

BOSNIA AND HERZEGOVINA
Ministry of Communications and Transport
Directorate of Civil Aviation

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**REGULATION ON CONDITIONS AND
MANNER OF ISSUANCE
OF AIR OPERATOR CERTIFICATE -
AOC**

The logo for BHDCA (Bosnia and Herzegovina Directorate of Civil Aviation) features a yellow stylized wing or arrow shape pointing upwards and to the right, enclosed within a yellow square border. Below this graphic, the letters "BHDCA" are written in a bold, blue, sans-serif font.

BHDCA

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Based on Article 61, paragraph 1 and Article 16 of the Law on Administration ("BiH Official Gazette" no 32/02), Article 6, paragraph 1 in relation to Articles 48, 49, 50, 51, 52, 53, 54 and 55 of the Aviation Law of BiH ("BiH Official Gazette", no: 02/04), the Director General of the Bosnia and Herzegovina Directorate of Civil Aviation issues:

REGULATION ON CONDITIONS AND MANNER OF ISSUANCE OF

AIR OPERATOR CERTIFICATE-AOC

GENERAL PROVISIONS

Article 1

This Regulation determines the conditions for acquisition, use, change/amendment, renewal of AOC, control and supervision of AOC holder, provisional removal or suspension or revocation of the AOC.

SCOPE OF APPLICATION

Article 2

Besides basic requirements, this Regulation also defines the other conditions that the air operators have to meet, and that are related to the activities of commercial operations in domestic and international public air traffic.

The term *activities* in public air traffic means:

- a) Scheduled transport
- b) Non-scheduled transport (charter transport, air-taxi transport, panoramic flights)
- c) Flights for the needs of Emergency Medical Service –EMS

Air-taxi transport and panoramic flights can be performed on aircraft that are certified for no more than 12 passenger seats.

Article 3

Provisions of this Regulation are not applied to provisions of air services for commercial purposes (aerial work), transport for own needs, sport and amateur flying, flight training for pilots, performance of air activities of special nature, nor for aircraft used by the military, police and customs service.

REQUIREMENTS FOR VALIDITY OF AOC

Article 4

Activities in public air transport may be performed by a physical or legal person who possesses an Air Operator's Certificate (AOC) and which has been issued in accordance with the Aviation Law of BiH and provisions of this Regulation.

Air operators, holders of AOC, will observe the provisions of the Convention on the International Civil Aviation, Annex 6 to the Convention, bilateral and multilateral agreements whose signatory BiH is, and which are related to aviation.

Air operator may be a holder of only one AOC.

Air operator may not transfer the right of use of the AOC to other physical or legal persons.

AOC holders will perform commercial activities in public air transport under conditions specified in AOC and will adhere to regulations and requirements of JAR OPS 1/3 that are an integral part of this Regulation.

JAA Regulation "Administrative and Guidance Material, Section Four: Operations" and other JAR requirements to which provisions of this Regulation refer, will be applied as

recommended practice until enacting of legislation or operational directives that will regulate this matter.

If during the validity of AOC, air operator does not meet some of the requirements under which the AOC was issued, or if the Directorate of Civil Aviation of Bosnia and Herzegovina (herein after BH DCA) concludes that the air operator cannot safely perform the approved operations, the BH DCA will provisionally remove (suspend) or revoke AOC.

TERMINOLOGY

Article 5

The terminology used in this Regulation has the following meaning:

Air Operator Certificate – AOC is a document issued by the BH DCA which verifies that the air operator meets the prescribed requirements for performance of activities of public air traffic stated in the Certificate;

Air Operator is a physical or legal person who is owner or user of aircraft and who for commercial purposes transports persons and/or goods by aircraft;

Air Traffic is the process of moving, that is transporting of persons and/or goods by air flights, as well as any other use or activity in the airspace;

Scheduled Air Services is scheduled commercial transport of persons and/or goods that is available to everybody under the same conditions and is performed on beforehand established lines, in accordance with beforehand established flight schedule, for published prices and in accordance with general transport conditions.

Non-Scheduled Air Services is commercial transport of persons and/or goods that is not regular and that is performed under specially agreed terms (charter transport, - individual or serial, air-taxi transport, panoramic flights);

Flying for the needs of *Emergency Medical Service –EMS* are the services in the domain of the air transport specially adjusted to medical needs of the ill, injured, wounded or in a different way mentally or physically incapacitated persons.

Business Plan is a detailed description of commercial activities which the air operator intends to perform within a certain period with special emphasis on activities related to development of the market and intended investments and their impact upon its financial and business affairs;

Management Account is the report on revenues and expenditures within a certain period in which activities related to air transport are presented separately from other activities and in which profitable and non-profitable items of the report are separately presented.

Dry Lease – lease when aircraft is used in accordance with AOC of Lessee;

Wet Lease – lease when aircraft is used in accordance with AOC of Lessor;

Principal Place of Business – administrative seat in the state that is responsible for issuance of AOC in which the management of the operator stays (persons in charge of operations, finances, maintenance, etc);

OPERATIONAL DIRECTIVES

Article 6

By an operational directive the BH DCA may ban, restrict or determine special conditions in the interest of safety of performance of operations. Operational directives contain:

- a) reason for issuance
- a) applicability and duration of operations
- b) actions that have to be undertaken by Air Operator or Operators

REQUIREMENTS FOR AIR OPERATOR CERTIFICATE

General Conditions

Article 7

AOC will be issued to:

- a) physical person with BiH citizenship or legal person registered in BiH;
- b) one of BiH entities
- c) state of Bosnia and Herzegovina

Special Conditions

Article 8

In order to obtain AOC, the air operator:

- a) Has to have the principal place of business in Bosnia and Herzegovina;
- b) Cannot possess an AOC issued by aviation authority of some other state;
- c) Has to obtain the financial assets in bank deposits or bank guaranties in amounts not less than:
 - 200 000 KM for operating scheduled flights
 - 100 000 KM for charter flights
 - 10 000 KM for air-taxi flights, panoramic flights and EMS;
- d) Has to register aircraft to operate in accordance with the AOC into the BiH Register of Aircraft,
- e) If the air operator has registered aircraft from item d) of this Article in the BiH Register of Aircraft, then it can use for commercial services in the domestic and international public air traffic aircraft registered in the Registers of other countries signatories of the Chicago Convention, as long as it owns a valid leasing contract. The lease contract has to be approved by the BH DCA. The aircraft, mentioned above, that will be used in lease contracts, have to be registered in the BiH Register of Aircraft within 12 months after signing the lease contract. The conditions of a wet lease are specified in Appendix no. 1. If it is a matter of dry lease, the aircraft have to be registered in the BiH Register of aircraft.
- f) Has to provide evidence that the services it provides are exclusively air traffic or air transport as the basic service in combination with other commercial services or with aircraft maintenance services (the registration of the company);
- g) Has to provide evidence on possession of equipment and expert staff and financial capability of performing the services for which it is requesting AOC;
- h) Has to provide evidence of the adequate internal organization;

- i) Has to have the managing organization which is capable of performing operational surveillance of each flight and of other services included in AOC;
- j) Has to appoint accountable manager, acceptable to the BH DCA, who has to guarantee that the anticipated operations are performed and financed in accordance with the norms required by the BH DCA;
- k) Has to appoint post holders acceptable to BH DCA responsible for:
 - flight operations
 - maintenance systems
 - crew training
 - ground operations
- l) Has to submit Operations Manual as well as its every change and amendment;
- m) Has to guarantee that each flight is conducted in accordance with the Operations Manual under the AOC conditions;
- n) Has to organize maintenance of the aircraft in a way which guarantees safe air travel;
- o) Has to establish a training programme of the flight, cabin and technical crew;
- p) Has to guarantee equipment of aircraft and capabilities of the crew for the area and operations for which it requires AOC;
- q) Has to have at its disposal adequate equipment and resources, depending on the type of aircraft, kind and scope of operations, and has to ensure space for supplying aircraft on ground and preparation of the crew of the aircraft, which enable for normal work of crew and safe performance of services;
- r) Has to have the managing organization which is capable of operational surveillance when conducting each flight according to the conditions of the AOC;
- s) Has to offer evidence that the quality system has been established and maintained;
- t) Has to prove to the Directorate of Civil Aviation of Bosnia and Herzegovina that it is capable of performing operations in a safe manner;
- u) Has to provide to the Directorate of Civil Aviation of Bosnia and Herzegovina access into its organization, aircraft, and maintenance organizations, in order to determine fulfilment of the requirements for issuance, change and renewal of the AOC. Data of confidential character obtained in the procedure of determination of fulfilment of AOC requirements is considered a professional secret;
- v) If it is determined that conditions from the previous paragraph of this Article are not fulfilled, the BH DCA can request for one or more demonstration flights to be performed as commercial flights.

Financial Conditions for Issuance, Renewal and Changing of the AOC

Article 9

The air operator that is requesting an AOC for the first time is obligated to prove that it meets financial requirements, i.e. together with the request it is obliged to attach:

- a) Business Plan from which it is obvious:
 - that it can, at every moment, fulfil its real and potential obligations, which are appraised based on real assumptions,

- for the period of two years counting since the beginning of the operations;
- that it can pay its fixed and variable costs which result from operations envisaged by the Business Plan, and are anticipated in the business plan, and are based on real assumptions for the period of three months counting since the beginning of the operations, taking into consideration that the resources planned for the payment of the obligations are not included in the profit from own operations and not included in the bank guarantees or deposit from the Article 8 paragraph c);
- b) status of each account of the legal person and the financial report for the previous financial period (year) together with the opinion of the auditor (if the opinion is available);
- c) Projected balance sheet, including the profit and loss account for the next year;
- d) bases for projection of profits and expenditures for items like fuel, transport and tariffs, salaries, maintenance, amortization, changes of exchange rate, air fees, insurance, prognosis of the scope of the transport/revenues, etc;
- e) information about the initial costs which have been realized in the period between the initiation of the application and the beginning of the operations and explanation how the costs are planned to be financed;
- f) information about the existing and expected financial sources;
- g) information about the owners' structure, members of management and surveillance board with evidence on their citizenship and residence;
- h) dynamic plan of the incoming and outgoing assets with the plan for liquidity in the first year of business;
- i) data about the financing of buying/leasing of aircraft, including (in case of lease) deadlines and the conditions of the contract;
- j) bank deposits or the bank guarantees for the sums stated in the Article 8. If the bank deposit is attached, than the deposit contract for the set sum has also to be delivered. The deposit contract duration cannot be shorter than one year. The air operator can cancel the bank deposit or the bank guarantee only with the BH DCA approval, regardless of the guarantee or the deposit duration period.

Article 10

The air operator, holder of the valid AOC, who plans change of the ownership structure or activities, which would notably affect finances of the company, for the purpose of assessment of further financial capabilities has to enclose the following:

- a) status of all accounts of the legal person and the financial report for the previous accounting period (year) with the opinion of auditor (if the opinion is available at that point);
- b) accurate data about all of the planned changes, e.g. about the changes of the type of transport, organization-legal types or the ownership structure etc;
- c) a projected balance sheet, with the profit and loss accounts for the current financial year, including all of the planned changes which would considerably effect the financial capability;
- d) previous and projected sums of profits and losses for items such as fuel, transport costs, tariffs, salaries, maintenance, amortization, changes of exchange rate, air fees and insurance as well as the prognosis of the scope of transport/ profits, etc;
- a) dynamical plan of incoming and outgoing of resources with a liquidity plan for the next business year, including all of the changes planned, which would considerably effect the financial capability of the legal person;

- e) data about financing of the purchase/ lease of the aircraft, including, in case of lease, the deadlines and conditions of the contract;
- f) evidence of the financial capabilities from Article 9, paragraph j).

Article 11

The air operator, holder of valid AOC, who wishes to renew or change / amend AOC, has to submit the following relevant information to the Directorate of Civil Aviation of Bosnia and Herzegovina:

- a) financial report (with the opinion of auditor, if available) within in no longer than six months from the expiration of the accounting period, and the most recent balance sheet if necessary;
- b) projected balance sheet, including the assessment profit and losses for the following year;
- c) previous and projected sums of profit and expenditures for items like fuel, transport rates and tariffs, salaries, maintenance, amortization, changes of exchange rate, air fees and insurance as well as the prognoses of the scope of transport/revenues etc;
- d) a dynamical plan of incoming and outgoing of the resources as well a plan of liquidity for the following business year;
- e) data about the financing of purchase/leasing of aircraft, including, the deadlines and conditions of the contract in case of a lease;
- f) if at the time of extending of the AOC, losses existed in the previous period, a business plan from Article 9, paragraph a) must be delivered - including the recovery program for payments of expenditures (for lease, services of EUROCONTROL, navigational services, obligations towards airports, other business subjects, organizations etc);
- g) evidence of financial capability from the Article 9, paragraph i);
- h) if air operator is planning to change its fleet, its routes or region of operations, it has to deliver to the BH DCA, besides previously stated requirements of this Article, a business plan in which it would be obvious:

- that at each moment, it can fulfil its real and potential obligations, which have been assessed on the basis of real assumption, for the period of one year, counting since the beginning of the operations it will be performing by aircraft, with which it is planning to amend or change AOC;

- market research on predicted routes or regions of operations
- that it can fulfil its fixed and variable costs which occur through operations predicted by the business plan, which are based on real assumptions for the period of three months, counting since the beginning of the operations, with the note that the means predicted for fulfilling the obligations are not included in the profits from own operations and do not include the bank guarantees or deposits from Article 8 paragraph c).

Article 12

BH DCA will make sure that there is no monopoly or unfair competition on the requested routes or regions of operations.

Management and Organization

Article 13

The air operator must have a stable and capable management structure to insure safe performance of the flight operations and it has to meet the requirements of the BH DCA so that the management organization is adequate and properly adjusted to the operational network and level of operations.

The appointed post holders must possess proved managerial skills as well as the technical, operational or flight experience in the civil aviation.

Assigned Post Holders and Managers

Article 14

Inside the operational manual a description of duties and responsibilities of the assigned post holders, including their names, has to be found. The BH DCA has to be informed in writing about every actual and intended change or change of duty.

Article 15

The air operator has to assign an accountable manager, who is acceptable for the BH DCA and who can guarantee that all flight operations, maintenance of the aircraft and other activities, are conducted and financed in accordance with rules and standards required by the BH DCA.

Article 16

The air operator specially has to name post holders who are responsible for the following areas:

- flight operations;
- systems of aircraft maintenance;
- training of the crew;
- operations on ground;

The mentioned post holders from the paragraph 1 of this Article have to be acceptable to the BH DCA.

Article 17

The post holders and managers from Articles 15 and 16 cannot be persons who have been under sanctions for criminal actions in civil aviation, people who have violated the Aviation Law of BiH, according to the Article 81, or persons who have been subject to any injunction in accordance with Article 80 of the Aviation Law of Bosnia and Herzegovina.

Article 18

The person who the holder of the AOC has assigned as accountable or post holder cannot be the same accountable manager or post holder appointed by another holder of AOC, except if approved by the BH DCA on the basis of a special request. The assigned post holders have to be bonded by a full time employment contract so that they can independently perform duties according to the size and scope of the organization of business of the air operator.

If accepted by the BH DCA, the assigned person can cover more than one area of work specified in Article 16.

If accepted by the BH DCA, post holder may be responsible for more areas of work specified in Article 16 of this Regulation. The air operator is obligated to inform the BH DCA about the changes of the responsible persons and post holders, at least ten days before the intended change.

Requirements for performance of tasks of accountable managers and post holders

Article 19

The post holders have to fulfil the following requirements:

- a) they have to possess experience and expertise in implementation and acceptance of the Aviation Safety Standards;

- b) they have to have the required level of knowledge in the following areas:

ICAO and JAR-OPS standards, documents, associated requirements and procedures which are related to air operators and implementation of operations in international aviation traffic;

Specifications of the air operator operations;

Operational manuals (those parts which are related to specific post holders);

Quality system.

- c) The adequate management experience;
- d) At least five years of work experience in aviation, of which at least two years spent in management.

Article 20

Besides the conditions of Article 19, the post holders also have to fulfil the following:

- a) Post holder responsible for the flight operations has to have a valid license of an aircraft crew member which corresponds to the type of proposed operations:

- 1) Air traffic pilot license (ATPL) in case the AOC includes aircraft certified for flight of minimum two pilots (Multi pilots aircraft)

- 2) License of a professional/commercial pilot (CPL) with instruments ratings (IR), in case the AOC is limited only to aircraft certified for one pilot (Single Pilot Aircraft)

- b) The post holder for the maintenance system of the aircraft has to:

- 1) Have a degree in mechanical or electro-technical engineering with focus on aviation or the equivalent. In exceptional cases, the nominated person can be exempted from this condition if he is a holder of valid license of maintenance mechanic and if there is evidence of additional education, acceptable for the BH DCA;

- 2) Detailed knowledge of the company procedures stated in the aircraft Maintenance Management Exposition (MME/MOE);

- 3) Knowledge of the aircraft which would be used in the fleet;

Knowledge of the programme and methods of maintenance.

- a) The person assigned for training of the crew has to possess valid instructor type/class ratings for the aircraft specified in AOC.
- b) The person assigned for the ground operations has to know the concept of implementing operations on ground in great detail.

Staff and Surveillance of the Staff

Article 21

The air operator has to employ an adequate number of flight members and cabin crew for planned operations, who are trained and tested in accordance with the regulations of JAR OPS 1.

Article 22

The number of ground staff members depends on the nature and the level of the proposed operations.

The ground staff has to be trained and aware of their responsibilities and duties within the framework of the organization of the air operator.

The air operator can organize specific services on ground with another organization empowered for that kind of activities, but

withholds the responsibility for following the prescribed norms and standards.

Article 23

The air operator has to nominate the staff that would do the surveillance, whose duties and responsibilities must be clearly defined in the authorization for surveillance.

The surveillance of the crew members and the ground staff has to be done by people who possess experience and personal qualities and who have to provide for achieving of prescribed standards from the operational manual.

If the air operator is not able to engage a post holder with citizenship of Bosnia and Herzegovina, it can, with BH DCA approval, and in accordance with legislation on employment and engagement of foreign citizens, engage a foreign citizen.

In that case, the air operator has to attach an adequate document from the competent institution of the state, i.e. competent authority of the state (CAA or other authority), which the foreign citizen is coming from.

The documentation from the previous paragraph must distinctly confirm that requirements from Articles 19 and 20 are fulfilled, and confirm facts that the aforementioned persons have not violated rules in the area of civil aviation and have not been punished or sanctioned in any other way.

If the competent state body, which the foreign citizen is coming from, does not issue a document specified in the previous paragraph of this article, the document can be replaced by a statement given before a court, management or other authorized bodies, institutions and authorized individuals (notary public).

Signed and stamped statement is a valid document which is a replacement for the document from the previous paragraph. Foreign citizens have to meet all requirements prescribed by competent state institutions of Bosnia and Herzegovina and can be hired for maximum twelve months.

Exceptionally, at request of the air operator, the BH DCA can extend their involvement for additional six months. Total engagement of foreign citizens by the air operator cannot exceed the time limitations prescribed in the previous paragraphs.

During the timescale specified in the previous paragraph, the air operator has to qualify domestic flight and cabin staff with citizenship of Bosnia and Herzegovina.

Accommodation Conveniences

Article 24

Air operator must provide at home aerodrome enough available space for work of staff in charge of safety of flight operations.

Special attention must be paid to the needs of ground staff in charge of operational supervision, guarding and promulgation of important information and to flight planning staff.

Offices for provision of services must be able to without delay distribute operational instructions and other information to all those that they are intended for.

Documentation

Article 25

Air operator must make arrangements for creation, changes and amendments of manuals and other documentation.

Quality System

Article 26

Air operator must establish a uniform quality system and assign Quality Manager for the purpose of surveillance of conformity of performance with the prescribed procedures in order to provide for airworthiness of aircraft and safety in performance of envisaged operations (flight safety).

This surveillance must include the feedback system to the Accountable Manager in order to undertake corrective measures and activities if necessary.

Quality system must include a programme that provides for Quality Assurance Programme, which contains the prescribed procedure for checking of performance of all operations in accordance with prescribed requirements, standards and procedures.

Quality system must be described in an appropriate document.

Quality system and Quality Manager must be approved by the BH DCA.

As exemption to paragraph 1 of this Article, the BH DCA may approve two Quality Managers, one manager for flight operations and the other for the maintenance system under the condition that the air operator has one Quality Management Unit, which is responsible for uniform application of standards to all activities.

Quality System is presented in Appendix 2 to this Regulation.

Accident Prevention and Flight Safety Programme

Article 27

Air Operator should establish Accident Prevention and Flight Safety Programme which can be an integral part of the Quality System and which among other includes:

a) programme for achieving and maintaining hazard awareness among all persons involved in performance of operations;

b) Occurrence Reporting Scheme on incidents and accidents which will enable for their gathering, processing, comparison and assessment with the objective to observe all negative trends or deficiencies that influence flight safety. Reporting method should protect the person who is submitting the report and should include the possibility of anonymous submitting of report;

c) assessment of the received data on incidents and accidents and publication of the received data without specifying the offender or blame;

d) assignment of person responsible for implementation and managing of the Programme.

The person responsible for implementation and management of the programme is responsible for presenting of corrective action proposals created on the basis of the Accident Prevention and Flight Safety Programme.

Effectiveness of changes resulting from the proposals on corrective actions should be supervised by the Quality Manager.

REQUIREMENTS FOR RENEWAL AND CHANGE/AMENDMENT OF AOC

Article 28

Requirements prescribed for issuance of AOC also apply to renewal of AOC.

At change/amendment of AOC specific characteristic related to change of AOC should be respected, depending on the character of the change.

CONDUCTING OF PROCEDURE FOR ISSUANCE, CHANGE/AMENDMENT AND RENEWAL OF AOC

Article 29

In the process of issuance, renewal and change/amendment to the AOC following phases have been defined:

- a) Pre-Application activities
- b) Formal Application
- c) c) Conducting of the procedure to establish compliance with requirements for issuance, renewal and change of AOC which comprises:
 - Preliminary assessment of the request and applicant, review and evaluation of documents (*Document Evaluation*)
 - Conducting of operational inspection (*Inspection and Demonstration*)
- d) Issuance, renewal or change/amendment of AOC (*Certification*)

Pre-Application Activities

Article 30

In this phase the applicant presents his intentions and requests for performance of envisaged operations.

The operator that intends to submit a request for AOC shall receive all crucial information related to the type of operations that may be approved, data that has to be submitted and procedures that will be used in the application process.

It is necessary that the applicant understands the form and contents of the request, as well as the documents that have to be submitted together with the request.

The applicant should also be presented with the contents of the operational inspection, rights and obligations of inspectors who will carry out the inspections.

The applicant should be informed about the duration of the preliminary evaluation of documentation, the request and operational inspection.

In this phase a person authorized by the BH DCA shall perform the communication with the applicant by telephone, letter, e-mail or in direct meeting with the applicant.

Formal Application

Article 31

a) When submitting a request for the first issuance of AOC, its change/amendment or renewal, the air operator must submit to the Directorate of Civil Aviation of Bosnia and Herzegovina a written application and attach evidence (documents) that contain the following data:

- 1) formal application of the applicant, name under which he is operating, address, seat, telephone numbers and e-mail address;
 - Principal Place of Business of the air operator;
 - description of proposed operations;
 - type of operations for which the application request is submitted:
 - scheduled services
 - non-scheduled services (charter transport, air-taxi transport, panoramic flights);
 - - flights for the needs of Emergency Medical Service –EMS

- - domestic, international
 - - daylight or night transport
 - - flights in VFR and IFR conditions
 - description of the internal organization and description of organization managing
 - planned routes and areas
 - - define geographic path of the route, destination aerodrome and alternate aerodrome (for scheduled services)
 - - regions or areas of performance of operations, routes (for non-scheduled services)
 - wanted date for beginning of performance of proposed operations
 - conformity of operations with bilateral and multilateral agreements
 - name and surname of the Accountable Manager ;
 - names and surnames of Post Holders, including persons responsible for flight operations, maintenance system, training of crews and ground operations, together with their qualifications and experience;
 - compliance with financial requirements in accordance with this Regulation;
- Operations Manual containing the following contents:

Part A General/Basic

This part must contain all operational guidelines, instructions and procedures that are not related to the type of aircraft but which are needed for safe performance of operations

Part B Aircraft Operating

This part must contain all operational guidelines, instructions and procedures related to the type of aircraft and which are needed for safe performance of operations. (Different types or variants of individual aircraft used by the Air Operator must be taken into account).

Part C Instructions and data on lines and aerodromes

This part must contain all instructions and data necessary for the area of operation.

Part D Training

This part must contain all instructions for training and qualifying of staff which is required for safe performance of operations.

Contents of the Operational Manual are given in Appendix no: 3

- 1) flight manual for certain type of aircraft
 - *Aeroplane Flight Manual* (if it is not an integral part of the Operational Manual)
 - data on each crew member (licences of flight, technical and cabin staff – type of certificate or licence, ratings, medical certificate)
 - Security Programme of the Air Operator
 - Quality Programme
 - 1) Accident Prevention and Flight Safety Programme, if it is not an integral part of the Quality Manual
 - 2) Minimum Equipment List – MEL for each aircraft
 - Ground and terminal facilities
 - land, buildings, hangars and workshops (with the description of equipment)
 - other ground equipment, devices and systems

- contracts on lease of business premises, ground and terminal facilities

Number of aircraft, types, registration marks, certificate of registration, certificate of airworthiness, noise certificate, radio station and other devices permissions and other data related to aircraft.

Contracts on lease of aircraft

Other documents envisaged by the Aviation Law, by-laws and this Regulation

a) Taking into account the maintenance system, the Air Operator at first issuance of AOC, its amendment/change or renewal should submit the following data for each type of the aircraft which it will operate:

Maintenance Management Exposition – MME or if the Air Operator has been approved also as maintenance organization, the Manual may be combined with the manual of the maintenance organization (*Maintenance Organisation Exposition - MOE*) into a united document (MME/MOE). Contents of the Manual are given in the Appendix 4 to this Regulation.

Maintenance Programme for each aircraft. Contents of Maintenance Programme are given in Appendix 5 to this Regulation;

Airplane Technical Log

Contents of the Airplane Technical Log are given in Appendix 6.

Contracts with legal persons who are entrusted with maintenance of aircraft

These contracts should be in compliance with instructions from documents of IATA Standard Ground Handling Agreement or JAA TGL 15;

- The Air Operator must immediately inform the BH DCA on any change related to items a) and b) of this Article.
- Documents attached with the application must be either original documents or sealed copies acceptable for the BH DCA.
- Manuals and programmes, except flight manual for certain type of aircraft, which are attached to the application, must be written in the language of one of constituent peoples of BiH and in English language.
- Request for the first issuance, renewal, change/amendment of AOC is submitted on a special BH DCA Form T9-AOC (Appendix 7)
- Information about the Accountable Manager and Post Holders is submitted on BH DCA T9-Form Four (Appendix 8)
- A certificate on payment of prescribed taxes and fees is attached to the application.

Article 32

Request for issuance, renewal or change/amendment of AOC, together with all necessary documentation in two copies, is submitted to the BiH Directorate of Civil Aviation.

Request for the first issuance of AOC shall be submitted no later than ninety (90) days before the date of the planned operations, and it is necessary to submit the Operational Manual no later than sixty (60) days before the beginning of the operations.

Request for renewal of the AOC must be submitted no later than sixty (60) days before the expiry.

Request for change/amendment of AOC must be submitted no later than thirty (30) days before the intended change/amendment.

If the request for renewal of AOC is submitted after its expiry, it is considered that the Air Operator submitted the request for the first time and the procedure for the first issuance of AOC will be conducted.

In case that the Air Operator submits a request for issuance of AOC after revocation of the AOC, it will be considered that the request has been submitted for the first time and the procedure for the first issuance of AOC will be conducted.

Article 33

After receipt of the request, the authorized officer in the BH DCA will establish whether there are formal deficiencies concerning the following requirements:

- 1) That the request has been submitted on BH DCA Form T9-AOC

That the request contains all data necessary to act in accordance with the request (name and surname, signature and address of the applicant);

That prescribed fees have been paid,

That the administrative tax has been paid;

That all documents required for application have been attached

Article 34

If the authorized officer perceives some deficiency related to the previous Article, he is obliged to warn the applicant about it.

If possible, the applicant is obliged to remove the deficiencies without delay.

Article 35

If the form contains a formal deficiency that cannot be removed on the spot or at the request submitted by mail, the BH DCA may determine a deadline for the applicant by which he is obliged to remove the perceived deficiencies.

Article 36

If the applicant removes the deficiencies within the set deadline, it will be considered that the application has been regular from the very beginning.

If the applicant does not remove the deficiencies within the deadline and therefore the request cannot be processed, the BH DCA will reach a conclusion rejecting the request.

Article 37

If it is established that the request does not contain formal deficiencies from Article 33 of this Regulation, the BH DCA will no later than within seven days cede the whole subject to the competent entity directorate for further action, which the applicant will be informed of.

Performance of the Procedure for Establishment of Compliance with Requirements for Issuance, Renewal and Change/Amendment of AOC

Article 38

The competent entity Directorates are obliged to perform the procedure for establishment of compliance with requirements for issuance, renewal and change/amendment of AOC in accordance with the Decision on Delegation of Functions to the entities' Directorates in the area of certificate issuance and aviation medicine, aerodromes, aerodrome services and facilities, issuance of air operator's certificates, flight approvals, safety of civil aviation and aviation statistics (BiH Official Gazette no: 28/04).

The procedure will be conducted by a commission, appointed by

the entity Directorate, comprised of authorized inspectors or experts in certain fields that are subject of the preliminary analysis, that is, operational inspection.

Financial assessment of the Air Operator will be conducted first. If the Operator does not meet financial requirements, the procedure for establishment of compliance with requirements for issuance, renewal and change/amendment of AOC will be suspended, that is adjourned, until the required condition is met.

Preliminary Assessment of the Request and Applicant, Review and Evaluation of Documentation (Document Evaluation)

Article 39

The objective of the preliminary assessment of the request is to avoid possible problems that may occur in the phase of operational inspection. This inspection should detect deficiencies, omissions or critical situations that may directly influence flight safety and safe performance of the proposed operations. It also provides the applicant with the possibility to correct the possible deficiencies or to prepare alternate proposals before the detailed operational inspection. This assessment will be made in written form.

In the course of the preliminary assessment of the submitted request, attention should also be paid to certain factors that directly influence the ability of performance of the proposed operations, from which it directly depends whether the next phase of the standard operational procedure will be initiated.

Among others those factors are the following:

- whether the applicant possesses sufficient financial resources (must possess sufficient financial resources to provide support to proposed operations)
- whether it has determined line or region of activity for proposed operations
- whether the intended level of services fulfils the needs and whether it is public interest
- whether the proposed type and level of operations are in accordance with bilateral and multilateral agreements
- whether it possesses financial study or other data showing that the proposed operations will be financially successful
- whether it has appropriate management structure with adequate personnel, equipment, facilities, manuals, contracts
- whether it possesses aircraft for the proposed level of operations
- whether the aircraft will operate with real power and speed
- whether levels of flights and length of runway are within flight performance of the aircraft
- whether the aircraft is equipped with necessary instruments and equipment for performance of requested operations
- whether the aircraft is properly maintained and whether there are enough available resources
- whether there are capacities for running and performance of proposed operations
- whether proposed operations may safely be conducted with available resources
- whether crew members are capable to perform proposed operations in accordance with rules and regulations of Bosnia and Herzegovina

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- whether the planned utilization of the aircraft is realistically founded
- whether the plan of operations is in accordance with the aircraft maintenance plan
- whether it has defined destination aerodromes, alternate aerodromes, routes and regions of activity
- review of duties and responsibilities of management and personnel with data on their qualifications, education and work experience
- full assessment of the potential AOC holder concerning observance of legal regulations
- assessment of scope and quality of work of the applicant in the previous period

Article 40

Preliminary assessment of technical capabilities of the applicant will be conducted after inspection of applied methods, practice and procedures that are contained in the Operations Manual, Maintenance Management Exposition (MME), Training Programmes, Accident Prevention and Flight Safety Programme and other manuals and documents.

In the given assessment special attention should be paid to:

- a) Organizational structure of the company
- b) Qualifications and experience of persons who are in the company management body
- c) Contracts on servicing and maintenance of aircraft, training agreements or programmes for certain personnel profiles
- d) Aircraft lease contracts

When assessing technical competence of the applicant, certain activities and procedures that will comprise aspects of the given assessment should be undertaken. Principal list of activities and procedures that should be adhered to in order to carry out the assessment of technical competence of the applicant in the best way should contain the following elements:

- 1) Direct contact with post holders of the Air Operator and obtaining of complete information related to nature and scope of requested operations, type of aircraft, organizational structure, management, duties and responsibilities of the key personnel

Recommendations and advice to the Air Operator related to resolution of certain problems which might occur in the process of inspection and whole procedure of AOC issuance

Establishing whether the Air Operator possesses Operations Manual, Maintenance Management Exposition, Training Programme and familiarization with their contents, investigation of manner and methods of performance of prescribed activities and procedures within the manuals.

Establish which flights could be carried out as demonstration flights

Presentation of justification related to any limitations that may be found in AOC

Acceptance by the Air Operator of suggestions or serious remarks in written form in the course of the preliminary assessment

Including, as necessary, of certain number of experts in certain field, who would present their remarks, suggestions and recommendations

Consultation with the Authority about any problems or issues that might arise in the course of the preliminary assessment.

Article 41

In the preliminary assessment of financial and technical potentials of the applicant, all submitted documentation should be reviewed and evaluated. If in the proposed operations the Operator does not meet financial and other requirements envisaged by the Law, the procedure for establishment of compliance with requirements for issuance, renewal and change/amendment of AOC will be suspended, that is adjourned, until the requirement that was not met – is met.

During the implementation of this phase, the applicant will be informed about the documentation evaluation and correction and amendment of certain documentation will be requested from the applicant.

Inspection and Demonstration

Article 42

If the preliminary analysis shows that the Air Operator will be able to safely comply with the requested level of operations, then the next phase is taken up and that is the operational inspection.

This phase includes carrying out of operational inspection of all aspects of the proposed operations. Records are made at the end of the operational inspection, in which the level of compliance with the set requirements and standards for performance of requested operations - with deadlines for removal of possibly observed deficiencies - are stated.

Operational inspection is conducted in accordance with procedures of Article 57 of this Regulation.

Article 43

The competent entity Directorate is obliged to submit to the BH Directorate of Civil Aviation the report with the results of the conducted procedure for establishment of compliance with requirements for issuance, renewal and change of AOC no later than within deadlines prescribed in Article 32, which are counted from the date of receipt in the entity Directorate.

Together with the report, the entity Directorates shall submit to the BH DCA also complete documentation related to the implementation of the procedure for establishment of compliance with requirements for issuance, renewal and change/amendment of AOC.

Article 44

In case that the procedure cannot be completed within the deadline defined in the above Article, the competent entity Directorate will submit to the Directorate of Civil Aviation of Bosnia and Herzegovina a report containing reasons that lead to failure to comply with obligations from the above Article and propose an additional deadline if necessary.

In justified cases the BH DCA may approve the extension of the deadline from Article 32 of this Regulation.

Issuance, Renewal or Change of AOC (Certification)

Article 45

Air Operator Certificate (AOC) will be issued after the BH DCA establishes that:

- 1) all requirements set in the BH DCA Form T9-AOC have been met;
results of conducted reviews, inspections and tests are satisfactory;

necessary documents have been approved (Operations Manuals, MME, Security Programme, contracts and other documents that are subject to the BH DCA approval, etc) ;

documents necessary for AOC issuance, change or renewal, that have been submitted together with the application or in the course of the performance of the procedure for establishment of compliance with requirements for issuance, renewal and change of AOC, have been examined and evaluated by the entity Directorate that verifies that they are in accordance with the prescribed requirements.

Article 46

When it is established that all specified requirements for issuance, renewal and change/amendment of AOC have been met, the BH DCA will issue the Decision on compliance with requirements for issuance, renewal and change/amendment of AOC.

Based upon Decision from paragraph 1 of this Article, the BHDCA, depending on the character of the Decision from paragraph 1 of this Article, will issue the Air Operator Certificate on the BH DCA Form T9-100 (Appendix 9) or will change operations specifications.

The operations specifications, which are approved and which are an integral part of the Certificate, will be issued together with the Air Operator Certificate (template and contents of the operations specifications are given in Appendix 10 of this Regulation).

The Air Operator Certificate and operations specifications are issued in language of one of the three constituent peoples in BiH and in English language.

The BH DCA will submit to the entities Directorates the information with the copy of the issued AOC.

The BH DCA will issue AOC to the Air Operator in the necessary number of copies.

The Air Operator is obliged to surrender the AOC that has expired or that has been subject to changes specified in Decision from paragraph 1 of this Article.

Air Operator Certificate is issued for the period of twelve (12) months.

The period stated in the above paragraph may be shorter if the Air Operator requests so or if the BH DCA assesses that in the prescribed period of twelve months compliance with some of the prescribed requirements for issuance of AOC will cease.

AOC contains the BiH mark and serial number from the BH DCA Register of Issued Air Operator Certificates.

Ordinal number of suspended, revoked or AOC whose period of validity has expired, cannot be used again.

Article 47

For conducting the procedure for establishment of compliance with requirements for issuance, renewal and change/amendment of AOC and for issuance of AOC itself, the Air Operator will pay the prescribed fee, whose amount will be defined by a separate decision.

CONTENTS OF AIR OPERATOR CERTIFICATE (AOC)

Article 48

The following data will be entered into AOC:

- 1) Name of the Authority that has issued AOC
Name of Air Operator
Place of business and address of the Air Operator
Types of aircraft with registration marks

Description of the type of approved operations
Geographic area of approved activities
Special limitations
Special authorization/approvals
Date of issuance and period of validity
AOC number
Date and place of issuance
Signature of authorized person

For issuance of AOC, BH DCA Form T9-100, given in Appendix 9 to this Regulation, will be used.

INSURANCE

Article 49

Before commencing operations, Air Operator must possess a valid insurance policy that insures transported passengers and goods as well as an insurance policy against damage caused to third parties.

SURVEILLANCE AND INSPECTION OF AIR OPERATOR AFTER ISSUANCE OF AOC

Article 50

Monitoring of work of Air Operator is a continual and ceaseless process which will be conducted through surveillance and inspection functions.

Surveillance and inspection functions will be performed by authorized bodies or persons of the inspectorate of the Authority. Air Operator must provide to authorized persons or inspectorate unhindered access to aircraft, facilities, devices, staff and premises as well as inspection of all documents and information related to operations. The information saved in computer and other systems is not exempted from inspection.

In cases of jeopardy to safety and security of civil aviation and disrespect of regulations on civil flights, i.e. if the Air Operator does not meet any of the requirements under which AOC was issued, and if AOC is not used in accordance with prescribed requirements, limitations and operations from AOC, authorized persons or inspectors are obliged to issue directives, impose bans and provisionally remove certificates, licences and ratings.

The authorized person or inspector will prepare records on all undertaken measures and activities and will propose solutions to the BH DCA.

Surveillance and inspection will be carried out through planned and non-notified checks, i.e. inspections.

SUSPENSION AND REVOCATION OF AOC

Article 51

If in the course of continued surveillance of an Air Operator the BHDCA establishes that envisaged operations are not performed in accordance with prescribed norms, standards and determined procedures, if approved operations are not carried out in a safe manner and if the Air Operator does not meet any of the requirements under which the AOC has been issued, the BH DCA will undertake corrective measures and continue monitoring of the situation in order to establish the efficiency of undertaken measures.

In case that the inspection surveillance as well as the submitted reports on inspection demonstrate that AOC holder has not met or is not able to meet or retain the necessary standards or requirements specified in AOC or operation specifications, then

BH DCA inspector or authorized person in charge of surveillance of operations, must in writing inform the Operator of the noticed deficiencies and necessary corrective measures that have to be undertaken within certain period. If the Operator does not correct the deficiencies within that period, inspector or authorized person should immediately inform the BH DCA along with recommendation for suspension or revocation of AOC.

Article 52

When inspector or authorized person establishes that AOC should be immediately suspended or revoked for safety reasons, they should immediately inform the BH DCA about that.

If the BH DCA has decided to suspend or revoke AOC, the Air Operator will be immediately informed in a convenient manner (telegram, fax, E-mail and similar).

Formal notification, in which reasons for suspension or revocation and requirements which the Air Operator has to meet in order to be able to continue with the planned operations, will follow after suspension or revocation of AOC, no more than within 72 hours period upon suspension or revocation.

Article 53

If the Air Operator has ceased performance of flight operations for the period of three months or has not started to perform the approved flight operations within three months from the date of issuance, renewal or change/amendment of AOC, the BH DCA will undertake measures and procedures specified in Article 51 and 52 of this Regulation.

Article 54

When there is reasonable doubt that the Air Operator has financial problems, the BH DCA may require reassessment of its financial situation and may suspend or revoke AOC if it establishes that the Air Operator is not able to meet real and potential obligations within the time interval of AOC validity.

Article 55

Suspension may not last longer than for 6 months.

In case of failure to meet within the given period the necessary requirements, that were the reason for suspension, the BH DCA will revoke AOC

When AOC is suspended or revoked for any reason, Air Operator must surrender AOC to the BiH Directorate of Civil Aviation.

STATISTICAL REPORTS

Article 56

Air Operator is obliged to forward to the BH DCA the following periodic statistical reports:

- a) ICAO Form A: Commercial Air Carriers (annual)
- b) ICAO Form A-S: Commercial Air Carriers (annual)
- c) ICAO Form B: On-Flight Origin and Destination (quarterly)
- d) ICAO Form C: Traffic By Flight Stage (annual)
- e) ICAO Form D: Fleet and Personnel – Commercial Air Carriers (annual)
- f) CAO Form EF: Financial Data – Commercial Air Carriers (annual)

Annual reports are submitted for period of one calendar year, but the data in financial report (ICAO Form EF) may be submitted for fiscal year.

The reports are submitted to the BH DCA no later than one month upon expiry of the reporting period.

Sarajevo, 9 September 2004 Director General
Djordje Ratkovic

INTERIM AND FINAL PROVISIONS

Article 57

Until enacting of procedure that will specify the procedure for establishing of fulfilment of requirements for issuance, change/amendment or renewal of AOC, the procedures prescribed in ICAO doc 8335 –AN/879, JAR OPS 1/3 and JAA recommendations, Administrative and Guidance Material, Section 4, Part 2: Procedures should be used.

Article 58

The BH DCA will within the period of 3 as of the date of coming into force of this Regulation, conduct the procedure of revisions of the issued AOCs in order to determine compliance with requirements prescribed by this Regulation.

If it is established that Air Operators do not meet requirements prescribed by this Regulation, their AOCs will be suspended or revoked.

APPENDIXES TO THE REGULATION

Article 59

Appendix no.1: Requirements for Wet Lease

Appendix no.2: Quality System

Appendix no.3: Contents of Operations Manual in English and Bosnian languages

Appendix no.4: Contents of Maintenance Management Exposition-MME

Appendix no.5: Contents of Maintenance Program

Appendix no.6: Contents of Airplane Technical Log

Appendix no.7: Request for Air Operator Certificate - AOC (BH DCA Form T9-AOC)

Appendix no.8: BH DCA T9 Form Four

(data for accountable manager and post holders)

Appendix no.9: BH DCA Form T9-100

(Shape and contents of Air Operator Certificate - AOC)

Appendix no.10: Shape and contents of operation specifications

Appendix no. 11: BH DCA T9 Form 14 (Maintenance System Certificate)

Appendix no. 12: BH DCA Form T9 -WL (Wet Lease Certificate)

The above Appendixes are an integral part of this Regulation.

Article 60

As of the date this Regulation becomes effective, Instructions for Performance of Procedure for Issuance of Air Operator's Certificate ("BiH Official Gazette" br.33/04) shall become null and void.

Article 61

This Regulation shall enter into force on the eighth day after the publishing date in the "BiH Official Gazette"

The Regulation should also be published in the official gazettes of the entities.

No: 02-292.4-1145/04

APPENDIX no. 1

WET LEASE CONDITIONS

1. The BH DCA will approve Wet Lease in the following cases:

- a) if the existing aircraft of the operator has been grounded for the reasons of maintenance/inspection/check or some other contingency reason. In such cases Wet Lease is approved only during the period in which the aircraft is grounded. Wet Lease period includes also the period necessary for transport of the aircraft to and from the required place at which the replacement is conducted.
- b) if the existing aircraft was a subject of accident/incident which resulted with decrease of operator's capacities
- c) if the decrease of capacities resulted from the expiration of the period of Dry Lease or delay in finalization of signing of a new Dry Lease

2. Operator may not increase its capacities under Wet Lease conditions.

Aircraft under Wet Lease is not authorized to carry out operations with larger number of seats than the aircraft that is provisionally replaced.

3. As exemption from provisions of paragraph 1 and paragraph 2, the BH DCA may approve a short-term Wet Lease for period of up to 10 weeks regardless of the number of seats of aircraft that is leased. Short-term Wet Lease may be approved only once within 12 month period.

4. The BH DCA may audit the Lessor in order to get assured that the prescribed standards have been satisfied. Wet Lease arrangements will be controlled by the BH DCA in relation to operations, maintenance and safety of air flights.

5. Operator must submit to the BH DCA all necessary data on aircraft.

6. If the aircraft had previously been involved in accidents or incidents, the details will be submitted to the BH DCA.

7. The aircraft must possess Type Certificate issued by JAA or by authority of any ICAO member state acceptable to the BH DCA.

The BH DCA may request additional airworthiness requirements that are considered necessary for safe performance of operations, which must be harmonized before the aircraft starts operations.

8. Maintenance staff must be familiar with maintenance procedures and requirements set in Maintenance Manual of Aircraft (MME) of the BiH operator.

9. Flight personnel must be familiar with procedures set in the Operations Manual of the BiH operator.

10. Flight personnel and maintenance staff of the Lessor will also follow instructions issued by the BiH operator and the BH DCA.

11. Lessor should possess a valid AOC (Air Operator Certificate) for proposed operations.

12. There should be a clearly defined agreement between the Lessor and Lessee which emphasises that the operator from BiH and the BH DCA are entitled to perform inspection of Wet Lease aircraft operations.

13. The Lessee will submit the original of the Lease to the BH DCA.

14. The BH DCA may request additional requirements which it believes necessary for safety of performance of air operations. The Lessor and Lessee will agree to such requirements.

15. The competent civil aviation authority of the state of registry and the BH DCA should harmonize their positions concerning surveillance of performance of aviation operations and maintenance in accordance with Article 83 bis of the Chicago Convention.

16. The BH DCA may revoke a Wet Lease certificate of aircraft operations if in the course of operations it suspects airworthiness or safety of aviation operations or if any of the

above requirements is not met or any of the BH DCA rules or regulations are not respected.

The certificate is issued on the BH DCA Form T9 -WL, as a part of operational specifications.

Form template is given in Appendix no. 12 of this Regulation

APPENDIX NO. 2

QUALITY SYSTEM

1. Introduction

With the objective to meet requirements related to establishment of the Quality System, the operator should adhere to the following instructions and information:

2. General

2.1. Terminology

Expressions used in relations to Quality System Requirements have the following meaning:

Accountable Manager: A person acceptable to the BH DCA who has been given authority by the company for ensuring that all activities on performance of operations and maintenance can be financed and carried out to the standards required by the BH DCA, and additional requirements defined by operator.

Quality Assurance: All those planned and systematic actions necessary to provide adequate confidence that all operations and maintenance activities satisfy given requirements.

Quality Manager: The manager, acceptable to the BH DCA, responsible for the management of the Quality System, monitoring function and requesting corrective actions.

2.2. Quality Policy:

2.2.1. A formal written Quality Policy Statement should be established by the operator that is a commitment by the Accountable Manager as to what the Quality System Monitoring is intended to achieve. The Quality Policy should ensure the achievement and continued compliance with relevant parts of JAR-OPS, the Aviation Law of Bosnia and Herzegovina and valid by-laws together with any additional standards specified by the operator.

The Statement of the Accountable Manager should include the following:

"This exposition defines the organisation and procedures upon which the BH DCA has approved [Name of the Operator] in accordance with JAR-OPS 1/3. These procedures are approved by the undersigned and must be complied with.

It is accepted that these procedures do not override the necessity of complying with any new or amended regulation promulgated in the meantime by the BH DCA where these new or amended regulations are in conflict with these procedures. It is understood that the BH DCA certificate is valid whilst the BH DCA is satisfied that the procedures are being followed.

It is understood that the BH DCA reserves the right to suspend, change or revoke the Air Operator Certificate if the BH DCA has evidence that the procedures are not followed and the standards not upheld".

Such statement can be used without any amendments. Any amendment of this statement should not change its intention.

Whenever the Accountable Manager is replaced, it is necessary that the newly appointed Accountable Manager signs this Statement which is a precondition for acceptance of the Quality System by the BH DCA.

The Accountable Manager is the crucial part of the management organization of the AOC holder. Expression 'Accountable Manager' means President/Managing Director/Director General and similar in the organization, who within his post holds total responsibility (including financial one) for managing the organization.

2.2.2.. The Accountable Manager should bear final responsibility for the Quality System of AOC holder, including frequency, format and structure of activities related to the internal management assessment as set in item 4.9 of this Appendix.

2.3. Purpose of the Quality Assurance

2.3.1. *Quality Assurance System* should enable the Operator to monitor compliance with JAR-OPS requirements, with the Aviation Law of Bosnia and Herzegovina and valid by-laws, Operational Manual, Maintenance Management Exposition (MME), and all other standards established by the Operator or the BH DCA, with the objective to ensure safe operations and airworthiness of aircraft.

2.4 Quality Manager

2.4.1. The function of the Quality Manager in the sense of monitoring of compliance with procedures established with objective of safe operating and airworthiness of aircraft may be accomplished by several persons through different but complementary Quality Assurance Programmes.

2.4.2. Primary role of the Quality Manger is to verify, through monitoring of performance of flight operations, maintenance, training of crews and ground operations that all standards required by the BH DCA have been met as well as additional standards set by the Operator, and that all activities are supervised by appropriate accountable manager responsible for individual area.

2.4.3. Quality Manager is responsible for appropriate establishment of the Quality System, its implementation and maintenance.

2.4.4. Quality Manager:

- a) Must have direct access to the Accountable Manager
- b) Must not be one of post holders
- c) Must have access to all parts of the organization of the Operator as well as to organizations of sub-contractors

2.4.5. In case of small/very small organizations the accountable manager may simultaneously hold the position of the quality manager. However, in this case quality audits should be conducted by independent auditors. According to the cited item 2.4.4., in this case it is not possible that the accountable manager is also one of the proposed post holders.

3. Quality System

3.1. Introduction

3.1.1. Quality System should ensure compliance with requirements, standards and procedures related to performance of operations and maintenance, as well as their adequacy.

3.1.2. Operator should specify the basic structure of the Quality System applicable to operations.

3.1.3. Quality System structure should be governed by the size and complexity of operations that will be performed.

3.2. Scope covered by the Quality System

3.2.1. Quality System is applied to the following:

- a) Requirements of JAR-OPS;
- b) Additional standards and operative procedures established by operator
- c) Quality Policy of the operator
- d) Organizational structure of the operator
- e) Responsibility for development, establishment and management of the Quality System
- f) Documentation, including manuals, reports and records
- g) Quality Assurance Procedure
- h) Quality Assurance Programme
- i) Required financial, material and human resources
- j) Training requirements.

3.2.2. Quality System should include feedback to the Accountable Manager (feedback system) to ensure that corrective actions are both identified and promptly implemented. The Feedback System should also clearly define who is required to rectify perceived discrepancies and non-compliance in each particular case, as well as procedures to be followed if corrective action is not completed within an envisaged timescale.

3.3. Relevant documentation

3.3.1. Relevant documentation includes appropriate parts of the Operational Manual (OM) and Maintenance Management Exposition (MME), which may be included in a separate Quality System Manual.

3.3.2. In addition relevant documentation should also include the following:

- a) Quality Policy;
- b) Terminology;
- c) Specified operating standards;
- d) A description of the organization;
- e) The allocation of duties and responsibilities;
- f) Operating procedures to ensure regulatory compliance.
- g) Accident Prevention and Flight Safety Programme
- h) The Quality Assurance Programme, reflecting:
 1. Schedule of the monitoring process;
 2. Audit procedures;
 3. Reporting procedures;
 4. Corrective action procedures;
 5. Recording system;
- i) The training syllabus; and
- j) Document control.

4. Quality Assurance Programme

4.1. Introduction

4.1.1. The Quality Assurance Programme should include all planned and systematic actions necessary to provide confidence that all operating activities are conducted in accordance with all applicable requirements, standards and operative procedures.

4.1.2. When establishing the Quality Assurance Programme it is necessary to consider the following (items 4.2. – 4.9.) of this Regulation:

4.2. Quality Inspection

4.2.1. The primary purpose of a quality inspection is to investigate a particular event/action/document etc., in order to verify whether established operating

procedures and requirements are followed during their performance and whether the required standards are achieved.

4.2.2. Typical subject areas for quality inspections are:

- a) performance of flight operations,
- b) de-icing operations and anti-icing on the ground
- c) flight support services
- d) load control
- e) maintenance
- f) technical standards
- g) training standards

4.3. Audit

4.3.1. An audit is a systematic and independent comparison of the way in which an operation has been conducted against the way in which the established operating procedures say it should be conducted.

4.3.2. Audits should include at least the following procedures and processes:

- a) A statement explaining the scope of the audit;
- b) Planning and preparation;
- c) Gathering and recording evidence; and
- d) Analysis of the evidence.

4.3.3. The various techniques that make up an effective audit are:

- a) Interviews and discussions with personnel;
- b) A review of published documents;
- c) The examination of an adequate sample of records;
- d) The witnessing of the activities which make up the operation
- e) The preservation of documents and the recording of observed situation.

4.4. Persons conducting the audit (Auditors)

4.4.1. The operator should decide, depending on the size and complexity of operations, whether to make use of a dedicated audit team or a single auditor. In any event, the auditor or audit team should have relevant operational and/or maintenance experience.

4.4.2. The responsibilities of the auditors should be clearly defined in the relevant documentation.

4.5. Auditor's Independence

4.5.1. Auditors should not have any day-to-day involvement in the area of the operation or maintenance activity which is to be audited. An operator may, in addition to using the services of full-time dedicated personnel belonging to a separate quality assurance department, undertake the monitoring of specific areas or activities by the use of part-time auditors. An operator whose structure and size does not justify the establishment of full-time auditors, may undertake the audit function by the use of full-time personnel from within his own organization or from an external organization or institution under the terms of an agreement acceptable to the BH DCA.

In all cases the operator should develop suitable procedures to ensure that persons directly responsible for the activities to be audited are not selected as part of the auditing team. Where external auditors are used, it is essential that they are familiar with the type of

operations and/or maintenance conducted by the operator.

4.5.2. The Quality Assurance Programme of the operator should identify the persons within the organization who have the experience, responsibility and authority to:

- a) Perform quality inspections and audits as part of ongoing Quality Assurance;
- b) Identify and record any concerns or findings, and the evidence necessary to substantiate such concerns or findings;
- c) Recommend solutions to discrepancies through designated reporting channels;
- d) Verify the implementation of solutions within specific timescales;
- e) Report directly to the Accountable Manager.

4.6. Audit Scope

4.6.1. Operator is required to monitor compliance with operational procedures they have designed to ensure safe conducting of operations, airworthiness of aircraft and correctness of operational and emergency equipment. For that purpose they should as a minimum monitor:

- a) Organization;
- b) Plans and objectives of the company;
- c) Operational Procedures;
- d) Safety of Operations Performance;
- e) Operator's Certificates (AOC/Operations Specifications)
- f) Supervision
- g) Aircraft performance
- h) AWO (All Weather Operations)
- i) Communication and navigation equipment
- j) Mass, balance and aircraft load
- k) Instruments and safety equipment
- l) Manuals, logs and records
- m) Flight and Duty Time Limitations, Rest Requirements, and Scheduling
- n) Aircraft Maintenance and Operations interface;
- o) Use of Minimum Equipment List (MEL)
- p) Maintenance Programme and Continued Airworthiness;
- q) Control of implementation of Airworthiness Directives;
- r) Maintenance Accomplishment.
- s) Delay of maintenance works
- t) Flight crews
- u) Cabin crews
- v) Dangerous goods
- w) Protection from unauthorized intervention (Security)
- x) Training

4.7. Audit Scheduling

4.7.1. A Quality Assurance Programme should include a defined audit schedule and a periodic review cycle of individual areas. The schedule should be flexible, and allow unscheduled audits when negative trends are identified. Follow-up audits should be scheduled when necessary to verify that corrective actions were carried out and that they were effective.

4.7.2. An operator should establish a schedule of audits to be completed during a specific calendar period.

All aspects of the operations should be reviewed within a period of 12 months in accordance with the programme unless an extension to the audit period is accepted by the BH DCA. An operator may increase the frequency of their audits at their discretion but should not decrease the frequency without the acceptance of the BH DCA.

It is considered unlikely that a period longer than 24 months would be acceptable for any operator's audit topic.

4.7.3. When an operator defines the audit schedule, significant changes to the management, organization, operations, or technologies should be considered, as well as changes to the regulatory requirements.

4.8. Monitoring and corrective actions

4.8.1. The aim of monitoring within the Quality System is primarily to investigate and judge its effectiveness and thereby to ensure that defined policy, operative and maintenance procedures are continuously complied with.

Monitoring activity is based upon quality inspections, audits, corrective action and follow-up. The operator should establish and publish quality procedures to monitor regulatory compliance on a continuing basis. This monitoring activity should be aimed at eliminating the causes of unsatisfactory performance in individual segments.

4.8.2. Any deviations identified in the course of this process should be communicated to the manager responsible for taking corrective action or, if appropriate, the Accountable Manager. Such deviations should be recorded, for the purpose of further investigation, in order to determine the cause and to enable the recommendation of appropriate corrective action.

4.8.3. The Quality Assurance Programme should include procedures to ensure that corrective actions are developed in response to findings. These quality procedures should monitor such actions to verify their effectiveness and completion.

Organizational responsibility and accountability for the implementation of corrective action resides with the department cited in the report identifying the finding. The Accountable Manager will have the ultimate responsibility for ensuring, through the Quality Manager(s), that corrective action has re-established compliance with the standard required by the BH DCA and by the company standards.

4.8.4. Corrective action

- a) Subsequent to the quality inspection/audit, the operator should determine:
 - 1) The seriousness of any findings and any need for immediate corrective action;
 - 2) The origin of the finding;
 - 3) What corrective actions are required to ensure that the non-compliance does not recur;
 - 4) Plan of corrective action
 - 5) The identification of individuals or departments responsible for implementing corrective action;

- 6) Allocation of resources by the Accountable Manager where necessary.

4.8.5. The Quality Manager should:

- a) Verify that corrective action is taken by the manager responsible in response to any finding of non-compliance;
- b) Verify that corrective action includes the elements outlined in paragraph 4.8.4 above;
- c) Monitor the implementation and completion of corrective action;
- d) Provide management with an independent assessment of corrective action, implementation and completion;
- e) Evaluate the effectiveness of corrective action through the follow-up process.

4.9. Management Evaluation

4.9.1. A management evaluation is a comprehensive, systematic documented review of the management of the quality system, company standards and procedures, and should consider:

- a) The results of quality inspections, audits and any other indicators and
- b) the overall effectiveness of the management of the organization in achieving of set objectives.

4.9.2. Evaluation of management should identify and correct trends, and prevent, where possible, future nonconformities. Conclusions and recommendations made as a result of an evaluation should be submitted in writing to the manager responsible for action.

4.9.3. The Accountable Manager should decide upon the frequency, format, and structure of internal activities on evaluation of management.

4.10. Recording

4.10.1. Accurate, complete, and readily accessible records documenting the results of the Quality Assurance Programme should be maintained by the Operator. Records are essential data to enable an operator to analyze and determine the root causes of non-conformity in which corrective actions are performed.

4.10.2. The following records should be retained for a period of 5 years:

- c) Audit Schedules;
- d) Quality inspection and Audit reports;
- e) Responses to findings;
- f) Corrective action reports;
- g) Follow-up audits and closure reports;
- h) Management Evaluation reports

5 Responsibility of Sub-Contractors for Quality Assurance System

5.1. Sub-contractors

5.1.1. An operator may decide to sub-contract out certain activities to external organizations dealing with provision of services such as:

- a) ground de-icing/anti-icing;
- b) Maintenance
- c) Ground services,
- d) Support to flight operations (including computation of performances, planning of flights, navigational database and dispatch centre)

- e) Training;
Preparation of manuals.

5.1.2. The ultimate responsibility for the product or service provided by the subcontractor always remains with the operator. A written agreement should exist between the operator and the sub-contractor clearly defining the safety related services and quality to be provided. The sub-contractor's services resulting from the agreement and related to safety of flight operations should be included in the Operator's Quality Assurance Programme.

5.1.3. The operator should ensure that the sub-contractor has the necessary authorization/approval, and commands the resources and competence to undertake the task.

6. Human resources and Quality System Training

6.1. Human resources

Number of staff included in Quality System activities should be governed by the size and complexity of the operator's organization. This number should be presented in appropriate manuals. It can be done in the following manner:

Function	Number	Equivalent of full work time
Manager of the Quality System		
Internal auditors (full time)		
Internal auditors (part time)		
External auditors		
"Audit Pool"		
Total		

6.2. Training

6.2.1 Operator should organize effective, planned briefings with the objective to familiarize the complete personnel with the Quality System Monitoring.

6.2.2. For persons responsible for managing of Quality System the operator should organize training covering:

- a) Introduction into the concept of the Quality System;
 - Purpose of the Quality System
 - Responsibility of the Accountable Manager
 - Role and responsibility of the Quality Manager
 - Responsibility and obligations of the Accountable Managers
- b) Quality Management:
 - Development
 - Implementation
- c) Concept of Quality Assurance;
- d) Quality Manuals;
 - Development of manuals
 - Development of procedures
 - JAR OPS 1/3 procedures
 - Development of the Quality Assurance Programme
- e) Audit Techniques;
 - Types of audit
 - Evaluation of sub-contractors and audits
- f) Reports and documentation;
 - Quality recording
 - Forms used in the Quality System, use and development

- g) Manner of functioning of the Quality System in an organization

6.2.3. Besides the aforementioned, Quality Manager should have thorough knowledge of the following:

- a) JAR OPS 1/3 and additional requirements and procedures, including Sub-part M
- b) JAR FCL and additional requirements and procedures
- c) Company Quality Manual
- d) Procedures set in the Operational Manual and Maintenance Management Exposition
- e) Organizational structure of the organization

6.2.4. Operator should provide time to train every individual involved in quality management and for briefing the remainder of the employees. The allocation of time and resources should be governed by the size and complexity of the operation concerned.

6.3. Conducting of Training

6.3.1. Quality management courses are available from the various National or International Standards Institutions. An operator should consider whether to offer such courses to its staff. Operators with sufficient appropriately qualified staff may carry out the necessary in-house training.

7. Organizations with 20 or less permanent staff

7.1. Introduction

Requirements for establishment of the Quality System and employment of Quality Manager apply to all operators.

Determining of "big" and "small" operators at other places within the regulatory requirements is based upon the capacity of aircraft (for example: more or less than 20 seats) or based upon the mass (example: lighter or heavier than 10 tons MTOW). Such terminology is not applicable when the size of the operator is considered in relation to Quality System. In the context of the Quality System, the operators are divided into categories governed by the number of permanently employed staff.

7.2. Level of Operations

7.2.1. Operators with 5 or less permanently employed staff are considered "very small" and those with 6-20 employees are "small" operators in the sense of requirements of the Quality System. Permanently employed staff are those working full working hours (40 hours per week).

7.2.2. Complex quality systems could be inappropriate for small or very small operators and the clerical effort required drawing up manuals and quality procedures for a complex system may stretch their resources. It is therefore accepted that such operators should tailor their quality systems to suit the size and complexity of their operations and allocate resources accordingly.

7.3. Quality System for small/very small operators

7.3.1. For small and very small operators it may be appropriate to develop a Quality Assurance Programme that employs a checklist. The checklist should have a supporting schedule that requires completion of all checklist items within a specified timescale, together with a statement acknowledging completion of a periodic review and analyses by top management of the organization. An occasional independent overview of the checklist contents and achievement of the Quality Assurance should be undertaken.

7.3.2. The small operators may decide to use internal or external auditors or a combination of the two. In these circumstances it would be acceptable for external specialists and/or qualified organizations to perform the quality audits on behalf of the Quality Manager.

7.3.3. If the independent quality audit function is being conducted by external auditors, the audit schedule should be shown in the relevant documentation.

7.3.4. Whatever arrangements are made, the operator retains the ultimate responsibility for the quality system and especially the completion and follow-up of corrective actions.

7.3.5. Detailed materials for small/very small operators are specified in JAA TGL 32 document.

APPENDIX NO. 3

OPERATIONS MANUAL CONTENTS	SADRŽAJ OPERATIVNOG PRIRUČNIKA
An operator shall ensure that the Operations Manual contains the following:	Vazdušni operator mora osigurati da Operativni priručnik sadrži sljedeće:
A. GENERAL/BASIC	A. OPŠTE/OSNOVNO
0. ADMINISTRATION AND CONTROL OF OPERATIONS MANUAL	.0. VOĐENJE I KONTROLA OPERATIVNOG PRIRUČNIKA
Introduction	Uvod
(a). A statement that the manual complies with all applicable regulations and with the terms and conditions of the applicable Air Operator Certificate.	(a) Izjava da je Priručnik u skladu sa svim važećim propisima, odredbama i uslovima u Potvrdi vazdušnog operatora (AOC).
(b). A statement that the manual contains operational instructions that are to be complied with by the relevant personnel.	(b) Izjava da priručnik sadrži operativne uputstva kojih se osoblje mora pridržavati.
(c). A list and brief description of the various parts, their contents, applicability and use.	(c) Popis i kratki opis različitih dijelova, njihov sadržaj, namjena i primjena.
(d). Explanations and definitions of terms and words needed for the use of the manual.	(d) Objašnjenje i definicije pojmova i riječi potrebnih za upotrebu priručnika.
System of amendment and revision	Sistem dopuna i izmjena
(a). Details of the person(s) responsible for the issuance and insertion of amendments and revisions.	(a) Podaci o osobi(ama) koja je odgovorna za izdavanje i unošenje dopuna i izmjena.
(b). A record of amendments and revisions with insertion dates and effective dates.	(b) Zapis dopuna i izmjena s datumima unosa i datumima početka važnosti.
(c). A statement that handwritten amendments and revisions are not permitted except in situations requiring immediate amendment or revision in the interest of safety	(c) Izjava da nisu dopuštene rukom pisane izmjene i ispravke, osim u okolnostima kad se izmjene i ispravci moraju unijeti odmah, radi sigurnosti.
(d). A description of the system for the annotation of pages and their effective dates	(d) Opis načina označavanja stranica i njihov početak važnosti.
(e). A list of effective pages.	(e) Popis stranica koje važe.
(f). Annotation of changes (on text pages and, as far as practicable, on charts and diagrams).	(f) Označavanje promjena (na stranicama teksta i, koliko je moguće, na kartama i dijagramima).
(g). Temporary revisions.	(g) Privremene ispravke
(h). A description of the distribution system for the manuals, amendments and revisions.	(h) Opis sistema raspodjele dopuna i izmjena priručnika.
1. ORGANISATION AND RESPONSIBILITIES	.1. ORGANIZACIJA I ODGOVORNOSTI
Organisational structure. A description of the organisational structure including the general company organigram and operations department organigram. The organigram must depict the relationship between the Operations Department and the other Departments of the company. In particular, the subordination and reporting lines of all Divisions, Departments etc, which pertain to the safety of flight operations, must be shown.	Organizacijska struktura. Opis organizacijske strukture, uključujući opšti organizacijski dijagram preduzeća i organigram operativnog odsjeka. Organigram mora prikazati odnose između operativnog odsjeka i ostalih odsjeka u poduzeću. Posebno je važno prikazati podređenost i unutrašnje veze odnosno linije izvještavanja između svih sektora, odsjeka itd. koji se odnose na sigurnost letenja.
Nominated postholders. The name of each nominated postholder responsible for flight operations, the maintenance system, crew training and ground operations, as prescribed in JAR-OPS 1.175(1). A description of their function and responsibilities must be included.	Imenovane odgovorne osobe. Ime svake imenovane odgovorne osobe, zadužene za letačke operacije, sistem održavanja, obuka posade i zemaljske operacije, kako je propisano u JAR-OPS 1.175(i). Mora se uvrstiti opis njihovih funkcija i odgovornosti.
Responsibilities and duties of operations management personnel.	Odgovornosti i dužnosti vodećeg operativnog osoblja.
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.	Opis dužnosti, odgovornosti i ovlasti vodećeg operativnog osoblja, što se odnose na sigurnost letačkih operacija i usklađenost s važećim propisima.
Authority, duties and responsibilities of the commander.	Ovlasti, dužnosti i odgovornosti zapovjednika zrakoplova.
A statement defining the authority, duties and responsibilities of the commander.	Izjava koja određuje ovlasti, dužnosti i odgovornosti zapovjednika zrakoplova.
Duties and responsibilities of crew members other than	Dužnosti i odgovornosti članova posade osim

the commander	zapovjednika zrakoplova
2. OPERATIONAL CONTROL AND SUPERVISION	.2. OPERATIVNA KONTROLA I NADZOR
Supervision of the operation by the operator.	Nadzor operacija od vazdušnog prevoznika.
A description of the system for supervision of the operation by the operator (See JAR-OPS 1.175(g)). This must show how the safety of flight operations and the qualifications of personnel are supervised. In particular, the procedures related to the following items must be described	Opis sistema nadzora operacija vazdušnog operatora (vidi JAR-OPS 1.175 (g)). Sistem mora pokazati kako se nadziru sigurnost letačkih operacija i osposobljenost osoblja. Naročito se moraju opisati postupci koji se odnose na sljedeće stavke
(a). Licence and qualification validity;	(a) važnost dozvola i osposobljenosti;
(b). Competence of operations personnel; and	(b) stručnost operativnog osoblja;
(c). Control, analysis and storage of records, flight documents, additional information and data.	(c) (nadzor, analiza i čuvanje zapisa, letne dokumentacije, dodatnih informacija i podataka.
System of promulgation of additional operational instructions and information. A description of any system for promulgating information which may be of an operational nature but is supplementary to that in the Operations Manual. The applicability of this information and the responsibilities for its promulgation must be included.	Sustav objave dodatnih operativnih uputstava i informacija. Opis svakog sustava objave informacija koje mogu biti operativne prirode, ali su dopunske onima u Operativnom priručniku. Mora sadržati namjenu tih informacija, primjenljivost tih informacija te odgovornosti za objavu mora biti uključena.
Accident prevention and flight safety programme. A description of the main aspects of the flight safety programme.	Spriječavanje nesreća i program sigurnosti letenja. Opis glavnih aspekata programa sigurnosti letenja.
Operational control. A description of the procedures and responsibilities necessary to exercise operational control with respect to flight safety.	Operativna kontrola. Opis postupaka i odgovornosti potrebnih za provedbu operativne kontrole s obzirom na sigurnost letenja.
Powers of the Authority. A description of the powers of the Authority [and guidance to staff on how to facilitate inspections by Authority personnel.]	Ovlasti mjerodavnog tijela. Opis ovlasti mjerodavnog tijela.
3.3 QUALITY SYSTEM	.3. SUSTAV KAKVOĆE
A description of the quality system adopted including at least:	Opis usvojenog sustava kakvoće koji sadrži najmanje:
(a). Quality policy;	(a) određenu politiku sustava kakvoće;
(b). A description of the organisation of the Quality System; and	(b) opis organizacije sustava kakvoće;
(c). Allocation of duties and responsibilities.	(c) raspodjelu dužnosti i obveza.
4. CREW COMPOSITION	.4. SASTAV POSADE
Crew Composition. An explanation of the method for determining crew compositions taking account of the following:	Sastav posade. Objašnjenje načina određivanja sastava posade, uzevši u obzir sljedeće:
(a). The type of aeroplane being used;	(a) tip zrakoplova koji se koristi;
(b). The area and type of operation being undertaken;	(b) područje i vrstu operacija koje se izvode;
(c). The phase of the flight;	(c) fazu leta;
(d). The minimum crew requirement and flight duty period planned;	(d) najmanji potreban broj članova posade i planirano radno vrijeme;
(e). Experience (total and on type), recency and qualification of the crew members; and	(e) stečena iskustva (ukupno i prema vrsti zrakoplova), osposobljivanje članova posade;
(f). The designation of the commander and, if necessitated by the duration of the flight, the procedures for the relief of the commander or other members of the flight crew. (See Appendix 1 to JAR-OPS 1.940.)	(f) određivanje zapovjednika zrakoplova i, ako je potrebno radi trajanja leta, postupci zamjene zapovjednika ili ostalih članova letačke posade. (vidi Dodatak 1 uz JAR-OPS 1.940);
(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.	(g) određivanje voditelja kabinskog osoblja, i ako je potrebno radi trajanja leta, postupci zamjene voditelja kabinskog i svakoga drugog člana kabinskog osoblja.
Designation of the commander. The rules applicable to the designation of the commander	Imenovanje zapovjednika zrakoplova. Pravila koja se primjenjuju pri imenovanju zapovjednika zrakoplova.
Flight crew incapacitation. Instructions on the succession of command in the event of flight crew incapacitation	Onesposobljenost letačke posade. Pravila o prijenosu zapovijedanja u slučaju onesposobljenosti letačke posade.
Operation on more than one type. A statement indicating which aeroplanes are considered as one type for the purpose of:	Operacije na više tipova. Izjava koja određuje koji avioni se smatraju jednim tipom, radi:

(a). Flight crew scheduling; and	(a) izrade satnice letačke posade;
(b). Cabin crew scheduling.	(b) izrade satnice kabinskog osoblja.
5. QUALIFICATION REQUIREMENTS	.5. UVJETI ZAHTJEVA STRUKE
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 must be given to the aeroplane type, kind of operation and composition of the crew.	Opis potrebnih dozvola, ovlaštenja, osposobljenosti/ovlasti (npr. za linije i aerodromi), iskustva, usavršavanja, provjera i posljednja iskustva operativnog osoblja u izvršavanju svojih dužnosti. Uzeti u obzir tip zrakoplova, vrstu operacije i sastav posade.
Flight crew	Letačka posada
(a). Commander.	(a) zapovjednik zrakoplova (kapetan);
(b). Pilot relieving the commander.	(b) zamjenik zapovjednika zrakoplova;
(c). Co-pilot.	(c) kopilot;
(d). Pilot under supervision.	(d) pilot pod nadzorom;
(e). System panel operator.	(e) operater na ploči sustava (mehaničar letać);
(f). Operation on more than one type or variant.	(f) letenje na više tipova ili varijanti zrakoplova.
Cabin crew.	Kabinsko osoblje
(a). Senior cabin crew member.	(a) voditelj kabinskog osoblja;
(b). Cabin crew member.	(b) član kabinskog osoblja
(i) Required cabin crew member.	(i) potreban član kabinskog osoblja
(ii) Additional cabin crew member and cabin crew member during familiarisation flights.	(ii) dodatni član kabinskog osoblja i član kabinskog osoblja na upoznavajućim letovima
(c). Operation on more than one type or variant.	(c) (c) letenje na više tipova ili varijanti zrakoplova.
Training, checking and supervision personnel.	5.4 Osoblje za osposobljivanje, provjere i nadzor
(a). For flight crew.	(a) (za letačku posadu;
(b). For cabin crew.	(b) za kabinsko osoblje.
Other operations personnel	5.5 Ostalo operativno osoblje
6. CREW HEALTH PRECAUTIONS	.6. OSIGURAVANJE ZDRAVLJA POSADE
Crew health precautions.	Osiguravanje zdravlja posade.
The relevant regulations and guidance to crew members concerning health including:	Primjereni propisi za osiguravanje zdravlja posade odnose se na:
(a). Alcohol and other intoxicating liquor;	(a) alkohol i druga opojna pića;
(b). Narcotics;	(b) narkotike;
(c). Drugs;	(c) drogu;
(d). Sleeping tablets;	(d) tablete za spavanje;
(e). Pharmaceutical preparations;	(e) farmaceutske proizvode;
(f). Immunisation;	(f) imunizaciju;
(g). Deep diving;	(g) dubinsko ronjenje;
(h). Blood donation;	(h) darovanje krvi;
(i). Meal precautions prior to and during flight;	(i) uzimanje hrane prije i tokom leta;
(j). Sleep and rest; and	(j) spavanje i odmor;
(k). Surgical operations.	(k) hirurške zahvate.
7. FLIGHT TIME LIMITATIONS	.7. OGRANIČENJA VREMENA LETENJA
Flight and Duty Time Limitations and Rest Requirements.	Ograničenje vremena provedenog u letu i na dužnosti te uslovi odmora.
The scheme developed by the operator in accordance with Subpart Q (or existing national requirements until such time as Subpart Q has been adopted).	Raspored rada koji je razvio vazdušni operator prema pododjeljku Q (ili postojećim nacionalnim propisima dok se ne usvoji pododjeljak Q).
Exceedances of flight and duty time limitations and/or reductions of rest periods.	Prekoračenje ograničenja vremena provedenog u letu i na dužnosti odnosno skraćivanje vremena trajanja odmora.
Conditions under which flight and duty time may be exceeded or rest periods may be reduced and the procedures used to report these modifications.	Uslovi u kojima se vrijeme provedeno u letu i na dužnosti može produžiti odnosno u kojima se vrijeme odmora može smanjiti, te postupci izvještavanja o tim promjenama.
8. OPERATING PROCEDURES	.8. OPERATIVNI POSTUPCI
Flight Preparation Instructions.	Uputstva za pripremu leta.
As applicable to the operation:	Primjenjuju se prema vrsti operacije:
Minimum Flight Altitudes.	Minimalne visine leta.
A description of the method of determination and application of minimum altitudes including	Opis načina određivanja i primjene minimalnih visina, uključuju
(a). A procedure to establish the minimum altitudes/flight levels for VFR flights; and	(a) postupak utvrđivanja minimalnih visina/nivoa leta za VFR letove i
(b). A procedure to establish the minimum altitudes/flight	(b) postupak utvrđivanja minimalnih visina/nivoa leta za IFR

levels for IFR flights.	letova
Criteria for determining the usability of aerodromes	Mjerila za određivanje upotrebljivosti aerodroma
Methods for establishing aerodrome operating minima.	Načini utvrđivanja operativnih minimuma aerodroma.
The method for establishing aerodrome operating minima for IFR flights in accordance with JAR-OPS 1 Subpart E. Reference must be made to procedures for the determination of the visibility and/or runway visual range and for the applicability of the actual visibility observed by the pilots, the reported visibility and the reported runway visual range.	Način utvrđivanja operativnih minimuma aerodroma kod IRF letova u skladu s JAR-OPS 1 Pododjeljak E. Potrebno je navesti postupke određivanja vidljivosti odnosno vidljivosti uzduž poletno-sletne staze (RVR), te primjenjivosti stvarne vidljivosti osmotrene od pilota, izvještene vidljivosti i izvještene vidljivosti uzduž staze.
En-route Operating Minima for VFR Flights or VFR portions of a flight and, where single engine aeroplanes are used, instructions for route selection with respect to the availability of surfaces which permit a safe forced landing.	Operativni minimumi na ruti za VFR letove ili dijelove VFR leta, i, gdje se koriste jednomotorni avioni, uputstva za odabir rute s obzirom na raspoloživost površina koje omogućuju sigurno prisilno slijetanje.
Presentation and Application of Aerodrome and En-route Operating Minima	Prikaz i primjena operativnih minimuma za aerodromi i rute
Interpretation of meteorological information	Tumačenje vremenskih podataka.
Explanatory material on the decoding of MET forecasts and MET reports relevant to the area of operations, including the interpretation of conditional expressions.	Materijal koji sadrži pojašnjenja o dešifriranju meteoroloških prognoza i izvještaja koji se odnose na područje operacije, uključujući tumačenje izraza o uslovima.
Determination of the quantities of fuel, oil and water methanol carried.	Određivanje količina goriva, ulja i vodo-metanolai.
The methods by which the quantities of fuel, oil and water methanol to be carried are determined and monitored in flight. This section must also include instructions on the measurement and distribution of the fluid carried on board. Such instructions must take account of all circumstances likely to be encountered on the flight, including the possibility of in-flight replanning and of failure of one or more of the aeroplane's power plants. The system for maintaining fuel and oil records must also be described.	Postupci pomoću kojih se količine goriva, ulja i vode-metanola nose, određuju i prate tokom leta. Taj odjeljak također mora obuhvaćati uputstva o mjerenju i raspodjeli tekućina na zrakoplovu. Takvi uputstva moraju uzeti u obzir sve okolnosti koje se mogu dogoditi tokom leta, uključujući mogućnost promjene plana tokom leta ili kvara jednog ili više pogonskih sistema zrakoplova. Mora se opisati i sistem vođenja i čuvanje zapisa o gorivu i ulju.
Mass and Centre of Gravity.	Masa i ravnoteža.
The general principles of mass and centre of gravity including:	Osnovni principi mase i ravnoteže, uključujući:
(a). Definitions;	(a) definicije;
(b). Methods, procedures and responsibilities for preparation and acceptance of mass and centre of gravity calculations;	(b) načine, postupke, i obaveze za izradu i prihvatanja izračunate mase i ravnoteže;
(c). The policy for using standard and/or actual masses;	(c) način upotrebe standardnih odnosno stvarnih masa;
(d). The method for determining the applicable passenger, baggage and cargo mass,	(d) način određivanja primjenjivih težina za putnike, prtljagu i teret;
(e). The applicable passenger and baggage masses for various types of operations and aeroplane type,	(e) primjenjive težine za putnike i prtljagu pri različitim vrstama operacija i tipovima aviona;
(f). General instruction and information necessary for verification of the various types of mass and balance documentation in use;	(f) opšta uputstva i podatke potrebne za ovjeru različitih vrsta dokumentacije za masu i ravnotežu, koji su u upotrebi;
(g). Last Minute Changes procedures;	(g) postupci promjena u posljednjem trenutku;
(h). Specific gravity of fuel, oil and water methanol; and	(h) specifičnu težinu goriva, ulja ili vode-metanola;
(i). Seating policy/procedures.	(i) način i postupke raspodjele putnika po sjedištima.
ATS Flight Plan.	ATS plan leta.
Procedures and responsibilities for the preparation and submission of the air traffic services flight plan. Factors to be considered include the means of submission for both individual and repetitive flight plans.	Postupci i obaveze u izradi i podnošenju plana leta službe vazdušnog saobraćaja. Faktori koje treba uzeti u obzir, uključujući načine podnošenja planova pojedinačnih i ponavljajućih letova.
<i>Operational Flight Plan.</i> Procedures and responsibilities for the preparation and acceptance of the operational flight plan. The use of the operational flight plan must be described including samples of the operational flight plan formats in use.	<i>Operativni plan leta.</i> Postupci i obaveze izrade i prihvatanja operativnog plana leta. Mora se opisati upotreba operativnog plana uključujući primjerke korištenih obrazaca operativnog plana
<i>Operator's Aeroplane Technical Log.</i> The responsibilities and the use of the operator's Aeroplane Technical Log must be described, including samples of the format used.	<i>Tehnička knjiga aviona vazdušnog operatora.</i> Moraju se opisati obaveze i upotreba operatorove Tehničke knjige aviona, uz primjere korištenja.
<i>List of documents, forms and additional information to</i>	<i>Popis dokumentacije, obrazaca i dodatnih podataka koji</i>

<i>be carried.</i>	<i>moraju biti na zrakoplovu</i>
Ground Handling Instructions	Uputstva za postupke na tlu.
Fuelling procedures.	Postupci punjenja goriva.
A description of fuelling procedures, including:	Opis postupaka punjenja goriva, uključujući:
(a). Safety precautions during refuelling and defuelling including when an APU is in operation or when a turbine engine is running and the prop-brakes are on;	(a) sigurnosne mjere tokom punjenja i pražnjenja goriva s primjerom kad radi električni agregat (APU) ili turbinski motor, a propeler je zakočen (zaustavljen);
(b). Refuelling and defuelling when passengers are embarking, on board or disembarking; and	(b) punjenje i pražnjenje goriva pri ukrcaju; iskrcaju putnika ili dok su putnici u zrakoplovu;
(c). Precautions to be taken to avoid mixing fuels	(c) (mjere za sprečavanje miješanja goriva.
Aeroplane, passengers and cargo handling procedures related to safety.	Postupci s avionom, putnicima i teretom, potrebni radi sigurnosti.
A description of the handling procedures to be used when allocating seats and embarking and disembarking passengers and when loading and unloading the aeroplane. Further procedures, aimed at achieving safety whilst the aeroplane is on the ramp, must also be given. Handling procedures must include:	Opis postupaka koji se koriste pri dodjeli sjedišta i ukrcaju i iskrcaju putnika te prilikom ukrcaja tereta u avion i iskrcaja iz aviona. Nadalje, potrebno je navesti postupke koji se provode radi postizanja sigurnosti dok je avion na platformi. Postupci trebaju obuhvatiti:
(a). Children/infants, sick passengers and Persons with Reduced Mobility;	(a) djecu, bolesne putnike i osobe smanjene pokretljivosti;
(b). Transportation of inadmissible passengers, deportees or persons in custody;	(b) prijevoz neprihvatljivih osoba, deportiraca ili osoba pod pratnjom;
(c). Permissible size and weight of hand baggage;	(c) dopuštenu veličinu i težinu ručne prtljage;
(d). Loading and securing of items in the aeroplane;	(d) ukrcaj i osiguranje predmeta u avionu;
(e). Special loads and classification of load compartments;	(e) posebne terete i razvrstavanje po prtljažnim prostorima;
(f). Positioning of ground equipment;	(f) razmještaj zemaljske opreme;
(g). Operation of aeroplane doors;	(g) rukovanje vratima aviona;
(h). Safety on the ramp, including fire prevention, blast and suction areas;	(h) sigurnost na platformi, uključujući zaštitu od požara, područja ispuha i usisa;
(i). Start-up, ramp departure and arrival procedures;	(i) postupke pokretanja motora te postupke odlaska s platforme i dolaska na platformu;
(j). Servicing of aeroplanes;	(j) opskrbu aviona;
(k). Documents and forms for aeroplane handling; and	(k) dokumente i obrasce za opsluživanje;
(l). Multiple occupancy of aeroplane seats.	(l) višestruku zauzetost sjedišta u avionu.
Procedures for the refusal of embarkation.	Postupci za odbijanje ukrcaja u zrakoplov.
Procedures to ensure that persons who appear to be intoxicated or who demonstrate by manner or physical indications that they are under the influence of drugs, are refused embarkation. This does not apply to medical patients under proper care.	Postupci kojima se osobama koje izgledaju opijeno, ili koje svojim ponašanjem i fizičkim znakovima pokazuju da su pod utjecajem droga, odbija ukrcavanje u avion. To se ne odnosi na bolesne osobe pod odgovarajućom skrbi.
<i>De-icing and Anti-icing on the ground.</i> A description of the de-icing and anti-icing policy and procedures for aeroplanes on the ground. These shall include descriptions of the types and effects of icing and other contaminants on aeroplanes whilst stationary, during ground movements and during take-off. In addition, a description of the fluid types used must be given including:	<i>Odleđivanje i sprečavanje zaleđivanja na tlu.</i> Opis načina i postupaka odleđivanja i sprečavanja zaleđivanja za avione na zemlji. To mora obuhvatiti vrstu i efekat zaleđivanja i drugih zagađenja na avionima tokom stajanja, kretanja po tlu ili uzleta. Osim toga, mora se navesti opis upotrijebljenih vrsta tekućina, uključujući:
(a). Proprietary or commercial names;	(a) zaštićen ili komercijalni naziv;
(b). Characteristics;	(b) karakteristike;
(c). Effects on aeroplane performance;	(c) efekat na performance aviona;
(d). Hold-over times; and	(d) vrijeme djelovanja;
(e). Precautions during usage.	(e) sigurnosne mjere tokom upotrebe.
Flight Procedures	Letački postupci
VFR/IFR Policy.	Pravila VFR/IFR.
A description of the policy for allowing flights to be made under VFR, or of requiring flights to be made under IFR, or of changing from one to the other.	Opis pravila prema kojima je moguće obavljati let u uslovima VFR, odnosno koja zahtijevaju da se let obavlja u uslovima IFR, ili da se napravi promjena s jednog na drugi način leta
Navigation Procedures.	Navigacijski postupci.
A description of all navigation procedures relevant to the type(s) and area(s) of operation. Consideration must be given to:	Opis svih navigacijskih postupaka koji vrijede za vrste i područja operacije. Potrebno je uzeti u obzir:
(a). Standard navigational procedures including policy for	(a) standardne navigacijske postupke uključujući pravila za

carrying out independent cross-checks of keyboard entries where these affect the flight path to be followed by the aeroplane;	izvođenje nezavisnih provjera unosa preko tipkovnice, u slučajevima kad ovi utiču na putanju leta koju avion treba slijediti;
(b). MNPS and POLAR navigation and navigation in other designated areas;	(b) MNPS i POLAR navigacija i navigacija u drugim određenim područjima;
(c). RNAV;	(c) RNAV;
(d). In-flight replanning;	(d) promjene plana tokom leta;
(e). Procedures in the event of system degradation; and	(e) postupke u slučaju otkazivanja sistema;
(f). RVSM.	(f) RVSM.
Altimeter setting procedures	Postupci podešavanje visinomjera.
Altitude alerting system procedures	Postupci sa sistemom upozoravanja na visinu.
Ground Proximity Warning System procedures	Postupci sa sistemom upozorenja o blizini tla.
Policy and procedures for the use of TCAS/AC AS	Pravila i postupci za upotrebu sistema TCAS/ACAS.
Policy and procedures for in-flight fuel management	Pravila i postupci za praćenje goriva tokom leta.
Adverse and potentially hazardous atmospheric conditions.	Nepovoljni i potencijalno opasni atmosferski uslovi.
Procedures for operating in, and/or avoiding, adverse and potentially hazardous atmospheric conditions including:	Postupci za izvođenje letenja u nepovoljnim i potencijalno opasnim atmosferskim uslovima i izbjegavanje tih uslova kakvi su:
(a). Thunderstorms;	(a) oluje;
(b). Icing conditions;	(b) uslovi zaleđivanja;
(c). Turbulence;	(c) turbulencije;
(d). Windshear;	(d) smicanje vjetra;
(e). Jet stream;	(e) mlazne struje;
(f). Volcanic ash clouds;	(f) oblaci vulkanskog pepela;
(g). Heavy precipitation;	(g) jake padavine;
(h). Sand storms;	(h) pješčane oluje;
(i). Mountain waves; and	(i) zavjetrinski talasi;
(j). Significant Temperature inversions.	(j) velike temperaturne inverzije.
Wake Turbulence.	Vrtložna brazda.
Wake turbulence separation criteria, taking into account aeroplane types, wind conditions and runway location.	Određivanje jačine vrtložnog traga, uzevši u obzir vrste aviona, uslove vjetra i smještaj poletno-sletne staze.
Crew members at their stations.	Članovi posade na svojim radnim mjestima.
The requirements for crew members to occupy their assigned stations or seats during the different phases of flight or whenever deemed necessary in the interest of safety.	Zahtjevi da članovi posade budu na dodijeljenim mjestima ili sjedištima u različitim fazama leta ili kad je potrebno zbog sigurnosti.
Use of safety belts for crew and passengers.	Korištenje sigurnosnih pojaseva za posadu i putnike.
The requirements for crew members and passengers to use safety belts and/or harnesses during the different phases of flight or whenever deemed necessary in the interest of safety.	Zahtjevi da članovi posade i putnici moraju koristiti sigurnosne pojaseve odnosno ramene pojaseve tokom različitih faza leta ili kad god je to potrebno radi sigurnosti.
Admission to Flight Deck.	Dozvola pristupa do pilotske kabine.
The conditions for the admission to the flight deck of persons other than the flight crew. The policy regarding the admission of Inspectors from the Authority must also be included.	Uslovi za dozvolu pristupa pilotskoj kabini osobama koje nisu letačka posada. Ovdje treba uvrstiti i pravila za dozvolu pristupa inspektorima nadležnog tijela.
Use of vacant crew seats.	Upotreba praznih sjedišta za posadu.
The conditions and procedures for the use of vacant crew seats.	Uslovi i postupci upotrebe praznih sjedišta za posadu.
Incapacitation of crew members.	Radna onesposobljenost članova posade..
Procedures to be followed in the event of incapacitation of crew members in flight. Examples of the types of incapacitation and the means for recognising them must be included	Postupci koje treba primijeniti u slučaju radne onesposobljenosti članova posade tokom leta. Moraju se uključiti primjeri vrsta radne onesposobljenosti i načini njihovog prepoznavanja
Cabin Safety Requirements. Procedures covering:	8.3.15 Uslovi sigurnosti u putničkoj kabini. Postupci koji obuhvaćaju
(a). Cabin preparation for flight, in-flight requirements and preparation for landing including procedures for securing the cabin and galleys;	(a) pripremu kabine za let, potrebe tokom leta i pripremu za slijetanje uključujući postupke za osiguranje kabine i kuhinja
(b). Procedures to ensure that passengers are seated where, in the event that an emergency evacuation is required, they may best assist and not hinder evacuation from the aeroplane;	(b) postupke koji osiguravaju da putnici sjede tamo gdje, u slučaju prisilne evakuacije, mogu najbolje pomoći, a ne sprečavati evakuaciju iz aviona;

(c). Procedures to be followed during passenger embarkation and disembarkation; and	(c) postupke koje treba provoditi tokom ukrcaja i iskrcaja putnika;
(d). Procedures when refuelling/defuelling with passengers embarking, on board or disembarking.	(d) postupke u slučajevima punjenja/pražnjenja goriva dok su putnici u avionu, ukrcavaju se ili iskrcavaju;
(e). Smoking on board.	(e) pušenje u zrakoplovu.
Passenger briefing procedures.	Postupci obavještanja putnika.
The contents, means and timing of passenger briefing in accordance with JAR-OPS 1.285.	Sadržaj, načini i vrijeme obavještanja putnika u skladu s JAR-OPS 1.285.
Procedures for aeroplanes operated whenever required cosmic or solar radiation detection equipment is carried.	Postupci za avione kad se zahtijeva prijevoz opreme za otkrivanje kosmičkog ili solarnog zračenja.
Procedures for the use of cosmic or solar radiation detection equipment and for recording its readings including actions to be taken in the event that limit values specified in the Operations Manual are exceeded. In addition, the procedures, including ATS procedures, to be followed in the event that a decision to descend or re-route is taken.	Postupci korištenja opreme za otkrivanje kozmičkog ili sunčevog zračenja i za bilježenje očitavanja, uključujući mjere koje treba poduzeti u slučaju prekoračenja graničnih vrijednosti određenih u Operativnom priručniku. Također se navode postupci koje treba provesti u slučaju odluke o snižavanju ili promjeni rute, a to obuhvaća i ATS postupke.
<i>AWO</i> . A description of the operational procedures associated with All Weather Operations. (See also JAR-OPS Subparts D & E).	<i>AWO</i> . Opis operativnih postupaka koji se odnose na let u uslovima smanjene vidljivosti (All Weather Operations) (vidi JAR-OPS Pododijel D i E).
<i>ETOPS</i> . A description of the ETOPS operational procedures. (See AMC 20-xxx).	<i>ETOPS</i> . Opis ETOPS operativnih postupaka (vidi AMC 20-xxx).
<i>Use of the Minimum Equipment and Configuration Deviation List(s)</i>	<i>Korištenje popisa minimalno potrebne opreme i popisa odstupanja od konfiguracije.</i>
Non revenue flights	Nekomercijalni letovi.
Procedures and limitations for:	Postupci i ograničenja za:
(a). Training flights;	(a) letove prilikom osposobljavanja;
(b). Test flights;	(b) probne letove;
(c). Delivery flights	(c) letove dostave;
(d). Ferry flights;	(d) prelete;
(e). Demonstration flights; and	(e) demonstracijske letove;
(f). Positioning flights, including the kind of persons who may be carried on such flights.	(f) letove za prijevoz posade i dostavu aviona, uključujući izbor osoba koje smiju biti na zrakoplovu prilikom takvih letova.
Oxygen Requirements	Potreba za kiseonikom
An explanation of the conditions under which oxygen must be provided and used	Objašnjenje uslova u kojima treba obezbjediti i koristiti kiseonik.
The oxygen requirements specified for:	Zahtjevi u pogledu kiseonika određeni za:
(a). Flight crew;	(a) letačku posadu;
(b). Cabin crew; and	(b) kabinsko osoblje;
(c). Passengers.	(c) putnike.
9. DANGEROUS GOODS AND WEAPONS	.9. OPASNA ROBA I ORUŽJE
Information, instructions and general guidance on the transport of dangerous goods including:	Podaci, uputstva i opšte smjernice o prijevozu opasne robe, koji uključuju:
(a). Operator's policy on the transport of dangerous goods;	(a) pravila vazdušnog operatora za prijevoz opasne robe;
(b). Guidance on the requirements for acceptance, labelling, handling, stowage and segregation of dangerous goods;	(b) smjernice o uslovima za prihvatanje, označavanje, rukovanje, čuvanje i odvajanje opasne robe;
(c). Procedures for responding to emergency situations involving dangerous goods;	(c) postupke djelovanja u kriznim situacijama koji uključuju opasnu robu;
(d). Duties of all personnel involved as per JAR-OPS 1.1 21 5; and	(d) dužnosti sveg osoblja prema JAR-OPS 1.1215;
(e). Instructions on the carriage of the operator's employees.	(e) uputstva o prijevozu djelatnika vazdušnog operatora.
The conditions under which weapons, munitions of war and sporting weapons may be carried.	Uslovi prema kojima se može prevoziti oružje, municija i sportsko oružje
10. SECURITY	.10. OSIGURANJE
Security instructions and guidance of a non-confidential nature which must include the authority and responsibilities of operations personnel. Policies and procedures for handling and reporting crime on board such as unlawful interference, sabotage, bomb threats, and hijacking must also be included.	Uputstva i smjernice koji se daju radi sigurnosti, a nisu povjerljive prirode, koji moraju sadržati ovlasti i obaveze operativnog osoblja. Moraju se uključiti pravila i postupci postupanja i obavještanja u slučaju kriminalnog djelovanja na zrakoplovu, kao što je nezakonito ometanje, sabotaza, prijetnje bombama te otmica aviona.
A description of preventative security measures and training.	Opis preventivnih zaštitnih mjera i osposobljavanja

Note: Parts of the security instructions and guidance may be kept confidential.	Napomena: Dijelovi uputstava i smjernica koji se daju radi sigurnosti mogu biti povjerljivi.
11. HANDLING, NOTIFYING AND REPORTING OCCURRENCES	.11. POSTUPCI, PRIJAVLJIVANJE I IZVJEŠTAVANJE O VANREDNIM SITUACIJAMA
Procedures for the handling, notifying and reporting occurrences.	Postupci za prijavu i izvještavanje o vanrednim situacijama
This section must include:	Ovaj dio mora sadržavati:
(a). Definition of occurrences and of the relevant responsibilities of all persons involved;	(a) definicije vanrednih situacija i odgovarajuće obaveze svih uključenih osoba;
(b). Illustrations of forms used for reporting all types of occurrences (or copies of the forms themselves), instructions on how they are to be completed, the addresses to which they should be sent and the time allowed for this to be done;]	(b) Opis obrazaca korištenih za izvještavanje o svim tipovima vanrednih situacija (ili kopije samih obrazaca), uputstvo za njihovo popunjavanje, adrese na koje trebaju biti dostavljeni i vrijeme za koje to treba biti učinjeno
(c). In the event of an accident, descriptions of which company departments, Authorities and other organisations that have to be notified, how this will be done and in what sequence;	(c) Lista kompanijskih odjela, civilnih zrakoplovnih vlasti ili drugih ustanova, koje treba informisati, na koji način i kojim slijedom, u slučaju nesreće;
(d). Procedures for verbal notification to air traffic service units of incidents involving ACAS RAs, bird hazards, dangerous goods and hazardous conditions;	(d) Procedure za usmeno obavještanje službe kontrole vazdušnog saobraćaja u slučajevima incidenata koji uključuju ACAS RAs, ptice, opasne materije i rizične okolnosti;
(e). Procedures for submitting written reports on air traffic incidents, ACAS RAs, bird strikes, dangerous goods incidents or accidents, and unlawful interference;	(e) Procedure za dostavljanje pisanih izvještaja o incidentima u vazdušnom saobraćaju, ACAS RAs, udaru ptica, incidentima i nesrećama prilikom prevoza opasnih materija, i nezakonitog djelovanja;
(f). Reporting procedures to ensure compliance with JAR-OPS 1.085(b) and 1.420. These procedures must include internal safety related reporting procedures to be followed by crew members, designed to ensure that the commander is informed immediately of any incident that has endangered, or may have endangered, safety during flight and that he is provided with all relevant information.	(f) Procedure izvještavanja koje obezbjeđuju ispunjenje zahtjeva JAR – OPS 1.085 (b) i 1.420. Ove procedure moraju uključiti interne procedure letačkog osoblja vezane za bezbjednost letenja, koje moraju obezbijediti da je vođa zrakoplova trenutačno informisan o bilo kojem incidentu koji je ugrozio ili može ugroziti bezbjednost letenja, kao i da su mu dostavljene sve relevantne informacije.
12. RULES OF THE AIR	.12. PRAVILA LETENJA
Rules of the Air including:	Pravila letenja, uključujući:
(a). Visual and instrument flight rules;	(a) vizuelna i instrumentalna pravila letenja;
(b). Territorial application of the Rules of the Air;	(b) teritorijalnu primjenu pravila letenja;
(c). Communication procedures including COM-failure procedures;	(c) komunikacijske postupke uključujući postupke prilikom prekida komunikacije;
(d). Information and instructions relating to the interception of civil aeroplanes;	(d) informacije i uputstva koji se odnose na presretanje civilnih aviona;
(e). The circumstances in which a radio listening watch is to be maintained;	(e) okolnosti u kojima je potrebno stalno slušati vezu;
(f). Signals;	(f) signale;
(g). Time system used in operation;	(g) vremenski sistem koji se koristi u operaciji;
(h). ATC clearances, adherence to flight plan and position reports;	(h) dozvolu kontrole leta (ATC), pridržavanje plana leta i informacija o položaju zrakoplova;
(i). Visual signals used to warn an unauthorised aeroplane flying in or about to enter a restricted, prohibited or danger area;	(i) vizuelne znakove upozorenja neovlaštenim zrakoplovima koji lete unutar ograničenog, zabranjenog ili opasnog područja ili namjeravaju stupiti u takva područja;
(j). Procedures for pilots observing an accident or receiving a distress transmission;	(j) postupke za pilote kad primijete nesreću ili prime radiovijest o opasnosti;
(k). The ground/air visual codes for use by survivors, description and use of signal aids; and	(k) vidne znakove zemlja/vazduh, koje koriste preživjeli, s opisom i korištenjem sredstava za signaliziranje;
(l). Distress and urgency signals.	(l) znakove za opasnost i krizne situacije.
13. LEASING	.13. NAJAM
A description of the operational arrangements for leasing, associated procedures and management responsibilities.	Opis operativnih aranžmana za najam, pridruženih procedura i odgovornosti menadžmenta

B AEROPLANE OPERATING MATTERS RELATED TYPE	B. UPRAVLJANJE ZRAKOPLOVOM – OVISNO O TIPU
Taking account of the differences between types, and variants of types, under the following headings:	Uzevši u obzir razliku između tipova, varijanata tipova, prema sljedećim smjernicama:
0. GENERAL INFORMATION AND UNITS OF MEASUREMENT	.0. OPŠTI PODACI I MJERNE JEDINICE
General Information (e.g. aeroplane dimensions), including a description of the units of measurement used for the operation of the aeroplane type concerned and conversion tables.	Opšti podaci (npr. dimenzije aviona), uključujući opis mjernih jedinica koje se koriste u upravljanju dotičnim tipom aviona i tablice za konverziju.
1. LIMITATIONS	.1. OGRANIČENJA
A description of the certified limitations and the applicable operational limitations including:	Opis odobrenih ograničenja i odgovarajućih operativnih ograničenja, uključujući:
(a). Certification status (e.g. JAR-23, JAR-25, ICAO Annex 16, JAR-36 and JAR-34) etc);	(a) status potvrde tipa (npr. JAR-23, JAR-25, ICAO Aneks 16 ,JAR-36 i JAR-34) itd);
(b). Passenger seating configuration for each aeroplane type including a pictorial presentation;	(b) raspored putničkih sjedišta za svaki tip aviona uključujući slikovni prikaz;
(c). Types of operation that are approved (e.g. VFR/IFR, CAT II/III, RNP Type, flights in known icing conditions etc.);	(c) (odobrene vrste operacija (npr. VFR/IFR, CAT II/III, RNP tip, letovi u očekivanim uslovima zaleđivanja itd.);
(d). Crew composition;	(d) sastav posade;
(e). Mass and centre of gravity;	(e) masu i ravnotežu;
(f). Speed limitations;	(f) ograničenja brzine;
(g). Flight envelope(s);	(g) ograničenja u letu;
(h). Wind limits including operations on contaminated runways;	(h) ograničenja za vjetar, uključujući operacije na onečišćenim poletno-sletnim stazama;
(i). (i) Performance limitations for applicable configurations;	(i) ograničenja pri primijenjenim konfiguracijama;
(j). Runway slope;	(j) nagib poletno-sletne staze;
(k). Limitations on wet or contaminated runways;	(k) ograničenja na mokrim ili onečišćenim poletno-sletnim stazama;
(l). Airframe contamination; and	(l) onečišćenje konstrukcije letjelice;
(m). System limitations.	(m) sistemska ograničenja.
2. NORMAL PROCEDURES	.2. NORMALNI POSTUPCI
The normal procedures and duties assigned to the crew, the appropriate check-lists, the system for use of the check-lists and a statement covering the necessary coordination procedures between flight and cabin crew. The following normal procedures and duties must be included:	Normalni postupci i dužnosti posade, odgovarajuće check liste, sistem upotrebe check lista i postupci potrebni za usklađivanje između letačke posade i kabinskog osoblja. Moraju se uključiti sljedeći normalni postupci i dužnosti:
(a). Pre-flight;	(a) prije leta;
(b). Pre-departure;	(b) prije polijetanja;
(c). Altimeter setting and checking;	(c) podešavanje i provjera visinomjera;
(d). Taxi, Take-Off and Climb;	(d) vožnja po aerodromskim manevarskim površinama, polijetanje i penjanje;
(e). Noise abatement;	(e) izbjegavanje buke;
(f). Cruise and descent;	(f) letenje i snižavanje;
(g). Approach, Landing, preparation and briefing;	(g) prilaz, priprema za slijetanje i dogovor;
(h). VFR Approach;	(h) prilaz u uslovima VFR;
(i). Instrument approach;	(i) instrumentalni prilaz;
(j). Visual Approach and circling;	(j) vizualni prilaz i krug;
(k.) Missed Approach;	(k) neuspjeli prilaz;
(l). Normal Landing;	(l) normalno slijetanje;
(m). Post Landing; and	(m) nakon slijetanja;
(n). Operation on wet and contaminated runways.	(n) vođenje aviona na mokrim i onečišćenim poletno- sletnim stazama.
3. ABNORMAL AND EMERGENCY PROCEDURES	.3. VANREDNI I POSTUPCI U NUŽDI
The abnormal and emergency procedures and duties assigned to the crew, the appropriate check-lists, the system for use of the check-lists and a statement covering the necessary co-ordination procedures between flight and cabin crew. The following abnormal and emergency procedures and duties must be included:	Vanredni postupci i postupci u kriznim stanjima te dužnosti posade u takvim prilikama, odgovarajuće kontrolne liste, sistem upotrebe kontrolnih lista i iskaz koji obuhvaća nužne postupke usklađivanja između letačke posade i kabinskog osoblja. Moraju se uključiti sljedeći vanredni i postupci u nuždi:

(a). Crew Incapacitation;	(a) onesposobljenost posade;
(b). Fire and Smoke Drills;	(b) vježbe za pojavu požara i dima;
(c). Unpressurised and partially pressurised flight;	(c) letovi u kojima kabina nije pod pritiskom te letovi u kojima je kabina djelomično pod pritiskom;
(d). Exceeding structural limits such as overweight landing;	(d) prekoračenje konstrukcijskih ograničenja kao što je slijetanje s prekomjernom težinom;
(e). Exceeding cosmic radiation limits;	(e) prekoračenje ograničenja kosmičke radijacije;
(f). Lightning Strikes;	(f) udari groma;
(g). Distress Communications and alerting ATC to Emergencies;	(g) komunikacije za vrijeme vanrednih uslova i uzbuñivanje kontrole vazdušnog saobraćaja (ATC) o izvanrednom stanju
(h). Engine failure;	(h) otkaz motora;
(i). System failures;	(i) kvarovi sistema;
(j). Guidance for Diversion in case of Serious Technical Failure; TCAS Warning;	(j) upustva za prevladavanje u primjeru teškog tehničkog kvara
(k). Ground Proximity Warning : (1) TCAS Warning ;	(k) upozoravanje o blizini tla;
(l). Windshear; and	(l) vjetar smicanja (Windshear);
(m). Emergency Landing/Ditching.	(m) prisilno slijetanje na zemlju/vodu.
4. PERFORMANCE	.4. RADNE KARAKTERISTIKE
Performance data must be provided in a form in which it can be used without difficulty.	Podaci o radnim karakteristikama moraju biti predstavljeni u obliku koji omogućuje njihovu jednostavnu upotrebu.
<i>Performance data.</i> Performance material which provides the necessary data for compliance with the performance requirements prescribed in JAR-OPS 1 Subparts F, G, H and I must be included to allow the determination of:	<i>Podaci o radnim karakteristikama.</i> Potrebno je uvrstiti materijal o radnim karakteristikama koji daje potrebne podatke za usklañivanje sa zahtjevima rada propisanim u JAR-OPS 1 Pododjeljci F, G, H i I, kako bi se omogućilo odreñivanje:
(a). Take-off climb limits -Mass, Altitude, Temperature;	(a) ograničenja u polijetanju – masa, visina, temperatura;
(b). Take-off field length (dry, wet, contaminated);	(b) dužine poletne staze (suha, mokra, onečišćena);
(c). Net flight path data for obstacle clearance calculation or, where applicable, take-off flight path;	(c) podataka o putanji zrakoplova za izračunavanje nadvisivanja prepreka, ili, prema potrebi, uzletne putanje;
(d). The gradient losses for banked climbouts;	(d) smanjenja gradijenta penjanja u zaokretu;
(e). En-route climb limits;	(e) mogućnosti penjanja na ruti;
(f). Approach climb limits;	(f) mogućnosti penjanja u prilazu;
(g). Landing climb limits;	(g) mogućnosti penjanja u slijetanju;
(h). Landing field length (dry, wet, contaminated) including the effects of an in-flight failure of a system or device, if it affects the landing distance;	(h) dužine sletne staze (suha, mokra, onečišćena) uključujući efekt kvara sistema ili uređaja tokom leta, ako to utiče na zaustavni put;
(i). Brake energy limits; and	(i) ograničenja u koćenju;
(j). Speeds applicable for the various flight stages (also considering wet or contaminated runways).	(j) dopuštene brzine u različitim uslovima leta (pri mokrim ili onečišćenim poletno-sletnim stazama).
(k). <i>Supplementary data covering flights in icing conditions.</i> Any certificated performance related to an allowable configuration, or configuration deviation, such as anti-skid inoperative, must be included.	(k) <i>Dodatni podaci o letovima u uslovima zaleđivanja.</i> Mora se uključiti svako odstupanje performanci s obzirom na moguću konfiguraciju, ili njeno odstupanje, kao što je neoperativan sistem za sprečavanje blokiranja točkova u koćenju (anti-skid).
If performance data, as required for the appropriate performance class, is not available in the approved AFM, then other data acceptable to the Authority must be included. Alternatively, the Operations Manual may contain cross-reference to the approved Data contained in the AFM where such Data is not likely to be used often or in an emergency.	Ako podaci o radnim karakteristikama, potrebni za odgovarajući razred radne sposobnosti, nisu raspoloživi u odobrenom AFM (Avionskom letačkom priručniku), tada se moraju uvrstiti drugi podaci prihvatljivi nadležnom tijelu. Umjesto toga, Operativni priručnik može sadržavati upućivanje na druge potvrđene podatke sadržane u AFM, ako se ti podaci ne budu upotrebljavali često ili u nuždi.
Additional Performance Data.	Dodatni podaci o radnim karakteristikama.
Additional performance data where applicable including:	Dodatni podaci o radnim karakteristikama, prema potrebi, uključujući:
(a). All engine climb gradients;	(a) gradijente penjanja pri radu svih motora;
(b). Drift-down data;	(b) podatke za poniranje tokom leta;

(c). Effect of de-icing/anti-icing fluids;	(c) djelovanje tekućina za odleđivanje i sprečavanje zaleđivanja;
(d). Flight with landing gear down;	(d) let s ispuštenim stajnim trapom;
(e). For aeroplanes with 3 or more engines, one engine inoperative ferry flights; and	(e) prelete s jednim neradećim, kod aviona s tri ili više motora;
(f). Flights conducted under the provisions of the CDL.	(f) letove izvedene u skladu s odredbama CDL (popis odstupanja od standardne konfiguracije).
5. FLIGHT PLANNING	.5. PLANIRANJE LETOVA
Data and instructions necessary for pre-flight and in-flight planning including factors such as speed schedules and power settings. Where applicable, procedures for engine(s)-out operations, ETOPS (particularly the one-engine-inoperative cruise speed and maximum distance to an adequate aerodrome determined in accordance with JAR-OPS 1.245) and flights to isolated aerodromes must be included.	Podaci i uputstva potrebni za planiranje prije i za vrijeme leta uključujući faktore kao što su rasporedi brzina i podešavanje snage. Prema potrebi, moraju se uključiti postupci za letenje pri otkazu motora, ETOPS (osobito brzina letenja pri jednom neradećem motoru i maksimalna udaljenost do odgovarajuće aerodromi određene u skladu s JAR-OPS 1.245) i letovi do izoliranih aerodroma.
The method for calculating fuel needed for the various stages of flight, in accordance with JAR-OPS 1.255.	Postupak izračunavanja goriva potrebnog za različite faze leta, u skladu s JAR-OPS 1.255.
6. MASS AND BALANCE	.6. MASA I RAVNOTEŽA
Instructions and data for the calculation of the mass and balance including:	Uputstva i podaci za izračunavanje mase i ravnoteže, uključujući:
(a). Calculation system (e.g. index system);	(a) sistem izračunavanja (npr. indeksni sistem);
(b). Information and instructions for completion of mass and balance documentation, including manual and computer generated types;	(b) informacije i uputstva za ispunjavanje dokumentacije o masi i ravnoteži, ručno i s pomoću računala;
(c). Limiting masses and centre of gravity for the types, variants or individual aeroplanes used by the operator; and	(c) ograničene mase i ravnoteže za sve tipove, varijante ili pojedine avione koje koristi vazdušni operator;
(d). Dry Operating mass and corresponding centre of gravity or index.	(d) suhu operativnu masu i pripadajuću ravnotežu ili indeks.
7. LOADING	.7. UKRCAVANJE
Procedures and provisions for loading and securing the load in the aeroplane.	Postupci i odredbe pri ukrcavanju i osiguravanju tereta u avionu.
8. CONFIGURATION DEVIATION LIST	.8. POPIS ODSUPANJA OD KONFIGURACIJE
The Configuration Deviation List(s) (CDL), if provided by the manufacturer, taking account of the aeroplane types and variants operated including procedures to be followed when an aeroplane is being despatched under the terms of its CDL.	Popis odstupanja od konfiguracije (Configuration Deviation List - CDL), ako se dobije od proizvođača, uzevši u obzir tipove i varijante aviona, uključujući postupke koje treba poduzeti kad se avion otpremi na let u skladu s uslovima u CDL.
9. MINIMUM EQUIPMENT LIST	.9. POPIS MINIMALNE OPREME
The Minimum Equipment List (MEL) taking account of the aeroplane types and variants operated and the type(s)/area(s) of operation. The MEL must include the navigational equipment and take into account the required navigation performance for the route and area of operation.	Popis minimalne opreme (MEL) uzevši u obzir vrste i varijante aviona i vrste/područja operacija. MEL mora obuhvaćati navigacijsku opremu te uzeti u obzir tražene navigacijske karakteristike za rutu i područje leta.
10. SURVIVAL AND EMERGENCY EQUIPMENT INCLUDING OXYGEN	.10. OPREMA ZA PREŽIVLJAVANJE I SPAŠAVANJE, UKLJUČUJUĆI KISEONIK
A list of the survival equipment to be carried for the routes to be flown and the equipment prior to take-off. Instructions regarding the location, accessibility and use of survival and emergency equipment and its associated check list(s) must also be included.	Popis opreme za preživljavanje koja se mora nalaziti na letjelici za rute po kojima se leti, i postupci provjere upotrebljivosti ove opreme prije polijetanja. Uputstva u pogledu smještaja, dostupnosti i korištenja opreme za preživljavanje i spašavanje te pripadajući popisi za provjeru te opreme.
The procedure for determining the amount of oxygen required and the quantity that is available. The flight profile, number of occupants and possible cabin decompression must be considered. The information provided must be in a form in which it can be used without difficulty.	Postupci određivanja količine potrebnoga kiseonika te količine koja je na raspolaganju. Uzeti u obzir profil leta, broj osoba na njemu i moguću dekompresiju kabine. Navedeni podaci moraju biti u obliku jednostavnom za upotrebu.
11. EMERGENCY AND EVACUATION PROCEDURES	.11. POSTUPCI ZA PRISILNU EVAKUACIJU
<i>Instructions for preparation for emergency evacuation including crew co-ordination and emergency station assignment.</i>	<i>Uputstva za pripremu prisilne evakuacije uključujući suradnju s posadom i određivanje rasporeda za kriznu situaciju.</i>
<i>Emergency evacuation procedures. A description of the duties of all members of the crew for the rapid evacuation of an aeroplane and the handling of the passengers in the event of a forced landing, ditching or</i>	<i>Postupci za prisilnu evakuaciju. Opis dužnosti svih članova posade za prisilnu evakuaciju aviona i postupci s putnicima u slučaju prisilnog slijetanja na tlo ili vodu ili neke druge krizne situacije.</i>

other emergency.	
12. AEROPLANE SYSTEMS	.12. SISTEMI NA ZRAKOPLOVU
A description of the aeroplane systems, related controls and indications and operating instructions. (See IBM to Appendix 1 to JAR-OPS 1.1045.)	Opis sistema na avionu, pripadajućih upravljačkih uređaja te uređaja za pokazivanje vrijednosti i upute za rad (vidi IEM Dodatak 1 JAR-OPS 1.1045).
C ROUTE AND AERODROME INSTRUCTIONS AND INFORMATION	C. UPUTE I PODACI ZA RUTE I AERODROME
1 Instructions and information relating to communications, navigation and aerodromes including minimum flight levels and altitudes for each route to be flown and operating minima for each aerodrome planned to be used, including:	1. Upute i podaci koji se odnose na komunikaciju, navigaciju i aerodromi, uključujući minimalne nivoe leta i visine za svaku rutu po kojoj se leti, i operativni minimum za svaki aerodrom koji će se upotrebljavati, uključujući:
(a). Minimum flight level/altitude;	(a) najmanji nivo/visinu leta;
(b). Operating minima for departure, destination and alternate aerodromes	(b) operativni minimum za odletne, određene i alternativne aerodrome;
(c). Communication facilities and navigation aids;	(c) komunikacijske naprave i navigacijska pomagala;
(d). Runway data and aerodrome facilities;	(d) podatke o poletno-sletnoj stazi i objektima na aerodromima ;
(e). Approach, missed approach and departure procedures including noise abatement procedures;	(e) postupke za prilaz, neuspjeli prilaz i odlet, uključujući postupke smanjenja buke;
(f). COM-failure procedures;	(f) postupke kod kvarova komunikacijskih naprava;
(g). Search and rescue facilities in the area over which the aeroplane is to be flown;	(g) objekte za traženje i spašavanje u području preko kojeg avion treba letjeti;
(h). A description of the aeronautical charts that must be carried on board in relation to the type of flight and the route to be flown, including the method to check their validity;	(h) opis aeronautičkih karata koje se moraju nositi u avionu ovisno o vrsti leta i ruti koja se leti, uključujući načine provjere njihove važnosti;
(i). Availability of aeronautical information and MET services;	(i) dostupnost zrakoplovnih informacija i MET službi;
(j). En-route COM/NAV procedures;	(j) komunikacijske/navigacijske (COM/NAV) postupke na ruti;
(k). Aerodrome categorisation for flight crew competence qualification (See AMC OPS 1.975); and	(k) kategorizaciju aerodroma radi određivanja podobnosti letačke posade (vidi AMC OPS 1.975);
(l). Special aerodrome limitations (performance limitations and operating procedures etc.).	(l) posebna ograničenja aerodroma (ograničenja radnih karakteristika i operativnih postupaka, itd.)
D TRAINING	D. STRUČNO OSPOBLJIVANJE
0.	.0.
1. Training syllabi and checking programmes for all operations personnel assigned to operational duties in connection with the preparation and/or conduct of a flight.	.1. Programi osposobljavanja i provjere za operativno osoblje kojem su dodijeljene operativne dužnosti u vezi s pripremom i/ili izvršenjem leta.
2. Training syllabi and checking programmes must include:	.2. Programi osposobljavanja i provjere moraju uključivati:
<i>For flight crew.</i> All relevant items prescribed in Subparts E and N;	<i>Za letačku posadu:</i> sve odgovarajuće stavke (propisane u pododjeljcima E i N).
<i>For cabin crew</i> All relevant items prescribed in Subpart O	<i>Za kabinsku posadu:</i> sve odgovarajuće stavke propisane u pododjeljku O.
For operations personnel concerned, including crew members:	<i>Za operativno osoblje, uključujući članove posade:</i>
(a). All relevant items prescribed in Subpart R (Transport of Dangerous Goods by Air); and	(a) sve odgovarajuće stavke propisane u pododjeljku R (prijevoz opasne robe zrakom);
(b). All relevant items prescribed in Subpart S (Security)	(b) sve odgovarajuće stavke propisane u pododjeljku S (Osiguranje).
For operations personnel other than crew members (e.g. dispatcher, handling personnel etc)	Za operativno osoblje, osim članova posade (npr. dispečeri, osoblje za opskrbu itd.):
All other relevant items prescribed in JAR- OPS pertaining to their duties	Sve druge odgovarajuće tačke, propisane u JAR-OPS koje se odnose na njihove dužnosti.
3. Procedures	.3. Postupci
Procedures for training and checking	Postupci osposobljavanja i provjere osposobljenosti.
Procedures to be applied in the event that personnel do not achieve or maintain the required standards	Postupci koji se primjenjuju u slučaju da osoblje ne postigne ili održi tražene standarde.
Procedures to insure that abnormal or emergency situations requiring the application of part or all abnormal or emergency procedures and simulation of IMC by artificial means, are not simulated during commercial air transportation flights	Postupci kojima se osigurava da nenormalne ili vanredne situacije u kojima je potrebno primijeniti djelomične ili ukupne postupke koji se primjenjuju u takvim situacijama i simulaciju instrumentalnih meteoroloških uvjeta (IMC) na umjetan način, nisu simulirane tokom letova komercijalnoga vazdušnog prijevoza.

4. Description of documentation to be stored and storage periods (See Appendix 1 to JAR –OPS 1.1065)	.4. Opis dokumentacije koju treba čuvati i vrijeme čuvanje (vidi Dodatak 1 uz JAR-OPS 1.1065)
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APPENDIX NO: 4

PRIRUČNIK ZA ODRŽAVANJE OPERATORA

(MAINTENANCE MANAGEMENT EXPOSITION - MME)

PART 0

GENERAL ORGANISATION

0.1 Corporate commitment by the Operator;

0.2 General information:

- Brief description of organisation
- Relationship with other organisations
- Fleet composition – Type of operation
- Line station locations;

0.3 Maintenance Management personnel:

- Accountable Manager
- Nominated postholder
- Maintenance co-ordination
- Duties and responsibilities
- Organisation chart(s)

- Manpower resources and training policy;

0.4 Notification procedure to the BH DCA regarding changes to the Operator's maintenance arrangements/locations/ personnel/activities/approval

0.5 Exposition amendment procedures.

PART 1

JAR-OPS MAINTENANCE PROCEDURES

1.1 Aircraft technical log utilisation and MEL application;

1.2 Aircraft maintenance programme – Development and amendment;

1.3 Time and maintenance records, Responsibilities, Retention, Access;

1.4 Accomplishment and control of Airworthiness Directives;

1.5 Analysis of the effectiveness of the maintenance programme;

1.6 Non-mandatory modification embodiment policy;

1.7 Major modification standards;

1.8 Defect reports:

- Analysis

- Liaison with manufacturers and Regulatory Authorities

- Deferred defect policy;

1.9 Engineering activity;

1.10 Reliability programmes

- Airframe

- Propulsion

- Components;

1.11 Pre-flight Inspection:

- Preparation of aircraft for flight

- Sub-contracted Ground Handling functions

- Security of Cargo and Baggage loading

- Control of refuelling, Quantity/Quality

- Control of snow, ice, dust and sand contamination to an approved standard;

1.12 Aircraft weighing;

1.13 Flight test procedures;

1.14 Sample of documents, Tags and Forms used;

PART 2

QUALITY SYSTEM

2.1 Maintenance quality policy, plan and audit procedures;

2.2 Monitoring of maintenance management activities;

POGLAVLJE 0

GENERALNA ORGANIZACIJA

0.1.Potpisana izjava o odgovornosti Operatora;

0.2.Opće informacije:

- Kratki opis organizacije

- Odnosi sa drugim organizacijama

-Sastav flote – tip operacija

-Lokacije linijskih stanica;

0.3.Osoblje za upravljanje održavanjem

-Odgovorni rukovodilac

-Odgovorna osoba za sistem održavanja

-Koordinacija unutar sistema održavanja

-Obaveze i odgovornosti

-Organizaciona šema

-Ljudski resursi i obuka osoblja;

0.4.Procedure izvještavanja BH DCA u slučaju izmjene

ugovora o održavanju/ lokacija/osoblja/aktivnosti/odobrenja;

0.5.Procedure izmjene Priručnika;

POGLAVLJE 1

JAR-OPS PROCEDURE ODRŽAVANJA

1.1.Korištenje vazduhoplovne Tehničke knjige i primjena

Liste minimalne opreme;

1.2.Program održavanja vazduhoplova – izrada i poboljšanja;

1.3.Zapisi o održavanju, odgovornosti, čuvanje, pristup;

1.4.Izvršavanje i kontrola naloga za plovidbenost;

1.5.Analiza učinkovitosti Programa održavanja;

1.6.Politika usvajanja neobaveznih modifikacija;

1.7.Standardi primjene većih modifikacija;

1.8. Izvještavanje o kvarovima:

- Analiza

- Veza sa proizvođačima i regulatornim vazduhoplovnim vlastima

- Politika odgadanja radova;

1.9.Aktivnosti inženjeringa;

1.10.Programi praćenja pouzdanosti

- Vazduhoplov

- Pogonska grupa

- Komponente;

1.11.Pretpoletni pregled

- Priprema vazduhoplova za let

- Podugovorene funkcije za zemaljsko opsluživanje

- Osiguranje ukrcavanja tereta i prtljaga

- Kontrola punjenja gorivom, količina/kvalitet;

- Kontrola kontaminacije uslijed snijega, leda, prašine i

pijeska prema odobrenom standardu

1.12. Vaganje vazduhoplova;

1.13. Procedure testnog leta;

1.14. Primjerci dokumenata, obrazaca i kartica koje se koriste u sistemu održavanja;

POGLAVLJE 2

SISTEM NADZORA KVALITETA

2.1.Politika nadzora kvaliteta, plan i procedure izvođenje audita;

2.2.Nadzor aktivnosti upravljanja održavanjem;

- 2.3 Monitoring the effectiveness of the maintenance programme;
- 2.4 Monitoring that all maintenance is carried out by an appropriate JAR-145 organisation:
 - Aeroplane maintenance
 - Engines
 - Components;
- 2.5 Monitoring that all contracted maintenance is carried out in accordance with the contract, including sub-contractors used by the maintenance contractor;
- 2.6 Quality audit personnel.

PART 3

CONTRACTED MAINTENANCE

- 3.1 Maintenance contractor selection procedure;
- 3.2 Detailed list of maintenance contractors;
- 3.3 Relevant technical procedures identified in the maintenance contract(s).

- 2.3.Nadzor učinkovitosti Programa održavanja;
 - 2.4.Osiguravanje da je svo održavanje izvedeno od strane odgovarajućih JAR-145 organizacija:
 - Održavanje vazduhoplova
 - Motori
 - Komponente;
 - 2.5.Osiguravanje da je svo ugovoreno održavanje izvedeno u skladu sa ugovorima, uključujući pod-ugovarače koje koristi organizacija sa kojom je potpisan ugovor o održavanju;
 - 2.6.Personal za izvođenje audita za nadzor kvaliteta;
- ### **POGLAVLJE 3**
- #### **UGOVORENO ODRŽAVANJE**
- 3.1.Procedure izbora organizacija za održavanje,
 - 3.2.Detaljna lista organizacija sa kojima je potpisan ugovor o održavanju;
 - 3.3.Relevantne tehničke procedure navedene u ugovorima o održavanju.

The Exposition of the Accountable Manger should be presented at the beginning of the Document in the following form :

"This exposition defines the organisation and procedures upon which the BH DCA Approval under JAR-OPS 1/3 Subpart M is based. These procedures are approved by the undersigned and must be complied with, as applicable, in order to ensure that all maintenance of(quote Operator's name)..... fleet of aircraft is carried out on time to an approved standard. It is accepted that these procedures do not override the necessity of complying with any new or amended regulation published by the BH DCA from time to time where these new or amended regulations are in conflict with these procedures . It is understood that the BH DCA will approve this organisation whilst the BH DCA is satisfied that the procedures are being followed and the work standard maintained. It is understood that the BH DCA reserves the right to suspend, vary or revoke the JAR-OPS Subpart M maintenance system approval of the organisation, as applicable, if the BH DCA has evidence that the procedures are not followed and the standards not upheld. *It is further understood that suspension or revocation of the approval of the maintenance system would invalidate the AOC.*

Signed

Dated

Accountable Manager and ...(quote position).....
For and on behalf of(quote organisation's name)..... "

”Ovaj priručnik definiše organizaciju i procedure, na osnovu kojih je BH DCA odobrila [Naziv Operatora] u skladu sa JAR OPS 1/3 Pododjeljak M. Ove procedure su odobrene od strane dole potpisanog i moraju biti poštovane, s ciljem osiguranja da flota ...[ime operatora]... bude održavana na vrijeme i u skladu sa odobrenim standardima. Prihvatao da postojanje ovih procedura ne znači i izuzeće od obaveze pridržavanja novih ili poboljšanih propisa koje u međuvremenu objavi BH DCA a koje su u suprotnosti sa ovim procedurama. Podrazumijeva se da je BH DCA odobrenje važeće ukoliko je BH DCA zadovoljna slijeđenjem procedura i ukoliko se održava traženi nivo standarda. Podrazumijeva se da BH DCA zadržava pravo da suspenduje, izmijeni ili poništi odobrenje sistema održavanja organizacije, u slučaju da BH DCA ima dokaz da se procedure ne slijede i da traženi standardi nisu dosegnuti. Takođe se podrazumijeva da će suspenzija ili poništenje sistema održavanja učiniti Potvrdu vazdušnog operatora (AOC) nevažećom. Potpis _____ Datum _____ Odgovorni rukovodilac i ...(navesti poziciju)..... U ime...(navesti naziv kompanije).....”

In case of change of the Accountable Manager it is important to ensure that the new Accountable Manager signs the above exposition as soon as possible. In the case of lack of signature, the approval of the Maintenance System becomes null and void. Detailed instructions on Maintenance Management Exposition are contained in JAA Administrative and Guidance Material, Section Two: Maintenance, Part Three: Temporary Guidance, Leaflet no. 19: Operator's Maintenance Management Exposition.

APPENDIX NO: 5

AIRCRAFT MAINTENANCE PROGRAMME

Aircraft Maintenance Programme should, where applicable, be founded on the Maintenance Review Board Report and Type Certificate Holder's Maintenance Planning Document or Chapter 5 of Maintenance Manual.

Structure and format of these recommendations may be processed by the operator for better adjustment to concrete operations and control of the Maintenance Programme. Amendments to the approved Maintenance Programme should be passed in case of change of recommendations established by the producer, because of modifications, experience gained in the course of utilization, or if required by the BH DCA. Change of intervals between the periodic reviews is possible only with previous approval by the BH DCA.

Operator's Maintenance Programme should be periodically analyzed with the objective of compliance with the recommendation of the producer, current review of the Maintenance Review Board, obligatory maintenance requirements and current condition of the aircraft.

Maintenance Programme should contain the following basic information on:

- Type/model and registration mark of aircraft, engine, and where applicable:
- additional power units (APU) and propeller.
- Name and address of operator
- Identification of document by the Operator, date of issuance and number of edition
- Statement signed by the Operator that the mentioned aircraft will be maintained in accordance with the Programme and that the Programme will periodically be reviewed and updated.
- Contents and list of effective pages
- Periodic reviews which reflect the anticipated utilization of aircraft
- Anticipated utilization should be presented with the included tolerance not higher than 25%. Where utilization cannot be anticipated, time limitations should be included.

- Procedures for increase of the time interval between periodic reviews if applicable and acceptable for the BH DCA.
- Obligation of recording dates and references for approved amendments incorporated into the Programme
- Details of pre-flight maintenance works performed by the maintenance staff which are not quoted in the Operational Manual as tasks performed by the flight staff.
- Precise tasks and periods (intervals/frequency) at which all parts of aircraft, engine, additional power units, components, aids, equipment, instruments, electric and radio devices, and attached systems and installations should be inspected, including type and kind of inspection.
- Periods in which individual elements, devices or systems should be checked, lubricated, charged, adjusted and tested, depending on the applicability of the previously quoted tasks.
- Details on individual structural inspections or testing programmes of the fleet selected samples.
- Details on Corrosion Prevention Control Programme (CPCP), if applicable
- Time intervals and procedures for data collection on monitoring of the engine condition
- Periods in which overhaul and/or replacement of certain parts is necessary
- Cross reference to other documents approved by the BH DCA with details of maintenance works related to life-limited components, maintenance requirements established in the course of the certification process of the aircraft type (Certification Maintenance Requirements – CMR) and airworthiness directives
- Details, or reference, on required programme of reliability monitoring or statistical method of continued monitoring
- Exposition that the implemented practice and procedures will be in accordance with instructions set by the producer in the Type Certificate Holder's Maintenance Instructions. If the procedures defined in the adjusted Maintenance Manual are used by operator approved by the BH DCA, the exposition should quote this Maintenance Manual as a reference.
- Each quoted maintenance task should be defined in the Definitions Section within the Maintenance Programme.

APPENDIX NO: 6
AIRCRAFT TECHNICAL LOG

Aircraft Technical Log must ensure for recording of malfunctions, failures and noticed deficiencies after each flight and entry of all data on maintenance works conducted on an aircraft during the time between the two planned periodic checks.

Aircraft Technical Log should contain the following information:

Section 1:

Name and address of operator, aircraft type and registration mark

Section 2:

Valid Certificate of Release to Service after the latest conducted periodic check and data on the next planned check.

Section 3:

Details on all information necessary for ensuring flight safety, including:

- Type of aircraft and registration mark
- Date and place of take-off and landing
- Precise times of take-off and landing
- Total number of flight hours and cycles
- Details on any malfunction, failure or irregular functioning that influence airworthiness of aircraft or safe conduct of

operations. Entry of such data must be signed by the pilot-in-command. (State if NIL)

- Additional quantity of fuel and lubricants; total quantity of fuel in each tank at the beginning and end of flight, planned quantity for refuelling and actual quantity of filled fuel, data on conducted de-icing and anti-icing activities: beginning and end of operations, type of liquid, ratio water/de-icing liquid in the suspension
- Signature after conducted pre-flight check

Section 4:



Details on all deferred maintenance works. Each page of this Section should be marked with a serial number and should provide for entry of the following data:

- Cross-reference for all deferred maintenance works, so that it is possible to determine original recording on emerging of malfunction in Section 3
- Date of emerging of malfunction
- Short information about the malfunction
- Details on possible malfunction removal or reference to a document containing the information on removal of malfunction

Section 5:

Details on Technical Support Procedures in case of emerging of malfunctions in the course of operations performance Aircraft Technical Log may be in hard copy or computer form or combination of both methods.

Aircraft Technical Log may be in the hard-copy or computer format or combination of both methods.

	<p>BOSNIA AND HERZEGOVINA MINISTRY OF COMMUNICATIONS AND TRANSPORT DIRECTORATE OF CIVIL AVIATION</p>	
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REQUEST FOR AIR OPERATOR CERTIFICATE - AOC

<input type="checkbox"/> AOC Issuance	<input type="checkbox"/> Change/amendment of AOC <input type="checkbox"/> <input type="checkbox"/> Fleet <input type="checkbox"/> Management/organization Operations Specifics and Special Authorization	<input type="checkbox"/> Renewal of AOC
--	--	--

Operator:	AOC No:
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Explanation (Instructions):

1. Request for AOC contains:
 - **Page 1: General data**
 - **Page 2: A – Information on management**
 - **Page 3: B – Data on aircraft**
 - **Page 4: C – Maintenance System**
 - **Page 5: Appendices**

2. This request is used for the first issuance, change/amendment and renewal of AOC. For the first issuance and renewal of AOC, please fill in the whole Request, and for change/amendment fill in General Data and those parts of Request where the change/amendment occurred. Please do not forget to attach all necessary documents, appendixes and evidence of payment of all prescribed taxes and fees.

3. The request, together with all necessary documents and Appendixes should be submitted to the Bosnia and Herzegovina Directorate of Civil Aviation, Fehima ef. Ćurčića no. 6, Sarajevo, BiH.

Place	Date	Accountable Manager
	Sea 1	

A – INFORMATION ON MANAGEMENT

Operator	
Address of operator	
Telephone	
Fax	
E-mail	
IATA/ICAO code	
Operator's Base	

Personnel

Position	Name and Surname	Telephone	E-mail
Accountable Manager			
Deputy			
Postholder Flight Operations			
Deputy			
Postholder Ground Operations			
Deputy			
Postholder Crew Training			
Deputy			
Postholder Maintenance System			
Deputy			
Quality Manager			
Deputy			

B – AIRCRAFT DATA

Operator	
-----------------	--

Type of aircraft			
Year of Production			
Model			
Serial number			
Registration mark	Pax Seat	MTOW	Leasing Contract (number, dry, wet , period of validity of lease)

Aircraft Owner, Address and State	
Operational and financial lease conditions	Attach Leasing Contract

Type of operations

<input type="checkbox"/> Passenger	<input type="checkbox"/> Passanger and Cargo	<input type="checkbox"/> Scheduled
<input type="checkbox"/> Cargo	<input type="checkbox"/> Medical (EMS)	<input type="checkbox"/> Non-scheduled (taxi, panoramic flights)

Planned flight routes and regions-areas

--

Limitations

<input type="checkbox"/> VFR day	<input type="checkbox"/> VFR day/night
<input type="checkbox"/> Other	<input type="checkbox"/>

Special authorization/ratings for aircraft

<input type="checkbox"/> Cat II RVR (m), DH (ft)	<input type="checkbox"/> RVSM
<input type="checkbox"/> Cat IIIA RVR (m), DH (ft)	<input type="checkbox"/> RNP
<input type="checkbox"/> Cat IIIB RVR (m), DH (ft)	<input type="checkbox"/> Dangerous Goods
<input type="checkbox"/> Cat IIIC RVR (m), DH (ft)	<input type="checkbox"/> Helicopter Operations
<input type="checkbox"/> LVTO RVR (m)	<input type="checkbox"/>
<input type="checkbox"/> MNPS	<input type="checkbox"/>
<input type="checkbox"/> ETOPS Minutes NM	Aircraft/Engine Type:

C – Maintenance System

Organization Maintenance Management Exposition (MME)

Rev. status:

Organization Technical Log

Rev. status:

No	Aircraft Type	Maint. Prog. Rev. Status	CPCP Rev. Status

Maintenance Contracts

Aircraft Type	Maintenance organization/state	JAR – 145 or AMO – Approval No:

Engine/Propeller/APU	Maintenance organization/state	JAR – 145 or AMO – Approval No.

Other contracts (specify)	Maintenance organization/state	JAR – 145 or AMO – Approval No:

Place	Date	Signature of Post Holder Maintenance System

EXPOSITION OF THE ACCOUNTABLE MANAGER

I hereby state that I am familiar with the provisions of the Aviation Law of Bosnia and Herzegovina and that I have completely understood requirements related to the Air Operator Certificate (AOC). I have also been informed about and possess currently valid copies of the JAR OPS 1/3 documents and ICAO Appendix 6, Regulations on Conditions and Manner of Issuance of the Air Operator’s Certificate (AOC) and other by-laws currently in force in Bosnia and Herzegovina.

The below signed certifies that he has been authorized on behalf of the Air Operator and that he guarantees that all activities will be financed and conducted in accordance with the prescribed requirements.

Date	Name and Surname of Accountable Manager	Signature of Accountable Manager

APPENDICES

Please, specify also other attachments that you are obliged to attach to the Request.

<input type="checkbox"/> Registration of the organization	<input type="checkbox"/> Insurance (airplane, passengers, luggage, third parties, etc)
<input type="checkbox"/> Organization chart with data on staff	<input type="checkbox"/> Ground facilities (ownership, lease contract)
<input type="checkbox"/> Annual or six-month balance sheet	<input type="checkbox"/> Airworthiness Certificate
<input type="checkbox"/> Business Plan	<input type="checkbox"/> Registry Entry
<input type="checkbox"/> Operative Manual	<input type="checkbox"/> Radio Station Operating Permission
<input type="checkbox"/> Security Programme	<input type="checkbox"/> Noise Certificate
<input type="checkbox"/> Data on crew members (licenses, ratings, medical certificate)	<input type="checkbox"/> Minimum Equipment List (MEL)
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	
<input type="checkbox"/>	

Note:

Request for the first AOC issuance is submitted no less than 90 days before the planned start of operations.

Request for renewal of AOC is submitted 60 days before expiry of validity.

Request for change (amendment) of AOC is submitted no less than 30 days before the intended change (amendment) of AOC.

APPENDIX 8

BOSNA I HERCEGOVINA
Ministarstvo komunikacija i transporta
Direkcija za civilno zrakoplovstvo



BOSNIA AND HERZEGOVINA
Ministry of Communications and Transport
Directorate of Civil Aviation

Podaci o rukovodećem osoblju za koje se zahtijeva odobrenje u skladu sa zahtjevima više JAR dokumenata:
(*Details of Management Personnel required to be accepted as specified in various JAR*):

1. Ime: (*Name*)

2. Pozicija: (*Position*):

3. Kvalifikacije značajne za tačku 2 – poziciju:
(*Qualifications relevant to the item (2) position*):

4. Radno iskustvo značajno za tačku 2 – poziciju:
(*Work Experience relevant to the item (2) position*):

Potpis:
(*Signature*):

Datum:
(*Date*):

Molimo Vas da ispunjeni obrazac pošaljete preporučenom poštom na adresu BH DCA:
(*On completion, please send this form under confidential cover to the BH DCA*):

Organizacija: (*Organization*):

Popunjavanje BH DCA
(*BH DCA use only*)

Ime i potpis ovlaštene osobe BH DCA za prihvatanje gore navedene osobe:
(*Name and signature of authorized BH DCA staff member accepting this person*):

Potpis:
(*Signature*):

Datum:
(*Date*):

Ime:
(*Name*):

Odjel:
(*Office*):

BOSNA I HERCEGOVINA
Ministarstvo komunikacija i transporta
Direkcija za civilno zrakoplovstvo



BOSNIA AND HERZEGOVINA
Ministry of Communications and Transport
Directorate of Civil Aviation

BOSNA I HERCEGOVINA
BOSNIA AND HERZEGOVINA
POTVRDA ZRAČNOG OPERATORA
AIR OPERATOR CERTIFICATE

No XXX

BH DCA ovim potvrđuje da je

On behalf of the BH DCA it is hereby certified that

[XYZ Airlines]

[Address]

zadovoljila zahtjeve propisane Zakonom o zrakoplovstvu Bosne i Hercegovine i odgovarajućim podzakonskim aktima i da je utvrđena sposobnost za izvođenje operacija u komercijalnom zračnom saobraćaju, pod uslovima navedenim u specifikaciji operacija.

has satisfied the Operator Certification requirements prescribed in Civil Aviation Law of Bosnia and Herzegovina and applicable national legislation and has been found competent to conduct Commercial Air Transport Operations, subject to the conditions of the attached Operations Specifications.

Ova Potvrda nije prenosiva i ukoliko se ranije ne suspenduje ili poništi, ostaje važeća do [dan/mjesec(riječima) godine(brojka)].

This Certificate is not transferable and unless sooner suspended or revoked, shall continue in effect until [day/month (in words) of year (in figures)]

Issued at:

Signature:

Date:

Name:

Title:

M.P

BOSNA I HERCEGOVINA
Ministarstvo komunikacija i transporta
Direkcija za civilno zrakoplovstvo



BOSNIA AND HERZEGOVINA
Ministry of Communications and Transport
Directorate of Civil Aviation

POTVRDA ZRAČNOG OPERATORA

AIR OPERATOR CERTIFICATE

No XXX

SPECIFIKACIJE OPERACIJA

OPERATIONS SPECIFICATIONS

[XYZ Airlines]

A) Tip(ovi) operacija

Type(s) of Operations

A1 – Putnici (Passengers)

A2 – Teret (Cargo)

B) Tip(ovi) zrakoplova

Type(s) of Aircraft

B737 (A1, A2)

DC-9 (A1, A2)

PA-18 (A1)

C) Područja operacija

Area(s) of Operation

PA-18 (WXYZ FIR)

B737 Prostor ograničen slijedećim geografskim koordinatama
An area bounded by the following geographical co-ordinates:

15N 030W, 45N 030W, 45N 015W, 60N 015W, 60N 050W, 65N
050W, 65N 050W, 65N 045E, 015N 045E, 015N045E, 15N030W.

D) Posebna ograničenja

Special Limitations

PA-18 (D1 -VFR dan (VFR Day Only)

E) Posebna ovlaštenja/odobrenja

Special Authorisations/Approvals

B737 (E1) 300m/120ft

(E5) 250m

F) Registarske oznake zrakoplova

Aircraft Registration Marks

[list]

Issued at:

Signature:

Date:

Name:

Title:

M.P

UPUTSTVO ZA POPUNJAVANJE OBRASCA BHDCA FORM T9-100

A) Tip(ovi) operacija :

Commercial Air Transportation -

- A1 - Putnici (*Passengers*)
- A2 - Teret (*Cargo*)
- A3 - Hitne medicinske usluge (*Emergency medical service*)

B) Tip(ovi) zrakoplova

Navesti tipove zrakoplova (uključujući zrakoplove unajmljene na “dry lease”) / tip operacija

C) Područja operacija

Navesti geografska područja operacija (npr. državne granice, FIR regione, geografske koordinate)

D) Posebna ograničenja

- D1 VFR dan (*VFR day only*)
- D2 VFR dan/noć (*VFR day/night only*)
- D3 Ostalo (specificirano od strane BH DCA)

E) Posebna ovlaštenja /odobrenja

	(E1	CAT II Operacije
Low	(E2	CAT IIIA Operacije
Visibility	(E3	CAT IIIB Operacije
Operations	(E4	CAT IIIC Operacije
	(Note:	Tipovi zrakoplova moraju biti navedeni sa odgovarajućim RVR/DH minimumom za svaki slučaj,
		E5	Take-off Operacije ispod specificiranog minimuma (Vidjeti Appendix 1 JAR-OPS 1.430, Tabela 1) (specificirati tipove zrakoplova i pripadajuće RVR minimume za svaki pojedini slučaj
		E6	MNPS Operacije (navesti ICAO regione i tipove zrakoplova)
		E7	ETOPS Operacije (navesti tipove zrakoplova/motora, granicu udaljenosti i najveće dozvoljeno vrijeme)

Special Authorisations/Approvals continued/

	E8	RNAV Operacije (navesti tip zrakoplova i ugrađenu Area Navigation opremu)
	E9	RVSM
	E10	RNP (navesti RNP vrijednosti)
	E11	Opasne materije (<i>Dangerous Goods</i>)
	E12	Helicopter offshore operations
	E13	Sea Pilot transfers

F) Aircraft Registration Marks:

Navesti registarske oznake zrakoplova (uključujući zrakoplove iznajmljene po “Dry Lease” principu, ukoliko, prema Appendix-u 1 na JAR-OPS 1.175 ili 3.175 paragraf (e), BH DCA nije odobrila izuzeće
U ovom slučaju potrebno je napisati, “Ovi podaci nisu navedeni uz odobrenje BH DCA”/“*This information is omitted with the approval of BH DCA*”.

BOSNA I HERCEGOVINA
Ministarstvo komunikacija i transporta
Direkcija za civilno zrakoplovstvo



BOSNIA AND HERZEGOVINA
Ministry of Communications and Transport
Directorate of Civil Aviation

ODOBRENJE SISTEMA ODRŽAVANJA

MAINTENANCE SYSTEM APPROVAL STATEMENT

U skladu sa trenutno važećim zakonima i ukoliko su ispunjeni dolje navedeni uvjeti, Direkcija za Civilnu Avijaciju Bosne i Hercegovine ovime potvrđuje da je:

Pursuant to the National Regulations for the time being in force and subject to the conditions specified below, the Bosnia and Herzegovina Directorate of Civil Aviation hereby certifies that:

[Naziv kompanije/Company Name]

[Adresa/Company Address]

AOC: [XXX]

Priručnik Održavanja: (ref.)

Maintenance Management Exposition ref.:

odobrena za upravljanje održavanjem slijedećih zrakoplova:

is approved to manage the maintenance of the following aircraft:

TIP ZRAKOPLOVA AIRCRAFT TYPE	ODOBRENI PROGRAM ODRŽAVANJA REF. APPROVED MAINTENANCE PROGRAMME REF
[Aircraft Type(s)]	zadnja revizija last revised

USLOVI:

CONDITIONS

1. Ovo odobrenje ne predstavlja ovlaštenje za izvođenje letova gore navedenim tipovima zrakoplova. Ovlaštenje za izvođenje letova je Potvrda zračnog operatora (AOC).

This approval does not constitute an authorization to operate the types of aircraft listed above. The authorisation to operate the aircraft is the Air Operator Certificate (AOC).

2. Ovo odobrenje važi samo za zrakoplova navedene u AOC.

This approval is limited to the aircraft registrations specified in the AOC.

3. Ovo odobrenje važi dok se zračni operator pridržava (odredbi JAR-OPS 1 Pododjeljak M i) odgovarajućeg programa održavanja, i ukoliko lista minimalne opreme (M.E.L.) i tehničke knjige zrakoplova ostaju odobrene.

This approval is valid whilst the Operator remains in compliance with (JAR-OPS 1 Subpart M and that the applicable aircraft maintenance programme, M.E.L. and aircraft log-books remain approved.

4. Ukoliko su gore navedeni uslovi ispunjeni, ovo odobrenje ostaje na snazi do navedenog datuma važenja, ako odobrenje nije privremeno stavljeno van snage ili povučeno.

Subject to compliance with the foregoing conditions, this approval shall remain valid until any specified date of expiry unless the approval has previously been suspended or revoked.

5. Prekid, suspenzija ili povlačenje Potvrde zračnog operatora (AOC) automatski čini ovo odobrenje nevažećim.

Termination, suspension or revocation of the AOC automatically invalidates the present approval.

Datum izdavanja:

Date of issue:

Datum revizije:

Date of revision:

Važi do:

Date of expiry:

Potpis

Signed

M.P

<p>BOSNA I HERCEGOVINA Ministarstvo komunikacija i transporta Direkcija za civilno zrakoplovstvo</p>		<p>BOSNIA AND HERZEGOVINA Ministry of Communications and Transport Directorate of Civil Aviation</p>
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POTVRDA ZRAČNOG OPERATORA
AIR OPERATOR CERTIFICATE

No XXX

[NAZIV ZRAČNOG OPERATORA]

SPECIFIKACIJA OPERACIJA
OPERATIONS SPECIFICATIONS

OPERACIJE UNAJMLJENIM ZRAKOPLOVIMA
AIRCRAFT LEASING OPERATIONS

1. Nosilac ove Potvrde zračnog operatora (AOC) sprovodiće operacije obuhvaćene ugovorom o najmu između [ABC kompanije] i [XYZ kompanije], potpisanog [datum], u skladu sa odgovarajućim pravilima i propisima i specifikacijama operacija. Navedene operacije dozvoljene su na rutama i rejonima navedenim u specifikacijama operacija. Navedene operacije biće provodene koristeći [tip zrakoplova] i letачke posade [XYZ kompanije]. [XYZ kompanija] će biti odgovorna za operativnu kontrolu navedenih letova.
The holder of these AOC's Operations Specifications shall conduct all operations authorized under the terms of the lease agreement between the [ABC Airline] and the [XYZ Airline] dated [date] in accordance with the provisions of the operating regulations and rules and these operations specifications. Such operations are authorized over the routes and areas specified in Operations Specifications. Such operations shall be conducted with [Aircraft Type] type aeroplanes and [XYZ Airline] flight crews. The [XYZ Airline] shall be responsible for the operational control of such flights.
2. Odobrenje ostaje važeće do [datum] ukoliko se ranije ne suspenduje, povuče ili na bilo koji način ne prekine od strane BH DCA.
The authorization remain in effect until [date] or until surrendered, suspended, revoked or otherwise terminated by the BH DCA.

Issued at:

Signature:

Date:

Name:

Title:

M.P