

(b) *Adequacy and competency of personnel*

(1) The operator shall employ sufficient personnel for the planned ground and flight operations.

(2) All personnel assigned to, or directly involved in, ground and flight operations shall:

(i) be properly trained;

(ii) demonstrate their capabilities in the performance of their assigned duties; and

(iii) be aware of their responsibilities and the relationship of their duties to the operation as a whole.

(c) *Supervision of personnel*

(1) The operator shall appoint a sufficient number of personnel supervisors, taking into account the structure of the operator's organisation and the number of personnel employed.

(2) The duties and responsibilities of these supervisors shall be defined, and any other necessary arrangements shall be made to ensure that they can discharge their supervisory responsibilities.

(3) The supervision of crew members and personnel involved in the operation shall be exercised by individuals with adequate experience and the skills to ensure the attainment of the standards specified in the operations manual.

ORO.AOC.140 Facility requirements

In accordance with ORO.GEN.215, the operator shall:

(a) make use of appropriate ground handling facilities to ensure the safe handling of its flights;

(b) arrange operational support facilities at the main operating base, appropriate for the area and type of operation; and

(c) ensure that the available working space at each operating base is sufficient for personnel whose actions may affect the safety of flight operations. Consideration shall be given to the needs of ground crew, personnel concerned with operational control, the storage and display of essential records and flight planning by crews.

ORO.AOC.150 Documentation requirements

(a) The operator shall make arrangements for the production of manuals and any other documentation required and associated amendments.

(b) The operator shall be capable of distributing operational instructions and other information without delay.

SUBPART MLR

MANUALS, LOGS AND RECORDS**ORO.MLR.100 Operations manual — general**

(a) The operator shall establish an operations manual (OM) as specified under 8.b of Annex IV to Regulation (EC) No 216/2008.

(b) The content of the OM shall reflect the requirements set out in this Annex, Annex IV (Part-CAT) and Annex V (Part-SPA), as applicable, and shall not contravene the conditions contained in the operations specifications to the air operator certificate (AOC).

(c) The OM may be issued in separate parts.

(d) All operations personnel shall have easy access to the portions of the OM that are relevant to their duties.

(e) The OM shall be kept up to date. All personnel shall be made aware of the changes that are relevant to their duties.

(f) Each crew member shall be provided with a personal copy of the relevant sections of the OM pertaining to their duties. Each holder of an OM, or appropriate parts of it, shall be responsible for keeping their copy up to date with the amendments or revisions supplied by the operator.

(g) For AOC holders:

- (1) for amendments required to be notified in accordance with ORO.GEN.115(b) and ORO.GEN.130(c), the operator shall supply the competent authority with intended amendments in advance of the effective date; and
- (2) for amendments to procedures associated with prior approval items in accordance with ORO.GEN.130, approval shall be obtained before the amendment becomes effective.

(h) Notwithstanding (g), when immediate amendments or revisions are required in the interest of safety, they may be published and applied immediately, provided that any approval required has been applied for.

- (i) The operator shall incorporate all amendments and revisions required by the competent authority.
- (j) The operator shall ensure that information taken from approved documents, and any amendment thereof, is correctly reflected in the OM. This does not prevent the operator from publishing more conservative data and procedures in the OM.
- (k) The operator shall ensure that all personnel are able to understand the language in which those parts of the OM which pertain to their duties and responsibilities are written. The content of the OM shall be presented in a form that can be used without difficulty and observes human factors principles.

ORO.MLR.101 Operations manual — structure

The main structure of the OM shall be as follows:

- (a) Part A: General/Basic, comprising all non-type-related operational policies, instructions and procedures;
- (b) Part B: Aircraft operating matters, comprising all type-related instructions and procedures, taking into account differences between types/classes, variants or individual aircraft used by the operator;
- (c) Part C: Commercial air transport operations, comprising route/role/area and aerodrome/operating site instructions and information;
- (d) Part D: Training, comprising all training instructions for personnel required for a safe operation.

ORO.MLR.105 Minimum equipment list

- (a) A minimum equipment list (MEL) shall be established as specified under 8.a.3 of Annex IV to Regulation (EC) No 216/2008, based on the relevant master minimum equipment list (MMEL) as defined in the data established in accordance with Regulation (EC) No 1702/2003.
- (b) The MEL and any amendment thereto shall be approved by the competent authority.
- (c) The operator shall amend the MEL after any applicable change to the MMEL within the acceptable timescales.
- (d) In addition to the list of items, the MEL shall contain:
 - (1) a preamble, including guidance and definitions for flight crews and maintenance personnel using the MEL;
 - (2) the revision status of the MMEL upon which the MEL is based and the revision status of the MEL;
 - (3) the scope, extent and purpose of the MEL.
- (e) The operator shall:
 - (1) establish rectification intervals for each inoperative instrument, item of equipment or function listed in the MEL. The rectification interval in the MEL shall not be less restrictive than the corresponding rectification interval in the MMEL;
 - (2) establish an effective rectification programme;
 - (3) only operate the aircraft after expiry of the rectification interval specified in the MEL when:
 - (i) the defect has been rectified; or
 - (ii) the rectification interval has been extended in accordance with (f).

(f) Subject to approval of the competent authority, the operator may use a procedure for the one time extension of category B, C and D rectification intervals, provided that:

- (1) the extension of the rectification interval is within the scope of the MMEL for the aircraft type;
- (2) the extension of the rectification interval is, as a maximum, of the same duration as the rectification interval specified in the MEL;
- (3) the rectification interval extension is not used as a normal means of conducting MEL item rectification and is used only when events beyond the control of the operator have precluded rectification;
- (4) a description of specific duties and responsibilities for controlling extensions is established by the operator;
- (5) the competent authority is notified of any extension of the applicable rectification interval; and
- (6) a plan to accomplish the rectification at the earliest opportunity is established.

(g) The operator shall establish the operational and maintenance procedures referenced in the MEL taking into account the operational and maintenance procedures referenced in the MMEL. These procedures shall be part of the operator's manuals or the MEL.

(h) The operator shall amend the operational and maintenance procedures referenced in the MEL after any applicable change to the operational and maintenance procedures referenced in the MMEL.

(i) Unless otherwise specified in the MEL, the operator shall complete:

- (1) the operational procedures referenced in the MEL when planning for and/or operating with the listed item inoperative; and
- (2) the maintenance procedures referenced in the MEL prior to operating with the listed item inoperative.

(j) Subject to a specific case-by-case approval by the competent authority, the operator may operate an aircraft with inoperative instruments, items of equipment or functions outside the constraints of the MEL but within the constraints of the MMEL, provided that:

- (1) the concerned instruments, items of equipment or functions are within the scope of the MMEL as defined in the data established in accordance with Regulation (EC) No 1702/2003;
- (2) the approval is not used as a normal means of conducting operations outside the constraints of the approved MEL and is used only when events beyond the control of the operator have precluded the MEL compliance;
- (3) a description of specific duties and responsibilities for controlling the operation of the aircraft under such approval is established by the operator; and
- (4) a plan to rectify the inoperative instruments, items of equipment or functions or to return operating the aircraft under the MEL constraints at the earliest opportunity is established.

ORO.MLR.110 Journey log

Particulars of the aircraft, its crew and each journey shall be retained for each flight, or series of flights, in the form of a journey log, or equivalent.

ORO.MLR.115 Record-keeping

- (a) The records of the activities referred to in ORO.GEN.200 shall be stored for at least five years.
- (b) The following information used for the preparation and execution of a flight, and associated reports, shall be stored for three months:
 - (1) the operational flight plan, if applicable;
 - (2) route-specific notice(s) to airmen (NOTAM) and aeronautical information services (AIS) briefing documentation, if edited by the operator;

- (3) mass and balance documentation;
- (4) notification of special loads, including written information to the commander/pilot-in-command about dangerous goods;
- (5) the journey log, or equivalent; and
- (6) flight report(s) for recording details of any occurrence, or any event that the commander/pilot-in-command deems necessary to report or record;

(c) Personnel records shall be stored for the periods indicated below:

Flight crew licence and cabin crew attestation	As long as the crew member is exercising the privileges of the licence or attestation for the aircraft operator
Crew member training, checking and qualifications	3 years
Records on crew member recent experience	15 months
Crew member route and aerodrome/task and area competence, as appropriate	3 years
Dangerous goods training, as appropriate	3 years
Training/qualification records of other personnel for whom a training programme is required	Last 2 training records

(d) The operator shall:

- (1) maintain records of all training, checking and qualifications of each crew member, as prescribed in Part-ORO; and
- (2) make such records available, on request, to the crew member concerned.

(e) The operator shall preserve the information used for the preparation and execution of a flight and personnel training records, even if the operator ceases to be the operator of that aircraft or the employer of that crew member, provided this is within the timescales prescribed in (c).

(f) If a crew member becomes a crew member for another operator, the operator shall make the crew member's records available to the new operator, provided this is within the timescales prescribed in (c).

SUBPART SEC

SECURITY

ORO.SEC.100.A Flight crew compartment security

- (a) In an aeroplane which is equipped with a flight crew compartment door, this door shall be capable of being locked, and means shall be provided by which the cabin crew can notify the flight crew in the event of suspicious activity or security breaches in the cabin.
- (b) All passenger-carrying aeroplanes of a maximum certificated take-off mass exceeding 45 500 kg, or with a MOPSC of more than 60 engaged in the commercial transportation of passengers, shall be equipped with an approved flight crew compartment door that is capable of being locked and unlocked from either pilot's station and designed to meet the applicable airworthiness requirements.
- (c) In all aeroplanes which are equipped with a flight crew compartment door in accordance with point (b) above:
 - (1) this door shall be closed prior to engine start for take-off and will be locked when required by security procedures or by the pilot-in-command until engine shut down after landing, except when deemed necessary for authorised persons to access or egress in compliance with national civil aviation security programmes; and
 - (2) means shall be provided for monitoring from either pilot's station the entire door area outside the flight crew compartment to identify persons requesting entry and to detect suspicious behaviour or potential threat.