Annex to ED Decision 2020/021/R

Acceptable Means of Compliance (AMC) and Guidance Material (GM) to Authority, Organisation and Operations Requirements for Aerodromes — Issue 1, Amendment 4'

The Annex to Decision 2014/012/R is amended as follows:

The text of the amendment is arranged to show deleted text, new or amended text as shown below:

— deleted text is ~~struck through~~;

— new or amended text is highlighted in blue;

— an ellipsis '[…]' indicates that the rest of the text is unchanged.

ANNEX II — PART-ADR.AR

PART AUTHORITY REQUIREMENTS — AERODROMES

SUBPART A — GENERAL REQUIREMENTS (ADR.AR.A)

GM1 ADR.AR.A.010(b) Oversight documentation

ED Decision 2014/012/R

AVAILABILITY OF DOCUMENTATION TO THIRD PARTIES

~~The l~~Legislative acts, standards, rules, technical publications, and other similar documents ~~should be~~ are made available, in a timely manner, to ~~the~~ aerodrome operators, organisations responsible for the provision of apron management services (AMS) and to any other ~~interested~~ party concerned in various ways and formats, such as via ~~its~~ website**s**, the respective government's official gazette, or any other ~~similar~~ means.

The way to~~for~~ make~~ing~~ such material available, including the possible application of fees, is for the Competent Authority to decide.

Making such documentation available is without prejudice to the application of rules regarding the protection of intellectual property rights, or similar applicable legislation.

~~AMC1 ADR.AR.A.030(d) Immediate reaction to a safety problem~~

~~ED Decision 2014/012/R~~

~~**NOTIFICATION OF MEASURES**~~

~~When the Competent Authority directs a measure to a provider of apron management services, these measures should also be notified to the aerodrome operator.~~

GM1 ADR.AR.A.040(b) Safety directives

ED Decision 2014/012/R

FORWARDING OF SAFETY DIRECTIVES

The safety directives that ~~should be~~ are forwarded to the Agency under ADR.AR.A.040 include~~,~~ but are not limited to~~,~~ cases like the following ones, where the Competent Authority has determined that:

(a) ~~that~~ it is necessary to include additional certification specifications in the certification basis of an aerodrome;

(b) ~~that~~ the aerodrome equipment has presented unusual, or frequent, or otherwise unjustified malfunctions or failures;

(c) ~~that~~ the certification specifications established by the Agency are such that under given conditions additional action is required to be undertaken in order to maintain the level of safety;

(d) ~~that~~ there is immediate need to take certain action in order to respond to a safety recommendation or following an accident or serious incident; or

(e) ~~that~~ this or a similar unsafe condition may be present at other aerodromes of the same Member State.

Member States' Competent Authorities may issue directives (which may be called 'operational directives'~~,~~ or otherwise) during ~~its~~their oversight activities, such as ~~an~~the instruction to the aerodrome operator or to the organisation responsible for the provision of AMS to abstain from a certain activity, or a positive action (e.g. cutting of trees which are found to penetrate the OLS, or the removal of certain objects from the aerodrome, etc.) needed to maintain the level of safety. Such directives are not ~~meant~~ to be forwarded to the Agency.

SUBPART B — MANAGEMENT (ADR.AR.B)

AMC2 ADR.AR.B.005(a)(2) Management system

ED Decision 2014/012/R

QUALIFICATION AND TRAINING ~~–~~ — AERODROME INSPECTORS

(a) Initial training should encompass:

(1) Initial theoretical training

The ~~scope~~ objective of the initial theoretical training is to familiarise the trainee aerodrome inspectors with the finding categorisation, reporting, follow-up procedures, and enforcement. The primary ~~scope~~ objective of the theoretical training is not the transfer of technical knowledge as the trainees should possess such knowledge, either from previous work experience or through specialised training, prior to attending the theoretical course (for the areas to be covered in the training programme, see AMC1 ADR.AR.B.005(a)(2)). Amongst others, the theoretical training should cover theory of audits and inspections, as well as quality/safety assurance.

(2) Practical training

The ~~scope~~ objective of the practical training is to instruct on audit/inspection techniques and specific areas of attention without interference with the operation of the aerodrome activities.

The Competent Authority should ensure that trainees have successfully completed the initial theoretical and practical training above by passing a relevant assessment.

(3) On-the-job training

The objective of the on-the-job training is to familiarise ~~the~~ trainees with the particularities of performing an aerodrome audit/inspection in a real, operational environment.

(a) Duration and conduct of the on-the-job training

The duration of the on-the-job training should be customised to the particular training needs of every trainee and cover, as much as possible, the audit/inspection items which the inspector will be ~~privileged~~ authorised to inspect. The on-the-job training should include at least four aerodrome audits/inspections.

(b) The scope and elements to be covered during the on-the-job training

(i) Preparation of an audit/inspection:

(A) sources of information for the preparation of an audit/inspection;

(B) areas of concern and/or open findings;

(C) selection of aerodrome operator(s) or organisation(s) responsible for the provision of AMS to be audited/inspected; and

(D) task allocation among the members of the audit/inspection team.

(ii) Administrative issues of the inspection:

(A) aerodrome inspector~~'s~~ credentials, rights, and obligations;

(B) aerodrome access procedures;

(C) safety and security airside procedures; and

(D) aerodrome inspector~~'s~~ toolkit (fluorescent vest, checklists, clinometer, distance-measurement devices, digital camera, GPS, etc.).

(iii) Audit/Inspection:

(A) introduction — opening meeting;

(B) on-site activities (audit/inspection according to the area of expertise of the trainee);

(C) findings (identification, categorisation, evidencing, reporting); and

(D) corrective actions — enforcement.

(iv) Closing meeting — debriefing on the audit/inspection conclusions.

(v) Preparation, completion, and delivery of the audit/inspection report.

(vi) Human factors elements:

(A) cultural aspects;

(B) resolution of disagreements and/or conflicts; and

(C) auditee stress.

(vii) Team leading, if required.

(viii) Post-audit/-inspection procedures, such as monitoring the status of open audit findings, follow-up audits/inspections, and closing the findings after appropriate action has been taken by the aerodrome operator or by the organisation responsible for the provision of AMS.

(b) Assessment of trainee aerodrome inspectors

The assessment of the trainee aerodrome inspectors should be done by the aerodrome inspector that provides~~ing~~ the training. A trainee aerodrome inspector should be considered to have successfully completed the on-the-job training only after demonstrating to the aerodrome inspector that provides~~ing~~ the training that ~~he/she~~ they possess~~es~~ the professional competence, knowledge, judgement, and ability to perform aerodrome inspections and audits in a~~n~~ real, operational environment, in accordance with the applicable requirements.

(c) Aerodrome inspectors appointed to provide training and assess~~ing~~ trainees

The aerodrome inspectors that provide~~ing~~ the training, and that assess~~ing~~ trainee aerodrome inspectors, should be appointed by the Competent Authority and should meet the qualification criteria established by that Competent Authority. These criteria should require that the appointee has been a qualified aerodrome inspector (see GM6 ADR.AR.B.005(a)(2))~~,~~ for the last 3~~three~~ years prior to ~~his/her~~ their appointment. Additional factors to be considered when ~~nominating~~ appointing aerodrome inspectors to provide training, and to assess trainee aerodrome inspectors, include: knowledge of training techniques, professionalism, maturity, judgment, integrity, safety awareness, communication skills, and personal performance standards ~~of performance~~.

GM1 ADR.AR.B.005(a)(2) Management system

ED Decision 2014/012/R

SUFFICIENT PERSONNEL

(a) This Guidance Material for the determination of the required personnel is limited to the performance of certification and oversight tasks, excluding personnel required to perform tasks subject to any national regulatory requirements.

(b) The elements to be considered when determining the required personnel and planning their availability~~,~~ may be divided into quantitative and qualitative elements:

(1) Quantitative elements:

(i) the number of initial certificates to be issued;

(ii) the number of aerodromes and aerodrome operators certified by the Competent Authority;

(iii) the number of ~~providers of~~ organisations responsible for the provision of ~~apron management services~~ AMS ~~having declared their activity to the Competent Authority~~;

(iv) the number of planned audits and inspections to aerodromes and organisations responsible for the provision of AMS~~audits and inspections~~; and

(v) the number of expected changes to the aerodrome infrastructure.

(2) Qualitative elements:

(i) the size, nature, and complexity of the activities of aerodromes and aerodrome operators, as well as ~~providers~~ of ~~apron management services~~ organisations responsible for the provisions of AMS:

(A) privileges of the aerodrome operator or of the organisation responsible for the provision of AMS;

(B) type and scope of the approval~~, scope of approval~~;

(C) possible certification to industry standards;

(D) types of aerodromes operated;

(E) number of personnel; and

(F) organisational structure, existence of subsidiaries.

(ii) results of past oversight activities, including audits, inspections, and reviews, in terms of risks and regulatory compliance:

(A) number and level of findings; and

(B) implementation of corrective actions.

(iii) the size of the Member State's aviation industry, and the potential growth of the activities in the field of civil aviation, which may be an indication of the number of new applications and changes to existing certificates to be expected.

(c) Based on existing data from previous oversight planning cycles, and taking into account the situation within the Member State's aviation industry, the Competent Authority may estimate:

(1) the standard working time required for processing applications for certificates;

(2) the standard working time required for processing declarations;

(3) the number of new declarations, or ~~changed~~ changes to declarations;

(4) the number of new certificates to be issued for each planning period; and

(5) the number of changes to existing certificates to be processed for each planning period.

(d) In line with the Competent Authority's oversight policy, the following planning data ~~should be~~ is determined specifically for each aerodrome and aerodrome operator, as well as for ~~declared~~ organisations responsible for the provision of AMS ~~providers of apron management services~~:

(1) standard number of audits/inspections to be performed per oversight planning cycle;

(2) standard duration of each audit/inspection;

(3) standard working time for audit/inspection preparation, on-site audit/inspection, reporting and follow-up, per aerodrome inspector; and

(4) minimum number and required qualification of aerodrome inspectors for each audit/inspection.

(e) Standard working time ~~could~~ may be expressed either in working hours per aerodrome inspector, or in working days per aerodrome inspector. All planning calculations should, then, be based on the same unit (hours or working days).

(f) It is recommended to use a spread sheet application to process data defined under (c) and (d) above, to assist in determining the total number of working hours/days per oversight planning cycle required for certification, oversight, and enforcement activities. This application could also serve as a basis for implementing a system for planning the availability of personnel.

(g) For each aerodrome, aerodrome operator, and ~~provider of apron management services~~ organisation responsible for the provision of AMS, the number of working hours/days per planning period for each qualified aerodrome inspector that may be allocated for certification, oversight and enforcement activities ~~should be~~ is determined, taking into account:

(1) purely administrative tasks not directly related to oversight and certification;

(2) training;

(3) participation in other projects;

(4) planned absence; and

(5) the need to include a reserve for unplanned tasks or unforeseeable events.

(h) The determination of the working time available for certification, oversight, and enforcement activities ~~should~~ may also consider the possible use of qualified entities.

(i) Based on the elements listed above, the Competent Authority ~~should~~ will be able to:

(1) monitor the dates when audits and inspections are due, and when they have been carried out;

(2) implement a system to plan the availability of its personnel; and

(3) identify possible gaps between the number and qualification of its personnel~~,~~ and the required volume of certification and oversight.

Care should be taken to keep planning data up to date, in line with changes in the underlying planning assumptions, with particular focus on risk-based oversight principles.

GM2 ADR.AR.B.005(a)(2) Management system

ED Decision 2014/012/R

AERODROME INSPECTORS — DUTIES

(a) An aerodrome inspector is considered ~~to be~~ any person to whom the Competent Authority has formally assigned tasks related to the safety oversight of aerodromes, of aerodrome operators and of organisations responsible for the provision of AMS.

(b) Apart from the aerodrome oversight tasks, an aerodrome inspector may also undertake other tasks that the Competent Authority finds necessary.

GM1 ADR.AR.B.010 Allocation of tasks to qualified entities

ED Decision 2014/012/R

CERTIFICATION TASKS

The tasks that may be performed by qualified entities on behalf of the Competent Authority may include any tasks related to the initial certification and continuing oversight of aerodromes and aerodrome operators, as well as ~~declared~~ ~~providers of apron management services~~ of organisations responsible for the provision of AMS, with the exclusion of the issuance of certificates or approvals.

AMC1 ADR.AR.B.020(a)(4);(a)(5) Record keeping

ED Decision 2014/012/R

AERODROMES — AERODROME OPERATORS —~~APRON MANAGEMENT SERVICE PROVIDERS~~ ORGANISATIONS RESPONSIBLE FOR THE PROVISION OF AMS

Records related to a certified aerodrome and its aerodrome operator, or the ~~provider of~~ organisation responsible for the provision of AMS ~~apron management services having declared its activity to the Competent Authority~~ should include, as appropriate to the type of organisation:

(a) the application for a certificate, approval, or declaration;

(b) the documentation based upon which:

  (1) the certificate or ~~an~~the approval has been granted with amendments; and

  (2) the declaration has been registered;

(c) the documentation related to notifications of changes by the applicant and their assessment;

(d) the certificate or approval issued, including any changes to it;

(e) a copy of the continuing oversight programme listing the dates when audits are due and when such audits were carried out;

(f) continuing oversight records, including all audit and inspection records;

(g) copies of all relevant correspondence;

(h) details of any exemption or derogation, and enforcement actions;

(i) any report from other competent authorities relating to the oversight of the aerodrome, the aerodrome operator, and the ~~provider of apron management services~~ organisation responsible for the provision of AMS, if applicable; and

(j) a copy of any other document approved by the Competent Authority.

AMC1 ADR.AR.B.020(c) Record keeping

ED Decision 2014/012/R

AERODROMES — AERODROME OPERATORS — ~~PROVIDERS OF APRON MANAGEMENT SERVICES~~ ORGANISATIONS RESPONSIBLE FOR THE PROVISION OF AMS

(a) Records which are considered ~~to be~~ related to the certification of an aerodrome, and are to be maintained for the ~~lifespan~~ lifetime of the certificate, include~~,~~ but are not limited to~~,~~ the following:

(1) applications submitted;

(2) notifications of the certification specifications for ~~an~~ initial certification and any changes to them~~thereof~~, including:

(i) any provisions for which an equivalent level of safety has been accepted; and

(ii) any special conditions~~;~~.

(3) documentation related to alternative means of compliance used;

(4) documentation related to Deviation Acceptance and Action Documents (DAAD), if relevant;

(5) documentation related to exemptions or derogations granted;

(6) aeronautical studies and safety assessments;

(7) ~~designs of the aerodrome~~aerodrome design;

(8) declarations made by the applicant;

(9) current version of an aerodrome manual, and evidence of its evaluation; and

(10) approvals granted.

(b) Records for the aerodrome equipment~~,~~ or for parts of the aerodrome infrastructure which have been removed from the aerodrome need not be maintained.

(c) Records which are considered related to an organisation responsible for the provision of AMS, and which are to be maintained for the lifespan of the declaration, include but are not limited to the following:

(1) applications submitted;

(2) documentation related to alternative means of compliance used;

(3) safety assessments;

(4) declarations made by the applicant;

(5) current version of the management system manual, and evidence of its evaluation; and

(6) approvals granted.

~~(c) For providers of apron management services, records include, but may not be limited to, the declarations, and the relevant documentation submitted by the providers.~~

GM2 ADR.AR.B.020(a) Record keeping

ED Decision 2014/012/R

DOCUMENTATION ~~OF~~FOR AERODROMES — AERODROME OPERATORS — ORGANISATIONS RESPONSIBLE FOR THE PROVISION OF AMS

The ~~D~~documentation to be kept as records in support of the certificate or approval includes the management system documentation, including any technical manuals, such as the aerodrome manual, or for the organisation responsible for the provision of AMS, the management system manual, that have been submitted with the initial application, and any amendments to themthese documents.

SUBPART C — OVERSIGHT, CERTIFICATION AND ENFORCEMENT (ADR.AR.C)

AMC1 ADR.AR.C.010 Oversight programme

ED Decision 2014/012/R

PROCEDURES FOR THE OVERSIGHT OF AERODROME OPERATORS AND ~~PROVIDERS OF APRON MANAGEMENT SERVICES~~ OF ORGANISATIONS RESPONSIBLE FOR THE PROVISION OF AMS

(a) The Competent Authority should assign a~~n appropriate~~ focal point for each aerodrome operator~~,~~ and for each organisation responsible for the provision of AMS ~~provider of apron management services~~. Where more than one aerodrome inspector is assigned to an aerodrome operator or to an organisation responsible for the provision of AMS, one of them should be appointed as focal point ~~nominated as~~ having the overall responsibility for the supervision of, and liaison with, the aerodrome operator's management or the management of the organisation responsible for the provision of AMS, and be responsible for reporting on the compliance with the requirements for its operations ~~as a whole~~.

(b) Inspections, audits, and oversight procedures, on a scale and frequency appropriate to the operation, should include~~,~~ but not be limited, as appropriate, to~~,~~ the items from the following list:

(1) aerodrome infrastructure and equipment;

(2) visual aids and aerodrome electrical systems;

(3) obstacle restriction and control;

(4) aerodrome data reporting;

(5) aerodrome emergency planning;

(6) rescue and firefighting;

(7) removal of disabled aircraft;

(8) storage facilities and handling of dangerous goods and fuel, including fuel installations, fuel quality, and fuelling equipment;

(9) low-visibility operations;

(10) winter and adverse weather operations;

(11) protection of radar, navigation aids, and other aerodrome equipment;

(12) apron management;

(13) apron safety management;

(14) vehicle control on the movement area;

(15) wildlife hazard management;

(16) runway excursion and incursion prevention programmes of the aerodrome operator, as part of the Competent Authority's runway safety programme;

(17) inspections of the movement area;

(18) maintenance of the aerodrome systems and the movement area;

(19) aerodrome works;

(20) protection against hazardous activities in the aerodrome surroundings;

(21) personnel training and records, including review of training programme on runway excursion and incursion prevention and its implementation;

(22) aerodrome manuals and documentation;

(23) operator's management system, including its safety management system and its quality, and security management system for aeronautical data; and

(24) operator's oversight of the compliance of the organisations that operate~~ing,~~ or provide~~ing~~ services at the aerodrome (third parties).

(c) ~~An i~~Inspections or ~~an~~ audits should be a 'deep cut' through the items selected, and all findings and observations should be recorded.

(d) Aerodrome inspectors should analyse and assess the root cause(s) identified by the aerodrome operator or the organisation responsible for the provision of AMS, and be satisfied that the corrective actions taken are adequate to correct the non-compliance, and to prevent its reoccurrence.

(e) Inspections and audits may be conducted jointly or separately ~~or in combination~~. Inspections and audits may also be coordinated with inspections and audits conducted by the competent authorities responsible for other areas, to address areas of coordination between aerodrome operator and the providers of other services (e.g. ATM/ANS). Joint audits with competent authorities for other areas should also be performed because they are particularly effective to examine the interfaces between different actors at the aerodrome (e.g. airport and ~~ATC~~ATS), including the prevention of runway excursions and incursions.

(f) Inspections may, at the discretion of the Competent Authority, be conducted with or without prior notice to the aerodrome operator~~,~~ or the organisation responsible for the provision of AMS ~~provider of apron management services~~.

(g) Where it is apparent to an aerodrome inspector that an aerodrome operator~~,~~ or an organisation responsible for the provision of AMS ~~a provider of apron management services~~ has failed to comply with ~~permitted a breach of~~ the applicable requirements, with the result that safety has been~~,~~ or might have been compromised, the aerodrome inspector should ensure that the ~~responsible~~ person in charge within the Competent Authority is informed without delay.

(h) In the first few months of a new operation, physical change of the aerodrome or organisational restructure, aerodrome inspectors should be particularly alert to any irregular procedures, evidence of inadequate facilities or equipment, or indications that management control of the operation may be ineffective.

(i) Aerodrome inspectors should take account of any conditions that may indicate a significant deterioration in the financial situation of the aerodrome operator~~'s~~ or of the organisation responsible for the provision of AMS ~~financial situation~~. When any financial difficulties are identified, aerodrome inspectors should increase the technical surveillance of the operation with particular emphasis on the upholding of safety standards.

(j) The number or the magnitude of the non-compliances identified by the Competent Authority will serve to support the Competent Authority's continuing confidence in the aerodrome operator's~~,~~ competence or in the competence of the organisation responsible for the provision of AMS ~~of apron management services provider's competence~~, or, alternatively, may lead to a breach of ~~an erosion of that~~ confidence. In the latter case, the Competent Authority will need to review any ~~identifiable~~ identified shortcomings of the management system, and take appropriate action if required.

GM1 ADR.AR.C.010 Oversight programme

ED Decision 2014/012/R

PROCEDURES FOR THE OVERSIGHT OF AERODROME OPERATORS AND ~~PROVIDERS OF APRON MANAGEMENT SERVICES~~ OF ORGANISATIONS RESPONSIBLE FOR THE PROVISION OF AMS

In addition to its regulatory oversight, the Competent Authority may establish national groups for the prevention of runway excursions and incursions as part of a national runway safety steering group~~Runway Safety Steering Group~~. Such~~Membership of the~~ groups could include representatives from industry, such as aerodrome operators~~aerodromes~~, organisations responsible for the provision of AMS, aircraft operators, air traffic services providers, industry safety groups, (local) runway safety committee members and ~~appropriate~~ representatives from the Competent Authority.

The ~~terms of reference~~ scope ~~for~~ of such ~~a~~ group might be to:

— ~~A~~address specific hazards, identified nationally, by coordinating actions ~~this~~ through subgroups~~sub-groups~~ or external agencies, as required;

— ~~P~~promote good practices~~,~~ and information sharing, and raise awareness through publicity and by educating~~educate~~ industry;

— ~~A~~actively support ~~enhance work continuing in~~ industry initiatives;

— ~~A~~act as coordination point for industry;

— ~~I~~identify and investigate which technologies from those that are available ~~that may~~ could reduce runway excursion and runway incursion risks;

— ~~R~~review current aerodrome, ATC and aircraft operational policies and, if necessary, make recommendations on future policies~~policy~~ to reduce the risk of runway excursions and incursions;

— ~~M~~make recommendations for guidance and advisory material for industry on aerodrome, aircraft and ATC operational issues to reduce the risk of runway excursions and incursions;

— ~~O~~oversee and promote the reporting of runway excursion~~s~~ and runway incursion~~s~~ incidents;

— ~~E~~ensure the thorough analysis of data to identify and examine specific areas of concern.

AMC1 ADR.AR.C.010(b) Oversight programme

ED Decision 2014/012/R

AUDIT

(a) The oversight programme should indicate which aspects will be covered with each audit.

(b) Part of the~~an~~ audit should concentrate on ~~the aerodrome operator's~~ compliance-monitoring reports to determine whether ~~if~~ the aerodrome operator or the organisation responsible for the provision of AMS ~~is~~ identifies~~ying~~ the root causes and corrects~~ing~~ its problems.

(c) Upon~~At the~~ conclusion of the audit, an audit report should be completed by the auditing aerodrome inspector, including all findings raised.

AMC1 ADR.AR.C.010(b);(c) Oversight programme

ED Decision 2014/012/R

OVERSIGHT PLANNING CYCLE

(a) The safety performance of the aerodrome operator and the organisation responsible for the provision of AMS should be continuously monitored in order to ensure that the oversight programme and the applicable oversight planning cycle remain appropriate.

(b) The oversight planning cycle and the related oversight programme for each aerodrome operator or for each organisation responsible for the provision of AMS should be reviewed annually.

(c) The oversight planning cycle and the related oversight programme, ~~and~~ including their annual review, should be determined according to the following elements:

(1) the results of past certification and oversight activities;

(2) the capability to effectively identify aviation safety hazards, and manage the associated risks;

(3) the effective control over all changes in accordance with point ADR.OR.B.040 for aerodrome operators and with point ADR.OR.F.025 for organisations responsible for the provision of AMS;

(4) the absence of level 1 findings;

(5) the response time to implement corrective actions requested by the Competent Authority in accordance with ADR.AR.C.055(d)(2); and

(6) the risk exposure related to the aerodrome operated, such as traffic volume, type of aircraft operated at the aerodrome, or physical characteristics of the aerodrome.

(d) During each oversight planning cycle, the Competent Authority should convene meetings with the accountable manager of the aerodrome operator or the organisation responsible for the provision of AMS, or with their~~his/her~~ delegate.

AMC2 ADR.AR.C.010(b);(c) Oversight programme

ED Decision 2014/012/R

OVERSIGHT PLANNING CYCLE

(a) For each aerodrome operator and for each organisation responsible for the provision of AMS ~~certified by the Competent Authority~~ all processes should be audited at periods not exceeding the applicable oversight planning cycle. The beginning of the first oversight planning cycle is normally determined by the date of issue of the first certificate or acknowledgement of receipt of the declaration. If the Competent Authority wishes to align the oversight planning cycle with the calendar year, it should shorten the first oversight planning cycle accordingly.

(b) The interval between two audits for a particular process should not exceed the interval of the applicable oversight planning cycle.

(c) Audits should include at least one on-site audit within each oversight planning cycle at each aerodrome.

GM1 ADR.AR.C.010(b) Oversight programme

ED Decision 2014/012/R

INDUSTRY STANDARDS

(a) For aerodrome operators or for organisations responsible for the provision of AMS that have~~ing~~ demonstrated compliance with the applicable industry standards, the Competent Authority may adapt its oversight programme~~,~~ in order to avoid audit duplication of specific ~~audit~~ items.

(b) The ~~D~~demonstration~~ed~~ of compliance with the applicable industry standards may not be considered in isolation from the other elements to be considered for the Competent Authority's risk-based oversight.

(c) In order to be able to credit any audits performed as part of the certification process in accordance with the applicable industry standards, the following ~~should be~~ are considered:

(1) the demonstration of compliance ~~is~~ based on certification auditing schemes providing for independent and systematic verification;

(2) the existence of an accreditation scheme and accreditation body for certification in accordance with the applicable industry standards has been verified;

(3) the relevance of the certification audits ~~are relevant~~ to the requirements defined in Part-ADR.OR, in Part-ADR.OPS, or in other regulations as applicable;

(4) the mapping of the scope of such certification audits ~~can easily be mapped~~ against the scope of oversight;

(5) the accessibility of the audit results ~~are accessible to~~ by the Competent Authority; and

(6) the compatibility of the audit planning intervals ~~are compatible~~ with the oversight planning cycle.

GM2 ADR.AR.C.010(b) Oversight programme

ED Decision 2014/012/R

FINANCIAL SITUATION

Examples of trends which may indicate problems in a new aerodrome operator~~'~~s financial situation or in the financial situation of an organisation responsible for the provision of AMS could be:

(a) considerable ~~significant~~ lay-offs or turnover of personnel~~,~~; reduced personnel resources~~,~~; increased multi-tasking~~,~~; changing shift patterns~~,~~; and increased overtime;

(b) delays in managing payments to staff~~meeting payroll~~;

(c) reduction of safe operational ~~operating~~ standards;

(d) decreasing training standards ~~of training~~;

(e) ~~withdrawal of credit by suppliers~~supplier breach of credit towards the organisation;

(f) inadequate maintenance of the aerodrome; and

(g) shortage of supplies and spare parts.

ANNEX III — PART-ADR.OR

PART ORGANISATION REQUIREMENTS ~~— AERODROME OPERATORS~~

SUBPART B — CERTIFICATION — AERODROMES AND AERODROME OPERATORS (ADR.OR.B)

~~GM1 ADR.OR.B.060 Declaration of providers of apron management services~~

~~**MODEL FORM OF DECLARATION OF COMPLIANCE — PROVIDERS OF APRON MANAGEMENT SERVICES**~~

~~**Declaration of compliance**~~ ~~**of provider of Apron Management Services**~~ ~~In accordance with Commission Regulation (EC) No XXX/2013 laying down requirements and procedures related to aerodromes pursuant to Regulation (EC) No 216/ 2008 of the European Parliament and of the Council~~
~~Provider of apron management services~~ ~~Company name and address:~~ ~~Name and contact details of the accountable manager:~~
~~Starting date of operation:~~
~~Aerodrome(s) at which the apron management services are provided:~~
~~Applicable requirements set out in Part ADR.OPS on the provision of apron management services are documented and reflected in the aerodrome manual.~~
~~Attached to this declaration is a list of alternative means of compliance with references to the AMCs they replace, in accordance with ADR.OR.A.015(c).~~
~~The services are provided in accordance with the content of the relevant aerodrome manual.~~
~~Personnel of the apron management services provider have received the necessary initial training, and receive recurrent training to ensure continuing competence.~~
~~(If applicable) The operator has implemented and demonstrated conformance to an officially recognised industry standard.~~ ~~Reference of the standard: Certification body:~~ ~~Date of the last conformance audit:~~
~~Any change in the operation that affects the information disclosed in this declaration will be notified to the Competent Authority.~~
~~I hereby confirm that the information disclosed in this declaration is correct.~~
~~Date and signature of the accountable manager~~

SUBPART C — ADDITIONAL AERODROME OPERATOR RESPONSIBILITIES (ADR.OR.C)

AMC1 ADR.OR.C.030 Occurrence reporting

ED Decision 2014/012/R

GENERAL

The aerodrome operator ~~and the provider of provider of apron management services~~ should establish procedures to be used for reporting to the Competent Authority and to any other organisation, as required, which include:

(a) the description of the applicable requirements for the purpose of reporting;

(b) the description of the reporting mechanism, including reporting forms, means, and deadlines;

(c) the personnel responsible for reporting; and

(d) the description of the mechanism and personnel responsibilities for identifying root causes, and the actions that may be needed to be taken to prevent similar occurrences from happening in the future, as appropriate.

SUBPART D — MANAGEMENT — AERODROME OPERATORS (ADR.OR.D)

SUBPART F — APRON MANAGEMENT SERVICES (ADR.OR.F)

GM1 ADR.OR.F.005(a) Declaration of the organisation responsible for the provision of AMS

RESPONSIBILITY OF THE ORGANISATION RESPONSIBLE FOR THE PROVISION OF AMS AS REGARDS THE SUCCESSFUL SUBMISSION OF THE DECLARATION

It is the responsibility of the organisation responsible for the provision of AMS to successfully submit the declaration to the Competent Authority. If the organisation responsible for the provision of AMS does not receive an acknowledgement of receipt of the declaration by the Competent Authority under point ADR.AR.C.050 within a reasonable period of time following the submission of the declaration, it contacts the Competent Authority to investigate whether or not the submission of the declaration has been successful.

GM2 ADR.OR.F.005(a) Declaration of the organisation responsible for the provision of AMS

DECLARATION OF COMPLIANCE MODEL FORM FOR ORGANISATIONS RESPONSIBLE FOR THE PROVISION OF AMS

Declaration of compliance **for organisations responsible for the provision of AMS** In accordance with Commission Regulation (EU) No 139/2014 of 14 February 2014 laying down requirements and procedures related to aerodromes pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council
Company name and postal address: Name and contact details of the accountable manager of the organisation:
Aerodrome(s) in the Member State at which apron management services (AMS) are provided:
Aerodrome(s) in other Member State(s) at which apron management services (AMS) are provided:
Starting date of the provision of apron management services at the aerodrome:
Formal arrangements have been made between the aerodrome operator and the air traffic services (ATS) provider.
A safety policy has been established and will apply during the provision of apron management services (AMS) covered by the declaration, in accordance with point ADR.OR.F.045(b)(2) of Annex III (Part-ADR.OR) to Commission Regulation (EU) No 139/2014.
The apron management services (AMS) covered by the declaration comply and will continue to comply, during the period they are provided, with the applicable requirements of Annex VII to Regulation (EU) 2018/1139 and Annex III (Part-ADR.OR) and Annex IV (Part-ADR.OPS) to Commission Regulation (EU) No 139/2014.
Any change in the provision of apron management services which affects the information stated in this declaration will be notified to the Competent Authority.
I hereby confirm that the information stated in this declaration is correct.
Date Signature of the accountable manager

AMC1 ADR.OR.F.020(a) Termination of the provision of apron management services (AMS)

NOTIFICATION

When the organisation responsible for the provision of AMS intends to terminate the provision of such services, it should notify in writing the Competent Authority and the aerodrome operator. The prior notice for the notification should be such so as to enable appropriate measures to be taken for the continuation of the service, if necessary, and to allow for the timely publication of the changes and their notification by the Aeronautical Information Regulation and Control (AIRAC) system in accordance with the required time frame.

GM1 ADR.OR.F.025(d) Changes

ASSESSMENT OF CHANGES

(a) Safety (risk) assessment of a change

A safety (risk) assessment of a change includes:

(1) the identification of the scope of the change;

(2) the identification of hazards;

(3) the determination of the safety criteria applicable to the change;

(4) the risk assessment in relation to the harmful effects or improvements in safety related to the change and, if required, risk mitigation for the change to meet the applicable safety criteria;

(5) the verification that the change conforms to the scope that was subject to the safety assessment, and that it meets the safety criteria, before the change is put into operation; and

(6) the specification of the monitoring requirements necessary to ensure that the aerodrome and its operation will continue to meet the safety criteria after the change has been put into operation.

(b) Scope of the safety assessment

The scope of the safety assessment includes the following elements and their interaction:

(1) the aerodrome, its operation, management, and human resources being changed;

(2) the interfaces and interactions between the elements being changed and the rest of the system;

(3) the interfaces and interactions between the elements being changed and the environment in which they are intended to operate; and

(4) the full lifecycle of the change from conception to operations.

(c) Safety criteria

The safety criteria used for the safety assessment of a change:

(1) are compatible or the same with the safety criteria of the aerodrome operator and the air traffic services (ATS) provider;

(2) are defined in accordance with the procedures for the management of the change contained in the management system manual; and

(3) depending on the availability of data, are specified with reference to explicit quantitative acceptable safety risk levels, recognised standards and/or codes of practice, the safety performance of the existing or a similar system.

AMC1 ADR.OR.F.045(b)(1) Management system

SAFETY MANAGEMENT SYSTEM

The management system of the organisation responsible for the provision of AMS should encompass safety by establishing an organisational structure for the management of safety which is proportionate and appropriate to the size of the organisation and the complexity and type of its operations.

Depending on the size of the organisation and the type and complexity of its operations, the safety management system should include the establishment of internal safety committees.

GM1 ADR.OR.F.045(b)(1) Management system

INTERNAL SAFETY COMMITTEES

Organisations responsible for the provision of AMS may find it beneficial to establish a Safety Review Board and Safety Action Groups, and depending on their organisational complexity and structure, Safety Services Office to support Safety Manager in the execution of the assigned tasks, especially in cases where the organisation provides AMS in multiple aerodromes.

GM2 ADR.OR.F.045(b)(1) Management system

SAFETY SERVICES OFFICE

(a) The Safety Services Office is managed by the Safety Manager and is independent and neutral in terms of the processes and decisions made regarding the provision of services by the operational unit(s).

(b) The functions of the Safety Services Office normally support the Safety Manager in the following:

(1) the management and oversight of the hazard identification system;

(2) the monitoring of the safety performance of the operational unit(s) that is (are) directly involved in the provision of apron management services (AMS);

(3) the provision of advice to the senior management on safety management matters; and

(4) the provision of assistance to line managers on safety management matters.

GM3 ADR.OR.F.045(b)(1) Management system

SAFETY REVIEW BOARD AND SAFETY ACTION GROUP

(a) The Safety Review Board:

(1) is a high-level safety committee that considers matters of strategic safety in support of the accountable manager's safety accountability; and

(2) is chaired by the accountable manager and composed of heads of functional areas.

(b) The Safety Review Board monitors:

(1) the organisation's safety performance against the safety policy and safety objectives;

(2) that any safety action is taken in a timely manner; and

(3) the effectiveness of the organisation's safety management processes.

(c) The Safety Review Board ensures that appropriate resources are allocated for the organisation to achieve the safety objectives.

(d) The safety manager or any other relevant person, as appropriate, may attend the Safety Review Board meetings. They may communicate to the accountable manager all the relevant information, as necessary, to allow decision-making based on safety data.

(e) Depending on the size of the organisation and the type and complexity of its operations, the responsibilities of the Safety Review Board may be transferred in other high-level committees of the organisation.

(f) The Safety Action Group

(1) The Safety Action Group may be established as a standing group, or as an ad hoc group, to assist or act on behalf of the Safety Review Board;

(2) More than one Safety Action Group may be established, depending on the scope of the task and the specific expertise required;

(3) The Safety Action Group reports to, and takes strategic direction from, the Safety Review Board, and is comprised of managers, supervisors, and personnel from operational areas.

(4) The Safety Action Group:

(i) monitors operational safety;

(ii) resolves identified risks;

(iii) assesses the impact of operational services on safety;

(iv) ensures that safety actions are implemented within the agreed timescales.

(5) The Safety Action Group reviews the effectiveness of previous safety recommendations and safety promotion activities.

GM4 ADR.OR.F.045(b)(1) Management system

SAFETY SERVICES OFFICE, SAFETY REVIEW BOARD AND SAFETY ACTION GROUP

Different terms may also be used for the Safety Services Office, the Safety Review Board and the Safety Actions Group.

AMC1 ADR.OR.F.045(b)(2) Management system

SAFETY POLICY

(a) The safety policy should:

(1) be endorsed by the accountable manager;

(2) clearly identify safety as the highest organisational priority;

(3) reflect organisational commitments regarding safety and its proactive and systematic management;

(4) be communicated, with visible endorsement, throughout the organisation;

(5) include safety reporting principles; and

(6) be periodically reviewed to ensure it remains relevant and appropriate to the organisation.

(b) The safety policy should:

(1) include a commitment to:

(i) improve towards the highest safety standards;

(ii) comply with all applicable legal requirements, meet all applicable standards, and consider best practices;

(iii) provide appropriate resources;

(iv) enforce safety as the primary responsibility of all managers and personnel;

(2) include safety reporting procedures;

(3) with reference to just culture, clearly indicate which types of operational behaviours are unacceptable, and include the conditions under which disciplinary action would not apply; and

(4) be periodically reviewed to ensure it remains relevant and appropriate to the organisation.

(c) Senior management should:

(1) continually promote the safety policy to all personnel, and demonstrate their commitment to it;

(2) provide the necessary human and financial resources for its implementation; and

(3) establish safety objectives and performance standards.

GM1 ADR.OR.F.045(b)(2) Management system

SAFETY POLICY

(a) Safety policy — General

The safety policy is the means whereby the organisation states its intention to maintain and, where practicable, improve the level of safety in all its activities, and to minimise the risk of an aircraft accident as far as reasonably practicable.

The safety policy states that the purpose of safety reporting and internal investigations is to improve safety, and not to apportion blame to individuals.

(b) Safety policy — Just culture

The safety policy actively encourages effective safety reporting and, by defining the line between acceptable performance (often unintended errors) and unacceptable performance (such as negligence, recklessness, violations, or sabotage), provides fair protection to reporters. A safety or just culture may not, however, preclude the 'criminalisation of error', which is legally, ethically, and morally within the sovereign rights of any Member State, provided European Union law and established international agreements are observed. A judicial investigation, and consequences of some form, may be expected following an accident or serious incident especially if a failure resulted in lives lost or property damaged, even if no negligence or ill intent existed. A potential issue could, therefore, exist if voluntary hazard reports, which relate to latent deficiencies of a system or its performance, are treated in the same way as those concerning accident and serious incident investigations. The intent of protecting hazard reports will not be to challenge the legitimacy of a judicial investigation, or demand undue immunity. However, legal argument does usually take precedence over any technical- or safety-related argument.

AMC1 ADR.OR.F.045(b)(3) Management system

HAZARD IDENTIFICATION PROCESS

(a) The organisation responsible for the provision of AMS should coordinate the hazard identification process with the aerodrome operator and, where necessary, the air traffic services (ATS) provider.

(b) Hazard identification should be based on a combination of reactive, proactive, and predictive methods of safety data collection. Reactive, proactive, and predictive schemes for hazard identification should be the formal means of collecting, recording, analysing, acting on, and generating feedback about hazards and the associated risks that affect safety.

(c) All reporting systems, including confidential reporting schemes, should include an effective feedback process.

GM1 ADR.OR.F.045(b)(3) Management system

HAZARD IDENTIFICATION

(a) Hazard identification — General

(1) Hazard identification may include the following factors and processes:

(i) design factors, including equipment and task design;

(ii) procedures and operating practices, including the related documentation and checklists, and their validation under actual operating conditions;

(iii) communications, including the means, terminology and language;

(iv) personnel factors, such as company policies for recruitment, training, remuneration, and allocation of resources;

(v) organisational factors, such as the compatibility of production and safety goals, the allocation of resources, operating pressure, and the corporate safety culture;

(vi) work environment factors, such as ambient noise and vibration, temperature, lighting, and the availability of protective equipment and clothing;

(vii) regulatory oversight factors, including the applicability and enforceability of regulations, the certification of equipment, personnel, and procedures, and the adequacy of oversight;

(viii) defences, including factors such as the provision of adequate detection and warning systems, the error tolerance of equipment, and the resilience of equipment to errors and failures; and

(ix) human performance, restricted to medical conditions and physical limitations.

(2) For hazard identification, internal and external sources may be used.

(i) Internal sources:

(A) voluntary occurrence-reporting schemes;

(B) safety surveys;

(C) safety audits;

(D) normal operations monitoring schemes;

(E) trend analysis;

(F) feedback from training; and

(G) investigation of incidents and follow-up.

(ii) External sources:

(A) accident reports;

(B) State mandatory occurrence-reporting system; and

(C) State voluntary occurrence-reporting system.

(3) The methods used for hazard identification depend on the resources and constraints of each particular organisation, and on the size and complexity of its operations. Nevertheless, hazard identification, regardless of implementation, complexity and size, is part of the organisation's safety documentation. In the context of mature safety management practices, hazard identification is a continuous, daily activity. It is an integral

part of the organisation's processes. There are three specific conditions under which special attention to hazard identification should be paid. These three conditions should trigger more in-depth and far-reaching hazard identification activities, and include:

(i) any time the organisation experiences an unexplained increase in safety-related events or regulatory infractions;

(ii) any time major operational changes are foreseen, including changes to key personnel or other major equipment or systems; and

(iii) before and during periods of significant organisational changes, including rapid growth or contraction, corporate mergers, acquisitions, or downsizing.

(4) For hazard identification, the following tools and techniques may be used:

(i) brainstorming, which is an unbounded but facilitated discussion with a group of experts;

(ii) the *hazard and operability* (HAZOP) study, which is a systematic and structured approach using parameter and deviation guidewords. This technique relies on a very detailed system description being available for study, and usually involves breaking down the system into well-defined subsystems and functional or process flows between subsystems. Each element of the system is then subject to discussion within a multidisciplinary group of experts against the various combinations of the guidewords and deviations;

(iii) checklists, which are lists of known hazards or hazard causes that have been derived from past experience. Past experience could be previous risk assessments, or similar systems, or operations, or from actual incidents that have occurred in the past. This technique involves the systematic use of an appropriate checklist, and the consideration of each item on the checklist for possible applicability to a particular system. Checklists are always validated for applicability prior to use;

(iv) the *failure modes and effects analysis* (FMEA), which is a 'bottom-up' technique used to consider ways in which the basic components of a system can fail to perform their design intent. This technique relies on a detailed system description, and considers the ways in which each subcomponent of the system could fail to meet its design intent, and what the consequences could be for the overall system. For each subcomponent of a system, the FMEA considers:

(A) all the potential ways that the component could fail;

(B) the effects that each of these failures would have on the system behaviour;

(C) the possible causes of the various failure modes; and

(D) how the failures might be mitigated within the system or its environment.

The system level at which the analysis is applied can vary, and is determined by the level of detail of the system description used to support the analysis. Depending on the nature and complexity of the system, the analysis could be undertaken by an individual system expert, or by a team of system experts that act in group sessions.

(v) the *structured what-if technique* (SWIFT) is a simple and effective technique, alternative to the HAZOP study, and involves a multidisciplinary team of experts. It is a facilitated brainstorming group activity, but is typically carried out on a higher-level system description, having fewer sub-elements than the HAZOP study and with a reduced set of prompts.

(5) Identified hazards are registered in a hazard log (hazard register). The nature and format of such a hazard log may vary from a simple list of hazards to a more sophisticated relational database linking hazards to mitigations, responsibilities, and actions. The following information is included in the hazard log:

(i) unique hazard reference number against each hazard;

(ii) hazard description;

(iii) indication of the potential causes of the hazard;

(iv) qualitative assessment of the possible outcomes and severities of the consequences arising from the hazard;

(v) qualitative assessment of the risk associated with the possible consequences of the hazard;

(vi) description of the existing risk controls for the hazard; description of additional actions that are required to reduce safety risks, as well as target date of their completion; and

(vii) indication of responsibilities in relation to the management of risk controls.

(6) Additionally, the following information may also be included in the hazard log:

(i) a quantitative assessment of the risk associated with the possible consequences of the hazard;

(ii) record of actual incidents or events related to the hazard, or its causes;

(iii) risk-tolerability statement;

(iv) statement of formal system-monitoring requirements;

(v) indication of how the hazard was identified;

(vi) hazard owner;

(vii) assumptions; and

(viii) third-party stakeholders.

(b) Hazard identification — Indicators

(1) Reactive (lagging) indicators:

Metrics that measure events which have already occurred and that impact on safety performance.

As reactive (lagging) indicators only reflect system failures, their use can only result in determining a reactive response. Although they do measure failure to control hazards, they do not normally reveal why the system failed, or if there are any latent hazards.

(2) Proactive (leading) indicators:

Metrics that measure inputs to the safety system (either within an organisation, a sector, or across the total aviation system) to manage and improve safety performance.

Proactive (leading) indicators indicate good safety practices being introduced, developed and adapted, which, by their inclusion, seek to establish a proactive safety environment that engenders continuous improvement. They provide useful information when accident and incident rates are low to identify latent hazards and potential threats, and consequent opportunities for improvement.

There should always be a connection between a proactive indicator and the unwanted outcomes (or reactive indicators) that their monitoring is intended to warn against.

(3) Predictive indicators (precursor events):

These metrics can be considered as indicators that do not manifest themselves in accidents or serious incidents. They indicate less severe system failures or 'near misses' which, when combined with other events, may lead to an accident or a serious incident.

In a large organisation, a mature safety management system includes all these measures. Risk-management efforts, however, are targeted at proactive (leading) indicators and predictive indicators (precursor events).

AMC1 ADR.OR.F.045(b)(4) Management system

SAFETY RISK ASSESSMENT AND RISK MITIGATION

(a) A formal safety risk assessment and risk-mitigation process should be developed and maintained that ensures risk analysis (in terms of probability and severity of occurrence), risk assessment (in terms of tolerability), and risk control (in terms of mitigation).

(b) The levels of management that have the authority to make decisions regarding the tolerability of safety risks, in accordance with (a) above, should be specified in the management manual. The decisions should be coordinated with the aerodrome operator and, where necessary, the air traffic services (ATS) provider.

GM1 ADR.OR.F.045(b)(4) Management system

SAFETY RISK ASSESSMENT AND RISK MITIGATION

Safety risk assessment is the analysis of the safety risks of the consequences of the hazards that have been determined.

The safety risk analysis breaks down the risks into two components:

— the probability of occurrence of a damaging event or condition, and

— the severity of the damaging event or condition, should it occur.

Safety risk decision-making and acceptance should be specified through a risk-tolerability matrix. The definition and final construction of the matrix is left to the aerodrome operator to design, is documented in the aerodrome manual, and is subject to approval by the Competent Authority.

AMC1 ADR.OR.F.045(b)(5) Management system

SAFETY PERFORMANCE MONITORING AND MEASUREMENT

(a) Safety performance monitoring and measurement should be the process by which the safety performance of the organisation responsible for the provision of AMS is verified in comparison to the established safety policy and objectives, identified safety risks and the risk-mitigation measures.

(b) This process should include the setting of safety performance indicators and safety performance targets, and measuring the organisation's safety performance against them.

(c) The safety performance indicators and targets should be agreed with the aerodrome operator and should not contravene the safety performance indicators and targets of the aerodrome operator and, where applicable, the air traffic services (ATS) provider.

GM1 ADR.OR.F.045(b)(5) Management system

SAFETY PERFORMANCE MONITORING AND MEASUREMENT

(a) The performance monitoring and measurement process includes:

(1) safety reporting, addressing also the status of the organisation's compliance with the applicable requirements;

(2) safety studies which are rather large analyses encompassing broad safety concerns;

(3) safety reviews, including trends reviews which are conducted during the introduction and deployment of new technologies, change or implementation of procedures, or in situations of structural changes in operations, or to explore the increase in incidents or safety reports;

(4) safety audits which focus on the integrity of the organisation's management system, and periodically assess the status of safety risk controls;

(5) safety surveys which examine particular elements or procedures of a specific operation, such as problem areas or bottlenecks in daily operations, perception and opinions of operational personnel, and areas of dissent or confusion; and

(6) internal safety investigations of occurrences.

(b) The following generic aspects/areas may be considered:

(1) accountability for the management of the operational activities and their ultimate accomplishment;

(2) authority to direct, control or change the procedures, as well as to make key decisions such as safety risk acceptance decisions;

(3) procedures for operational activities;

(4) controls, including hardware, software, special procedures or procedural steps, and supervisory practices designed to keep operational activities on track;

(5) interfaces, including lines of authority between departments, lines of communication between employees, consistency of procedures, and clear delineation of responsibility between organisations, work units, and employees; and

(6) process measures to provide feedback to parties in charge that required actions are taking place, required outputs are being produced, and expected outcomes are being achieved.

AMC1 ADR.OR.F.045(b)(6) Management system

CHANGE MANAGEMENT

The organisation responsible for the provision of AMS should manage the safety risks related to a change. The management of a change should be a documented process to identify external and internal changes that may have an adverse effect on safety.

The management of a change should make use of the organisation's existing hazard identification, safety risk assessment, and mitigation processes.

GM1 ADR.OR.F.045(b)(6) Management system

CHANGE MANAGEMENT

(a) A change can introduce new hazards and impact on the appropriateness and/or effectiveness of existing safety risk mitigation strategies. A change may be external to the organisation, or internal.

(b) A formal process for the management of change considers the following:

(1) the criticality of systems and activities;

(2) the stability of systems and operational environments; and

(3) the organisation's past performance.

(c) System description is one of the fundamental preliminary activities in the planning of the safety management system to determine a baseline hazard analysis for the system.

As part of the formal process of the management of change, the system description and the baseline hazard analysis are reviewed periodically, even if circumstances of change are not present, to determine their continued validity.

When changes to the system are made, and periodically thereafter, the organisation responsible for the provision of AMS goes over its system and its actual operational environment in order to make sure it continues to be fully aware of the circumstances under which the provision of AMS takes place.

With regard to the management of change and safety (risk) assessments related to changes, see also ADR.OR.F.025 and GM1 ADR.OR.F.025(d).

AMC1 ADR.OR.F.045(b)(7) Management system

CONTINUOUS IMPROVEMENT OF THE SAFETY MANAGEMENT SYSTEM

The organisation responsible for the provision of AMS should continuously seek to improve its safety performance. The organisation should develop and maintain a relevant formal process in this regard. Continuous improvement should be achieved through:

(a) the proactive and reactive evaluation of facilities, equipment, documentation and procedures;

(b) the proactive evaluation of an individual's performance to verify they fulfil their safety responsibilities; and

(c) reactive evaluations to verify the effectiveness of the system as regards the control and mitigation of safety risks.

GM1 ADR.OR.F.045(b)(6) Management system

CONTINUOUS IMPROVEMENT OF THE SAFETY MANAGEMENT SYSTEM

The continuous improvement of the safety management system, as part of the safety assurance, is achieved through the following:

(a) internal evaluations;

(b) independent audits, both internal and external;

(c) strict document controls; and

(d) continuous monitoring of safety controls and mitigation actions.

AMC1 ADR.OR.F.045(b)(8) Management system

SAFETY MANAGEMENT SYSTEM TRAINING

(a) The organisation responsible for the provision of AMS should establish a safety management system training programme for all personnel involved in the provision of AMS, including all management staff (e.g. supervisors, managers, senior managers, and the accountable manager), regardless of their position in the hierarchy of the organisation.

(b) The amount and level of detail of the safety management system training should be proportionate and appropriate to the individual's responsibilities and involvement in the safety management system of the organisation.

(c) The safety management system training programme should be developed in accordance with AMC1 ADR.OR.F.070(a) and be incorporated in the training programme foreseen therein.

GM1 ADR.OR.F.045(b)(8) Management system

SAFETY MANAGEMENT SYSTEM TRAINING — PERSONNEL REQUIREMENTS

(a) Operations and maintenance personnel

(1) The safety management system training addresses all safety-related responsibilities, including adherence to all operational and safety procedures, and identifying and reporting hazards.

(2) The training objectives include the organisation's safety policy and safety management system fundamentals and overview.

(3) The training contents include the following:

(i) the definition of hazards;

(ii) the consequences of hazards and risks;

(iii) the safety risk management process, including roles and responsibilities; and

(iv) safety reporting and the organisation's safety reporting system(s).

(b) Managers and supervisors

(1) The safety management system training addresses safety-related responsibilities, including the promotion of the safety management system (SMS) and engaging operational personnel in hazard reporting.

(2) In addition to the training objectives established for operational personnel, the training objectives for managers and supervisors include a detailed knowledge of the safety process, hazard identification and safety risk management and mitigation, and change management.

(3) In addition to the contents specified for operational personnel, the training contents for supervisors and managers include safety data analysis.

(c) Senior managers

(1) The safety management system training would include safety-related responsibilities, including compliance with European Union, national and the organisation's own safety requirements, allocation of resources, ensuring effective inter-departmental safety communication, and active promotion of the safety management system.

(2) In addition to the objectives for the two previous employee groups, the safety management system training includes also safety assurance and safety promotion, safety roles and responsibilities, and the establishment of an acceptable level of safety.

(d) Accountable manager

The training would provide the accountable manager with a general awareness of the organisation's safety management system, including safety management system roles and responsibilities, safety policy and objectives, safety risk management, and safety assurance.

AMC1 ADR.OR.F.045(b)(9) Management system

SAFETY COMMUNICATION

(a) The organisation responsible for the provision of AMS should communicate the safety management system objectives and procedures to all operational personnel, and the safety management system and its application should be evident in all aspects of the organisation's operations.

(b) There should be a communication flow between the safety manager and the operational personnel throughout the organisation. The safety manager should communicate the performance of the organisation's safety management system via suitable means. The safety manager should also ensure that lessons learned from investigations, safety-related events or other safety-related experience, both internally and from other organisations, are distributed widely within the organisation.

(c) Safety communication should aim to:

(1) ensure that all staff are fully aware of the organisation's safety management system;

(2) convey safety-critical information;

(3) explain why particular actions are taken; and

(4) explain why safety procedures are introduced or changed.

GM1 ADR.OR.F.045(b)(9) Management system

SAFETY COMMUNICATION

(a) The following means may be used to communicate safety information:

(1) the safety management system (SMS) manual;

(2) safety processes and procedures;

(3) safety newsletters, notices, and bulletins; and

(4) websites or emails.

(b) Regular meetings with staff, where information, actions and procedures are discussed, may also be used to communicate safety information.

AMC1 ADR.OR.F.045(b)(10) Management system

COMPLIANCE MONITORING

(a) Compliance monitoring

(1) The implementation and use of a compliance-monitoring process should enable the organisation responsible for the provision of AMS to monitor the organisation's compliance with the relevant requirements of this Part, of Part-ADR.OPS, as well as with any other applicable regulatory requirements, or requirements established by the aerodrome operator or the air traffic services (ATS) provider.

(2) The compliance-monitoring process should be properly implemented, maintained and continually reviewed and improved, as necessary.

(3) Compliance monitoring should include a system to feed findings back to the accountable manager to ensure the effective implementation of corrective actions, as necessary.

(4) The organisation responsible for the provision of AMS should monitor the consistent application of its procedures, and compliance with the applicable procedures of the aerodrome operator and of the ATS provider to ensure that the activities are performed safely. In doing so, the AMS provider should, as a minimum, and where appropriate, monitor compliance with:

(i) its privileges;

(ii) the manuals, logs, and records;

(iii) the training standards;

(iv) the required resources;

(v) the management system procedures and manuals; and

(vi) the activities of the organisation carried out under the supervision of the person nominated in accordance with point ADR.OR.F.065(a)(2).

(b) Organisational set-up

(1) To ensure that the organisation continues to meet the requirements of this Part and of other applicable parts, the accountable manager should designate a person responsible for compliance monitoring.

(2) Compliance monitoring should be an independent function. If the person responsible for compliance monitoring has also another function, that person's independence should be established by ensuring that audits and inspections are carried out by personnel that are not responsible for the function, procedure, etc., being audited.

(3) Staff involved in compliance monitoring should have access to any part of the organisation and, as necessary, to any contracted organisation.

(c) Compliance-monitoring documentation

(1) Relevant documentation should include the relevant part(s) of the organisation's management system documentation.

(2) In addition, relevant documentation should also include the following:

(i) terminology;

(ii) specified activity standards;

(iii) a description of the organisation;

(iv) the allocation of duties and responsibilities;

(v) procedures to ensure regulatory compliance;

(vi) the compliance-monitoring programme which reflects:

(A) the schedule of the monitoring programme;

(B) audit procedures, including an audit plan that is implemented, maintained and continually reviewed and improved;

(C) reporting procedures;

(D) follow-up and corrective action procedures; and

(E) the recording system;

(vii) the training syllabus referred to in point (d)(2) below; and

(viii) document control.

(d) Training

(1) Proper and thorough training is essential to optimise compliance. In order to achieve optimum outcome of such training, the AMS provider should ensure that all personnel understand the objectives as laid down in the AMS provider's management system documentation.

(2) The staff member responsible for managing compliance monitoring should receive training in this task. Such training should cover the compliance-monitoring requirements, the manuals and procedures related to the task, audit techniques, reporting, and recording.

(3) The time should be provided to train the staff involved in compliance management, and for briefing the rest of the staff.

(4) The allocation of time and resources should be based on the volume and complexity of the activities concerned.

(e) Compliance monitoring — audit scheduling

(1) Defined audit schedules to be completed during a specified period as well as a periodic review cycle for each audited area should be established. The compliance monitoring itself should also be audited according to a defined audit schedule. The schedule should allow for unscheduled audits when non-compliance data shows an increasing trend. Follow-up audits should be scheduled to verify that corrective action has been carried out, and that it has been effective and completed, in accordance with the policies and procedures specified in the aerodrome manual.

(2) The management system's key processes, procedures and the operation of the organisation responsible for the provision of AMS should be audited within the first 12 months from the date on which the declaration was first registered.

(3) Following that, the organisation responsible for the provision of AMS should consider the results of its safety (risk) assessments and of its past compliance-monitoring activities in order to adapt the period within which an audit or a series of audits should be conducted,

to cover its management system's key processes, procedures and operations in a manner and at intervals set out in the management system manual. This period should be consistent with the relevant Competent Authority's oversight planning cycle and may be extended up to 36 months, in coordination with the Competent Authority, provided that there are no level 1 findings, and subject to the organisation responsible for the provision of AMS having a good record of addressing findings in a timely manner.

GM1 ADR.OR.F.045(b)(10) Management system

COMPLIANCE MONITORING — GENERAL

(a) The person responsible for compliance monitoring may perform all audits and inspections themselves or may appoint one or more auditors by choosing staff, either from within or outside the organisation, which have the related competence as defined in point (d) of AMC2 ADR.OR.F.045(b)(10).

(b) Regardless of the option chosen in point (a) above, the organisation ensures that the independence of the audit function is not affected, particularly in cases where staff that perform the audit or the inspection are also responsible for other functions within the organisation.

(c) If external staff are used to perform compliance audits or inspections:

(1) such audits or inspections would be performed under the responsibility of the person responsible for compliance monitoring; and

(2) the organisation responsible for the provision of AMS remains responsible for ensuring that external staff have the appropriate knowledge, background and experience with regard to the activities being audited or inspected, including knowledge of and experience in compliance monitoring.

(d) The organisation responsible for the provision of AMS has the ultimate responsibility for the effectiveness of compliance monitoring, particularly for the effective implementation and follow-up of all corrective actions.

AMC2 ADR.OR.F.045(b)(10) Management system

RESPONSIBILITY FOR COMPLIANCE MONITORING

(a) The responsibility for compliance monitoring should:

(1) lie with a person that has direct access and is responsible to the accountable manager;

(2) not lie with a person that is nominated in accordance with point ADR.OR.F.065(a)(2).

(b) Depending on the size of the organisation and the type and complexity of its operations, the task of compliance monitoring may be performed by the accountable manager provided they have demonstrated they have the related competence as defined in point (d) below.

(c) If the same person acts both as compliance-monitoring manager and as safety manager, the accountable manager, with regard to their direct accountability as regards safety, should ensure that sufficient resources are allocated to both functions, taking into account the size of the organisation and the type and complexity of its operations.

(d) Persons that are allocated the responsibility for compliance monitoring should have:

(1) adequate experience and expertise in aerodrome operations or in the provision of apron management services (AMS) or air traffic services (ATS);

(2) adequate knowledge of and experience in safety management and quality assurance;

(3) knowledge of the aerodrome manual and as regards the organisation responsible for the provision of AMS, of its management manual; and

(4) comprehensive knowledge of the applicable requirements in the area of aerodromes, AMS or ATS.

AMC1 ADR.OR.F.045(c) Management system

MANAGEMENT SYSTEM DOCUMENTATION

The organisation responsible for the provision of AMS should ensure that the key processes of its documented management system include a process for making personnel aware of their responsibilities, as well as its amendment procedure.

The documented management system of the organisation responsible for the provision of AMS should include at least the following information:

(a) a statement signed by the accountable manager confirming that the organisation will continuously work in accordance with the applicable requirements, with the requirements of the aerodrome operator and of the air traffic services (ATS) provider, and with the organisation's documented management system;

(b) the organisation's scope of activities;

(c) the titles and names of the persons referred to in point ADR.OR.F.065 and in AMC2 ADR.OR.F.045(b)(10);

(d) an organisation chart showing the lines of responsibility between the nominated persons;

(e) the procedures specifying how the organisation ensures compliance with the applicable requirements;

(f) the amendment procedure for the organisation's management system documentation; and

(g) the safety management system outputs.

AMC2 ADR.OR.F.045(c) Management system

SAFETY MANAGEMENT MANUAL

(a) For cases where safety management is set out in a safety management manual, it should be the key instrument for communicating the approach of the organisation responsible for the provision of AMS to safety. The safety management manual should document all aspects of safety management, including the safety policy, its objectives, procedures, and the safety responsibilities of individuals.

(b) The safety management manual should include the following:

(1) the scope of the safety management system;

(2) the safety policy and its objectives;

(3) the safety responsibilities of key safety personnel;

(4) the documentation control procedures;

(5) the safety assessment process, including hazard identification and risk management schemes;

(6) the monitoring of implementation and the effectiveness of the safety actions and risk-mitigation measures;

(7) safety performance monitoring;

(8) safety reporting (including hazard reporting) and investigation;

(9) the change management (including organisational changes with regard to safety responsibilities);

(10) safety promotion; and

(11) safety management system outputs.

GM1 ADR.OR.F.045(c) Management system

MANAGEMENT SYSTEM DOCUMENTATION

It is not required to duplicate information in several manuals. The safety management manual is considered part of the management manual of the organisation responsible for the provision of AMS.

AMC1 ADR.OR.F.050 Occurrence reporting

GENERAL

The organisation responsible for the provision of AMS should establish procedures to be used for reporting to the Competent Authority and to any other organisation required, which should include the following:

(a) the description of the applicable requirements for reporting;

(b) the description of the reporting mechanism, including reporting forms, means, and deadlines;

(c) the personnel responsible for reporting; and

(d) the description of the mechanism and of personnel responsibilities for identifying root causes, and the actions that may be needed to be taken to prevent similar occurrences from happening in the future, as appropriate.

AMC1 ADR.OR.F.055 Safety reporting system

SAFETY REPORTING SYSTEM

(a) The safety reporting system should include the personnel of the organisation which are responsible for the provision of AMS.

(b) The safety reporting system should include the possibility for voluntary reporting intended for safety hazards identified by the reporter which may have potential negative consequences on safety.

(c) The organisation responsible for the provision of AMS should identify which events are mandatory to be reported.

(d) The organisation responsible for the provision of AMS should provide the means and the format for reporting, which should be such that they meet the existing reporting requirements established in the applicable legislation in terms of time, format, and required information to be reported.

(e) The safety reporting system should include the acknowledgement to the reporter of the successful submission of the report.

(f) The reporting process should be as simple as possible, and well documented, including details on what, how, where, whom, and when to report.

(g) Regardless of the means or method of submission of the report, once the information is received, it should be stored in a manner suitable for easy retrieval and analysis.

(h) Access to the submitted reports should be restricted to personnel responsible for storing and analysing them.

(i) The reporter's identity should be protected, and this principle should be included in the procedures established by the organisation responsible for the provision of AMS for gathering additional information for further analyses or investigations.

(j) The safety reporting system should include a feedback process to inform the reporter on the outcome of the occurrence analysis.

GM1 ADR.OR.F.055 Safety reporting

THE NEED FOR SAFETY REPORTING

(a) The overall objective of the safety reporting system is to use reported information to improve the safety performance of the organisation, and not to attribute blame to individuals.

(b) The specific objectives of the safety reporting system are to:

(1) enable an assessment to be made of the safety implications of each relevant occurrence, serious incident and accident, including similar past events, so that any necessary action can be initiated; and

(2) ensure that knowledge about such relevant occurrences, serious incidents and accidents is disseminated so that other persons and organisations may learn from them.

AMC1 ADR.OR.F.065(a)(1) Personnel requirements

ACCOUNTABLE MANAGER

(a) Accountable manager — General

(1) The accountable manager should:

(i) ensure that all necessary resources are available to deliver the services in accordance with the applicable requirements and the aerodrome manual;

(ii) ensure that if there is a reduction in the level of resources or if there are abnormal circumstances which may affect safety, the required reduction in the level of operations at the aerodrome is implemented in cooperation with the aerodrome operator and the air traffic services (ATS) provider;

(iii) establish, implement and promote the safety policy; and

(iv) ensure compliance with the relevant applicable requirements and the organisation's safety management system.

(2) The accountable manager should have:

(i) an appropriate level of authority within the organisation to ensure that its activities are financed and carried out to the standard required;

(ii) knowledge and an understanding of the documents that prescribe aerodrome and ATS safety standards;

(iii) an understanding of the requirements as regards the competencies of management personnel so as to ensure that competent persons occupy key management functions;

(iv) knowledge and an understanding of safety and quality management systems related principles and practices and how these are applied within the organisation;

(v) knowledge of the role of the accountable manager; and

(vi) knowledge and an understanding of the key risk management issues as regards aerodrome operations.

(b) Accountable manager — Delegation of responsibilities

(1) A high level of technical knowledge and understanding is expected from an accountable manager, and in particular with reference to their own role in ensuring that standards are maintained.

(2) During periods of absence, the responsibilities of the accountable manager for the day-to-day operations may be delegated; however, the accountability ultimately remains with the accountable manager.

(3) Depending on the size and the complexity of the organisation's operations, the accountable manager may delegate their responsibilities in the area of training by nominating a training manager whose responsibilities should be the establishment, coordination, implementation of training programmes, and relevant record keeping of personnel training as well as of the proficiency check programmes.

In any case, the accountability ultimately remains with the accountable manager.

GM1 ADR.OR.F.065(a)(1) Personnel requirements

ACCOUNTABLE MANAGER

Depending on the size, structure and complexity of the organisation, the accountable manager may be:

(a) the chief executive officer (CEO);

(b) the chief operating officer (COO);

(c) the chair of the board of directors;

(d) a partner; or

(e) the proprietor.

The appointment of an accountable manager, who is given the necessary authority and responsibilities, requires that the individual has the necessary competences to fulfil the role. The accountable manager may have more than one function in the organisation. Nonetheless, the accountable manager's role is to instil safety to personnel as a core organisational value, and to ensure that the safety management system is properly implemented and maintained through the allocation of resources and tasks.

AMC1 ADR.OR.F.065(a)(2) Personnel requirements

NOMINATED PERSON RESPONSIBLE FOR THE MANAGEMENT AND SUPERVISION OF OPERATIONAL SERVICES RELATED TO APRON MANAGEMENT — OPERATIONS MANAGER

(a) General

(1) A description of the functions of the operations manager, i.e. the person responsible for the management and supervision of operational services related to apron management, should be contained in the management manual. This person should be given the necessary and adequate resources to perform their duties.

(2) The organisation responsible for the provision of AMS should make arrangements to ensure adequate supervision continuity in the absence of the operations manager.

(3) The operations manager should be foreseen to work sufficient hours to fulfil the management functions, considering the scale and complexity of the operation.

(4) The operations manager may hold more than one post if such an arrangement is considered suitable and it properly matches the structure of the organisation responsible for the provision of AMS and the complexity of its operations.

(b) Competence

The operations manager should have:

(1) good practical experience and the appropriate expertise in aerodrome operations, apron management and/or air traffic services (ATS);

(2) comprehensive knowledge of the applicable requirements in the area of aerodromes, apron management and/or ATS;

(3) appropriate knowledge about safety and quality management; and

(4) knowledge of the aerodrome manual and the organisation's management system manual.

AMC1 ADR.OR.F.065(a)(3) Personnel requirements

SAFETY MANAGER

(a) The safety manager should be the focal point and responsible for the effective development, coordination, administration and maintenance of a safety management system.

(b) The role of the safety manager should be to:

(1) facilitate hazard identification, risk analysis and risk management;

(2) monitor the implementation and functioning of the safety management system, including the necessary safety actions;

(3) manage the safety reporting system of the organisation responsible for the provision of AMS;

(4) coordinate with the aerodrome operator and the air traffic services (ATS) provider as regards their safety management systems;

(5) produce periodic reports on the safety performance of the organisation;

(6) ensure the maintenance of the safety management documentation;

(7) ensure the availability of a safety management training and that it meets established standards;

(8) provide advice on safety matters; and

(9) initiate and participate in internal occurrence/incident/accident investigations.

(c) The safety manager should have:

(1) relevant practical experience and the appropriate expertise in aerodrome operations, apron management and/or ATS;

(2) appropriate knowledge about safety and quality management;

(3) knowledge of the aerodrome manual and the organisation's management system manual; and

(4) comprehensive knowledge of the applicable requirements in the area of aerodromes, apron management and/or ATS.

(d) The safety manager should not be the person referred to in point ADR.OR.F.065(a)(2). However, depending on the size of the organisation and the type and complexity of its operations, the safety manager may be the accountable manager, or any other person with an operational role within the organisation, provided that they can act independently of other managers within the organisation, and have direct access to the accountable manager and to the appropriate management level for safety matters.

GM1 ADR.OR.F.065(a)(2);(a)(3) Personnel requirements

COMBINED RESPONSIBILITIES

(a) As regards the acceptability for a single person to hold more than one post, possibly in combination with the capacity as accountable manager, it depends upon the size of the organisation and the type and complexity of its operations. The two main areas of concern are the allocation of sufficient resources as well as the individual's capacity and competence to fulfil their responsibilities.

(b) The competence in different areas of responsibility is not different from the competence requirements applicable to persons that hold only one post.

(c) The complexity of the organisation or of its operations may prevent or limit the combination of posts.

AMC1 ADR.OR.F.065(a)(4) Personnel requirements

DETERMINATION OF PERSONNEL REQUIRED FOR PLANNED TASKS AND PERSONNEL QUALIFICATIONS

The organisation responsible for the provision of AMS should determine:

(a) the personnel that are required for the planned tasks;

(b) the required personnel qualifications in accordance with the applicable requirements (and the national and European Union legislation, where applicable), and include them in the management system manual; a documented system with defined responsibilities should be in place to identify any need for changes with regard to personnel qualifications.

GM1 ADR.OR.F.065(a)(4) Personnel requirements

PERSONNEL QUALIFICATIONS

The term 'qualified' denotes fit for purpose. This may be achieved through the fulfilment of the necessary conditions, such as the completion of the required training, or the acquisition of a diploma or degree, or by gaining relevant experience. It also includes the competence, capacity, knowledge or skills that match or suit an occasion, or make someone eligible for a duty, office, position, privilege or status.

Certain posts may, by nature, be associated with special qualifications in a specific field (e.g. rescue and firefighting; civil, mechanical or electrical engineering; wildlife biology; etc.). In such cases, the person that occupies such a post is expected to have the necessary qualifications at a level that is in accordance with the applicable national or European Union legislation.

AMC1 ADR.OR.F.080 Record keeping

DOCUMENTATION TO BE RETAINED

(a) The record-keeping system used by the organisation responsible for the provision of AMS should provide for adequate procedures, storage facilities, as well as the reliable traceability, retrievability and accessibility of the records related to its activities that are subject to Regulation (EU) 2018/1139 and its delegated and implementing acts throughout the required retention period.

(b) The records should be kept in paper or electronic format, or a combination of both. It is also acceptable to keep records stored in microfilms or optical discs. The records should remain legible throughout the required retention period. The retention period starts when the record is created or last amended.

(c) For paper-based systems, robust material should be used which can withstand normal handling and filing.

(d) Electronic systems should have at least one backup system which should be updated every 24 hours or each time a new entry is made. Electronic systems should include safeguards against the possibility for unauthorised personnel to alter the data.

(e) All computer hardware used to ensure data backup should be stored in a location different from that containing the working data, and in an environment that ensures they remain in good condition. When hardware or software changes take place, special care should be taken that all necessary data continues to be accessible, at least throughout the retention period. In the absence of any indication of the retention period, all records should be kept for a minimum period of 5 years.

GM1 ADR.OR.F.080 Record keeping

RECORDS

The microfilming of the records or their optical storage may be carried out at any time. The copies of the records need to be as legible as the original records and remain legible for the required retention period.

AMC1 ADR.OR.F.095 Management system manual

GENERAL

(a) The management system manual may vary in terms of level of detail according to the complexity and the size of the organisation.

(b) The management system manual or parts of it may be presented in any form, including the electronic form. In all cases, the accessibility, usability and reliability of the management system manual should be ensured.

(c) The management system manual should be developed such that:

(1) all its parts are consistent and compatible in terms of content and format;

(2) it can be readily amended; and

(3) its content and amendment status are controlled and clearly indicated.

(d) The management system manual should include a description of its amendment and revision process specifying:

(1) the person(s) that may approve amendments or revisions;

(2) the conditions for temporary revisions and/or immediate amendments, or revision(s) required in the interest of safety; and

(3) the methods by which all personnel and organisations are advised of the changes made to it.

(e) The management system manual may contain parts of, or refer to, other controlled documents, which are available in the organisation for use by its personnel.

AMC2 ADR.OR.F.095 Management system manual

CONTENT AND STRUCTURE

(a) The management system manual should have the following structure and should include, at least, the following information (*if an item is not applicable, 'Not applicable' or 'Intentionally left blank' should be indicated, along with the relevant justification*):

A. PART A — GENERAL

0. Administration and control of the management system manual, including the following:

0.1. Introduction:

0.1.1. a statement, signed by the accountable manager, declaring that the management system manual complies with the applicable requirements and the content of the declaration;

0.1.2. a list and brief description of the various parts, their contents, applicability and use; and

0.1.3. explanations, abbreviations and definitions of terms required for the use of the management system manual.

0.2. System for amendments and revisions:

0.2.1. details of the person(s) responsible for the issue and insertion of amendments and revisions;

0.2.2. a record of the amendments and revisions with insertion dates and effective dates;

0.2.3. a statement that handwritten amendments and revisions are not permitted;

0.2.4. a description of the system for the annotation of pages or paragraphs and their effective dates;

0.2.5. a list of effective pages or paragraphs;

0.2.6. annotation of changes (in the text and, as far as practicable, in diagrams); and

0.2.7. description of the distribution system and a distribution list for the management system manual, its amendments and its revisions.

1. General information

General information, including the following:

1.1. purpose and scope of the management system manual;

1.2. the legal requirements for an organisation responsible for the provision of AMS to submit to the Competent Authority a declaration and a management system manual as prescribed in Part-ADR.OR; and

1.3. the obligations of the organisation responsible for the provision of AMS, the rights of the Competent Authority, and guidance for the personnel of the organisation responsible for the provision of AMS on how to facilitate audits/inspections conducted by the Competent Authority personnel.

B. PART B — MANAGEMENT SYSTEM, AMS PERSONNEL QUALIFICATIONS AND TRAINING REQUIREMENTS

2. A description of the management system, including the following:

2.1. Organisational structure and responsibilities, including the following: a description of the organisational structure, including the general organogram and the departments' organograms. The organogram should depict the relationship between the departments. Subordination and reporting lines of all levels of the organisational structure (departments, sections, etc.) related to safety should be shown.

Names, authority, responsibilities and duties of management, nominated persons, operational staff and safety committees should also be included.

2.2. A description of the safety management system, including:

2.2.1. the scope of the safety management system;

2.2.2. the safety policy and its objectives;

2.2.3. the safety responsibilities of key safety personnel;

2.2.4. the documentation control procedures;

2.2.5. the safety risk management process, including hazard identification and risk assessment schemes;

2.2.6. monitoring of the implementation and the effectiveness of the safety actions and risk-mitigation measures;

2.2.7. safety performance monitoring;

2.2.8. safety reporting (including hazard reporting) and investigation;

2.2.9. change management (including organisational changes with regard to safety responsibilities);

2.2.10. safety promotion; and

2.2.11. safety management system outputs.

2.3. A description of compliance monitoring and the related procedures.

2.4. Procedures for reporting to the Competent Authority and the aerodrome operator, including procedures for handling, notifying and reporting accidents, serious incidents and occurrences. This section should include, at least, the following:

2.4.1. the definition of 'accident', 'serious incident' and 'occurrence', as well as the definition of the relevant responsibilities for all persons involved;

2.4.2. illustrations of the forms (or copies of the forms) to be used, instructions on how they are to be completed, the addresses (postal or electronic) to which they should be sent, and the time allowed for this to be done; and

2.4.3. procedures and arrangements for retaining evidence, including recordings, following a reportable event.

2.5. Procedures related to the use of alcohol, psychoactive substances and medicines by personnel involved in the provision of AMS.

2.6. Procedures with regard to:

2.6.1. compliance with safety directives;

2.6.2. reaction to safety problems; and

2.6.3. the handling of safety recommendations issued by safety investigation authorities.

3. Required qualifications and responsibilities for AMS personnel.

GM1 ADR.OR.F.095 Management system manual

MANAGEMENT SYSTEM MANUAL

(a) Form of the manual

The management system manual is a key document both for the organisation responsible for the provision of AMS and the Competent Authority. The manual should reflect accurately the day-to-day functioning of the organisation's safety management system and safety culture. It will need to show how the organisation intends to measure its performance against the safety targets and objectives. The reader or the user of the manual should be given a clear statement of how safety is developed, managed and maintained in the organisation. All safety policies and instructions should be presented in detail and, when relevant, cross-referenced to other controlled, formally accepted or recognised publications.

(b) Purpose of the manual

The manual contains all the relevant information to describe the management system structure satisfactorily. It is one of the means by which all relevant operational staff can be informed about their duties and responsibilities with regard to safety.

Accountability for safety must start at the very top of the organisation. One of the key elements in establishing safe working practices is the 'top-down' approach where all staff understand the safety objectives of the organisation, the chain of command and their own responsibilities and accountabilities within the organisation. As safety management principles are applied, the manual is expanded to describe clearly how the safety of operations is to be managed. The user of the manual should never be in any doubt in terms of 'safety accountability' for each domain or activity described. Each section should define who is accountable, who is responsible, who has the authority, who has the expertise, and who actually carries out the tasks described in any of the sections.

The principal objective of the manual should be to show how management will fulfil its safety responsibilities. The manual will set out the policy and the expected standards of performance, and the procedures by which they will be achieved.

GM2 ADR.OR.F.095 Management system manual

CONTENTS AND STRUCTURE

The numbering system described in AMC2 ADR.OR.F.095 may be maintained even if there are sections that are not applicable.

AMC1 ADR.OR.F.095(g)(1) Management system manual

LANGUAGE OF THE MANUAL

A translated version of the relevant parts of the manual is an acceptable means to comply with the relevant requirement. In any case, the persons that are going to use the manual, should be able to read and understand it.

ANNEX IV — PART-ADR.OPS

PART OPERATIONS REQUIREMENTS — AERODROMES

SUBPART D — APRON MANAGEMENT (ADR.OPS.D)

AMC1 ADR.OPS.D.005 Apron boundaries

PUBLICATION OF THE APRON BOUNDARIES

A graphical illustration of the apron boundaries should be shown in the Aerodrome Chart — ICAO.

AMC1 ADR.OPS.D.010(a)(2);(b)(2) Coordination of aircraft entry to / exit from the apron

DESIGNATED AIR–GROUND COMMUNICATION FACILITIES

(a) Depending on the aerodrome layout, traffic density and availability of radio frequencies, air–ground communication facilities allocated to air traffic services (ATS) may also be used at the apron.

(b) The following information should be provided for publication in the aeronautical information publication (AIP) in regard to air–ground communication facilities used at the apron:

(1) service designation;

(2) call sign;

(3) channel(s)/frequency(ies);

(4) hours of operation; and

(5) remarks.

AMC1 ADR.OPS.D.015(a) Management of aircraft movements on the apron

AIRCRAFT GUIDANCE

Instructions to aircraft should be given either by:

(a) issuing verbal instructions on a predetermined air–ground communication facility; or

(b) using a ‘FOLLOW ME’ vehicle; or

(c) appropriate marshalling hand signals; or

(d) any combination of the above.

GM1 ADR.OPS.D.015(b) Management of aircraft movements on the apron

VISUAL AIDS

Visual aids are considered the appropriate markings, lights, signs and markers. The technical specifications are included in the Certification Specifications and Guidance Material for Aerodromes Design (CS-ADR-DSN).

AMC1 ADR.OPS.D.015(c) Management of aircraft movement on the apron

PROTECTION OF ROUTES TO BE FOLLOWED BY A MOVING AIRCRAFT (TAXI ROUTES)

The protection of the taxi route of a moving aircraft should be provided by:

(a) segregating taxi routes from vehicular traffic and pedestrian movement;

(b) designating dedicated areas for the parking of vehicles and equipment; and

(c) minimising the crossing of apron taxiways, and when this is not possible because of the apron layout, by allowing crossing only at designated and clearly marked locations.

AMC1 ADR.OPS.D.020(a)(3) Management of vehicle movements on the apron

CROSSING OF APRON TAXIWAYS AND AIRCRAFT STAND TAXILANES

The crossing of apron taxiways and aircraft stand taxilanes should not be allowed unless:

(a) the vehicle driver has been granted permission by the unit responsible for managing the taxiways, the apron taxiways or the aircraft stand taxilanes; or

(b) the vehicle driver has performed a visual check for taxiing aircraft before crossing via authorised driving routes the taxiways, the apron taxiways or the aircraft stand taxilanes.

GM1 ADR.OPS.D.020(b) Management of vehicle movements on the apron

DRIVING ROUTES

Depending on the apron layout, aircraft taxi routes and driving routes may in some cases intersect. In these cases, the intersections of the aircraft taxi routes and the driving routes may be designed in such a way in order to provide clear visibility for the vehicle driver and spatially the shortest possible interference between the aircraft taxi routes and the driving routes.

GM1 ADR.OPS.D.025 Aircraft stand allocation

RESPONSIBILITY FOR AIRCRAFT STAND ALLOCATION

The overall responsibility for aircraft stand allocation normally lies with the aerodrome operator. The aerodrome operator may also decide to delegate the aircraft stand allocation to an air operator or to an organisation responsible for the provision of groundhandling services if they have a dedicated terminal or an apron area. However, the aerodrome operator remains ultimately responsible for ensuring that safety is maintained.

AMC1 ADR.OPS.D.025(a)(3) Aircraft stand allocation

COMMUNICATION OF THE ASSIGNED AIRCRAFT STAND TO THE PERSONNEL DIRECTLY RESPONSIBLE FOR THE MANOEUVRING OF THE AIRCRAFT

The information on the stand assigned to arriving aircraft should be communicated to the personnel responsible for the manoeuvring of arriving aircraft:

(a) through a radio frequency; or

(b) through data link communication; or

(c) with a 'FOLLOW ME' vehicle; or

(d) with marshalling hand signals; or

(e) with a visual docking guidance system; or

(f) any combination of the above.

GM1 ADR.OPS.D.025(b)(1) Aircraft stand allocation

CONSIDERATION OF AIRCRAFT CHARACTERISTICS FOR AIRCRAFT STAND ALLOCATION

The following aircraft characteristics are to be considered for the allocation of a stand:

(a) Fuselage length

The fuselage length is relevant for:

(1) the dimension of the movement area (taxiway holding bays and aprons), passenger gates and terminal areas; and

(2) the clearance at the aircraft stand.

(b) Sill height

The sill height is relevant for:

(1) the operational limits of the passenger boarding bridges (including the number of passenger boarding bridges needed);

(2) the mobile steps; and

(3) the access of vehicles for passengers with reduced mobility (PRM).

(c) Tail height

The tail height is relevant for:

(1) de-icing/anti-icing facilities; and

(2) protection of the aerodrome's obstacle limitation surfaces.

(d) Wingspan

The wingspan is relevant for:

(1) the dimensions of aprons and holding bays;

(2) the stand selection; and

(3) the clearance at the aircraft stand.

(e) Wing tip vertical clearance

The wing tip vertical clearance is relevant for apron and holding bay clearances with height-limited objects.

(f) Cockpit view

The relevant geometric parameters to assess the cockpit view are the cockpit height, the cockpit cut-off angle, and the corresponding obscured segment. The cockpit view is relevant for maintaining a view of the stand entry guidance.

(g) Engine characteristics

The engine characteristics include engine geometry and engine airflow characteristics, which may affect aerodrome infrastructure, as well as aircraft groundhandling and the operations taking place in adjacent areas which are likely to become affected from jet blast.

(1) The engine geometry aspects are the following:

(i) the number of engines;

(ii) the location of the engines (span and length);

(iii) the vertical clearance of the engines; and

(iv) the vertical and horizontal extension of possible jet blast.

(2) The engine airflow characteristics are the following:

(i) idle and breakaway thrust; and

(ii) inlet suction effects at ground level.

GM1 ADR.OPS.D.025(b)(2) Aircraft stand allocation

PARKING AIDS

The following are considered parking aids:

(a) a visual or an advanced visual docking guidance system;

(b) a marshaller.

GM1 ADR.OPS.D.025(b)(3) Aircraft stand allocation

FACILITIES SERVING THE AIRCRAFT STAND

The following facilities may have an impact on the allocation of aircraft stand:

(a) passenger boarding bridges;

(b) fixed ground power supply units;

(c) air-conditioning units;

(d) location of fuel pits;

(e) equipment parking areas.

AMC1 ADR.OPS.D.035(a) Aircraft parking

MONITORING OF AIRCRAFT STAND

The monitoring of an aircraft during its arrival to the assigned stand should be conducted either by assigned personnel at the stand or through cameras in order to verify that clearance distances are maintained.

AMC1 ADR.OPS.D.035(b) Aircraft parking

GUIDANCE OF AIRCRAFT DURING PARKING MANOEUVRES

Either of the following means should be used to guide an aircraft during parking manoeuvres:

(a) a visual or an advanced visual docking guidance system; or

(b) a marshaller(s).

AMC2 ADR.OPS.D.035(b) Aircraft parking

OPERATION OF VISUAL AND ADVANCED VISUAL DOCKING GUIDANCE SYSTEMS

The procedure for the operation of visual and advanced visual docking guidance systems should:

(a) require the activation of the docking guidance system only when the stand is considered safe for use by the arriving aircraft and the involved personnel in charge of parking operations are present;

(b) require the activation of the docking guidance system before the aircraft arrives at the stand;

(c) require to check the suitability of the docking guidance system for the type of aircraft the use of the stand is intended for; and

(d) include emergency procedures to inform the flight crew when the parking operation has to be discontinued.

AMC3 ADR.OPS.D.035(b) Aircraft parking

PROCEDURE FOR THE PROVISION OF MARSHALLING SERVICES

(a) The procedure for marshalling services, established by the aerodrome operator, should require the provision of marshalling services where visual or advanced visual docking guidance systems do not exist or are unserviceable, or where guidance to aircraft parking is required to avoid a safety hazard.

(b) The procedure should include comprehensive written instructions for marshallers, including:

(1) the need for the marshaller to ensure, before making the authorised hand signals, that the area within which the aircraft will be guided is clear of obstacles which the aircraft, in complying with their hand signals, might otherwise hit;

(2) the circumstances where one or more marshallers may be used and the circumstances when wing walkers are necessary; and

(3) the action to be taken in the event of an emergency or incident involving an aircraft and/or a vehicle during marshalling.

AMC1 ADR.OPS.D.035(c) Aircraft parking

INSPECTION OF VISUAL/ADVANCED VISUAL DOCKING GUIDANCE SYSTEMS

Where a visual/advanced visual docking guidance system is provided, the aerodrome operator should ensure that the stopping guidance element is calibrated and is clearly and unambiguously indicated to all selected aircraft. The visual/advanced visual docking guidance system should be regularly checked for accuracy. Such systems should be subjected to daily serviceability checks whose results should be recorded.

GM1 ADR.OPS.D.040 Aircraft departure from the stand

DESIGNATED EXIT ROUTE

Designated exit route is the path intended to be followed by the aircraft to leave the stand.

GM1 ADR.OPS.D.040(e) Aircraft departure from the stand

PERSONNEL THAT ASSIST AIRCRAFT TO DEPART FROM THE STAND

Personnel that assist aircraft to depart from the stand are, for example: tow-truck operators and push-back coordinators; wing walkers; personnel that remove wheel chocks, fixed and mobile ground power units and air-conditioning units.

GM1 ADR.OPS.D.045 Dissemination of information to organisations operating at the apron

INFORMATION SHARING

Foreknowledge of the limitations to the operations at the apron will help maintain safety. The requirement to establish a process for disseminating operational information does not necessarily mean that the aerodrome operator has to develop a technical system specific to a particular aerodrome. The methods and the means selected depend on the complexity of the aerodrome, the number of organisations or apron users that have to be informed, existing systems, etc.

AMC1 ADR.OPS.D.050(a)(2) Alerting of emergency services

MEANS TO ALERT THE EMERGENCY SERVICES

The following means should be available to alert the emergency services:

(1) radios; or

(2) telephones; or

(3) emergency buttons; or

(4) any combination of the above.

GM1 ADR.OPS.D.050(a)(2) Alerting of emergency services

SELECTION OF MEANS TO ALERT THE EMERGENCY SERVICES

The means that could be used to alert the emergency services depend on the size and complexity of the aerodrome. The requirements that apply locally would be assessed and the most appropriate means would be selected.

AMC1 ADR.OPS.D.055(a) Jet blast precautions

INFORMATION ON HAZARDS

Information on the hazards caused by jet blast and propeller slipstream should be provided to the apron users through:

(a) safety training; or

(b) safety promotion; or

(c) a combination of the above.

AMC1 ADR.OPS.D.055(d) Jet blast precautions

PUBLICATION OF REQUEST FOR MINIMUM THRUST

The request to pilots for minimum thrust at specific locations at the apron should be published in the aeronautical information publication (AIP). If necessary, information signs may be installed at these locations.

GM1 ADR.OPS.D.065 Engine test

GENERAL

(a) Where possible, engine tests are performed at designated remote areas.

(b) Engine run-ups at or above idle power are not permitted in cul-de-sacs, or in areas where the jet efflux would affect stands, equipment areas or work areas.

(c) Engine tests approved at stands in regular use at the apron should be limited to check starts and idle power only.

(d) Where engine tests are permitted to be performed at the apron, a remote area should be selected where the jet blast will not affect other apron areas and busy taxiways.

(e) Where necessary, engine tests are safeguarded by ground personnel that arrange for any rear of stand roads and, if needed, sections of the taxiway to be closed.

(f) The area behind and adjacent to the cone(s) of the blast will be clear of equipment and the ground must be firm and without loose tarmac, stones or other material.

AMC1 ADR.OPS.D.080(a)(1);(2) Training and proficiency check programme of marshallers and 'FOLLOW-ME' drivers

TRAINING FOR MARSHALLERS

(a) As part of the training programme, the initial training for marshallers should cover, at least, the following aspects:

(1) the role and responsibilities of the marshaller;

(2) the visual signals included in Appendix 1 'Signals' to the Annex to Commission Regulation (EU) No 923/2012 of 26 September 2012;

(3) aircraft characteristics, both physical and operational, which relate to the manoeuvring of aircraft within the confines of the apron;

(4) safety procedures around the aircraft and particularly around the engines;

(5) emergency procedures in the event of an accident or an incident at the apron;

(6) low-visibility procedures;

(7) driving at the apron;

(8) emergency stop procedures for visual or advanced visual docking guidance systems, if applicable; and

(9) aircraft stand configuration and layout.

(b) Marshallers should be briefed or, if required, trained in new procedures or in changes to existing procedures.

AMC1 ADR.OPS.D.080(a)(2);(b)(2)(i) Training and proficiency check programme of marshallers and 'FOLLOW-ME' drivers

TRAINING FOR 'FOLLOW-ME' VEHICLE DRIVERS

(a) As part of the training programme, the initial training for 'FOLLOW ME' drivers should cover, at least, the following aspects:

(1) the role and responsibilities of the 'FOLLOW-ME' driver;

(2) the content of AMC2 ADR.OPS.B.025 'Operation of vehicles';

(3) 'FOLLOW-ME' specific communication procedures, including radiotelephony procedures;

(4) the visual signals included in Appendix 1 'Signals' to the Annex to Commission Regulation (EU) No 923/2012 of 26 September 2012;

(5) aircraft taxiing speed and appropriate aircraft–vehicle spacing;

(6) specific procedures for guiding aircraft and/or vehicles;

(7) aircraft characteristics, both physical and operational;

(8) 'FOLLOW-ME' specific procedures for low-visibility operations;

(9) emergency procedures in the event of an accident or an incident; and

(10) the operation of 'FOLLOW-ME' vehicles and their equipment.

(b) 'FOLLOW-ME' vehicle drivers should be briefed or, if required, trained in new procedures or in changes to existing procedures.

AMC1 ADR.OPS.D.085(a)(2)(i) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

INITIAL TRAINING

The initial training should include at least the following modules:

MODULE 1. General overview of apron management

(a) Air traffic procedures relevant to aerodrome operations;

(b) Air traffic flow management (ATFM) basic knowledge;

(c) Introduction to apron management services (AMS);

(d) Description of tasks and responsibilities;

(e) Aircraft characteristics, aircraft types, and air operator identification;

(f) Basics of meteorology;

(g) Operational agreements and procedures for the cooperation between apron management services (AMS) providers and other entities;

(h) Traffic priorities at the apron: aircraft, equipment, vehicles;

(i) Basic knowledge of air navigation services (ANS);

(j) Aeronautical information publication (AIP).

MODULE 2. Aeronautical law

(a) Introduction to aeronautical law;

(b) International aviation bodies;

(c) National aviation bodies;

(d) Overview of the relevant national and international legislation.

MODULE 3. Apron management services (AMS) equipment

(a) IT systems;

(b) Communication systems;

(c) Surveillance systems, such as closed-circuit television (CCTV), surface movement radar (SMR), etc.;

(d) Airfield lighting systems relevant to the provision of AMS;

(e) Visual/advanced visual docking guidance systems;

(f) Backup systems.

MODULE 4. Communication procedures and phraseology

(a) Radiotelephony communication phraseology;

(b) Communication procedures during emergencies;

(c) Radio communication with aircraft;

(d) Other communications on the apron.

MODULE 5. Procedures for arriving aircraft

(a) Coordination with ATS and handover of aircraft between ATS and AMS;

(b) Aircraft taxiing;

(c) Holding areas;

(d) Recording of on-block time;

(e) Aerodrome collaborative decision making (A-CDM) procedures.

MODULE 6. Procedures for departing aircraft

(a) Start-up clearances;

(b) Push-back, towing;

(c) Aircraft taxiing;

(d) Coordination with ATS and handover of aircraft between ATS and AMS;

(e) Recording of off-block time;

(f) Aerodrome collaborative decision making (A-CDM) procedures.

MODULE 7. Procedures for emergencies and incidents

(a) Awareness of the aerodrome emergency plan;

(b) Alerting of emergency services;

(c) Aircraft emergencies;

(d) Aircraft incidents at the apron;

(e) Other emergencies and incidents at the apron.

MODULE 8. Safety awareness

(a) Human factors;

(b) Basics of safety management;

(c) Internal and/or aerodrome safety management system (SMS).

MODULE 9. Stand allocation

(a) Factors that affect stand allocation to aircraft;

(b) Stand allocation procedures.

MODULE 10. Ground-servicing of aircraft

(a) Turn-around process overview;

(b) Special ground-servicing procedures.

MODULE 11. Coordination between apron management services (AMS) and air traffic services (ATS) providers

(a) Written agreement between AMS and ATS providers;

(b) Operational procedures for the cooperation between AMS and ATS;

(c) Communication with ATS;

(d) Areas of responsibility of the AMS and the ATS providers.

MODULE 12. All-weather operations

(a) Visibility conditions;

(b) Adverse weather procedures;

(c) Winter operations.

AMC1 ADR.OPS.D.085(a)(2)(ii) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

UNIT TRAINING

The unit training should include the following subjects:

(a) Local operational agreements;

(b) Aerodrome layout;

(c) Local aerodrome procedures, included in the aerodrome manual, as regards:

(1) low visibility,

(2) adverse weather,

(3) aerodrome emergency plan,

(4) coordination with the ATS unit,

(5) coordination with the aerodrome operator,

(6) handover points,

(7) contingency procedures in case of systems' failure.

When the training programme includes on-the-job training, it should include the provision of taxi instructions to aircraft through radiotelephony under the supervision of an appropriately qualified and experienced instructor.

AMC1 ADR.OPS.D.085(f) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

GENERAL

(a) The language proficiency assessment should be designed to reflect the tasks undertaken, but with special focus on the knowledge of the language rather than on the knowledge of the operational procedures.

(b) The assessment should determine the applicant's ability to:

(1) communicate effectively by using standard radiotelephony phraseology;

(2) deliver and understand messages in plain language in both usual and unusual situations that require departure from standard radiotelephony phraseology;

(3) demonstrate the linguistic ability in dealing with an unexpected turn of events, and in correcting apparent misunderstandings.

AMC2 ADR.OPS.D.085(f) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

ASSESSMENT

(a) The assessment should comprise the following three elements:

(1) listening: assessment of comprehension;

(2) speaking: assessment of pronunciation, fluency, structure and vocabulary; and

(3) interaction.

(b) The switch between phraseology and plain language should be assessed in relation to listening and speaking proficiency.

(c) When the assessment is not conducted in a face-to-face situation, appropriate technologies should be used for the assessment of the person's ability to listen and speak, and to enable interactions.

(d) The assessment should also be conducted during training activities or during proficiency checks, with prior notification given to the person concerned.

AMC3 ADR.OPS.D.085(f) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

LANGUAGE PROFICIENCY ASSESSORS

(a) The persons responsible for the language proficiency assessment should be appropriately trained and qualified.

(b) The language proficiency assessors should undergo regular refresher training in the assessment of language skills.

(c) The language proficiency assessors should not conduct language proficiency assessments of persons to whom they have provided language training, or whenever, for any other reason, their objectivity may be affected.

AMC4 ADR.OPS.D.085(f) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

CRITERIA FOR THE ACCEPTABILITY OF LANGUAGE ASSESSMENT ORGANISATIONS

(a) If the language assessment organisation provides also language training, there should be a clear and documented separation between the two activities.

(b) The language assessment organisation should employ a sufficient number of qualified interlocutors and language proficiency assessors to administer the tests.

(c) The assessment documentation should include at least the following:

(1) assessment objectives;

(2) assessment layout, timescale, technologies used, assessment samples, voice samples;

(3) assessment criteria and standards (at least for the 'operational', 'extended' and 'expert' level);

(4) documentation that demonstrates the assessment validity, relevance and reliability for the 'operational', 'extended' and 'expert' level;

(5) procedures to ensure that language assessments are standardised within the organisation and across apron management services (AMS) organisations, aerodrome organisations, and the air traffic control (ATC) community;

(6) assessment procedures and responsibilities:

(i) preparation of individual assessments;

(ii) administration: location(s), identity check and invigilation, assessment discipline, confidentiality/security;

(iii) reporting and documentation provided to the aerodrome operator and to the organisation responsible for the provision of AMS or to the applicant, including sample certificates; and

(iv) retention of documents and records.

(d) The assessment documentation and records should be kept for a period of time determined by the Competent Authority and made available to the Competent Authority upon request.

GM1 ADR.OPS.D.085(f) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

LANGUAGE PROFICIENCY ASSESSMENT

The aim of the assessment is to determine the ability of a person to speak and understand the language(s) used for radiotelephony communications.

(a) The assessment includes:

(1) voice-only or face-to-face situations;

(2) common, concrete, and work-related topics.

(b) The assessment determines the applicant's ability to speak and listen. A mere assessment of the applicant's knowledge of grammar as well as their reading and writing skills is not appropriate.

(c) The assessment determines the language skills of the applicant in the following areas:

(1) pronunciation:

(i) the extent to which the pronunciation, stress, rhythm and intonation are influenced by the applicant's native language or national variations;

(ii) how much they interfere with ease of understanding;

(2) structure:

(i) the ability of the applicant to use both basic and complex grammatical structures;

(ii) the extent to which the errors the applicant makes interfere with the intended meaning;

(3) vocabulary:

(i) the range and accuracy of the vocabulary used;

(ii) the ability of the applicant to paraphrase successfully when they lack the vocabulary;

(4) fluency:

(i) tempo;

(ii) hesitancy;

(iii) rehearsed versus spontaneous speech;

(iv) use of discourse markers and connectors;

(5) comprehension:

(i) of common, concrete, and work-related topics;

(ii) when confronted with a linguistic or situational complication or an unexpected turn of events;

(6) interactions:

(i) quality of response (immediate, appropriate, and informative);

(ii) the ability to initiate and maintain short conversations:

(A) on common, concrete, and work-related topics;

(B) when dealing with an unexpected turn of events;

(iii) the ability to deal with apparent misunderstandings by checking, confirming, or clarifying.

The accent or the variety of accents used in the test material needs to be sufficiently intelligible for an international community of users.

GM2 ADR.OPS.D.085(f) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

LANGUAGE PROFICIENCY ASSESSORS

(a) The preferred approach for a language proficiency assessment is to form an assessment team that consists of an operational expert and a language expert.

(b) The language proficiency assessors need to be trained in the requirements specific to the language proficiency assessment, as well as to assessment and interlocution techniques.

GM2 ADR.OPS.D.085(f) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony

Further guidance on the assessment of language proficiency may be found in ICAO Doc 9835 'Manual on the Implementation of ICAO Language Proficiency Requirements'.

AMC1 ADR.OPS.D.085(g) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony.

LANGUAGE TRAINING

(a) Language training should contain communication in a job-related context, and in particular to the handling of abnormal and emergency situations and the conduct of non-routine coordination with colleagues, aircrews and technical staff.

(b) Emphasis should be placed on listening comprehension, speaking interaction and vocabulary building.

GM1 ADR.OPS.D.085(g) Training and proficiency check programme of personnel providing taxi instructions to aircraft through radiotelephony.

LANGUAGE TRAINING

A purely routine use of the language through phraseology, standard procedures and limited social contact only maintains a limited core usage of the language which might be inadequate for managing unexpected and abnormal situations.

Language proficiency erosion (language attrition) occurs rapidly over time: the lower the initial level, the faster the rate of erosion — unless systematic strategies and a high degree of motivation counteract this trend.

It is documented that one's language and communicative proficiency, even in one's native language, deteriorates sharply under stress; therefore, regular participation in language training is recommended.