



RWANDA CIVIL AVIATION REGULATION

PART 12: AIR OPERATOR CERTIFICATION & ADMINISTRATION

Consolidated to include Special Regulations issued since last amendment of Ministerial Order N°01/CAB.M/019 OF 06/02/2019 Establishing Civil Aviation Regulations.

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Air Operator Certification & Administration

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SUBPART A: GENERAL

12.001 CITATION & APPLICABILITY

- (a) These Regulations may be cited as Civil Aviation (Air Operator Certification and Administration) Regulations.
- (b) This Part applies to the carriage of passengers, cargo or mail for remuneration or hire by persons whose principal place of business or permanent residence is located in Rwanda.
- (c) This Part of these Regulations prescribes requirements for the original certification and continued validity of air operator certificates (AOC) issued by Rwanda.
- (d) This Part applies to all persons and organizations that operate aircraft in commercial air transport that do not hold an AOC from another ICAO Contracting State for—
 - (1) Operations within Rwanda (domestic operations); and/or
 - (2) International operations.
- (e) The Part also applies to—
 - (1) Persons performing duties for the AOC holder; and
 - (2) Third parties performing work on behalf of the AOC holder.
- (f) Civil Aviation Technical Standards published by the Authority shall also be applicable to air operators and the persons who provide services on their behalf.

12.003 SUMMARY OF AMENDMENTS AND REVISION HIGHLIGHTS

- (a) The summary of amendments and Revision Highlights to this part are contained in Appendix 1 to 12.003

New: Internal: Special Regulation RSR/01/2020: Effective 15 November 2020

12.005 DEFINITIONS

- (a) All definitions applicable to this Part are contained in Part 1 (Appendix 1 to 1.015) of these Regulations.

12.010 ACRONYMS & ABBREVIATIONS

- (a) The following acronyms and abbreviations are used in this Part—
 - AFM** – Approved Flight Manual
 - AMO** – Approved Maintenance Organisation
 - AOC** – Air Operator Certificate,
 - AOM** – Aircraft Operating Manual
 - ATP** – Airline Transport Pilot
 - CDL** – Configuration Deviation List
 - ETDO** – Extended Diversion Time Operations
 - ICAO** – International Civil Aviation Organisation
 - MEL** – Minimum Equipment List
 - MMEL** – Master Minimum Equipment List
 - RFM** – Rotorcraft Flight Manual
 - TVE** – Total Vertical Error
 - UN** – United Nations

SUBPART B: AIR OPERATOR CERTIFICATE**12.015 COMPLIANCE WITH AN AIR OPERATOR CERTIFICATE**

- (a) No operator may operate an aircraft in commercial air transport unless that operator holds an AOC for the operations being conducted.
- (b) No person may operate an aircraft in commercial air transport operations that are not authorised by the terms and conditions of its AOC.
- (c) The AOC holder shall, at all times, continue in compliance with the AOC terms, conditions of issuance, and maintenance requirements in order to hold that certificate.
- (d) The conditions of issuance include all written approvals granted to meet the certification requirements of this Part, including operations specifications, letters of designation, letters of approval and approvals or acceptance of a manual's list of effective pages.

12.020 APPLICATION FOR AN AIR OPERATOR CERTIFICATE

- (a) An operator applying to the Authority for an AOC shall submit an application—
 - (1) In a form and manner prescribed by the Authority; and
 - (2) Containing any information, the Authority requires the applicant to submit.
- (b) Each applicant shall make the application for an initial issue of an AOC at least 90 days before the date of intended operation.
- (c) An applicant who is requesting to be a Single Pilot Air Taxi shall make application at least 30 days prior to the dated of intended operation.

12.025 ISSUANCE OR DENIAL OF AIR OPERATOR CERTIFICATE

- (a) The Authority may issue an AOC if, after investigation, the Authority finds that the applicant—
 - (1) Is a citizen of Rwanda;
 - (2) Has its principal place of business and its registered office, if any, located in Rwanda;
 - (3) Meets the applicable regulations and standards for the holder of an AOC;
 - (4) Is properly and adequately equipped for safe operations in commercial air transport and maintenance of the aircraft;
 - (5) Has paid the cost recovery fee required, and
 - (6) Holds the economic authority issued by Rwanda under the provisions of the Civil Aviation Act.
- (b) The Authority may deny application for an AOC if the Authority finds that—
 - (1) The applicant is not properly or adequately equipped or is not able to conduct safe operations in commercial air transport;
 - (2) The applicant previously held an AOC which was revoked; or
 - (3) An individual that contributed to the circumstances causing the revocation process of an AOC obtains a substantial ownership or is employed in a position required by this Part.

12.030 CONTENTS OF MASTER AIR OPERATOR CERTIFICATE

- (a) The master AOC will consist of two documents—
 - (1) A one-page certificate for public display signed by the Authority, and
 - (2) Multi-page AOC master operations specifications containing the terms and conditions applicable to the AOC holder's certificate.
- (b) The Authority will issue an AOC which will contain—

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- (1) The name and location (main place of business) of the AOC holder;
- (2) The date of issue and period of validity for each page issued;
- (3) A description of the type of operations authorised;
- (4) The type(s) of aircraft(s) authorised for use;
- (5) The authorised areas of operations and/or routes; and
- (6) Other special authorisations, approvals and limitations issued by the Authority in accordance with the standards which are applicable to the operations and maintenance conducted by the AOC holder.

12.031 AIRCRAFT DISPLAY AOC & OPERATIONS SPECIFICATIONS

- (a) For each fleet of aircraft type and authorisation, the Authority shall issue the following documents for placement in the flight deck of each aircraft operated by the AOC holder—
- (1) A certified true copy of an aircraft display AOC as prescribed by Appendix 1 to 12.031; and
 - (2) A summarized copy of the operations specifications as prescribed by Appendix 2 to 12.031, detailing key authorisations, conditions and limitations for that fleet of aircraft.
- (b) These aircraft display documents shall—
- (1) Be worded in English;
 - (2) Include, at least the minimum contents specified by the ICAO in Annex 6; and
 - (3) Be formatted to follow the layout specified in the ICAO Annex 6.
- (c) The AOC holder shall ensure that these documents are located on the flight deck of their aircraft for all operation in commercial air transport.
- (d) The AOC holder and its personnel shall make these documents available upon request to international authorities.

12.035 DURATION OF AN AIR OPERATOR CERTIFICATE

- (a) An AOC, or any portion of the AOC, issued by the Authority is effective until—
- (1) The Authority amends, suspends, revokes or otherwise terminates the certificate;
 - (2) The AOC holder surrenders it to the Authority;
 - (3) The AOC holder suspends operations for more than 60 days, or
 - (4) Twelve calendar months, whichever comes first.
- (b) Notwithstanding paragraph (a)(4) of this Regulation, an AOC may be issued with an validity of up to 24 calendar months provided the qualifying risk assessment conditions prescribed by the Authority for such an issuance have been met.

12.040 AMENDMENT OF AN AIR OPERATOR CERTIFICATE

- (a) The Authority may amend any AOC if—
- (1) The Authority determines that safety in commercial air transport and the public interest require the amendment; or
 - (2) The AOC holder applies for an amendment, and the Authority determines that safety in commercial air transport and the public interest allows the amendment.
- (b) If the Authority stipulates in writing that an emergency exists requiring immediate amendment in the public interest with respect to safety in commercial air transportation, such an amendment is effective without stay on the date the AOC holder receives notice.
- (c) An AOC holder may appeal the amendment, but shall operate in accordance with it, unless it is subsequently withdrawn.

- (d) Amendments proposed by the Authority, other than emergency amendments, become effective 30 days after notice to the AOC holder, unless the AOC holder appeals the proposal in writing prior to the effective date. The filing of an appeal stays the effective date until the appeal process is completed.
- (e) Amendments proposed by the AOC holder shall be made at least 30 days prior to the intended date of any operation under that amendment.
- (f) No person may perform a commercial air transport operation for which an AOC amendment is required, unless it has received notice of the approval from the Authority.

12.045 RENEWAL OF AN AIR OPERATOR CERTIFICATE

- (a) Each applicant shall make the application for a renewal of an AOC at least 30 days prior to the date of expiration of their AOC.
- (b) An operator applying to the Authority for renewal of an AOC shall submit an application—
 - (1) In a form and manner prescribed by the Authority; and
 - (2) Containing any information the Authority requires the applicant to submit.
- (c) Prior to renewal, the Authority shall conduct a risk assessment of the AOC holder's continued compliance with the certification standards for an AOC applicable to the type and complexity of the operations and ensure that there are no outstanding safety concerns at the time of renewal.

12.046 THROUGH 12.055 [RESERVED]

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SUBPART C: CERTIFICATION

12.060 INITIAL CERTIFICATION REQUIRED

- (a) Prior to the issuance of an AOC, the applicant must be originally certificated in accordance with the system of certification used by the Authority.
- (b) This system of certification shall require, at a minimum, that no AOC will be issued by the Authority until the applicant has demonstrated that it has an adequate organisation, method of control and supervision of flight operations, training program as well as ground handling and maintenance arrangements consistent with the nature and extent of the operations specified.

12.065 SUBSEQUENT CERTIFICATION REQUIRED

- (a) Unless addressed in the initial certification, subsequent requests for the following amendments to AOC operating authority for the following require completion of a full certification process prior to operation—
 - (1) Adding variant aircraft;
 - (2) All weather operations, such as Category II and III approaches to the AOC;
 - (3) Critical performance based navigation, e.g., RNP-10 navigation;
 - (4) Critical airspace operations, e.g., MNPS, NORPAC, RVSM, CPDLC, Polar;
 - (5) Extended diversion time operations (ETDO);
 - (6) Single-pilot night and IMC operations, as prescribed in Appendix 1 to 12.065;
 - (7) Single-engine turbine-powered night and IMC operations as prescribed in Appendix 2 to 12.065;
 - (8) Helicopter operations in Performance Class 3 at night and IMC operations as prescribed in Appendix 3 to 12.065;
 - (9) Any other complex authorisation that may be prescribed by the Authority.

12.070 INITIAL FLIGHT OPERATIONS DEMONSTRATIONS

- (a) No person may operate an aircraft type in commercial air transport unless they initially demonstrate satisfactory flight operations for the Authority in that aircraft type and any variation to that type that is determined by the Authority to require an initial demonstration before being placed in service.
- (b) Unless they initially demonstrate satisfactory flight operations as prescribed by the Authority, no person may operate an aircraft—
 - (1) For the conduct of AWO operations below a decision height of 200 feet;
 - (2) In a designated special airspace or areas (such as RVSM or NAT-HLA);
 - (3) On a flight routing that requires specialized navigation equipment and procedures (such as RNP 4 or 10);
 - (4) On a flight routing that requires special operations approval (such as EDTO); or
 - (5) For any other operations for which the Authority has prescribed an initial flight demonstration prior to authorization.
- (c) A minimum of two satisfactory flight operations demonstrations specified in (a) shall be conducted before the operator may be approved for operations with passengers other than company employees.
- (d) The initial flight operations demonstrations shall not be conducted until all required manuals, forms, checklists, facilities, equipment and aircraft have been approved by the Authority for use and all participating persons are qualified for the tasks to be performed.
- (e) The initial flight operations demonstrations shall be administered in such a manner as to involve a comprehensive assessment of the operator's employees performing their duties

to maintain, support and operate the aircraft throughout the scheduling, planning, preparation, ground and flight operations and follow-on actions while applying the correct policies and procedures.

- (f) The Authority may apply simulator loft scenarios, flight training in aircraft and positioning flights to determine the extent and content of flight operations demonstrations, but separate flight(s) to meet the requirements of (c) and (e) are required.
- (g) Single Pilot and Basic Air Taxi operators may complete this initial flight operations demonstration requirement during their proficiency checks if these checks are conducted in the aircraft and the check scenarios are structured to incorporate the requirements of (e).
- (h) The initial flight operations demonstrations shall be conducted in accordance with the regulations and procedures applicable to the type of operation and aircraft type used.

Revised: Special Regulation RSR/02/2021: Effective 03 November 2021

12.075 EXTENDED DIVERSION TIME OPERATIONS (EDTO)

- (a) No person may conduct EDTO operations unless the Authority has completed a certification process and issued an approval for specific threshold times.
- (b) In making this certification evaluation, the Authority shall take into account the route to be flown, the anticipated operating conditions and the location of adequate en-route alternate aerodromes. The approval of these operations will consider—
 - (1) The airworthiness certification of the aeroplane type;
 - (2) The reliability of the propulsion system;
 - (3) The operator's maintenance procedures;
 - (4) The operator's operating practices;
 - (5) The operator's flight dispatch procedures; and
 - (6) The operator's crew training program.
- (c) When approving the appropriate maximum diversion time for an operator for a particular aeroplane type engaged in extended diversion time operations, the Authority shall ensure that—
 - (1) *For all aeroplanes:* the most limiting EDTO significant system time limitation, if any, indicated in the Aeroplane Flight Manual (directly or by reference) and relevant to that particular operation is not exceeded; and
 - (2) *For aeroplanes with two turbine engines:* the aeroplane is EDTO certified.
- (d) The Authority shall, when approving maximum diversion times for aeroplanes with two turbine engines, ensure that the following are taken into account in providing the overall level of safety intended by the provision of Annex 8—
 - (1) Reliability of the propulsion system;
 - (2) Airworthiness certification for EDTO of the aeroplane type; and
 - (3) EDTO maintenance program as described in Appendix 1 to 12.075.

Amendment: Annex 6: Special Regulation RSR/01/2021: Effective 06 August 2021

12.077 REDUCED VERTICAL SEPARATION CERTIFICATION

- (a) No person may conduct RVSM operations unless the Authority has completed a certification process and issued an approval for the specific aircraft or fleet of aircraft.
- (b) In making this certification evaluation, the Authority shall take into account the route to be flown, the anticipated operating conditions and the suitability of the aircraft.
- (c) The Authority shall be satisfied that—
 - (1) The vertical navigation performance capability of the aeroplane satisfies the specified requirements including the altimetry standards prescribed in Appendix 1 to 7.067.
 - (2) The AOC holder has instituted appropriate procedures in respect of continued airworthiness (maintenance and repair) practices and programs; and

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- (3) The AOC holder has instituted appropriate flight crew procedures in the operations manual for operations in RVSM airspace.
- (d) The Authority shall ensure that, prior to authorising RVSM operations for a specific aeroplane or fleet of aeroplanes, there are adequate provisions for—
 - (1) Receiving the reports of height keeping performance issued by the monitoring agencies; and
 - (2) Taking immediate corrective action for individual aircraft, or aircraft type groups, identified in such reports as not complying with the height-keeping requirements for operation in airspace where RVSM is applied.
- (e) Operators who conduct flight operations in RVSM airspace without a specific RVSM approval, or Approval, will be investigated and subject to maximum Regulatory violations.

12.080 DANGEROUS GOODS AWARENESS & CERTIFICATION

- (a) No person may conduct any commercial air transport operation unless in compliance with the requirements of Part 18 regarding transportation of dangerous goods by air
- (b) *Operators not seeking specific approval for transport dangerous goods by air* shall establish as prescribed by the Authority—
 - (1) A Dangerous goods training programme that meets the requirements of this Part, Parts 14 and 18 and the Technical Instructions, Part 1, Chapter 4, Table 1-5, as appropriate; and
 - (2) Dangerous goods policies and procedures in its operations manual to meet, at a minimum, the requirements of Annex 18, the Technical Instructions and the Part 18 of these Regulations to ensure that operator personnel can—
 - (i) Identify, reject and report undeclared dangerous goods, including COMAT classified as dangerous goods; and
 - (ii) Report dangerous goods accidents and incidents to the Authority and the appropriate authorities of the State in which the accident or incident occurred.
- (c) *Operators seeking specific approval for transport of dangerous goods by air* shall complete a separate certification process must be completed as prescribed by the Authority to ensure that the operator has demonstrated compliance with the Part 18 safety requirements for carriage of dangerous goods by air, with emphasis on the establishment of—
 - (1) A dangerous goods training programme that meets the requirements in the Technical Instructions, Part 1, Chapter 4, Table 1-4 and the requirements of this Part and Parts 14 and 18, as appropriate; and
 - (2) Dangerous goods policies and procedures in its operations manual to meet, at a minimum, the requirements of Part 18 and the Technical Instructions to enable operator personnel to—
 - (i) Identify, reject and report undeclared or misdeclared dangerous goods, including COMAT, classified as dangerous goods;
 - (ii) Report dangerous goods accidents and incidents to the Authority and the appropriate authorities of the State in which the accident or incident occurred;
 - (iii) Accept, handle, store, transport, load and unload dangerous goods, including COMAT, classified as dangerous goods as cargo on board an aircraft; and
 - (iv) Provide the pilot-in-command with accurate and legible written or printed information concerning dangerous goods that are to be carried as cargo.

- (d) The AOC holder shall ensure that all personnel, including third-party personnel, involved in the acceptance, handling, loading and unloading of cargo are informed of the operator's operational approval and limitations with regard to the transport of dangerous goods.

12.085 OPERATIONAL VARIATIONS BASED ON SAFETY RISK ASSESSMENT

- (a) Notwithstanding a specific regulation requirement, the Authority may, based on the results of a specific safety risk assessment conducted by the operator which demonstrates how an equivalent level of safety will be maintained, approve operational variations to the following requirements—
 - (1) Alternate airport selection;
 - (2) Minimum fuel requirements;
 - (3) EDTO diversion requirements;
- (b) The operator shall make application for the variation in the form and manner prescribed by the Authority.

Note: See the Appendices 1, 2 and 3 to 12.085 for additional requirements relating the applications for these safety risk variations

12.088 CARGO COMPARTMENT SAFETY

- (a) No Operator shall conduct transportation of items in the cargo compartment unless that operator has established policy and procedures for the transport of items in the cargo compartment, which include the conduct of a specific safety risk assessment. The risk assessment shall include at least the:
 - (6) hazards associated with the properties of the items to be transported;
 - (7) capabilities of the operator;
 - (8) operational considerations (e.g. area of operations, diversion time);
 - (9) capabilities of the aeroplane and its systems (e.g. cargo compartment fire suppression capabilities);
 - (10) containment characteristics of unit load devices;
 - (11) packing and packaging;
 - (12) safety of the supply chain for items to be transported; and
 - (13) quantity and distribution of dangerous goods items to be transported.

12.091 Cargo Fire Protection

- (a) The elements of the cargo compartment(s) fire protection system as approved by the State of Design or State of Registry, and a summary of the demonstrated cargo compartment fire protection certification standards, shall be provided in the aeroplane flight manual or other documentation supporting the operation of the aeroplane.
- (b) The Operator shall establish policy and procedures that address the items to be transported in the cargo compartment. These shall ensure to a reasonable certainty that in the event of a fire involving those items, it can be detected and sufficiently suppressed or contained by the elements of the aeroplane design associated with cargo compartment fire protection, until the aeroplane makes a safe landing.

New: Annex 6-1: Special Regulation RSR/01/2020: Effective 15 November 2020

THROUGH 12.095 [RESERVED]

SUBPART D: SURVEILLANCE & REVALIDATION

12.100 CONTINUING VALIDATION OF THE CERTIFICATION BASIS REQUIRED

- (a) The AOC holder shall be subject to a continuing system of surveillance administered by the Authority to validate the original certification basis.
- (b) The continued validity of an air operator certificate shall depend upon the operator maintaining the requirements for original issuance of the certificate under the supervision of the Authority.

12.105 ACCESS FOR INSPECTION

- (a) To determine continued compliance with the applicable regulations, the AOC holder shall—
 - (1) Grant the Authority access to and co-operation with any of its organisations, facilities and aircraft;
 - (2) Ensure that the Authority is granted access to and co-operation with any organisation or facilities that it has contracted for services associated with commercial air transport operations and maintenance for services; and
 - (3) Grant the Authority free and uninterrupted access to the flight deck of the aircraft during flight operations.
- (b) The AOC holder shall provide to the Authority a forward observer's position on each of the AOC holder's aircraft from which the flight crew's actions and conversations may be easily observed.
- (c) The suitability of the seat location and the ability to monitor crew member actions, conversations and radio communications is determined by the Authority.
- (d) The forward observer's position (seat, oxygen mask and interphone system) shall be operational at all times. In the event that the seat is determined not to be operational by the Authority, the AOC holder will—
 - (1) Provide a seat in the cabin for the Authority, and
 - (2) Make the necessary repairs to the forward observer's position within three days.

12.110 CONDUCTING TESTS & INSPECTIONS

- (a) The Authority will conduct on-going validation of the AOC holder's continued eligibility to hold its AOC and associated approvals.
- (b) The AOC holder shall allow the Authority to conduct tests and inspections, at any time or place, to determine whether an AOC holder is complying with the applicable laws, regulations and AOC terms and conditions.
- (c) The AOC holder shall make available at its principal base of operations—
 - (1) All portions of its current Air Operator Certificate;
 - (2) All portions of its Operations and Maintenance Manuals; and
 - (3) A current listing that includes the location and individual(s) responsible for each record, document and report required to be kept by the AOC holder under the applicable aviation law, regulations or standards.
- (d) The Single Pilot AOC holder shall make its records available to the Authority upon request, either in at the offices of the Authority or another location stipulated by the Authority.
- (e) Failure by any AOC holder to make available to the Authority upon request, all portions of the AOC, Operations and Maintenance Manuals and any required record, document or report is grounds for suspension of all or part of the AOC.

12.115 THROUGH 12.125 [RESERVED]

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SUBPART E: AOC ADMINISTRATION

12.130 REQUIRED MANAGEMENT PERSONNEL

- (a) The AOC holder shall have an accountable manager, acceptable to the Authority, who has corporate authority for ensuring that all flight operations and maintenance activities can be financed and carried out to the highest degree of safety standards required by the Authority.
- (b) When conducting commercial air transport operations, the AOC holder shall have assigned senior management persons, acceptable to the Authority, who are responsible for management and supervision of the following areas—
 - (1) Flight operations;
 - (2) The maintenance system;
 - (3) Crew training,
 - (4) Ground operations; and
 - (5) Safety management,
 - (6) Quality Assurance;
 - (7) Cabin crew.
- (c) These persons shall have proven competency in civil aviation and be available and serving in their positions during operations of the AOC holder.

Note: See Appendix 1 to 12.130 for additional management personnel requirements.
- (d) A Single Pilot Air Taxi operator is only required to have an accountable manager acceptable to the Authority.
- (e) The Authority may approve positions or numbers of positions, other than those listed, if the AOC holder is able to show that it can perform the operation with the highest degree of safety under the direction of fewer or different categories of management personnel due to the—
 - (1) The kind of operations involved;
 - (2) The number of aircraft used; and
 - (3) The area of operation.
- (f) The individuals who serve in the positions required or approved under this Regulation and anyone in a position to exercise control over operations conducted under the AOC must—
 - (1) Be qualified through training, experience, and expertise;
 - (2) Discharge their duties to meet applicable legal requirements and to maintain safe operations; and
 - (3) To the extent of their responsibilities, have a full understanding of the following materials with respect of the operator's operation—
 - (i) Aviation safety standards and safe operating practices;
 - (ii) These Regulations;
 - (iii) The operator's operations specifications;
 - (iv) All appropriate maintenance and airworthiness requirements of this Part;
 - (v) The manuals requirements of this Part.
- (g) Each operator shall—
 - (1) State in the general policy provisions of the operations manual the duties, responsibilities and authority of personnel required by this Regulation;
 - (2) List in the operations manual the names and business addresses of the individuals assigned to those positions; and

- (3) Notify the Authority within 10 days of any change in personnel or any vacancy in any position listed.

1.135 BASE OF OPERATIONS

- (a) The AOC holder that is not authorised to conduct maintenance under its AOC certificate shall maintain a principal base of operations
- (b) The AOC holder that is authorised to conduct maintenance under its AOC certificate shall maintain a principal base of operations and maintenance.
- (c) An AOC holder may establish a main operations base and a main maintenance base at the same location or at separate locations.
- (d) The AOC holder shall provide written notification of intent to the Authority at least 30 days before it proposes to establish or change the location of either base.
- (e) A Single Pilot Air Taxi operator is not required to have an operations or maintenance base, but must identify the location and person assigned to retain its required records, and provide free and interrupted access to those records.

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12.140 FACILITIES

- (a) Each operator shall maintain operational and airworthiness support facilities at the main operating base, appropriate for the area and type of operation.
- (b) The AOC holder shall arrange appropriate ground handling facilities at each airport used to ensure the safe servicing and loading of its flights.
- (c) The Single Pilot or Basic Air Taxi operator is not required to maintain support facilities or personnel, but must be present at the aircraft when support activities are being provided.

12.145 INTEGRATED FLIGHT SAFETY DOCUMENTS SYSTEM

- (a) The AOC holder shall maintain a flight safety documents system that provides consistent policy and procedures to its personnel through an integrated manual system to ensure the highest degree of safety in the operations of the airline.
- (b) Each manual required by this Part must—
 - (1) Include instructions and information necessary to allow the personnel concerned to perform their duties and responsibilities with a high degree of safety;
 - (2) Be in a form that is easy to revise and contains a system which allows personnel to determine the current revision status of each manual;
 - (3) Have a date of the last revision on each page concerned;
 - (4) Not be contrary to any applicable regulation and the AOC holder's operations specifications; and
 - (5) Include specific regulatory references in the text to indicate where regulation text has been inserted or paraphrased to provide operator policy.
- (c) No person may cause the use of any policy and procedure for flight operations or airworthiness function prior to coordination with the Authority.
- (d) The AOC holder shall submit the proposed policy or procedure to the Authority at least 30 days prior to the date of intended implementation.

12.147 PERFORMANCE OF WORK BY THIRD PARTIES

- (a) No AOC holder may have a third party perform work on their behalf unless that third party has been provided with the AOC holder's policies and procedures for the performance of that work.
- (b) Third parties performing work on behalf of the AOC holder shall use the policies and procedures of the AOC holder to perform that work.
- (c) The AOC holder shall include audits of the work performed by third parties in their quality assurance program to ensure that the work performed was accomplished in accordance with the AOC holder's policies and procedures.

12.150 OPERATIONS SCHEDULES

- (a) In establishing flight operations schedules, The AOC holder conducting scheduled operations shall allow enough time for the proper servicing of aircraft at intermediate stops, and shall consider the prevailing winds en route and cruising speed for the type of aircraft. This cruising speed may not be more than that resulting from the specified cruising output of the engines.

12.153 SAFETY MANAGEMENT SYSTEM

- (a) The AOC holder shall have a safety management system acceptable to the Authority which implements requirements and framework specified in Part 30.
- (b) The AOC holder's safety management system shall clearly define lines of safety accountability throughout the operator's organisation, including a direct accountability for safety on the part

of senior management.

- (c) The AOC holder's safety management system shall include accident prevention responsibilities that include—
 - (1) Administration of a methodology for reporting, both anonymous or identifiable, and correction of possible safety issues and providing feedback to the operations personnel.
 - (2) Evaluation of adverse trends or patterns within the industry and the AOC holder;
 - (3) Conduct of safety briefings; and
 - (4) Issuance of Operations Bulletins regarding safety and standardisation matters.
- (d) The AOC holder shall establish and maintain a flight data analysis program as a part of its safety management system if it operates aeroplanes with a certificated take-off mass in excess of 20,000 kg or helicopters in excess of 7000 kg and/or more than 9 passengers when fitted with a flight recorder.
 - (1) A flight data analysis program shall be non-punitive and contain adequate safeguards to protect the source(s) of the data.
 - (2) An AOC holder may contract the operation of a flight analysis program to another party while retaining overall responsibility for the maintenance of such a program.
 - (3) The aircraft operator shall report to the Authority monthly on the fleet operation under issued AOC.
 - (4) The records generated by the flight data program shall be restricted to uses identified in Regulation 6.165(h) and Appendix 1 to 6.165(h).
- (e) An AOC holder shall, as part of its safety management system—
 - (1) Establish a flight safety documents system, for the use and guidance of operational and maintenance personnel, as part of its safety management system.
 - (2) Assess the level of rescue and firefighting service (RFFS) protection available at any aerodrome intended to be specified in the operational flight plan in order to ensure that an acceptable level of protection is available for the aeroplane intended to be used.

12.155 QUALITY ASSURANCE PROGRAM

- (a) The AOC holder shall establish a quality assurance programme as a part of its SMS programme and designate technically qualified auditor(s) who will monitor compliance with, and adequacy of, procedures required to ensure safe operational practices and airworthy aircraft. Compliance monitoring shall include a feedback system to the accountable manager to ensure corrective action as necessary.
- (b) The AOC holder shall describe the quality assurance program in relevant documentation.
- (c) The AOC holder shall ensure that the quality assurance program that contains procedures designed to verify that all operations are being conducted in accordance with all applicable requirements, standards and procedures.
- (d) The quality assurance program, relevant documentation and quality assurance manager shall be acceptable to the Authority.
- (e) Notwithstanding (a) above, the Authority may accept the nomination of two quality assurance audit persons, one for operations and one for maintenance.
- (f) The Air Taxi AOC holder is not required to establish a quality assurance program, but must submit to inspections by authorised persons designated by the Authority.

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12.159 GROUND HANDLING ARRANGEMENTS

- (a) The AOC holder shall have an organizational structure acceptable to the Authority which includes the responsibilities and authority for the management of all ground handling functions, including—
 - (1) Ramp operations;
 - (2) Passenger services;
 - (3) Baggage services;
 - (4) Cabin services;
 - (5) Weight and balance control;
 - (6) Ground support equipment; and
 - (7) Fuel services.
- (b) In addition to the aircraft type-specific manuals, AOC holder shall have an Aircraft Handling manual acceptable to the Authority which includes, for all ground handling operations—
 - (1) Handling processes, procedures and practices;
 - (2) Training program requirements; and
 - (3) Subcontracting policies.
- (c) The AOC holder shall have processes acceptable to the Authority for continuously ensuring the proper and adequate ground handling for their aircraft when all or part of the functions and tasks related to ground handling services have been contracted to a service provider.
- (d) The AOC holder shall provide to the Authority a current and acceptable list of the service providers and the functions they have been contracted to perform on behalf of the AOC holder sorted by airport location.

12.160 SECURITY PROGRAM

- (a) The AOC holder shall have a security program to ensure that—
 - (1) All appropriate personnel are familiar, and comply with, the relevant requirements of the national security programs of the State of the Operator.
 - (2) These personnel are able to take appropriate action to prevent acts of unlawful interference such as sabotage or unlawful seizure of aircraft and to minimize the consequences of such events should they occur.
 - (3) A report of unlawful interference with a crew member is made, without delay, to the designated local authority and the Authority.

Stowage of Weapons

- (b) If any weapons are removed from the passengers or accepted for such carriage, there shall be a procedure in the Operations Manual regarding the proper method to stow such weapons in a place so that they are inaccessible to any person during flight time.

Security Training for Appropriate Employees

- (c) The AOC holder shall also establish and maintain a training programme to acquaint appropriate employees with preventive measures and techniques in relation to passengers, baggage, cargo, mail, equipment, stores and supplies intended for carriage on an aircraft so that they contribute to the prevention of acts of sabotage or other forms of unlawful interference.

Security Training for Crew Members

- (d) The AOC holder shall establish and maintain an approved security training programme which ensures crew members act in the most appropriate manner to minimize the consequences of acts of unlawful interference.

Note: The minimum requirements for this security programme are specified in Part 14.

Aircraft Search Procedures Checklist

- (e) The AOC holder shall ensure that there is on board a checklist of the procedures to be

followed in searching for a bomb in 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.

- (f) The checklist shall be supported by guidance on the—
 - (1) Appropriate course of action to be taken should a bomb or suspicious object be found; and
 - (2) Information on the least-risk bomb location specific to the aircraft.

12.165 PREPAREDNESS FOR POSSIBLE COMMUNICATIVE DISEASES

- (a) The AOC holder conducting international operations shall establish and maintain a program of preparedness for identification and processing passengers with possible communicative diseases that contain at least the elements specified in Appendix 1 to 12.165.

12.170 THROUGH 12.185 [RESERVED]

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SUBPART F: AOC HOLDER RECORDS

12.190 APPLICABILITY

- (a) This Subpart outlines the primary records requirements associated with AOC holders and the international standards. The records of this Subpart are not all-inclusive of the forms and records that are required by other applicable Regulations for the intended operations.
- (b) All records in this Subpart should conform to any content and retention requirement prescribed by the Authority and must be acceptable to the Authority prior to use.

12.195 RECORD COMPLETION REQUIREMENTS

- (a) The AOC holder shall ensure that all records required to be completed under this Subpart are completed—
 - (1) *For qualification or airworthiness*, prior to the use of the person, aircraft or component in commercial air transport operations.
 - (2) *For all other records*, as the necessary information is provided to the person designated to complete the record.
- (b) The AOC holder shall ensure that its procedures for providing information to the persons designated to complete a specific record are provided in a timely way so that the record is continuously up-dated and available for consideration for the planning and conduct of commercial air transport operations.
- (c) The person(s) designated to complete a specific record shall be given that designation in writing and provided training and written policy guidance for the completion of the document with respect to timing and accuracy.
- (d) Each person designated to complete and/or sign a record required under this Subpart shall make the required entries accurately and in a timely manner so that the record used for planning and conduct of commercial air transport reflects the true situation at the time of use.
- (e) Each record required for AOC holder operations and maintenance purposes shall be completed in ink or indelible pen, unless otherwise approved by the Authority.

12.200 RETENTION & MAINTENANCE OF RECORDS

- (a) The AOC holder shall retain the records that are required for the minimum times specified in this Part and summarised in Appendix 1 to 12.200.
- (b) The AOC holder shall maintain current records which detail the qualifications and training of all its employees, and contract employees, involved in the operational control, flight operations, ground operations and maintenance of the air operator.
- (c) The AOC holder shall maintain records for those employees performing crew member or operational control duties in sufficient detail to determine whether the employee meets the experience and qualification for duties in commercial air transport operations.
- (d) This record, its contents, layout and the procedures for its use shall be approved by the Authority prior to its use in commercial air transport.
- (e) This record shall be identifiable to the AOC holder and the specific individual.
- (f) This record shall be retained by the AOC holder in safe custody for at least six months after the individual no longer employed by the AOC holder.
- (g) The Authority will also consider approval of a computer-based method for keeping any portion of this information. Without this approval, any such computer records used by the AOC holder

shall be secondary to the approved method in priority of updating and usage at the operational level.

12.205 MAINTENANCE PERSONNEL QUALIFICATION & CURRENCY RECORDS

- (a) The AOC holder authorised to conduct maintenance shall have a record of the maintenance person's qualification and currency that includes confirmation that these persons are current and qualified as required by relevant requirements of these Regulations.

12.210 LOAD CONTROLLER QUALIFICATION & CURRENCY RECORDS

- (a) The AOC holder shall have a record of the load controller's qualification and currency that includes confirmation that these persons are current and qualified as required by relevant requirements of these Regulations.

12.215 FLIGHT CREW QUALIFICATION & CURRENCY RECORDS

- (a) The AOC holder shall have a record of the flight crew member's qualification and currency that these persons are current and qualified as required by relevant requirements of these Regulations.
- (b) Each flight crew member shall be provided a current summary record showing their completion of initial and recurrent qualification requirements.

12.220 CABIN CREW QUALIFICATION & CURRENCY RECORDS

- (a) The AOC holder shall maintain a record of the cabin crew member's qualification and currency that includes confirmation that these persons are current and qualified as required by relevant requirements of these Regulations.
- (b) Each cabin crew member shall be provided a current summary record showing their completion of initial and recurrent qualification requirements.

12.225 CREW DUTY & FLIGHT TIME RECORDS

- (a) The AOC holder shall have a record of the flight and cabin crew members assigned and actual duty and flight time and minimum rest periods with respect to all Part 15 requirements for these crew members.

12.227 COSMIC RADIATION DOSE RECORDS

- (a) The AOC holder shall maintain records which would allow the total cosmic radiation dose received by their crew members over the previous 12 calendar months to be determined.

12.230 OPERATIONAL CONTROL PERSONNEL QUALIFICATION RECORDS

- (a) The AOC holder shall have a record of the qualification of its operational control personnel with respect to Parts 14 and 16 requirements for these persons.

12.235 AIRCRAFT JOURNEY LOG

- (a) The AOC holder shall maintain, on each aircraft, an aircraft journey log that contains the record of all flights made by that aircraft.
- (b) This log, its contents, layout and procedures for its use shall be approved by the Authority prior to its use in commercial air transport.

Note: Refer to Appendix 1 to 12.235 for the prescribed contents of the AOC Journey Logbook.

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- (c) Each page shall be identifiable to the AOC holder, separately numbered with a unique number and shall be arranged chronologically in a bound document.
- (d) This uniquely numbered, bound document will be assigned to a specific aircraft operated by the AOC holder until all pages are used.
- (e) This document shall be retained by the AOC in safe custody for at least six months after the last date of the records contained in it.
- (f) If the AOC holder desires to use a different methodology, it must submit the forms and procedures to the Authority for technical evaluation and approval, prior to use of the different methodology in commercial air transport.

12.240 AIRCRAFT SERVICE & MAINTENANCE RECORDS

- (a) The AOC holder shall maintain, on each aircraft, an aircraft technical log that contains the record of all servicing of fuel and oil, defects, trend monitoring and maintenance tasks and tests on that aircraft during the course of its operations.
- (b) This log, its contents, layout and the procedures for its use shall be approved by the Authority prior to its use in commercial air transport.

Note: Refer to Appendix 1 to 12.240 for the prescribed contents of the Aircraft Technical Logbook.

- (c) Each page shall be identifiable to the AOC holder, separately numbered with a unique number and shall be arranged chronologically in a bound document.
- (d) Each numbered page shall be provided in triplicate; a white original page, a light pink, carbonless, detachable page and a light yellow, carbonless, detachable page.
- (e) This uniquely numbered, bound document will be assigned to a specific aircraft operated by the AOC holder until all pages are used.
- (f) This document shall be retained by the AOC holder in safe custody as long as the aircraft is operated, or for three months, whichever is longer.
- (g) If the AOC holder desires to use a different methodology, it must submit the forms and procedures to the Authority for technical evaluation and approval, prior to use of the different methodology in commercial air transport.

12.241 FUEL & OIL RECORDS

- (a) An AOC holder shall maintain fuel records to substantiate that, for each flight, the related requirements for fuel supply and adequate servicing have been met.
- (b) If the AOC holder does not use the Aircraft Technical Log as the primary record keeping method, the actual method to be used must be approved separately by the Authority.
- (c) An AOC holder shall maintain oil records to substantiate that, for each flight, is continuously ascertaining that trends for oil consumption are such that an aeroplane has sufficient oil to complete each flight.
- (d) Fuel and oil records shall be retained by the operator for a period of three calendar months.

12.242 DEFERRED DEFECTS SUMMARY

- (a) The AOC holder shall have on each aircraft, a log of the deferred defects for that aircraft that is attached to or aligned with the Aircraft Technical Log.
- (b) This log may be included in the printed Aircraft Technical Log or attached in some manner to the cover of that log and will include the information prescribed by the Authority.
- (c) This document shall be retained by the AOC holder in safe custody as long as the aircraft is operated.

12.245 AIRCRAFT INSPECTION & CONDITION SUMMARY RECORD

- (a) The AOC holder shall cause to be carried on each aircraft operated, a summary record of that aircraft's airframe, engine, propellers, components and equipment current maintenance and condition with respect to—
 - (1) Required inspections;
 - (2) Required replacement times; and
 - (3) Airworthiness Directive compliance.
- (b) This record will be in form and manner acceptable to the Authority.

12.250 LOAD & PERFORMANCE PLANNING RECORDS

- (a) The AOC holder shall have an aircraft-specific load manifest to summarise the mass and balance and performance calculations for each flight in commercial air transport.
- (b) This manifest, its contents, layout and the procedures for its use shall be approved by the Authority prior to its use in commercial air transport.
- (c) Each page shall be identifiable to the AOC holder, separately numbered with a unique number and shall be arranged chronologically in a bound document.
- (d) Each numbered page shall be provided in duplicate; a white original page and a light yellow, carbonless, detachable page.
- (e) This uniquely numbered, bound document will be assigned to a specific aircraft operated by the AOC holder until all pages are used.
- (f) This document, and the supporting passenger information and cargo waybills, shall be retained by the AOC holder in safe custody for at least three months.
- (g) If the AOC holder desires to use a different methodology, it must submit the forms and procedures to the Authority for technical evaluation and approval, prior to use of the different methodology in commercial air transport.

12.255 OPERATIONAL FLIGHT PLANNING RECORDS

- (a) The AOC holder shall have an operational flight planning document to record the planned route information, minimum fuel calculations, applicable weather conditions and NOTAMS and alternate airport selections for each flight in commercial air transport.
- (b) This operational flight planning document, its contents, layout and the procedures for its use shall be approved by the Authority prior to its use in commercial air transport.
- (c) Each page shall be identifiable to the AOC holder, separately numbered with a unique number and shall be arranged chronologically in a bound document.
- (d) Each numbered page shall be provided in duplicate; a white original page and a light green, carbonless, detachable page.
- (e) This uniquely numbered, bound document will be assigned to a specific aircraft operated by the AOC holder until all pages are used.
- (f) This document, and the supporting documents, shall be retained by the AOC holder in safe custody for at least three months.
- (g) If the AOC holder desires to use a different methodology, it must submit the forms and procedures to the Authority for technical evaluation and approval, prior to use of the different methodology in commercial air transport.

12.260 AIRCRAFT-SPECIFIC EMERGENCY & SURVIVAL EQUIPMENT RECORDS

- (a) The AOC holder shall at all times have available for immediate communication to rescue co-

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ordination centres, lists containing information on the emergency and survival equipment carried on board any of their aircraft engaged in commercial air transport.

- (b) This information shall include, as applicable, the—
- (1) Number, colour and type of life rafts and pyrotechnics,
 - (2) Details of emergency medical supplies,
 - (3) Water supplies and
 - (4) Type and frequencies of the emergency portable radioequipment.

12.265 FLIGHT DECK VOICE & FLIGHT DATA RECORDER RECORDS

- (a) The AOC holder which operates aircraft required to have the flight voice and data recorders installed shall—
- (1) Conduct operational checks and evaluations of flight recorder recordings to ensure the continued serviceability of the recorders;
 - (2) Retain the most recent flight data recorder calibration, including the recording medium from which this calibration is derived; and
 - (3) Retain the flight data recorder correlation for one aircraft of any group of aircraft operated by the AOC holder—
 - (i) That are of the same type;
 - (ii) On which the model flight recorder and its installation are the same; and
 - (iii) On which there is no difference in type design with respect to the original installation of instruments associated with the recorder.
- (b) In the event that the aircraft becomes involved in an accident or occurrence requiring immediate notification of the Authority, the AOC holder shall remove and keep recorded information from the flight deck voice recorder and flight data recorder in safe custody pending their disposition as determined by the Authority.

12.270 THROUGH 12.290 [RESERVED]

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SUBPART G: AIRCRAFT

12.295 APPLICABILITY

- (a) This Subpart provides those certification requirements that apply to inclusion of aircraft type-specific fleets or individual aircraft in the AOC.

12.300 AUTHORISED AIRCRAFT

- (a) No person may operate an aircraft in commercial air transport unless that aircraft has an appropriate current airworthiness certificate, is in an airworthy condition, and meets the applicable airworthiness requirements for these operations, including those related to identification and equipment.
- (b) No person may operate any specific type of aircraft in commercial air transport until it has completed satisfactory initial certification, which includes the issuance of an AOC amendment listing that type of aircraft.
- (c) No person may operate additional or replacement aircraft of a type for which it is currently authorised unless it can show that each aircraft has completed an evaluation process for inclusion in the AOC holder's fleet.

12.305 EMERGENCY EVACUATION DEMONSTRATION

- (a) No person may use an aircraft type and model in commercial air transport passenger-carrying operations unless there is acceptable evidence that actual full capacity emergency evacuation was successfully demonstrated in 90 seconds or less.
- (b) If a full capacity demonstration is not required, an operator may operate an aircraft type and model in commercial air transport passenger-carrying operations only after it has first demonstrated to the Authority that its available personnel, procedures and equipment could provide sufficient open exits for evacuation in 15 seconds or less.
- (c) The emergency evacuation demonstration shall include an assessment of the adequacy of aircraft emergency procedures, crew member emergency evacuation training and emergency equipment.
- (d) This demonstration is not required for aircraft configured for 19 or less passengers unless the Authority determines that there is an operational need for this evaluation.

12.310 DITCHING DEMONSTRATION

- (a) No person may use a land plane in overwater operations unless they have—
 - (1) *For airplanes configured for 20 or more passengers*, first demonstrated to the Authority that person has the ability and equipment to enable the flight and cabin crews to efficiently carry out their ditching procedures.
 - (2) *For airplanes configured for 19 or less passengers*, provided ditching procedures and training approved by the Authority and the required serviceable equipment for such eventually is located in readily accessible locations.

12.313 DRY LEASING OF AIRCRAFT

- (a) An AOC holder may be approved by the Authority to dry lease an aircraft for the purpose of commercial air transportation provided that the following conditions are met—
 - (1) The AOC holder provides the Authority with a copy of the dry lease agreement to be executed;

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- (2) The AOC holder has operational control of the aircraft during the period of the lease;
 - (3) Dispatch and/or flight watch functions are performed by the AOC holder;
 - (4) The flight and cabin crew members are trained, qualified and scheduled by the AOC holder;
and
 - (5) The maintenance arrangements are acceptable to the Authority.
- (b) The dry lease agreement shall be explicit concerning the—
- (1) Entity that has operational control, with the authority for initiating and terminating flights;
 - (2) Responsibility for crew training, qualification and scheduling;
 - (3) Maintenance and servicing of aircraft, including the Maintenance program that will be used;
and
 - (4) Minimum Equipment List that will be used.

12.315 DRY LEASING OF FOREIGN REGISTERED AIRCRAFT

- (a) An AOC holder may be approved by the Authority to dry-lease a foreign-registered aircraft for commercial air transport in accordance with the requirements of this Regulation and Regulation 12.313.
- (b) To be eligible for dry lease the foreign registered aircraft shall—
- (1) Have an appropriate airworthiness certificate issued, in accordance with ICAO Annex 8, by the country of registration and meets the registration and identification requirements of that country.
 - (2) Be of a type design which complies with all of the requirements that would be applicable to that aircraft were it registered in Rwanda, including the requirements which shall be met for issuance of a Rwanda standard airworthiness certificate (including type design conformity, condition for safe operation, and the noise, fuel venting, and engine emission requirements).
 - (3) Be maintained according to a maintenance program approved by the State of Registry and acceptable to the Authority.
 - (4) Be operated by qualified crew members employed by the AOC holder.
- (c) No AOC holder may be approved to operate a foreign registered aircraft unless—
- (1) The Authority has determined the extent of the State of Registry's arrangements for continuing airworthiness and find that these arrangements are adequate for the type of operation;
 - (2) The Authority will have free and uninterrupted access, both in Rwanda and at any international location—
 - (i) To the aircraft on the ramp and during flight time,
 - (ii) The maintenance and operations facilities,
 - (iii) The maintenance and operations personnel,
 - (iv) The training facilities and simulators used
 - (v) The aircraft must be operated in accordance with the regulations applicable to Rwanda AOC holders, and
 - (vi) The maintenance arrangements must result in the aircraft always being in compliance with the State of Registry requirements and the maintenance requirements applicable to Rwanda AOC holders.
- (d) The Authority will consider, upon request, a continuing airworthiness agreement between the Authority and the State of Registry under Article 83 *bis* of the Convention on International Civil Aviation if that State will agree to transfer the necessary powers so that the—
- (1) Airworthiness regulations of Rwanda applicable to AOC holders are in force, and
 - (2) Agreement acknowledges that the Authority shall have free and uninterrupted access to the aircraft at any place and any time.

See Appendix 1 to 12.315 for additional requirements for dry leasing of foreign-registered aircraft.

12.320 AIRCRAFT INTERCHANGE

- (a) No person may interchange aircraft with another AOC holder without the approval of the Authority.

See Appendix 1 to 12.320 for requirements pertaining to aircraft interchange agreements approved by the Authority.

12.325 WET-LEASING

- (a) No person may conduct wet-lease operations on behalf of another air operator except in accordance with the applicable laws and regulations of the country in which the operation occurs and the restrictions imposed by the Authority.
- (b) No person may allow another entity or air operator to conduct wet-lease operations on its behalf unless—
- (1) That air operator holds an AOC or its equivalent from a Contracting State that authorises those operations; and
 - (2) The AOC holder advises the Authority of such operations and provides a copy of the AOC under which the operation was conducted.
- (c) The AOC holder proposing to engage in a wet leasing arrangement shall provide the following information to the Authority—
- (1) A copy of the wet lease to be executed;
 - (2) The names of the parties to the agreement and the duration of the agreement;
 - (3) The make, model, and series of each aircraft involved in the agreement;
 - (4) The kind of operation;
 - (5) The expiration date of the lease agreement;
 - (6) A statement specifying the party deemed to have operational control; and
 - (7) Any other item, condition, or limitation the Authority determines necessary.
- (d) The wet lease agreement shall be explicit concerning the—
- (1) Entity that has operational control, with the authority for initiating and terminating flights;
 - (2) Responsibility for crew training, qualification and scheduling;
 - (3) Maintenance and servicing of aircraft, including the Maintenance program that will used;
 - (4) Minimum Equipment List that will be used;

See Appendix 1 to 12.325 for additional requirements when wet leasing aircraft.

12.330 THROUGH 12.345 [RESERVED]

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SUBPART H: AOC FLIGHT OPERATIONS MANAGEMENT

12.350 APPLICABILITY

- (a) This Subpart provides those certification requirements that apply to management of flight operations personnel and their functions.

12.355 OPERATIONS MANUAL

- (a) The AOC holder shall prepare and keep current for the operations personnel concerned, an Operations Manual acceptable to and approved by the Authority.
- (b) This manual shall be amended or revised as is necessary to ensure that the information contained therein is kept up-to-date.
- (c) The AOC holder shall issue the Operations Manual, or pertinent portions, together with all amendments and revisions to all personnel that are required to use it.
- (d) The Operations Manual shall contain the overall (general) company policies and procedures regarding the operations conducted by the AOC holder.
- (e) The AOC holder shall ensure that the contents of the Operations Manual include at least those subjects designated by the Authority that are applicable to the AOC holder's operations, including any additional materials made mandatory by the Authority.
- (f) The AOC holder shall issue the Operations Manual, or pertinent portions, together with all amendments and revisions to all personnel that are required to use it.
- (g) The operations manual may be published in parts, as a single document, or as a series of volumes.
- (h) The AOC holder shall ensure that the contents of the Operations Manual include at least those subjects designated by the Authority that are applicable to the AOC holder's operations, including any additional materials made mandatory by the Authority. Expanded requirements for the contents of the Operations Manual(s) are prescribed in Appendix 1 to 12.355.
- (i) The Single Pilot Air Taxi operator is not required to provide all contents of an Operations Manual, but must carry operations and maintenance information and completed forms prescribed by the Authority in the aircraft during commercial air transport flights.

12.360 MANDATORY MATERIAL

- (a) Upon receipt of material the Authority prescribes as mandatory for inclusion in any portion of the Operations Manual, the AOC holder shall make the necessary amendments as soon as reasonably possible.

12.365 FATIGUE MANAGEMENT

- (a) The prescriptive requirements for the purpose of managing fatigue are provided in Part 15. These requirements are based on historical principles and knowledge to ensure that flight and cabin crew members are performing at an adequate level of alertness.
- (b) The operator must, for the purposes of managing its fatigue-related safety risks in its operation, have approved in its operations manual—
 - (1) Flight time, flight duty period, duty period and rest period limitations that are within the prescriptive fatigue management requirements detailed in Part 15; or
 - (2) A Fatigue Risk Management System (FRMS) in for all operations; or
 - (3) An FRMS in compliance with the requirements of paragraph (b)(1) for part of its operations and the requirements of paragraph (e) for the remainder of its operations.

- (c) Where the operator adopts prescriptive fatigue management requirements for part or all of its operations, the Authority may approve, in exceptional circumstances, variations to these regulations on the basis of a risk assessment provided by the operator. To be eligible for that approval, the proposed variations shall provide a level of safety equivalent to, or better than, that achieved through the prescriptive fatigue management regulations.
- (d) The Authority may approve an operator's FRMS to take the place of any or all of the prescriptive fatigue management regulations. To be eligible for that approval, a proposed FRMS shall provide a level of safety equivalent to, or better than, the prescriptive fatigue management regulations.
- (e) The operator's FRMS shall establish a process to ensure that an FRMS provides a level of safety equivalent to, or better than, the prescriptive fatigue management regulations. As part of this process, the Authority shall—
 - (1) Require that the operator establish maximum values for flight times and/or flight duty periods(s) and duty period(s), and minimum values for rest periods. These values shall be based upon scientific principles and knowledge, subject to safety assurance processes, and acceptable to the Authority;
 - (2) Mandate a decrease in maximum values and an increase in minimum values in the event that the operator's data indicates these values are too high or too low, respectively; and
 - (3) Approve any increase in maximum values or decrease in minimum values only after evaluating the operator's justification for such changes, based on accumulated FRMS experience and fatigue-related data.
- (f) To be eligible for approval by the Authority, the operator's FRMS to manage fatigue-related safety risks shall, as a minimum—
 - (1) Incorporate scientific principles and knowledge within the FRMS;
 - (2) Identify fatigue-related safety hazards and the resulting risks on an ongoing basis;
 - (3) Ensure that remedial actions, necessary to effectively mitigate the risks associated with the hazards, are implemented promptly;
 - (4) Provide for continuous monitoring and regular assessment of the mitigation of fatigue risks achieved by such actions; and
 - (5) Provide for continuous improvement to the overall performance of the FRMS.
- (g) An FRMS approved by the Authority must be integrated with the operator's SMS.

12.370 TRAINING PROGRAM

- (a) The AOC holder shall ensure that all operations personnel are properly instructed in their duties and responsibilities and the relationship of such duties to the operation as a whole.
- (b) The AOC holder shall establish and maintain a ground and flight training program, approved by the Authority, which ensures that all crew members and dispatchers are adequately trained to perform their assigned duties. The specific requirements of these programmes are contained in Part 14 and the program shall include upset prevention and recovery training.
- (c) The AOC holder shall have a training program manual approved by the Authority containing the general training, checking, and record keeping policies.
- (d) The AOC holder shall have approval of the Authority prior to using a training curriculum for the purpose of qualifying a crew member, or person performing operational control functions, for duties in commercial air transport, including—
 - (1) The contents and elements of the training that must be completed;
 - (2) The ground and flight training facilities where the training may be conducted;

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- (3) The proper qualification of instructors to conduct the training.
- (e) The AOC holder shall submit to the Authority any revision to an approved training program, and shall receive written approval from the Authority before that revision can be used.
- (f) The Air Taxi AOC holder is required to conform to the training program approved by the Authority and receive the proficiency and route checks from authorised persons designated by the Authority.

12.375 AIRCRAFT OPERATING MANUAL

- (a) The AOC holder or applicant shall submit proposed aircraft operating manuals for each type and variant of aircraft operated, containing the normal, abnormal and emergency procedures relating to the operation of the aircraft for approval by the Authority.
- (b) Each Aircraft Operating Manual shall be based upon the aircraft manufacturer's data for the specific aircraft type and variant operated by the AOC holder and shall include specific operating parameters, details of the aircraft systems, and of the check lists to be used applicable to the operations of the AOC that are approved by the Authority.
- (c) The design of the manual shall observe human factors principles.
- (d) The Aircraft Operating Manual shall be issued to the flight crew members and persons assigned operational control functions to each aircraft operated by the AOC.
- (e) The Air Taxi AOC holder may use a current copy of the manufacturers pilot's operating handbook acceptable to the Authority that must be carried on the aircraft.

12.377 APPROVED FLIGHT MANUAL

- (a) The AOC holder shall update the aircraft's AFM or RFM as necessary to implement changes made mandatory by the State of Registry.
- (b) The AOC holder shall update their Aircraft Operating Manual (AOM) when any AFM or RFM revision affects information also contained in the AOM.

12.380 STANDARD OPERATING PROCEDURES

- (a) The AOC holder shall establish, and keep current, standard operating procedures (SOPs) appropriate to the type and variant of aircraft provide guidance to flight operational personnel for the safe operation of the aircraft.
- (b) The AOC holder shall establish, and keep current, as an integral part of its SOPs—
 - (1) Aircraft-specific expanded checklists;
 - (2) Aircraft-specific condensed checklists
 - (3) Aircraft-specific operational profiles for maneuvers;
 - (4) Standard crew briefings; and
 - (5) Standard call-outs and responses.
- (c) The AOC holder shall not allow the use of SOPs and checklists described in paragraph (b) of this Regulation unless these documents have been approved by the Authority.
- (d) The AOC holder shall ensure that approved SOPs and checklist procedures include each item necessary for flight crew members to check for safety before starting engines, taking off, or landing, and for engine and systems abnormalities and emergencies.
- (e) The AOC holder shall ensure that the SOPs and checklist procedures are designed so that a flight crew member will not need to rely upon their memory for items to be checked.
- (f) The design and utilisation of the SOPs and checklists shall observe relevant human factors principles.
- (g) The AOC holder shall ensure that its flight crews complete training for the use of the SOPs and

checklists, including—

- (1) Initial aircraft-specific training;
 - (2) Recurrent aircraft-specific training; and
 - (3) Aircraft specific differences training for variants of aircraft types.
- (h) The AOC holder shall ensure that the SOPs and checklists are readily usable in the cockpit of each aircraft in sufficient quantity for ground and flight operations
- (i) The AOC holder shall require the flight crew shall be required to comply with the SOPs and checklists provided in accordance with paragraph (b) of this Regulation when operating the aircraft.
- (j) The AOC holder shall establish and maintain a comprehensive flight crew standardisation program to ensure continuous conformance with the SOPs and checklists.

12.385 MINIMUM EQUIPMENT LIST & CONFIGURATION DEVIATION LIST

- (a) The AOC holder shall provide for the use of the flight crew members, maintenance personnel and persons assigned operational control function during the performance of their duties, an MEL approved by the Authority.
- (b) The MEL shall be specific to the aircraft type and variant which contains the circumstances, limitations and procedures for release or continuance of flight of the aircraft with inoperative components, equipment or instruments.
- (k) The AOC holder shall conform to the expanded requirements for MEL development prescribed in Appendix 1 to 12.385.
- (l) Where the State of Registry is not Rwanda, the Authority shall ensure that the MEL does not affect the aeroplane's compliance with airworthiness requirements applicable in the State of Registry
- (m) Each AOC holder may provide for the use of flight crew, maintenance personnel and persons assigned operational control functions during the performance of their duties a Configuration Deviation List (CDL) specific to the aircraft type if one is provided and approved by the State of Design. An AOC Holder operations manual shall contain those procedures acceptable to the Authority for operations in accordance with the CDL requirements.

12.390 PERFORMANCE PLANNING MANUAL

- (a) The AOC holder shall issue operating instructions and provide information on aeroplane climb performance with all engines operating and the loss of one engine to enable the PIC to determine the minimum runway length and climb gradient that can be achieved during the departure phase for the existing take-off conditions and intended take-off techniques.
- (b) The AOC holder shall provide for the use of the flight crew members and persons assigned operational control functions during the performance of their duties, a performance planning manual acceptable to the Authority.
- (c) The performance planning manual shall be specific to aircraft type and variant which contains adequate performance information to accurately calculate the performance in all normal, abnormal and emergency phases of flight operation. This information shall be based on the aircraft manufacturer's or other data, acceptable to the Authority, and should be included in the operations manual.
- (d) The Air Taxi AOC holder may use the performance data provided in the current manufacturer's pilot operating handbook.

12.395 PERFORMANCE DATA CONTROL SYSTEM

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- (a) The AOC holder shall have a system approved by the Authority for obtaining, maintaining and distributing to appropriate personnel current performance data for each aircraft, route and airport that it uses.
- (b) The system approved by the Authority shall provide current obstacle data, and take into account the charting accuracy of such obstacles, for departure and arrival performance calculations.
- (c) The Air Taxi AOC holder is not required to have this system, but must make all calculations assuming there is a 50 feet obstacle at the end of the runway both departing and arriving.

12.400 AIRCRAFT HANDLING & LOADING MANUAL

- (a) The AOC holder shall provide for the use of the flight crew members, ground handling personnel and persons assigned operational control functions during the performance of their duties, an aircraft handling and loading manual acceptable to the Authority.
- (b) This manual shall be specific to the aircraft type and variant which contains the procedures and limitations for servicing and loading of the aircraft.
- (c) The Air Taxi AOC holder is not required to provide this manual.

12.405 MASS & BALANCE DATA CONTROL SYSTEM

- (a) The AOC holder shall have a system approved by the Authority for obtaining, maintaining and distributing to appropriate personnel current information regarding the mass and balance of each aircraft operated.

12.410 CABIN CREW MEMBER MANUAL

- (a) The AOC holder shall issue to the cabin crew members and provide to passenger agents during the performance of their duties, a cabin crew member manual acceptable to the Authority.
- (b) The cabin crew member manual shall contain those operational policies and procedures applicable to cabin crew members and the carriage of passengers.
- (c) The AOC holder shall issue to the cabin crew members, a manual specific to the aircraft type and variant which contains the details of their normal, abnormal and emergency procedures and the location and operation of emergency equipment. This manual may be combined into the cabin crew manual for use by the cabin crew members.
- (d) The Air Taxi AOC holder is not required to provide this manual.

12.415 PASSENGER BRIEFING CARDS

- (a) The AOC holder shall carry on each passenger carrying aircraft, in convenient locations for the use of each passenger, printed cards supplementing the oral briefing and containing—
 - (1) Diagrams and methods of operating the emergency exits;
 - (2) Other instructions necessary for use of the emergency equipment, and
 - (3) Information regarding the restrictions and requirements associated with sitting in an exit seat row.
- (b) The AOC holder shall ensure that each card contains information that is pertinent only to the type and variant of aircraft used for that flight.
- (c) The AOC holder shall conform to the expanded requirements for the specific information to be included on passenger information cards prescribed in Appendix 1 to 12.415.

12.420 AERONAUTICAL DATA INFORMATION SYSTEM

- (a) The AOC holder shall have a system approved by the Authority for obtaining, maintaining and

distributing to appropriate flight crew and operational personnel, current aeronautical information for each route and aerodrome that it uses.

- (b) The aeronautical data information system shall be capable of the provision of aeronautical information essential for the safety, regularity and efficiency of air navigation to the flight crew and operational personnel at any aerodrome authorised in the AOC and corresponding operations specifications.
- (c) The aeronautical data information system shall include adequate procedures for preparation and dissemination to the flight crew and appropriate operations personnel, information contained in the—
 - (1) Aeronautical Information Publication (AIP);
 - (2) Aeronautical Information Regulation and Control (AIRAC);
 - (3) Aeronautical Information Circular (AIC);
 - (4) Current NOTAMs; and
 - (5) Other information sources prescribed by the Authority.
- (d) The AOC holder shall conform to the expanded requirements for the specific information that must be included in the aeronautical data control system prescribed in Appendix 1 to 12.420.
- (e) The Air Taxi AOC holder must comply with the requirements of Part 10 with regard to aeronautical data.

12.425 ROUTE GUIDE

- (a) The AOC holder shall provide for the use of the flight crew members and persons assigned operational control functions during the performance of their duties, a route guide and aeronautical charts approved by the Authority.
- (b) The route guide and aeronautical charts shall be current and appropriate for the proposed types and areas of operations to be conducted by the AOC holder.

12.427 ELECTRONIC NAVIGATION DATA MANAGEMENT

- (a) An operator shall not employ electronic navigation data products that have been processed for application in the air and on the ground unless the—
 - (1) Authority has approved the operator's procedures for ensuring that the process applied and the products delivered have met acceptable standards of integrity, and
 - (2) That the products are compatible with the intended function of the equipment that will use them.
- (b) The operator shall implement procedures to ensure proper monitoring of the process and products.
- (c) An operator shall implement procedures that ensure the timely distribution and insertion of current and unaltered electronic navigation data to all aircraft that require it.

12.430 WEATHER REPORTING SOURCES

- (a) The AOC holder shall use sources approved the Authority as prescribed in Appendix 1 of 12.430 for the weather reports and forecasts used for decisions regarding flight preparation, routing and terminal operations.
- (b) For passenger carrying operations on a published schedule, the AOC holder shall have an approved system for obtaining forecasts and reports of adverse weather phenomena that may affect safety of flight on each route to be flown and airport to be used.

12.435 DEICING & ANTI-ICING PROGRAM

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- (a) The AOC holder planning to operate an aircraft in conditions where frost, ice, or snow may reasonably be expected to adhere to the aircraft shall—
 - (1) Use only aircraft adequately equipped for such conditions;
 - (2) Ensure flight crew is adequately trained for such conditions; and
 - (3) Have an approved ground deicing and anti-icing program.
- (b) The AOC holder shall conform to the expanded requirements for the approval of de-icing program that are prescribed in Appendix 1 to 12.435.

12.440 FLIGHT SUPERVISION & TRACKING SYSTEM

- (a) For operations of turbojet aircraft with a gross weight of more than 5,700 kg. on a published schedule, The AOC holder shall have an adequate system approved by the Authority for proper supervision of the progress of the scheduled flights.
- (b) The dispatch and monitoring system shall have enough dispatch centres, adequate for the operations to be conducted, located at points necessary to ensure adequate flight preparation, dispatch and in-flight contact with the scheduled flight operations.
- (c) For scheduled operations, the AOC holder shall provide enough qualified personnel at each dispatch centre to ensure proper operational control of each flight.
- (d) The operator shall establish an aircraft tracking capability to track aeroplanes throughout its area of operations.
- (e) The operator shall track the position of an aeroplane at least every 15 minutes for the portion(s) of the in-flight operation(s) that is planned in an oceanic area(s) or a remote area(s) under the following conditions—
 - (1) the aeroplane has a maximum certificated take-off mass of over 27 000 kg and a seating capacity greater than 19; and
 - (2) where an ATS unit obtains aeroplane position information at greater than 15 minute intervals.

Note: Access to ATS aeroplane position data meets aeroplane tracking requirements.

- (f) The operator shall establish procedures, approved by the Authority, for the retention of aircraft tracking data to determine to assist SAR in determining the last known position of the aircraft.
- (g) Notwithstanding the provisions in paragraph (e), the Authority will consider approval, based on the results of an approved risk assessment process implemented by the operator, allow for variations to automated reporting intervals. The process shall demonstrate how risks to the operation resulting from such variations can be managed and shall include at least the following—
 - (1) capability of the operator's operational control systems and processes, including those for contacting ATS units;
 - (2) overall capability of the aeroplane and its systems;
 - (3) available means to determine the position of, and communicate with, the aeroplane;
 - (4) frequency and duration of gaps in automated reporting;
 - (5) human factors consequences resulting from changes to flight crew procedures; and
 - (6) specific mitigation measures and contingency procedures.

12.445 FLIGHT FOLLOWING OR FLIGHT LOCATING SYSTEMS

- (a) For charter flight operations, The AOC holder shall have a system for providing flight preparation documents and determining the departure and arrival times of its flights at all airports approved by the Authority.
- (b) The system described in paragraph (a) shall have a means of communication by private or available public facilities to monitor the departure and arrival at all airports, including flight

diversions.

- (c) The Single Pilot and Basic Air Taxi operator is not required to have a flight following system for each flight in which an ATC flight plan is filed and remains active until arrival at destination.
- (d) The operator shall ensure that a flight will not commence or continue as planned unless it has been ascertained by every reasonable means available that the airspace containing the intended route from aerodrome of departure to aerodrome of arrival, including the intended take-off, destination and en-route alternate aerodromes, can be safely used for the planned operation. When intending to operate over or near conflict zones, a risk assessment shall be conducted and appropriate risk mitigation measures taken to ensure a safe flight.

New: Annex 6: Special Regulation RSR/01/2020: Effective 15 November 2020

12.447 FUEL MANAGEMENT PROGRAM

- (a) An operator shall establish a fuel management program including policies and procedures, approved by the Authority to ensure that in-flight fuel checks and fuel management are performed.
- (b) Operators should determine one final reserve fuel value for each airplane type and variant in their fleet rounded up to an easily recalled figure.
- (c) Air taxi operators authorised for operations only within Rwanda are not subject to the requirement of paragraph (b).

12.449 OPERATIONAL VARIATIONS BASED ON SAFETY RISK ASSESSMENT

- (a) **Alternate airport selection.** Notwithstanding the requirements of Part 10 regarding selection of alternate airports; the Authority may, based on the results of a specific safety risk assessment conducted by the operator which demonstrates how an equivalent level of safety will be maintained, approve operational variations to alternate airport selection criteria. The specific safety risk assessment shall include at least the—
 - (1) Capabilities of the operator;
 - (2) Overall capability of the airplane and its systems;
 - (3) Available airport technologies, capabilities and infrastructure ;
 - (4) Quality and reliability of meteorological information;
 - (5) Identified hazards and safety risks associated with each alternate airport variation; and
 - (6) Specific mitigation measures.
- (b) **Minimum fuel requirements.** Notwithstanding the requirements of Part 10 regarding minimum fuel for a flight; the Authority may, based on the results of a specific safety risk assessment conducted by the operator which demonstrates how an equivalent level of safety will be maintained, approve variations to the pre-flight fuel calculation of taxi fuel, trip fuel, contingency fuel, destination alternate fuel, and additional fuel. The specific safety risk assessment shall include at least the—
 - (1) Flight fuel calculations;
 - (2) Capabilities of the operator to include—
 - (i) A data-driven method that includes a fuel consumption monitoring program; and/or
 - (ii) The advanced use of alternate airports; and
 - (iii) Specific mitigation measures.
- (c) **EDTO diversion requirements.** Notwithstanding the requirements of Part 10 regarding maximum diversion times; the Authority may, based on the results of a specific safety risk assessment conducted by the operator which demonstrates how an equivalent level of safety will be maintained, approve operations beyond the time limits of the most time-limited system. The specific safety risk assessment shall

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include at least the—

- (1) Capabilities of the operator;
- (2) Overall reliability of the airplane;
- (3) Reliability of each time limited system;
- (4) Relevant information from the airplane manufacturer; and
- (5) Specific mitigation measures.

12.450 COMMUNICATIONS FACILITIES

- (a) The AOC holder's flights shall be able to have two-way radio communications with all ATC facilities along the routes and alternate routes to be used.
- (b) For passenger carrying operations on a published schedule, the AOC holder shall be able to have rapid and reliable radio communications with all flights over the AOC holder's entire route structure under normal operating conditions.
- (c) Any operations along routes and into airports without rapid and reliable radio communications shall be approved by the Authority prior to commercial air transport operations in these areas.

12.455 ROUTES & AREAS OF OPERATION

- (a) An AOC holder may conduct operations only along such routes and within such areas for which—
 - (1) Ground facilities and services, including meteorological services, are provided which are adequate for the planned operation;
 - (2) The performance of the aircraft intended to be used is adequate to comply with minimum flight altitude requirements;
 - (3) The equipment of the aircraft intended to be used meets the minimum requirements for the planned operation;
 - (4) Appropriate and current maps and charts are available;
 - (5) If two-engine aircraft are used, adequate airports are available with the time/distance limitations; and
 - (6) If single-engine aircraft are used, surfaces are available which permit a safe forced landing to be executed.
- (b) No person may conduct commercial air transport operations on any route or area of operation unless those operations are in accordance with any restrictions imposed by the Authority.

12.460 NAVIGATIONAL ACCURACY

- (a) The AOC holder shall have, for each proposed route or area, that the navigational systems and facilities it uses capable of navigating the aircraft—
 - (1) Within the degree of accuracy required for ATC; and
 - (2) To the airports in the operational flight plan within the degree of accuracy necessary for the operation involved.
- (b) In situations without adequate navigation systems reference, the Authority may authorise day VFR operations that can be conducted safely by pilotage because of the characteristics of the terrain.
- (c) Except for those navigational aids required for routes to alternate airports, the Authority will list in the AOC holder's operations specifications non-visual ground aids required for approval of routes outside of controlled airspace.
- (d) Non-visual ground aids are not required for night VFR operations on routes that the certificate holder shows have reliably lighted landmarks adequate for safe operation.
- (e) Operations on route segments where the use of celestial or other specialised means of

navigation shall be approved by the Authority.

12.465 MINIMUM SAFE ALTITUDES

- (a) The AOC holder shall specify in its Operations Manual the method which will be used to determine minimum flight altitudes for operations conducted over routes for which minimum flight altitudes have not been established by the responsible State. In no case, shall the minimum flight altitudes be less than those specified in Part 10 of these Regulations.
- (b) The Authority will approve such method only after careful consideration of the probable effects of the following factors on the safety of the operation in question—
 - (1) The accuracy and reliability with which the position of the aircraft can be determined;
 - (2) The inaccuracies in the indications of the altimeters used;
 - (3) The characteristics of the terrain (e.g. sudden changes in elevation);
 - (4) The probability of encountering unfavourable meteorological conditions (e.g. severe turbulence and descending air currents);
 - (5) Possible inaccuracies in the aeronautical charts;
 - (6) Airspace restrictions;
 - (7) ICAO Annex 2; and
 - (8) Any rules of the air applicable to the country being overflown.

12.470 AERODROME/HELIPORT OPERATING MINIMA

- (a) The AOC holder shall establish the aerodrome operating minima for each aerodrome or heliport to be used for commercial air transport operations involving take-off, approach to landing and landing in accordance with a method of determination approved by the Authority.
- (b) Such minima shall not be lower than any that may be established for such aerodromes by the State of the Aerodrome, except when specifically approved by that State.
- (c) The Authority will approve the AOC holder's method for establishing the aerodrome/heliport operating minima which will apply to any particular operation provide that full account of the following factors is taken—
 - (1) Type, performance and handling characteristics of the aircraft and any conditions or limitations stated in the flight manual;
 - (2) Composition of the flight crew, their competence and experience;
 - (3) Dimensions and characteristics of the runways which may be selected for use;
 - (4) Adequacy and performance of the available visual and non-visual ground aids
 - (5) the equipment available on the aircraft for the purpose of navigation, acquisition of visual references and/or control of the flight path during the approach, landing and the missed approach;
 - (6) Obstacles in the approach and missed approach areas and the obstacle clearance altitude/height for the instrument approach procedures;
 - (7) Means used to determine and report meteorological conditions; and
 - (8) Obstacles in the climb-out areas and necessary clearance margins.
 - (9) the conditions prescribed in the operations specifications; and
 - (10) any minima that may be promulgated by the State of the Aerodrome.
- (d) To ensure that an adequate margin of safety is observed in determining whether or not an approach and landing can be safely carried out at each alternate heliport or landing location, the operator shall specify appropriate incremental values for height of cloud base and visibility, acceptable to the Authority, to be added to the operator's established heliport or landing location operating minima.
- (e) The State of the Operator shall authorize operational credit(s) for operations with aeroplanes equipped with automatic landing systems, a HUD or equivalent displays, EVS, SVS or CVS.

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Where the operational credit relates to low visibility operations, the State of the Operator shall issue a specific approval. Such approvals authorizations shall not affect the classification of the instrument approach procedure.

New: Annex 6: Special Regulation RSR/01/2020: Effective 15 November 2020

12.475 THROUGH 12.520 [RESERVED]

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SUBPART I: AOC MAINTENANCE REQUIREMENTS**12.525 APPLICABILITY**

- (a) This Subpart provides those certification and maintenance requirements that apply to an AOC holder's application of maintenance control.

12.530 MAINTENANCE RESPONSIBILITY

- (a) The AOC holder shall ensure that, in accordance with the procedures acceptable to the Authority and, if applicable the State of Registry—
- (1) Each aircraft it is authorised to operate is maintained in an airworthy condition;
 - (2) The operational and emergency equipment necessary for an intended flight is serviceable; and
 - (3) The Certificate of Airworthiness of each aircraft remains valid.
- (b) The AOC holder shall ensure the airworthiness of the aircraft and the serviceability of both operational and emergency equipment by—
- (1) Assuring the accomplishment of preflight inspections;
 - (2) Assuring the correction of any defect and/or damage affecting safe operation of an aircraft to an approved standard, taking into account the MEL and CDL if available for the aircraft type;
 - (3) Assuring that the operational and emergency equipment necessary for the intended flight is serviceable;
 - (4) Assuring the accomplishment of all maintenance in accordance with the approved operator's aircraft maintenance program;
 - (5) The analysis of the effectiveness of the AOC holder's approved aircraft maintenance program;
 - (6) Assuring the accomplishment of any operational directive, airworthiness directive and any other continued airworthiness requirement made mandatory by the Authority; and
 - (7) Assuring the accomplishment of modifications in accordance with an approved standard and, for non- mandatory modifications, the establishment of an embodiment policy.
- (c) The AOC holder shall ensure that the Certificate of Airworthiness for each aircraft operated remains valid in respect to—
- (1) The requirements in paragraphs (a) and (b);
 - (2) The expiration date of the Certificate; and
 - (3) Any other maintenance condition specified in the Certificate.
- (d) The AOC holder shall ensure that the requirements specified in paragraph (a) are performed in accordance with procedures approved by or acceptable to the Authority.
- (e) The AOC holder shall ensure that the maintenance, preventive maintenance, and modification of its aircraft/ aeronautical products are performed in accordance with its maintenance control manual and/or current instructions for continued airworthiness, and applicable Regulations.
- (f) The AOC holder may make an arrangement with another person or entity for the performance of any maintenance, preventive maintenance, or modifications; but shall remain responsible of all work performed under such arrangement.

12.535 APPROVAL & ACCEPTANCE OF AOC MAINTENANCE SYSTEMS & PROGRAM

- (a) An AOC holder shall not operate an aircraft, except for pre-flight inspections, unless it is maintained and released to service by an AMO or equivalent system of maintenance that is approved by the State of Registry and is acceptable to the Authority.
- (b) For aircraft not registered in Rwanda, a system of maintenance will be approved by the State

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of Registry of the aircraft, and such approval must be acceptable to the Authority.

- (c) When the Authority or the State of Registry accepts an equivalent system of maintenance, the persons designated to sign a release to service shall be licensed in accordance with Part 7 of these Regulations.
- (d) Aircraft that are type certificated for a passenger seating configuration, excluding any pilot seat, of nine seats or less, shall be—
 - (1) Inspected and maintained in accordance with the provisions of Part 4 of these Regulations;
 - (2) In accordance with the manufacturer's maintenance program approved by the Authority for each aircraft engine, propeller, propeller governor, rotor and each item of emergency equipment.
- (e) For the purpose of this Regulation, a manufacturer's maintenance program is one which is contained in the maintenance manual or maintenance instructions set forth by the manufacturer, as required by these Regulations for the aircraft, aircraft engine, propeller, rotor or item of emergency equipment.

12.540 MAINTENANCE CONTROL MANUAL

- (a) The AOC holder shall provide to the Authority, and to the State of Registry of the aircraft, if different from the Authority, an AOC holder's maintenance control manual and subsequent amendments, for the use and guidance of maintenance and operational personnel concerned, containing details of the organisation's structure including—
 - (1) The accountable manager and designated person(s) responsible for the maintenance system.
 - (2) Procedures to be followed to satisfy the maintenance responsibility of this Subpart, except where the AOC holder is an AMO, and also performs the quality system functions. Such procedures may be included in the AMO procedures manual.
 - (3) Procedures for the reporting of failures, malfunctions, and defects in accordance with Part 4, to the Authority, State of Registry and the State of Design within 72 hours of discovery; in addition, items that warrant immediate notification to the Authority by telephone/telex/fax, with a written follow-on report as soon as possible but no later than within 72 hours of discovery, are—
 - (i) Primary structural failure,
 - (ii) Control system failure,
 - (iii) Fire in the aircraft,
 - (iv) Engine structure failure, or
 - (v) Any other condition considered an imminent hazard to safety.
- (b) The AOC holder shall ensure that the minimum contents of the Maintenance Control Manual conform to the expanded requirements prescribed in Appendix 1 to 12.540.
- (c) The design of the manual shall observe Human Factors principles.
- (d) The AOC holder shall provide the Authority, and the State of Registry, if not Rwanda, with a copy of the operator's maintenance control manual, together with all amendments and/or revisions to it prior to its use by the AOC holder's personnel.
- (e) This manual shall be amended or revised as is necessary to ensure that the information contained therein is kept up-to-date.
- (f) The AOC holder shall furnish this Manual, or pertinent portions, together with all amendments and revisions to all personnel and organisations that are required to use it.
- (g) No person may provide for use of its personnel in commercial air transport any Maintenance Control Manual or portion of this manual which has not been reviewed and approved for the AOC holder by the Authority.

12.542 MANDATORY MATERIAL

- (a) The AOC holder shall incorporate mandatory information as necessary amendments to the Maintenance Control Manual as required by the Authority or the State of Registry, if not Rwanda, as soon as reasonably possible after receipt and submit any amendments to their maintenance manuals for approval.
- (b) The AOC holder shall provide timely notification to the Authority of the receipt of mandatory information from the State of Registry or the manufacturer and provide a copy of that documentation.

12.545 MAINTENANCE MANAGEMENT

- (a) The AOC holder, approved as an AMO, may accomplish the maintenance required by Regulation 12.530.
- (b) If the AOC holder is not an AMO, the AOC holder shall ensure the accomplishment of the maintenance required by Regulation 12.530 by using —
 - (1) An equivalent system of maintenance approved or accepted by the Authority; or
 - (2) Through an arrangement with an AMO with a written maintenance contract agreed between the AOC holder and the contracting AMO detailing the required maintenance functions and defining the support of the quality functions approved or accepted by the Authority.
- (c) The AOC holder shall employ a person or group of persons, acceptable to the Authority, to ensure that all maintenance is carried out to an approved standard such that the maintenance requirements of 12.530 and requirements of the AOC holder's maintenance control manual are satisfied, and to ensure the functioning of the quality system.
- (d) The AOC holder shall provide suitable office accommodation at appropriate locations for the personnel specified in paragraph (c).
- (e) The Single Pilot and Basic Air Taxi operator are not required to employ maintenance personnel, but must contract to those personnel and facilities acceptable to the Authority.

12.550 MAINTENANCE QUALITY ASSURANCE PROGRAM

- (a) For maintenance purposes, the AOC holder's quality assurance program shall include at least the following functions—
 - (1) Monitoring the activities that are being performed in accordance with the accepted procedures;
 - (2) Ensure that all contracted maintenance is carried out in accordance with the contract, if any;
 - (3) Monitoring the continued compliance with the maintenance requirements; and
 - (4) Monitoring compliance with, and adequacy of, procedures required ensuring safe maintenance practices, airworthy aircraft and aeronautical products.
- (b) The compliance monitoring must include a feedback system to the accountable manager to ensure corrective action as necessary.
- (c) Where the AOC holder is also an AMO, the AOC holder's quality assurance program may be combined with the requirements of an AMO and submitted for approval and acceptance to the Authority, and State of Registry for aircraft not registered in Rwanda.
- (d) The Single Pilot and Basic Air Taxi operators are not required to have a maintenance quality assurance program, but must submit to quality inspections by persons authorised by the Authority.

See Appendix 1 to 12.550 for additional requirements on maintenance quality assurance program.

12.555 AIRCRAFT TECHNICAL LOG ENTRIES: AOC HOLDERS

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- (a) Each person who takes action in the case of a reported or observed failure or malfunction of an aircraft/ aeronautical product, that is critical to the safety of flight shall make, or have made, a record of that action in the maintenance Regulation of the aircraft technical log.
- (b) The AOC holder shall have a procedure for keeping adequate copies of required records to be carried aboard, in a place readily accessible to each flight crew member and shall put that procedure in the AOC holder's operations manual.

12.560 MAINTENANCE RECORDS

- (a) The AOC holder shall ensure that a system has been established to keep, in a form acceptable to the Authority, the following records—
 - (1) The total time in service (hours, calendar time and cycles, as appropriate) of the aircraft and all life- limited components;
 - (2) The current status of compliance with all mandatory continuing airworthiness information;
 - (3) Appropriate details of modifications and repairs to the aircraft and its major components;
 - (4) The time in service (hours, calendar time and cycles, as appropriate) since last overhaul of the aircraft or its components subject to mandatory overhaul life;
 - (5) The current aircraft status of compliance with the maintenance program; and
 - (6) The detailed maintenance records to show that all requirements for signing of a maintenance release have been met.
- (b) The AOC holder shall ensure that—
 - (1) The records of (a)(1-5) are retained for a minimum of 12 months after the unit to which they refer has been permanently withdrawn from service with this AOC holder, and
 - (2) The records of (a)(6) are retained for a minimum of 12 months after the signing of the maintenance release; or
 - (3) A different minimum time interval prescribed by the Authority, whichever is greater.
- (c) The AOC holder shall ensure that in the event of temporary change of operator, the records specified in paragraph (a) shall be made available to the new operator.
- (d) The AOC holder shall ensure that when an aircraft is permanently transferred from one operator to another operator, the records specified in paragraph (a) are also transferred.
- (e) The aircraft technical log and any subsequent amendment shall be approved by the Authority.

12.565 RELEASE TO SERVICE OR MAINTENANCE SECTION RECORDS OF THE TECHNICAL LOG

- (a) An AOC holder shall not operate an aircraft unless it is maintained and released to service by an organisation approved in accordance with Part 5, or under an equivalent system, either of which shall be acceptable to the State of Registry.
- (b) An AOC holder using an equivalent system shall not operate an aircraft after release under paragraph (a) unless a release to service is prepared or caused to be prepared by an appropriately licensed and rated individual in accordance with these Parts, as appropriate. The maintenance release shall be made in accordance with the AOC maintenance control manual procedures.
- (c) An AOC holder using an AMO shall not operate an aircraft after release to service under paragraph (a) unless an appropriate entry is made in accordance with the AOC maintenance control manual procedures acceptable to the Authority.
- (d) The AOC holder shall give a copy of the release to service for the aircraft to the PIC, or ensure that an entry noting the release is made in the maintenance section of the aircraft technical log.

12.570 MODIFICATION & REPAIRS

- (a) All modifications and repairs shall comply with airworthiness requirements acceptable to the State of Registry. Procedures shall be established to ensure that the substantiating data

supporting compliance with the airworthiness requirements are retained. However, in the case of a major repair or major modification, the work must have been done in accordance with technical data approved by the Authority.

- (b) An AOC holder which is authorised to perform maintenance, preventive maintenance, and modifications of any aircraft, airframe, aircraft engine, propeller, appliance, component, or part thereof, in accordance with the approved AOC operations specifications that wishes to approve for return to service major repairs or major modifications to an aircraft registered in Rwanda shall use a current and valid licensed AME with an airframe and powerplant rating and shall be qualified in accordance with Part 4.
- (c) The AOC holder shall, promptly upon its completion, prepare a report of each major modification or major repair of an airframe, aircraft engine, propeller, or appliance of an aircraft operated by it.
- (d) The AOC holder shall submit a copy of each report of a major modification to the Authority, and shall keep a copy of each report of a major repair available for inspection.

12.575 AIRCRAFT MAINTENANCE PROGRAM

- (a) The AOC holder shall provide, for the use and guidance of maintenance and operational personnel concerned, a maintenance program approved by the State of Registry containing the information prescribed by the Authority.
- (b) The maintenance program shall be based on maintenance program information made available by the State of Design or by the organisation responsible for the type design, and any additional applicable experience.
- (c) The AOC holder's aircraft maintenance program and any subsequent amendment shall be submitted to the State of Registry for approval prior to use. Acceptance by the Authority will be conditioned upon prior approval by the State of Registry, or where appropriate, upon the AOC holder complying with recommendations provided by the State of Registry.
- (d) Copies of the maintenance program and all amendments shall be furnished to the personnel and organisations who are to perform work on the AOC holder's aircraft.
- (e) Copies of all amendments to the maintenance program shall be furnished promptly to all organisations or persons to whom the maintenance program has been issued.
- (f) No person may provide for use of its personnel in commercial air transport a Maintenance Program or portion thereof which has not been reviewed and approved for the AOC holder by the Authority.
- (g) The maintenance program should be based on maintenance program information made available by the State of Design or by the organisation responsible for the type design, and any additional applicable experience.
- (h) The design and application of the maintenance program shall observe Human Factors principles.
- (i) The Authority will require an operator to include a reliability program when the Authority determines that such a reliability program is necessary. When such a determination is made by the Authority the AOC holder shall provide such procedures and information in the AOC holder's maintenance control manual.
- (j) The AOC holder shall ensure that each aircraft is maintained in accordance with the AOC holder's aircraft approved maintenance program which shall include—
 - (1) Maintenance tasks and the intervals in which these are to be performed, taking into account the anticipated utilisation of the aircraft;
 - (2) When applicable, a continuing structural integrity program;
 - (3) Procedures for changing or deviating from paragraphs (j)(1) and (j)(2); and
 - (4) When applicable, condition monitoring and reliability program, descriptions for aircraft systems, components, and powerplants.

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- (k) Maintenance tasks and intervals that have been specified as mandatory in approval of the type design shall be identified as such.
- (l) Repetitive maintenance tasks that are specified in mandatory intervals as a condition of approval of the type design shall be identified as such.
- (m) Approval by the Authority of an AOC holder's maintenance program and any subsequent amendments shall be included in its Operations Specifications.
- (n) The AOC holder shall have an inspection program and a program covering other maintenance, preventive maintenance, and modifications to ensure that—
 - (1) Maintenance, preventive maintenance, and modifications performed by it, or by other persons, are performed in accordance with the AOC holder's maintenance control manual;
 - (2) Each aircraft released to service is airworthy and has been properly maintained for operation.
- (o) The Authority may amend any specifications issued to an AOC holder to permit deviation from those provisions of this Subpart that would prevent the return to service and use of airframe components, powerplants, appliances, and spare parts thereof because those items have been maintained, altered, or inspected by persons employed outside Rwanda who do not hold a Rwanda technician's license.
- (p) The AOC holder who is granted authority under this deviation shall provide for surveillance of facilities and practices to assure that all work performed on these parts is accomplished in accordance with the AOC holder's maintenance control manual.

12.580 MANDATORY AIRWORTHINESS MATERIAL

- (a) Upon receipt of material from the Authority prescribed as mandatory for inclusion in either the maintenance control manual or the maintenance program, the AOC holder will make these amendments as soon as reasonably possible and submit their amendment to the Authority.

12.583 CONTINUING AIRWORTHINESS INFORMATION

- (a) The operator of an aeroplane over 5 700 kg or a helicopter over 3, 175 kg maximum certificated take-off mass shall—
 - (1) Monitor and assess maintenance and operational experience with respect to continuing airworthiness;
 - (2) Provide the information as prescribed by the Authority and the State of Registry, if not Rwanda; and
 - (3) Report through the system specified in the maintenance control manual approved by the Authority.
- (b) The operator of an aeroplane over 5 700 kg or a helicopter over 3.175 kg maximum certificated take-off mass shall—
 - (1) Obtain and assess continuing airworthiness information and recommendations available from the organisation responsible for the type design; and
 - (2) Implement resulting actions considered necessary in accordance with a procedure acceptable to the State of Registry.

12.585 AUTHORITY TO PERFORM AND APPROVE MAINTENANCE & MODIFICATIONS

- (a) An AOC holder which is not approved as an AMO may perform and approve routine and non-routine maintenance, preventive maintenance, or inspections for return to service, if approved in the operations specifications, as provided in its maintenance program and maintenance control manual.
- (b) An AOC holder may make arrangements with an AMO (appropriately rated) for the

performance of maintenance, preventive maintenance, or modifications of any aircraft, airframe, aircraft engine, propeller, appliance, or component, or part thereof as provided in its maintenance program and maintenance control manual.

- (c) An AOC holder which is not approved as an AMO shall use a appropriately licensed and rated individual in accordance with Part 4 and 7, as appropriate, to approve maintenance and preventive maintenance, for return to service after performing or supervising in accordance with technical data approved by the Authority.

12.590 REQUIRED INSPECTION PERSONNEL

- (a) No person may use any person to perform required inspections unless the person performing the inspection is appropriately certificated, properly trained, qualified and authorised to do so.
- (b) No person may allow any person to perform a required inspection unless, at that time, the person performing that inspection is under the supervision and control of an inspections unit.
- (c) No person may perform a required inspection if he performed the item of work required to be inspected.
- (d) Each certificated holder shall maintain, or shall determine that each person with whom it arranges to perform its required inspections, maintains a current listing of persons who have been trained, qualified and authorised to conduct required inspections.
 - (1) The persons must be identified by name, occupational title, and the inspections they are authorised to perform.
 - (2) The AOC holder (or person with whom it arranges to perform its required inspections) shall give written authorisation to each person so authorised, describing the extent of his responsibilities, authorisations and inspection limitations.
 - (3) The list shall be made available for inspection by the Authority on request.

12.595 LICENSE REQUIREMENTS: AOC HOLDER USING EQUIVALENT SYSTEM

- (a) Each person who is directly in charge of maintenance, preventive maintenance, or modification, of any aircraft, airframe, aircraft engine, propeller, appliance, or component, or part thereof and each person performing required inspections and approving for return to service the maintenance performed shall be an appropriately licensed and rated technician or repair specialists in accordance with Part 4 and 7, as appropriate, and acceptable to the Authority.
- (b) A person who is directly in charge shall be on site but need not physically observe and direct each worker constantly, but shall be available for consultation and decision on matters requiring instruction or decision from higher authority than that of the persons performing the work.
- (c) A person "directly in charge" is each person assigned to a position in which he is responsible for the work of a shop or station that performs maintenance, preventive maintenance, modifications, or other functions affecting aircraft airworthiness.

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SUBPART J: OTHER OPERATOR PROGRAMMES

12.610 APPLICABILITY

- (a) This Subpart contains the programmes that are not directly related to the flight safety and security of air operator operations.

12.615 FINANCIAL SUBSTANTIATION FOR OPERATIONS

- (a) Each applicant shall provide the financial documentation required by Appendix 1 to 12.615 to the Authority to substantiate that they are capable of operating for 6 months without income.
- (b) The AOC holder shall continue to provide the financial substantiation to the Authority that is required by Appendix 2 to 12.615 on the periods specified.

12.620 PREPAREDNESS FOR POSSIBLE COMMUNICATIVE DISEASES

- (a) The AOC holder conducting international operations shall establish and maintain a program of preparedness for identification and processing passengers with possible communicative diseases that contain at least the elements specified in Appendix 1 to 12.620.

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APPENDICES

APPENDIX 1 TO 12.003. - SUMMARY OF AMENDMENTS AND REVISION HIGHLIGHTS

This Appendix contains a summary of all amendments and revision highlights to this Part since the issuance of the original regulation

Amended Regulation	Amendment Source	Revision	Description of Revision
12.003	Internal	Special Regulation RSR/01/2020: Effective 15 November 2020	New Reference to Summary of Amendments and Revision Highlights
12.070	Internal	Special Regulation RSR/02/2021: Effective 03 November 2021	Amendment to conform with SARPs Re-issued
12.077	Internal	Special Regulation RSR/01/2020: Effective 15 November 2020	New addition for ICAO 7.2.10 initially not implemented in error
12.088	Annex 6-I	Special Regulation RSR/01/2020: Effective 15 November 2020	New addition of Cargo compartment safety
12.091	Annex 6-I	Special Regulation RSR/01/2020: Effective 15 November 2020	New addition on Cargo Fire Protection
12.445	Annex 6	Special Regulation RSR/01/2020: Effective 15 November 2020	Addition of conflict zone safety and responsibility
12.470	Annex 6	Special Regulation RSR/01/2020: Effective 15 November 2020	Additional amendments on Aerodrome/Heliport operating minima. Authorisation of operational credits
Appendix 1 to 12.003	Internal	Special Regulation RSR/01/2020: Effective 15 November 2020	Added a new Appendix providing details to the summary of Amendments and Highlight of Revisions.
Appendix 2 to 12.031	Annex 6	Special Regulation RSR/01/2020: Effective 15 November 2020	Amendment to conform with amended SARPs on CAT III ILS categorization and Operational Credits
Appendix 1 to 12.075	Annex 6	Special Regulation RSR/01/2021: Effective 06 August 2021	EDTO Maintenance Program (Two-Engined Airplanes)

Amendment: Special Regulation RSR/01/2021: Effective 06 August 2021

APPENDIX 1 TO 12.031: AIRCRAFT DISPLAY AIR OPERATOR CERTIFICATE

- (a) The certified true copy of the aircraft displays air operator certificate and its associated operations specifications shall define the operations for which an operator is authorised.
- (b) The certified true copy of the AOC shall be in a standardized format that—
 - (1) Closely approximates the format provided in ICAO Annex 6, Part I and Part III to enable a foreign CAA to easily determine that the air operator is in compliance; and.
 - (2) Contains the minimum information required in paragraphs (c) of this Appendix.
- (c) The minimum contents of the aircraft display AOC shall be—
 - (1) A header with bold letters identifying that the State of the Operator is the “Commonwealth of Rwanda.”
 - (2) A sub-header with smaller bold letters identifying that the issuing authority of the State of the Operator is the “Rwanda Civil Aviation Authority.”
 - (3) A unique AOC number, as issued by Authority.
 - (4) The expiration date after which the AOC ceases to be valid (dd-mm-yyyy).
 - (5) The air operator’s registered name.
 - (6) The operator’s trading name, if different than (5). Insert “dba” before the trading name (for “doing business as”).
 - (7) The operator’s principal place of business address.
 - (8) The operator’s principal place of business telephone and fax details, including the country code. E- mail to be provided if available.
 - (9) The contact details include the telephone and fax numbers, including the country code, and the e-mail address (if available) at which operational management can be contacted without undue delay for issues related to flight operations, airworthiness, flight and cabin crew competency, dangerous goods and other matters, as appropriate.
 - (10) The controlled document (Operations Manual) which is carried on board on board the aircraft, in which the operator contact details are listed, with the appropriate paragraph or page reference.
 - (11) A specific reference to the appropriate civil aviation regulations.
 - (12) The Issuance date of the AOC (dd-mm-yyyy).
 - (13) The title, name and signature of the Authority representative. In addition, an official stamp may be applied on the AOC.

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APPENDIX 2 TO 12.031: AIRCRAFT DISPLAY OPERATIONS SPECIFICATIONS

- (a) The operator shall have on board the aircraft, aircraft display operations specifications identified by aircraft make, model and series for each aircraft model in the operator's fleet approved by the Authority

Note: If authorisations and limitations are identical for two or more models, these models may be grouped in a single list.

- (b) The certified true copy of the aircraft display operations specifications shall be in a standardized format that—
- (1) Closely approximates the format provided in ICAO Annex 6, Part I or Part III to enable a foreign CAA to easily determine that the air operator is in compliance; and
 - (2) Contains the minimum information required in paragraphs (c) of this Appendix.
- (c) The minimum content of the general portion of the aircraft display operations specifications shall be—
- (1) The header "Operations Specifications" with the text underneath to be "Subject to the approved conditions in the operations manual."
 - (2) The telephone and fax contact details for the Authority, including the country code and an appropriate e-mail contact.
 - (3) The AOC number associated with these operations specifications.
 - (4) The operator's registered name and the operator's trading name, if different. Insert "dba" before the trading name (for "doing business as").
 - (5) The issuance date of the operations specifications (dd-mm-yyyy) and signature of the Authority representative.
 - (6) The Commercial Aviation Safety Team (CAST)/ICAO designation of the aircraft make, model and series, or master series, if a series has been designated (e.g. Boeing-737-3K2 or Boeing-777-232). The CAST/ICAO taxonomy is available at: <http://www.intlaviationstandards.org/>.
 - (7) Any other type of transportation to be specified (e.g. emergency medical service).
 - (8) List the geographical area(s) of authorised operation (by geographical coordinates or specific routes, flight information region or national or regional boundaries).
 - (9) List the applicable special limitations (e.g. VFR only, day only).
- (d) The minimum content of the specific authorisations portion of the aircraft display operations specifications shall be entered under four columns—
- (1) Special Authorisations;
 - (2) Yes, No or N/A;
 - (3) Special approvals; and
 - (4) Remarks.
- (e) The minimum specific authorisations that must be addressed in these columns in the following specific order include—
- (1) Dangerous goods;
 - (2) Low Visibility Operations: Approach and Landing;
 - (3) Low Visibility Operations: Take-off;
 - (4) LVO: OPERATIONS Credits
 - (5) RVSM;
 - (6) ETDO;
 - (7) AR Navigation Specification for PBN operations;
 - (8) EFB
 - (9) Continuing airworthiness; and
 - (10) Other.

Revised: Special Regulation RSR/02/2021: Effective 03 November 2021

- (f) Where the special authorisation for RVSM (paragraphs (f)(4)) or EDTO (paragraph (f)(5)) is not applicable, the authorisation row must appear in the operations specifications even when the authorisation has not been granted to the operator, but the authorisation should be shown as “not applicable” by the entry of “N/ A” in the appropriate column.
- (g) Additionally, for the following authorisations the “Special Approvals” column shall contain—
- (1) *For Low Visibility Operations: Approach and Landing (paragraph (f)(2))—*
 - (i) A separate line for each applicable precision approach category (CAT I, II, III) and
New: Annex 6: Special Regulation RSR/01/2020: Effective 15 November 2020
 - (ii) The minimum RVR in metres and decision height in feet.
 - (2) *For Low Visibility Operations: Take-off (paragraph (f)(3))—*
 - (i) A separate line for each approval should be used if different approvals are granted; and
 - (ii) The approved minimum take-off RVR in metres.
 - (3) *Low Visibility Operations: Operational Credits (paragraph (f)(4))—*
 - (i) List the airborne capabilities (i.e. automatic landing, HUD, EVS, SVS, CVS) and associated operational credit(s) granted
New: Annex 6: Special Regulation RSR/01/2020: Effective 15 November 2020
 - (4) *For EDTO operations (paragraph (f)(5))—*
 - (i) A threshold time;
 - (ii) Maximum diversion time.
Note: The threshold time and maximum diversion time may also be listed in distance (NM), as well as the engine type.
 - (5) *For PBN operations (paragraph (f)(6))—*
 - (i) A separate line should be used for each PBN specification authorisation granted (e.g. RNAV 10, RNAV 1, RNP 4);
 - (ii) With appropriate limitations or conditions listed in the “Specific Approvals” and/or “Remarks” columns.
Note: Limitations, conditions and regulatory basis for operational approval associated with the performance-based navigation specifications (e.g. GNSS, DME/DME/IRU).
 - (6) *For EFB*
 - (i) List the EFB functions (applications) used for the safe operation of aero planes and any applicable limitations.
Replacement: Special Regulation RSR/02/2021: Effective 03 November 2021
 - (7) *For Continuing Airworthiness (paragraph (f)(7))—*
 - (i) Insert the name of the person/organisation responsible for ensuring that the continuing airworthiness of the aircraft is maintained; and
 - (ii) The regulation that requires the work, i.e. within the AOC regulation or a specific approval.
 - (8) *For other authorisations (paragraph (f)(8))—*
 - (i) Other authorizations or data can be entered here, using one line (or one multi-line block) per authorization (e.g. special approach authorization, approved navigation performance).
 - (ii) These Authorizations could include special approach authorization, NAT-HLA, approved navigation performance
Replacement: Special Regulation RSR/02/2021: Effective 03 November 2021

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APPENDIX 1 TO 12.065: CERTIFICATION OF SINGLE-PILOT AIR TAXIS

- (a) The full initial certification process shall be implemented by the Authority for single-pilot AOC applicants.
- (b) The exceptions of Part 12 for single-pilot air taxis may be considered for those operators with fewer than 3 qualified PICs.
- (c) The aircraft must be able to maintain performance requirements for such operations.
- (d) No AOC holder may be authorised to operate an aircraft under the IFR or at night by a single pilot unless the—
 - (1) Flight manual does not require a flight crew of more than one;
 - (2) The aeroplane is propeller-driven;
 - (3) Maximum approved passenger seating configuration is not more than nine;
 - (4) Maximum certificated take-off mass does not exceed 5 700 kg;
 - (5) Aeroplane is equipped as described in Part 7 for single-pilot IFR and night operations; and
 - (6) PIC has satisfied requirements of experience, training, checking and recency of Part 14, including demonstration of briefing for emergency evacuation, use of autopilot during IFR operations, and used of condensed navigation documentation.

APPENDIX 2 TO 12.065: NIGHT & IMC OPS: SINGLE-ENGINE TURBINE-POWERED AIRCRAFT

- (a) The following airworthiness and operational requirements are provided to ensure a valid certification of an applicant for an AOC to operate single-engine turbine-powered aircraft in commercial air transport at night and IMC—
 - 1. **Turbine engine reliability**
 - (a) Turbine engine reliability shall be shown to have a power loss rate of less than 1 per 100 000 engine hours. Power loss in this context is defined as any loss of power, the cause of which may be traced to faulty engine or engine component design or installation, including design or installation of the fuel ancillary or engine control systems.
 - (b) The operator shall be responsible for engine trend monitoring.
 - (c) To minimize the probability of in-flight engine failure, the engine shall be equipped with—
 - (1) An ignition system that activates automatically, or is capable of being operated manually, for take-off and landing, and during flight, in visible moisture;
 - (2) A magnetic particle detection or equivalent system that monitors the engine, accessories gearbox, and reduction gearbox, and which includes a flight deck caution indication; and
 - (3) An emergency engine power control device that permits continuing operation of the engine through a sufficient power range to safely complete the flight in the event of any reasonably probable failure of the fuel control unit.
 - 2. **Systems and equipment**
 - (a) Single-engine turbine-powered aeroplanes approved to operate at night and/or in IMC shall be equipped with the following systems and equipment intended to ensure continued safe flight and to assist in achieving a safe forced landing after an engine failure, under all allowable operating conditions—
 - (b) two separate electrical generating systems, each one shall satisfy the following: capable of supplying all probable combinations of continuous in-flight electrical loads for instruments, equipment and systems required at night and/or in IMC;
 - (1) a radio altimeter;
 - (2) an emergency electrical supply system of sufficient capacity and endurance, following loss of all generated power, to as a minimum
 - (i) maintain the operation of all essential flight instruments, communication and

navigation systems during a descent from the maximum certificated altitude in a glide configuration to the completion of a landing;

- (ii) lower the flaps and landing gear, if applicable;
- (iii) provide power to one pilot heater, which must serve an air speed indicator clearly visible to the pilot;
- (iv) provide for operation of the landing light specified in 2j);
- (v) provide for one engine restart, if applicable; and
- (vi) provide for the operation of the radio altimeter;
- (3) two attitude indicators, powered from independent sources;
- (4) a means to provide for at least one attempt at engine re-start;
- (5) airborne weather radar;
- (6) a certified area navigation system capable of being programed with the positions of aerodromes and safe forced landing areas, and providing instantly available track and distance information to those locations;
- (7) for passenger operations, passenger seats and mounts which meet dynamically-tested performance standards and which are fitted with a shoulder harness or a safety belt with a diagonal shoulder strap for each passenger seat;
- (8) for all occupants for descent following engine failure at the maximum glide performance from the maximum certificated altitude to an altitude at which supplemental oxygen is no longer required;
- (9) a landing light that is independent of the landing gear and is capable of adequately illuminating the touchdown area in a night forced landing; and
- (10) an engine fire warning system.

3. Minimum equipment list

- (a) The Authority requires that the minimum equipment list of an operator approved to specify the operating equipment required for night and/or IMC operations, and for day/VMC operations.

4. Flight manual information

- (a) The flight manual shall include limitations, procedures, approval status and other information relevant to operations by single-engine turbine-powered aeroplanes at night and/or in IMC.

5. Event reporting

- (a) An operator approved for operations by single-engine turbine-powered aeroplanes at night and/or in IMC shall report all significant failures, **malfunctions** or defects to the Authority who in turn will notify the State of Design.
- (b) The Authority shall review the safety data and monitor the reliability information so as to be able to take any actions necessary to ensure that the intended safety level is achieved.
- (c) The Authority will notify major events or trends of particular concern to the appropriate Type Certificate Holder and the State of Design.

6. Operator planning

- (a) Operator route planning shall take account of all relevant information in the assessment of intended routes or areas of operations, including the following—
 - (1) the nature of the terrain to be overflown, including the potential for carrying out a safe forced landing in the event of an engine failure or major malfunction;
 - (2) weather information, **including** seasonal and other adverse meteorological influences that **may** affect the flight; and
 - (3) other criteria and limitations as specified by the Authority.
- (b) An operator shall identify aerodromes or safe forced landing areas available for use in the event of engine failure, and the position of these shall be programmed into the area navigation system.
 - (1) A 'safe' forced landing in this context means a landing in an area at which it can reasonably be expected that it will not lead to serious injury or loss of life, even though the

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aeroplane may incur extensive damage.

- (2) Operation over routes and in weather conditions that permit a safe forced landing in the event of an engine failure is not a criterion for this type of aircraft, the availability of forced landing areas at all points along a route is not specified for these aeroplanes because of the very high engine reliability, additional systems and operational equipment, procedures and training requirements specified in this Appendix.

7. Flight crew experience, training and checking

- (a) The Authority shall prescribe the minimum flight crew experience required for night/I1VIC operations by single-engine turbine-powered aeroplanes.
- (b) An operator's flight crew training and checking shall be appropriate to night and/or IMC operations by single-engine turbine-powered aeroplanes, covering normal, abnormal and emergency procedures and, in particular, engine failure, including descent to a forced landing in night and/or in IMC conditions

8. Route limitations over water

- (a) The Authority shall evaluate and apply route limitation criteria for single-engine turbine-powered aeroplanes operating at night and/or in IMC on over water operations if beyond gliding distance from an area suitable for a safe forced landing/ditching having regard to the—
 - (1) characteristics of the aeroplane,
 - (2) seasonal weather influences, including likely sea state and temperature, and
 - (3) the availability of search and rescue services

9. Operator certification or validation

- (a) The operator shall demonstrate the ability to conduct operations by single-engine turbine-powered aeroplanes at night and/or in IMC through a certification and approval process specified by the Authority.

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APPENDIX 3 TO 12.065 NIGHT & IMC OPS: HELICOPTERS IN PERFORMANCE CLASS 3

- (a) The following airworthiness and operational requirements are provided to ensure a valid certification of an applicant for an AOC to operate a Performance Class 3 Helicopter in commercial air transport at night and IMC—

1. Engine reliability

- (a) Attaining and maintaining approval for engines used by helicopters operating in performance Class 3 in IMC:
- (b) In order to attain initial approval for existing in-service engine types, reliability shall be shown to have a nominal power loss rate of less than 1 per 100 000 engine hours based on a risk management process.
- (c) In order to attain initial approval for new engine types, the State of Design shall assess engine models for acceptance for operations in performance Class 3 in IMC on a case-by-case basis.
- (d) In order to maintain approval, the State of Design shall, through the continuing airworthiness process, ensure that engine reliability remains consistent with the intent of the reliability requirements.
- (e) The operator shall be responsible for a program for ongoing engine trend monitoring.
- (f) To minimize the probability of in-flight engine failure, the engine shall be equipped with—
- (1) for turbine engines: a re-ignition system that activates automatically or a manually selectable continuous ignition system unless the engine certification has determined that such a system is not required, taking into consideration the likely environmental conditions in which the engine is to be operated;
 - (2) a magnetic particle detection, or equivalent, system that monitors the engine, accessories gearbox, and reduction gearbox, and which includes a flight deck caution indication; and
 - (3) a means that would permit continuing operation of the engine through a sufficient power range to safely complete the flight in the event of any reasonably probable failure of the fuel control unit.

2. Systems and equipment

- (a) Helicopters operating in performance Class 3 in IMC shall be equipped with the following systems and equipment intended to ensure continued safe flight or to assist in achieving a safe forced landing after an engine failure, under all allowable operating conditions—
- (1) either two separate electrical generating systems, each one capable of supplying all probable combinations of continuous in-flight electrical loads for instruments, equipment and systems required in IMC; or a primary electrical source and a standby battery or other alternate source of electric power that is capable of supplying 150 per cent of electrical loads of all required instruments and equipment necessary for safe emergency operations of the helicopter for at least one hour; and
 - (2) an emergency electrical supply system of sufficient capacity and endurance, following loss of all normally generated power to, as a minimum—

Note. — If a battery is used to satisfy the requirement for a second power source an additional electrical power supply may not be required.

- (i) maintain the operation of all essential flight instruments, communication and navigation systems during a descent from the maximum certificated altitude in an autorotational configuration to the completion of a landing;
- (ii) maintain the operation of the stabilisation system, if applicable;
- (iii) lower the landing gear, if applicable;
- (iv) where required, provide power to one pitot heater, which must serve an airspeed indicator clearly visible to the pilot;
- (v) provide for the operation of the landing light;
- (vi) provide for one engine restart, if applicable; and

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- (vii) provide for the operation of the radio altimeter;
 - (b) a radio altimeter;
 - (c) an autopilot if intended as a substitute for a second pilot. In these cases, the State of Operator shall ensure the operator's approval clearly states any conditions or limitations on its use;
 - (d) a means to provide for at least one attempt at engine re-start;
 - (e) an area navigation system approved for use in IFR, capable of being used to locate suitable landing areas in the event of an emergency;
 - (f) a landing light that is independent of retractable landing gear and is capable of adequately illuminating the touchdown area in a night forced landing; and
 - (g) an engine fire warning system.
- 3. Minimum serviceability requirements: operating equipment**
- (a) The minimum serviceability requirements for operating equipment in helicopters operating in performance Class 3 in IMC shall conform to the specifications of the Authority.
- 4. Operations manual information**
- (a) The operations manual shall include limitations, procedures, approval status and other information relevant to operations in performance Class 3 in IMC.
- 5. Event reporting**
- (a) An operator approved to conduct operations by helicopters in performance Class 3 in IMC shall report all significant failures, malfunctions or defects to the Authority who in turn shall notify the State of Design.
 - (b) The Authority shall monitor operations in performance Class 3 in IMC so as to be able to take any actions necessary to ensure that the intended safety level is maintained.
 - (c) The Authority shall notify major events or trends of particular concern to the appropriate type certificate holder and the State of Design.
- 6. Operator planning**
- (a) Operator route planning shall take account of all relevant information in the assessment of intended routes or areas of operations, including the following—
 - (1) the nature of the terrain to be overflown, including the potential for carrying out a safe forced landing in the event of an engine failure or major malfunction;
 - (2) weather information, including seasonal and other adverse meteorological influences that may affect the flight; and
 - (3) other criteria and limitations as specified by the Authority.
- 7. Flight crew experience, training and checking**
- (a) The Operator shall conform to the minimum flight crew experience for helicopters operating in performance Class 3 in IMC.
 - (b) An operator's flight crew training and checking program shall be appropriate to operations in performance Class 3 in IMC, covering—
 - (1) normal, abnormal and emergency procedures and,
 - (2) in particular, detection of engine failure including—
 - (i) descent to a forced landing in IMC and,
 - (ii) for single engine helicopters, entry into a stabilized autorotation.
- 8. Operator certification or validation**
- (a) The operator shall demonstrate the ability to conduct operations in performance Class 3 in IMC through a certification and approval process specified by the Authority.

In order to conduct an EDTO flight using a two-engine airplane, each AOC holder must develop and comply with the EDTO continuous airworthiness maintenance program, as authorized in the AOC holder's operations specifications, for each airplane-engine combination used in EDTO. The AOC holder must develop this EDTO CAMP by supplementing the manufacturer's maintenance program or the CAMP currently approved for the AOC holder. This EDTO CAMP must include the following elements—

- (a) *EDTO maintenance document.* The AOC holder must have an EDTO maintenance document for use by each person involved in EDTO. The document must—
 - (1) List each EDTO significant system,
 - (2) Refer to or include all of the EDTO maintenance elements in this section,
 - (3) Refer to or include all supportive programs and procedures,
 - (4) Refer to or include all duties and responsibilities, and
 - (5) Clearly state where referenced material is located in the AOC holder's document system.
- (b) *EDTO pre-departure service check.* The AOC holder must develop a pre-departure check tailored to their specific operation.
 - (1) The AOC holder must complete a pre-departure service check immediately before each EDTO flight.
 - (2) At a minimum, this check must—
 - (i) Verify the condition of all EDTO Significant Systems;
 - (ii) Verify the overall status of the airplane by reviewing applicable maintenance records; and
 - (iii) Include an interior and exterior inspection to include a determination of engine and APU oil levels and consumption rates.
 - (3) An appropriately trained maintenance person, who is EDTO qualified, must accomplish and certify by signature EDTO specific tasks. Before an EDTO flight may commence, an EDTO pre-departure service check (PDSC) Signatory Person, who has been authorized by the AOC holder, must certify by signature, that the EDTO PDSC has been completed.
 - (4) For the purposes of this paragraph (b) only, the following definitions apply—
 - (i) EDTO qualified person: A person is EDTO qualified when that person satisfactorily completes the operator's EDTO training program and is authorized by the AOC holder.
 - (ii) EDTO PDSC Signatory Person: A person is an EDTO PDSC Signatory Person when that person is EDTO qualified and that person:
 - (A) When certifying the completion of the EDTO PDSC in Rwanda works for an operator authorized to engage in commercial air transport operations or works for an Approved Maintenance Organization and holds a Rwanda Aircraft Maintenance Engineer with appropriate ratings.
 - (B) When certifying the completion of the EDTO PDSC outside of Rwanda holds a license issued by Rwanda and has been qualified to conduct this check; or
 - (C) When certifying the completion of the EDTO PDSC outside the U.S. holds the license needed or has the requisite experience or training to return aircraft to service on behalf of an EDTO maintenance entity.
 - (iii) EDTO maintenance entity: An entity authorized to perform EDTO maintenance and complete EDTO PDSC and that entity is:

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(A) Certificated to engage in EDTO commercial air transport operations;

(B) An Approved Maintenance Organization certificated under RCAR Part 5; or

(c) *Limitations on dual maintenance—*

(1) Except as specified in paragraph (c)(2), the AOC holder may not perform scheduled or unscheduled

dual maintenance during the same maintenance visit on the same or a substantially similar EDTO Significant System listed in the EDTO maintenance document, if the improper maintenance could result in the failure of an EDTO Significant System.

(2) In the event dual maintenance as defined in paragraph (c)(1) of this Regulation cannot be avoided, the AOC holder may perform maintenance provided:

(i) The maintenance action on each affected EDTO Significant System is performed by a different technician, or

(ii) The maintenance action on each affected EDTO Significant System is performed by the same technician under the direct supervision of a second qualified individual; and

(iii) For either paragraph (c)(2)(i) or (ii) of this section, a qualified individual conducts a ground verification test and any in-flight verification test required under the program developed pursuant to paragraph (d) of this Regulation.

(d) *Verification program—*

(1) The AOC holder must develop and maintain a program for the resolution of discrepancies that will ensure the effectiveness of maintenance actions taken on EDTO Significant Systems.

(2) The verification program must identify potential problems and verify satisfactory corrective action.

(3) The verification program must include ground verification and in-flight verification policy and procedures.

(4) The AOC holder must establish procedures to indicate clearly who is going to initiate the verification action and what action is necessary.

(5) The verification action may be performed on an EDTO revenue flight provided the verification action is documented as satisfactorily completed upon reaching the EDTO Entry Point.

(e) *Task identification—*

(1) The AOC holder must identify all EDTO-specific tasks.

(2) An appropriately trained mechanic who is EDTO qualified must accomplish and certify by signature that the EDTO-specific task has been completed.

(f) Centralized maintenance control procedures. The AOC holder must develop and maintain procedures for centralized maintenance control for EDTO.

(g) Parts control program. The AOC holder must develop an EDTO parts control program to ensure the proper identification of parts used to maintain the configuration of airplanes used in EDTO.

(h) Reliability program. The AOC holder must have an EDTO reliability program. This program must be the AOC holder's existing reliability program or its Quality Assurance program supplemented for EDTO

(1) This program must be event-oriented and include procedures to report the events listed below.

(2) The AOC holder must report the following events within 96 hours of the occurrence to the Authority:

- (i) IFSDs, except planned IFSDs performed for flight training.
 - (ii) Diversions and turnbacks for failures, malfunctions, or defects associated with any airplane or engine system.
 - (iii) Uncommanded power or thrust changes or surges.
 - (iv) Inability to control the engine or obtain desired power or thrust.
 - (v) Inadvertent fuel loss or unavailability, or uncorrectable fuel imbalance in flight.
 - (vi) Failures, malfunctions or defects associated with EDTO Significant Systems.
 - (vii) Any event that would jeopardize the safe flight and landing of the airplane on an EDTO flight.
- (3) The AOC holder must investigate the cause of each event listed in paragraph (h)(1) of this section and submit findings and a description of corrective action to the Authority. The corrective action must be acceptable to the Authority.
- (4) The AOC holder must also submit a report of the investigation of all above events to the State of Design and aircraft manufacturer within 48 hours after the corrective action is determined by the Authority to be acceptable.

Replacement: Special Regulation RSR/02/2021: Effective 03 November 2021

(i) *Propulsion system monitoring—*

- (1) If the IFSD rate (computed on a 12-month rolling average) for an engine installed as part of an airplane-engine combination exceeds the following values, the AOC holder must do a comprehensive review of its operations to identify any common cause effects and systemic errors.
- (2) The IFSD rate must be computed using all engines of that type in the AOC holder's entire fleet of airplanes approved for EDTO.
 - (i) A rate of 0.05 per 1,000 engine hours for EDTO up to and including 120 minutes.
 - (ii) A rate of 0.03 per 1,000 engine hours for EDTO beyond 120-minutes up to and including 207 minutes in the North Pacific Area of Operation and up to and including 180 minutes elsewhere.
 - (iii) A rate of 0.02 per 1,000 engine hours for EDTO beyond 207 minutes in the North Pacific Area of Operation and beyond 180 minutes elsewhere.
- (3) Within 30 days of exceeding the rates above, the AOC holder must submit a report of investigation and any necessary corrective action taken to the Authority.
- (4) The AOC holder must also submit a report quarterly to the State of Design and the Manufacturer of the aircraft/engine combination of the IFSD rates being experienced by aircraft involved in EDTO operations if IFSD rates are exceeding the above rates that report must be submitted monthly.

Replacement: Special Regulation RSR/02/2021: Effective 03 November 2021

(j) *Engine condition monitoring—*

- (1) The AOC holder must have an engine condition monitoring program to detect deterioration at an early stage and to allow for corrective action before safe operation is affected.
- (2) This program must describe the parameters to be monitored, the method of data collection, the method of analyzing data, and the process for taking corrective action.
- (3) The program must ensure that engine-limit margins are maintained so that a prolonged engine inoperative diversion may be conducted at approved power levels

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and in all expected environmental conditions without exceeding approved engine limits.

- (4) This includes approved limits for items such as rotor speeds and exhaust gas temperatures.
- (k) *Oil-consumption monitoring*—
- (1) The AOC holder must have an engine oil consumption monitoring program to ensure that there is enough oil to complete each EDTO flight.
 - (2) APU oil consumption must be included if an APU is required for EDTO. The operator's oil consumption limit may not exceed the manufacturer's recommendation.
 - (3) Monitoring must be continuous and include oil added at each EDTO departure point.
 - (4) The program must compare the amount of oil added at each EDTO departure point with the running average consumption to identify sudden increases.
- (l) *APU in-flight start program*. If the airplane type certificate requires an APU but does not require the APU to run during the EDTO portion of the flight, the AOC holder must develop and maintain a program acceptable to the Authority for cold soak in-flight start-and-run reliability.
- (m) *Maintenance training*—
- (1) For each airplane-engine combination, the AOC holder must develop a maintenance training program that provides training adequate to support EDTO.
 - (2) It must include EDTO specific training for all persons involved in EDTO maintenance that focuses on the special nature of EDTO.
 - (3) This training must be in addition to the operator's maintenance training program used to qualify individuals to perform work on specific airplanes and engines.
- (n) *Configuration, maintenance, and procedures (CMP) document*. If an airplane-engine combination has a CMP document, the AOC holder must use a system that ensures compliance with the applicable CAA approved document.
- (o) *Procedural changes*—
- (1) Each substantial change to the maintenance or training procedures that were used to qualify the AOC holder for EDTO, must be submitted to the Authority for review.
 - (2) The AOC holder cannot implement a change until the Authority notifies the AOC holder that the review is complete and the change is acceptable.

Amendment: Annex 6: Special Regulation RSR/01/2021: Effective 06 August 2021

APPENDIX 1 TO 12.085: ALTERNATE AIRPORT SELECTION

- (a) Notwithstanding the requirements of Part 10 regarding selection of alternate airports; the Authority may, based on the results of a specific safety risk assessment conducted by the operator which demonstrates how an equivalent level of safety will be maintained, approve operational variations to alternate airport selection criteria. The specific safety risk assessment shall include at least the—
- (1) Capabilities of the operator;
 - (2) Overall capability of the aircraft and its systems;
 - (3) Available airport technologies, capabilities and infrastructure ;
 - (4) Quality and reliability of meteorological information;
 - (5) Identified hazards and safety risks associated with each alternate airport variation; and
 - (6) Specific mitigation measures.

APPENDIX 2 TO 12.085: MINIMUM FUEL REQUIREMENTS

- (a) Notwithstanding the requirements of Part 10 regarding minimum fuel for a flight; the Authority may, based on the results of a specific safety risk assessment conducted by the operator which demonstrates how an equivalent level of safety will be maintained, approve variations to the pre-flight fuel calculation of taxi fuel, trip fuel, contingency fuel, destination alternate fuel, and additional fuel. The specific safety risk assessment shall include at least the—
- (1) Flight fuel calculations;
 - (2) Capabilities of the operator to include—
 - (i) A data-driven method that includes a fuel consumption monitoring programme; and/or
 - (ii) The advanced use of alternate airports; and
 - (iii) Specific mitigation measures.

APPENDIX 3 TO 12.085: EDTO DIVERSION REQUIREMENTS

- (a) Notwithstanding the requirements of Part 10 regarding maximum diversion times; the Authority may, based on the results of a specific safety risk assessment conducted by the operator which demonstrates how an equivalent level of safety will be maintained, approve operations beyond the time limits of the most time- limited system. The specific safety risk assessment shall include at least the—
- (1) Capabilities of the operator;
 - (2) Overall reliability of the aeroplane;
 - (3) Reliability of each time limited system;
 - (4) Relevant information from the aeroplane manufacturer; and
 - (5) Specific mitigation measures.

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APPENDIX 1 TO 12.130: REQUIRED MANAGEMENT PERSONNEL

- (a) The AOC holder shall make arrangements to ensure continuity of supervision if operations are conducted in the absence of any required management personnel.
- (b) Required management personnel shall be contracted to work sufficient hours such that the management functions are fulfilled.
- (c) A person serving in a required management position for an AOC holder may not serve in a similar position for any other AOC holder, unless a deviation is issued by the Authority.
- (d) The minimum initial qualifications for the Flight Operations senior manager are—
 - (1) An ATP license; and
 - (2) 3 years' experience as PIC in commercial air transport operations of large aircraft.
- (e) The minimum initial qualifications for the Crew Training senior manager are—
 - (1) An ATP license (or Commercial License) with the appropriate ratings for at least one of the aircraft used in the AOC holder's operations; and
 - (2) 3 years' experience as PIC in commercial air transport operations.
- (f) The minimum initial qualifications for the senior manager of the maintenance system are—
 - (1) License and qualifications in accordance with Part 4 and 7; and
 - (2) 3 years' experience in maintaining the same category and class of aircraft used by the AOC holder including 1 year in the capacity of returning aircraft to service.
- (g) The minimum initial qualifications for the senior managers of operations and maintenance quality assurance shall conform to those of the senior crew training manager and senior manager of the maintenance system respectively.
- (h) An AOC holder may employ a person who does not meet the appropriate airman qualification or experience if the Authority issues a waiver finding that person has comparable experience and can effectively perform the required management functions.

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APPENDIX 1 TO 12.165: PREPAREDNESS PROGRAM: COMMUNICATIVE DISEASES
Communications

- (a) The AOC holder shall establish—
 - (1) a contact point for policy formulation and operational organisation of preparedness; and
 - (2) a position with responsibility for the operational implementation of the airline preparedness plan, having reasonable autonomy/flexibility for rapid policy and decisionmaking.
- (b) The AOC holder shall establish communication links with the following aviation internal and local entities—
 - (1) airport authorities;
 - (2) handling agents;
 - (3) airport medical service providers;
 - (4) emergency medical services;
 - (5) maintenance service providers;
 - (6) cleaning service providers;
 - (7) baggage handling services;
 - (8) air traffic management;
 - (9) local public health authority;
 - (10) local hospital(s);
 - (11) police;
 - (12) immigration;
 - (13) customs;
 - (14) security service providers; and
 - (15) other stakeholders as necessary
- (c) Communication links should be established, with the following external entities—
 - (1) travellers—
 - (i) before reaching the airport; and
 - (ii) when in the terminal building;
 - (2) travel agents;
 - (3) international organisations involved with migration;
 - (4) media.

At the Airport (Pre- and Post-Flight)

- (d) The AOC holder shall—
 - (1) establish general guidelines for passenger agents who may be faced with a suspected case of communicable disease, relevant to airline operations, at the airport; and,
 - (2) cooperate with airport and public health authorities on logistics e.g. dealing with a sick traveller.

Note: It is not the role of airline staff or handling agents to have prime responsibility for screening and managing travellers who may have a communicable disease: this is usually a public health responsibility

In-Flight Illness

- (e) The AOC holder shall establish—
 - (1) a system enabling cabin crew to identify travelers suspected of having a communicable disease;
 - (2) a system of managing travelers who are suspected of having a communicable disease, including—
 - (i) advice from medical ground support (if available)
 - (ii) sick traveler relocation, away from other travelers, if possible

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- (iii) carriage of appropriate first-aid equipment and supplies, cabin crew training in its use (in accordance with ICAO, Annex 6, 6.2) and general sanitary precautions
 - (iv) clean-up of areas occupied by the affected traveler, when necessary;
 - (v) reallocation of cabin crew duties
 - (vi) use of appropriate personal protective equipment by passenger and crew e.g. masks, gloves
 - (vii) disposal of contaminated supplies and equipment
 - (viii) personal hygiene measures to reduce risk
- (3) procedures for informing air traffic control that a case of a communicable disease is on board, so that the public health authority at the destination can be advised appropriately in a timely manner.

Aircraft maintenance

- (f) The AOC holder establish for the maintenance crew—
- (1) a policy concerning the removal of re-circulated air filters including—
 - (i) use of personal protective equipment
 - (ii) precautions to be implemented when removing the filter
 - (iii) precautions to be implemented when disposing of filters
 - (iv) personal hygiene measures to reduce risk
 - (v) reference to the filter manufacturer's guidelines for frequency of filter replacement
 - (2) a policy concerning the venting of vacuum waste tanks; and,
 - (3) a policy for tasks that involve removing bird debris associated with a birdstrike

Aircraft Cleaning

- (j) For crew tasked with cleaning an aircraft having transported a traveller suspected of having a communicable disease that may pose a serious public health risk, the AOC holder shall establish a policy consistent with the national public health and aviation authorities that would include—
- (4) use of appropriate personal protective equipment
 - (5) personal hygiene measures to reduce risk
 - (6) surfaces to be cleaned
 - (7) use of cleaning agents/disinfectants
 - (8) disposal of personal protective equipment and soiled material

Cargo and Baggage Handling

- (g) The AOC holder shall encourage cargo and baggage handlers to frequently wash their hands and, if required, provide advice concerning any further precautions they may need.
- (h) The AOC holder shall co-operate with the public health authority with respect to baggage and cargo inspections (IHR (2005) Article 23 (b)).

Miscellaneous

- (i) The AOC shall establish methods to continue operating with greatly reduced staff numbers.

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APPENDIX 1 TO 12:200: SUMMARY OF RECORD RETENTION REQUIREMENTS

- a) An operator shall ensure that the following information or documentation is retained for the periods shown in the tables below.
- b) Flight crew records—

Flight, duty and rest time	2 years
License and medical certificate	Until 12 months after the flight crew member has left the employ of the operator
Ground and flight training (all types)	Until 12 months after the flight crew member has left the employ of the operator
Route and airport/heliport qualification training.	Until 12 months after the flight crew member has left the employ of the operator
Dangerous good training	Until 12 months after the flight crew member has left the employ of the operator
Security training	Until 12 months after the flight crew member has left the employ of the operator
Proficiency and qualification checks (all types)	Until 12 months after the flight crew member has left the employ of the operator

- c) Cabin crew records—

Flight, duty and rest time	2 years
License and medical certificate	Until 12 months after the flight crew member has left the employ of the operator
Ground and flight training (all types) and qualification training	Until 12 months after the flight crew member has left the employ of the operator
Dangerous good training	Until 12 months after the flight crew member has left the employ of the operator
Security training	Until 12 months after the flight crew member has left the employ of the operator
Competency checks (all types)	Until 12 months after the flight crew member has left the employ of the operator

- d) Records for other AOC Personnel

Training/qualification of other personnel for who an approved training program is required by these regulations.	Until 12 months after the flight crew member has left the employ of the operator
License (if required) and medical certificate (if required)	Until 12 months after the flight crew member has left the employ of the operator
Proficiency or competency checks, if required.	Until 12 months after the flight crew member has left the employ of the operator

- e) Completed Forms Related to Flight Preparation

Load Manifest	3 months after the completion of the flight
Mass & Balance Report	3 months after the completion of the flight
Dispatch/Flight Releases	3 months after the completion of the flight

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Flight Plan (ATS)	3 months after the completion of the flight
Operational Flight Plan	3 months after the completion of the flight
Passenger Manifest	3 months after the completion of the flight
Weather Reports & Forecasts	3 months after the completion of the flight

f) Flight Recorder Records—

Cockpit Voice Recordings	Preserved after an accident or incident for 60 days or longer if requested by the Authority
Flight Data Recordings	Preserved after an accident or incident for 60 days or longer if requested by the Authority

g) Aircraft Technical Logbook—

Journey Logbook Section	6 months after the last date of the records contained in the logbook
Maintenance Records Section	as long as the aircraft is operated of the operator, or for three months, whichever is longer

h) Maintenance Record of the Aircraft

Total time in service (hours, calendar time and cycles, as appropriate) of the aircraft and all life-limited component	3 months after the unit to which they refer has been permanently withdrawn from service
Current status of compliance with all mandatory continuing airworthiness information	3 months after the unit to which they refer has been permanently withdrawn from service
Appropriate details of modifications and repairs to the aircraft and its components	3 months after the unit to which they refer has been permanently withdrawn from service

Total time in service (hours, calendar time and cycles, as appropriate) since the last overhaul of the aircraft or its components subject to a mandatory overhaul life	3 months after the unit to which they refer has been permanently withdrawn from service
The detailed maintenance records to show all requirements for a maintenance release have been met.	1 year after signing of the maintenance release

i) Other Records

Quality system records	5 years
Dangerous goods transport document	6 months after the completion of the flight
Dangerous goods acceptance checklist	6 months after the completion of the flight
Records on cosmic and solar radiation dosage, if AOC holder operates aircraft that fly above 15,000 m (49,000 ft)	Until 12 months after the crew member has left the employ of the AOC holder

APPENDIX 1 TO 12.235: CONTENTS OF AN AOC JOURNEY LOG

- (a) Unless otherwise authorised by the Authority, the AOC shall use a journey log which includes the following information—
 - (1) The operator’s name (and logo, if desired);
 - (2) Aircraft nationality and registration [I];
 - (3) Names of crew members [III];
 - (4) Duty assignments of crew members [IV];
 - (5) Signature of pilot-in-command (or person in charge); [XII]
 - (6) Nature of flight [X], (general aviation, aerial work, scheduled or unscheduled commercial air transport);
 - (7) A date column [II], followed by columns for (8) through (12) in a row format;
 - (8) A column for the departure point (place of departure) [V];
 - (9) A column for the arrival point (place of arrival) [VI];
 - (10) A column for the out-of-chocks time of departure [VII];
 - (11) A column for the in-to-chocks time of arrival [VIII];
 - (12) A column for the total hours of flight time [IX]; and
 - (13) A section for trip events, incidents and observations [XI].
- (b) The AOC holder should use the roman characters with the form labels to clarify the content of information provided.
- (c) The Journey Log may be combined with the Aircraft Technical Log where approved by the Authority.

APPENDIX 2 TO 12.240: CONTENTS OF THE AIRCRAFT TECHNICAL LOG

- (a) Unless otherwise authorised by the Authority, the AOC holder shall use an aircraft technical log which includes an aircraft maintenance record section containing the following information for each aircraft—
 - (1) The AOC holder’s company name;
 - (2) A unique page numbering system;
 - (3) Left margin date entry column; preceding items (4) through (6) in a row format;
 - (4) Airport entry column including the departure and arrival airport on the same row;
 - (5) An In-service time per leg column, including take-off and landing times on the same row,
 - (6) Fuel and oil uplift columns, including, on the same row, the amounts for
 - (i) uplift,
 - (ii) take-off total and
 - (iii) en-route usage.
 - (7) Method for entering defects found during flight in a column and row format, including
 - (i) A method for numbering each defect
 - (ii) Identifying the airport where it was entered;
 - (iii) A description of the defect noted;
 - (iv) A description of the correction or deferment of the defect;
 - (v) The certificate number of the person making the correction; and
 - (vi) The signature or 3 letter initials of the person making the correction;
 - (8) A method for collecting the critical summary information, such as airframe hours, landing gear cycles, etc.
 - (9) A method for collecting any special inspection or maintenance status information that is applicable to the AOC holder’s operations, such as VOR receiver checks, ETDO status, etc.
 - (10) A separate provision for the current release to service, including

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- (11) The proper terminology for the release;
 - (12) The name and signature for the release.
 - (13) A separate provision for the pilot's flight preparation certification that the document illustrates that the aircraft is airworthy, has the required operational equipment and proper release to service.
 - (14) A provision for tracking the deferred defects, which may be included as a separate page or pages in the front or back of the technical log.
- (b) The operator may combine the prescribed contents of the journey log and the aircraft technical log.

APPENDIX 1 TO 12.315: DRY LEASING OF FOREIGN REGISTERED AIRCRAFT

- (a) An AOC holder may dry lease an aircraft for the purpose of commercial air transportation to any AOC holder of a State which is signatory to the Chicago Convention provided that the following conditions are met—
- (1) The aircraft carries an appropriate airworthiness certificate issued, in accordance with ICAO Annex 8, by the country of registration and meets the registration and identification requirements of that country.
 - (2) The aircraft is of a type design which complies with all of the requirements that would be applicable to that aircraft were it registered in Rwanda, including the requirements which shall be met for issuance of a Rwanda standard airworthiness certificate (including type design conformity, condition for safe operation, and the noise, fuel venting, and engine emission requirements).
 - (3) The aircraft is maintained according to an approved maintenance program.
 - (4) The aircraft is operated by Rwanda-certified airmen employed by the AOC holder.
- (b) The AOC holder shall provide the Authority with a copy of the dry lease to be executed.
- (c) Operational control of any dry leased aircraft rests with the AOC holder operating that aircraft.
- (d) The Authority will remove a dry leased aircraft from the lessors AOC holder's operations specifications and list it on the foreign AOC holder lessee's operations specifications.
- (e) The AOC holder engaged in dry leasing aircraft shall make the dry lease agreement explicit concerning the maintenance program and MEL to be followed during the term of the dry lease.

APPENDIX 1 TO 12.320: AIRCRAFT INTERCHANGE

- (a) Before operating under an interchange agreement, The AOC holder shall show that—
- (1) The procedures for the interchange operation conform with safe operating practices;
 - (2) Required crew members and Operational Control Persons meet approved training requirements for the aircraft and equipment to be used and are familiar with the communications and dispatch procedures to be used;
 - (3) Maintenance personnel meet training requirements for the aircraft and equipment, and are familiar with the maintenance procedures to be used;
 - (4) Flight crew members and Operational Control Persons meet appropriate route and airport qualifications;
 - (5) The aircraft to be operated are essentially similar to the aircraft of the AOC holder with whom the interchange is effected; and
 - (6) The arrangement of flight instruments and controls that are critical to safety are essentially similar, unless the authority determines that the AOC holder has adequate training programs to ensure that any potentially hazardous dissimilarities are safely overcome by flight crew familiarisation.
- (b) The AOC holder conducting an interchange agreement shall include the pertinent provisions and procedures of the agreement in its manuals.
- (c) The AOC holder shall amend their operations specifications to reflect an interchange agreement.

- (d) The AOC holder shall comply with the applicable regulations of the State of Registry of an aircraft involved in an interchange agreement while it has operational control of that aircraft.

APPENDIX 1 TO 12.325: WET LEASING

- (a) The AOC holder shall provide the Authority with a copy of the wet lease to be executed.
- (b) The Authority will determine which party to a wet lease agreement has operational control considering the extent and control of certain operational functions such as—
 - (1) Initiating and terminating flights.
 - (2) Maintenance and servicing of aircraft.
 - (3) Scheduling crew members.
 - (4) Paying crew members.
 - (5) Training crew members.
- (c) The AOC holder engaged in a wet leasing arrangement shall amend its operations specifications to contain the following information—
 - (1) The names of the parties to the agreement and the duration of the agreement.
 - (2) The make, model, and series of each aircraft involved in the agreement.
 - (3) The kind of operation.
 - (4) The expiration date of the lease agreement.
 - (5) A statement specifying the party deemed to have operational control.
 - (6) Any other item, condition, or limitation the Authority determines necessary.

APPENDIX 1 TO 12.355: OPERATIONS MANUAL

- (a) The AOC holder shall ensure that the contents and structure of the operations manual are in accordance with rules and regulations of the Authority, and is relevant to the area(s) and type(s) of operation.
- (b) An AOC holder may design a manual to be more restrictive than the Authority's requirements.
- (c) The AOC holder shall ensure that the operations manual presents the items of information listed below, to meet the prescribed requirements.
 - (1) The manual may consist of two or more parts containing together all such information in a format and manner based upon the outline presented in paragraph (d) below.
 - (2) Each part of the operations manual must contain all information required by each group of personnel addressed in that part.
- (d) An operations manual may be issued in separate parts corresponding to specific aspects of operations and may, at a minimum, be organized with the following structure—
 - (1) General (such as Operations Manual-Part A);
 - (2) Aircraft operating information (such as Operations Manual-Part B);
 - (3) Routes and aerodromes (such as Operations Manual-Part C); and
 - (4) Training (such as Operations Manual-Part D).

A. General

- (1) Instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations.
- (2) Information and policy relating to fatigue management including—
 - (i) Rules pertaining to flight time, flight duty period, duty period limitations and rest requirements for flight and cabin crew members; and
 - (ii) Policy and documentation pertaining to the operator's FRMS.
- (3) A list of the navigational equipment to be carried including any requirements relating to operations where performance-based navigation is prescribed
- (4) Where relevant to the operations, the long-range navigation procedures, engine failure procedure for ETDO and the nomination and utilisation of diversion aerodromes.

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- (5) The circumstances in which a radio listening watch is to be maintained.
- (6) The method for determining minimum flight altitudes.
- (7) The methods for determining aerodrome operating minima.
- (8) Safety precautions during refueling with passengers on board.
- (9) Ground handling arrangements and procedures.
- (10) Procedures as prescribed in Part 19 for pilots-in-command observing an accident.
- (11) The flight crew for each type of operation including the designation of the succession of command.
- (12) Specific instructions for the computation of the quantities of fuel and oil to be carried, having regard to all circumstances of the operation including the possibility of the failure of one or more powerplants while en route.
- (13) The conditions under which oxygen shall be used and the amount of oxygen determined to be carried. determined in accordance with Part 6.
- (14) Instructions for mass and balance control.
- (15) Instructions for the conduct and control of ground de-icing/anti-icing operations.
- (16) The specifications for the operational flight plan.
- (17) Standard operating procedures (SOP) for each phase of flight.
- (18) Instructions on the use of normal checklists and the timing of their use.
- (19) Departure contingency procedures.
- (20) Instructions on the maintenance of altitude awareness and the use of automated or flight crew altitude call-out.
- (21) Instructions on the use of auto pilots and auto-throttles in IMC.
- (22) Instructions on the clarification and acceptance of ATC clearances, particularly where terrain clearance is involved.
- (23) Departure and approach briefings.
- (24) Procedures for familiarisation with areas, routes and aerodromes
- (25) Stabilized approach procedure.
- (26) Limitation on high rates of descent near the surface.
- (27) Conditions required to commence or to continue an instrument approach.
- (28) Instructions for the conduct of precision and non-precision instrument approach procedures.
- (29) Allocation of flight crew duties and procedures for the management of crew workload during night and IMC instrument approach and landing operations.
- (30) Instructions and training requirements for the avoidance of controlled flight into terrain and policy for the use of the ground proximity warning system (GPWS).
- (31) Policy, instructions, procedures and training requirements for the avoidance of collisions and the use of the airborne collision avoidance system (ACAS).
- (32) Information and instructions relating to the interception of civil aircraft including—
 - (i) Procedures, as prescribed in Part 10, for pilots-in-command of intercepted aircraft; and
 - (ii) Visual signals for use by intercepting and intercepted aircraft, as contained in Part 10.
- (33) For aeroplanes intended to be operated above 15 000 m (49 000ft)—
 - (i) Information which will enable the pilot to determine the best course of action to take in the event of exposure to solar cosmic radiation; and
 - (ii) Procedures in the event that a decision to descend is taken, covering—
 - (A) The necessity of giving the appropriate ATS unit prior warning of the situation and of obtaining a provisional descent clearance; and
 - (B) The action to be taken in the event that communication with the ATS unit cannot be established or is interrupted.
- (34) Details of the Safety Management System [SMS].
- (35) Information and instructions on the carriage of dangerous goods, in accordance with

this Part and Part 18, including action to be taken in the event of an emergency.

- (36) Security instructions and guidance.
- (37) The bomb search procedure checklist.
- (38) Instructions and training requirements for the use of head-up displays (HUD) and enhanced vision systems (EVS)
- (39) The acceptable level of aerodrome RFFS protection for each aircraft fleet and type of operation.
- (40) Procedures, to avoid unnecessary airborne collision avoidance system (ACAS II) resolution advisories in aircraft at or approaching adjacent altitudes or flight levels, operators should specify procedures by which an aeroplane climbing or descending to an assigned altitude or flight level, especially with an autopilot engaged, may do so at a rate less than 8 m/sec or 1 500 ft/min (depending on the instrumentation available) throughout the last 300 m (1 000 ft) of climb or descent to the assigned level when the pilot is made aware of another aircraft at or approaching an adjacent altitude or flight level.
- (41) Instructions and training requirements for the use of the EFB, as applicable.

B. Aircraft Operating Information

- (1) Certification limitations and operating limitations.
- (2) The normal, abnormal and emergency procedures to be used by the flight crew and the checklists relating thereto.
- (3) Operating instructions and information on climb performance with all engines operating.
- (4) Flight planning data for pre-flight and in-flight planning with different thrust/power and speed settings.
- (5) Maximum crosswind and tailwind components for each aeroplane type operated and the reductions to be applied to these values having regard to gust, low visibility, runway surface conditions, crew experience, use of autopilot.
- (6) Instructions and data for mass and balance calculations.
- (7) Instructions for aircraft loading and securing of load.
- (8) Aircraft systems, associated controls and instructions for their use.
- (9) The minimum equipment list and configuration deviation list for the aircraft types operated and specific operations authorised, including any requirements relating to operations in RVSM and RNP airspace.
- (10) Checklist of emergency and safety equipment and instructions for its use.
- (11) Emergency evacuation procedures, including type-specific procedures, crew coordination, assignment of crew's emergency positions and the emergency duties assigned to each crew member.
- (12) The normal, abnormal and emergency procedures to be used by the cabin crew, the checklists relating thereto and aircraft systems information as required, including a statement related to the necessary procedures for the coordination between flight and cabin crew.
- (13) Survival and emergency equipment for different routes and the necessary procedures to verify its normal functioning before take-off, including procedures to determine the required amount of oxygen and the quantity available.
- (14) The ground-air visual signal code for use by survivors.

C. Routes and Aerodromes

- (1) A route guide to ensure that the flight crew will have, for each flight, information relating to communication facilities, navigation aids, aerodromes, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary for the proper conduct of flight operations.
- (2) The minimum flight altitudes for each route to be flown.

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- (3) Aerodrome operating minima for each of the aerodromes that are likely to be used as aerodromes of intended landing or as alternate aerodromes.
- (4) The increase of aerodrome operating minima in case of degradation of approach or aerodrome facilities.
- (5) The necessary information for compliance with all flight profiles required by these Regulations, including but not limited to, the determination of—
 - (i) Take-off runway length requirements for dry, wet and contaminated conditions, including those dictated by system failures which affect the take-off distance;
 - (ii) Take-off climb limitations;
 - (iii) En-route climb limitations;
 - (iv) Approach climb limitations and landing climb limitations;
 - (v) Landing runway length requirements for dry, wet and contaminated conditions, including systems failures which affect the landing distance; and
 - (vi) Supplementary information, such as tire speed limitations
- (6) The level of RFFS protection that is available at each aerodrome.

D. Training

- (1) Details of the flight crew training program.
- (2) Details of the cabin crew duties training program.
- (3) Details of the flight operations officer/flight dispatcher training program when employed in conjunction with a method of flight supervision.

APPENDIX 1 TO 12.385: MINIMUM EQUIPMENT LISTS

- (a) If deviations from the requirements of States in the certification of aircraft were not permitted an aircraft could not be flown unless all systems and equipment were operable. These requirements provide that some unserviceability can be accepted in the short term when the remaining operative systems and equipment provide for continued safe operations.
- (b) The Authority will approve a minimum equipment list for an AOC holder indicating those systems and items of equipment that may be inoperative for certain flight conditions with the intent that no flight can be conducted with inoperative systems and equipment other than those specified.
- (c) A minimum equipment list is based on the master minimum equipment list established for the aircraft type by the organisation responsible for the type design in conjunction with the State of Design.
- (d) The AOC holder must, during certification, prepare a minimum equipment list designed to allow the operation of an aircraft with certain systems or equipment inoperative provided an acceptable level of safety is maintained.
- (e) The minimum equipment list is not intended to provide for operation of the aircraft for an indefinite period with inoperative systems or equipment. The basic purpose of the minimum equipment list is to permit the safe operation of an aircraft with inoperative systems or equipment within the framework of a controlled and sound program of repairs and parts replacement.
- (f) The AOC holder must ensure that no flight is commenced with multiple minimum equipment list items inoperative without determining that any interrelationship between inoperative systems or components will not result in an unacceptable degradation in the level of safety and/or undue increase in the flight crew workload.
- (g) The exposure to additional failures during continued operation with inoperative systems or equipment must also be considered in determining that an acceptable level of safety is being maintained. The minimum equipment list may not deviate from requirements of the flight manual limitations section, emergency procedures or other airworthiness requirements of the State of Registry or of the State of the Operator unless the appropriate airworthiness authority

or the flight manual provides otherwise.

- (h) Systems or equipment accepted as inoperative for a flight should be placarded where appropriate and all such items should be noted in the aircraft technical log to inform the flight crew and maintenance personnel of the inoperative system or equipment.
- (i) Based on manufacturer's MMEL, for a particular system or item of equipment to be accepted as inoperative, it may be necessary to establish a maintenance procedure, for completion prior to flight, to de- activate or isolate the system or equipment. It may similarly be necessary to prepare an appropriate flight crew operating procedure.

APPENDIX 1 TO 12.415: PASSENGER BRIEFING CARDS

- (a) The AOC holder shall, at each exit seat, provide passenger information cards that include the following information in the primary language in which emergency commands are given by the crew—
 - (1) Functions required of a passenger in the event of an emergency in which a crew member is not available to assist—
 - (i) Locate the emergency exit;
 - (ii) Recognize the emergency exit opening mechanism;
 - (iii) Comprehend the instructions for operating the emergency exit;
 - (iv) Operate the emergency exit;
 - (v) Assess whether opening the emergency exit will increase the hazards to which passengers may be exposed;
 - (vi) Follow oral directions and hand signals given by a crew member;
 - (vii) Stow or secure the emergency exit door so that it will not impede use of the exit;
 - (viii) Assess the condition of an escape slide, activate the slide, and stabilise the slide after deployment to assist others in getting off the slide;
 - (ix) Pass expeditiously through the emergency exit; and
 - (x) Assess, select, and follow a safe path away from the emergency exit
 - (2) A request that a passenger identify himself or herself to allow reseating if he or she—
 - (i) Cannot perform the emergency functions stated in the information card;
 - (ii) Has a nondiscernible condition that will prevent him or her from performing the functions;
 - (iii) May suffer bodily harm as the result of performing one or more of those functions; or
 - (iv) Does not wish to perform those functions;
 - (v) Lacks the ability to read, speak, or understand the language or the graphic form in which instructions are provided by the AOC holder.

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APPENDIX 1 TO 12.420: AERONAUTICAL DATA CONTROL SYSTEM

- (a) The AOC holder shall provide aeronautical data for each airport used by the AOC holder which includes the following—
- (1) Airports—
 - (i) Facilities.
 - (ii) Navigational and communications aids.
 - (iii) Construction affecting take-off, landing, or ground operations.
 - (iv) Air traffic facilities.
 - (2) Runways, clearways, and stopways—
 - (i) Dimensions.
 - (ii) Surface.
 - (iii) Marking and lighting systems.
 - (iv) Elevation and gradient.
 - (3) Displaced thresholds—
 - (i) Location.
 - (ii) Dimensions.
 - (iii) Take-off or landing or both.
 - (4) Obstacles—
 - (i) Those affecting take-off and landing performance computations.
 - (ii) Controlling obstacles.
 - (iii) Instrument flight procedures.
 - (iv) Departure procedure.
 - (v) Approach procedure.
 - (vi) Missed approach procedure.
 - (5) Special information—
 - (i) Runway visual range measurement equipment.
 - (ii) Prevailing winds under low visibility conditions.

APPENDIX 1 TO 12.430: WEATHER REPORTING SOURCES

- (a) The Authority approves and considers the following sources of weather reports satisfactory for flight planning or controlling flight movement—
- (1) Rwanda State Meteorological office.
 - (2) Rwanda-operated automated surface observation stations provided the station can report all required items for a complete aviation weather report.
 - (3) Rwanda-operated supplemental aviation weather reporting stations.
 - (4) Observations taken by airport traffic control towers.
 - (5) Rwanda-contracted or approved weather observatories.
 - (6) Any active meteorological office operated by a foreign state which subscribes to the standards and practices of ICAO conventions., provided the office is listed in the MET tables located in ICAO Regional Air Navigation Plans.
 - (7) Any military weather reporting sources approved by the Authority, provided that the use of military sources is limited to control of those flight operations which use military airports as departure, destination, alternate, or diversionary airports.
 - (8) Near real time reports such as pilot reports, radar reports, radar summary charts, and satellite imagery reports made by commercial weather sources or other sources specifically approved by the Authority.
 - (9) An AOC holder operated and maintained weather reporting system approved by the Authority.

APPENDIX 1 TO 12.435: DEICING & ANTI-ICING PROGRAM

- (a) Contents of the AOC holder's ground de-icing and anti-icing program shall include a detailed description of—
 - (1) How the AOC holder determines that conditions are such that frost, ice, or snow may reasonably be expected to adhere to the aircraft and that ground deicing and anti-icing operational procedures shall be in effect;
 - (2) Who is responsible for deciding that ground deicing and anti-icing operational procedures shall be in effect;
 - (3) The procedures for implementing ground deicing and anti-icing operational procedures; and
- (b) The specific duties and responsibilities of each operational position or group responsible for getting the aircraft safely airborne while ground deicing and anti-icing operational procedures are in effect.
- (c) The AOC holder's program shall include procedures for flight crew members to increase or decrease the determined holdover time in changing conditions.
- (d) The holdover time shall be supported by data acceptable to the Authority.
- (e) If the maximum holdover time is exceeded, take-off is prohibited unless at least one of the following conditions exists—
 - (1) A pre-take-off contamination check is conducted outside the aircraft (within five minutes prior to beginning take off) to determine that the wings, control surfaces, and other critical surfaces, as defined in the certificate holder's program, are free of frost, ice, or snow;
 - (2) It is otherwise determined by an alternate procedure, approved by the Authority and in accordance with the AOC holder's approved program, that the wings, control surfaces, and other critical surfaces are free of frost, ice, or snow; or
 - (3) The wings, control surfaces, and other critical surfaces are de-iced again and a new holdover time is determined.

APPENDIX 1 TO 12.540: CONTENTS OF THE MAINTENANCE CONTROL MANUAL

- (a) The AOC holder's maintenance control manual shall contain the following information which may be issued in separate parts.
 - (1) A description of the required maintenance procedures, including where—
 - (i) A description of the administrative arrangements between the AOC holder and the approved maintenance organisation;
 - (ii) A description of the maintenance procedures and the procedures for completing and signing a maintenance release when maintenance is based on a system other than that of an approved maintenance organisation.
 - (2) The names and duties of the person or persons required to ensure that all maintenance is carried out in accordance with the maintenance control manual;
 - (3) A reference to the required maintenance program(s);
 - (4) A description of the methods for completion and retention of the required AOC holder's maintenance records;
 - (5) A description of establishing and maintaining a system of analysis and continued monitoring of the performance and efficiency of the maintenance program, in order to correct any deficiency in that program;
 - (6) A description of the procedures for obtaining and assessing continued airworthiness information and implementing any resulting actions for all aircraft over 5,700 kg and helicopters over 3,175 kg maximum certificated take-off mass, from the organisation responsible for the type design, and shall implement such actions considered necessary by the State of Registry;
 - (7) A description of procedures for assessing continuing airworthiness information and implementing any resulting actions.

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- (8) A description of the procedures for implementing action resulting from mandatory continuing airworthiness information;
- (9) A description of the procedures for monitoring, assessing and reporting maintenance and operational experience for all aircraft over 5,700 kg and helicopters over 3,175 kg maximum certificated take-off mass;
- (10) A description of aircraft types and models to which the manual applies.
- (11) A description of procedures for ensuring that unserviceabilities affecting airworthiness are recorded and rectified; and
- (12) A description of the procedures for advising the State of Registry of significant in-service occurrences, including failures, malfunctions and defects as required by Regulation 4.047;
- (13) A description of the procedures to ensure each aeroplane they operate is in an airworthy condition;
- (14) A description of the procedures to ensure the operational emergency equipment for each flight is serviceable;
- (15) A description of the procedures for the introduction of new aircraft to the fleet;
- (16) A description of the procedures for assessment of contractor capabilities, including deicing;
- (17) A description of the procedures for control and approval of major repairs and alterations;
- (18) The certificate holder's manual must contain the required programs that must be followed in performing maintenance, preventive maintenance, and alterations of the AOC holder's airplanes, including airframes, aircraft engines, propellers, appliances, emergency equipment and parts thereof, and must include at least the following—
 - (i) The method of performing routine and nonroutine maintenance (other than required inspections, preventive maintenance, and alterations).
 - (ii) A designation of the items of maintenance and alterations that must be inspected (required inspections), including at least those that could result in a failure, malfunction, or defect endangering the safe operations of the aircraft, if not performed properly or if improper parts or materials are used.
 - (iii) The method of performing required inspections and a designation by occupational title or personnel authorised to perform each required inspection.
 - (iv) Procedures for the reinspection of work performed pursuant to previous required inspections findings ("buy-back") procedures.
 - (v) Procedures, standards and limits necessary for required inspections and acceptance or rejections of the items required to be inspected and for periodic inspection and calibration of precision tools, measuring devices and test equipment.
 - (vi) Instruction to prevent any person who performs any item of work from performing any required inspection of that work.
 - (vii) Instructions and procedures to prevent any decision of an inspector, regarding any required inspection from being countermanded by persons other than supervisory personnel of the inspection unit, or a person at that level of administrative control that has overall responsibility for the management of both the required inspection functions and the other maintenance, preventive maintenance and alteration functions.
 - (viii) Procedures to ensure that required inspection, other maintenance, preventive maintenance and alterations that are not completed as a result of shift changes or similar work interruptions are properly completed before the aircraft is released to service.
 - (ix) A description of the procedures for preparing the release to service and the circumstances under which the release is to be signed.
 - (x) A list of personnel authorised to sign the release to service and the scope of their

authorisation.

- (b) This manual may be organized in any subject order and the subjects may be combined so long as all applicable subjects are included.

APPENDIX 1 TO 12.550: MAINTENANCE QUALITY ASSURANCE PROGRAM

- (a) The quality assurance program for maintenance shall be developed to monitor compliance with the approved procedures specified in an operator's maintenance control manual to ensure compliance and thereby ensure the maintenance aspects of the operational safety of the aircraft.
- (b) Each AOC holder shall establish a plan acceptable to the Authority to show when and how often the activities are required will be monitored.
- (c) A reports shall be produced at the completion of each monitoring investigation and include details of discrepancies of non-compliance with procedures or requirements.
- (d) The quality assurance system shall include a feedback system to ensure that corrective actions are identified and carried out in a timely manner.
- (e) The feedback part of the system shall address who is required to rectify discrepancies and non-compliance in each particular case and the procedure to be followed if rectification is not completed within appropriate time scales. The procedure should lead to the Accountable Manager.
- (f) To ensure effective compliance The AOC holder and AOC applicant should use the following elements—
 - (1) Product sampling - the part inspection of a representative sample of the aircraft fleet;
 - (2) Defect sampling - the monitoring of defect rectification performance;
 - (3) Concession sampling - the monitoring of any concession to not carry out maintenance on time;
 - (4) On time maintenance sampling - the monitoring of when (flying hours/calendar time/flight cycles, etc.) aircraft and their components are brought in for maintenance;
 - (5) Sample reports of unairworthy conditions and maintenance errors on aircraft and components.

APPENDIX 1 TO 12.615: INITIAL FINANCIAL SUBSTANTIATION

General

- (a) Each financial statement containing financial information required under Regulation 12.615 must—
 - (1) Be based on accounts prepared and maintained on an accrual basis in accordance with generally accepted accounting principles applied on a consistent basis;
 - (2) Contain the name and address of the applicant's public accounting firm, if any; and
 - (3) Be signed by an officer, owner or partner of the applicant or certificate holder.

Financial information required for original issue or renewal of the AOC

- (b) Each applicant for the original issue or renewal of a scheduled or non-scheduled international or domestic AOC must submit the following financial information—
 - (1) A balance sheet that shows assets, liabilities, and net worth, as of a date not more than 60 days before the date of application.
 - (2) In the case of an application for renewal, the most recent profit and loss statement required to be submitted under paragraph (c) below. Also, if the application for renewal is filed more than 60 days after the date of the applicant's most recent profit and loss statement submitted under paragraph (c) below, the applicant must submit a supplementary profit and loss statement covering the period from the date of the most recent statement to a date not more than 60 days before the date of application for

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- renewal. The applicant shall submit a list of each contract that gave rise to operating income on the supplementary profit and loss statement, including the names and addresses of the contracting parties and the nature, scope, date, and duration of each contract.
- (3) An itemization of liabilities more than 60 days past due on the balance sheet date, if any, showing each creditor's name and address, a description of the liability, and the amount and due date of the liability.
 - (4) An itemization of claims in litigation, if any, against the applicant as of the date of application showing each claimant's name and address and a description and the amount of the claim.
 - (5) In the case of an application for original issue, a detailed projection of the proposed operation covering 6 complete months after the month in which the certificate is expected to be issued including—
 - (i) Estimated amount and source of both operating and non-operating revenue, including identification of its existing and anticipated income producing contracts and estimated revenue per mile or hour of operation by aircraft type;
 - (ii) Estimated amount of operating and non-operating expenses by expense objective classification; and
 - (iii) Estimated net profit or loss for the period.
 - (6) An estimate of the cash that will be needed for the proposed operations during the first 6 months after the month in which the certificate is expected to be issued, including—
 - (i) Acquisition of property and equipment (explain);
 - (ii) Retirement of debt (explain);
 - (iii) Additional working capital (explain);
 - (iv) Operating losses other than depreciation and amortization (explain); and
 - (v) Other (explain).
 - (7) An estimate of the cash that will be available during the first 6 months after the month in which the certificate is expected to be issued, from—
 - (i) Sale of property or flight equipment (explain);
 - (ii) New debt (explain);
 - (iii) New equity (explain);
 - (iv) Working capital reduction (explain);
 - (v) Operations (profits) (explain);
 - (vi) Depreciation and amortization (explain); and
 - (vii) Other (explain).
 - (8) A schedule of insurance coverage in effect on the balance sheet date showing insurance companies; policy numbers; types, amounts, and periods of coverage; and special conditions, exclusions, and limitations.
 - (9) Any other financial information that the Authority requires to enable it to determine that the applicant has sufficient financial resources to conduct his operations with the degree of safety required in the public interest.

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APPENDIX 2 TO 12.615: PERIODIC FINANCIAL REPORTS

- (a) Each AOC holder shall submit a financial report for the first 6 months of each fiscal year and another financial report for each complete fiscal year.
- (b) If an AOC is suspended for more than 29 days, the AOC holder shall submit a financial report as of the last day of the month in which the suspension is terminated.
- (c) The report required to be submitted by this Regulation shall be submitted within 60 days of the last day of the period covered by the report and must include—
 - (1) A balance sheet that shows assets, liabilities, and net worth on the last day of the reporting period;
 - (2) The information required by paragraphs (b) (3), (8), and (9) of Appendix 1 to 12.615;
 - (3) An itemization of claims in litigation against the applicant, if any, as of the last day of the period covered by the report;
 - (4) A profit and loss statement with separation of items relating to applicant's commercial operator activities from his other business activities, if any; and
 - (5) A list of each contract that gave rise to operating income on the profit and loss statement, including the names and addresses of the contracting parties and the nature, scope, date, and duration of each contract.

APPENDIX 1 TO 12.620: PREPAREDNESS PROGRAM FOR POSSIBLE COMMUNICATIVE DISEASES

Communications

- (a) The AOC holder shall establish—
 - (1) a contact point for policy formulation and operational organization of preparedness; and
 - (2) a position with responsibility for the operational implementation of the airline preparedness plan, having reasonable autonomy/flexibility for rapid policy and decision making.
- (b) The AOC holder shall establish communication links with the following aviation internal and local entities—
 - (1) airport authorities;
 - (2) handling agents;
 - (3) airport medical service providers;
 - (4) emergency medical services;
 - (5) maintenance service providers;
 - (6) cleaning service providers;
 - (7) baggage handling services;
 - (8) air traffic management;
 - (9) local public health authority;
 - (10) local hospital(s);
 - (11) police;
 - (12) immigration;
 - (13) customs;
 - (14) security service providers; and
 - (15) other stakeholders as necessary
- (c) Communication links should be established, with the following external entities—
 - (1) travellers—
 - (i) before reaching the airport
 - (ii) when in the terminal building
 - (2) travel agents—

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- (3) international organizations involved with migration
- (4) media

At the Airport (Pre- and Post-Flight)

(d) The AOC holder shall—

- (1) establish general guidelines for passenger agents who may be faced with a suspected case of communicable disease, relevant to airline operations, at the airport; and,
- (2) cooperate with airport and public health authorities on logistics e.g. dealing with a sick traveller.

Note: It is not the role of airline staff or handling agents to have prime responsibility for screening and managing travellers who may have a communicable disease: this is usually a public health responsibility

In-Flight Illness

(e) The AOC holder shall establish—

- (1) a system enabling cabin crew to identify travelers suspected of having a communicable disease;
- (2) a system of managing travelers who are suspected of having a communicable disease, including—
 - (i) advice from medical ground support (if available)
 - (ii) sick traveller relocation, away from other travelers, if possible
 - (iii) carriage of appropriate first-aid equipment and supplies, cabin crew training in its use (in accordance with ICAO, Annex 6, 6.2) and general sanitary precautions
 - (iv) clean-up of areas occupied by the affected traveler, when necessary
 - (v) reallocation of cabin crew duties
 - (vi) use of appropriate personal protective equipment by passenger and crew e.g. masks, gloves
 - (vii) disposal of contaminated supplies and equipment
 - (viii) personal hygiene measures to reduce risk
- (3) procedures for informing air traffic control that a case of a communicable disease is on board, so that the public health authority at the destination can be advised appropriately in a timely manner.

Aircraft Maintenance

(f) The AOC holder establish for the maintenance crew—

- (1) a policy concerning the removal of re-circulated air filters including—
 - (i) use of personal protective equipment
 - (ii) precautions to be implemented when removing the filter
 - (iii) precautions to be implemented when disposing of filters
 - (iv) personal hygiene measures to reduce risk
 - (v) reference to the filter manufacturer's guidelines for frequency of filter replacement
- (2) a policy concerning the venting of vacuum waste tanks; and,
- (3) a policy for tasks that involve removing bird debris associated with a bird strike

Aircraft Cleaning

(k) For crew tasked with cleaning an aircraft having transported a traveller suspected of having a communicable disease that may pose a serious public health risk, the AOC holder shall establish a policy consistent with the national public health and aviation authorities that would include—

- (4) use of appropriate personal protective equipment
- (5) personal hygiene measures to reduce risk

- (6) surfaces to be cleaned
- (7) use of cleaning agents/disinfectants
- (8) disposal of personal protective equipment and soiled material

Cargo and Baggage Handling

- (g) The AOC holder shall encourage cargo and baggage handlers to frequently wash their hands and, if required, provide advice concerning any further precautions they may need.
- (h) The AOC holder shall cooperate with the public health authority with respect to baggage and cargo inspections.

Miscellaneous

- (i) The AOC shall establish methods to continue operating with greatly reduced staff numbers.

END OF RCAR PART 12

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