



CONTENTS OF AN OPERATIONS MANUAL

Supplementary to Section II, Chapter 2, 2.2.3.1

1. Organization

1.1 An operations manual, which may be issued in separate parts corresponding to specific aspects of operations, provided in accordance with Section II, Chapter 2, 2.2.3.1, should be organized with the following structure:

- a) General;
- b) Aircraft operating information;
- c) Routes and aerodromes; and
- d) Training.

2. Contents

The operations manual referred to in 1.1 and 1.2 should contain at the least the following:

2.1 PART A - General

- 2.1.1 Instructions outlining the responsibilities of operations personnel pertaining to the conduct of flight operations.
- 2.1.2 Rules limiting the flight time and flight duty periods and providing for adequate rest periods for flight crew members and cabin crew.
- 2.1.3 A list of the navigation equipment to be carried, including any requirements relating to operations where performance-based navigation is prescribed.
- 2.1.4 The circumstances in which a radio listening watch is to be maintained.
- 2.1.5 The method for determining minimum flight altitudes.
- 2.1.6 The methods for determining heliport operating minima.
- 2.1.7 Safety precautions during refuelling with passengers on board.
- 2.1.8 Ground handling arrangements and procedures.
- 2.1.9 Procedures, as prescribed in ICAO Annex 12, for pilots-in-command observing an accident.



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- 2.1.10 The flight crew for each type of operation including the designation of the succession of command.
- 2.1.11 Specific instructions for the computation of the quantities of fuel and oil to be carried, having regard to all circumstances of the operation including the possibility of loss of pressurization and the failure of one or more engines while enroute.
- 2.1.12 The conditions under which oxygen shall be used and the amount of oxygen determined in accordance with Section II, Chapter 2, 2.3.8.2.
- 2.1.13 Instructions for mass and balance control.
- 2.1.14 Instructions for the conduct and control of ground de-icing/anti-icing operations.
- 2.1.15 The specifications for the operational flight plan.
- 2.1.16 Standard operating procedures (SOP) for each phase of flight.
- 2.1.17 Instructions on the use of normal checklists and the timing of their use.
- 2.1.18 Departure contingency procedures.
- 2.1.19 Instructions on the maintenance of altitude awareness.
- 2.1.20 Instructions on the clarification and acceptance of ATC clearances, particularly where terrain clearance is involved.
- 2.1.21 Departure and approach briefings.
- 2.1.22 Route and destination familiarization.
- 2.1.23 Conditions required to commence or to continue an instrument approach.
- 2.1.24 Instructions for the conduct of precision and non-precision instrument approach procedures.
- 2.1.25 Allocation of flight crew duties and procedures for the management of crew workload during night and IMC instrument approach and landing operations.
- 2.1.26 Information and instructions relating to the interception of civil aircraft including:
- a) procedures, as prescribed in Attachment C, for pilots-in-command of intercepted aircraft; and
 - b) visual signals for use by intercepting and intercepted aircraft, as contained in Attachment C.
- 2.1.27 Details of the safety management system (SMS) provided in accordance with Chapter 3 and 4 of ICAO Annex 19.



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2.1.28 Information and instructions on the carriage of dangerous goods, including action to be taken in the event of an emergency.

Note.— Guidance material on the development of policies and procedures for dealing with dangerous goods incidents onboard aircraft is contained in Emergency Response Guidance for Aircraft Incidents involving Dangerous Goods (Doc 9481).

2.1.29 Security instructions and guidance.

2.1.30 The search procedure checklist provided in accordance with Section II, Chapter 11, 11.1.

2.1.31 Instructions and training requirements for the use of head-up displays (HUD) or enhanced vision systems (EVS) equipment as applicable.

2.1.32 Instructions and training requirements for the use of the EFB, as applicable.

2.2 PART B - Aircraft operating information

2.2.1 Certification limitations and operating limitations.

2.2.2 The normal, abnormal and emergency procedures to be used by the flight crew and the checklists relating thereto as required by Section II, Chapter 4, 4.1.4.

2.2.3 Flight planning data for pre-flight and in-flight planning with different thrust/power and speed settings.

2.2.4 Instructions and data for mass and balance calculations.

2.2.5 Instructions for aircraft loading and securing of load.

2.2.6 Aircraft systems, associated controls and instructions for their use, as required by Section II, Chapter 4, 4.1.4.

2.2.7 The minimum equipment list for the helicopter types operated and specific operations authorized, including any requirements relating to operations where performance-based navigation is prescribed.

2.2.8 Checklist of emergency and safety equipment and instructions for its use.

2.2.9 Emergency evacuation procedures, including type-specific procedures, crew coordination, assignment of crew's emergency positions and the emergency duties assigned to each crew member.

2.2.10 The normal, abnormal and emergency procedures to be used by the cabin crew, the checklists relating thereto and aircraft systems information as required, including a statement related to the necessary procedures for the coordination between flight and cabin crew.



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2.2.11 Survival and emergency equipment for different routes and the necessary procedures to verify its normal functioning before take-off, including procedures to determine the required amount of oxygen and the quantity available.

2.2.12 The ground-air visual signal code for use by survivors, as contained in ICAO Annex 12.

2.3 PART C - Routes, aerodromes and heliports

2.3.1 A route guide to ensure that the flight crew will have, for each flight, information relating to Communication facilities, navigation aids, aerodromes, instrument approaches, instrument arrivals and instrument departures as applicable for the operation, and such other information as the operator may deem necessary for the proper conduct of flight operations.

2.3.2 The minimum flight altitudes for each route to be flown.

2.3.3 Heliport operating minima for each of the heliports that are likely to be used as heliports of intended landing or as alternate heliports.

2.3.4 The increase of heliport operating minima in case of degradation of approach or heliport facilities.

2.3.5 Instructions for the use of aerodrome operating minima for instrument approaches applicable to the use of HUD and EVS.

2.4 PART D - Training

2.4.1 Details of the flight crew training programme and requirements, as required by Section II, Chapter 7, 7.3.

2.4.2 Details of the cabin crew duties training programme as required by Section II, Chapter 10, 10.3.

2.4.3 Details of the flight operations officer/flight dispatcher training programme when employed in conjunction with a method of flight supervision in accordance with Section II, Chapter 2, 2.2.

Note.— Details of the flight operations officer/flight dispatcher training programme are contained in Section II, Chapter 8, 8.3.