; (CARs Part VI, Chapter 2, Section 4.3 refers).
- (g) Cabin Crew Emergency Procedures Manual including Standard Operating Procedures.
- (h) MEL.
- (i) Operators Security Program (may be incorporated in Operations Manual dependant upon aircraft inventory)
- (j) Ground Operations / Dispatch Manual.
- (k) Dangerous Goods Emergency Response Guide
- (l) Emergency Response Plan / Guide
- (m) SMS manual

#### **9.5 Compliance Statement**

The Compliance Statement refers to operations manual material referenced to the CAR-OPS 1 or 3 applicable to the type of operation the applicant is proposing. The applicant must provide a brief, narrative description or a reference to a specific section of the applicant's manual or other document which describes how each applicable regulation will be complied with. This compliance statement must be signed by the appropriate accountable manager using form FOF-OMA-001 (aeroplane) or FOF-OMA-005 (helicopter)

#### **9.6 Management/Post Holders Qualification Resumes**

##### **9.6.1 General.**

The application for nominated personnel acceptance including Accountable Manager and Post Holders are via the E-services. The applicable GTF-NPA-001 are to be completed and to include a brief resume containing information on the individual qualifications, certificates, ratings, and experience of personnel selected for at least the following, or equivalent, positions. On case to case basis the GCAA may consider a person to hold more than 1 of the nominated posts-

Operators are advised that a lack of technical management appointments during the application process will delay the process. The GCAA will assess the applicant's qualifications and experience as well as their managerial ability. A knowledge test in the form of an interview or written test will be conducted before the nominated accountable manager and post holders are accepted.

The following are the posts that must be accepted by the GCAA.

- (a) Accountable Manager
- (b) Post Holder Flight Operations
- (c) Post Holder Continuing Airworthiness - Management (if applicable).
- (d) Post Holder Crew Training
- (e) Post Holder Ground Operations
- (f) Post Holder Aviation Security
- (g) Post Holder Quality Assurance
- (h) Post Holder Safety Management System (SMS)

Applicants must ensure that only qualified and trained personnel are appointed for the above appointments in addition to those in-charge of Flight Safety, Security and Cabin.

#### **9.6.2 Expected Qualifications and Level of Experience.**

The qualifications and level of experience of post holders and key operational staff will vary according to the scope and size of the proposed operations. Post holders and key operational staff shall have an understanding with Human Factors and Human Performance limitation besides the following specific requirements.

##### **(a) Accountable Manager**

To serve as an Accountable Manager, a person must have the qualifications, experience and authority as specified in CAR OPS 1 or 3

**(b) Post -Holder Operations.**

To serve as Director of Flight Operations a person must have the qualifications and experience as specified in CAR OPS 1 or 3, Subpart C, paragraph 1.175 or 3.175 including its AC and IEM.

It is strongly recommended that the post holder should have at least 5 years supervisory or managerial experience within the last 6 years in a position that exercised operational control over any operations conducted with similar aircraft on international commercial operations. In the case of a person taking up this post for the first time ever, have at least 3 years experience on international commercial operations within the past 6 years, as pilot in command of the size and type of aircraft to be operated.

**(c) Post Holder Continuing Airworthiness Management.**

- Practical experience, knowledge, relevant qualifications and expertise for the areas they manage
- A working knowledge of CAR M and the Continuing Airworthiness Management Organisation Exposition
- Familiarity with the organisation's quality system
- A working knowledge of aviation safety standards and continuing airworthiness management practices and the ability to manage a facility in such an environment
- Appropriate management experience
- Appropriate familiarity with the product
- Appropriately qualified as per AMC M 706
- The post holder shall not be employed in any other organisation and shall have a full time employment contract with the organization;
- Shall not hold any other position in the company unless acceptable to the Authority;
- Shall have comprehensive knowledge of UAE Laws and Regulations.

**(d) Post Holder Crew Training.**

The nominated post holder or his deputy must have the qualifications and experience as specified in CAR OPS 1 or 3, Subpart C, paragraph 1.175 or 3.175 including its AC and IEM.

The post holder is expected to possess the following experience;

- i. 1000 hours flight time or 3 years experience in operations substantially similar to those proposed.
- ii. 1000 hours in command of aircraft substantially similar to those proposed to be operated.
- iii. 500 hours as a TRE/TRI on aircraft substantially similar to those proposed. Duty as a check pilot may include aircraft, simulator, line or base checking, or any combination thereof.

- iv. Prior to the commencement of revenue services, hold unrestricted approval as a TRE/TRI on the major type of aircraft to be operated. Should the fleet change in the future, he shall maintain the TRE/TRI on at least one major type in current operation.

**(e) Post Holder Ground Operations.**

The nominated post holder should have a thorough knowledge of the AOC/Authorisation holder's ground operations concept

**(f) Post holder Quality Assurance**

The post holder Quality assurance may be further separated into two areas:

- QA Operations;
- QA Maintenance.

As a general guidelines, he/she shall:

- Hold or has held a license relevant with aircraft type to be operated;
- Hold or has held a previous similar position or at least managerial appointment such as an auditor or other similar appointment;
- Have 5 years working experience, 2 of which in aviation organisational experience;
- Have completed auditing techniques training;
- Not be employed in any other organisation and he shall have a full time employment contract with the organization;
- Not hold any other position in the company;
- Have sound knowledge in the fields of flight operations, maintenance, crew training and ground operations, including the standards required by the Authority, and any additional requirements defined by the operator.

**(g) Post Holder Aviation Security**

The nominated post holder should have successfully attended AVSEC 1, 2, and 3 basic and AVSEC professional manager's courses, as of 2014 the Post Holder Security shall be UAE national (refer to UAE GCAA Security Department Directives).

**(h) Post Holder SMS.**

To serve as a post holder SMS, a person must be trained and have knowledge on all aspects of SMS. The training required shall cover all elements of the SMS system including safety risk management, safety assurance, safety promotion and quality.

## **9.7 Aircraft, Facilities, and Services**

### **9.7.1 General**

This attachment should provide evidence that the applicant will have available aircraft, facilities and support services to conduct the type of operation proposed as well as airports suitability. The evidence may be in the form of proof of purchase, formal contracts, or lease agreements. If formal purchase, lease, or contract agreements have not been completed, letters showing agreement between the contracting parties will suffice until formal contracts or agreements are available. Aircraft ownership details must be authenticated (power of attorney). Documents showing details of the insurance of the aircraft, its occupants and third parties are also required.

### **9.7.2 Aircraft Equipment.**

Aircraft equipment shall meet CAR requirements, in particular in compliance with CAR OPS 1 and 3 subparts K and L and CAR OPS 1 Subpart S.

## **10. DOCUMENT EVALUATION PHASE**

### **10.1 General**

The document evaluation phase involves detailed study of the manuals and other documents for their content and compliance. The evaluation will give the GCAA an insight on the applicant's technical fitness for the type of operations proposed by the operator. Applicants are reminded to submit documents, which reflect their actual operation and aircraft; any incomplete documentation will affect the application completion date.

The set of documents and manuals should be complete and must, satisfy GCAA's requirements before the inspection phase can begin. However, the review of documents and manuals will continue until the certification phase. Indeed, the inspection phase may reveal the need for some operational changes, which in turn requires amendment of those documents and manuals.

The documents and manuals should be presented for consideration not less than 60 days prior to the commencement of the proposed operations to avoid delay.

### **10.2 Flight Safety Documents System**

All documents should be organized according to criteria which are essential to provide easy access to information required for flight and ground operations contained in the various operational documents comprising the system, as well as to manage the distribution and revision of operational documents. This system which is part of ICAO Annex 6, is known as Flight Safety Documents System.

Information contained in a flight safety documents system should be grouped according to the importance and use of the information as follows:



- (a) time critical information e.g information that can jeopardize the safety of the operation if not immediately available e.g flight crew instructor, flight staff instruction,
- (b) time sensitive information e.g information that can affect the level of safety or delay the operation if not available in a short time period.
- (c) frequently used information e.g Operations Manual, Operator's policies, QRH etc
- (d) reference information, e.g information that is required for the operation but does not fall under (b) and (c) above, and
- (e) information that are grouped based on the phase of operation in which it is used.

Time critical information should be placed early and prominently in the flight safety documents system.

Time critical information, time sensitive, information, and frequently used information should be placed in cards, and quick reference guide.

## **10.2 Operations Manual**

Information must be presented in clear unambiguous English text and/or graphics in a readily amendable format. The applicant shall ensure that the structure of the operations manual follows the requirements as stated in IEM OPS 1.1045 (c) and consists of the following parts.

Part A General/Basic

Part B Aircraft Operating matters

Part C Route and Aerodrome Instruction and Information

Part D Training

The content of the manual is subject to the GCAA assessment and the elements/subjects that require specific approvals by the GCAA are found in IEM OPS 1.1040(b) or CAR OPS 1 and 3 regulations that bear the statement 'shall/may be approved by the Authority.'

CAR OPS 1/3.1045 (a) prescribes the main structure of the Operations Manual. Appendix 1 to CAR OPS 1/3.1045 contains a comprehensive detailed and structured list of all items to be covered in the Operations Manual.

Since a high degree of standardization of Operations Manuals will improve flight safety, the structure described in the IEM CAR-OPS 1/3.1045(c) should be used by applicant. To facilitate comparability and usability of the Operations Manuals by personnel, applicant should not deviate from the numbering system used. If there are sections which, because of the nature of the operations, do not apply, applicant still maintains the numbering system and insert 'Not applicable'.

The contents of the operations manual may not be varied without the GCAA's consent. At the operator's discretion, additional material may be included for information and guidance and such additional material will not require approval.

A copy of the relevant part of the Operations Manual shall be available to each operating crew member employed by the operator and a full electronic copy to be provided to, and retained by, the GCAA. Electronic copy of the Operations Manual, easily accessible to the crew members, is also acceptable, provided, the operator takes the responsibility to ensure that crew members are equipped with personal computer, lap top or other electronic mean for access if accepted by the GCAA.

### **10.3 Type Related and Aircraft Flight Manual**

Part B of the Operations Manual constitutes aeroplane operating matters (type related) and Standard Operating Procedures (SOP). Material produced by the operator in Part B of the Operations Manual may be supplemented with or substituted by applicable parts of the Aircraft Flight Manual required by CAR-OPS 1.1050 with the appropriate control / referencing or, where such a document exists, by an Aircraft Operating Manual produced by the manufacturer of the Aircraft.

In the case of performance class B aeroplanes, it is acceptable that a "Pilot Operating Handbook" (POH) or equivalent document is used as Part B of the Operations Manual, provided that the POH covers the necessary items.

The Operations Manual Part B however, shall also contain information and instructions relating to;

- (a) The identification of the aircraft.
- (b) The Standard Operating Procedures and limitations of the aircraft.
- (c) The performance and loading of the aircraft.
- (d) Emergency and supplementary procedures.

### **10.4 Route Manual**

The Route and Aerodrome instructions and information shall be in Part C of the Operation Manual. For Part C, material produced by the applicant may be supplemented with or substituted by appropriate outsourced Route Guide material..

## **10.5 Training Manuals**

Appendix to CAR OPS 1.1045 (c) contains a comprehensively detailed and structured list of all items to be covered in the Training Manual.

Note: Depending on the size and complexity of the operation, the Training Manual may be a stand alone document or incorporated in the Operations Manual. Dispatcher training should be part of the Dispatch Manual.

## **10.6 Cabin / Flight Dispatch/ Ground Operations Manuals**

The Cabin, Flight Dispatch and Ground Operations Manuals can be a stand alone document of the Operation Manual. If an operator opts to do so, the OMA, under Chapter 0 - Organisation and Control of Manual, should specify this arrangement. In addition, references to the Cabin, Flight Dispatch and Ground Operations Manuals are to be made in the OMA relevant parts if that particular parts, concern these elements.

## **10.7 Dangerous Goods Emergency Response Guide and Training Courses**

CAR Part 6, Chapter 2 requires that an operator shall provide dangerous goods familiarisation training for any employees whose duties include a function concerned with the carriage of passengers or cargo.

A dangerous goods emergency response guide covering emergencies and appropriate response procedures shall be required for the instruction and guidance of personnel. This guide is required to be carried as part of on-board aircraft documentation.

## **10.8 Aircraft Search Procedure Checklist**

The checklist needs to be carried on board and describes the procedure to be followed in searching for a bomb in the case of suspected sabotage and for inspecting aircraft for concealed weapons, explosives or other dangerous devices when a well-founded suspicion exists that the aircraft may be the object of an act of unlawful interference. The checklist should be supported by guidance on the appropriate course of action to be taken should a bomb or suspicious object be found and information on the least-risk bomb location specific to the aircraft.

### **10.9 Continuing Airworthiness Management Exposition.**

The Continuing Airworthiness Management Exposition (CAME) is the document that defines the continuing airworthiness of operated aircraft. These procedures shall be endorsed by the Accountable Manager and shall be complied with to ensure that all maintenance is carried out on time and to an approved standard.

Refer to CAR V chapter 4.

## **11. INSPECTION PHASE**

### **11.1 General**

The inspection phase is the phase in which the physical facilities and equipment proposed for use by the applicant are assessed for suitability with the type and size of the operations. The applicant is required to demonstrate his ability to comply with regulations and safe operating practices before actual revenue operations can begin. The demonstrations are to prove that the applicant has an adequate organization, method of control and supervision of flight operations, training programs as well as ground handling, continuing airworthiness management and maintenance arrangement that are consistent with the nature and extent of operations specified.

Staff that require specific authorization (for example, Type Rating Examiner and Instructor) will be assessed, and proving flights may be conducted. The applicant must satisfy the GCAA that sufficient qualified personnel are employed and that such personnel are employed on a full time basis where appropriate. Amongst other requirements the applicant shall provide, adequate facilities and equipment, sufficient to permit the staff to carry out their duties related to the conduct of operations in compliance with regulations and manuals, and in safety.

### **11.2 Inspection**

The following is the scope of inspection to be adopted by the GCAA for operator's information.

#### **11.2.1 Management and Administration Structure**

- status of operations management
- conformity with the relevant part of the Operations Manual
- qualifications/experience of key individuals
- administrative Infrastructure
- adequacy of staff, facilities, equipment and finances
- communications with staff

- office support
- printing and/or distribution facilities
- rostering
- rights of access by GCAA Inspectors

#### 11.2.2 Crew notification/ bulletin.

- communications facilities
- operational notices
- policy bulletins
- distribution of amendments and documents
- passenger and freight records

#### 11.2.3 Flight Crew Records.

- flight and duty time
- licence and medical validity
- type endorsement validity
- recency
- OPC/LPC check
- route and aerodrome check
- training
  - ◆ initial
  - ◆ conversion
  - ◆ aircraft
  - ◆ simulator
  - ◆ CAT I, II, III
  - ◆ emergency procedures
  - ◆ dangerous goods
  - ◆ specific
  - ◆ PBN; MNPS; FANS; RVSM
  - ◆ ETOPS
  - ◆ ACAS
  - ◆ CRM

#### 11.2.4 Aircraft Records.

- maintenance
- fuel consumption
- load control

- autoland
- navigation accuracy log

#### 11.2.5 Crew Scheduling.

- ease of access during scheduled operational hours
- practicality of use
- coverage of all relevant staff
- accuracy
- validity and compliance

#### 11.2.6 Operations and Dispatch Centre.

- library appropriate to operation
- document amendment status
- adequate accommodation and storage facilities
- adequate communication and/or distribution facilities
- officer in charge - duties/training/qualifications

#### 11.2.7 Load Control.

- adequate working facilities
- equipment and documents
- load control system.
- trained and approved staff
- communications adequate and effective
  - ◆ to/from flight planning area
  - ◆ to/from loaders
- security of items being loaded/unloaded
- cargo restraint devices in use
- carriage of live animals
- dangerous goods requirements understood and in use
- last minute change procedures

#### 11.2.8 Passenger Handling Facilities.

- Passenger handling

- ♦ ticketing
- ♦ seat assignment
- ♦ security/control
- ♦ access to airside
- ♦ check of carry-on baggage
- Safety aspects on tarmac
  - ♦ aerobridge/directions to board
  - ♦ staff in attendance with passengers
  - ♦ positioning of steps
  - ♦ protection from jet blast/propellers
  - ♦ clear of taxiing aircraft
  - ♦ clear of moving vehicles
  - ♦ night/rain aspects

#### 11.2.9 Training Facilities.

- classrooms
  - ♦ number/size adequate for purpose
  - ♦ student accommodation
  - ♦ blackboards / white board and screens
  - ♦ lighting, heating, cooling and ventilation
  - ♦ training aids - examinations
  - ♦ security of storage
  - ♦ examination rooms
  - ♦ adequate for purpose

#### 11.2.10 Aircraft.

- Flight deck equipment
  - ♦ adequate/functional
  - ♦ GPWS
  - ♦ ACAS II
  - ♦ altitude alert
  - ♦ navigation equipment (RNP)
  - ♦ communication equipment
  - ♦ fire extinguisher, axe, gloves, portable oxygen bottle
  - ♦ crew oxygen mask stowage, smoke goggles
  - ♦ accessibility of controls needed in emergency drills
  - ♦ jumpseat operation
  - ♦ crew seat adjustments
- Cabin Equipment
  - ♦ passenger safety information cards
  - ♦ signs: visibility, ambiguity, exit operation
  - ♦ supplemental oxygen: numbers, locations
  - ♦ fire extinguishers

- ♦ therapeutic oxygen
  - ♦ first aid
  - ♦ life jackets, flotation cushions
  - ♦ life rafts, emergency locator beacons
  - ♦ public address system
  - ♦ cargo tie downs and restraints
- Manuals, checklist and documents
    - ♦ normal and emergency checklists
    - ♦ operations manuals
    - ♦ flight planning and dispatch documents

11.2.11 ETOPS (if required) - Refer to CAR OPS1 and CAAP 21. ETOPS proving flight is required for ETOPS approval

11.2.12 All Weather Operations (if required) – Refer to CAR OPS 1 Subpart E

11.2.13 Other Special Operations including RVSM/PBN – Refer to relevant CAR OPS and CAAPs

11. 2.14 Ground Operations - Refer to CAAP 46 and inspection will also include;

- Fueling,
- De-icing
- Flight Dispatch
- Contractors

11.2.15 Engineering Refer to CARs Part V

11.2.16 Dangerous Goods Refer to CARs Part VI, Chapter 2

11.2.17 Aviation Security Refer to CARs Part VII

11.2.18. Proving Flights

The requirement for proving flights depends on the size and complexity of the operation. The number of flights will be solely at the discretion of the GCAA and operators are advised that proving flights may need to be extended to ensure operating competence is achieved in all areas. These flights shall normally be with passengers but non revenue and represent the operator’s proposed routes.



## **12. CERTIFICATION PHASE**

The certification phase follows the satisfactory completion of all the previous phases. It begins when the GCAA takes the necessary administrative action to issue the AOC. If the inspection phase is unsatisfactory the certification phase will not take place until the safety and security deficiencies are rectified.

## **13. RENEWAL OF AOC /POC**

Unless it is suspended or revoked, an AOC/POC will remain valid for two years, or as stated on the Certificate and will only be renewed provided there is a demonstrated compliance with the regulations applicable to operations, airworthiness, licensing and security.

The application for the renewal of an AOC must be submitted at least 30 days, or as otherwise agreed, before the end of the existing period of validity.

An operator that does not maintain operational activities under the AOC (e.g. no Aircraft) during 2 (two) years is considered automatically revoked unless specific request for future planning and minimum organisation requirement be maintained.

A letter of request with duly filled form GTF-AOC-001 shall be used to apply for AOC renewal. Application for renewal of AOC is via the E-services.

## **14. AMENDMENT TO AOC/POC OPERATIONS SPECIFICATIONS**

The application for the variation of the AOC/ POC must be submitted at least 30 days, or as otherwise agreed , before the date of intended operation. .

An operator, when applicable, shall include the following information in the application for amendment/ variation to an AOC

- (a) Duly filled GCAA form GTF-AOC-001, highlighting the changes to;
  - a. The official name and business name, address, and mailing address
  - b. The proposed operations
  - c. The management organization
  - d. The name of the accountable manager
  - e. The names of post holders together with their qualification and experience and
  - f. The Operations Manual relevant parts

The amendment or revision to the Operations Specifications issued to operators shall include the following;

- (a) Details of the amendment

- (b) The reason for the amendment
- (c) The effective date
- (d) The request for any Approval required as a consequence of the amendment, or for any change required for the approval

Amendment involving major operations like initial approval or authorisation of Special Operations may require the applicant to undergo the process as described in the formal, documentation and inspection phases prior to its approval/authorisation.

## **15. SPECIMEN AIR OPERATOR CERTIFICATE / OPERATIONS SPECIFICATIONS**

The contents and format of the AOC and its Operations Specifications with explanation is found in CAR Ops 1/3 Appendix 1 to CAR OPS 1.175. however the following is a full sample of the Operations Specifications.

### **Content and format of the Operations Specifications (page 1)**



**RATIONS SPECIFICATIONS**

**UAE GCAA**  
*(Subject to the approved conditions in the operations manual)*



<sup>1</sup> Phone no : **+97142111500**      Fax no : **+9714211500**      EMAIL: [fops@gcaa.ae](mailto:fops@gcaa.ae)

<sup>2</sup> AOC#: AC-0013      Operator name: **ABC AIR**      <sup>4</sup> Date : **DD MMM YYYY**

<sup>3</sup> Dba : **Other name**      <sup>4</sup> Name & Sign:

<sup>5</sup> Aircraft models: **Ref to page 2 Section A**

|   |  |       |
|---|--|-------|
| <sup>6</sup> Type of Operations: <b>Ref to page 2 Section B</b> | Passenger                              | Cargo |
| <sup>6</sup> Others: <b>Ref to page 2 Section B</b>             | <b>Others: Ref to page 2 Section B</b> |       |

<sup>7</sup> Area of Operations:  
 Sample: **World wide, North America, Asia Pacific, Europe**

<sup>8</sup> Special Limitations: Sample:

1. **VFR Day Only**
2. **For UAE Operations, No Operations Specification required.**

| SPECIAL AUTHORISATION                       | Yes                      | No                       | <sup>9</sup> SPECIFIC APPROVAL                       | REMARKS                  |
|---|--------------------------|--------------------------|--|--------------------------|
| <i>Dangerous Goods</i>                      | <input type="checkbox"/> | <input type="checkbox"/> |  | Ref to page 3 Section P  |
| <i>Low Visibility Operations</i>            |                          |                          |  |                          |
| <sup>10</sup> <i>Approach &amp; Landing</i> | <input type="checkbox"/> | <input type="checkbox"/> | CAT:___ RVR:___m<br>DH___ft *                        | Ref to page 2 Section C  |
| <sup>11</sup> <i>Take Off</i>               | <input type="checkbox"/> | <input type="checkbox"/> | RVR:___m* (see remarks)                              | Ref to page 2 Section C  |
| <sup>12</sup> <i>RVSM</i> N/A               | <input type="checkbox"/> | <input type="checkbox"/> |  | Ref to page 2 Section F2 |
| <sup>13</sup> <i>ETOPS</i> N/A              | <input type="checkbox"/> | <input type="checkbox"/> | Maximum diversion time <sup>14</sup> : _____ minutes | Ref to page 2 Section F1 |

|   |                          |                          |               |                                       |
|---|--------------------------|--------------------------|---------------|---------------------------------------|
| <sup>15</sup> Navigations Specifications for PBN Operations | <input type="checkbox"/> | <input type="checkbox"/> |               | <sup>16</sup> Ref to page 2 Section E |
| Continuing Airworthiness                                    |                          |                          | <sup>17</sup> | Ref to page 3 Section L               |
| <sup>18</sup> Others:                                       | <input type="checkbox"/> | <input type="checkbox"/> |               | Ref to page 3 Section P               |

See remark for any item not filled or for specific approval / authorization

Notes.—

\* See Attachment of Operations Specifications

1. Telephone , fax and E-mail contact details of the authority.
2. Associated AOC number.
3. Operator’s registered name and the operator’s trading name, if different. “dba” (for “doing business as”).
4. Issuance date of the operations specifications (dd-mmm-yyyy) and signature of the authority representative.
5. Commercial Aviation Safety Team (CAST)/ICAO designation of the aircraft make, model and series, or master series
6. Other type of transportation to be specified (e.g. emergency medical service).
7. Geographical area(s) of authorized operation (by geographical coordinates or specific routes, flight information region or national or regional boundaries).
8. List the applicable special limitations (e.g. VFR only, day only).
9. List in this column the most permissive criteria for each approval or the approval type (with appropriate criteria).
10. Precision approach category (CAT I, II, IIIA, IIIB or IIIC). Only the minimum RVR in metres and decision height in feet will be display. One line is used per listed approach category.
11. Minimum take-off RVR in metres. One line per approval may be used if different approvals are granted).
12. “Not applicable (N/A)” box may be checked only if the aircraft maximum ceiling is below FL 290.
13. Extended range operations (ETOPS) currently applies only to twin-engined aircraft.
14. The threshold distance may also be listed (in NM), as well as the engine type.
15. Performance-based navigation (PBN): one line is used for each PBN specification authorization (e.g. RNAV 10, RNAV 1, RNP 4), with appropriate limitations or conditions listed in the “Specific Approvals” and/or “Remarks” columns.
16. Limitations, conditions and regulatory basis for operational approval associated with the performance-based navigation specifications (e.g. GNSS, DME/DME/IRU). see Performance-based Navigation Manual (Doc 9613).
17. Insert the name of the person/organization responsible for ensuring that the continuing airworthiness of the aircraft is maintained and the regulation that requires the work, i.e. within the AOC regulation or a specific approval (e.g. EC2042/2003, Part M, Subpart G).
18. Other authorizations or data can be entered here, using one line (or one multi-line block) per authorization (e.g. special approach authorization, MNPS, approved navigation *performance*).

Content and format of Operations Specifications (page 2)



**OPERATIONS SPECIFICATIONS**



**OPERATOR NAME**

**AOC no: AT – 03x**

|          |   | 1             | 2             | 3                 |
|----------|---|---------------|---------------|-------------------|
| <b>A</b> | <b>Authorised Aircraft: MFG</b><br><i>Manufacture, make,<br/>Model Series</i> | <b>AGUSTA</b> | <b>BOEING</b> | <b>EUROCOPTER</b> |
|          |   | <b>A109</b>   | <b>B757</b>   | <b>EC130</b>      |
|          |   | <b>E / S</b>  | <b>200</b>    | <b>B4</b>         |
| <b>B</b> | <b>Type of Operations:</b>  |               |               |                   |
| 1        | Passenger   | ?             | ?             | ?                 |
| 2        | Cargo   | ?             | ?             | ?                 |
| 3        | Aerial  | ?             | ?             | <b>x</b>          |
| 4        | Ext Load  | ?             | ?             | <b>x</b>          |
| 5        | EMS   | ?             | ?             | <b>x</b>          |
| <b>C</b> | <b>AWO [RVR (m)]:</b>   |               |               |                   |
| 1        | LVTO ( <i>Low Vis</i> )   | <b>x</b>      | <b>x</b>      | <b>x</b>          |
| 2.       | LVO ( <i>Low Vis Ops</i> )  |               |               |                   |
| 1        | CATII [RVR(m)/DH(ft)]   | <b>x</b>      | <b>x</b>      | <b>x</b>          |
| 2.       | CATIIIA [RVR(m)/DH(ft)]   | <b>x</b>      | <b>x</b>      | <b>x</b>          |
| 2        |   |               |               |                   |
| 3        | CATIIB [RVR(m)/DH(ft)]  | <b>x</b>      | <b>x</b>      | <b>x</b>          |
| 2.       | CATIIC [RVR(m)/DH(ft)]  | <b>x</b>      | <b>x</b>      | <b>x</b>          |
| 4        |   |               |               |                   |
| <b>D</b> | <b>Approach:</b>  |               |               |                   |
| 1        | Precision   |               |               |                   |

|          |  |                          |                 |                           |
|----------|--|--------------------------|-----------------|---------------------------|
| 1.<br>1  | ILS  | ?                        | ?               | ?                         |
| 1.<br>2  | RNAV(GNSS/GPS)   | X                        | X               | X                         |
| 2        | Non Precision  | ?                        | ?               | ?                         |
| 3        | Cicrling   | ?                        | ?               | ?                         |
| <b>E</b> | <b>PBN(Performance Based Navigation):</b>  |                          |                 |                           |
| 1        | RNP 0.1  | X                        | X               | X                         |
| 2        | RNP 0.3  | X                        | X               | X                         |
| 3        | RNP 1  | X                        | X               | X                         |
| 4        | RNP 3  | X                        | X               | X                         |
| 5        | RNP 4  | X                        | X               | X                         |
| 6        | RNP 5  | X                        | X               | X                         |
| 7        | RNP 10   | X                        | X               | X                         |
| 8        | BRNAV  | X                        | X               | X                         |
| <b>F</b> | <b>CNS (Com, Nav &amp; Surveillance) :</b>   |                          |                 |                           |
| 1        | ETOPS [Engine]   | X                        | <b>CFM56-30</b> | X                         |
|          | [Range(Nm)/Time(min)]  | X                        | <b>800/120</b>  | X                         |
| 2        | RVSM   | X                        | X               | X                         |
| 3        | MNPS   | X                        | X               | X                         |
| 4        | CPDLC / ADS  | X                        | X               | X                         |
| 5        | Polar Operations   | X                        | X               | X                         |
| 6        | Metric Altimetry   | X                        | X               | X                         |
| <b>G</b> | <b>Authorised Aircraft :</b>   |                          |                 |                           |
|          | <b>Aircraft Registration</b><br><b>Prefix : A6 -</b><br><b>NOTE:*</b> Only applicable with current Certificate of Airworthiness. | <b>OEE, XRX,<br/>BDD</b> | <b>MLX, MLZ</b> | <b>MLB, MLI,<br/>MLT,</b> |

|          |  |              |
|----------|--|--------------|
| <b>H</b> | <b>Destinations (ICAO Aerodrome Designators):</b> <i>All destination shall be evaluated by operator and accepted by the Authority. Non Scheduled Air Carrier (AC) destination is approved as in Sub par H2.</i>  |              |
| 1        | Scheduled Operator<br>Not Applicable (For Schedule Air Carrier, the destination shall be reflected here)   |              |
| 2        | Non scheduled or charter operations may be conducted into any suitable aerodrome provided it has the approved facilities and services necessary for the safe operation of the aeroplane. All operations shall be in accordance with the approved Operations Manual ( OM part C). |              |
| <b>K</b> | <b>ULR Operations:</b> <i>ULR operations is approved for the following city pairing:</i>   |              |
|          | Not Authorised   |              |
| <b>L</b> | <b>Maintenance :</b>   |              |
|          | Aircraft shall not be operated unless it is maintained airworthy in accordance with the GCAA approved Continuing Airworthiness Management Exposition (CAME)  |              |
| <b>M</b> | <b>Telephony &amp; Three letter designators:</b> <i>The following are the authorised Telephony and Three letter designator</i>   |              |
| 1        | ICAO Three letter Designation: ABC   |              |
| 2        | ICAO Radio Telephony /Call sign: ex: blueair   |              |
| 3        | The use of designators other than the above requires GCAA authorisation  |              |
| <b>N</b> | <b>Aircraft Lease :</b> <i>The following are the authorised operations under lease agreement</i>   |              |
|          | Not Authorised   |              |
| <b>P</b> | <b>Other Approval:</b>   |              |
| 1        | <b>EFB</b>   | Not approved |
| 2        | <b>HUD /HGS</b>  | Not approved |
| 3        | Dangerous Goods  | Approved     |
| 4        | Special PIC  | Not approved |
| 5        | PRM/SOIA   | Not approved |
| 6        | ADS-B  | Not approved |
| 7        | RNP AR   | Not approved |
| <b>Q</b> | <b>Remarks:</b>  |              |
|          | Rotary wing are authorised carrying firearms by security officers /guards as in National Aviation  |              |

|          |   |             |              |              |
|----------|---|-------------|--------------|--------------|
|          | Security Program (NASP) Ref:OM-A sec 9. |             |              |              |
| <b>R</b> | <b>Personnel accepted by Authority</b>  |             |              |              |
|          | <b>Position</b>                         | <b>Name</b> | <b>Phone</b> | <b>EMAIL</b> |
| 1        | Accountable Manager                     |             |              | -            |
| 2        | PH Flight Operations                    |             |              |              |
| 3        | PH Maintenance System                   |             |              | -            |
| 4        | PH Crew Training                        |             |              | -            |
| 5        | PH Ground Operations                    |             |              |              |
| 6        | PH Aviation Security                    |             |              |              |
| 7        | PH Quality Assurance                    |             |              |              |
| 8        | PH SMS / Safety                         |             |              |              |
| 9        | Quality Operations                      |             |              | -            |
| 10       | Quality Maintenance                     |             |              |              |
| <b>S</b> | <b>Point of contact</b>                 |             |              |              |
| 1        | Cabin crew                              |             |              |              |
| 2        | Dangerous Good Officer                  |             |              |              |

Legend:

✓ Approved, X not Approved, - Not Applicable, XX alpha numeric will be the designated value, others: see remark section..

Descriptions of Operations Specifications of the above (Page 2 & 3)



**Content and format of Operations Specifications (page 3)**

| <b>Se<br/>c</b> | <b>Paragraph</b>                 | <b>Descriptions</b>  |
|-----------------|----------------------------------|--|
|                 | <b>OPERATIONS SPECIFICATIONS</b> | <i>Title of page 2 of operations Specifications</i>  |
|                 | <b>Operator Name</b>             | <i>Name Of operator</i>  |
|                 | <b>AOC no : AT-099</b>           | <i>First 2-3 Alphabet either AC for Scheduled Air Carrier, AT (Air Transport / Unscheduled air charter), or PO (Private Operation) followed by three number 999</i>  |
| <b>A</b>        | <b>Authorised Aircraft :</b>     | <i>Authorized aircraft from ICAO Taxonomy Team<br/><a href="http://www.intlaviationstandards.org">http://www.intlaviationstandards.org</a></i>   |
|                 | <b>Manufacture</b>               | <i>Manufacture Name eg: Boeing, Airbus, For long name, abbreviated will be used, such as British Aerospace will be BAe or Mc Donnell Douglas will be MD</i>  |
|                 | <b>Make / Model</b>              | <i>B737, A340, or BD6002B16 for C604</i>   |
|                 | <b>Series</b>                    | <i>Series eg: B777-381=300, B777-312ER = 300ER, A340-342 = 300, popular name may be used for un common name, eg BD6002B16 Model = C604, or</i>   |
| <b>B</b>        | <b>Type of Operations:</b>       | <i>Consist of 1-5 type of operations, other type of operations may be declared in remark section or authorized destinations</i>  |
| 1               | <b>Passenger</b>                 | <i>Passenger operations</i>  |
| 2               | <b>Cargo</b>                     | <i>Cargo operations, some passenger who have capability to carry cargo in the cargo bay (or Combi) and approved in operations manual may be ticked</i>   |
| 3               | <b>Aerial</b>                    | <i>Aerial operations will be applicable for Photo flight, parachute drop or object dropping</i>  |
| 4               | <b>Ext Load</b>                  | <i>External load dedicated to Helicopter or commonly known as underslung operations</i>  |
| 5               | <b>EMS</b>                       | <i>EMS Emergency medical services, will be reflected if the operator have an approved aircraft with permanent or portable equipment and have documented procedures to carry passenger with or without medical personnel on board</i> |
| <b>C</b>        | <b>AWO [RVR (m)]:</b>            | <i>Title if All Weather Operations approved will be ticked and the minimum RVR (m) will be describes in LVTO or RVR/ DH will be describes in individual LVO</i>  |
| 1               | <b>LVTO (Low Vis)</b>            | <i>Low Vitibility take off will be describes in term of RVR (m) see also appendix 1 to CAR OPS 1.430</i>   |
| 2               | <b>LVO (Low Vis Ops)</b>         | <i>Low visibility take off operations will be describes in stages if higher Category is approved the lower category will also be describes incase down graded /</i>  |

|          |                                |  |
|----------|--------------------------------|--|
|          |                                | <i>degraded mode</i>   |
| 2.<br>1  | <b>CATII [RVR(m)/DH(ft)]</b>   | <i>AFM value of RVR / DH in CAT II or 300m RVR /100ft DH which ever higher</i>   |
| 2.<br>2  | <b>CATIIIA [RVR(m)/DH(ft)]</b> | <i>AFM value of RVR / DH in CAT IIIA or RVR 200m RVR /50ft DH which ever higher</i>  |
| 2.<br>3  | <b>CATIIIB [RVR(m)/DH(ft)]</b> | <i>AFM value of RVR / DH in CAT IIIB or RVR 75-200m RVR / No DH to 50ft DH which ever higher</i>   |
| 2.<br>4  | <b>CATIIIC [RVR(m)/DH(ft)]</b> | <i>Reserve for Future approval</i>   |
| <b>D</b> | <b>Approach:</b>               | <i>Type of Approach</i>  |
| 1        | <b>Precision</b>               | <i>Ticked if approved or X if not approved conducting precision approach,</i>  |
| 1.<br>1  | <b>ILS</b>                     | <i>Instrument Landing System (Category I ILS) this approval constitute degraded mode, eg Localiser only, Back course etc as in the operators operations manuals</i>  |
| 1.<br>2  | <b>RNAV(GNSS/GPS)</b>          | <i>GNSS or GPS approach</i>  |
| 2        | <b>Non Precision</b>           | <i>This approval constitute all Non precision approach such as VOR, VOR DME, ADF/NDB, ADF/DME, DME/DME or ASR (Airport Surveillance Radar) as describes in the operators operations manuals</i>  |
| 3        | <b>Circling</b>                | <i>Circling operations as describes in the operators operations manuals</i>  |
| <b>E</b> | <b>PBN</b>                     | <i>(Performance Based Navigation):</i>   |
| 1        | <b>RNP 0.1</b>                 | <i>RNP 0.1 normally requires SAAAR (Special Airport And Aircrew Authorisation Required)</i><br><br><i>This RNP is an onboard navigation equipment which consist of capability to maintain specific lateral deviation and equipped with internal monitoring and alerting system. The approval will be reflected when aircraft, aircrew procedure and training completed</i> |
| 2        | <b>RNP 0.3</b>                 |  |
| 3        | <b>RNP 1</b>                   |  |
| 4        | <b>RNP 3</b>                   |  |
| 5        | <b>RNP 4</b>                   |  |
| 6        | <b>RNP 5</b>                   |  |
| 7        | <b>RNP 10</b>                  |  |
| 8        | <b>BRNAV</b>                   |  |
| <b>F</b> | <b>CNS</b>                     | <i>Communications Navigation and surveillance</i>  |
| 1        | <b>ETOPS [Engine]</b>          | <i>If ETOPS approved, the Engine type will be displayed and range and time, else X</i>   |

|          |   |   |
|----------|---|---|
|          | [Range(Nm)/Time(mi n)]                                    | <i>will be marked</i>   |
| <b>2</b> | <b>RVSM</b>   | <i>Reduced Vertical Separation Minima operational approval for each aircraft</i>  |
| <b>3</b> | <b>MNPS</b>   | <b>Minimum Navigation Performance Specification for each aircraft</b>   |
| <b>4</b> | <b>CPDLC / ADS</b>  | <i>Controller pilot Data link Communications / ADS for each aircraft</i>  |
| <b>5</b> | <b>Polar Operations</b>                                   | <i>Operations within Polar area that have been approved in the manuals and their training including the survival kit</i>  |
| <b>6</b> | <b>Metric Altimetry</b>                                   | <i>Aircraft which is equipped with M/FT changeable display</i>  |
| <b>G</b> | <b>G Authorized Aircraft:</b><br><br><b>Prefix : A6 -</b> | <i>3 digit of aircraft registrations (the prefix A6 have been included in the left column)</i><br><br>NOTE:* Only applicable with current Certificate of Airworthiness  |
| <b>H</b> | <b>Destinations (ICAO Aerodrome designators)</b>          | The Aerodrome will be describes in 4 letter ICAO Designator. Non Scheduled Air Carrier (AC) destination is approved as in Sub par H2."  |
| <b>1</b> | <b>Scheduled Operations.</b>                              | For scheduled operator, all destination shall be evaluated by operator and accepted by the Authority  |
| <b>2</b> | <b>Non scheduled or charter operations</b>                | Non scheduled or charter operations may be conducted into any suitable aerodrome provided it has the approved facilities and services necessary for the safe operation of the aircraft. All operations shall be in accordance with the approved Operations Manual |
| <b>K</b> | <b>ULR Operations:</b>                                    | ULR operations is approved for the following city pairing: The city pairing have to be describes in the manual  |
| <b>L</b> | <b>Maintenance:</b>                                       | Aircraft shall not be operated unless it is maintained airworthy in accordance with the GCAA approved Continuing Airworthiness Management Exposition (CAME)   |
| <b>M</b> | <b>Telephony &amp; Three letter designators:</b>          | The following are the authorized Telephony and Three letter designators   |

|          |   |  |
|----------|---|--|
| <b>1</b> | <b>ICAO Three letter Designation:</b>   | <i>ABC (Three letter designation) Mandatory for Scheduled operations, for other international operations is recommended</i>  |
| <b>2</b> | <b>ICAO Radio Telephony /Call sign:</b> | <i>Standard call sign for radio telephony Aircraft or ground stations communications, mandatory for Scheduled Air carrier operators.</i>   |
| <b>3</b> |   | The use of designators other than the above requires GCAA authorization  |
| <b>N</b> | <b>Aircraft Lease:</b>                  | The following are the authorized operations under lease agreement<br><br>The type and registration of foreign aircraft will be listed in this section, the details authorization of operations will be describes in the AOC (Air Operator Certificate) of the state of Operator.                                       |
| <b>P</b> | <b>Other Approval:</b>                  |  |
| <b>1</b> | <b>EFB</b>                              | <i>Electronic Flight Bag will be describes with Class and Type of software, since this is case to case (not all aircraft, the user will be issued with separate letter)</i>  |
| <b>2</b> | <b>HUD /HGS /EVS</b>                    | <i>Head Up Display / Head Up Guidance System/ Enhanced Vision System</i>   |
| <b>3</b> | <b>Dangerous Goods</b>                  | <i>Dangerous Goods authorization will be reflected by DGO followed by number from GCAA security department</i>   |
| <b>4</b> | <b>Special PIC</b>                      | <i>Special PIC (Pilot In Command) for certain airports, which includes SAAAR</i>   |
| <b>5</b> | <b>PRM/SOIA</b>                         | <i>Precision Runway Monitor (PRM)/Simultaneous Offset Instrument Approach (SOIA) currently</i>   |
| <b>6</b> | <b>ADS-B</b>                            | <i>Navigation Surveillance compliance statement including area of monitoring system, in this case only major area that have an effect of traffic density. For example Hudson Bay, area covering 250000 sq miles and monitoring high traffic density, or specific aerodrome who implement ADS B requiring approval.</i> |
| <b>7</b> | <b>RNP AR</b>                           | <i>RNP AR, some known as RNP Authorisation Required</i>  |
| <b>Q</b> | <b>Remarks:</b>                         |  |
| <b>R</b> | <b>Personnel accepted by Authority</b>  | <i>Self explanatory: This contact have to have easy access to phone and email separate application have to be made using GTF-NPA-001 or online application</i>   |
| <b>1</b> | <b>Accountable Manager</b>              |  |
| <b>2</b> | <b>PH Flight Operations</b>             |  |
| <b>3</b> | <b>PH Maintenance System</b>            |  |
| <b>4</b> | <b>PH Crew Training</b>                 |  |
| <b>5</b> | <b>PH Ground Operations</b>             |  |
| <b>6</b> | <b>PH Aviation Security</b>             |  |

|    |                               |  |
|----|-------------------------------|--|
| 7  | <b>PH Quality Assurance</b>   |  |
| 8  | <b>PH SMS / Safety</b>        |  |
| 9  | <b>Quality Operations</b>     | <i>If the Quality Manager have been split to two function as operations quality and the other one maintenance quality.</i>         |
| 10 | <b>Quality Maintenance</b>    |  |
| 5  | <b>Point of contact</b>       |  |
| 1  | <b>Cabin crew</b>             | <i>This is applicable for those who operate with cabin crew</i>  |
| 2  | <b>Dangerous Good Officer</b> | <i>This is applicable for those who operate with dangerous goods approved</i>  |
|    | <b>Legend:</b>                | <i>The approval below will be marked with ✓ if approved or X if it is not approved / Not applicable or – if its not applicable</i> |
|    |                               | <i>Note : Section I,J &amp; O is not used to prevent mis reading with numbers</i>  |