



Seychelles Civil Aviation Authority

OPERATIONAL DIRECTIVE



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Issue: 1

27 May 2019

Flight Safety Document System

This Operational Directive contains requirements that are intended for mandatory compliance.

Recipients are asked to ensure that this Operational Directive is copied to all members of their staff who may have an interest in the information (including any 'in-house' or contracted maintenance organisations and relevant outside contractors).

1. Reason and Explanation

- 1.1 EASA Part ORO.MLR requires the operator to establish an Operations Manual and provides the format and minimum contents of the Operations Manuals Part A–D. It should be noted that this encompasses the documentation of the Management System.
- 1.2 In support of the AOC holder operation, Part-M Section M.A 704 requires the development of a Continuing Airworthiness Management Exposition (In ICAO terminology synonymous to Maintenance Control Manual)
- 1.3 ICAO Annex 6 Part 1(CAT-Aeroplanes), Chapter 3, 3.5 and Part 3 (CAT-Helicopters), Chapter 1, 1.3.5 requires that an operator shall establish a flight safety document system, for the use and guidance of operational personnel, as part of its safety management system.
- 1.4 A flight safety document system is a set of interrelated documentation established by the operator, compiling and organising information necessary for flight and ground operations, and comprising, as a minimum, the operations manual and the operator's maintenance control manual.
- 1.5 EASA Air OPS does not specifically address the issue of a flight safety document control system with the same intent as ICAO Annex 6.
- 1.6 The purpose of this Operational Directive is to set a requirement for the establishment of flight safety document system by operators conducting operations under Part CAT to ensure compliance to ICAO Annex 6 Part 1(CAT-Aeroplanes), Chapter 3, 3.5 and Part 3 (CAT-Helicopters), Chapter 1, 1.3.5.
- 1.7 The contents and requirement of this Operational Directive was previously issued by Safety Directive SD 2018-01 issued 18th April 2018.

2. Operational Directive and Applicability

- 2.1 The Authority, in exercise of its powers under regulation 85 of the Civil Aviation (Safety) Regulations 2017, directs the operator ('a specified operator') of any aircraft which is:
- (a) registered in the Seychelles; and
 - (b) conducting Commercial Air Transport operations:
- to comply with the requirements set out in paragraphs 3 and 4 of this directive.

3. Requirement: Flight Safety Document System

- 3.1 All AOC holders shall establish a flight safety document system, for the use and guidance of operational personnel, as part of its safety management system.
- 3.2 The flight safety document system shall conform to the standards in 4 below.

4. Flight Safety Document System

4.1 Organisation

- 4.1.1 A flight safety document system shall be organised according to criteria, which ensure easy access to information, required for flight and ground operations contained in the various operational documents comprising the system and which facilitate management of the distribution and revision of operational documents.
- 4.1.2 Information contained in a flight safety document system shall be grouped according to the importance and use of the information, as follows:
- (a) Time critical information, e.g., information that can jeopardize the safety of the operation if not immediately available;
 - (b) Time sensitive information, e.g., information that can affect the level of safety or delay the operation if not available in a short time period;
 - (c) Frequently used information;
 - (d) Reference information, e.g., information that is required for the operation but does not fall under b) or c) above; and
 - (e) Information that can be grouped based on the phase of operation in which it is used.

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

4.1.4 Time critical information, time sensitive information, and frequently used information shall be placed in cards and quick-reference guides.

4.2 Validation

4.2.1 A flight safety document system shall be validated before deployment, under realistic conditions. Validation shall involve the critical aspects of the information use, in order to

verify its effectiveness. Interactions among all groups that can occur during operations shall also be included in the validation process.

4.3 Design

4.3.1 A flight safety document system shall maintain consistency in terminology and in the use of standard terms for common items and actions.

4.3.2 Operational documents shall include a glossary of terms, acronyms and their standard definition, updated on a regular basis to ensure access to the most recent terminology. All significant terms, acronyms and abbreviations included in the flight documents system shall be defined.

4.3.3 A flight safety documents system shall ensure standardisation across document types, including writing style, terminology, use of graphics and symbols, and formatting across documents. This includes a consistent location of specific types of information, consistent use of units of measurement and consistent use of codes.

4.3.4 A flight safety document system shall include a master index to locate, in a timely manner, information included in more than one operational document.

Note- The master index must be placed in the front of each document and consist of no more than three levels of indexing. Pages containing abnormal and emergency information must be tabbed for direct access.

4.3.5 A flight safety document system shall comply with the requirements of the operator's quality system, if applicable.

4.4 Deployment

4.4.1 Operators shall monitor deployment of the flight safety document system, to ensure appropriate and realistic use of the documents, based on the characteristics of the operational environment and in a way which is both operationally relevant and beneficial to operational personnel. This monitoring shall include a formal feedback system for obtaining input from operational personnel.

4.5 Amendment

4.5.1 Operators shall develop an information gathering, review, distribution and revision control system to process information and data obtained from all sources relevant to the type of operation conducted, including, but not limited to, the Authority, State of design, manufacturers and equipment vendors.

Note: Manufacturers provide information for the operation of specific aircraft that emphasizes the aircraft systems and procedures under conditions that may not fully match the requirements of operators. Operators shall ensure that such information meets their specific needs and those of the local authority.

4.5.2 Operators shall develop an information gathering, review and distribution system to process information resulting from changes that originate within the operator, including:

- (a) Changes resulting from the installation of new equipment;
- (b) Changes in response to operating experience;

- (c) Changes in an operator's policies and procedures;
- (d) Changes in an operator certificate; and
- (e) Changes for purposes of maintaining cross fleet standardization.

Note: Operators shall ensure that crew coordination philosophy, policies and procedures are specific to their operation.

4.5.3 A flight safety documents system shall be reviewed:

- (a) On a regular basis (at least once a year);
- (b) After major events (mergers, acquisitions, rapid growth, downsizing, etc.);
- (c) After technology changes (introduction of new equipment); and
- (d) After changes in safety regulations.

4.5.4 Operators shall develop methods of communicating new information. The specific methods shall be responsive to the degree of communication urgency.

Note: As frequent changes diminish the importance of new or modified procedures, it is desirable to minimize changes to the flight safety documents system.

4.5.5 New information shall be reviewed and validated considering its effects on the entire flight safety documents system.

4.5.6 The method of communicating new information shall be complemented by a tracking system to ensure currency by operational personnel. The tracking system shall include a procedure to verify that operational personnel have the most recent updates.

5. Queries

5.1 Any queries as a result of this Operational Directive should be addressed to Head of Flight Operations and Flight Crew Licensing Inspectorate at the following e-mail address: hfo@scaa.sc

6. Revocation and Commencement

6.1 This Operational Directive comes into force **27th May 2019** and will remain in force until revoked by the Authority.

Head Flight Operations and Flight Crew Licensing Inspectorate