



**Service public fédéral Mobilité et Transport**  
**Federale Overheidsdienst Mobiliteit en Vervoer**

*Direction générale Transport aérien – Directoraat-generaal Luchtvaart*

## CIRCULAIRE

### CIR/OPS-01

**Objet :** Manuel(s) d'exploitation

**Betreft :** Operaties handboeken

**Réf. :**

- annexe III au RÈGLEMENT (CEE) No 3922/91 DU CONSEIL du 16 décembre 1991 relatif à l'harmonisation de règles techniques et de procédures administratives dans le domaine de l'aviation civile, ainsi que les règlements portant modification à ce règlement
- JAR-OPS3 Transport aérien commercial (Hélicoptères) dernier amendement

**Ref.**

- annex III bij de Verordening (EEG) nr. 3922/91 of 08/2008 van de Raad van 16 december 1991 inzake de harmonisatie van technische voorschriften en administratieve procedures op het gebied van de burgerluchtvaart, alsmede de verordeningen tot wijziging van die verordening
- -JAR OPS 3 Handelsluchtvervoer (helikopters), laatste revisie

- Sous-partie C - « Agrément et supervision de l' exploitant  
» de l'annexe III au même RÈGLEMENT (CEE) No 3922/91 et du JAR OPS 3

- SUBDEEL C - "Certificatie van en toezicht op exploitanten  
" van bijlage III bij dezelfde Verordening (EEG) nr. 3922/91 en van JAR OPS 3

- Sous-partie P - « Manuels, registres et relevés » de l'annexe III au même RÈGLEMENT (CEE) No 3922/91 et du JAR OPS 3

- SUBDEEL P - "Boeken en Bescheiden" van bijlage III bij dezelfde Verordening (EEG) nr. 3922/91 en van JAR OPS 3

Le Directeur Général  
De Directeur-generaal

L'édition 5 comprend  
De 5<sup>de</sup> uitgave bevat

## **I. GENERAL RULES FOR OPERATIONS MANUALS**

It is a statutory requirement that an operations manual shall contain 'all such information and instructions as may be necessary to enable the operating staff to perform their duties'. Operating staff describes the agents employed by the operator, whether or not as members of the crew of the aircraft, to ensure that the flights of the aircraft are conducted in a safe manner.

The operator makes sure that the content of his Operations Manual(s) is in accordance with:

1. EU-OPS\*/JAR OPS 3;
2. the concerning National Law's and Circular(s) issued by the Belgian Civil Aviation Authority; and
3. the ACJ (Advisory Circular Joint), IEM (Interpretative/Explanatory Material) and AMC (Acceptable Means of Compliance) which can be found in the TGL N°44 annexed to this Circular (see Appendix A) and /or section 2 to JAR OPS 3.

***\* EU-OPS: annex III to Council Regulation (EEC) No 3922/91 as regards common technical requirements and administrative procedures applicable to commercial transportation by aeroplane.***

### **Note about annex III to regulation (EEC) 3922/91 and/or JAR OPS 3**

Operators have to comply with the applicable requirements of annex III to regulation 3922/91 and /or JAR OPS 3.

*The following information will help operators identify what is applicable.*

*At the time of publication of the present circular, the annex III was last amended by the "Commission Regulation (EC) No 859/2008 of 20 August 2008 amending Council Regulation (EEC) No 3922/91 as regards common technical requirements and administrative procedures applicable to commercial transportation by aeroplane".*

*At the time of publication of the present circular, the JAR OPS 3 was last amended by the amendment 5 dated 1 July 2007*

*This regulation 859/2008 says:*

#### **"Article 1**

*Annex III to Council Regulation (EEC) No 3922/1991 is replaced by the Annex to this Regulation.*

#### **Article 2**

*1. This Regulation shall enter into force on the day of its publication in the Official Journal of the European Union.*

*2. The provisions of the Annex of this Regulation concerning OPS 1.1005, OPS 1.1010, OPS 1.1015, Appendix 1 to OPS 1.1005, Appendix 1 to OPS 1.1010, Appendix 1 to OPS 1.1015 and Appendix 3 to OPS 1.1005/1.1010/1.1015 shall apply from 16 July 2009.*

*3. The provisions of the Annex of this Regulation concerning OPS 1.430, OPS 1.435, OPS 1.440, OPS 1.450, OPS 1.455, OPS 1.460, Appendix 1 to OPS 1.430, Appendix 1 to OPS 1.440, Appendix 1 to OPS 1.450 and Appendix 1 to OPS 1.455 shall apply from 16 July 2011.*

*4. Pending the application of the provisions referred to in paragraphs 2 and 3, the corresponding provisions of the Annex to Regulation (EC) 8/2008 shall continue to apply."*

European regulation is be found on <http://eur-lex.europa.eu/en/index.htm>  
JAR OPS 3 is be found on <http://jaa.nl/publications/jars/606970.pdf>

## **II. OPERATIONS MANUAL AMENDMENTS**

The form and scope of manuals will vary considerably with the nature and complexity of the operator's organisation and types of aircraft in use. A 'manual' may comprise a number of separate volumes and may well include individual forms, such as prepared navigation flight plans, supplied by the operator to his crew. The applicants will have to lodge copies of their manuals and associated documents with the BCAA-OPS (*Belgian Civil Aviation Authority – Operations Department*), together with copies of all amendments and/or temporary instructions.

The operations manual will be regarded by the BCAA-OPS as a primary indication of the standards likely to be achieved by an operator.

In order to facilitate the provisions of EU-OPS or JAR OPS 3 and to ensure the shortest possible time between an operator submitting an operations manual (amendment), its acceptance and any associated Approval being issued, each operations manual (amendment) submitted to the assigned Principal Operations Inspector/Coordinator (POI) is to be accompanied by:

- a) a “letter of deposit” including :
  - the title, edition and date of the Manual;
  - the reason for the amendment;
  - the proposed effective date; and
  - the request for any Approval required as a consequence of the amendment, or for any change required to an existing Approval.
- b) the “highlights of changes”.
- c) the Compliance checklist : FORM 1127 (A) or FORM 1127 (H) (see Appendix B & Appendix C)

The first time, the OM is accompanied by an extended check list Form 1127(A) or (H).

The following times, a compliance check list with concerned changes only is addressed with the amendments to BCAA (appendix D & appendix E)

The operator is requested to collect the several changes into a new extended Form 1127(A) or (H).

The first page of “the List of Effective Pages” of the Operations Manual(s) will be conforming with the sample of “LEP EU-OPS” or LEP JAR OPS3 (see Appendix F & Appendix G).

In case of comments or request of amendment from the BCAA-OPS, the operator shall supply a new Operations Manual with an updated date of the edition/revision.

An operator shall supply the BCAA-OPS with intended amendments and revisions to any part of the operations manual in advance of the effective date. The amendment process must be a controlled sequence of events with close co-ordination between the operator and the assigned Principal Operations Inspector/Coordinator (POI). The BCAA-OPS considers that "in advance of the effective date" should normally be a period of not less than 28 days. This will allow a proper review of the amended material to take place and any Approvals to be issued or amended.

The use of the provision for immediate amendments or revisions should be limited to those occasions where they are the only means available of securing the interests of safety. In the case of such an immediate revision or amendment being required, it should be published in the form of a

temporary revision to the operations manual, or by means of an Operations bulletin, and be incorporated in the operations manual, if appropriate, at the next formal revision.

On completion of his review of the amendment, and after agreeing with the operator any further changes required, the assigned POI will indicate to the operator, in writing, that the material is acceptable and process the issue of any Approval required as a consequence, or the amendment of any existing approval held. The operator will then publish the amendment in the normal way and distribute copies to all holders of the operations manual, including the assigned Principal Operations Inspector/Coordinator.

Where the quality of the submitted OM is insufficient, e.g. too many elements are missing, are in contradiction with EU-OPS or JAR OPS3 or written in such a way that it is not a proper guidance to the personnel, at the discretion of the POI, the OM can be considered as unacceptable, in this case the POI can return the OM to the operator without further examination (and comments).

It is also important that operators assume responsibility for ensuring that they hold appropriate Approvals for those areas of their operation that require them. The process described above will ensure that operations manual amendments are dealt with as quickly and efficiently as possible. It is the operator who is responsible for the accuracy of the content of the operations manual, and for its compliance with the requirements, and not the assigned POI. It is therefore important that amendments are thoroughly prepared and proof read before submission, to ensure that the operator is entirely satisfied with the content.

### **III. ADDITIONAL BCAA REQUIREMENTS**

#### **a) Operations manual part A**

Whether the Quality system is a separate manual or is integrated in the section 3 of the OM part A (General Basics), the operator must fill always the Form 1118 compliance check list QM-OM. (see appendix H)

#### **b) Operations manual part B (including the MEL)**

The attention of the operator is drawn on :

##### ***“OPS 1.130/ JAR OPS 3.130 Manuals to be carried***

*An operator shall ensure that:*

*[...]*

*(3) The current Aeroplane Flight Manual is carried in the aeroplane unless the Authority has accepted that the Operations Manual prescribed in OPS 1.1045/JAR OPS 3.1045, Appendix 1, Part B, contains relevant information for that aeroplane.”*

##### ***“OPS 1.1040/JAR OPS 3.1040 General Rules for Operations Manuals***

*[...]*

*(g) An operator shall ensure that the Operations Manual is amended or revised so that the instructions and information contained therein are kept up to date. The operator shall ensure that all operations personnel are made aware of such changes that are relevant to their duties.  
[...]*”

The operator relies on the constructor to receive a current Aeroplane Flight Manual (AFM). For the constructor to be able to provide a current AFM, he must be aware of the current

aircraft configuration. This is only possible if the operator gives a complete status of the aircraft to the constructor about any implemented Airworthiness Directive (AD), implemented Service Bulletin (SB), Special type certificates (STC), modification certified by a DOA (Design Organisation Approval), etc. Where a constructor issues a service bulletin (or other document) he does not assume that the operator has automatically implemented it to its aircraft, the operator must give him the feedback for each individual tail-number. Where an implemented STC belongs to an STC's Holder, other than the constructor, the operator must obtain the current data (last applicable edition) from this STC's Holder. The same procedure is to be used for MMEL.

The operator must make with the Constructor/STC Holder/DOA arrangements to receive any amendment of the above documents. Where the operator has not received any amendment for a period of 12 months, he must verify with the Constructor/STC Holder/DOA if there wasn't really any amendment or if the absence of notification is related to a communication problem. In the latest case a corrective action must be implemented to avoid any reoccurrence.

Where the current MMEL published by the Constructor/STC Holder/DOA is more restrictive than the MMEL published, for instance, by the FAA, the more restrictive one must be applied until the discrepancy is resolved between the Constructor/STC Holder/DOA and the FAA.

Where the operator has to modify several aircraft and does not modify them simultaneously, which is generally the case, he shall ensure that the documentation in each aircraft is relevant to that particular aircraft. In addition, the operator shall ensure and that the pilots are aware of the status of each particular aircraft [e.g. by a placard if suitable].

Where a same document is used for various aircraft, it must unambiguously show what is applicable and what is not applicable for each individual tail-number.

Where the Constructor/STC Holder/DOA foresees various procedures [e.g. AMOC (Alternative Method of Compliance) in ADs], the operator must make a single choice and communicate to the pilots solely the single procedure which is to be used.

In OPS 1.130/JAR OPS 3.130 the acceptance of the Authority is about the relevance of the information, not about it being current or not; this is a primary responsibility of the operator.

### c) Operations manual part D

The attention of the operator is drawn on :

***“Appendix 2 to OPS 1.175/ to JAR OPS 3.175 The management and organisation of an AOC holder***

*(c) Adequacy and supervision of staff:*

*(2) Ground Staff*

*(i) The number of ground staff is dependent upon the nature and the scale of operations. Operations and ground handling departments, in particular, must be staffed by trained personnel who have a thorough understanding of their responsibilities within the organisation”*

**“Appendix 1 to OPS 1.1045/to JAR OPS 3.1045 Operations Manual Contents**

**D. Training**

2.4. For operations personnel other than crew members (e.g. dispatcher, handling personnel, etc.). All other relevant items prescribed in OPS pertaining to their duties.”

**“OPS 1.205/JAR OPS 3.205 Competence of operations personnel**

An operator shall ensure that all personnel assigned to, or directly involved in, ground and flight operations are properly instructed, have demonstrated their abilities in their particular duties and are aware of their responsibilities and the relationship of such duties to the operation as a whole.”

An operator will also establish a training program for operations personnel other than crew members. Is considered as other personnel than crew members, the employee(s) of the operator such as dispatcher, loadmaster and personnel for the crew scheduling department and ground operations department (including ground handling agent when applicable).

Training program including duration of each course and check will be specified in the OM Part D. The operator will record the 2 last trainings.

For the dispatcher, the operator makes sure that the training program is conform with the Document ICAO doc 7192 Part D-3 — *Flight Operations Officers/Flight Dispatchers*.

**d) Other manuals**

The attention of the operator is drawn on :

**“OPS 1.1040/JAR OPS 3.1040 General Rules for Operations Manuals**

(a) An operator shall ensure that the Operations Manual contains all instructions and information necessary for operations personnel to perform their duties.”

[...]

(f) An operator shall ensure that all operations personnel have easy access to a copy of each part of the Operations Manual which is relevant to their duties. In addition, the operator shall supply crew members with a personal copy of, or sections from, Parts A and B of the Operations Manual as are relevant for personal study.”

**“OPS 1.200/JAR OPS 3.200 Operations manual**

An operator shall provide an Operations Manual in accordance with Subpart P for the use and guidance of operations personnel.”

**“OPS 1.210/JAR OPS 3.210 Establishment of procedures**

(a) An operator shall establish procedures and instructions, for each aeroplane type, containing ground staff and crew members' duties for all types of operation on the ground and in flight.”

Instructions and information to particular groups of operating staff - e.g. dispatcher manuals, cabin crew manuals, crew rostering instructions, Ground Handling manual and information supplied to handling subcontractors/agents - can all be regarded as part of the operations manual and supplementary written information.

The BCAA-OPS shall obtain from the operator a copy of the manual(s) and document(s) supplied to the operating staff and commonly called as the following:

- 1) Cabin Attendant Manual (it will be conform to the Circular OPS 27: CAM)
- 2) Dispatch manual,
- 3) Crew scheduling manual,
- 4) Loadmaster manual,
- 5) Ground Operations manual.

These Manuals will be neither approved nor accepted by the BCAA-OPS but they will be considered as elements of “no contradiction” to the EU-OPS or other regulations requirements and to be used during BCAA operational audit/inspection.

#### **IV. EFFECTIVE DATE**

This circular will come into effect from 01 January 2010.

#### **Appendices enclosed within this circular:**

- *Appendix A: TGL N°44*
- *Appendix B: Compliance checklist : FORM 1127 (A)*
- *Appendix C: Compliance checklist : FORM 1127 (H)*
- *Appendix D: Change FORM 1127 (A)*
- *Appendix E: Change FORM 1127(H)*
- *Appendix F : Sample of “the List of Effective Pages” LEP (A) of the Operations Manual(s)*
- *Appendix G : Sample of “the List of Effective Pages” LEP (H) of the Operations Manual(s)*
- *Appendix H: Compliance checklist: FORM 1128*

*These appendices are available on the website:  
[www.mobilite.be/air/formulaires/operations](http://www.mobilite.be/air/formulaires/operations)*