



**CAMEROON CIVIL AVIATION AUTHORITY – DIRECTION OF AVIATION SAFETY**

MANUAL	REF	DSA AOC MAN 001
AIR OPERATOR CERTIFICATION AND SURVEILLANCE MANUAL	ED	02 DU 01/04/2015
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**VOLUME II — OPERATIONAL DEMONSTRATIONS, INSPECTIONS APPROVALS AND SURVEILLANCE**

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## CHAPTER 1 OPERATIONS MANUAL INSPECTION



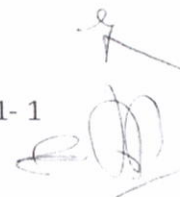
JTA.OPS.2009, DSA.AOC.CHKL.070, DSA.AOC.CHKL.072,  
DSA.AOC.CHKL.073, DSA.AOC.CHKL.074, DSA.AOC.CHKL.075,  
DSA.AOC.CHKL.078, DSA.AOC.CHKL.079

### 1.1 BACKGROUND AND OBJECTIVES

1.1.1 “Arrêté 609/ 604” requires each air operator to issue instructions to crew members and persons assigned operational control functions in an operations manual. Furthermore, “Instruction N°2005-00270-CCAA” outline the organization and contents of the operations manual. The operations manual shall be reviewed by the CCAA and its content found acceptable or be approved, as applicable, prior to being provided for the use of personnel. CCAA will require revision of the manual as necessary to achieve compliance with “Arrêté 609/ 604” and safety requirements.

1.1.2 The objective of CCAA review of the operations manual is to ensure that the policies and procedures contained in the manual:

- a) implement the regulations of the Cameroon;
- b) provide clear, complete and detailed operating instructions, policies and procedures so that operational personnel are fully informed of what is required of them. Procedures shall be effective, represent sound safety philosophy and be capable of being accomplished;
- c) make provisions for revision to ensure that the information contained therein is kept up to date;
- d) present the necessary guidance and instructions to personnel in a suitable and convenient format; and
- e) outline standardized procedures for all crew member functions.





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**1.2 MANUAL ORGANIZATION**

1.2.1 In order to accomplish the above requirements and effectively organize policy and instructions, that portion of an operator’s overall manual system which applies specifically to operations personnel is typically divided into several volumes. The size, as well as the number of volumes, of the operations manual will depend upon the size and complexity of the proposed operations. The overall manual system may be organized in any manner which adequately provides guidance concerning all important aspects of the operation.

1.2.2 The operations manual shall be organized with the following structure:

- a) general;
- b) aircraft operating information;
- c) area, routes and aerodromes; and
- d) training.

**1.3 OVERALL OPERATIONS MANUAL INSPECTION AREAS**

Inspectors shall review the air operator’s operations manual or manual system to ensure that it contains information in sufficient detail to permit all flight operations personnel to perform their duties safely and efficiently. The following areas shall be evaluated:

- a) organization and readability. The manual(s) shall be organized so that information specific to various employee positions and types of operations is easy to locate, clear, concise, and unambiguous. Tables of contents shall be detailed enough so that specific subject areas may be easily and expeditiously located. Print quality, illustrations, and graphics shall be clear and readable. Each manual shall be numbered and issued according to a specific distribution list, and each holder made responsible for its prompt and accurate update. The distribution list shall contain all operations personnel and others requiring the information therein for proper performance of their duties. Those parts of the manual required to be carried on board each aircraft shall be designed for convenient use and all parts shall permit ready and accurate reference;
- b) validity and accuracy. Technical information contained in manuals such as weight and balance charts, performance charts, limitations, etc. shall accurately reflect data provided from the manufacturer or shall have been developed through the use of accepted and approved methods;





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- c) consistency. Information presented in the various sections or volumes of a manual shall be consistent with that presented in other sections;
- d) currency and conformity. Information contained in manuals shall reflect current company organization, equipment, procedures and policies. The manual(s) shall be easy to update and contain a list of effective pages;
- e) distribution and availability. The operator shall have an effective system for distributing and updating manuals. The individual(s) responsible for entering changes in specific manuals shall be identified. The CCAA must be provided with copies of all manuals;
- f) approvals. Regulations require that certain portions of the operations manual be reviewed in detail and approved by CCAA, while other portions of the operations manual are to be acceptable to CCAA. For aspects of the operations manual to be acceptable to CCAA inspectors shall conduct a specific evaluation to ensure that the information provided is in accordance with the applicable regulations and/or CCAA guidance material. The inspectors shall ensure the operator complies with the applicable approvals issued by the State of Registry, when Cameroon is not the State of Registry, and/or the State of Design in addition to CCAA requirements;
- g) content.

The operations manual inspection checklists DSA.AOC.CHKL.070, 072, 073, 074, 075, 076, 078, 079 checklists found on **DASIS** (<http://www.dasis.ccaa.aero>) will be used for all operations manual inspections. The focus of the manual inspection will be to evaluate the operator's operations manual in the areas listed above. The "content" area of the form contains a checklist of the minimum subject areas which shall be adequately addressed in the operator's manual(s). The checklist items in the "content" area are designed to be used for all operators. Certain items may not apply to a particular operator in which case the checklist item shall be annotated – not applicable. More specific information on each checklist item is outlined below. In determining the acceptability of the material contained in the manual(s), inspectors will need to often cross reference against the applicable regulations and CCAA guidance material;

*Note.— Training subjects are not included in this chapter as they are contained in Chapter 4 of this volume.*



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## 1.4 SPECIFIC OPERATIONS MANUAL INSPECTION AREAS

### 1.4.1 General part/section.

#### A. GENERAL/BASIC

The general part or section of the operations manual shall contain at least the following:

#### 0 ADMINISTRATION AND CONTROL OF OPERATIONS MANUAL

##### 0.1 Introduction:

- a) A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable air operator certificate (AOC).
- b) A statement that the manual contains operational instructions that are to be complied with by the relevant personnel.
- c) A list and brief description of the various parts, their contents, applicability and use.

Explanations and definitions of terms and words needed for the use of the manual.

##### 0.2 System of amendment and revision:

- a) Details of the person(s) responsible for the issuance and insertion of amendments and revisions.
- b) A record of amendments and revisions with insertion dates and effective dates.
- c) A statement that handwritten amendments and revisions are not permitted, except in situations requiring immediate amendment or revision in the interest of safety.
- d) A description of the system for the annotation of pages or paragraphs and their effective dates.
- e) A list of effective pages or paragraphs.
- f) Annotation of changes (in the text and, as far as practicable, on charts and diagrams) .
- g) Temporary revisions.
- h) A description of the distribution system for the manuals, amendments and revisions.



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## 1 ORGANIZATION AND RESPONSIBILITIES

### 1.1 Organizational structure.

A description of the organizational structure, including the general organogram and operations departments' organograms. The organogram should depict the relationship between the operations departments and the other departments of the operator. In particular, the subordination and reporting lines of all divisions, departments, etc., which pertain to the safety of flight operations, should be shown.

### 1.2 Nominated persons.

The name of each nominated person responsible for flight operations, crew training and ground operations. A description of their function and responsibilities should be included.

### 1.3 Responsibilities and duties of operations management personnel.

A description of the duties, responsibilities and authority of operations management personnel pertaining to the safety of flight operations and the compliance with the applicable regulations.

### 1.4 Authority, duties and responsibilities of the pilot-in-command/commander.

A statement defining the authority, duties and responsibilities of the pilot-in-command/commander.

### 1.5 Duties and responsibilities of crew members other than the pilot-in-command/commander.

## 2 OPERATIONAL CONTROL AND SUPERVISION

### 2.1 Supervision of the operation by the operator.

A description of the system for supervision of the operation by the operator. This should show how the safety of flight operations and the qualifications of personnel are





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supervised. In particular, the procedures related to the following items should be described:

- a) licence and qualification validity,
- b) competence of operations personnel,
- c) control, analysis and storage of the required records.

### 2.2 System and responsibility for promulgation of additional operational instructions and information.

A description of any system for promulgating information which may be of an operational nature, but which is supplementary to that in the OM. The applicability of this information and the responsibilities for its promulgation should be included.

### 2.3 Operational control.

A description of the procedures and responsibilities necessary to exercise operational control with respect to flight safety.

### 2.4 Powers of the authority.

A description of the powers of the competent authority and guidance to staff on how to facilitate inspections by authority personnel.

## 3 MANAGEMENT SYSTEM

A description of the management system, including at least the following:

- a) safety policy;
- b) the process for identifying safety hazards and for evaluating and managing the associated risks;
- c) compliance monitoring system;
- d) allocation of duties and responsibilities;
- e) documentation of all key management system processes.

## 4 CREW COMPOSITION

### 4.1 Crew composition.

An explanation of the method for determining crew compositions, taking account of the following:

- (a) the type of aircraft being used;



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- (b) the area and type of operation being undertaken;
- (c) the phase of the flight;
- (d) the minimum crew requirement and flight duty period planned;
- (e) experience (total and on type), recency and qualification of the crew members;
- (f) (the designation of the pilot-in-command/commander and, if necessitated by the duration of the flight, the procedures for the relief of the pilot-in-command/commander or other members of the flight crew (see ORO.FC.105);
- (g) the designation of the senior cabin crew member and, if necessitated by the duration of the flight, the procedures for the relief of the senior cabin crew member and any other member of the cabin crew.

#### 4.2 Designation of the pilot-in-command/commander.

The rules applicable to the designation of the pilot-in-command/commander.

#### 4.3 Flight crew incapacitation.

Instructions on the succession of command in the event of flight crew incapacitation.

#### 4.4 Operation on more than one type.

A statement indicating which aircraft are considered as one type for the purpose of:

- (a) flight crew scheduling; and
- (b) cabin crew scheduling.

### 5 QUALIFICATION REQUIREMENTS

**5.1 A description of the required licence, rating(s), qualification/competency (e.g. for routes and aerodromes), experience, training, checking and recency for operations personnel to conduct their duties. Consideration should be given to the aircraft type, kind of operation and composition of the crew.**

#### 5.2 Flight crew:

- (a) pilot-in-command/commander,
- (b) pilot relieving the pilot-in-command/commander,
- (c) co-pilot,
- (d) pilot relieving the co-pilot,
- (e) pilot under supervision,
- (f) system panel operator,





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(g) operation on more than one type or variant.

### 5.3 Cabin crew:

- (a) senior cabin crew member,
- (b) cabin crew member:
  - i. required cabin crew member,
  - ii. additional cabin crew member and cabin crew member during familiarization flights,
- (c) operation on more than one type or variant.

### 5.4 Training, checking and supervision personnel:

- (a) for flight crew; and
- (b) for cabin crew.

5.5 Other operations personnel (including technical crew and crew members other than flight, cabin and technical crew).

## 6 CREW HEALTH PRECAUTIONS

6.1 Crew health precautions. The relevant regulations and guidance to crew members concerning health, including the following:

- (a) alcohol and other intoxicating liquids,
- (b) narcotics,
- (c) drugs,
- (d) sleeping tablets,
- (e) anti-depressants,
- (f) pharmaceutical preparations,
- (g) immunisation,
- (h) deep-sea diving,
- (i) blood/bone marrow donation,
- (j) meal precautions prior to and during flight,
- (k) sleep and rest,
- (l) surgical operations.

## 7 FLIGHT TIME LIMITATIONS

7.1 Flight and duty time limitations and rest requirements.



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## 7.2 Exceedance of flight and duty time limitations and/or reductions of rest periods.

Conditions under which flight and duty time may be exceeded or rest periods may be reduced, and the procedures used to report these modifications.

## 8 OPERATING PROCEDURES

### 8.1 Flight preparation instructions.

As applicable to the operation:

**8.1.1 Minimum flight altitudes.** A description of the method of determination and application of minimum altitudes including:

- (a) a procedure to establish the minimum altitudes/flight levels for visual flight rules (VFR) flights; and
- (b) a procedure to establish the minimum altitudes/flight levels for instrument flight rules (IFR) flights.

**8.1.2 Criteria and responsibilities for determining the adequacy of aerodromes to be used.**

**8.1.3 Methods and responsibilities for establishing aerodrome operating minima.**

Reference should be made to procedures for the determination of the visibility and/or runway visual range (RVR) and for the applicability of the actual visibility observed by the pilots, the reported visibility and the reported RVR.

**8.1.4 En-route operating minima for VFR flights or VFR portions of a flight** and, where single-engined aircraft are used, instructions for route selection with respect to the availability of surfaces that permit a safe forced landing.

**8.1.5 Presentation and application of aerodrome and en-route operating minima.**

**8.1.6 Interpretation of meteorological information.**

Explanatory material on the decoding of meteorological (MET) forecasts and MET reports relevant to the area of operations, including the interpretation of conditional expressions.

**8.1.7 Determination of the quantities of fuel, oil and water methanol carried.** The methods by which the quantities of fuel, oil and water methanol to be carried are