



PAKISTAN
International Airlines
Great People to Fly With

DOC/FOD/OM PART/06/03



11 MAY 2026

Issued by
Directorate
Of
Flight Operations

OPERATIONS MANUAL, PART-A
FLIGHT OPERATIONS DEPARTMENT



HEADQUARTERS
Pakistan Civil Aviation Authority

Flight Standards Directorate
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19824

Dated: 11th May, 2026

Dear Sir,

**AMENDMENT IN OM-A EDITION-VI REVISION-3
M/S PAKISTAN INTERNATIONAL AIRLINES CORPORATION LIMITED**

Reference your letter DFO / M / 78 / 2026 dated 08th May, 2026.

2. Enclosed please find duly approved and stamped **Operations Manual Part-A Edition-VI Revision-3**.

3. You are being advised to ensure that in case of any contradiction between the **Operations Manual Part-A Edition-VI Revision-3** and Civil Aviation Rules, Air Navigation Orders, Air Safety Circulars or any other Instructions/ Directives issued by Pakistan Civil Aviation Authority from time to time the later shall have precedence.

Encl: As Stated

(CAPT. AMIR AFTAB)

Flight Inspector (Pilot) / POI – PIACL

Director Flight Standards

Telephone (021) 9907 2620

for

To,

Director Flight Operations,
M/s Pakistan International Airlines,
JIAP, Karachi

Copy to:-

- Technical Library, FSD, PCAA

CP.SI
11/5/2026
Encl/DFO

	Operations Manual Part A	Approval
	Approval Page	Ed-06 Rev-03 23 Feb, 2026

OPERATIONS MANUAL PART-A (OM-A)
COMPLIANCE STATEMENT / APPROVAL CERTIFICATE

This Operations Manual (OM-A) complies with Civil Aviation Rules (CARs 1994), Civil Aviation Act 2023, contents of ANO-003-FSXX-5.0 and all applicable regulations of CAA, Pakistan with the terms and conditions of the issued AOC and its associated Operations Specifications.

Activity	Name	Desig	Signature
Prepared by	Capt. Fayyaz Ur Rehman	Chief Pilot Stds Insp	
Checked by	Capt. Omar Akhter	Chief Pilot Training	
Verified by	Capt. Irfan Khan	Chief of Flt Operations	
PCAA Approval Reference			
Approval Date			
PCAA Approval Stamp and DFS Signature			
 11 MAR 2026			

	Operations Manual Part A	Approval
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RECORD OF REVISIONS (ROR)

Revision of the OM-A shall be made by the authorized users without delay. After inserting the revision, enter the appropriate data in the revision sheet given below. The compliance has to be signed along with name under the "Inserted By" column. Holder of the OM must retain this Revision Sheet until it is officially replaced.

Edition	Revision	Issue Date	Insertion Date	Sign
05	Rev-00	17 May, 2023	17 May, 2023	
05	Rev-01	28 Aug, 2023	28 Aug, 2023	
05	Rev-02	14 May, 2024	14 May, 2024	
05	Rev-03	12 July, 2024	12 July, 2024	
05	Rev-04	15 Oct, 2024	15 Oct, 2024	
06	Rev-00	21 Apr, 2025		
06	Rev-01	03 Nov 2025		
06	Rev-02	12 FEB 2026		
06	Rev-03	23 FEB 2026		

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LIST OF EFFECTIVE PAGES (LEP)

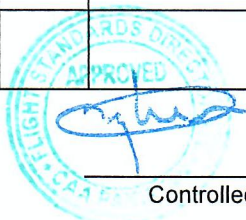
Chap No.	Description	Effective Pages	Ed No. Rev No	Rev Date
-	Cover Page	-	Ed-06 Rev-00	21-Apr-25
-	Approval Page	-	Ed-06 Rev-00	21-Apr-25
-	Preface Page	-	Ed-06 Rev-01	03-Nov-25
-	Master Index	(i) & (ii)	Ed-06 Rev-01	03-Nov-25
0	TOC – Admin & Control of Operations Manual	(i) & (ii)	Ed-06 Rev-00	21-Apr-25
0	Admin & Control of Operations Manual	1-7 to 9,12-54	Ed-06 Rev-00	21-Apr-25
0	Admin & Control of Operations Manual	8,10, 39,47	Ed-06 Rev-01	03-Nov-25
0	Admin & Control of Operations Manual	11,40	Ed-06 Rev-03	23-Feb-26
1	TOC – Organization & Responsibilities	(i) & (ii)	Ed-06 Rev-00	21-Apr-25
1	Organization & Responsibilities	1-4,21-22	Ed-06 Rev-01	03-Nov-25
1	Organization & Responsibilities	8 to 20,23-32,34-41,42,44-46,49-62	Ed-06 Rev-00	21-Apr-25

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1	Annex- 1A, 1B, 1C	-	Ed-06 Rev-03	23-Feb-26
1	Annex-1D	-	Ed-06 Rev-01	03-Nov-25
1	Annex- 1E	-	Ed-06 Rev-00	21-Apr-25
2	TOC – Operational Control & Supervision	(i) & (ii)	Ed-06 Rev-00	21-Apr-25
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3	TOC – Safety Management System	(i) & (ii)	Ed-06 Rev-00	21-Apr-25



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3	Safety Management System	31 to 53	Ed-06 Rev-03	23-Feb-26
4	TOC – Crew Composition	(i) & (ii)	Ed-06 Rev-00	21-Apr-25
4	Crew Composition	1-3,5-10	Ed-06 Rev-00	21-Apr-25
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5	TOC – Qualification Requirements	(i) & (ii)	Ed-06 Rev-00	21-Apr-25
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5	Qualification Requirements	5	Ed-06 Rev-01	03-Nov-25
5	Qualification Requirements	2-3	Ed-06 Rev-03	03-Feb-26
6	TOC – Crew Health Precautions	(i) & (ii)	Ed-06 Rev-00	21-Apr-25



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6	Annex-6A to 6B	-	Ed-06 Rev -00	21-Apr-25
7	TOC – Fatigue Management	(i) & (vi)	Ed-06 Rev-01	03-Nov-25
7	Fatigue Management	1- 4, 9,11,16-18,30,34,39,40,46-47	Ed-06 Rev-03	23 Feb 26
7	Fatigue Management	5-8 ,10,12-15,19- 29,31-33,35-37,38,41-45,48-50	Ed-06 Rev-01	03-Nov-25
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8	TOC – Operating Procedures	(i) & (xx)	Ed-06 Rev-00	21-Apr-25
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8	Operating Procedures	26,39,107,223,225,304	Ed-06 Rev-01	03-Nov-25
8	Operating Procedures	142,143	Ed-06 Rev-02	12-Feb-26
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9	TOC – Dangerous Goods and Weapon	(i) & (ii)	Ed-06 Rev-00	21- Apr-25
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10	TOC – Security	(i) & (ii)	Ed-06 Rev-00	21- Apr-25
10	Security	1 to 42	Ed-06 Rev-00	21- Apr-25
10	Annex-10A	Page v,vi	Ed-06 Rev-03	23- Feb-26
10	Annex-10B to 10E	-	Ed-06 Rev-00	21- Apr-25
11	TOC – Leasing	(i) & (ii)	Ed-06 Rev-00	21- Apr-25
11	Leasing	1 to 4	Ed-06 Rev-00	21- Apr-25
12	TOC – Rules of the Air	(i) & (ii)	Ed-06 Rev-00	21- Apr-25
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13	TOC – SOPs	(i) & (ii)	Ed-06 Rev-00	21- Apr-25
13	Standard Operating Procedures (SOPs)	1-5,8-12,15-21,23-25,28-35,37-38,39,41,43,45-58,60,63-69,73,75-88,90-94,96,99-120	Ed-06 Rev-00	21- Apr-25
13	Standard Operating Procedures (SOPs)	6,7,13,14,22,26,27,36,40,42,44,59,61,62,70-72,74,89,95,97,98	Ed-06 Rev-03	23- Feb-26
13	Annex-13A to 13C	-	Ed-06 Rev-00	21- Apr-25
14	TOC – Company Regulations	(i) & (ii)	Ed-06 Rev-00	21- Apr-25
14	Company Regulations	1-7,9-13,16-27	Ed-06 Rev-00	21- Apr-25
14	Company Regulations	14	Ed-06 Rev-01	03- Nov-25
14	Company Regulations	8,15,28,29	Ed-06 Rev-03	23- Feb-26
14	Annex-14A	-	Ed-06 Rev-00	21- Apr-25

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PREFACE

M/s Pakistan International Airline's Corporation Limited (PIACL) Operations Manual Part-A (OM-A) is issued on the authority of Director Flight Operations (DFO) of PIACL.

It complies with Pakistan Civil Aviation Act 2023, Civil Aviation Rules (CARs 1994), contents of ANO-003-FSXX-5.0 and all applicable regulations and with the terms and conditions of the AOC and Operations Specifications issued by CAA, Pakistan.

The procedures and instructions contained in the Operations Manual Part-A are based on the current technical data and operational experience. These have been established to plan and execute Commercial Air Transport Operations in accordance with the Company Policy.

All operational staff of M/s PIACL, are required to adhere to instructions laid down in this Manual. Deviations – if any, should be reported, along with reasons for doing so.

Should any individual consider that any part of a procedure or instruction requires to be amended, he/she should notify Director Flight Operations through Chief Pilot Standards Inspection in writing.

Capt. Irfan Khan
 Director Flight Operations
 Pakistan International Airlines
 Jinnah International Airport,
Karachi. PAKISTAN

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2	Operational Control and Supervision	16
3	Safety Management System	34
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11	Leasing	04
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13	Standard Operating Procedures	120
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14	Company Regulations	28
	• Annex-14A	

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1	Meteorology
2	Communication
3	Minimum Flight Altitude
4	High Density Altitude Operations
5	Electronic Flight Bag
6	Search and Resuce
7	Fuel Management
8	ETOPS/EDTO/Remote Destination
9	Escape Routes and Emergency Profile
10	Airport Classification
11	Thumb Rules
12	Airport Briefings
13	Private Airfields and Small Airports

Annex-A | Jeppesen FD Pro X App and Jeppesen Airway Manual

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1	Flight Crew Training Program
2	Check Flight Crew Requirements
3	Selection Procedure For Cadet Pilots
4	Cadet Pilot Training (Basic)
5	Initial Command Training an Syllabi
6	Transition Training
7	Recurrent Training
8	All Weather Operations Training
9	Flight Crew Incapacitation Training
10	Recency Of Experience
11	Emergency Procedures Training
12	Pilot's Promotions
13	Line Operational Simulations
14	Route And Airport Qualification
15	Other Training Programs

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16 ATR-42/72-500 Training Syllabi

17 A-320 Training Syllabi

18 B777 Training Syllabi

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CHAPTER-0 **ADMINISTRATION & CONTROL OF OPERATIONS MANUAL**

0.1 Introduction

- 0.1.1 M/s Pakistan International Airlines Corporation Limited (PIACL) aims to provide commercial air transport for passengers, freight and mail. In doing so, all its operations are orientated towards Safety, Punctuality and Economy.
- 0.1.2 This Operations Manual Part-A (OM-A); duly approved by PCAA, is the primary reference for all Flight Operations Policies. It complies with all applicable PCAA Regulations, terms and conditions of the applicable Air Operator Certificate (AOC) and its associated Operations Specifications (Ops Specs).
- 0.1.3 An electronic copy of the OM-A will be available on EFB and the same will also be placed on Flight Operations website for access by the concerned personnel.
- 0.1.4 This Manual contains operational instructions which are to be complied with, by the personnel concerned.

0.2 Purpose of Operations Manual (OM)

- 0.2.1 The purpose of this Operations Manual (OM) is to provide an up-to-date document that allows flight crew and other concerned personnel, easy location of the general Company policies and procedures, for implementation as part of the operational system, monitored and evaluated, as necessary, for continued effectiveness.
- 0.2.2 All operating staff are required to adhere to instructions laid down in this Manual and deviations – if any, must be reported along with reasons for doing so.

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0.3 Aim of Operations Manual (OM)

0.3.1 The aim of the Operations Manual (OM) and other operational documents is to create a high degree of user friendliness by:

- a. Being clearly identified, defined and laid out in English, which is the designated common language understood by Flight Operations personnel.
- b. Providing comprehensive legible and accurate information and Table of Contents.
- c. Discouraging the repetition of information.
- d. Providing cross-references – wherever applicable.
- e. Ensuring easy access by all concerned.
- f. Being responsive to the end users, by providing feedback to the Flight Operations Management.

0.3.2 Nothing contained in the OM shall keep personnel from exercising their own best judgment during abnormalities or in emergencies for which the OM gives no guidelines.

0.3.3 The Operations Manual (OM) contains policies and procedures that are generic to our fleet operations which also include non aeroplane type related, and/or Standard Operating Procedures for each phase of flight. All checklists and procedures shall be developed and maintained in a way that ensures their easy identification, usability and access (human factor considerations).

- a. Manufacturer's specifications and guidelines shall be adhered to, and any deviations from these shall only be based on operational considerations.
- b. Information specific to flight crew only will be identified and labelled as such.
- c. The Operations Manual also describes the authorities, duties and responsibilities of the PIC, crew members, office post holders, and other personnel associated with the Operational Control of flights.

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0.4 Authority and Approval – OM-A

- 0.4.1 The PIACL Operations Manual (OM) is a controlled document and is published under the authority of the Chief of Flight Operations and is distributed according to the Distribution List. This manual is approved by Pakistan Civil Aviation Authority (PCAA).
- 0.4.2 Chief Pilot Standards Inspection (CPSI) is responsible for the issuance and dissemination of amendments / revisions and submission to the PCAA for approval or acceptance of this Manual.

0.5 Parts of an Operations Manual

- 0.5.1 The structure and contents of the Operations Manual are in accordance with current PCAA Air Navigation Order (ANO-003-FSXX-5 | Contents of Operations Manual.), however, the sequence of presentation may vary from the above-mentioned ANO.
- 0.5.2 The Operations Manual consists of four (04) parts:
- Part-A : General**
This part comprises of all non-type related operational policies, instructions and procedures needed for safe operation.
 - Part-B : Aircraft Operating Information**
This part comprises all type related instructions and procedures needed for a safe operation (FCOM, AFM, SOP, QRH, MEL, Weight and Balance Document etc.). Differences between types, variants or individual aeroplanes used by M/s PIACL.
 - Part-C : Areas, Route and Aerodromes**
This part comprises all instructions and information needed for the area of operation (Operations Manual Part-C, Jeppesen and AIP) & operations not covered in OM Part-A.

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d. Part-D : Training

This part comprises of all training instructions for Operations Personnel required for the conduct of safe operations. Training of Pilots, Cabin Crew and Flight Operations Officers (FOO) is contained in OM-D. (Training Policy Manual)

e. Other Manuals

Other Manuals which are required during Flight Operations include but are not limited to; Cabin Safety and Emergency Procedures Manual (SEP); Safety Management System (SMS) Manual, Flight Dispatch Manual (FDM), Dangerous Goods Manual (DGM), Passenger Handling Manual (PHM), Cargo Handling Manual, Flight Data Monitoring Program Manual, Weight and Balance Program Document and EFB Guide.

0.6 Revisions

0.6.1 General

- 0.6.1.1 Chief Pilot Standards Inspection (CPSI) is responsible for the issuance and dissemination of amendments / revisions and submission to the PCAA, for approval of this Manual.
- 0.6.1.2 Amendments to the Operations Manual shall be issued from time to time, with a list of effective pages to ensure the information contained therein is kept up-to-date. All amendments are covered by a Letter of Revision.
- 0.6.1.3 Amendments shall be made when required, to keep abreast of all Regulatory requirements and in case of a change in M/s PIACL policies and procedures.
- 0.6.1.4 All amendments to the Operations Manual shall become effective from the dates of revisions, unless a different date has been specified in the respective Record/Letter of Revision.
- 0.6.1.5 All amendments shall be in the form of printed replacement pages for the paper copy or transmitted electronically for electronic version.

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0.6.2 Record of Revisions (ROR)

- 0.6.2.1 All Operations Manual copies shall be kept current with the latest revision.
- 0.6.2.2 A revision effected in the Operations Manual is shown in the header of each page, which is numbered and dated.
- 0.6.2.3 When an amendment is received the number and date shall be entered in ROR, to reflect the currency of the individual copy.

0.6.3 How to Find Changes/Revisions

- 0.6.3.1 Changes to any page(s) will be shown by using one or both of the following methods:
 - a. A vertical line will be displayed to the right side of the paragraph carrying a change.
 - b. In the header, the Rev No. and date will reflect the change.

0.7 Document Control System

0.7.1 General

- 0.7.1.1 The Document Control System is to define mechanisms and to assign responsibilities for the control of documents and records in the Standards Inspection Division of Flight Operations Department.
- 0.7.1.2 This procedure is applicable to all documents and records related to Operations Manual, SOPs and Standards Policy.
- 0.7.1.3 CP Standards Inspection has the overall responsibility for establishing and maintaining the Standards Inspection Division's Document Control System.
- 0.7.1.4 The responsibility for updating review and approval of documents shall be as shown in Table 0-1:

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Table 0-1 : Responsibility for Updating Ops Manuals

Responsibility Type	Responsible Official
Updating Responsibility	Chief Pilot Standards Inspection
Reviewing Responsibility	Chief Pilot Standards Inspection
Approval to move amendment/ update	Director Flight Operations

0.7.1.5 CP Standards Inspection shall ensure that all Controlled Documents are reviewed and approved prior to issuance as stated above.

0.7.1.6 A Change Request Form shall be initiated by a person responsible for each revision and processed through the defined channel for approval.

0.7.1.7 Original PCAA Approval letter will be kept by the office of Chief Pilot Standards Inspection and a copy will be kept in the PCAA records file.

Note: *General guideline for Control of Document is available in the Corporate Quality Manual Chapters 4, 9 and 10.*

0.7.2 Identification of Documents

0.7.2.1 The Document are identified by title, current revision/ issue number and date. It is the responsibility of individual document holders to keep the documents safe, accessible and legible.

0.7.2.2 Standards Inspection division shall use the numbering system for documents.

Note: *For layout of Header and Footer of Manuals produced by Flight Operations, see “Pagination” at Page-15 of Chap-0.*

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0.7.3 Indexing of Controlled Documents

- 0.7.3.1 Chief Pilot Standards Inspection (CPSI) shall list all Standards Inspection Division documents on the “Master List of Control Documents” of Standards Inspection Division on F/SI/02. The list shall also identify the current revision status.
- 0.7.3.2 Chief Pilot Technical shall be responsible for updating the Master List of Control Documents, and its distribution.
- 0.7.3.3 Documents of external origin will be identified by their original name/ document number. Updated Master List of External Document shall be maintained on F/SI/02.

0.7.4 Availability of Documents

- 0.7.4.1 Chief Pilot Standards Inspection (CPSI) shall ensure that all Divisions/Sections have the current version/ revision of the applicable documents by sending them one set of applicable Controlled Documents. These will also be uploaded on PIACL’s Intranet.
- 0.7.4.2 Controlled document shall not be copied by recipients.
- 0.7.4.3 All obsolete versions or un-controlled copies shall be clearly marked as such.
- 0.7.4.4 Forms may be photocopied.
- 0.7.4.5 One set of all controlled and approved documents (including Forms) will be maintained by the Staff Officer.

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0.7.5 Creation and Modification of Documents

- 0.7.5.1 All newly created documents shall have Revision no. "00" and date of revision. Subsequent revisions shall be numbered as Revision No. 01, 02, 03 etc, along with the date of revision.
- 0.7.5.2 Chief Pilot Standards Inspection (CPSI) shall ensure that all controlled documents are maintained in designated folders/ racks, are kept legible, and replaced if they become unreadable.
- 0.7.5.3 Document changes may be initiated by any Department that requires a change or detects an error or wishes a new document to be generated. Any person desiring a change may initiate a request by using form **F/SI/03**, giving specifics.
- 0.7.5.4 Current changes shall be identified in the documents by writing the revised content in italics. Changes will be also intimated by e-mails to all recipients.
- 0.7.5.5 Chief Pilot Standards Inspection (CPSI) shall review all documents at least *once within two calendar year* and shall ensure that the required changes are incorporated. Ongoing changes in the documents will be incorporated as and when required.

0.7.6 Retrieval and Retention of Obsolete Documents

- 0.7.6.1 Staff Officer shall promptly withdraw old documents from all points of use (after a revised document is issued), to *preclude* inadvertent use of an obsolete document.
- 0.7.6.2 Obsolete documents, if retained for any purpose, shall be stamped / marked as "**OBSOLETE DOCUMENT**" on the first page and other prominent places. These documents shall be segregated and not *kept* with current documents to avoid *inadvertent* misuse.

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0.7.7 Control of Records

- 0.7.7.1 All records shall be maintained as evidence of conformity and effective operation of the Standards Inspection Division in Master List of Records.
- 0.7.7.2 The retention period of the records and responsibility of maintaining them, shall be defined in Master List of Record.
- 0.7.7.3 The Staff Officer shall be responsible for the following:
- Identification of records by the *Record Name and Record Number* on the top of the record, or simply by giving name to the file or register that contains the recorded information/ data or correspondence.
 - Keeping records in files/ folders or any binding system, to protect them, maintain legibility, avoid loss or damage and enable easy retrieval.

0.7.8 Control of Documents/Records on Electronic Media

- 0.7.8.1 Any document or record maintained on e-media shall be password protected to prevent unauthorized access. Staff Officer shall be responsible for the upload of the current versions of Controlled Documents on Corporate Intranet. Any authorized changes shall be intimated to all concerned by e-mail.

0.7.9 Disposition of Records

- 0.7.9.1 Staff Officer shall evaluate, and review records maintained at Standards Inspection Division for damage, deterioration, legibility and disposal (for records having outlived their retention period) once every three years. He may decide to revise the retention period of records or dispose of them by shredding/ burning/ destroying/ deletion or by any other environment friendly option, after the expiry of their retention period.

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0.7.10 Master List of Documents

- 0.7.10.1 The Master list of documents is to be maintained in the format and at frequency mentioned in Master List of Documents.

0.7.11 Office Correspondence

- 0.7.11.1 Email shall be the main medium for inter-office correspondence. All efforts shall be made to make office environment paperless.

0.7.12 Circulars

- 0.7.12.1 iPad application shall be used to disseminate circulars/ OETBs / OEIBs and standard bulletins to crew. The circulars shall also be uploaded to Digital crew App, CDS section for feedback. A paper copy of circulars shall be kept with the issuing division for record.

0.7.13 SMS and Security Responsibilities

- 0.7.13.1 The Flight Operations management accountability, authorities and responsibilities of management and non-management personnel that perform functions relevant to the safety or security of aircraft operations are defined in CQM.

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0.8 Flight Crew Instructions (FCI)

- 0.8.1 The flight operation shall maintain a system to ensure the effective communication of safety and operational information throughout the organization, including the promotion of SMS awareness, dissemination of safety critical information and where applicable communication with external service providers.
- 0.8.2 Information of an urgent nature not covered by Company NOTAMS shall be communicated to Flight Crew by FCI/TR.
- 0.8.3 Information is distributed through electronic means and these folders are updated monthly by removal of cancelled FCIs and the inclusion of a new index.
- 0.8.4 Current FCIs that amend a publication shall be incorporated into the applicable Manual within a period of 24 months.
- 0.8.5 There are three types of FCIs:
 - a. **Administrative.** Changes of a permanent or temporary nature to:
 - i. Part-A of the Operations Manual (OM-A).
 - ii. Layover Information.

Note: *The FCIs shall remain valid as long as the information contained within is valid, or until the information has been incorporated into the applicable publication. Incorporation shall normally take place within 24 months.*

- b. **Operational.** These are changes of a permanent or temporary nature to:
 - i. Part-B of the Operations Manual (OM).
 - ii. FCOM.
- c. **Informational.** These are changes as explained below:
 - i. Background information to already established policy that does not change policy or is not intended to be included in any Manual or Publication.

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- ii. These FCIs shall remain valid only for three months. This is considered sufficient time for the information to be circulated to all Flight Crew.

0.9 List of Effective Pages (LEP)

- 0.9.1 These are shown chapter wise in the List of Effective Pages (LEP). Each chapter is listed in serial order with the effective pages clearly indicated in it.
- 0.9.2 Revision No. and Revision Date are clearly mentioned for identification of the effective pages.

0.10 Editorial Conventions

- 0.10.1 For conciseness the pronoun **“he”** is used throughout the Operations Manual. Where appropriate, the pronoun **“she”** should be added to or substituted for **“he”**.
- 0.10.2 References to **“The Authority”** should be taken as referring to the Pakistan Civil Aviation Authority (PCAA) unless otherwise stated.
- 0.10.3 For brevity, Pakistan International Airline Corporation Limited is referred throughout as **“PIACL”**.
- 0.10.4 When used in the Operations Manual, the following terms have the following meaning:
- “Shall”, “will” or “must”** or an action verb in the imperative sense means that the application of a rule or procedure or provision is mandatory.
 - “Should”** mean that the application of a procedure or provision is recommended.
 - “May”** means that the application of a procedure or provision is optional.
 - “No person may...” or “a person may not...”** mean that no person is required, authorized, or permitted to do the act concerned.
 - “Approved”** means the PCAA has reviewed the method,

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procedure or policy in question and issued a formal written approval.

- f. **“Acceptable or Accepted”** means the PCAA has reviewed the method, procedure or policy and has neither objected to nor specifically approved its proposed use or implementation.
- g. **“Note”** is used when an operating procedure, technique, etc. requires emphasis or gives information that is particularly important or useful.
- h. **“Caution”** indicates information that might have an impact on flight safety if not acted upon.
- i. **“Warning”** indicates information that is directly related to flight safety. Ignoring a warning will lead to a reduction in safety margins and injury or loss of life may result.

0.11 Manual Holder’s Responsibility

- 0.11.1 All holders of the Manual are responsible for the security and safe custody of the OM.
- 0.11.2 Manual holders are to ensure that the Manual held by them are maintained is fully amended and in a current/up-to-date condition. Any obsolete revisions or media are removed and destroyed.
- 0.11.3 All Manual Holders have a responsibility to notify any errors or anomalies contained in the OM-A. The same should be sent to Chief Pilot Standards Inspection with a copy to DFO.
- 0.11.4 If the holder of the OM is in doubt or cannot understand any part, he must seek clarification from the office of Chief Pilot Standards Inspection.

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0.12 Operations Manual (OM-A) Distribution

- 0.12.1 All personnel involved with operations of the aircraft are given a personal copy of the Operations Manual in electronic format (e.g. via Cloud Link, via e-mail, PIACL Intranet... etc.)
- 0.12.2 Chief Pilot Standards Inspection is the focal person responsible for the control of relevant manuals/documents, maintaining the record and specific distribution of all manuals and documents to the crew members.
- 0.12.3 Chief Pilot Technical shall be responsible for updating the Master List of Control Documents, and its distribution.

0.13 Non-Authorized Copies

- 0.13.1 Non-authorized copies shall not be used for the conduct of Flight Operations.
- 0.13.2 Copied samples and electronic copies that are not directly issued by the Company are uncontrolled documents and shall not be used for operational purposes.

0.14 Handwritten Amendments

- 0.14.1 Handwritten amendments and revisions are prohibited and shall not be made in the Operations Manual.

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PAGINATION

Chapter wise pagination of the Manual has been done. Detailed explanation of which is given below:

a. The Header of each page contains (Left to Right):

- H-1 Company Name/Company Logo
- H-2 Name of the Manual
- H-3 Chapter Number and Page No.
- H-4 Chapter Name
- H-5 Edition No, Revision No. Date of Revision

(H-1) ↓	(H-2) ↓	(H-3) ↓
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	↑ (H-4)	↑ (H-5)

b. The Footer of each page contains the text as shown below:

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LIST OF ABBREVIATIONS

Abbr	Meaning
°C	Degrees Celsius / Centigrade
°F	Degrees Fahrenheit
A/C	Aircraft or Aeroplane
A/THR	Auto Thrust
AAL	Above Aerodrome Level
ACARS	Aircraft Communication Addressing & Reporting System
ACAS	Airborne Collision Avoidance System (Similar to TCAS)
ACLB	Aircraft Cabin Log Book
ACN	Aircraft Classification Number
AD	Airworthiness Directive
ADC	Air Data Computer
ADD	Acceptable Deferred Defects
ADF	Automatic Direction Finder
ADI	Attitude Director Indicator
ADIRS	Air Data Inertial Reference System
ADS	Automatic Dependent Surveillance
ADV	Advisory
AFM	Aeroplane Flight Manual
AGL	Above Ground Level
AIMS	Airline Information Management System
AIC	Aeronautical Information Circular
AIP	Aeronautical Information Publication
AIRAC	Aeronautical Information Regulation and Control

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Abbr	Meaning
AIS	Aeronautical Information Service
ALAR	Approach and Landing Accident Reduction
ALT	Altitude
ALTN	Alternate
AMSL	Above Mean Sea Level
ANO	Air Navigation Order (of PCAA)
AOC	Air Operator Certificate
AP	Auto Pilot
APD	Aircraft Performance Deterioration (Factor)
APU	Auxiliary Power Unit
ARP	Airport Reference Point
ARRF	Aerodrome Rescue and Fire Fighting
ASAP	As Soon As Possible
ASC	Air Safety Circular (Issued by FSD, PCAA)
ASF	Airport Security Force
ASI	Air Speed Indicator
ASU	Air Starter Unit
ATC	Air Traffic Control
ATIS	Automatic Terminal Information Service
ATLB	Aircraft Technical Log Book
ATPL	Airline Transport Pilot Licence
ATS	Air Traffic Service / Auto Throttle System
AWO	All Weather Operations
BAG	Blood Alcohol Content
BALS	Basic Approach Lighting System

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Abbr	Meaning
BARO	Barometric
BARS	Basic Aviation Risk Standard
BD	Bomb Disposal
BRG	Bearing
BRK	Brake
C/B	Circuit Breaker
C/F	Carried Forward
C/L	Checklist
PCAA	Pakistan Civil Aviation Authority
PCAA	Pakistan Civil Aviation Act
CARs	Civil Aviation Rules
CAT	Clear Air Turbulence
CAT I	Landing Category I or Category I Approach
CAVOK	Ceiling and Visibility OK
CB	Cumulonimbus (Clouds)
CBT	Computer Based Training
CCOM	Cabin Crew Operating Manual
CCQ	Cross Crew Qualification
CDL	Configuration Deviation List
CDS	Centralized Document System
CFIT	Controlled Flight into Terrain
CFP	Computerized Flight Plan
CFO	Chief of Flight Operations
CG	Centre of Gravity
CLC	Centralized Load Control

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Abbr	Meaning
CM-1	Crew Member-1 (Pilot in the left hand seat)
CM-2	Crew Member-2 (Pilot in the right hand seat)
CMC	Crew Member Certificate
CMD	Command
CMO	Chief Medical Officer
C of A	Certificate of Airworthiness
COM	Communication
CP	Critical Point
CPPS	Chief Pilot Planning and Scheduling
CPSI	Chief Pilot Standards Inspection
CQA	Corporate Quality Assurance
CQM	Corporate Quality Manual
CRM	Crew Resource Management
CRS	Certificate of Release to Service (Maintenance)
CRZ	Cruise
CVR	Cockpit Voice Recorder
DA	Decision Altitude
DBR	De-Brief Report (By Captain of the Aircraft)
DCPQA	Deputy Chief Pilot Quality Assurance
DCPQC	Deputy Chief Pilot Quality Control
DDG	Dispatch Deviation Guide
DDPG	Dispatch Deviation Procedures Guide
DE	Designated Examiner
DEG	Degree
DEPA	Deportee who is Accompanied

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Abbr	Meaning
DEPU	Deportee who is Unaccompanied
DEST	Destination
DFDR	Digital Flight Data Recorder
DFO	Director Flight Operations
DFS	Director Flight Standards, PCAA
DGCAA	Director General Civil Aviation Authority
DGM	Dangerous Goods Manual
DGR	Dangerous Goods Regulation
DH/A	Decision Height/Altitude
DME	Distance Measuring Equipment
DOC	Document
DOI	Dry Operating Index
DOW	Dry Operating Weight
DQC	Departmental Quality Control
DU	Display Unit
ECAM	Electronic Centralized Aircraft Monitoring
ECON	Economical
EDTO	Extended Diversion Time Operations (Ex ETOPS)
EEP	EDTO Entry Point
EFB	Electronic Flight Bag
EFIS	Electronic Flight Instrument System
EFOB	Estimated Fuel On Board
EGPWS	Enhanced Ground Proximity Warning System
EGT	Exhaust Gas Temperature
EICAS	Engine Indication and Crew Alerting System

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Abbr	Meaning
EIS	Electronic Instrument System
ELT	Emergency Locator Transmitter
EOD	Explosive Ordnance Disposal
EPR	Engine Pressure Ratio
ERA	Equipment Restriction Area
ERK	Emergency Response Kit
ETA	Estimated Time of Arrival
ETD	Estimated Time of Departure
ETOPS	Extended-Range Twin-Engine Operational Performance Standards
ETP	Equi-Time Point
EUROCAE	European Organization of Civil Aviation Equipment
F/O	First Officer
FAA	Federal Aviation Authority
FADEC	Full Authority Digital Engine Control
FAF	Final Approach Fix
FAK	First Aid Kit
FANS	Future Air Navigation System
FAP	Final Approach Point
FAR	Federal Aviation Regulations
FBS	Fixed Base Simulator
FCI	Flight Crew Instructions
FCOM	Flight Crew Operating Manual
FCTM	Flight Crew Techniques Manual
FCTP	Flight Crew Training Policy

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Abbr	Meaning
FCU	Flight Control Unit
FD	Flight Director
FDM	Flight Dispatch Manual
FDR	Flight Data Recorder
FDTL	Flight Duty Time Limitation
FGS	Flight Guidance System
FIF	Flight Information File
FL	Flight Level
FMA	Flight Mode Annunciator
FMGS	Flight Management and Guidance System
FMS	Flight Management System
FOB	Fuel On Board
FOD	Fuel Over Destination
FOD	Foreign Object Damage (Also Debris)
FOO	Flight Operations Officer
FOQA	Flight Operations Quality Assurance
FPV	Flight Path Vector
F-PLN	Flight Plan
FQI	Fuel Quantity Indicator
FRM	Fault Reporting Manual
FSTD	Flight Simulation Training Device
FU	Fuel Used
FWD	Forward
G/S	Glide Slope
GA	Go Around

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Abbr	Meaning
GEN	Generator
GMT	Greenwich Mean Time
GPS	Global Positioning System
GPU	Ground Power Unit
GNSS	Global Navigation Satellite System
GPWS	Ground Proximity Warning System
G/W	Gross Weight
GS	Ground Speed
HDG	Heading
HF	High Frequency
HIALS	High Intensity Approach Light System
HIRL	High Intensity Runway Lights
HMU	Height Monitoring Unit
HOTAC	Hotel Accommodation
HQCAA	Headquarters Civil Aviation Authority
HSE	Health Safety and Environment
HUD	Heads Up Display
HYD	Hydraulic
hPa	Hecta Pascal
IAF	Initial Approach Fix
IALS	Intermediate Approach Lighting System
IAS	Indicated Air Speed
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization

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Abbr	Meaning
IDENT	Identification
IFR	Instrument Flight Rules
IFS	In-flight Service
IFSD	In-flight Shut Down
IFTB	In-flight Turn Back
ILS	Instrument Landing System
IMC	Instrument Meteorological Conditions
INAD	In-admissible (Passenger)
INOP	Inoperative
INS	Inertial Navigation System
IOSA	IATA Operational Safety Audit
IRS	Inertial Reference System
ISA	International Standard Atmosphere
ISARP	IOSA Standards and Recommended Practices
ISO	International Standard Organization
JAA	Joint Aviation Authority
JAR	Joint Aviation Regulations
JDM	Jeppesen Distribution Manager
JRM	Jeppesen Route Manual
Kg	Kilogram
kHz	Kilo Hertz
Km	Kilometers
KPI	Key Performance Indicators
Kt	Knot

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Abbr	Meaning
L/G	Landing Gear
LCN	Load Classification Number
LDA	Landing Distance Available
LDG	Landing
LEP	List of Effective Pages
LMC	Last Minute Changes
LOC / LLZ	Localizer
LOFT	Line Orientated Flight Training
LPC	Less Paper Cockpit (Airbus Concept)
LRBL	Least Risk Bomb Location
LSK	Line Select Key (On MCDU)
LVL	Level
LVO	Low Visibility Operations
LVP	Low Visibility Procedures
LVTO	Low Visibility Take Off
LW	Landing Weight
M	Mach
MABH	Minimum Approach Break Off Height
MAC	Mean Aerodynamic Chord
MAG	Magnetic
MAINT	Maintenance
MAN	Manual
MAP	Missed Approach Point
MAX	Maximum

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Abbr	Meaning
MCC	Maintenance Control Centre
MCDU	Multipurpose Control and Display Unit
MCP	Mode Control Panel
MCS	Manager Crew Scheduling
MCT	Maximum Continuous Thrust
MDA/H	Minimum Descent Altitude/Height
MEA	Minimum Enroute Altitude
MEDIF	Medical Information Form
MEL	Minimum Equipment List
MET	Meteorological
METAR	Aviation Routine Weather Report
MHz	Mega Hertz
MLS	Microwave Landing System
MLW	Maximum Landing Weight
MMEL	Master Minimum Equipment List
MMO	Maximum Operating Mach No
MMR	Multi-Mode Receiver (Associated with GPS)
MNPS	Minimum Navigation Performance Specifications
MOCA	Minimum Obstruction Clearance Altitude
MOE	Maintenance Organization Exposition
MOR	Mandatory Occurrence Report
MORA	Minimum Off Route Altitude
MOTNE	Meteorological Operational Telecommunication Network Europe
MR	Maintenance Release
MRM	Management Review Meeting

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Abbr	Meaning
MSA	Minimum Safe (Sector) Altitude
MSG	Message
MSL	Mean Sea Level
MSN	Manufacturer's Serial Number
MTBF	Mean Time Between Failure
MTOW	Maximum Take Off Weight
MVA	Minimum Vector Altitude
MZFW	Maximum Zero Fuel Weight
N/A	Not Applicable
NALS	No Approach Light System
NAT HLA	North Atlantic High Level Airspace
NAV	Navigation
NAVAID	Navigation Aid
ND	Navigation Display
NDB	Non-Directional Beacon
NIL	Nothing
NM	Nautical Mile
NOTAM	Notices To Airmen
NOTOC	Notification to Captain
NPA	Non-Precision Approach
OAT	Outside Air Temperature
OCA/H	Obstacle Clearance Altitude/Height
OCC	Operations Control Centre
OEB	Operations Engineering Bulletin

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Abbr	Meaning
OEIB	Operations Engineering Information Bulletin
OEM	Original Equipment Manufacturer
OETB	Operations Engineering Technical Bulletin
OEW	Operating Empty Weight
OFP	Operational Flight Plan
OFZ	Obstacle Free Zone
OM	Outer Marker / Operations Manual
ONC	Operational Navigation Chart
OPS	Operations
OPT	Optimum
OXY	Oxygen
P/N	Part Number
PA	Public Address
PANS	Procedures for Air Navigation Services
PAPI	Precision Approach Path Indicator
PAR	Precision Approach Radar
pb	Push Button
PCAA	Pakistan Civil Aviation Authority
PCN	Pavement Classification Number
PERF	Performance
PF	Pilot Flying
PFD	Primary Flight Display
PHS	Passenger Handling Services
PIACL	Pakistan International Airlines Corporation Limited
PIC	Pilot In Command

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Abbr	Meaning
PIREPS	Pilot Reports
PM	Pilot Monitoring
PNR	Point of No Return
PPC	Pilot Proficiency Check
PPR	Prior Permission Required
PTC	PIA Training Centre
PVS	Personal Video System
QA	Quality Assurance
QAR	Quick Access Recorder
QFE	Height Above Airport Elevation
QFU	Magnetic Orientation of the Runway
QNE	Sea Level Standard Atmosphere
QNH	Altitude above sea level based on local station pressure
QRH	Quick Reference Handbook
R/T	Radio Telephony
RA	Radio Altitude / Radio Altimeter
RA	Resolution Advisory (Related to TCAS)
RAT	Ram Air Turbine
RCF	Reduced Contingency Fuel
RCPA	Root Cause and Preventive Action
REF	Reference
REV	Reverse / Reverser
RFCF	Runway Field Clearance Floor
RFF	Rescue and Fire Fighting

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Abbr	Meaning
RNAV	Area Navigation
RNP	Required Navigation Performance
ROD	Rate of Descent
ROPS	Runway Overrun Prevention System
ROR	Record of Revision
ROW	Runway Overrun Warning
RPL	Repetitive Flight Plan
RPM	Revolutions Per Minute
RTA	Required Time of Arrival
RTO	Rejected Take Off
RTOGW	Runway Regulated Take Off Gross Weight
RTOW	Regulated Take Off Weight
RVR	Runway Visual Range
RVSM	Reduced Vertical Separation Minimum
RWY	Runway
SAMS	Safety Assessment and Management System
SAR	Search and Rescue
SARPs	Standards and Recommended Practices
SAT	Static Air Temperature
SATCOM	Satellite Communication
SELCAL	Selective Calling
SEP	Safety and Emergency Procedures (Manual)
SFE	Synthetic Flight Examiner
SFI	Synthetic Flight Instructor
SID	Standard Instrument Departure

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Abbr	Meaning
SIGMET	Significant Meteorological Report
SIMS	Safety Information Management System
SITA	Société Internationale de Télécommunications Aéronautiques
SM	Statute Mile
SMS	Safety Management System
SNOWTAM	Snow Notice to Airmen
SOP	Standard Operating Procedure
SPECI	Special Meteorological Report
SRA	Surveillance Radar Approach
SSR	Secondary Surveillance Radar
STAR	Standard Terminal Arrival Route
STD	Standard / Scheduled Time of Departure
STD	Synthetic Training Device
STS	Status
SYS	System
TA	Traffic Advisory (Related to TCAS)
TACAN	Tactical Air Navigation
TAD	Terrain Awareness and Display
TAF	Terminal Aerodrome Forecast
TAS	True Air Speed
TAT	Total Air Temperature
TAWS	Terrain Awareness and Warning System
TCAS	Traffic Alert and Collision Avoidance System
TCF	Terrain Clearance Floor

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Abbr	Meaning
TDZ	Touch Down Zone
TDZE	Touch Down Zone Elevation
TEMPO	Temporary
THR	Thrust
THS	Trim-able Horizontal Stabilizer
TLA	Thrust Lever Angle
TMA	Terminal Control Area
TOC	Top of Climb
TOD	Top of Descent
TODA	Take Off Distance Available
TOGA	Take Off Go Around (Thrust)
TOGW	Take Off Gross Weight
TOW	Take Off Weight
TORA	Take Off Run Available
TRI	Type Rating Instructor
TRE	Type Rating Examiner
TRK	Track
TSN	Time Since New
TSO	Time Since Overhaul
TWR	Tower
U/S	Unserviceable or Under Supervision
UIR	Upper Information Region
ULD	Unit Load Device
UHF	Ultra High Frequency (300-3000 MHz)
UPK	Universal Precaution Kit

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Abbr	Meaning
UTC	Coordinated Universal Time
V	Volt
V/S	Vertical Speed
V₁	Critical Engine Failure Speed
V₂	Take-off Safety Speed
V_{APP}	Final Approach Speed
VASI	Visual Approach Slope Indicator
V_{FE}	Maximum Speed for Slats/Flaps Extension
VFR	Visual Flight Rules
VHF	Very High Frequency (30-300 MHz)
VMC	Visual Meteorological Conditions
V_{MO}	Maximum Operating Speed/Mach No.
VOLMET	Meteorological Information for Aircraft in Flight
VOR	VHF Omnidirectional Range
V_R	Rotation Speed
V_{REF}	Landing Reference Speed
VSI	Vertical Speed Indicator
VVIP	Very Very Important Person
WAI	Wing Anti Ice
WBM	Weight and Balance Manual
WGS	World Geodetic System
WPT	Way Point
WQAR	Wireless Quick Access Recorder
W_x	Weather

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Abbr	Meaning
WXR	Weather Radar
XFR	Transfer
XMTR	Transmitter
XTK	Cross Track
Z	Zulu Time (UTC)
ZFCG	Zero Fuel Centre of Gravity
ZFW	Zero Fuel Weight

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DEFINITIONS

Able Bodied Passenger (ABP): Passengers who are clearly physically able and are willing to help cabin crew maintain good order and discipline onboard the aircraft.

Accelerate-Stop Distance Available (ASDA): The length of the take-off run available plus the length of stopway, if such stopway is declared available by the appropriate Authority and is capable of bearing the mass of the aeroplane under the prevailing operating conditions.

Acceptable Means of Compliance (AMC): Non-binding standards to illustrate means to establish compliance with Regulation

Accountable Executive: means a single, identifiable person which might be a Chief Executive Officer, a Chairperson Board of Directors, a partner or a proprietor who has full responsibility for the organization's SMS and has full authority for human resources issues, major financial issues, direct responsibility for the conduct of the organization's affairs, final authority over operations under certificate, and final responsibility for all safety issues.

Adequate Aerodrome: Aerodrome on which the aircraft can be operated, taking account of the applicable performance requirements and runway characteristics.

Adult: Person (Passenger – Male or Female) of an age of 12 years and above.

Aerodrome: A defined area of land or water (including any buildings, installations and equipment) intended to be used either wholly or in part for the arrival, departure and surface movement of aircraft.

Aerodrome Elevation: The elevation of the highest point of the landing area.

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Aerodrome Operating Minima: The limit of usability of an aerodrome for:

- a. Take off, expressed in terms of runway visual range and/or visibility and, if necessary, cloud conditions
- b. Landing in precision approach and landing operations, expressed in terms of visibility and/or runway visual range and decision altitude/height (DA/H) as appropriate to the category of the operation
- c. Landing in approach and landing operations with vertical guidance, expressed in terms of visibility and/or runway visual range, minimum descent altitude/height (DA/H) and, if necessary, cloud conditions
- d. Landing in non-precision approach and landing operations, expressed in terms of visibility and/or runway visual range, minimum descent altitude/height (DA/H) and, if necessary, cloud conditions

Aeronautical Information Publication (AIP): A publication issued by or with the Authority of a State and containing aeronautical information of a lasting character essential to air navigation.

Aeroplane: A power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.

Aircraft (Aeroplane) Flight Manual (AFM/FM): A Manual, associated with the Certificate of Airworthiness, containing limitations within which the aircraft is to be considered airworthy, instructions and information necessary to the flight crew members for the safe operations of the aircraft.

Aircraft Identification: A group of letters, figures or a combination thereof which is either identical to, or the coded equivalent of, the aircraft call sign to be used in air-ground communications and which is used to identify the aircraft in ground-ground air traffic services communications.

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Aircraft Operating Manual: A Manual, acceptable to the State of the Operator, containing normal, abnormal and emergency procedures, checklists, limitations, performance information, details of the aircraft systems and other material relevant to the operation of the aircraft.

Note: *Aircraft Operating Manual is a part of the Operations Manual.*

Air Operator Certificate (AOC): A Certificate authorizing an Operator to carry out specified commercial air transport operations.

Air Traffic: All aircraft in flight or operating on the maneuvering area of an aerodrome.

Air Traffic Control (ATC): A service that promotes the safe, orderly, and expeditious flow of air traffic at aerodromes and during the approach, departure, and en route environments.

Air Traffic Control Clearance: Authorization for an aircraft to proceed under conditions specified by an air traffic control unit.

Airway: A control area or portion thereof established in the form of a corridor equipped with radio navigation aids.

Alternate Aerodrome: An aerodrome to which an aircraft may proceed when it becomes either impossible or inadvisable to proceed to or to land at the aerodrome of intended landing. Alternate aerodromes include the following:

Take-off Alternate: An alternate aerodrome at which an aircraft can land should this become necessary shortly after take-off and it is not possible to use the aerodrome of departure.

En-route Alternate: An aerodrome at which an aircraft would be able to land after experiencing an abnormal or emergency condition while en-route.

Destination Alternate: An alternate aerodrome to which an aircraft may proceed should it become impossible or inadvisable to land at the aerodrome of intended landing.

Note: *The aerodrome from which a flight departs may also be an en-route or a destination alternate aerodrome for that flight.*

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Altitude: The vertical distance of a level, a point or an object considered as a point, measured from mean sea level.

Approach Ban (Commencement and Continuation of an Approach):

An instrument approach may be commenced regardless of the reported RVR/VIS but the approach shall not be continued beyond the outer marker or equivalent position, if the reported RVR/VIS is less than the applicable minima. Where RVR is not available, RVR values may be derived by converting the reported visibility. If, after passing the outer marker (OM) or equivalent position, the reported RVR/VIS falls below the applicable minimum, the approach may be continued to DA(H) or MDA(H).

Apron: A defined area, on a land aerodrome, intended to accommodate aircraft for the purpose of loading or unloading passengers, mail or cargo, fuelling, parking or maintenance.

Anti-Icing: A ground procedure that provides protection against the formation of frost or ice and accumulation of snow on treated surfaces of the aircraft for a limited period of time (hold-over time).

ATS Route: A specified route designed for channeling the flow of traffic as necessary for the provision of air traffic services.

Augmented Flight Crew: A flight crew that comprises more than the minimum number required to operate the aircraft and in which each flight crew member can leave their assigned post and be replaced by another appropriately qualified flight crew member for the purpose of in-flight rest.

Authority: The Competent body responsible for the safety of Civil Aviation in the State of the Applicant or Operator.

Cabin Crew: A crew member who performs, in the interest of safety of passengers, duties assigned by the Operator or the Pilot-in-Command of the aircraft but shall not act as a flight crew member.

Category 1 (CAT-1) Operations: A precision instrument approach and landing with a decision height not lower than 200 feet and with either a visibility not less than 800 meters or a runway visual range not less than 550 meters.

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Category 2 (CAT-2) Operations: A precision instrument approach and landing with a decision height lower than 200 feet but not lower than 100 feet and a runway visual range not less than 300 meters.

Category 3A (CAT-3A) Operations: A precision instrument approach and landing with:

- a. A decision height lower than 30 Meters (100 feet) or no decision height; and
- b. A runway visual range not less than 200 Meters.

Category 3B (CAT-3B) Operations: A precision instrument approach and landing with:

- a. A decision height lower than 15 Meters (50 feet) or no decision height; and
- b. A runway visual range less than 200 Meters but not less than 75 meters.

Child: Person (Passenger – Male or Female) who is of an age of two years and above but who is less than 12 years of age.

Circling Approach: An extension of an Instrument Approach Procedure, which provides for visual circling of the aerodrome prior to landing.

Configuration Deviation List (CDL): A list established by the organization responsible for the type design with the approval of the State of Design which identifies any external parts of an aircraft type which may be missing at the commencement of a flight, and which contains, where necessary, any information on associated operating limitations and performance correction.

Commercial Air Transport Operations: An aircraft operation involving the transport of passengers, cargo or mail for remuneration or hire.

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Contaminated Runway: A runway is considered to be contaminated when more than 25% of the runway surface area (whether in isolated areas or not) within the required length and width being used is covered by the following:

- Surface water more than 3 mm (0.125 in) deep; or by slush, or loose snow, equivalent to more than 3 mm (0.125 in) of water; or
- Snow which has been compressed into a solid mass which resists further compression and will hold together or break into lumps if picked up (compacted snow); or
- Ice, including wet ice.

Continuous Descent Final Approach (CDFA): Technique, consistent with stabilized approach procedures, for flying the final-approach segment of a non-precision instrument approach procedure as a continuous descent, without level-off, from an altitude/height at or above the final approach fix altitude/height to a point approximately 15 m (50 ft) above the landing runway threshold or the point where the flare manoeuvre shall begin for the type of aircraft flown.

Co-Pilot/First Officer: Pilot serving in any piloting capacity other than the Pilot-in-Command.

Crew Member: A person assigned by the Operator to duty on an aircraft during flight duty period.

Crew Member-1 (CM-1): Pilot occupying the left hand seat.

Crew Member-2 (CM-2): Pilot occupying the right hand seat.

Critical Phases of Flight: The period of high workload on the flight deck, normally being the periods between the beginning of taxiing until the aircraft is on the route climb phase and between the final part of descent to aircraft parking.

Cruise Relief Pilot: A flight crew member who is assigned to perform pilot tasks during cruise flight, to allow the Pilot-in-Command or a First Officer to obtain planned rest.

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Crew Resource Management (CRM): A program designed to improve the safety of Flight Operations by optimizing the safe, efficient, and effective use of human resources, hardware, and information through improved crew communication and coordination “using all available resources”.

Cruising Level: A level maintained during a significant portion of a flight.

Damp Runway: A runway is considered damp when the surface is not dry, but when the moisture on it does not give it a shiny appearance.

Dangerous Good: Articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the Technical Instructions, or which are classified according to those instructions.

Decision Altitude/Height (DA/H): A specified altitude or height in a 3D instrument approach operation at which a missed approach must be initiated if the required visual reference to continue the approach has not been established.

Note-1: *“Decision Altitude (DA)” is referenced to mean sea level (MSL) and “Decision Height (DH)” is referenced to the threshold elevation.*

Note-2: *The “Required Visual Reference” means that section of the visual aids or of the approach area which should have been in view for sufficient time for the pilot to have made an assessment of the aircraft position and the rate of change of position, in relation to the desired flight path. In Category III operations with a decision height the required visual reference is that specified for the particular procedure and operation.*

Note-3: *For convenience where both expressions are used they may be written in the form “Decision Altitude/Height” and abbreviated “DA/H”.*

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Dry Runway: A dry runway is one which is neither wet nor contaminated and includes those paved runways which have been specially prepared with grooves or porous pavement and maintained to retain “effectively dry” braking action even when moisture is present.

Duty: Any task that flight or cabin crew members are required by the Operator to perform, including, for example, flight duty, administrative work, training, positioning and standby when it is likely to induce fatigue.

Duty Period: A period which starts when a flight or cabin crew member is required by an Operator to report for or to commence a duty and ends when that person is free from all duties.

Electronic Flight Bag (EFB): An electronic information system, comprised of equipment and applications for flight crew, which allows for the storing, updating, displaying and processing of EFB functions to support flight operations or duties.

EFB Administrator: EFB administrator is the person appointed by the Operator, held responsible for the administration of the EFB system within the Company. The EFB administrator is the primary link between the Operator and the EFB system and hardware/software suppliers. He/she will be the person in overall charge of the EFB system and will be responsible for ensuring that any hardware conforms to the required specification and that no unauthorized software is installed. He/she will also be responsible for ensuring that only the current version of the application software and data packages are installed on the EFB system.

Elevation: The vertical distance of a point or a level, on or affixed to the surface of the earth. measured from mean sea level.

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Emergency Locator Transmitter (ELT): A generic term describing equipment which broadcasts distinctive signals on designated frequencies and, depending on application may be automatically activated by impact or be manually activated. An ELT may be any one of the following:

- a. **Automatic Fixed ELT {ELT (AF)}:** An automatically activated ELT which is permanently attached to an aircraft.
- b. **Automatic Portable ELT {ELT (AP)}:** An automatically activated ELT which is rigidly attached to an aircraft but is readily removable from the aircraft.
- c. **Automatic Deployable ELT {ELT (AD)}:** An ELT which is rigidly attached to an aircraft, and which is automatically deployed and activated by impact, and, in some cases, also by hydrostatic sensors. Manual deployment is also provided.
- d. **Survival ELT {ELT (S)}:** An ELT which is removable from an aircraft, stowed so as to facilitate its ready use in an emergency, and manually activated by survivors.

Extended Diversion Time Operations (EDTO): Any operation by an aeroplane with two or more turbine engines where the diversion time to an en-route alternate aerodrome is greater than the threshold time established by the State of the Operator.

Note: *EDTO may be referred to as ETOPS in some documents.*

Fatigue: A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew member's alertness and ability to safely operate an aircraft or perform safety-related duties.

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Filed Flight Plan: The flight plan as filed with an ATS unit by the pilot or his designated representative without any subsequent changes.

Note: *When the word “message” is used as a suffix to this term, it denotes the content and format of the filed flight plan data as transmitted.*

Final Approach Segment (FAS): That segment of an instrument approach procedure in which alignment and descent for landing are accomplished.

Flight Crew Member: A Licenced crew member charged with duties essential to the operation of an aircraft during flight time.

Flight Data Analysis: A process of analysing recorded flight data in order to improve the safety of flight operations.

Flight Duty Period: The total time from the moment a flight crew member commences duty, immediately subsequent to a rest period and prior to making a flight or a series of flights, to the moment the flight crew member is relieved of all duties having completed such flight or series of flights.

Flight Level: A surface of constant atmospheric pressure which is related to a specific pressure datum, 1013.2 hectapascals (hPa), and is separated from other such surfaces by specific pressure intervals.

Note-1: *A pressure type altimeter calibrated in accordance with the Standard Atmosphere:*

- *When set to QNH altimeter setting, will indicate altitude.*
- *When set to QFE altimeter setting, will indicate height above the QFE reference datum.*
- *When set to a pressure of 1013.2 hPa (QNE) may be used to indicate flight levels.*

Note-2: *The terms “height” and “altitude”, used in Note 1 above, indicate altimetric rather than geometric heights and altitudes.*

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Flight Plan: Specified information provided to Air Traffic Services (ATS) units, relative to an intended flight or portion of a flight of an aircraft.

Flight Time: The total time from the moment an aeroplane first moves for the purpose of taking off until the moment it finally comes to rest at the end of the flight.

Note: *Flight time as here defined is synonymous with the term “block to block” time or “chock to chock” time in general usage which is measured from the time an aeroplane first moves for the purpose of taking off until it finally stops at the end of the flight.*

Glide Path: A descent profile determined for vertical guidance during a final approach.

Ground Visibility: The visibility at an aerodrome, as reported by an accredited observer.

Heading: The direction in which the longitudinal axis of an aircraft is pointed, usually expressed in degrees from North (true, magnetic, compass or grid).

Height: The vertical distance of a level, a point or an object considered as a point, measured from a specified datum.

Infant: Person (Passenger – Male or Female) who is less than two years of age.

Instrument Approach Procedure: A series of predetermined maneuvers by reference flight instruments with specified protections from obstacles from the initial approach fix or, where applicable, from the beginning of defined arrival route, to a point from which a landing can be completed and thereafter, if a landing is not completed, to a position at which holding or en-route obstacle clearance criteria apply.

Instrument Meteorological Conditions (IMC): Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, less than the minima specified for visual meteorological conditions.

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Landing Distance Available (LDA): The length of the runway which is declared available by the State of the aerodrome and suitable for the ground run of an aeroplane landing.

Low Visibility Procedures (LVP): Procedures applied at an aerodrome for the purpose of ensuring safe operations during CAT III, CAT II, other than standard CAT II and lower than standard CAT I approaches and Low Visibility Take-offs.

Low Visibility Takeoff (LVTO): A takeoff where the Runway Visual Range (RVR) is lower than 400 meters.

Missed Approach Procedure: The procedure to be followed if the approach cannot be continued.

Maintenance Release: A document which contains a certification confirming that the maintenance work to which it relates has been completed in a satisfactory manner, either in accordance with the approved data and the procedures described in the maintenance organization's procedures manual or under an equivalent system.

Minimum Equipment List (MEL): A list which provides for the operation of aircraft, subject to specified conditions, with particular equipment inoperative, prepared by an Operator in conformity with, or more restrictive than the Master Minimum Equipment List (MMEL) established for the aircraft type.

Minimum Descent Altitude (MDA) or Minimum Descent Height (MDH): A specified altitude or height in a non-precision approach or circling approach below which descent must not be made without the required visual reference.

Note-1: *Minimum descent altitude (MDA) is referenced to mean sea level and minimum descent height (MDH) is referenced to the aerodrome elevation or the threshold elevation if that is more than 7 feet below the aerodrome elevation.*

Note-2: *For convenience when both expressions are used they may be written in the form "minimum descent altitude/height" and abbreviated as "MDA/H".*

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Night: The hours between the end of evening civil twilight and the beginning of morning civil twilight or such other period between sunset and sunrise, as may be prescribed by the appropriate Authority.

Note: *Civil twilight ends in the evening when the centre of the sun's disc is 6 degrees below the horizon and begins in the morning when the centre of the sun's disc is 6 degrees below the horizon.*

Non-Precision Approach (NPA): Is an instrument approach using any of the following facilities, Localizer with and without DME, SRA, RNAV (LNAV), VOR, VOR and DME, NDB, NDB and DME or VDF with MDH or DH as per approach chart.

NOTAM: A notice containing information concerning the establishment, condition or change in any aeronautical facility, service, procedure or hazard, the timely knowledge of which is essential to personnel concerned with flight operations.

- Class I Distribution:** Distribution by means of telecommunication.
- Class II Distribution:** Distribution by means other than telecommunication.

Obstacle Clearance Attitude/Height (OCA/H): The lowest altitude or the lowest height above the elevation of the relevant runway threshold or the aerodrome elevation as applicable, used in establishing compliance with the appropriate obstacle clearance criteria.

Note-1: *Obstacle Clearance Altitude (OCA) is referenced to mean sea level and obstacle clearance height (OCH) is referenced to the threshold elevation or in case of non-precision approaches to the aerodrome elevation or the threshold elevation if that is more than 7 feet below the aerodrome elevation. An obstacle clearance height for circling approach is referenced to the aerodrome elevation.*

Note-2: *For convenience when both expressions are used they may be written in the form "obstacle clearance altitude/height" and abbreviated as "OCA/H".*

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Operational Control: The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of the safety of the aircraft and the regularity and efficiency of the flight.

Operational Flight Plan: The Operator's plan for the safe conduct of the flight based on considerations of aeroplane performance, other operating limitations and relevant expected conditions on the route to be followed and at the aerodrome concerned.

Operations Manual (OM): A Manual containing procedures, instructions and guidance for use by operational personnel in the execution of their duties.

Operator: A person, organization or enterprise engaged in or offering to engage in an aircraft operation.

Pilot Flying (PF): The pilot, who for the time being, is in charge of the controls of an aircraft.

Pilot-in-Command (PIC): The pilot designated by the Operator responsible for the operation and safety of the aircraft during flight time.

Pilot Monitoring (PM): The pilot who is assisting the pilot flying in accordance with the multi-crew cooperation concept, when the required flight crew is more than one.

Precision Approach: An instrument approach with the lateral and vertical guidance from Final Approach Point (FAP) to the runway touchdown zone, with system accuracy, integrity and obstacle clearance (including go-around) guaranteed until the descent limit (decision altitude or decision height) is reached. Instrument Landing System (ILS), Microwave Landing System (MLS) and Precision Approach Radar (PAR) are considered precision approaches.

Pressure Altitude: An atmospheric pressure expressed in terms of altitude which corresponds to the pressure in the Standard Atmosphere.

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Protective Breathing Equipment (PBE): Breathing equipment providing full, sealed protection against smoke, fumes etc., covering the head, the collar and upper shoulder area. Fifteen (15) minutes minimum oxygen supply of a PBE is recommended.

Reporting Point: A specified geographical location in relation to which the position of an aircraft can be reported.

Required Navigation Performance (RNP): A statement of the navigation performance accuracy necessary for operation within a defined airspace.

RNP Type: A containment value expressed as a distance in nautical miles from the intended position within which flight would be for at least 95% of the total flying time.

Example: *RNP-5 represents a navigation accuracy of ± 5 NM on a 95% containment basis.*

Runway: A defined rectangular area on a land aerodrome prepared for the landing and take-off of aircraft.

Runway Visual Range (RVR): The range over which the pilot of an aircraft on the centre line of the runway can see the runway surface markings or the lights delineating the runway or identifying its centre line.

SIGMET Information: Information issued by a meteorological watch office concerning the occurrence or expected occurrence of specified en-route weather phenomena which may affect the safety of aircraft operations.

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Slush: Water-saturated snow, with a heel-and-toe slap-down motion against the ground will be displaced with a splatter; specify gravity 0.5 upto 0.8.

Snow (on the ground):

- Dry Snow:** Snow which can be blown if loose or, if compacted by hand, will fall apart upon release; specific gravity: upto but including 0.35.
- Wet Snow:** Snow which, if compacted by hand, will stick together and tend to or form a snowball; specific gravity: 0.35 up to but not including 0.5.
- Compacted Snow:** Snow which has been compressed into a solid mass that resists further compression and will hold together or break up into chunks if picked up; specific gravity: 0.5 and over.

Stabilized Approach: An approach that is flown in a controlled and appropriate manner in terms of configuration, energy and control of the flight path from a pre-determined point or altitude/height down to a point 50 ft above the threshold or the point where the flare manoeuvre is initiated if higher.

Stabilized Approach Procedure: An approach procedure along the extended runway centerline with a constant, in-flight verifiable descent gradient from the final approach altitude to the runway touchdown zone. Except for offset-localizer approaches, an ILS approach is inherently a stabilized approach procedure. Non-precision approaches (NPA) can be constructed as a stabilized approach procedure by choosing the FAF accordingly and by publishing distance-versus-altitude (VOR+DME, NDB+DME, LOC+DME) or waypoint-versus-altitude table (GPS) to be able to verify adherence to the (imaginary) glide path.

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Sterile Cockpit: During critical phases of flight and all flight operations (except cruise) conducted below 10,000 feet, no crew member may engage in any activity or conversation that is not required for safe operation of the aircraft. Non-essential cockpit-cabin communication is prohibited during this period.

Note: *In M/s PIACL, the Flight Deck shall be considered sterile from the beginning of engine start until 10,000 feet MSL and during descent from 10,000 feet MSL till engine shut down or when one crew member leaves the cockpit and during all other critical phases of flight as declared by PIC.*

Taxiing: Movement of an aircraft on the surface of an aerodrome under its own power, excluding take-off and landing.

Taxiway: A defined path on a land aerodrome established for the taxiing of aircraft and intended to provide a link between one part of the aerodrome to another.

Threshold: The beginning of that portion of the runway which is usable for landing.

Track: The projection on the earth's surface of the path of an aircraft, the direction of which path of any point is usually expressed in degrees from North (true, magnetic or grid).

Transition Altitude: The altitude at or below which the vertical position of an aircraft is controlled by reference to altitude.

Transition Level: The lowest flight level available for use above the transition altitude.

Touchdown Zone: The first 3000 feet of the landing surface from the beginning of the Runway threshold.

Touchdown Zone Elevation (TDZE): The highest elevation in first 3000 feet of the landing surface.

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Visibility: The ability, as determined by atmospheric conditions and expressed in units of distance, to see and identify prominent unlighted objects by day and prominent lighted objects by night. (Minimum of all direction is reported).

Visual Meteorological Conditions (VMC): Meteorological conditions expressed in terms of visibility, distance from cloud, and ceiling, equal to or better than specified minima.

Visual Descent Point (VDP): A defined point on the final approach course of a non-precision straight-in approach procedure from which normal descent from the MDA to the runway touchdown point may be commenced, provided the approach threshold of that runway or approach lights, or other markings identifiable with the approach end of that runway are clearly visible to the pilot.

Waypoint: A specified geographical location used to define an area navigation route or the flight path of an aircraft employing area navigation.

Wet Runway: A runway is considered wet when the runway surface is covered with water, or equivalent, less than or equal to 3 mm or when there is sufficient moisture on the runway surface to cause it to appear reflective, but without significant areas of standing water.

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DISTRIBUTION LIST : OM-A

Master Copy of Flight Operation's OM-A shall be maintained in the office of CP Standards Inspection and the nominated document manager shall incorporate changes as and when necessary, as per the procedure.

The OM-A shall be available on the PIACL website www.piac.com.aero , PIACL's Intranet and PIACL iPad App.

S. No.	Designation	Mode
1.	Director Flight Standards (PCAA)	Paper Copy and Soft Copy
2.	Chief Pilot Technical Operations	Controlled Soft Copy for Intranet and Ipad.

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CHAPTER-1

ORGANIZATION AND RESPONSIBILITIES

1.1 Flight Operations – Overview

- 1.1.1 Pakistan International Airlines Corporation Limited (PIACL) has its main base in Karachi, located at, PIACL Head Office, Jinnah International Airport, Karachi 75200. Additional Bases are located at Lahore and Islamabad.
- 1.1.2 The PIACL corporate function is to provide air transport services, which is safe, efficient, reliable and profitable within the required conditions and limitations of AOC and the associated Operations Specifications issued by CAA, Pakistan.
- 1.1.3 PIACL provides the following Air Transport Services:
 - a. Regular Public Transport (RPT).
 - b. Charter Services.
 - c. Aerial Work.
- 1.1.4 PIA has a management system for the Flight Operations that ensures supervision and control of Flight Operations, and management of safety and security functions and other associated activities in accordance with standards of the Operator and requirement and limitations of AOC and the associated Operations Specifications (Ops Specs) issued by CAA, Pakistan.
- 1.1.5 The Flight Operations Department will achieve these objectives by efficiently managing the personnel, equipment and facilities allocated to it by the Company.
- 1.1.6 All flights shall be conducted in accordance with the PIACL operating policy as follows:
 - a. Safety remains the first priority.
 - b. Depending on the actual situation and with due regard to possible consequences: economy, schedule and passenger comfort should be weighed carefully against each other.

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1.2 Accountable Executive

- 1.2.1 The Chief Executive Officer (CEO) is the “Accountable Executive” of Pakistan International Airlines Corporation Limited (PIACL). AVM Muhammad Amir Hayat, Chief Executive Officer, Telephone 051-9059213 and 021-99044657. Email: ceo@piac.aero

1.3 Accountable Managers

- 1.3.1 Following are the “Accountable Managers” of Pakistan International Airlines Corporation Limited (PIACL).
- Chief of Flight Operations (CoFO) / Director Flight Operations (DFO). Capt. Irfan Khan – Telephone 051-9059406 and 021-99046050, Mob: 0333-5246483, Email: dfo@piac.aero.
 - Chief Pilot Crew Training (CPCT). Capt. Omar Akhtar, Telephone 051-9059410, Mob: 0300-8284777, Email: khiorpk@piac.aero.

Note: *Both the above-mentioned posts are approved by CAA, Pakistan.*

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1.4 PCAA Approved Appointment Holder's

- 1.4.1 In accordance with the requirements of PCAA Manual MNL-005-FSXX-3.0; "AOC Guide" and ANOs, PIACL has nominated the personnel shown in Table 1-1 below, to fulfill the requirements of the Nominated Post Holders. The same have been approved by CAA, Pakistan.
- 1.4.2 The nominated post holders (Director Flight Operations and Chief Pilot Crew Training) have the responsibility and are thus, accountable to the CEO, PIACL for ensuring:
- The management and supervision of all Flight Operations activities.
 - The management of Safety and Security in Flight Operations.
 - Flight Operations are conducted in accordance with conditions and restrictions of the Air Operator Certificate (AOC), and in compliance with applicable regulations of PCAA and standards of M/s PIACL.

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Table 1-1 Continuity of Supervision in the absence of the Nominated or CAA Approved Post Holders

Absent Post Holder	Successor
Director Flight Operations	Chief Pilot Training Chief Pilot Standards Inspection Chief Pilot Planning and Scheduling
Chief Pilot Crew Training	Chief Pilot Standards Inspection Chief Pilot Planning and Scheduling Equipment Deputy Chief Pilots (in order of seniority)
Chief Pilot Technical Operations	Chief Pilot Standards Inspection Chief Pilot Planning and Scheduling
Chief Pilot Standards Inspection	Chief Pilot Training Chief Pilot Planning and Scheduling
Chief Pilot Planning and Scheduling	Chief Pilot Crew Training Chief Pilot Standards Inspection
Deputy Chief Pilot (Equipment)	Next available Senior Deputy Chief Pilot (Equipment)
Chief Pilot South	DGM Crew Training & Licensing
Chief Flight Surgeon	Chief Medical Officer/Flight Surgeon
DCPQC	Manager HOTAC

Note: *CPSI shall be responsible to train all Executives on taking over a position. He shall ensure that new appointee is well conversant with the responsibility and authority and shall be responsible to ensure that proper handing / taking over is performed between new and outgoing appointees.*

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1.5 Flight Operations Personnel Responsibilities, Selection and Documentation system

- 1.5.1 The Key position holders of the Flight Operations Department are responsible for the outcome of safety, quality audits, accident and incident investigation report's recommendations etc. in their respective areas of responsibilities.
- 1.5.2 The key position holders are also responsible for ensuring implementation of appropriate corrective/preventive measures as a result thereof, in a timely manner.
- 1.5.3 The Director Flight Operations shall be accountable to Senior Management for ensuring the day-to-day security, safety and supervision of Flight Operations and its activities in accordance with conditions and limitations as per Air Operator Certificate (AOC), Ops Specs and in compliance with all applicable regulations and standards which are clearly outlined in this Manual.
- 1.5.4 Knowledge, working skills, training and experience shall be the selection criteria for management and non-management personnel in Flight Operations. According to the corporate job description manual (JD) and recruitment policies and requires functions relevant to the safety and security of aeroplane operations. The management personnel are shown in organogram, while the non-management personnel are initial hires, crew members and crew members upgrade to Captain (Pilot in Command).
- 1.5.5 Flight crew member training requirements are in accordance with the applicable provisions contained in Operations Manual Part D, Training Policy Manual.

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- 1.5.6 The management and control of Flight Operations documentation and/or data used directly in the conduct or support of operations is maintained through Centralized Documentation System (CDS) on PIACL website. The Documents include as a minimum:
- Operations Manual Part-A – OM-A.
 - FCTM/SOP (All Aeroplane) – OM-B.
 - Operations Manual Part-C – OM-C.
 - Operations Manual Part-D – OM-D.
 - On-Board Technical Library / Tech Library on Ipad/EFB.
 - Other relevant documents for crew.
- 1.5.7 The CDS shall provide all information pertaining to the control of each document, and shall display the following:
- Doc Number/ Title.
 - Controlling Post Holder.
 - Issue/ Revision Number.
 - Controlling Section/ Division/ Department.
 - Uploading Person's ID.
 - Issue/ Revision Date.
 - Periodic Review Date.
- 1.5.8 The CDS shall also ensure the management and control of applicable documents from external sources, including regulatory publication, ICAO documents, manufacturer manuals, AD, AIPs, NOTAMs and other operationally relevant information.

Notes:

- Details are mentioned in SOPs of Document Control.
- Jeppesen set is maintained by Operations Tech as Manual hard copy and on EFB/ipad.
- All of the above-mentioned documents are also available on PIACL ipad application for all Flight Crew, specific to their equipment.

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- 1.5.9 Products and data acquired from external vendors for use in flight operations shall be subject to verification to ensure they meet applicable technical and operational requirements prior to being used in the conduct of operations.

1.6 Delegation of Responsibilities

- 1.6.1 Following is the succession plan for delegation of responsibilities within the Management System of Flight Operations. This plan is for significant positions, to assure managerial continuity when the nominated post holder, is not available for his assigned duties.
- 1.6.2 DFO may change the succession order if the situation so demands. In case any office holder proceeds on duty or leave, he/she shall inform all office holders regarding his/her absence through email/circular. The successor shall be nominated in accordance with the succession order given in Table 1-1. In case a change is required in the documented order, DFO's permission shall be obtained.

1.7 Corporate Organization Chart – PIACL

- 1.7.1 Given in [Annex-1A](#) and [Annex-1B](#) are the organization Chart of:
- Head Office of M/s PIACL.
 - Flight Operations of M/s PIACL.

1.8 Updation of Company Organogram

- 1.8.1 Chief Pilot Standards Inspection (CPSI) shall review and update the Departmental and Corporate Organogram twice yearly.

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1.9 Accountable Executive

- 1.9.1 The Accountable Executive (Chief Executive Officer, CEO) has the Corporate Authority for ensuring that all operations and maintenance activities are financed and performed to the standard required by CAA, Pakistan. He ensures that the operations are conducted in accordance with the conditions and restrictions of the Air Operator Certificate (AOC) and Operations Specifications (Ops Specs) and any additional requirements defined by M/s PIACL.
- 1.9.2 The Accountable Executive reports to the Board of Directors of PIACL.
- 1.9.3 He is responsible for providing the necessary resources to all the post holders who are responsible for the conduct of safe operations and airworthiness of aircraft.
- 1.9.4 He maintains direct reporting links with General Manager Quality Assurance, Chief of Safety and GM Security and Vigilance.
- 1.9.5 He establishes the Company's formal written quality policy statement defining the intent of the quality system and his commitment to it.
- 1.9.6 He ensures that the Company Safety Management System (SMS) as accepted by PCAA, is implemented.
- 1.9.7 In the absence of the CEO, the assigned individual will manage the responsibilities and exercise given authority. However, the accountability remains with the Accountable Executive.

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1.10 Director Flight Operations (DFO)

- 1.10.1 He is a nominated post-holder approved by CAA; Pakistan responsible for the Flight Operations of M/s PIACL.
- 1.10.2 He reports to Chief Executive Officer (CEO). During his absence, his duties will be performed by Chief Pilot Training.
- 1.10.3 DFO exercises administrative, financial and operational control over Flight Operations Department.
- 1.10.4 The General duties of DFO are given below:
 - a. Effective supervision, control of Flight Operations functions (and other associated activities) and management of Safety and Security of Flight Operations.
 - b. Compliance with Company policies and procedures, Regulatory requirements, condition and restrictions of AOC, Ops Specs and other statutory requirements.
 - c. Effective SMS implementation through Safety Action Groups (SAG) in accordance with procedures as defined in the Safety Management System (SMS) Manual.
 - d. Ensure that all Flight Operations safety and security requirement are satisfied through provision of necessary facilities, workplace equipment, and supporting services as well as work environment.
 - e. To provide inputs for development of the organizational Safety policy and to implement it through relevant procedures for management of Flight Operations. The latest Safety Policy is available in SMS Manual of PIACL.
 - f. Ensuring safe and efficient Line and Fleet operation so that they are in compliance with all the relevant regulations both in Pakistan and into or over the territories of other States.
 - g. To liaise with the Civil Aviation Authority Pakistan on matters concerning the Flight Operations of all Company aeroplane, including any variations to the Air Operator's Certificate.

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- h. To liaise with appropriate authorities of other States.
- i. Coordinate with the higher management to ensure the existence of a physical infrastructure and work environment that satisfies Flight Operations management system and operational requirements.
- j. Shall hold regular review meeting to ensure significant issues arising from audits of Flight Operations functions are reviewed.
- k. Shall ensure that significant issues arising, and known through sources such as the audit of Flight Operations functions, are put up on the agenda of Management Review Committee (MRC).
- l. He shall also be responsible for any other duties as assigned to him by the Chief Executive Officer (CEO) from time to time.

1.10.5 The Specific Responsibilities of DFO are given below:

- a. Approve aeroplane performance criteria of current and any new inductions prepared by the Chief Pilot Technical.
- b. To ensure that data or products purchased/acquired from external sources meet the technical requirement prior to being used in the operations.
- c. Direct and support Chief Pilots in dealing with flight crew welfare, disciplinary, personnel and admin problems.
- d. Supervise the write-ups, updating and continuous improvement of all Flight Operations and related Technical/ Administrative documents.
- e. Supervise aircrew training activities while ensuring highest professional standards in accordance with applicable Regulatory, safety and proficiency standards.
- f. Ensure that training facilities are equivalent or comparable to accepted industry standards.
- g. Directing and providing guidance into investigations involving aeroplane accidents, incidents and mishaps.

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- h. Approve flight proficiency standards for each equipment type and for all levels of aircrew.
- i. As required, deal with any disciplinary cases amongst cockpit crew.
- j. Compare PIACL's standards of operational performance with the best practices and standards of other Airlines and strive for continual improvement.
- k. Approve manpower plans for recruitment, training and upgrades to ensure their availability (with commensurate Qualifications) in accordance with the Company's short/ long term objectives.
- l. Establish annual expense and capital budgets for the Department and exercise control over the actual expenditures.
- m. Resolve appeals of the Evaluation Board.
- n. To take appropriate disciplinary steps to deal with wilful and deliberate violations of Flight Operations policies and procedures by all Flight Operations personnel.

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1.11 Chief Pilot Crew Training

- 1.11.1 He is a nominated post-holder approved by CAA, Pakistan.
- 1.11.2 He reports to Director Flight Operations. During his absence, his duties will be looked after by Chief Pilot Standards Inspection (CPSI).
- 1.11.3 Chief Pilot Crew Training exercises administrative, financial and operational control over Crew Training Division in Flight Operations Department.
- 1.11.4 The Chief Pilot Crew Training is responsible to Director Flight Operations (DFO) and his general duties are given below:
 - a. Supervision and Control of relevant Flight Operation functions and other associated activities and Management of Safety and Security of Flight Operations.
 - b. Compliance with Company policies and procedures, Regulatory requirements, condition and restrictions of AOC, Ops Specs and other statutory requirements,
 - c. Approve specific curriculum/syllabi for all cockpit crew on all equipment, covering qualification training, continued training, currency and evaluation requirements.
 - d. Approve PIACL Training Centre Flight Training material, Flight Training Manuals and Flight Crew Instructor's Manuals, for all equipment.
 - e. To ensure that instructors, evaluators, TRIs use only approved documents for the conduct of training.
 - f. Liaise with Flight Technical (Operations) to ensure that Operation Manuals are updated and consistent with training materials.
 - g. Ensure that Cockpit Crew understands and comply with the approved Aeroplane Operating Manuals.

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- h. Remain abreast of industry developments by studying other carriers and manufacturer's training and standard practices and adopting them as appropriate to PIACL's needs.
- i. Maintain high morale of Cockpit Crew by facilitating the Chief Pilots (Equipment) in their administrative role of representing Cockpit Crew's interests. Resolving their legitimate concerns and grievance vis-a-vis other sections in Flight Operations Department or other Company Departments.
- j. Develop a set of standards for PIACL Training Centre Flight Simulators, Instructors, TRIs and Chief Pilots (Equipment) and ensure adherence to these standards.
- k. Approve the selection of new Instructors.
- l. Establish minimum flight standards requirements for initial issue, type rating endorsements and renewal of flight crew Licences, before flight crew is assigned for duty.
- m. Prepare periodic report on cockpit crew proficiency and propose specific or unusual training, as the need arises to improve proficiency or safety.
- n. Resolve any conflict between training and inspection functions to preserve the independence and objectivity of proficiency inspection.
- o. Establish procedures to ensure that all relevant information is communicated to Planning and Scheduling, regarding the timing of each crew member's non-productive requirements for Licence renewal, up-grading, Licence lapses, Instructor's duties and Inspection duties etc.
- p. He will ensure simulator training arrangements and coordinate for slots.

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- q. To ensure dissemination of policies rules, instructions and procedures to equipment CPs, CPSI, CP-Tech (Operations) and all Supervisory Pilots.
- r. Ensure that a complete, coherent and easily accessible record system exists which contain all Licensing and medical information of each crew members.
- s. Undertake, or direct other subordinates in undertaking any special studies that may be assigned from time to time.
- t. Exercise effective human resource management in terms of selecting, training, motivating, evaluating and disciplining staff subordinates.

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1.12 Chief Pilot Standards Inspection

- 1.12.1 He is a PIACL nominated post-holder who reports to Director Flight Operations.
- 1.12.2 Chief Pilot Standards Inspection (CPSI) exercises authority for Supervision and Control of relevant Flight Operation functions (and other associated activities) and Management of Safety and Security of Standards Division.
- 1.12.3 CPSI shall be responsible for training all executives on taking over a position. He shall ensure that new appointees are conversant with their responsibilities and authority shall be responsible for ensuring that proper handing/taking over is performed between new and outgoing appointees.
- 1.12.4 The Chief Pilot Standards Inspection (CPSI) is responsible to Director Flight Operations (DFO) and his general duties are given below:
 - a. Compliance with Company policies and procedures, Regulatory requirements, condition and restrictions of AOC and other statutory requirement
 - b. Study standards and practices of other carriers and manufacturers to recommend revisions to PIACL's standards, as necessary to ensure that the PIACL Flight Operations and Flight Training compare favourably with industry standards.
 - c. Monitor activities of the Flight Training Section to ensure that effective training courses are being developed.
 - d. Ensure a high level of performance of the instructors and check pilots in the standards section, through periodic cross testing and cross checking.
 - e. Contribute to selection decisions of individual pilot to next equipment or assignment as TRI & make recommendation for selection of cockpit personnel for special assignments, as the need arises.
 - f. Undertake special assignment, as directed.

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- g. Supervise Standard Check Pilots, in their function of flight crew inspection, Licence endorsements and renewals.
- h. Liaise with Planning and Scheduling to ensure that no conflicts develop in rostering of Standards Check Pilot between their normal duties, as line pilots and their duties as Standards Check Pilot.
- i. Plan for medium and long term requirements of Standard Check Pilots based on projected flight schedules, fleet plans and planned pilot strength.
- j. Liaise with the Training section to establish schedules of flight checks and route checks.
- k. Shall be responsible within the flight management for maintaining compliance with standards established by the Company.
- l. Coordinate with Chief Flight Safety and Health Safety Environment for flight risk analysis.
- m. He will be responsible for all SMS activities in Flight Operations on behalf of DFO.
- n. Develop policies, processes, systems and plans for the development of pilots to meet the operational objectives of PIACL. Maintain document control system of Operation Manuals within Flight Operations Department.
- o. Shall be responsible for the Operations Manuals (OM) including amendments and/or revisions, is submitted to PCAA, for acceptance or approval.
- p. Direct disciplinary action, when required, against a cockpit crew member in accordance with prescribed policies and procedures and propose modifications to those policies, as necessary.
- q. Will coordinate with GM Flight Services and DGM Standards and Monitoring for Cabin Crew related affairs and liaise with PCAA through Director Flight Operations.

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1.13 Chief Pilot Technical Operations

- 1.13.1 He is a PIACL nominated post-holder who reports to Director Flight Operations.
- 1.13.2 Chief Pilot Technical Ops exercises authority for Supervision and Control of relevant Flight Operation functions (and other associated activities) and Management of Safety and Security of Technical Division.
- 1.13.3 Chief Pilot Technical Ops is responsible to Director Flight Operations (DFO) and his general duties are given below:
 - a. Compliance with Company policies and procedures, Regulatory requirements, condition and restrictions of AOC, Ops Specs and other statutory requirement.
 - b. Provide leadership and expertise in the technical aspects of Flight Operations and contribute to continuous improvement of quality, economy and safety throughout the Flight Operations Department.
 - c. Ensure that policies, processes and systems are in place, based on effective liaison with government Regulatory agencies, aeroplane manufacturers / OEMs and those servicing the aeroplane and coordinate/communicate with external entities relevant to Flight Operations, so that aeroplane are operated, and other flight equipment is used according to the standards and Regulatory requirements to meet PIACL's business and operational objectives.
 - d. Approve content and direct publication of current Flight Crew Operating Manuals, Aeroplane Mass and Balance Manuals, Airport Analysis, Minimum Equipment Lists, Configuration Deviation Lists and all other publications and associated handouts relevant to Flight Operations for each type of aeroplane flown by PIACL.

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- e. Manage the performance of the Flight Operations Technical Department through the development and implementation of effective communication, planning and monitoring systems so that pilots have the information and support they need to deliver to the performance standards required of them by PIACL's business and operating objectives.
- f. He shall ensure that data or products purchased or otherwise acquired from an external vendor or supplier (other than electronic navigation data products), meet the product technical requirements specified by PIACL, prior to being used in the conduct of operations.
- g. Coordinate, with respect to safety issues, proposed purchase or acquisition of used or new aeroplane and acquisition of wet / dry lease aeroplanes by PIACL with:
 - i. Other Flight Operations areas of concern.
 - ii. Cabin crew.
 - iii. Engineering/maintenance.
 - iv. Manufacturers.
 - v. Regulatory agencies.
 - vi. Ground handling, cargo and dangerous goods operations.
- h. The coordination shall include:
 - i. Regulatory requirements.
 - ii. Line operations policies, rules, instructions and procedures.
 - iii. Flight Crew Training Manual.
 - iv. MEL/CDL.
 - v. Fleet and variants standardization concerns.
 - vi. Cockpit layout.

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- i. Coordinate with aeroplane manufacturers and the Engineering and Maintenance Department to achieve standardization of operating techniques and cockpit layout.
- j. Stipulate criteria and formats for flight tests after major modifications and changes for PIACL aeroplane to meet airline / PCAA requirements.
- k. Coordinate with ICAO, IATA, other Regulatory agencies and PCAA for the implementation of the latest Regulations / recommendations.
- l. Direct and supervise Mass and Balance and Extended Twin Operations (ETOPS/EDTO) and Aeroplane Performance Training / Refresher training on PIACL network.
- m. Maintain liaison with other Operators in the industry on operational technical matters to remain abreast of industry best practice.
- n. He should ensure terrain and obstacle data acquired from an external vendor or supplier is distributed in a manner to allow the timely insertion of current and unaltered data into all aircraft for which it is required.
- o. Maintain liaison with the Engineering and Maintenance Department on an ongoing basis for operational technical matters.
- p. Initiate and receive amendments to Operations Specifications and recommend changes to Air Navigation Orders (ANOs) before they are issued by PCAA. Liaise with various departments of PIACL and PCAA for renewal of Air Operator's Certificate (AOC) and associated inspections of PIACL operational facilities by PCAA teams.
- q. Maintain and Update OM-C.
- r. Shall be responsible for the dissemination of safety critical information to the appropriate personnel within and external to the flight operations organization through OEIBs, OETBs and circulars through iPad APP, to include Airworthiness Directives (ADs).

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- s. Be fully conversant with Manufacturer's AFM/ Bulletins /MMEL/CDL/ Performance data/Weight and Balance data/ Checklists including Flight Crew Bulletins or directives.
- t. NOTAMS/AIP and any other safety and security related information.
- u. Compliance with operating limitations of each aeroplane type with original equipment manufacturer and Regulatory body.
- v. SARPs/PCAs regulations by using appropriate means and with due acknowledgements and for the purposes of amending aeroplane technical specifications and/or operating procedures.

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1.14 Chief Pilot Planning and Scheduling

- 1.14.1 He is a PIACL nominated post-holder who reports to the Director of Flight Operations.
- 1.14.2 Chief Pilot Planning and Scheduling has authority over all Cockpit Crew for their planning and scheduling rosters. He also exercises authority over Planning and Scheduling division of Flight Operations.
- 1.14.3 Compliance with Company policies and procedures, Regulatory requirements, condition and restrictions of AOC and other statutory requirements.
- 1.14.4 The Chief Pilot Planning and Scheduling is responsible to Director Flight Operations (DFO) and his general duties are given below:
- Analyse the effects of changes to routes, changes to schedules and introduction of new equipment. Formulate flight crew manpower projections for both short and long term needs.
 - Direct development of flight slip patterns for the airline to meet schedule requirements and to ensure optimum crew utilization.
 - Monitor the day-to-day adjustment in the crew roster as the need arises.
 - Ensuring that this schedule is kept up-to-date as changes occur due to substitutions, cancellations and the like.
 - Direct the development of a crew record system for Passport and Crew Cards and coordinate with Personnel and Welfare and Training and Testing to ensure that the crew record system is complete, coherent and effective.

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- f. Develop manpower projections and plans for flight crew requirements. Project needs to be met by recruitment, upgrade training and the like, recognizing the long lead time required to train flight personnel for PIACL's fleet.
- g. Develop scheduling policies and procedures to provide guidance for schedule monitoring officers regarding rotation of crews on desirable slip substitution, casual leave, off days etc.
- h. Direct development of utilization and manpower statistics for the Flight Operations Department.
- i. Support the Director Flight Operations, Deputy Chief Pilot Respective Equipment in resolving conflicts or disciplinary action related to rostering.
- j. Exercise effective human resource management in terms of selecting training, motivating, evaluating and disciplining subordinates.
- k. Execute corporate policy concerning increased productivity and demanding.
- l. Shall ensure flight crew recencies, continued training and evaluation requirements are fulfilled as directed by the Chief Pilot Crew Training.
- m. To study flight patterns and actual flight roster for flights that may expose crew to possible fatigue and report such flights to relevant personnel.

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1.15 DGM Crew Planning

1.15.1 The duties and responsibilities of DGM Crew Planning are given below:

- a. To ensure strict compliance to their department/division operational safety and security functions and ensuring operation are provided with necessary resources.
- b. Develop Cockpit Crew rosters by aircraft type, to operate PIACL schedules.
- c. Plan Long and Short-term Cockpit crew requirements upon route schedule changes, new aircraft induction, retirements and turn over etc.
- d. Analyse the effect of changes to routes and schedules and equipment on Cockpit Crew requirements. Develop flight crew manpower projections for the needs in both, short and long term.
- e. Develop flight slip patterns to meet schedule requirements, ensuring optimum crew utilization. Arrange hotel accommodation for crew at out stations for new schedules.
- f. Develop and maintain a crew record system for passports and crew cards and work closely with personnel, welfare and training section, to ensure that all elements of the crew record system are integrated into a coherent flash crew personnel system.
- g. Develop manpower projections for flight crew requirement, to be met by recruitment and upgrading, recognizing the long lead-time required to train flight personnel for advanced and sophisticated equipment.
- h. Analysis of proposed monthly schedules and suggest adjustments to maximize crew utilization.
- i. Prepare the pilot's leave schedule on a yearly basis, at least three months before the beginning of the calendar year.

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- j. Ensure that passports and necessary visas are current for flight crews.
- k. Exercise effective human resource management in terms of selecting, training, motivating, evaluating and disciplining subordinates.

1.16 DGM Crew Scheduling

1.16.1 The duties and responsibilities of DGM Crew Scheduling are given below:

- a. To ensure strict compliance to their department/division operational safety and security functions and ensuring operation are provided with necessary resources.
- b. Implement Cockpit Crew rosters by aircraft type, to operate PIACL schedules.
- c. Develop and maintain the Scheduling Manual to provide guidance to schedule monitoring officers in their activities.
- d. Monitor crew rosters for each type of aircraft and crew position. Ensure that this schedule is kept up-to-date, as changes occur due to substitutions, cancellations and the like, according to the scheduling policy.
- e. Work closely with Deputy General Manager Crew Planning to obtain long, and short-term crew availability and flight slip patterns.
- f. Make PIACL and interline arrangements for crew positioning to operate the schedule.
- h. Liaise with the Training Section and Standards Inspection Section to determine, for each crew member, what known-production demands there will be on his time for re-current and transition training, Licence renewal, instruction and inspection.

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- i. Supervise the maintenance of individual records of privilege leave, casual leave, sick leave, rest days, days at different slip station and days on reserve status etc.
- j. Ensure that crew members' families are informed of delays and changes in schedule of crew member.
- k. Exercise effective human resource management, in terms of selecting, training, motivating, evaluating and disciplining subordinates.

1.17 Reserved

1.18 Chief Pilot South

1.18.1 Chief Pilot South exercises authority over Operations Department Personnel stationed at Karachi.

1.18.2 The General duties of CP South are given below:

- a. Supervision and control of relevant Flight Operation functions (and other associated activities) and Management of Safety and Security of Flight Operations.
- b. Compliance with Company policies and procedures, Regulatory requirements, conditions and restriction of AOC and other statutory requirements.
- c. Supervise administratively and functionally the cockpit crew based in his section, monitor crew rosters for flights in his section and coordinate with other Flight Operation divisions as required.

1.18.3 The specific duties and responsibilities of CP South to Director Flight Operations are given below:

- a. Ensure that Flight and Safety Standards are met by all crew on all PIACL flight in the section.
- b. Coordinate closely at each airport in the sector with the concerned Engineer and Station Manager.
- c. Provide initial contact point for Government and other organizations in the sector in respect of all matters concerning Flight Operations, labour laws, administrative policies etc.

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- d. Ensure that flight techniques, procedures and regulations issued by the Flight Operations Department are followed by all cockpit crew in the sector.
- e. Ensure that each cockpit crew in the sector has adequate route familiarization ground and flight training checks etc and arrange for training with the Chief Pilot Training as required.
- f. Keep abreast of flight equipment procedures experience and development in aviation, bringing relevant items to the attention of the Director Flight Operations.
- g. Execute corporate policy concerning increased productivity and demand.
- h. Ensure implementation of all special directives and bulletins issued by the Flight Operations Department which apply to the sector and recommend modifications required to cater for peculiarities of the sector. Maintain all Technical Manuals for the sector up-to-date in consultation with Chief Pilot Technical.
- i. Prepare annual expense and capital budgets for the section and once approved, control expenditure against the annual budget.
- j. Exercise effective human resource management in terms of selecting, training, motivating, evaluating and disciplining subordinates.
- k. Perform any other function as assigned, from time to time, by the Director Flight Operations.
- l. Ensure that all personnel under his administrative control meet PIACL standards set for uniform, regulations and punctuality.

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1.19 Equipment Deputy Chief Pilots

- 1.19.1 Respective Equipment Deputy Chief Pilots exercises authority over pilots of the respective aeroplane for training and other related functions.
- 1.19.2 The General duties of Deputy Chief Pilots (Respective Equipment) are responsible to the Chief Pilot Training for the following:
- Supervision and control of relevant Flight Operation functions (and other associated activities) and Management of Safety and Security of Flight Operations.
 - Compliance with Company policies and procedures, regulatory requirements, condition and restrictions of AOC and other statutory requirements
 - Review continuously Aeroplane Operating Manuals and technical literature to ensure strict compliance by pilots of his group and recommend changes in Manuals as required to improve efficiency, economy and safety.
 - Maintain morale of pilots of his group by representing them, as warranted, in dealing with Personnel and Welfare section or the Planning and Scheduling Section and communicating legitimate grievances to the management.
 - Evaluate debriefing reports and recommend corrective measures, as required.
 - Participate in the selection of Training and Check Pilots on his equipment.
 - Assist Planning and Scheduling by providing inputs, for routes flown by the respective equipment, for decisions on slip patterns and OFFs.
 - Ensure that all pilots of the respective equipment are obtaining fair and timely inspections for Licence renewals.
 - Set objectives to be achieved at each step in the training of pilots for respective equipment, PIACL Training Center, cockpit procedures training, flight simulator training and in-flight training.

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- j. Develop specifications and standards for PIACL Training Centre material and Flight Crew Training Manual for the respective equipment. Work with Chief Pilot Technical, to ensure that these specifications and standards are incorporated in the appropriate publication as a part of PIACL Operations Manual.
- k. Develop and maintain a system of standards for PIACL Training Center Instructors, Flight Instructors and Check Pilots and ensure adherence to these standards.
- l. Identify the requirement of training and flight checks for each pilot of the respective equipment and notify planning and scheduling, so that scheduling may be affected on each individual.
- m. Plan for medium and long term staffing requirements for Flight Instructors, Simulator Instructors and Check Pilots for respective equipment and direct the cross training and periodic Proficiency cross testing of Instructors and Check Pilots.

1.19.3 The other responsibilities of Deputy Chief Pilots (Respective Equipment) are given below:

- a. Coordinate with Chief Pilot Standards Inspection (CPSI) and liaison with Planning and Scheduling division for rostering the standardization checks of Instructors and Line Pilots.
- b. Coordinate with CPSI for evaluating and updating of equipment Standard Operating Procedures.
- c. Coordinate with Director Flight Operations for fleet and line operations requirement.
- d. Provide a conduit to Flight Operations management for cockpit crew sentiments and opinions, as a means of modifying policies were warranted and dealing with potential morale problems.
- e. Direct disciplinary action, when required, against a cockpit crew member in accordance with prescribed policies and procedures and propose modification to those policies, as necessary.

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- f. Explain and interpret existing rules, regulations and contract provisions to cockpit crew and staff.
- g. Assist in contract negotiations, particularly in area of allowances, benefits, rest and leave and out of situation allowance etc.
- h. Process through subordinates, newly recruited Cadet Pilots and expatriate flight crew as per administrative procedures.
- i. Develop contracts for flight crew deputations from PIACL to other airlines and ensure that their medical, training and personnel records are kept up-to-date during deputation.
- j. Liaise closely with HR Department to implement new procedures coming into force or for decisions on unusual matters.
- k. Present periodic statistical reports on quantities and qualities of department personnel and prepare special studies and reports as requested.
- l. Exercise effective human resource management, in terms of selecting training, motivating, evaluating and disciplining subordinates.
- m. Establish PIACL management's involvement in such secondary welfare schemes as loss of licence insurance, additional life insurance for aircrew, supplemental pension etc viz-a-viz collective bargaining units and coordinated policy development and implementation, as required to coordinate with GM Security and the Security Department for security related policies and procedures.
- n. To liaison with GMO/Chief Flight Surgeon of PIACL and Chief Aero Medical Centre, PCAA on behalf of Director Flight Operations for all Cockpit Crew Medical requirements.

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1.20 Chief Flight Surgeon

- 1.20.1 The Chief Flight Surgeon reports to the Director Flight Operations and exercises authority to provide health care services and maintain health of the employees reporting to Aircrew Medical Centre(s) (Cockpit/ Cabin Crew/ Directors and above).
- 1.20.2 The Responsibilities of Chief Flight Surgeon are given below:
- Initial medical examination of Crew at the time of induction as per the guidelines given by PCAA for medical fitness which includes testing for psychoactive and problematic substances.
 - To keep liaison with the foreign stations where crew stays during their layover period.
 - To keep liaison with PCAA and International Aviation Agencies to promote crew health and maintain physical fitness standards.
 - To conduct orientation lectures and programs for crew members which help in prevention of diseases and their effect.
 - To arrange medical boards in cases of serious and prolonged illnesses as per PIACL policies.
 - To ensure availability of qualified Flight Surgeons, to prescribe medicines, and/or deal with all medical problems of cockpit and cabin crew.
 - Chief Flight Surgeon shall adopt procedures from time to time for screening requirements regarding the use of psychoactive substances by the flight crew.

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1.21 Deputy Chief Pilot Quality Control

- 1.21.1 Deputy Chief Pilot Quality Control holds authority over the supervision and control of relevant Flight Operation functions and associated activities, specifically focusing on the management and verification of safety and security standards within Flight Operations, Conducting QC-inspections and evaluations to ensure compliance with standards.
- 1.21.2 Identifying and addressing defects / hazards through Root Cause Analysis and corrective actions, monitoring outsourced services to ensure they meet safety and security requirements and collaborating with other departments to integrate quality control measures effectively.
- 1.21.3 The Responsibilities of Deputy Chief Pilot Quality Control are:
 - a. Ensure that all Flight Operations activities comply with Company policies, procedures, Regulatory requirements, conditions and restrictions of the Air Operator Certificate (AOC), and other statutory obligations, emphasizing adherence to established standards.
 - b. Deputy Chief Pilot Quality Control report directly to the Director Flight Operations and functionally coordinates with Corporate Quality and Safety Assurance Department. Administrative control and support are retained by the Flight Operations Department to maintain objectivity and independence in all quality control activities.
 - c. Support department's Director and Chief Pilots on Quality Control and performance matters of the Department.
 - d. Manage and oversee the Quality Control functions within the department, including QC Inspection, testing and verification processes.
 - e. Conduct regular QC-inspections and evaluations of Flight Operations activities to identify deviations from established standards and procedures.

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- f. Co-ordinate with Chief Pilot Standards Inspections and Chief Pilot Planning and Scheduling to ensure annual standards and route checks are being conducted periodically.
- g. Analyse performance data to identify areas requiring corrective action and ensure continuous improvement.
- h. Identify defects and critical areas with recurring issues, perform root cause analysis, and initiate corrective actions with effective implementation.
- i. Ensure that all non-conformities are properly documented, reported, and addressed in a timely manner.
- j. Monitor the effectiveness of corrective actions to prevent the recurrence of identified issues.
- k. Coordinate with relevant departments and personnel to ensure that quality control measures are effectively integrated into Flight Operations.
- l. Safeguard the integrity of quality control activities and oversee the maintenance of accurate records of QC-inspections, tests, and corrective actions within the department.
- m. Ensure monitoring and regular auditing of outsourced Flight Operations functions to confirm that safety and security requirements are fulfilled by service providers. The outsourced services include:
 - i. Flight Simulators.
 - ii. New Navigation Databases and Jeppesen Manual.
 - iii. Crew Transportation.
 - iv. Crew Accommodation.
- n. Assist in conducting internal audits focusing on compliance with quality control standards and procedures, as per guidelines defined in the Corporate Quality Manual (QCM).

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- o. Provide feedback and recommendations to the Director Flight Operations on quality control matters and participate in management review meetings – as required.
- p. Conduct spot checks on aircrafts and PIACL premises related to Flight Operation functions and relevant services provided e.g. Hotels, Motor Transport. Identify weak areas and submit report to DFO.
- q. Perform any other tasks or duties related to quality control as required by Director Flight Operations.
- r. Asses the effectiveness of safety risk controls.

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1.22 Pilot-in-Command – Authority, Duties & Responsibilities

1.22.1 General

1.22.1.1 The Captain designated for the flight shall be the Pilot-in-Command. He/she shall be responsible for the safety of all crew members, passengers and/or cargo onboard the aeroplane when the doors are closed, also the operation and safety of the aeroplane from the moment when the aeroplane is ready to move for the purpose of taking off until the moment it finally comes to rest at the end of the flight and the engines are shut down. He/she shall be responsible for maintaining discipline amongst crew and passengers. He/she shall also supervise and direct the other crew members in carrying out their duties satisfactorily at all times.

1.22.1.2 He co-ordinates the cockpit related tasks and duties and decides on who acts as Pilot Flying (PF). In order to promote the aeronautical experience and knowledge of his First Officer (F/O), the PIC may give him the opportunity to plan and conduct the flight, or portions thereof, under his supervision. However, the PIC shall not permit a F/O to conduct a take-off and/or landing if the:

- a. Runway is contaminated (Slippery or Wet); or
- b. Surface crosswind component exceeds 15 Kts; or
- c. For Take Off the RVR/Visibility is less than 500 Meters; or
- d. For Landing the RVR/Visibility is less than CAT I; or
- e. Take Off Gross Weight exceeds 90% of the allowed maximum Take Off Gross Weight.
- f. For Landing, the cloud base is less than 1000 feet above the Runway Threshold for a Non Precision Approach, and less than 500 feet for a Precision Approach.

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1.22.2 Authority of Pilot-in-Command

- 1.22.2.1 The authority of the Pilot-in-Command is delegated from Director Flight Operations (DFO).
- 1.22.2.2 The Pilot-in-Command (PIC) of each flight has full authority to discharge all his Legal and Company responsibilities for the operation, disposition and safety of the aeroplane and all persons or materials onboard during the period of his command.
- 1.22.2.3 Nothing in the Operations Manual shall be construed as limiting or detracting from this authority.
- 1.22.2.4 All members of the Flight and Cabin Crew are subject to the authority of the Pilot-in-Command. This authority starts at check-in at base before the starting of the flight pattern, until reporting back after completion of flight pattern, including any layover period at an outstation, scheduled or unscheduled, for that service. The Pilot-in-Command is accountable for the safe, economic and efficient execution of his duties and responsibilities.

1.22.3 Duties of Pilot-in-Command

- 1.22.3.1 The Captain is the legal representative of PIACL with non-company personnel as far as his authority is specified in the various regulations. Refer to [Annex-1E](#) for Duties of Pilot-in-Command as per PCAA Act 2023.
- 1.22.3.2 The Pilot-in-Command has full authority over all members of his crew on duty and off duty when away from home base.
- 1.22.3.3 The Captain designated for the flight shall be the Pilot-in-Command (PIC). He/she shall be responsible for the safety of all crew members, passengers and/or cargo onboard the aeroplane when the doors are closed, also the operation & safety of the aeroplane from the moment when the aeroplane is ready to move for the purpose of taking off until the moment it finally comes to rest at the end of the flight & the engines are shutdown. He/she shall be responsible for maintaining discipline amongst crew & passengers & shall supervise & direct the other crew members in carrying out their duties satisfactorily.

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1.22.3.4 Before taking over command of the aeroplane the Pilot-in-Command must be satisfied that all the crew rostered for that flight has reported for duty, are smartly dressed, meet uniform regulations and hold valid Licences for the duties required. A report to this effect from the LCC as appropriate, is satisfactory compliance with this intent as far as the Cabin Crew on the flight are concerned. Such a report from the LCC should also confirm that Cabin Crew members have been fully briefed on their duties.

1.22.3.5 The Pilot-in-Command shall ensure that checklists and Standard Operating Procedures as laid down are properly used by crew members at appropriate stages of flight.

Note: *Only in extraordinary circumstances, and only after specifically briefing the crew, will procedures other than SOPs be used. Any such deviations are to be reported by means of a Captain's Special Report as soon as possible after landing.*

1.22.3.6 The Pilot-in-Command shall occupy the appropriate seat for takeoff and landing and shall execute (or delegate to the other Pilot) the actual takeoff and landing.

1.22.3.7 The Pilot-in-Command shall be responsible for bringing to the attention of the ground engineers all known or suspected defects of the aeroplane.

1.22.3.8 For departure and approach, the Pilot-in-Command will confirm all necessary navigation approach and departure aids are correctly selected and identified.

1.22.3.9 The Pilot-in-Command has the authority and responsibility to declare an emergency, whenever deemed necessary. As far as practically possible, he/she shall keep the appropriate Air Traffic Control center fully informed of the progress of the flight, his intentions, and any action taken in such a situation.

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- 1.22.3.10 In the event of an emergency which endangers the safety of the aeroplane or safety of persons on board such that the Pilot-in-Command is compelled to take actions which involve a violation of local regulation or procedures, he/she shall notify the appropriate ATC facility without delay and shall submit a detailed report of such violation to the CAA/ local authority as soon as possible.
- 1.22.3.11 The Pilot-in-Command shall be responsible for notifying and submitting, if required by the State of occurrence, a report to the appropriate local authority and also to the authority of State of the Operator without delay, in the event of any emergency situation that necessitated action in violation of local regulation and/or procedures. He/she shall also inform the Company Operations Control Centre (OCC) by the quickest means of the details of any accident or incident.
- 1.22.3.12 The Captain of an aeroplane involved in an accident or incident resulting in damage to the aeroplane shall not commence another flight until such time as he/she has received authorization from the DFO, or his designated deputy. Before granting approval, DFO or his designated deputy shall ensure that procedures established for inspection and certification of the aeroplane after damage occurred, have been followed.
- 1.22.3.13 The cause of the accident or incident was not attributable to the state of competence, fatigue or health of the crew on that flight.
- 1.22.3.14 Details of the accident or incident have been properly reported to the appropriate local authority.
- 1.22.3.15 The Captain shall complete and sign all documents such as aeroplane Technical Log, Flight Log, Occurrence Report etc. if required by legal or Company rules.

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1.22.4 General Responsibilities of Pilot-in-Command

1.22.4.1 General Responsibilities of the Pilot-in-Command are given below:

- a. The safety, proper servicing and maintenance of airworthiness of his/her aeroplane, while executing his/her flight are within the instructions and limitations of the relevant FCOM chapters. Decisions regarding maintenance of airworthiness shall be made after due consideration of the advice of a technical specialist, i.e. Station Engineer where available.
- b. A safe and efficient operation during flight duty in accordance with the Company operating policy and common practices of good airmanship.
- c. The safety of passengers and crew as well as the safety of the load onboard once doors are closed.
- d. Discipline and order onboard during flight.
- e. To maintain safety and good order, the Pilot-in-Command may temporarily remove a crew member from his/her duty or OFF the aeroplane. If deemed necessary, the Pilot-in-Command may refuse passengers for onward transportation if, after several requests, they still behave in an objectionable and offensive manner or refuse to follow orders given for their own or other passengers good. Persons obviously intoxicated with alcohol, drugs or narcotics shall be refused boarding.
- f. The PIC shall report without delay to the appropriate ATC facility any hazardous flight conditions encountered and shall later submit the required detailed report to the Company.
- g. The PIC shall notify the nearest Authority by the quickest available means of any accident or serious incident that result in personnel injury, death or substantial damage to the aeroplane.

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1.22.5 PIC's Supervision and Coordination of Flight Duty

1.22.5.1 Pilot-in-Command's Supervision and Coordination of Flight Duty are given below:

- a. Ensure that standard and emergency procedures and regulations are adhered to by all members of his/her crew on the ground and in the air.
- b. Co-ordinate and assign at his/her discretion, duties to the various crew members with due regard to the composition of the actual crew and their Licences.
- c. Delegate at his/her discretion, but in a clear manner, part of his/her responsibilities on the ground and in the air to the authorized ground staff and/or his/her crew members.
- d. Instruct and correct all crew members, especially his/her First Officer, and give them the fullest possible benefit of his/her experience.
- e. Notify his/her superiors whenever the behavior or performance of a crew member is outside acceptable limits.

1.22.6 PIC's Duties prior to Flight

1.22.6.1 The Pilot-in-Command shall:

- a. Report onboard the aeroplane at least 40 minutes (Domestic Flight) and 50 minutes (International flight) prior to departure and to start preflight checks at least 30 minutes prior to the STD.
- b. Know the application of all documentation required for preflight, in-flight and post flight.

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- 1.22.6.2 The Pilot-in-Command responsibilities on the Aeroplane are:
- Review the technical status of aeroplane. Study Note(s) for the attention of crew.
 - Be aware of Periodic checks due.
 - Scrutinize carried forward snag(s) and their rectification/ operational procedure(s).
 - Study last flight snag(s).
 - Check all maintenance release and understand their effect on aeroplane performance.
 - Prepare the cockpit, in accordance with FCOM.
 - On receipt of Load Sheet, announce TOGW, MAC and Persons on Board (POB) – (applicable to A320 and ATR42/72 only).
 - Check Load Sheet for ZFW, BLOCK FUEL and verify TOGW and C.G. are within limits and signs it.
 - Check take-off computation card. (Where applicable).
 - Conduct Cabin Crew Briefing (time permitting) to all cabin crew onboard or delegate the LCC to conduct briefing on his/her behalf.

1.22.7 PIC's Duties During Flight

- 1.22.7.1 The Pilot-in-Command / Captain shall:
- Fly the aeroplane safely within the operating envelope during all phases of flight, according to relevant regulations and with due consideration to passengers' comfort, punctuality and economy.
 - Perform the Pilot Flying or Pilot Monitoring duty as required.
 - Closely follow the flight progress and be prepared to always take over controls, especially on take-off and approach/ landing, and whenever the Copilot/First Officer hands over the controls or shows signs of incapacitation.

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- d. Inform the First Officer immediately if something in the operation of the aeroplane is considered to have become abnormal or if deviations from prescribed procedures, clearances or from the plan of operation show up.
- e. Apply all procedures and regulations according to the relevant documents for normal, abnormal and emergency operations.
- f. Perform the Pilot Monitoring duties when the Co-pilot/First Officer is flying the aeroplane.
- g. Make routine announcements in Urdu and English.
- h. Check landing computation card. (where applicable).
- i. Maintain close cooperation with the Station Engineer regarding technical services and maintenance of the aeroplane.
 - i. Perform the technical debriefing with the maintenance and change over crew.
 - ii. Carry out post flight inspection or depute First Officer to do so.

1.22.8 PIC's Duties After Flight

1.22.8.1 The Pilot-in-Command / Captain shall:

- a. Wait for the FO to inform him/her that "All Doors Disarmed".
- b. Then, advise Cabin Attendants "Clear to open doors".
- c. Check and sign the Flight Log.
- d. Check and sign the Captain's Debrief Report.
- e. Be responsible after flight to leave the cockpit in proper order.

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1.23 First Officers' – Authority, Duties & Responsibilities

1.23.1 General

1.23.1.1 The First Officer (F/O) is the PIC's deputy. The F/O shall assume the role of PF when so directed by the PIC. If the PIC becomes incapacitated, the F/O assumes the PIC's authority and responsibility for the aircraft, crew, passengers and cargo. Therefore, it is his responsibility to participate in the preparation of the Flight and to attentively monitor its progress to be able to assume the responsibility and authority at any time.

1.23.1.2 He co-operates in a responsible manner as a member of the aircraft crew, and performs the routine work assigned or delegated to him by the PIC.

1.23.2 First Officer's Duties prior to Flight

1.23.2.1 The First Officer shall:

- a. Before every flight the First Officer must be fully aware of the flight planned route, contents of the briefing sheets, valid notices, the forecast meteorological conditions, runway state at departure, destination and alternate airfields.
- b. He should act as Second-in-Command, should the Pilot-in-Command, through illness or any other reason, be unable to continue his/her duties during flight immediately assume command and will continue to operate in command till parking of the aeroplane. For Cockpit Crew incapacitation refer Chap-8, Para 8.66 of this Manual.
- c. Have sufficient knowledge of all aeroplane system to operate them by means of checklists and other documents in the case of Captain incapacitation.

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1.23.3 Special Duties of First Officer

1.23.3.1 The First Officer shall:

- a. Be responsible for collection, completion and dispatch of all paperwork, i.e. Flight Plan, technical reports, etc., if this duty is not expressly assigned to other crew members or persons.
- b. Report onboard the aeroplane at least 40 minutes (Domestic Flight) and 50 minutes (International flight) prior to departure and to start preflight checks at least 30 minutes prior to the STD.
- c. Be especially well familiar with all technical matters.
- d. Assist the Captain in instructing and monitoring of under training First Officers.
- e. Carry out preliminary cockpit inspection as per FCOM ensuring that all cockpit emergency equipment is onboard.

1.23.4 First Officer's Duties Prior to Flight

1.23.4.1 The First Officer shall:

- a. Attend the preflight planning. Compute the Company Flight Plan if Flight Dispatch facilities are not available.
- b. File the ATC Flight Plan (in the absence of Flight Dispatcher) and check the availability of Air Defence clearance – where required.
- c. Know the application of all documentation required for preflight and in-flight.
- d. Be responsible to check that iPad is current with all the relevant Route Data of the planned flight, up to the terminating station inclusive of alternate stations.
- e. Remain vigilant that all checklist items are properly called and responded by other crew members when the checklist is being read out.

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- f. Bring any malfunction to the notice of Captain along with operating manual procedures – where applicable. Be prepared to follow up immediately any instructions given by the Captain.
- g. Compute and provide the take-off computation card to the Captain (where applicable).
- h. First Officer shall complete the *PIACL RAMP INSPECTION* checklist provided with the flight plan package.
- i. Record fuel quantity gauges reading on fuel indent form and check for correct Block Fuel. Retain copy of fuel receipt and cross check that fuel uplift plus fuel remaining equals Block Fuel.
- j. Inform the maintenance of any technical deficiencies.
- k. Carry out external preflight walk-around checks as per FCOM.
- l. Accept the aeroplane and its equipment from the maintenance personnel, under the Authority of the Captain.
- m. Enter present position into the FMS, ensuring NAV selection approximately thirty minutes prior to departure.

1.23.5 First Officer's Duties on Turbojet Aeroplane

1.23.5.1 On a Turbojet Aeroplane the First Officer shall:

- a. After LCC confirms that all doors are closed and then announce on PA "Cabin Crew prepare for departure, arm the door slides and cross check".
- b. After LCC confirms that all door slides are armed, lock the Cockpit door.

Note: *On ATR42/72 aeroplane, LCC will check ground locks, and report to the Pilot-in-Command "All doors closed, and passengers as per **Load Sheet**".*

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1.23.6 Additional First Officer's Duties

- 1.23.6.1 The First Officer shall additionally check the onboard Technical Library and its validity on his iPad and in the onboard Technical Bag (if applicable).
- 1.23.6.2 Details of the documents to be checked are given in [Annex-1C](#) at the end of Chapter-1.

1.23.7 First Officer's Duties During Flight

- 1.23.7.1 During flight, the First Officer shall:
- Act as the Pilot-in-Command's deputy.
 - Assist the Pilot-in-Command and act as a monitoring crew member during all phases of flight.
 - Act as PIC in case of incapacitation of the Pilot-in-Command.
 - Be responsible for the collection, completion and dispatch of all paperwork i.e. OFPs, fuel slips, take-off and landing data cards (if applicable), weather reports, etc., unless such duties are expressly assigned to another crew member.
 - Must record the weather information for Departure, Destination and Destination's Alternate(s) on the OFP. Enroute weather is to be copied on OFP if received, from a voice source i.e., ATC, ATIS and VHF/HF VOLMET.
 - Enroute weather received from ACARS may not be copied on the OFP, however, the term "ENROUTE WEATHER ON ACARS" shall be mentioned on the OFP.
 - Perform or monitor the execution of all normal, abnormal and emergency checklists in such manner as specified in the FCOM and ensure that they are all properly completed.

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- h. Monitor all aspects of the flight, checking that correct procedures and techniques are used, cross-checking all flight instrument indications, in particular attitude, altitude and height. The First Officer shall alert the other Flight Crew member whenever:
 - i. The aeroplane departs significantly from its intended flight path, or he considers a hazardous situation is developing, or any abnormal instrument indication, warning light or flag is displayed.
 - ii. Inform the Pilot-in-Command of all communications and navigation aid frequency changes, ensuring that all aids are correctly tuned, selected, and identified and indication on the respective instrument. Record flight progress and ATC clearances, altimeter settings, Met reports and forecasts on the flight log as applicable, informing the Pilot-in-Command of their contents.
- i. Conduct radio communications as instructed by the Pilot-in-Command.
- j. Always maintain an adequate look-out.
- k. Check fuel score every 30 minutes approximately.
- l. Carry out any other duties required by the Pilot-in-Command.
- m. When the First Officer duties are performed by a Pilot under training, then both in departure and arrival terminal areas he/she must be continuously supervised by a fully qualified Captain or First Officer occupying the observer's seat until cleared to fly without a Safety Pilot by the Chief Pilot Training.

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1.23.8 First Officer's Duties After Flight (Post Flight)

- 1.23.8.1 Besides ensuring that Flight Deck is left in good order with papers collected and items properly stowed, the First Officer will ensure that:
- On turbojet aeroplane, after engine shut down announce on PA "Cabin Crew, prepare for arrival, disarm the door slides and cross check".
 - Thereafter, wait for information from Cabin crew that all doors are disarmed and confirm electronically doors page ECAM/EICAS before advising the PIC "Doors disarmed".
 - On turboprop aeroplane, after propellers have stopped rotating, advise Cabin Crew "OK for the doors".
 - Complete the Flight Logbook.
 - Enter deficiencies/snags in the aeroplane technical logbook after discussing with the Pilot-in-Command.
 - Report all delays due to technical or any other reason in sequence of developments through debriefing report and present it to the Pilot-in-Command.
 - Carry out post flight inspection.

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1.24 Cabin Crew – Duties and Responsibilities

- 1.24.1 The cabin crew member shall be responsible for the proper execution of their duties that are related to the safety of the aircraft and its occupants.

Note: *PIACL does not operate passenger flights unless the minimum required cabin crew as approved by PCAA is present onboard.*

- 1.24.2 Cabin Crew on the aircraft fulfil the following functions:
- All Cabin Crew members on duty or off duty when away from home base, are subordinated to the Pilot-in-Command or his/her delegate.
 - The LCC/Cabin Crew take orders directly from the Pilot-in-Command or his / her delegate.
 - In the absence of both the Captain and his/her delegate at outstations (i.e. due to different rotations of Flight and Cabin Crew) the Cabin Crew members are subordinated to the LCC.
 - The LCC are responsible for the comfort and safety of the passengers as well as the cabin service onboard. In particular, he/ she shall:
 - Check that the cabin crew complement is complete before commencing flight duty. Assign duties and responsibilities to all Cabin Crew members.
 - Brief the Cabin Crew before each flight.
 - Be responsible for maintaining good discipline among all Cabin Crew members whilst on duty.
 - Be responsible for observance of the safety regulations in the cabin.
 - Be responsible for emergency preparations as instructed by the Pilot-in-Command.
 - Report all technical irregularities in the cabin to the Pilot-in-Command (PIC).

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- vii. Handle all operational cabin irregularities in co-ordination with Pilot-in-Command.
- viii. Ensure the orderly handover of the aeroplane to the new Cabin Crew taking over at transit Stations.
- ix. Ensure that the necessary documents are maintained and processed as laid down in the respective regulations.
- x. Report any important incidents or irregularities occurring during flight to the appropriate office.

1.24.3 The duties and responsibilities of the Cabin Crew members are detailed in the Cabin Crew Safety Equipment and Procedures (SEP) Manual and the Flight Services Manual.

Note: *A Pilot or a Cabin Crew who is deadheading onboard a flight is one who is traveling to a destination to be repositioned as part of a duty assignment.*

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1.25 Responsibilities of Line Stations

1.25.1 Main responsibilities of Line Stations are given below:

- a. PIACL staff at Line Stations shall maintain liaison with Operations Control Centre (OCC) in Karachi regarding the progress of any flight through their stations.
- b. They shall notify OCC of any change in the security situation at their station that might affect the operation of any PIACL flight.
- c. They shall supply the crew of any PIACL flight transiting their station with up-to-date Aeronautical and Meteorological Information and shall file an ATC flight plan and provide the crew with a copy of the ATC flight plan and two copies of the operational flight plan when applicable.
- d. They shall co-ordinate with the PIACL handling agent and shall arrange the supply of all necessary ground services. They shall ensure that the Manuals issued to the handling agent are kept current and that PIACL procedures and policies are strictly adhered to. They shall monitor quality of services and the proficiency of handling personnel and take the requisite steps to address any deficiencies.
- e. In the event of an overnight stop or a major delay in departure they shall provide the crew with an updated OFP.
- f. They shall notify Flight Operations of any change to local regulations which may affect the operation of the aeroplane or affect disembarking crews at their station.
- g. In the event of the diversion of a flight to their stations they shall assist the crew in any way that is required of them to expedite the turnaround of the aeroplane, or to obtain accommodation for the crew if conditions or flight time limitations prevent the continuation of that flight and shall arrange transportation of the crew to and from that accommodation.

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- h. In the event of a delay in departure from, or a diversion to their station, they shall update the Operations Control Centre (OCC) in Karachi with an estimated time of departure of the flight from their station and shall modify that estimated time of departure according to changing situation.

1.26 DGM Operations Engineering-I

- 1.26.1 Deputy General Manager Engineering-I exercises Supervision and Control of relevant Flight Operation functions (and other associated activities) and Management of Safety and Security of Technical Operations.
- 1.26.2 The General duties of DGM Ops Engr-I are given below:
 - a. Comply with the Company policies and procedures, regulatory requirements, condition and restrictions of AOC and other statutory requirements.
 - b. The DGM Operations Engineering-I reports to Chief Pilot Technical and exercises administrative control over:
 - i. All Operations Engineers and other staff assigned to aeroplanes in Line I (as in Line Maintenance I in Engineering and Maintenance Department).
 - ii. The Manual Cell at PIACL Head Office.
 - c. Preparation and Maintenance of Flight Manuals, FCOMs, Checklists, MMELs, MELs, Mass and Balance Manuals, Weight Checklists, Test Flight Procedures / Proformas, Special operation booklets / proformas, Bulletins, Circulars and all other technical documents related to Flight Operations.
 - d. Arrange printing and distribution of required Manuals to Pilots and Flight Operations Officers (FOOs).
 - e. Provide all required documents to Aeroplane Library Cells – if applicable.

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- f. Maintain sufficient stock of up-to-date manuals in the Manuals Cell.
- g. Evaluate aeroplanes being considered for induction into PIACL fleet on short term/long term dry/wet lease, charter or purchase.
- h. Evaluate all modifications that affect operation/performance data of the aeroplane.
- i. Evaluate performance capabilities of aeroplane on various routes for all phases of flight (FCOM).
- j. Coordinate the update and circulation through the office of CP Tech of OM-C and its contents.
- k. Determine payload capability on various routes and advise Marketing and Planning Departments.
- l. Conduct production Test flights, Acceptance Test Flights, C of A Test Flights and all other test flights as specified from time to time.
- m. Calculating aeroplane Weight and Maintain Weight Schedules and Weight Checklists.
- n. Coordinate with PCAA, for approval of MEL, Weight Checklists, Test Flight Proformas, Special Procedures, Checklist and Mass and Balance training /control, release of aeroplane under MEL, Ferry flights and Runway requirements.
- o. Coordinate with Engineering and Maintenance on Technical delays, Investigation of incidents/accidents; follow up of DBRs and Modification status of aeroplanes.
- p. Design and print load sheets and load advice forms. Issue policy on Mass and Balance data and performance data and ensure its implementation.
- q. Conduct basic and type mass and balance training as per CAA approved syllabus and policy.

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- r. Conduct examinations for issuance of Mass and Balance Competency Certificates and periodic refreshers examinations for renewal of Mass and Balance Competency Certificates of all personnel preparing load sheets.
- s. Maintain AHM050 data and check/verify and ensure integrity of computerized weight and balance software and database.
- t. Conduct investigation of all Mass and Balance discrepancies and delays due load sheet problems. Maintain liaison with Aeroplane Manufacturers, International Regulatory Agencies and PCAA for two-way communication on all operational and safety matters.
- u. Advise Chief Pilot Technical on preparation of fuel policy, selection of alternates and selection of routes.
- v. Suggest ways and means for economy and improvement of Flight Safety.
- w. Conduct performance Checks to establish APD factor for use in flight planning and suggest action for improvement in aeroplane performance and fuel base line.
- x. Conduct performance classes for cockpit crew/FOO. Conduct ETOPS training for Flight Operations Officers.
- y. Advise DFO on release of aeroplane with multiple defects, release under MEL, Ferry flight etc.
- z. Provide RTOGW analysis (if applicable), GPWS terrain and obstacle databases.
- aa. Advise Central Control / Flight Dispatch on performance restriction with C/F items.
- Ab. Maintain liaison with Routes section and give advice on route constraints.

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1.27 DGM Operations Engineering-II

- 1.27.1 Deputy General Manager Engineering-II exercises Supervision and Control of relevant Flight Operation functions (and other associated activities) and Management of Safety and Security of Technical Operations.
- 1.27.2 The General duties of DGM Ops Engr-II are given below:
- Comply with Company policies and procedures, regulatory requirements, condition and restrictions of AOC and other statutory requirement.
 - The DGM Operations Engineering-II reports to Chief Pilot Technical.
 - Exercises administrative control over all Operations Engineers and other staff assigned to aeroplanes in Line II (as in Line Maintenance II in Engineering and Maintenance Department). The aeroplane library cells at Airports.
 - Preparation and Maintenance of Flight Manuals, FCOMs, Checklists, MMELs, MELs, Mass and Balance Manuals, Weight Checklists, Test Flight Procedures / Proformas, Special Operation booklets / proformas, Bulletins, Circulars and all other technical documents related to Flight Operations.
 - Arrange the provisioning of up-to-date manuals onboard the aeroplanes.
 - Deliver all revisions and circulars through web and/or e-mail.
 - Evaluate aeroplanes being considered for induction into PIACL fleet on short term/ long term dry/ wet lease, charter or purchase.
 - Evaluate all modifications that affect operation/ performance of the aeroplane.
 - Evaluate performance capabilities of aeroplane on various routes.

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- j. Determine payload capability on various routes and advise Marketing and Planning Departments.
- k. Conduct production Test flights, Acceptance Test Flights, C of A Test Flights and all other test flights specified from time to time.
- l. Calculating aeroplane Weighing and Maintain Weight Schedules and Weighing Checklists.
- m. Coordinate with PCAA. For approval of MEL, Weighing Checklists, Test Flight Proformas, Special Procedures, Checklist and Mass and Balance training /control release of aeroplane under MEL, Ferry flights and Runway requirements.
- n. Coordinate with Engineering and Maintenance on Technical delays. Investigation of incidents/accidents; follow up of DBRs and Modification status of aeroplanes. Design and print load sheets and load advice forms.
- o. Issue Policy on Mass and Balance and ensure its implementation.
- p. Coordinate safety issues online operation policies, rules, procedures and flight crew training. In this regard he/she will also support all activities relating to induction of new aeroplane types, systems, fleet modifications and upgrades.
- q. Conduct basic and type mass and balance training as per CAA approved syllabus and policy.
- r. Conduct examinations for issuance of Mass and Balance Competency Certificates and periodic refreshers examinations for renewal of Mass and Balance Competency Certificates of all personnel preparing IACL aircraft load sheets.
- s. Maintain AHM050 data and check/verify and ensure integrity of computerized weight and balance software and database. Conduct investigation of all Mass and Balance discrepancies and delays due load sheet problems.

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- t. Maintain liaison with Aeroplane Manufacturers, International Regulatory Agencies and PCAA for two-way communication on all operational and safety matters.
- u. Advise Chief Pilot Technical on preparation of fuel policy, selection of alternates and routes.
- v. Suggest ways and means for economy and improvement in Flight Safety.
- w. Conduct performance Checks to establish APD factor for use in flight planning and suggest action for improvement in aeroplane performance and fuel base line. Conduct performance classes for cockpit crew/FOO.
- x. Conduct ETOPS/ETDO training for cockpit crew and Flight Operations Officers (FOOs).
- y. Advise DFO on release of aeroplane with multiple defects, release under MEL, Ferry flight etc.
- z. Provide RTOGW analysis – if required.
- aa. Advise Central Control / Flight Dispatch on performance restriction with C/F item.
- Ab. Maintain liaison with Routes section and advise any route constraints.
- Ac. Coordinate, update and circulate through the office of CP Tech, OM-C and its contents.

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1.28 DGM Routes and Navigation

- 1.28.1 Deputy General Manager Routes and Navigation has authority for Supervision and Control of relevant Flight Operation functions (and other associated activities) and Management of Safety and Security of Routes and Navigation Section.
- 1.28.2 The DGM Routes & Navigation reports to Chief Pilot Technical. The General duties of DGM Routes and Navigation are given below:
- Comply with Company policies and procedures, regulatory requirements, condition and restrictions of AOC and other statutory requirements.
 - Coordinate with CAA, Pakistan and all PIACL Departments regarding AOC renewal and AOC Audit and other relevant matters.
 - Inspections reports of CAA, Pakistan.
 - Maintain up-dated Operations Specifications issued by PCAA and Aviation Authorities of various countries. Coordination with aviation authorities for approval of revisions in Operations Specifications issued by them.
 - Carry out Block Time Analyses.
 - Perform Route Analyses.
 - Obtaining over-flying permissions for PIACL's Scheduled/ Special flights from various countries.
 - Finding ways and means to increase payload availability on various sectors. Selection of nearest suitable alternates.
 - Keeping up-to-date data of all airfields and associated facilities. Liaison with HQ CAA for all factors affecting our domestic operations and domestic airfields, notifying various discrepancies and pursuing them with DG CAA, for necessary remedial action.

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- j. Monitoring and control of navigation database(s) and terrain database (GPWS with forward looking terrain avoidance function). Also assess its integrity and compatibility from supplier and ensure timely insertion of data to avoid aeronautical information error, related to the content of new database(s) and unaltered terrain database(s) into the aeroplane for all areas of potential operations and surrounding airports of intended use.
- k. Maintain up to-date ICAO, US FAR and JAR documents.
- l. Supplying current Route data for our B-777, A320 and ATR navigation system.
- m. Issuance of Route and Navigation Bulletin information, T-Charts etc. for our Manuals & for the information of crew.
- n. Handle routing and other relevant data for charter/VVIP flights.
- o. Participating in various domestic / international meetings of CAA, IATA, and ICAO when required.
- p. Liaison with CAA, Pakistan regarding pilots DBRs.
- q. Development and recommending various instrument let down procedure in coordination with Director Flight Standards, CM Interpretations of CARs Pakistan, ICAO, FAR and JAR regulations.
- r. Any other operational work as assigned by the Director Flight Operations through Chief Pilot Technical.
- s. Coordinate with respect to safety issues online operation policies, rules, instructions and procedures including flight crew training.
- t. Coordinate, update and circulate through the office of CP Tech, OM-C and its contents.

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1.29 Duties and Responsibilities of Flight Operations Officer

- 1.29.1 For duties and responsibilities of Flight Operations Officer (FOOs) refer to Flight Dispatch Manual.

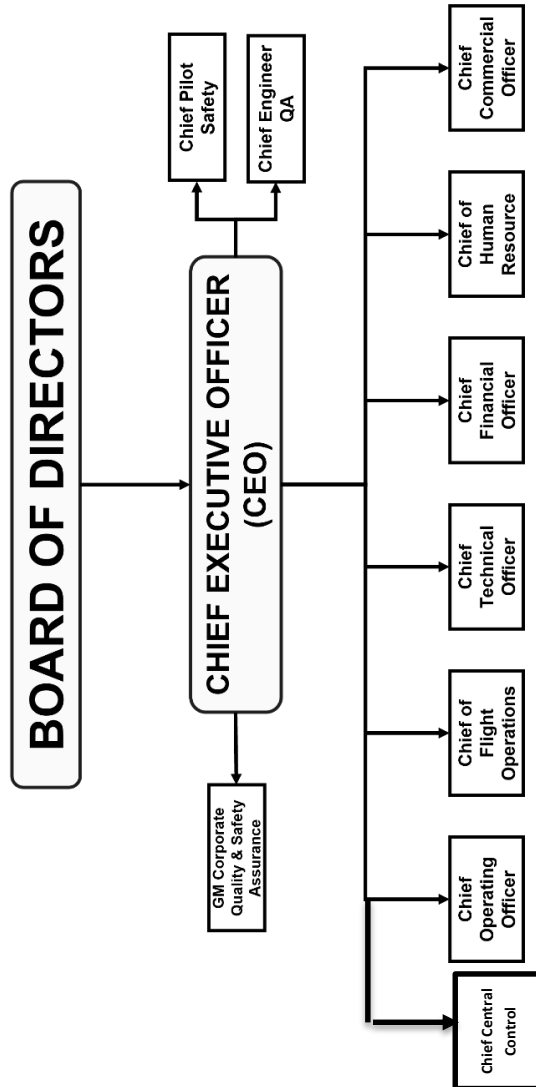
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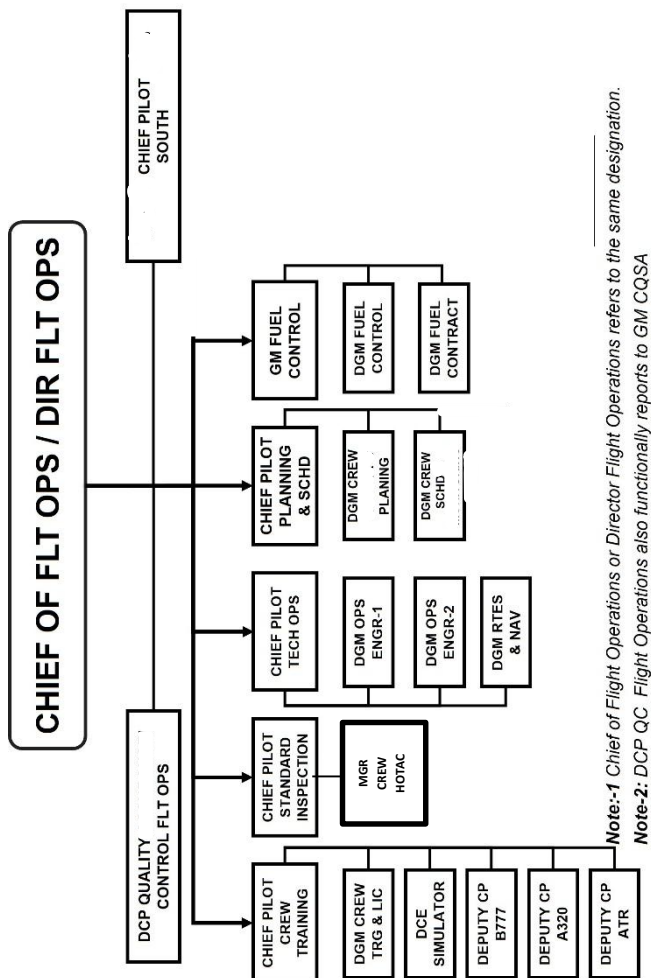
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Annex-1A Organizational Structure – Head Office



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Annex-1B Organizational Structure – Flight Operations



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	Documents to be Checked in Aircraft Library	Ed-06 Rev-03 23 Feb, 2026

Annex-1C Documents to be checked in Aircraft / iPad Library

- 1C.1 The cockpit crew shall check the aircraft Technical Library and its validity in iPad and in the onboard Technical Bag (if applicable) as given below:

B777 Aircraft		
S.No.	Document to Checked	Check On
1.	Flight Crew Operating Manuals	iPad
2.	Quick Reference Handbook (QRH)	Paper Copy – 02
3.	MEL and DDG	iPad
4.	Weight and Balance Book	iPad
5.	Take Off Gross Weight Book	iPad
6.	Company Circulars	iPad
7.	Company Operations Manual (OM-A)	iPad
8.	Dangerous Goods & ERG Manual	iPad
9.	B777 ETOPS/EDTO Guide	iPad
10.	SEP Manual	iPad
11.	Security Manual	iPad
12.	Flight Information File	Paper Copy and on iPad

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A320 Aircraft		
S.No.	Document to Checked	Check On
1.	Flight Crew Operating Manuals	iPad
2.	MEL and DDG	iPad
3.	Weight and Balance Manual	iPad
4.	Take Off Gross Weight Book	iPad
5.	Flight Information File	Paper Copy and on iPad
6.	Company Operations Manual (OM-A)	iPad
7.	Dangerous Goods & ERG Manual	iPad
8.	SEP Manual	iPad
9.	Security Manual	iPad

ATR42/72 Aircraft		
S.No.	Document to Checked	Check On
1.	Flight Crew Operating Manuals	iPad
2.	MEL and DDG	iPad
3.	Regulated Take Off Gross Weight Table	iPad
4.	Flight Information File	Paper Copy and on iPad
5.	Company Operations Manual (OM-A)	iPad

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	Documents to be Checked in Aircraft Library	Ed-06 Rev-03 23 Feb, 2026

1C.2 The First Officer will also check the availability of the following documents in the Technical Library:

S.No.	Documents to be Checked
1.	Certificate of Airworthiness (C of A)
2.	Certificate of Registration (C of R)
3.	Certificate of Maintenance Release
4.	Noise Certificate (if applicable)
5.	Valid Fuel Carnet
6.	Certificate of Aircraft Radio Installation (Wireless Licence)
7.	Weight Schedule
8.	Aeroplane Technical Log Book
9.	Flight Pack List
10.	Captain's Debrief
11.	Aeroplane Flight Log Book
12.	RVSM Certificate
13.	Certified Copy of AOC and Ops Specs

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Annex-1D Appointment Holders Contact Information

1D.1 Given below are the Appointment Holders Name and Contact Details.

Appointment Holders Contact Information		
Designation	Name	Tel. No. and Email
Chief of Flight Operations / DFO	Capt. Irfan Khan	021-9904 6050 051-9059406 dfo@piac.aero
Chief Pilot Crew Training	Capt. Omar Akhtar	051-9058329 khiorpk@piac.aero
Chief Pilot Planning and Scheduling	Capt. Rehan Ashraf	051-9059335 khioipk@piac.aero
Chief Pilot Standards Inspection	Capt. Fayyaz ur Rahman	051-9058335 khivipk@piac.aero
Chief Pilot Technical Ops	Capt. Vaqas Javed	051-9059334 khioxpk@piac.aero
Chief Technical Officer	Mr. Khawaja Noor ul Qadir	021-9904-4365 0323-2320390
Chief Pilot Safety	Capt. Tariq Mohsin Panhwar	021-9904-4484 0321-2434271
GM Flight Services	Mr. Ali Abbas	021-9904-3252 051-9059330 khihzpk@piac.aero
GM Passenger Handling	Mr. Tariq Majeed	021-9904-4345 051-9059385 0330-7869200

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Annex-1E Duties of Pilot in Command, as per PCAA Act 2023

1E.1 Pakistan Civil Aviation Act 2023 outlines the duties of Pilot in Command. The same are mentioned from Section-55 to Section-59, which are reproduced below:

Section-55 General duties of the Pilot-in-Command of aircraft –

- (1) A pilot-in-command of an aircraft shall, among other things, be responsible for
 - (a) the safe operation of the aircraft,
 - (b) the safety and well-being of all passengers and crew, and
 - (c) the safety of the cargo and mail carried.
- (2) Subject to the provisions of section 56. the pilot-in-command shall at all times comply with all relevant requirements of this Act, rules and regulations.
- (3) The pilot-in-command shall have the final authority to control the aircraft while in command; and for the maintenance of discipline by all persons on board the aircraft.

Section-56 Duties of the Pilot-in-Command during Emergency –

- (1) In the event of an emergency whether arising during a flight or otherwise. the pilot-in-command may breach any provision of this Act, rules or regulations or any other law for the time being in force, if he is satisfied that
 - (a) the emergency involves a danger to life or property;
 - (b) the extent of the breach goes only as far as is necessary to deal with the emergency;
 - (c) there is no other reasonable means of alleviating, avoiding, or assisting with the emergency; and
 - (d) the degree of danger involved in complying with the provision is clearly greater than the degree of danger involved in deviating from it.

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(2) If the pilot-in-command breaches any provision of this Act, rules or regulation or any other law for the time being in force under this section, he shall—

- (a) immediately notify the relevant air traffic control service of the breach.
- (b) as soon as may be practicable, notify the Director General of the breach and the circumstances that necessitated it; and
- (c) submit a written report in respect of the breach where so directed by the Director General.

(3) In the event of an emergency not arising during a flight, nothing in this section shall permit —

- (a) the operation of an aircraft that is not registered in Pakistan or elsewhere;
- (b) the breach of any requirement as to the airworthiness of an aircraft; or
- (c) the operation of an aircraft by a person who is not lawfully entitled to operate that aircraft.

Section-57 Powers of the Pilot-in-Command to deal with inflight disturbance etc. – (1) Where the pilot-in-command of an aircraft in flight considers, on reasonable grounds, that any person on board the aircraft

- (a) has done or is about to do any act, which endangers or is likely to endanger the safety of the aircraft, the safety of persons, property, mail or cargo, or the good order and discipline on board the aircraft; or
- (b) has committed any act which constitutes a serious offence under the law in force in the State where the aircraft is registered, he may take such measures. including the restraint of that person. as may be necessary to protect the aircraft. persons or property on board the aircraft, or to maintain good order and discipline or to enable him to disembark or deliver that person in accordance with subsection.

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(2) For the purpose of this section, the pilot-in-command may require or authorize the assistance of other crew members and may request or authorize the assistance of any passenger to restrain such person.

(3) Any crew member or passenger may, without authorization of the commander, take in respect of such person any reasonable preventive measures which he believes are immediately necessary.

(4) Any restraint imposed on a person under this section may not be continued after the aircraft has ceased to be in flight unless—

- (a) for the purposes of disembarking or delivering such under restraint to the appropriate authorities, or
- (b) the person under restraint has agreed to continue the journey under restraint on board that aircraft.

(5) The pilot-in-command of an aircraft may—

- (a) disembark that person in any State in which that aircraft may be:
- (b) deliver that person to a police officer or a border management officer in Pakistan or any other contracting State of the ICAO.

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Section-58 Identification of Pilot-in-Command – (1) If the Director General has reasons to believe that the pilot-in-command of an aircraft has committed an offence under this Act, he may—

- (a) inform the operator of the aircraft or the holder of the certificate of registration for the aircraft of the alleged offence; and
- (b) require that person to give all information in his possession or any information which can reasonably be obtained by him that may lead to the identification of pilot-in-command by a specified date.

(2) If the owner, operator or holder of the certificate of registration of the aircraft does not tender the required information by the specified date, the Director General may proceed against him, among other things, in terms of section 125.

Section-59 Nuisance or trespass by flight over property not to attract legal action – (1) No suit or other legal action shall be attracted in respect of nuisance or trespass, by reason only of the flight of aircraft over any property at a height above the ground that, having regard to wind, weather, and all the circumstances of the case, is reasonable, as long as the provisions of this Act, rules and regulations are complied with..

(2) No action for nuisance may be brought in respect of the noise or vibration caused by aircraft or aircraft engines on an airport if the noise or vibration is of a kind specified in the rules, as long as the provisions of the rules are complied with.

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CHAPTER-2

OPERATIONAL CONTROL AND SUPERVISION

2.1 Overview

- 2.1.1 Operational control is defined as the exercise of authority over initiation, continuation, diversion or termination of a flight in the interest of the safety of the aircraft, regularity of operations and efficiency of the flight.
- 2.1.2 Operational control is exercised to ensure safety and regulatory compliance, economy, passenger comfort and schedule keeping of all flight operations. Safety and regulatory compliance are the main considerations.
- 2.1.3 The Director Flight Operations (DFO) has the overall authority and responsibility of Operational Control which is exercised through all the elements of Flight Operations Department in accordance with the regulatory requirements, the Operations Manual and other departmental manuals.
- 2.1.4 Flight Operations Department Managers, Flight Operations Officers (FOOs) and Flight Dispatchers exercise operational control up to the time a PIC commences duty for a flight. Thereafter, the Pilot-in-Command (PIC) shall exercise operational control of the flight in co-ordination with Flight Dispatch. PIC shall base all decisions under the provisions of the Operations Manual and the need to achieve the safest possible operation of his flight.
- 2.1.5 Although immediate Operational control is delegated to the PIC for the duration of his flight, DFO retains responsibility for the support of the PIC and to provide any operational assistance that may be required.
- 2.1.6 The Flight Operations Management is responsible for the safety of the flight. In this regard, the operational management is responsible for:
- a. The supervision of the Flight Operations
 - b. The control of the Flight Operations

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2.2 Supervision of Flight Operations

2.2.1 M/s PIACL ensures that the professional competence of its operational personnel is maintained and that:

- The operational staff are competent to perform their assigned duties.
- The operational staff are trained to perform their assigned tasks.
- That operational staff and crew members hold the requisite qualifications and valid Licences.

2.2.2 Director Flight Operations (DFO) is responsible for the overall supervision of Flight Operations. He coordinates and supervises the Flight Operations Department and is responsible for the implementation of Operational Policies.

2.2.3 The supervision of the Flight Operations is achieved by:

- The management structure of Flight Operations which is acceptable to CAA, Pakistan and matches the operating network and scale of operations.
- The Flight Operations are conducted within the scope of the AOC and its associated Operations Specifications issued by CAA, Pakistan.
- That the aircraft is operated in compliance with the terms of its Certificates of Airworthiness and within the approved limitations contained in its Aeroplane Flight Manual (AFM) and the MEL/CDL provisions (if any).
- For an individual flight, the Operations Control Centre responsibility lies with the Flight Operations Controller. He is responsible for providing the flight crew with all data necessary to perform the flight safely. He co-ordinates with the maintenance department, for the availability and the status of the aircraft and supervises the progress of the flight.
- Wilful or deliberate violation of Flight Operations policies and/or procedures by personnel of Flight Operations, will be reviewed and addressed in accordance with company EDP manual.

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2.2.A Dissemination of Safety-Critical Operational Information

Flight Operations shall ensure the timely dissemination of safety-critical operational information to all relevant personnel within and, where applicable, external to the Flight Operations organization.

Such information shall include, but is not limited to:

- * Airworthiness Directives (ADs);
- * Manufacturer bulletins and safety communications;
- * Flight Crew Instructions (FCIs), operational bulletins and directives;
- * Notices to Airmen (NOTAMs) and other aeronautical information.

Dissemination shall be accomplished through approved communication systems including electronic document systems, Flight Crew Instructions (FCI), dispatch briefing systems, and other authorized communication channels.

NOTAMs, aeronautical information and other operational data shall be disseminated through the Flight Dispatch system and provided to flight crew as part of the pre-flight briefing in accordance with Chapter 2 (Operational Control and Supervision), Chapter 12 (Rules of the Air) and applicable Standard Operating Procedures.

Flight Operations shall ensure that such information is accessible, current and acknowledged where required by the receiving personnel.

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2.3 Licence and Qualification Validity – Flight Crew

2.3.1 DFO Office along with Chief Pilot Crew Training and Chief Pilot Planning and Scheduling share the joint responsibility to ensure that:

- A crew member shall not perform a flight duty unless his licence (ATPL or CPL), Type Rating, PCAA Medical, Recent Experience and any other qualification that is required for the flight are appropriate, current and valid for the duration of the flight; and
- The six-monthly simulator training, as required for RPT Operations has been successfully carried out.
- Besides the CP Crew Training office, it is the Licence holder's responsibility to ensure that the required checks and tests for revalidation are completed in a timely manner.
- CP Training must inform Crew scheduling department to schedule the Flight Crew for the Recurrent Simulator and Annual Route Checks to meet the Regulatory requirements.

2.4 Competence of Operations Personnel – FOOs

2.4.1 Chief of Central Control will:

- Ensure that the FOO / Flight Dispatcher assigned to or directly involved in, Operational Control duties are properly instructed and have demonstrated their abilities in their duties.
- Ensure that the personnel are aware of their responsibilities and of the relationship of their duties to the operation.
- All FOOs must carry their FOO Licences on person, whilst exercising the privileges of the Licence. A valid Company Medical is mandatory along with the Licence.
- For FOOs, renewal of the FOO Licence requires a specific re-qualification by CAA, Pakistan.
- Supervision and monitoring of the competence of operations personnel will be through their recurrent training.

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2.5 Control, Analysis and Storage of Records, Flight Documents, Additional Information and Data

2.5.1 Administrative Records – Responsibility

2.5.1.1 Each division in the Flight Operations department shall be responsible for maintaining a system to index, file and store all papers, documents, correspondence and information which may be required for record purposes for identification and legibility. The records organization shall retain custody of all such materials and shall release it to the authorized persons under controlled conditions.

2.5.1.2 Materials retained in Flight Operation record files may come from its flight operational activities as well as inputs from PCAA, PIACL departments and other organizations.

2.5.1.3 The maintenance of operational and crew records is the responsibility of each concerned division in the department for its protection and security.

2.5.2 Types of Records

2.5.2.1 Two types of records are required to be kept:

- a. The documentation raised in support of each flight by Company aeroplane. This must be retained for at least three months after completion of the flight before disposal or deletion documentation raised in support of each flight is stored with dispatch/GMCC. It consists of all Met information, NOTAMS, OFPs, CLC records. Take Off computation Data Cards (if applicable), DBR Electronic Copy etc. issued to and completed by each respective flight crew.
- b. Besides the above, any other document(s) as per Dispatch Manual.

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- b. Data to support the renewal or validation of crew Licences, their qualifications and records are maintained for retention and retrieval in accordance with CAA, Pakistan regulations. All such records shall be retained for a period of at least five years after active service. This shall include.
 - i. Successful and unsuccessful flight crew evaluations.
 - ii. Flight crew Licences and qualification data is computer stored in Flight Operations department hard copies of records are maintained by Training Division.
 - iii. All dates and time spent on duty for whatever reasons, including standby duty.
 - iv. All dates and time spent on crew rest and leave.
 - v. All dates and time that crew members are unable to report for duty due to illness or other reasons.
 - vi. Dates of completion of Pilot Proficiency and instrument rating checks and subsequent renewal or expiry dates.
 - vii. Dates of completion of initial line checks and subsequent renewal expiry dates.
 - viii. Route and special airfield experience.
 - ix. Take off and landing currency record.
 - x. Auto landings and All Weather Operations (AWO) and LVP qualifying approaches.
 - xi. ETOPS/EDTO currency.
 - xii. Licences and medical expiry dates.
 - xiii. Total flying in duty hours over any 30 days periods.
 - xiv. Total flying hours per calendar month.
 - xv. The day-to-day disposition of crew members.
 - xvi. The date of completion of emergency training, continued training as per Training Policy and subsequent expiry dates.
 - xvii. The date of expiry of PCAA training authority if applicable.

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- c. These records may either be stored in a computer data file or in manuscript form.
- d. The records must be capable of easy interpretation by management and PCAA inspectors and must also readily show any potential hours or duty time exceedance.
- e. The backup of the records is maintained by IT Department and also of each Training File is maintained with CP Crew Training Office.

2.6 Record Keeping and Types of Records / Forms

2.6.1 General

- 2.6.1.1 There are many types of reports and forms used by the Company to cover various eventualities that may occur before, during or after flight that affect safety of flight. Copies of pertinent forms and reports are stored in a folder in each aeroplane library.
- 2.6.1.2 Those reports and forms which are relevant for all types of Company aeroplanes are described in this section. The only form that is required to be filled in on each flight is the debrief report DBR. Other forms are designed to report/explain various additional operational incidents or divergence from normal procedures.
- 2.6.1.3 There are some forms that are pertinent for a particular type of aeroplane only. These are explained in the relevant aeroplane FCOM /Operations Manual. Examples are fuel log, takeoff and landing data cards (if applicable), Load Sheet etc.
- 2.6.1.4 In addition to the above, there are ICAO flight plan forms and private property declaration forms.

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2.6.2 Debrief Report (DBR)

2.6.2.1 The debrief report is the official document on which the Pilot-in-Command shall log any significant events during the flight. Delays and incidents shall be recorded even though dedicated report forms for such incidents may be raised as well. In addition to the log function the form is also used for recording:

- a. Crew names and functions.
- b. Sectors flown plus block and flight times for the sector.
- c. In case of two Captain operation, Captain operating the sector.
- d. Auto landings.
- e. All aspects of duty times.
- f. Amount and reason for any delay in departure and arrival times.
- g. Any special duties performed by crew members.
- h. Training flight validation.
- i. Where delays to departure or arrival occur, the actual difference is logged in minutes. As these times form the basic data for punctuality analysis, it is necessary for the block and flight times to be logged to the nearest minute.
- j. If delay exceeds 4 minutes, the reasons for the delay shall be recorded.

2.6.2.2 The Captain will be responsible for the accuracy of the information in the Debrief Report. The elaboration of reasons for delays or additional comments pertaining to the flight should be clear, concise and not provocative. They should be confined to the subject matter being reported and should not express views of a personal nature on the subject which are irrelevant to the flight. Language that is sarcastic or worded so, which could cause antagonism between departments of the Company should be avoided. When entries on the request of PIC are made by the First Officer these should be checked and signed.

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2.6.2.3 Besides the mandatory incident or occurrence reporting requirement, the flight crew are encouraged to report any or all incidents or occurrences for feedback and corrective remedial actions.

2.6.2.4 Debrief or electronically uploaded along with the flight log, DBR may also be sent electronically through dbr@piac.aero to expedite the information of important nature. A paper copy should follow.

2.6.3 Flight Data Recorder (FDR) Record

2.6.3.1 All PIACL aircraft are equipped with Digital Flight Data Recorder (DFDR) system. Following an accident or incident that is subject to mandatory reporting or whenever PCAA so directs, PIACL shall preserve the relevant original recordings of a Flight Data Recorder for a period not less than three (03) months or any specific period as directed by the PCAA.

2.6.3.2 The PIACL aircraft fleet are equipped with Flight Data Recorder that:

- Does not utilize photographic film, magnetic tape or engraving metal foil.
- Is not of the analogue type utilizing frequency modulation (FM).
- Is capable of recording as a minimum the last 25 hours of aeroplane operation.
- Records time, altitude, airspeed, normal acceleration and heading.
- Is of a type that is in accordance with the requirements of PCAA.

Note: *The Company shall, within a reasonable time of being requested to do so by PCAA, produce any recording made by a Digital Flight Data Recorder (DFDR) which is available or has been preserved.*

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2.6.4 Cockpit Voice Recorder (CVR) Data Record

- 2.6.4.1 All PIACL aircraft are equipped with Cockpit Voice Recorder (CVR) system. Cockpit voice recorder data may not be used for purposes other than for the investigation of an accident or incident that is subject to mandatory reporting, except with the consent of all crew members concerned.
- 2.6.4.2 The CVR records the aural environment on the Flight Deck during the flight and can retain recorded information either:
- Last 120 minutes of its operation, as a minimum; or
 - For a period in excess of 120 minutes in accordance with the requirements of PCAA.

2.6.5 Policy on Flight Data and Cockpit Voice Recorders

- 2.6.5.1 Recorders are primarily intended for incidents or Accident Investigation and shall be operated according to the relevant instruction in the FCOM.
- 2.6.5.2 Recorded data which the Captain decides may be valuable for the reconstruction of special event can be safeguarded for a potential investigation as follows:
- Flight Data Recorder.** If the Captain wants to safeguard stored data in case of a serious incident and entry must be made in the aeroplane Tech Log that is "Remove Flight Data Recorder for investigation".
 - Cockpit Voice Recorder.** Whenever it is intended to safeguard the CVR, its circuit breaker can be pulled out, but an entry must be made in the aeroplane Tech Log that is "Remove Cockpit Voice Recorder for investigation".

Note-1: *The FDR shall not be intentionally switched OFF.*

Note-2: *The CVR shall not be intentionally switched OFF, unless essential to preserve accident or serious incident related data.*

Note-3: *Entire PIACL fleet is equipped with a CVR capable of recording audio for the least 120 minutes.*

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2.7 Crane Crew Software System

- 2.7.1 Crane software system is used for tracking electronically the records of crew and monitoring crew documents for currency. It includes an alert system for an approaching due date and alerts for expired due date. The system has hard rules for the validity period for each document and generates a warning prior to expiry.
- 2.7.2 The documents recorded and monitored are given below:
- Crew Licence (Currency)/Training and Checking.
 - Low Visibility Procedures (LVP) Validity.
 - EDTO/ETOPS.
 - Recency of Experience.
 - PCAA Single Medical / Medical Board / OML records.
 - Simulator Initial/Recurrent, Instrument Rating (IR), Right Hand Seat Qualification, Variant and its currency.
 - Refresher for each Aeroplane Type.
 - Airport and Route Competence including Special Airports.
 - Route Checks and Standards Check.
 - Instructor Course, Evaluator, Line Check Airman Qualification.
 - Crew Resource Management (CRM).
 - Dangerous Goods Regulation (DGR).
 - Safety and Emergency Procedures (SEP).
 - Aviation Security (AvSec).
 - CMC – Crew Member Certificate.
 - Flight and Duty Time Records.
 - Accrued Flight Time, Duty Time, Duty Periods and completed Rest Periods for the purposes of Fatigue and Risk Management and compliance with Operator or PCAA FDTL.
 - CNIC, Passport and Visa

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2.8 Control and Analysis of Aircraft Documents/Records

- 2.8.1 All flight documents will be stored in a secure place and in a format (paper/electronic) acceptable to CAA, Pakistan.
- 2.8.2 General Manager Control Centre shall ensure that documents are randomly checked for their accuracy and correct completion.
- 2.8.3 Whenever documents are missing or discrepancies / irregularities are observed, an appropriate report shall be forwarded to the DFO and a copy to the PIC of that flight.
- 2.8.4 In order to enable the DFO to identify and to prevent the recurrence of such irregularities, statistics shall be maintained and updated.

2.9 Completion & Filing of Post Flight Reports & Documents

- 2.9.1 The Pilot-in-Command is responsible for ensuring that all flight documents are completed according to the relevant instructions. Where his signature is required, he accepts that the information is correct.
- 2.9.2 Although the Pilot-in-Command remains responsible, he may delegate signature authority for flight documents, forms reports, etc. to a pilot undergoing initial upgrading or to any other Captain under training.
- 2.9.3 Reports and forms are to be kept in a place accessible to authorized persons only.
- 2.9.4 Flight documents must be kept on file with dispatch /GMCC for a period of three (03) months.

Note: *All reports and forms must be completed before Blocks OFF or after Blocks ON or during the cruise phase. After completion these shall be forwarded or filed in the document folder by the responsible crew member in accordance with current instruction.*

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- 2.9.5 In the event of a report being generated during a flight, it should be returned in the trip folder along with the DBR. Only in Urgent cases should reports be passed directly to individuals, as this bypasses the normal distribution. Where a copy exists, it should be kept and forwarded in the trip folder at the completion of the service.
- 2.9.6 Copies of the ATC flight plan, Load Sheet and completed Tech Log page must be left with personnel responsible at the departure airport flight dispatch or station manager or his Nominee (where applicable).
- 2.10 System of Promulgation of Additional Operational Instructions and Information.**
- 2.10.1 General**
- 2.10.1.1 Information of an operational matter which is supplementary to that contained in the Operational Manual is either of a semi-permanent or of an ad-hoc nature.
- 2.10.2 Flight Crew Instructions (FCI) & Temporary Revisions (TR)**
- 2.10.2.1 Information of an urgent nature not covered by Company NOTAMs shall be communicated to Flight Crew by FCI/TR.
- 2.10.2.2 Copies of all current FCI's / TRs are placed in aeroplane specific folders and in Pilot Briefing rooms.
- 2.10.2.3 Additionally current Operational FCIs are available on each aeroplane.
- 2.10.2.4 These folders are updated monthly and all cancelled FCIs are removed with the inclusion of a new index.
- 2.10.2.5 The FCIs (Flight Crew Instructions) and Temporary Revisions shall remain valid as long as the information contained therein is valid or until the information has been incorporated into the applicable Manual / Publication. Incorporation shall normally take place within 6 months.

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2.10.2.6 Information of a more general nature may be disseminated in the form of:

- a. Flight Crew Instructions (FCIs)/TRs.
- b. Memoranda.
- c. Safety / Alert Bulletins.
- d. Admin Orders and Office Orders.

2.11 Three Types of FCIs and Temporary Revisions

2.11.1 Administrative

2.11.1.1 These FCIs/TRs are descriptive of a change that is permanent or of a temporary nature in the:

- a. Part-A of the Operations Manual (OM-A)
- b. Layover Information

2.11.1.2 The FCIs/TRs shall remain valid as long as the information contained therein is valid or until the information has been incorporated into the applicable publication. Incorporation shall normally take place within 6 months.

2.11.2 Operational

2.11.2.1 These are changes which are of a permanent or of a temporary nature in the.

- a. Part-B of the Operations Manual (OM-B).
- b. FCOM.

2.11.3 Informational

2.11.3.1 Background information to already established policy that does not change policy or is not intended to be included in any Manual or Publication.

2.11.3.2 These FCIs or Temporary Revisions shall remain valid only for three months. This is considered sufficient time for the information to be circulated to all Flight Crew.

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2.12 Powers of Civil Aviation Authority

- 2.12.1 PCAA has the power to deliver the right to operate by means of an Air Operator Certificate (AOC). An AOC may be varied, suspended or revoked if the Authority is no longer satisfied that the operation is safe.
- 2.12.2 The PCAA has the privilege to grant an exemption from any requirement prescribed in CARs 1994. In such a case, the PCAA is responsible for ensuring that an acceptable level of safety can be maintained.
- 2.12.3 Pursuant to the powers described above, a PCAA Inspector may:
- At all reasonable times enters any place to which access is necessary.
 - At all times during working hours enter that portion of any factory or place in which aircraft, or parts of aircraft, or aero engines, or parts of aero engines, are being manufactured, overhauled, repaired or assembled, and inspect any such factory or place, aircraft, aero engine, or parts or documents relating thereto.
 - At any time inspects any aircraft which is required by these rules to be certified as airworthy, or in respect of which a certificate of Airworthiness is in force.
 - Enter, inspect and search any aircraft registered in Pakistan, or in a contracting State, for the purpose of securing compliance with any of these rules.
 - At any time, conduct or direct such examination or test of the holder of a licence as may be considered necessary to establish the continued medical fitness or the proficiency of the licence holder in the capacity authorized by the licence.
 - Require the production of any document, licence permit or logbook related to the operation of an aircraft if in the opinion of the Director-General, or the authorized person, it is necessary for the purpose of inspecting the same.
 - Board any aircraft registered in Pakistan, prior to its departure, if his purpose is a flight inspection of the

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operation of that aircraft, or of the performance of its crew.

2.12.4 Coordination of Operational Safety and Security:

Flight Operations shall maintain a formal process to ensure that all issues affecting operational safety and security are coordinated among personnel with appropriate expertise within Flight Operations and with relevant internal and external entities. Such coordination shall include, as applicable, Flight Safety/Safety Management System (SMS), Cabin Operations, Engineering and Maintenance, Operations Engineering, Operational Control/Flight Dispatch, Human Resources, Ground Handling, Cargo Operations and Dangerous Goods, aircraft manufacturers and regulatory authorities. Coordination shall be achieved through established processes including Safety Management System (SMS) activities, Management of Change (MOC), Safety Action Group (SAG) meetings, operational coordination meetings and other documented communication channels. Management of Change (MOC), as defined in the Safety Management System (SMS), shall be applied to assess and coordinate operational safety and security impacts arising from changes affecting flight operations. Records of coordination and associated decisions shall be retained in accordance with document and record control requirements. Flight Operations Management shall ensure that coordination processes are established, maintained and periodically reviewed for effectiveness. Compliance with these processes shall be subject to oversight through the Quality Control system under Deputy Chief Pilot Quality Control (DCP QC), in accordance with the responsibilities defined in Chapter 1.

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CHAPTER-3 **SAFETY MANAGEMENT SYSTEM**

3.1 General

- 3.1.1 Pakistan Civil Aviation Authority (PCAA) Air Navigation Order (ANO) ANO-001-XXSP – “Regulatory Requirements of Aviation Service Providers’ SMS”, requires an AOC holder to have in place a Safety Management System (SMS) that is acceptable to CAA, Pakistan.
- 3.1.2 As per the ANO mentioned above, the framework for a “Safety Management System” comprises of four components and its twelve elements as outlined below:
- a. Safety Policy and Objectives
 - i. Management commitment.
 - ii. Safety accountability and responsibility
 - iii. Appointment of key safety personnel
 - iv. Coordination of emergency response planning
 - v. SMS documentation
 - b. Safety Risk Management
 - i. Hazard identification
 - ii. Safety risk assessment and mitigation
 - c. Safety Assurance
 - i. Safety performance monitoring and measurement
 - ii. The management of change
 - iii. Continuous improvement of the SMS
 - d. Safety Promotion
 - i. Training and education
 - ii. Safety communication.

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3.2 Background of Safety Management System (SMS)

- 3.2.1 In recent years a great deal of effort has been devoted to understanding how accidents happen in aviation and other industries. As a result of extensive research, it has been proven that most of the accidents occur because of human errors as one of the major causal factors. Studies have further confirmed that these human errors are not purely indicative of carelessness or incompetence on the job.
- 3.2.2 Investigators are finding that humans are the last link in the chain that leads to an accident. We will not prevent accidents by changing people, we will only prevent accidents when we address the underlying causal factors.
- 3.2.3 In the 1990s the term “organizational accidents” was coined because most of the links in an accident chain are under the control of the organization. Since the greatest threat to aviation safety originates in organizational issues, making the system safer will require action by the organization. Furthermore, wider context of total aviation safety was considered since 21st century and growing recognition of the complexity of the aviation systems has led to a total system approach.
- 3.2.4 Aviation safety experts and Regulatory Authorities worldwide have accepted and endorsed the conclusion that the most efficient way to enhance aviation safety is to adopt a systematic approach to manage safety.
- 3.2.5 The basic safety process is accomplished in five steps:
- A safety issue or concern is raised, a hazard is identified, or an incident or accident happens.
 - The concern or event is reported or brought to the attention of the management.
 - The event, hazard, or issue is analysed to determine its causes or sources.

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- d. Corrective action, control or mitigation is developed and implemented, and;
 - e. The corrective action is evaluated to make sure it is effective. If the safety issue is resolved, the action can be documented and the safety enhancement maintained. If the problem or issue is not resolved, it should be re-analysed, until it is resolved.
- 3.2.6 Safety is defined by ICAO as a state in which the risk of harm to person or property damage is reduced to and maintained at or below acceptable level through a continuing process of hazard identification and risk management. A Safety Management System (SMS) is a systematic approach to managing safety, including the necessary organizational structure, accountabilities, policies and procedures.
- 3.2.7 A Safety Management System (SMS) concerns itself with organizational safety and defines how the airline intends the management of air safety to be conducted as an integral part of Company's business management activities. In common with all management systems, a Safety Management System provides for goal setting, planning and measuring performance. A Safety Management System is woven into the fabric of the organization. It becomes part of the culture; the way people do their jobs. Notwithstanding the Regulatory aspect, aviation experts agree that implementation of SMS by an airline is justifiable as it also makes good business sense from the viewpoint of cost/benefit analysis.
- 3.2.8 Aviation can never be entirely risk free. While risk can never be eliminated, it must be reduced to as low a level as it is reasonably practicable to ensure maximum safety and operational efficiency. The primary requirement for an SMS is to establish a management system that has the necessary processes and procedures in place that operational safety is maintained at this acceptable level, which is the Risk Management, and specified organizational results are always achieved (Quality Management).

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3.2.9 Unlike traditional methods, which typically identify safety deficiencies after an undesired event, Safety Management System proactively identifies and reduces causative hazards and their associated risk.

3.3 Scope of Safety Management System (SMS)

3.3.1 Safety Management System in PIACL is applicable to all departments and divisions and covers all domestic and international stations. The objective is to ensure control of the operations and management of safety risk. The implementation of Safety Management System is through Safety Policy, Safety Responsibilities, Risk Management strategies, and Safety Promotion etc, as promulgated in PIA SMS Manual.

3.4 Structure of SMS

3.4.1 SMS is implemented through the respective departmental, divisional, sectional or station management personnel specifically, by a group of experienced personnel nominated as members of Safety Action Group (SAG) by DFO or his nominee. This Chapter typically provides guidance designed to assist the employees in the implementation of SMS. Chief of Safety is the nominated person, as an SMS / Safety Manager of the organization, who will develop, establish and manage the Safety Management System of PIACL for the Accountable Executive, the CEO. The responsibilities of the the Chief of Safety are delineated in the SMS Manual.

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3.4.2 The flight safety documentation system comprises of safety policy, related processes and procedures, which are elaborated in this Manual and SMS Manual of PIACL. Furthermore, following documents form a component of the Flight Safety Documentation System:

- a. Operations Manuals (All Parts).
- b. Safety Management System Manual.
- c. Flight Data Analysis Program.
- d. Mass and Balance Program.
- e. Ground Handling Manual.
- f. Maintenance Control Manual (MCM) and other Maintenance Manuals.
- g. FCOM, AOM, FOM, QRH, Mass and Balance Procedures, MEL/CDL, Checklist and Training Materials.

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3.5 Safety Action Group (SAG).

3.5.1 Safety Action Group (SAG) is required to meet at least on a monthly basis to undertake the functions of SAG as described in PIACL SMS Manual, including the following:

- a. Review and analyse the SMS reports/issues and safety trends.
- b. Identify and review of identified safety and security operational existing and potential hazards.
- c. Identification and review of risk (consequences) of identified hazards.
- d. Assessment of base risk level of the consequences.
- e. Identification and review of existing controls and guards (defences) that are already available in the system and their impact on the basic risk level, to calculate the existing or actual risk level.
- f. Identify new or additional controls and guards (solutions) to bring an existing or actual risk level to the organizational minimum acceptable risk level or to eliminate the risk – if possible.
- g. To take initiatives based on the risk assessment and ensure that the overall system risks are reduced to an acceptable level and/or maintained at the lowest levels.
- h. To follow up on management decisions and ensure effective implementation of controls.
- i. To generate performance reports for management review and solicit decisions from applicable levels of management.
- j. To define objectives based on safety performance and SMS implementation and ensure their achievement and analysis for identifying areas for continual improvement.
- k. To give inputs on significant issues to Safety Committee, Safety Review Board and Management Review Committee.

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3.6 Composition of Safety Action Group (SAG).

3.6.1 Typically SAG shall consist of the following as a minimum:

- a. Director Flight Operations (DFO)
- b. Chief Pilot Crew Training.
- c. Chief Pilot Standards Inspection.
- d. Chief Pilot Planning and Scheduling.
- e. Chief Pilot Technical.
- f. Deputy Chief Pilot Quality Control (QC).
- g. All Chief Pilots including Equipment Chiefs and any other individuals who may be designated as members of SAG by DFO/Chief of Flight Operations.

Note: *Minutes of the SAG Meetings shall be recorded by Deputy Chief Pilot Quality Control (QC).*

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3.7 Communication Process for SMS Awareness

3.7.1 The nominated SMS coordinators and departmental SAGs are closely linked with the SMS section of the Safety Department. Mediums such as information bulletin, QHSE newsletter, safety magazines, e-mail alerts and web-based SIMS software are used to provide an awareness of SMS. SIMS is a mechanism used for generating statistical reports and trends of concerned domains and departments for risk-based decision making.

3.8 Safety Reporting Channels

3.8.1 Predictive Reporting Channels

3.8.1.1 Following are the Predictive Reporting Channels:

- a. Gap Analysis.
- b. Safety Case Studies.
- c. SAG activity, including SAG meetings.
- d. Confidential and Voluntary Safety Reporting.
- e. QA and/or Safety Auditing Reports.
- f. Flight Data Analysis Reports.
- g. Safety Reports from Domestic and International Station Managers.
- h. Safety Information exchange (External Sources).
- i. Captain's De-brief.

3.8.1.2 Operational Safety Hazards are also recorded in different databases like SIMS (Safety Information Management System), Air FASE and in the in-house developed safety software data etc.

3.8.2 Reactive Reporting Channels

3.8.2.1 Flight Crew shall report Occurrences using SIMS and other means of confidential reporting, other than mandatory occurrence reporting.

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3.8.3 SMS in Flight Operations Department

3.8.3.1 Flight Operations shall follow the procedures as laid down in the SMS Manual for Safety Performance Monitoring and management of Flight Operations functions. All Flight Operations personnel are encouraged to report safety hazards, expose safety deficiencies. Deputy Chief Pilot Quality Control (DCP QC) in coordination with CP Crew Training, shall ensure that Flight Operations personnel receive training on SMS awareness and channels of reporting safety and security concerns.

3.8.4 Safety Performance Monitoring and Management

3.8.4.1 Based on the Safety Data and baseline information, respective functional/equipment Chief Pilot shall set safety performance measures to monitor their safety performance and to validate the effectiveness of risk control. For guidance on setting Performance Targets refer to the SMS Manual. These include but are not limited to take off and landing tail strikes, unsatisfactory line or training evaluations, un-stabilized approach, runway incursion or any other measurable occurrences, SIMS reports and Flight Data Analysis Reports should also be used for setting performance targets. For SPIs and SPTs refer to SMS Manual of PIACL.

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3.8.5 Role of Flight Operations in SMS/FDM Program.

- 3.8.5.1 The Flight Operations Department works in close coordination with the Flight Safety Department to support and enhance the Flight Data Monitoring (FDM) program. Each year, Flight Operations establishes Safety Performance Targets (SPTs) for specific parameters across all aircraft types, based on trends observed in the previous year or in response to emerging operational developments.
- 3.8.5.2 Dedicated monthly FDM meetings are held separately for each aircraft type to review fleet performance against the defined SPTs. During these meetings, any exceedance of targets or emerging trends is assessed. Where necessary, Flight Operations implements new operational controls, reinforces existing measures, or recommends targeted training interventions.
- 3.8.5.3 The Deputy Chief Pilot Quality Control (DCP QC) is responsible for organizing and conducting these monthly meetings. Minutes of each meeting are recorded by an assigned member of the Safety Action Group (SAG).

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3.8.6 Safety Information Management System (SIMS)

- 3.8.6.1 SIMS is used as a main tool for Risk Management from reporting of hazards (voluntary and confidential both) till the risk mitigation and follow up of Line and Ground Operations, core and support services and others arising issues during the operation. For information regarding management of SIMS / Safety Reporting App through PIACL Connect can be referred in SMS Manual of PIACL. However, the usage of SIMS does not preclude other channels of reporting, as stated in SMS Manual. For safety assurance, documents and record control, and other QMS procedures for ensuring SMS implementation Corporate Quality Manual is to be referred to.
- SIMS is the processing, measuring and analysis software tool developed by PIACL, which is dedicated to implementation of SMS. The program in Flight Operations shall be used for hazard identification, risk assessment and mitigation, action management KPIs etc.
 - SIMS provides a combination of reactive and proactive methods for flight safety data collection to Corporate Safety Department for identifying existing hazards and predicting future hazards to aeroplane operations and set a platform to submit safety reports, analyse them, perform statistics, record actions taken by Flight Operations management to manage and address safety issues resulting from human performance identified through the system.
 - SIMS preserves the confidential reporting culture by allowing options to filter out the reporter's identification information from reports' contents.
 - All these processes will use performance measures to determine if the desired safety outcomes are achieved, focusing attention on the performance in managing operational risks and maintaining compliances with relevant regulatory requirements.
 - Key roles in SIMS are Reporters, Operator, Analyst, Gatekeeper and Administrator.

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- f. The core activity of SIMS. includes.
 - i. Report management.
 - ii. Issue management.
 - iii. Occurrence management.
 - iv. Action management.
- g. All these activities are interrelated and are displayed in SIMS
- h. The flight crew or PIC is required to submit the written reports for issues or occurrence that could affect the safety of flight or Flight Operations reporting channels as defined in PIACL SMS Manual and to the regulatory body. Such required reports may include the type of hazards as under:
 - i. Weather that is un-forecast or adverse, extreme weather, icing, wind shear and turbulence.
 - ii. Geophysical events like volcanic ash, earthquakes, tsunamis.
 - iii. Air Traffic Management (ATM) congestion and any safety repercussions.
 - iv. Mechanical failure.
 - v. Events caused, or hazards posed by geophysical phenomena such as (e.g. adverse terrain, large bodies of water).
 - vi. Safety concerns or issues caused by airport constraints.
 - vii. Safety issues with alternate airport selection specifications and availability at estimated time of use.
 - viii. Safety issues with preflight fuel planning and in-flight fuel management.
 - ix. Critical fuel scenarios.
 - x. Safety issues with ETOPS/EDTO.

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- xi. Performance based compliance to prescriptive regulations, like unable to accept or maintain RVSM due to turbulence, mountain waves, wake turbulence or loss of navigational capability.
- xii. Security breaches that threaten the safety of an aeroplane or its passengers.
- xiii. Wildlife like birds or large animals in the vicinity of the airport or runway.
- xiv. Facilities and infrastructure like irregularities in navigational or ground facilities, undesirable navigational and navigational aid performance, braking action.
- xv. Laser illumination activities, events or exposure.
- xvi. Any other condition that would pose a safety risk to the aeroplane operations (e.g. radiation).

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3.9 Safety Risk Assessment and Mitigation Program

3.9.1 Hazard Identification

3.9.1.1 Sources of hazard identification can be from voluntary reporting system (Captain debrief, SIMS, confidential reporting, investigation outcomes, safety survey results, safety case outcomes, PKSAFE, PKSMS and audit fundings) some of which are proactive in nature. Reporting can also be through accident or incident occurrence reporting forms which are reactive in nature, and hazard information can also be attained through Flight Data Monitoring (FDM), the process and procedures of which are explained in the SMS Manual of PIACL, Maintenance Data Monitoring and investigation findings. SAG is then responsible for carrying out Hazard Identification and Risk Assessment.

3.9.2 Risk Assessment Technique

3.9.2.1 All identified hazards are to be critically assessed and ranked in order of their risk potential. They may be assessed subjectively by experienced personnel, or they may be assessed using more formal analytical techniques. All Divisional heads are responsible for ensuring that Area Managers in their jurisdiction utilize modern techniques to identify hazards associated for every task (both routine and non-routine) performed in their area of responsibility. These hazards need to be recorded in the data bank, analyzed critically in terms of their severity and probability and prioritized for subsequent address. The reporting form listed in Hazard Reporting and at various appendices form part of the PIACL pro-active data collection program. However, other sources of hazard reporting, as clarified in PIACL SMS Manual, may also be utilized by crew members and other staff for reporting hazards, and it becomes a source of hazard information.

3.9.2.2 Hazard reports through SIMS are analyzed by SAG meetings or special risk assessment sessions. Those hazards have cross functional implications that can be assessed or analyzed in cross functional sessions/meetings.

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3.9.2.3 For risk assessment, including the one carried out through tools like SIMS, risk index is obtained through a predefined criteria parameter based upon industry practices.

3.9.3 Risk Criteria

3.9.3.1 M/s PIACL's SMS Manual provides the techniques and criteria to determine the severity and probability of the hazard.

3.9.4 Risk Mitigation

3.9.4.1 As analyzed, if the risk does not meet the predetermined acceptability criteria, the risk shall be reduced to as low as reasonably practicable and shall be within the acceptable criteria and/or the risk shall be manageable to continue operations. The identification of appropriate risk mitigation measures requires a good understanding of the hazards and the factors contributing to its occurrence, since any mechanism which will be effective in reducing the risk may have to modify one or more of these risk factors.

3.9.4.2 Risk Mitigation measures may work through reducing the probability of occurrence or the severity of consequences or both. Achieving the desired level of risk reduction may require the implementation of more than one mitigation measure. The possible approaches to risk mitigation include:

- a. Revision of the system design.
- b. Modification of operational procedures.
- c. Changes to staffing arrangements. and
- d. Training of personnel to deal with the hazards.

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3.9.4.3 The effectiveness of any proposed risk mitigation measures must be assessed by first examining closely whether the implementation of these measures might introduce any new hazards or residual risk. In that case, the foregoing step must be repeated by re-estimating the hazard's consequence(s) severity, the likelihood of it occurring and then evaluating the risk. Once the system is implemented, particular attention should be paid when evaluating the results of safety performance monitoring, to verify that the mitigation measures are working as intended. Hazard Identification and Risk Management in context of SMS shall focus on operational safety hazards that may have a direct impact on the operational safety of the airline and performance of the personnel in safety critical position.

3.9.5 Reporting Hazards

3.9.5.1 SMS Manual provides the means and responsibilities for reporting a hazard. All flight operations personnel must be conversant with the mandatory reports and means of reporting a hazard.

3.9.6 Policy and Guidelines for Safety Action Groups (SAGs)

3.9.6.1 Approved annual Safety Action Group (SAGs) schedules specifically related to Flight Operations, Dispatch Operations, Cabin Operations and Safety and QA functions and in general any SAG involving participation of cockpit or cabin crew shall be notified to the relevant khiospk@piac.aero and khiuopk@piac.aero and khiumpk@piac.aero (scheduling Section) with a copy to all SAG members, departmental heads, pkquality@piac.aero and dgm.sms@piac.aero. Scheduling must ensure availability of all concerned crew and roster them accordingly.

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- 3.9.6.2 Changes in the SAG schedule shall also require approval and similar notification and acknowledgement. This shall be done by CP Standards Inspection for managing SAG meetings. SAG meetings shall review reported and potential hazards to aircraft operations and take decisions for risk management and follow up on risk mitigation actions.
- 3.9.6.3 SAGs shall also monitor safety performance of their operations concerned and validate the effectiveness of safety risk controls. SAGs shall also review achievements of status of Safety Performance Indicators (SPIs) and targets as per SMS Manual.
- 3.10 Reporting of ASR (Air Safety Reports)**
- 3.10.1 All incidents or occurrences affecting the safety of the aeroplane or ground equipment which endangers the aeroplane, and its occupants shall be reported by the Captain by raising an Air Safety Report (ASR).
- 3.10.2 Air safety incidents or accidents sample report and guidance on the completion are given in the Safety Management System Manual (SMS Manual).
- 3.10.3 It is essential that reports are received with the least delay possible. Air Safety Report raised should be filed as soon as possible after arrival.

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3.11 Confidential Reports

- 3.11.1 Confidential reports are how individual staff members may report sensitive human factors related events to the Chief of Corporate Safety / Safety Manager of PIACL. Their reports shall be treated with strict confidentiality by the Corporate Safety Department.
- 3.11.2 Originators are encouraged to enter their names to enable the Corporate Safety to follow up.
- 3.11.3 The forms for these reports are available in briefing rooms, dispatch and corporate safety and quality assurance divisions. These may also be downloaded from the Corporate Safety website. Confidential reporting can also be made at pksms@piac.aero . PIACL Connect Application may also be used to report any matter confidentially to the Corporate Safety Department.

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3.12 Notification of Aeroplane Accidents and Incidents

3.12.1 Definitions

3.12.1.1 Aeroplane Accident: An occurrence which takes place between the time any person boards the aeroplane with the intention of flight, until such times when all such persons have disembarked, in which; any person suffers death or serious injury as a result of being in or upon the aeroplane or by direct contact with the aeroplane or anything attached thereto, or which the aeroplane receives substantial damage.

3.12.1.2 Aeroplane Incident: An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.

3.12.1.3 Fatal Injury: Any injury which results in death within 30 days of the accident.

3.12.1.4 Serious Injury: An injury which:

- Requires hospitalization for more than 48 hours, commencing within 07 days from the date the injury was received.
- Results in fracture of any bone (except simple fracture of fingers, toes, or nose).
- Involves lacerations which cause severe haemorrhages, nerve, muscle, or tendon damage.
- Involves injury to any internal organ.
- Involve second or third degree burns, or any burn affecting more than 5% of the body surface.

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3.12.1.5 **Substantial Damage:** Damage or structural failure which adversely affects the structural strength, performance, or flight characteristics of the aeroplane, and which normally requires major repair or replacement of the affected component.

Note: *Engine failure or damage limited to an engine; bent fairing or cowling; dented skin; small puncture holes in the skin or fabric; damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wingtips **are not** considered. "Substantial Damage" for the purpose of this section.*

3.12.1.6 **Immediate Notification – Accidents/Incidents:**

- a. The occurrences (Accidents and Incidents) that are described in this sub chapter are required to be reported to the Director General Civil Aviation Authority (DGCAA).
- b. If a report falls under the criteria for a Mandatory Occurrence Report (MOR), the Captain shall ensure that all affected crew members make a written statement. This should contain the facts, conditions and circumstances that relate to the accident or incident, as they appeared to the Crew members. This should be written at the earliest convenient opportunity.
- c. The Captain shall immediately notify the Operations Control, who will liaise with Head of Corporate Safety to inform concerned Regulatory authorities. The PIC is also responsible to inform the ATC of events such as a bird strike, a lightning strike, a TCAS RA or as circumstances allow, any hazardous condition that affects the safety of the flight. Moreover, the Pilot-in-Command (PIC) will verbally inform the ATC of the event.

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- d. If an aeroplane accident or any of the following listed incidents occurs, but it shall not be limited to this and PIACL SMS Manual may be referred to for further guidance.
- i. Flight control system malfunction or failure.
 - ii. Inability of any required Flight Crew member to perform his/her normal flight duties because of injury or illness.
 - iii. Turbine engine rotor failures excluding compressor and turbines blades.
 - iv. In-flight fires.
 - v. Aeroplane collisions in flight.
 - vi. In-flight major failure of the electrical systems that require sustained use of an emergency power source, e.g. Emergency Generator, or RAT to retain Flight Control or essential instruments.
 - vii. In-flight multiple failures of hydraulic systems, such that there is sustained reliance on one remaining means of moving the flight control surfaces.
 - viii. Sustained loss of thrust or power from one or more engines.
 - ix. Evacuation involving slides usage.
 - x. An aeroplane is overdue and is believed to have been involved in an accident.

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- e. The notification required shall contain the following information if it is available:
 - i. Type, nationality, and registration marks of the aeroplane.
 - ii. Name of owner, and Operator of the aeroplane.
 - iii. Name of the Captain.
 - iv. Date and time of the accident.
 - v. Points of departure and intended landing of the aeroplane.
 - vi. Position of the aeroplane with reference to some easily defined geographical point.
 - vii. Number of persons aboard, number killed, and number seriously injured.
 - viii. Nature of the accident, the weather and the extent of damage to the aeroplane – if known.
 - ix. A description of any explosives, radioactive materials, or other dangerous articles carried.

3.12.1.7 The Operations Control is responsible to inform the PIC, through appropriate means such as through radiotelephony to inform for any incident, near miss or condition that has or may have endangered safety of the flight. All relevant information, known at that time, shall be provided to the PIC.

3.12.1.8 Internal safety related reporting procedures, is designed in a way so that the Pilot-in-Command is informed immediately of any incident that has endangered, or may have endangered, safety during flight and that he is provided with all relevant information.

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3.12.2 Post Accident/Incident Co-operation with Authorities

- 3.12.2.1 In the event of any incident/accident, PIC is required to cooperate with local State Authorities. It is pertinent to mention that the crew is subject to local regulations and shall follow all instructions by local authorities.
- 3.12.2.2 PIACL management shall endeavor to provide all necessary assistance in such cases, but PIC shall, always, render all the cooperation to the authorities as may be deemed necessary to investigate/analyze the event. Furthermore, PIC and/or relevant crew is responsible to communicate the authority's requirement, such as PCAA may require crew members to take breath analyser/alcohol test, and PIACL will ensure assistance to authority as well as ensuring at least 3 samples to be sent to different laboratories, if blood is drawn from crew members.

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3.12.3 Preservation of Aeroplane Wreckage, Mail, Baggage, Cargo and Records

- 3.12.3.1 The Company is responsible for preserving wherever possible any aeroplane wreckage, baggage, cargo, and mail aboard the aeroplane, and all records, including tapes of Flight Recorders and Voice Recorders, pertaining to the operation and maintenance of the aeroplane and the Flight Crew involved in an accident or incident for which notification must be given until the concerned regulatory authority takes custody thereof or a release is granted.
- 3.12.3.2 Prior to the time the concerned regulatory authority takes custody of the aeroplane wreckage, mail, baggage and cargo, such wreckage, mail, baggage and cargo may be disturbed or moved only to the extent necessary.
- To remove persons injured or trapped in the wreckage.
 - To protect the wreckage from further damage.
 - To protect the public from injury.
- 3.12.3.3 Where it is necessary to disturb or move aeroplane wreckage, mail, baggage or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the accident scene, including the original position and condition of the wreckage and significant impact marks.
- 3.12.3.4 Chief of Corporate Safety shall retain all records and reports, including all internal documents and memoranda dealing with the accident or incident, until advised by the PCAA that such matter is no longer required for further investigative purposes.

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3.12.4 Non-Punitive Reporting of Occurrences or Incidents

- 3.12.4.1 The primary purpose of submitting an Air Safety Report is to assist in the prevention of any future Incidents.
- 3.12.4.2 Flight Crew is expected to submit an Air Safety Report in an expeditious manner after any relevant event.
- 3.12.4.3 It is not the normal policy of PIACL to institute disciplinary procedures in response to the reporting of any incident affecting Air Safety.

3.12.5 Reporting of Occurrences (MORs) or Incidents

- 3.12.5.1 Incidents (either Operational or Non-Operational) must be reported to the Corporate Safety Department immediately by the most expeditious means.
- 3.12.5.2 The Captain shall submit an Air Safety Report on all matters relating to abnormal occurrences.
- 3.12.5.3 The report shall include as much useful information as is possible depending on the incident or deviation in which the flight was involved, including:
 - a. Flight description.
 - b. Flight number.
 - c. Date.
 - d. Captain's name.
 - e. Departure stations and destination.
 - f. Type of aeroplane and registration.

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- g. Where applicable:
 - i. Gross weight.
 - ii. Flight profile.
 - iii. Configuration.
 - iv. Aeroplane component malfunction.
 - v. Weather.
 - vi. Airport and nav aids.
 - vii. Runway conditions.
 - viii. A description of the occurrence.
 - ix. Time.
 - x. Location.
 - xi. Emergency equipment used.
 - xii. Personal Injury.

3.12.5.4 Mandatory Occurrence (as per ANO) is defined as an occurrence which may represent a significant risk to aviation safety, and which fall in the categories occurrences listed in the coming paragraph.

3.12.5.5 Occurrences related to operation of the aircraft which must be reported are given below:

- a. A system defect occurs, which adversely affect the handling characteristics of the aeroplane or renders it unfit to fly.
- b. There is warning of fire or smoke.
- c. An emergency is declared.
- d. Safety equipment or procedures are defective or inadequate.
- e. Deficiencies occur in any operating procedures or manuals.
- f. There is incorrect loading of fuel and fuel-related occurrences. Incorrect fuel type or contaminated fuel.
- g. Cargo or livestock, or dangerous goods or a significant error on the load sheet.
- h. Operating standards are degraded due to deficient ground support or ground facilities.
- i. Ground damage occurs.

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- j. A rejected take-off is executed after take-off power is stabilized.
- k. An excursion occurs; if any part of the aeroplane leaves the paved surface during the taxiing, take-off or landing. Taxiway or runway excursion or actual or potential taxiway or runway excursion
- l. Significant handling difficulties are experienced.
- m. A navigation error occurs, involving a significant deviation from the intended track.
- n. A height control error of more than 300 feet occurs.
- o. There is an exceeding of the limiting parameters for the specific aeroplane configuration, or when a significant unintentional speed change occurs.
- p. Communication fails or is impaired, and communication related occurrence.
- q. A go-around (below 1000 feet) or windshear go-around is flown.
- r. A GPWS warning occurs.
- s. A stall warning occurs.
- t. An overweight landing check is required.
- u. A serious loss of braking occurs.
- v. An aeroplane is evacuated.
- w. The aeroplane lands with final reserve fuel or less remaining.
- x. Air-miss or an ATC incident or a wake turbulence event occurs.
- y. Collision, near collisions or potential for collision (AIRPROX). A TCAS Resolution Advisory (RA) occurs.
- z. Significant turbulence or windshear or other severe weather is encountered (including lightning strikes).

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- aa. Crew incapacitation and other crew-related occurrences.
- ab. Passengers are seriously ill, injured, or have become incapacitated.
- ac. There is difficulty in controlling violent armed or intoxicated passenger(s) or when a passenger restraint kit is used.
- ad. Toilet smoke detectors are activated or vandalized.
- ae. An act of aggression e.g. bomb threat or hijack occurs, or security procedures are breached.
- af. A bird strike or other foreign object damage occurs.
- ag. Any event, where safety standards are significantly reduced.
- ah. Any event which may provide useful information for the enhancement of flight safety.
- ai. Whenever an emergency results in a violation of local rules and procedures.
- aj. Inadvertent Slide Deployment (ISD)
- ak. Collision-related occurrences
- al. Take-off and Landing related occurrences.
- am. In-flight occurrences.
- an. Occurrences related to injury, emergencies and other critical situations.
- ao. Meteorological conditions or security-related occurrences.
- ap. Structural defects
- aq. System Malfunctions
- ar. Maintenance and repair problems
- as. Propulsion problems (including engines, propellers and rotor systems) and auxiliary power unit problems
- at. Specific occurrences of Air Navigation Services (ANS)
- au. ANS operational occurrences

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- av. Occurrences related to Aerodrome activities and facilities
 - aw. Occurrences related to handling of passengers, baggage, mail and cargo
 - ax. Occurrences related to aircraft ground handling and related services
- 3.12.5.6 For the items listed above, the Captain / PIC shall complete an Air Safety Report (ASR) as soon as possible after an aeroplane's incident/ accident and if it is reportable through Mandatory Occurrence Reporting System (MOR), it will be reported to the CAA, Pakistan by Corporate Safety, PIA, as per SMS Manual.
- 3.12.5.7 MOR and Safety Related Event Forms are available in the SMS Manual, Chapter 6, Appendix A-1 to Appendix-M, and in the Forms Section of the Digital Crew App in ipad.

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3.13 **Withdrawal from Flight Duties**

- 3.13.1 The Captain and First Officer of an aeroplane are automatically withdrawn from flying duties pending investigation, if the aeroplane on which they are acting as members of the Flight Crew is involved in an accident or incident whilst the aircraft is in motion, and which results in:
- Death or serious injury to any person.
 - Damage to property, either Company or caused by the piloting of aircraft.
 - Major structural damage to the aeroplane.
 - A serious breach of air safety or operational security.
 - Any crew member or flight operations personnel suspected or involved in wilful and deliberate violation of the Company Operational Safety Standards/ policies and procedures will be suspended or discontinued from active duty pending finalization of the proceedings of a "Formal Investigation". The terms of reference for investigation will be given by the Chief of Flight Operations. Reinstatement to active duty will be subject to Director Flight Operations decision based on the findings of the investigation.

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3.14 Runway Excursions

- 3.14.1 A runway excursion occurs when an aircraft departs the runway in use during take-off or landing, including a veer-off or runway overrun.
- 3.14.2 There are various factors leading to a runway excursion, such as adverse weather, runway contamination, system failures, incorrect performance calculations, and delayed decision-making to reject take-off or initiate a go-around. Unstabilized approaches are a major contributing factor and shall not be continued below the stabilization height.
- 3.14.3 Flight crew shall ensure that take-off and landing performance calculations are based on actual runway conditions, including contamination, braking action, and applicable safety margins.
- 3.14.4 A go-around or rejected take-off shall be initiated without delay whenever safety margins are in doubt or required performance criteria cannot be met.
- 3.14.5 Operators shall ensure that policies and procedures are established and followed to prevent runway excursions, including stabilized approach criteria, landing performance assessment, and adherence to operational limitations.
- 3.14.6 Further information on this topic is available in the Stabilized Approaches/Runway Excursion manual available in the digital crew app.

3.15 Runway Incursion Prevention

- 3.15.1 During darkness and reduced visibility at airfields with multiple runways or wide parallel taxiways, there is a risk of runway incursions, taking off from the wrong runway or the wrong take-off point, or take-off from a taxiway. Flight crew shall maintain continuous positional awareness and verify aeroplane heading against assigned taxi or runway track to confirm correct position.
- 3.15.2 Both pilots shall verify prior to commencement of the take-off roll that the aeroplane is lined up at the correct position and shall cross check the aeroplane heading with the runway heading and aerodrome chart. This is especially important during darkness

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and reduced visibility, as well as on airfields with complex runway systems. All available onboard equipment and aeroplane lighting shall be used to minimize the risk of runway incursion.

- 3.15.3 Flight crew shall maintain situational awareness at all times while operating in the aerodrome environment, on the ground and in the air, to ensure an awareness of the aeroplane position relative to the aerodrome surface.
- 3.15.4 The use of all available resources (heading indicators, airport diagrams, airport signs, markings lighting and air traffic control) shall be ensured to keep the aeroplane on its assigned taxi route.

Following guideline shall be used:

- Reference to the airport diagram and airport signage.
- Taxi progress monitoring and/or verbal callouts after taxiway passage.
- The development and/or discussion of a pre-taxi plan and taxi route briefing.
- The transcription of complex ATC taxi instructions; methods for maintaining situational awareness at night and during times of reduced visibility.
- The aeroplane shall not stop on a runway unless operationally required. If disorientation occurs the crew shall vacate the runway as soon as practicable and coordinate with ATC.
- Flight crew shall visually and where available electronically clear the final approach path prior to entering or crossing a runway.
- Managing flight crew workload prior to take-off and before landing.
- Administrative task shall be deferred during critical phases of flight.
- Identifying checklist items that must be re-accomplished in the event of a runway change.

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- j. Maintaining a “Sterile Flight Deck”.
- k. The use of standard R/T phraseology.
- l. Mandatory clearance read-back including runway designator and holding instructions shall be performed and cross checked.
- m. Monitoring clearances given to other aeroplane.
- n. Obtaining directions or progressive taxi instructions when taxi route in doubt.
- o. Take-off and landing runway verification and crosscheck.
- p. Take-off clearance shall be positively confirmed prior to commencement of take-off roll.
- q. If take-off clearance is not received or is in doubt , the take-off shall not be commenced.
- r. Use of aeroplane lighting during taxi, runway crossing, take-off, and landing.
- s. Appropriate transponder usage at airports with ground surveillance radar.
- t. Appropriate use of TCAS when on the runway and holding in the take-off position (e.g. switch ON transponder on final can be displayed on Navigation Display Unit).
- u. Delineation of potential incursion areas or points (e.g. hot spots) on airport diagrams.
- v. The checklist shall be conducted when the aeroplane is stationary or during low workload conditions.
- w. CAT III/II Surface Movement Guidance System (SMGS) procedures.

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3.16 CREW RESOURCE MANAGEMENT TRAINING

3..16.1 Philosophy

It is PIA philosophy that the application of the principles and concepts of Crew Resource Management (CRM) enhances safety through better operating efficiency and higher crew morale.

CRM is a dynamic and critical part of the safety culture of the airline. As such, it lies at the interface between the systems of Flight Training, Flight Operations, and Flight Safety.

Successful CRM training requires commitment to the principles of CRM both from PIA Flight Operations management and from each and every pilot. Ongoing and continual reinforcement of the principles and concepts of CRM will result in a safer and more efficient operation.

3..16.2 Policy

The design and application of CRM training used by crews during operations is the responsibility of Flight Training.

Application of CRM principles during line operations is the responsibility of every individual crew member.

Crew Resource Management (CRM) is the effective use of all resources, including hardware, software, and personnel, to achieve the highest level of safety possible. In addition to pilots, the "Personnel" in the above definition includes flight attendants, air traffic controllers, maintenance personnel, dispatchers, and any other groups that may interact with the Cockpit Crew. This more encompassing definition is reflected in the shift in terms from "Cockpit" Resource Management to "Crew" Resource Management.

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3.16.3 Four Words of CRM

The cornerstone of CRM training at Pakistan International Airlines is contained in the Four Words. The Four Words are Authority with Participation, Assertiveness with respect.

The concept behind the four words is designed to increase the efficiency with which crew members interact by focusing on communication skills, teamwork, task allocation and decision making.

3.16.4 Authority

Authority starts with the Captain, but is vested in every crew members as well:

Secure Authority – Not only invites but demands participation, gives empowerment, invites feedback from subordinates and allows others to take leadership roles.

Insecure Authority – Jealously guard's authority, very autocratic, tries to do everything alone, never allows subordinates to be successful, blames mistakes on others, refuses to allow others to take leadership roles and discourages as well as resists input from others.

3.16.5 Participation

Participation is the sharing of ideas and knowledge, respecting experience, taking leadership roles when necessary, and performing with team goals, not personal goals, in mind.

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3.16.6 Assertiveness

Assertiveness is ensuring your input is heard and understood rather than hinting or silently watching as perceived mistakes are about to be made. The five steps to an assertive statement are

- Opening statement "NAME, Captain, etc
- State your concern – Take ownership, "I'm uncomfortable with"
- State the problem – The problem as you see it.
- Offer a suggestion – Suggested solution to the problem
- Reach agreement – Crew members, reaching a mutually agreeable solution, may take more than one assertive statement from one or more of the crew

3.16.7 Respect

You know when you give it. You know when you get it. Respect other's ideas, opinions, positions and feelings. Respect them as a Pilot, Crew Member and a person

3.16.8 Crew Performance indicator

The set of behaviours which should be employed in all operations at Pakistan International Airlines is described in this section. These behaviors are called "Crew Performance Indicators" since they indicate the performance of pilots as crew members and, more importantly, of the crew as a whole. Each Crew Performance indicator represents a clearly defined, desired behavior which should be observed during simulator training and practiced on the line.

As shown below, the Crew Performance Indicators are divided into four broad categories or "clusters" Communication, Team Building, Workload Management, and Technical Proficiency. These categories provide a way to group associated Crew Performance Indicators.

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3.16.9 Communication

- a) Briefs crew thoroughly.
- b) The preflight briefing includes the entire crew—the cabin crew as well as the flight crew.
- c) Briefings should be given throughout the flight to address pertinent safety and operational issues, and identify potential problems, such as weather, fuel management and distribution, and abnormal system operations. Briefings also provide guidelines for crew actions, including standard operating procedures, distribution of crew workload, and any anticipated deviations from SOP.
- d) The Captain establishes a team environment by emphasizing the importance of interactive decision making and participation by the entire crew. The Captain encourages the crew to voice any concerns they may have.
- e) Clearly communicates decisions about operation of the flight. Crew members clearly state operational decisions. The Captain shares the parameters of operation with the entire crew throughout the flight and the crew contributes their perspectives. Minimum acceptable standards of safe operation (or "bottom lines") are established and communicated.
- f) Explicitly encourages participation. The Captain encourages participation by the entire crew and emphasizes the importance of crew interaction in maintaining a safe operation. Crew members are encouraged to ask questions about crew actions and decisions. Seeks information and direction from others when necessary. Crew members ask questions and seek information from each other about operational issues and decision made. Crew members minimize confusion on the flight deck by using sufficient inquiry to remain informed. Crew members recognize personal limitations, such as limited experience in a particular seat or aeroplane, and actively seek direction or advice on operational issues from each other when necessary.
- g) Asserts with appropriate level of persistence to maintain a safe operation. Crew members state their own ideas, opinions, and

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recommendations. Crew members assert themselves and advocate their point of view. Crew members use increasing levels of assertiveness, as required, to maintain safety of flight

- h) Critiques self and other crew members when appropriate. Crew continually assesses performance to improve the operation on the flight deck. Feedback may be of a positive or negative nature. It is specific, based on observation, and provided for the purpose of maximizing crew effectiveness.

3.16.10 Team Building

- a) Exercise secure authority. The Captain exercises authority in a confident and competent manner, without being autocratic. The Captain acts decisively when the situation dictates
- b) Other crew members exercise the authority vested in their respective positions, as required, to discharge their duties
- c) Involves entire crew in decision-making process. Decisions are made in a timely and competent manner, and conveyed to the entire crew. The crew is included in the decision-making process, whenever possible, to increase the likelihood of making an optimal decision
- d) Use appropriate techniques to manage interpersonal and operational conflict. Crew members assess underlying problems, identify crew goals, and suggest solutions to alleviate interpersonal or operational conflict
- e) Crew members employ a style of resolution appropriate to the nature and criticality of the problem, and look for collaborative (or "win-win") solutions whenever possible
- f) Adapts to crew interpersonal differences. Crew members demonstrate an ability to adapt to different personalities and characteristics. Crew members identify and establish commonalities as a basis for building an effective team environment

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- g) Crew members cope effectively with operational stress. Crew members demonstrate understanding of the debilitating effect of stress on performance in an aviation environment, and identify the symptoms of stress in self and other crew members; Crew members communicate observations to others when operational necessity dictates. Crew members cope effectively with operational stress, remaining calm in critical situations. The crew handles emergencies effectively and professionally.
- h) Crew members cope with, or remove themselves from, situations in which stress from a non-operational origin may negatively affect job performance

3.16.11 Workload Management

- a) Distributes tasks to maximize efficiency. The crew distributes the workload so that everyone is utilized, while no one is overtaxed. Each crew member recognizes and reports work overload in self and other crew members.
- b) Further, the crew uses all available resources to accomplish required tasks in the most efficient way. Resources may include flight crew, cabin crew, deadheading crew as well as external resources. A few examples of external resources are dispatch, ATC, and maintenance support.
- c) The crew uses automated systems to decrease the workload whenever possible. Conversely, sufficient resources are allocated to use automated systems effectively
- d) Prioritizes tasks for effective accomplishment. The crew clearly prioritizes operational tasks. Primary tasks, such as continuing to fly the aeroplane, are allocated sufficient resources before secondary duties, such as external communications, are addressed
- e) Low priority or non-essential activities such as social interaction do not interfere with more important tasks
- f) Manages time for accomplishing tasks. The crew allows sufficient time to accomplish flight duties; they recognize the need for and

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request additional time when operational considerations dictate. Crew members are not rushed in the discharge of their duties

- g) Monitors and analyses all relevant operational factors to remain situational aware. The crew monitors climatic conditions, traffic, internal and external communications, aeroplane instruments and performance, automated systems and all other relevant operations factors to maintain situational awareness. The crew analyzes the information collected from monitoring processes to determine changes in operation and to report them to other crew members

3.16.12 Technical Proficiency

- Adheres to SOP, FCOM, OM, CARs. The crew follows all Standard Operating Procedures and Operational Manual procedures as outlined by Pakistan International Airlines. In addition, the crew adheres to all applicable Civil Aviation Rules
- Deviation from SOP, FCOM, OM, and CARs are justifiable and articulated to the other crew members
- Demonstrates technical skills. The crew performs all maneuvers within acceptable tolerances
- Demonstrates knowledge of aeroplane systems and normal, abnormal, and emergency procedures

3.16.13 TEM IN FLIGHT OPERATIONS

There are three basic components in the Threat and Error Management (TEM) model, from the perspective of flight crews: threats, errors and undesired aircraft states (UAS). The model proposes that threats and errors are part of everyday aviation operations that must be managed by flight crews, since both threats and errors carry the potential to generate undesired aircraft states. Flight crews must also manage undesired aircraft states, since they carry the potential for unsafe outcomes. Undesired state management is an essential component of the TEM model, as important as threat and error management. Undesired aircraft state management largely represents

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the last opportunity to avoid an unsafe outcome and thus maintain safety margins in flight operations.

3.16.14 THREATS

Threats are defined as "events or errors that occur beyond the influence of the flight crew, increase operational complexity, and which must be managed to maintain the margins of safety". During typical flight operations, flight crews have to manage various contextual complexities. Such complexities would include, for example, dealing with adverse meteorological conditions, airports surrounded by high mountains, congested airspace, aircraft malfunctions, errors committed by other people outside of the cockpit, such as air traffic controllers, flight attendants or maintenance workers, and so forth. The TEM model considers these complexities as threats because they all have the potential to negatively affect flight operations by reducing margins of safety

3.16.15 Anticipated Threats

Some threats can be anticipated, since they are expected or known to the flight crew. For example, flight crews can anticipate the consequences of a thunderstorm by briefing their response in advance, or prepare for a congested airport by making sure they keep a watchful eye for other aircraft as they execute the approach

3.16.16 Unexpected Threats

Some threats can occur unexpectedly, such as an in-flight aircraft malfunction that happens suddenly and without warning. In this case, flight crews must apply skills and knowledge acquired through training and operational experience

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3.16.16 Latent Threats

Lastly, some threats may not be directly obvious to, or observable by, flight crews immersed in the operational context, and may need to be uncovered by safety analysis. These are considered latent threats. Examples of latent threats include equipment design issues, optical illusions, or shortened turn-around schedules.

Regardless of whether threats are expected, unexpected, or latent, one measure of the effectiveness of a flight crew's ability to manage threats is whether threats are detected with the necessary anticipation to enable the flight crew to respond to them through deployment of appropriate countermeasures.

Threat management is a building block to error management and undesired aircraft state management. Although the threat-error linkage is not necessarily straightforward, although it may not be always possible to establish a linear relationship, or one-to-one mapping between threats, errors and undesired states, archival data demonstrates that mismanaged threats are normally linked to flight crew errors, which in turn are oftentimes linked to undesired aircraft states. Threat management provides the most proactive option to maintain margins of safety in flight operations, by voiding safety-compromising situations at their roots.

As threat managers, flight crews are the last line of defense to keep threats from impacting flight operations

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Table 1: Examples of Threats

Environmental threats	Organizational threats
Weather: <i>Thunderstorms, Turbulence Icing, Wind shear, cross/tail winds, very High/Low temperatures</i>	Operational pressures: <i>Delays Late arrivals, Equipment changes</i>
ATC: <i>Traffic congestion, TCAS TA/RA A TC command, A TC error, A TC language difficulty, A TC nonstandard terminology, A TC runway change, A TIS transmission, units of measurement (QFE/meters)</i>	Aircraft: <i>Aircraft malfunction, automation event/anomaly, MEL/CDL</i>
Airport: <i>Contaminated/short runway contaminated taxiway, lack of/ cabin confusing / faded/ signage / markings, birds, aids UIS, complex surface navigation procedures, airport constructions</i>	Cabin: <i>Flight attendant error, cabin event distraction, interruption door security</i>
Terrain: <i>High ground, slope, lack of references, "black hole"</i>	Maintenance: <i>Maintenance error/ event</i>

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Other: <i>Similar call signs</i>	Ground: <i>Ground handling event, deicing, ground crew error</i> Dispatch: <i>Dispatch paperwork</i> <i>Event/error</i> Documentation: <i>manual error, chart error</i> Other : <i>crew scheduling event</i>

Table 1 presents examples of threats, grouped under two basic categories derived from the TEM model. Environmental threats occur due to the environment in which flight operations take place. Some environmental threats can be planned for and some will arise spontaneously, but they all have to be managed by flight crews in real time. Organizational threats, on the other hand, can be controlled (i.e., removed or, at least, minimized) at source by aviation organizations. Organizational threats are usually latent in nature. Flight crews still remain the last line of defense, but there are earlier opportunities for these threats to be mitigated by aviation organizations themselves.

3.16.17 ERRORS

Errors are defined "actions or inactions by the flight crew that lead to deviations from organizational or flight crew intentions or expectations". Unmanaged and/or mismanaged errors frequently lead to undesired aircraft states. Errors in the operational context thus tend to reduce the margins of safety and increase the probability of adverse events.

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Errors can be spontaneous (i.e., without direct linkage to specific, obvious threats), linked to threats, or part of an error chain. Examples of errors would include the inability to maintain stabilised approach parameters, executing a wrong automation mode, failing to give a required callout, or misinterpreting an ATC clearance. Regardless of the type of error, an error's effect on safety depends on whether the flight crew detects and responds to the error before it leads to an undesired aircraft state and to a potential unsafe outcome. This is why one of the objectives of TEM is to understand error management (i.e., detection and response), rather than solely focusing on error causality (i.e., causation and commission). From the safety perspective, operational errors that are timely detected and promptly responded to (i.e., properly managed) do not lead to undesired aircraft states, do not reduce margins of safety in flight operations, and thus become operationally inconsequential. In addition to its safety value, proper error management represents an example of successful human performance, presenting both learning and training value.

Capturing how errors are managed is then as important, if not more, than capturing the prevalence of different types of error. It is of interest to capture if and when errors are detected and by whom, the response(s) upon detecting errors, and the outcome of errors. Some errors are quickly detected and resolved, thus becoming operationally inconsequential, while others go undetected or are mismanaged. A mismanaged error is defined as an error that is linked to or induces an additional error or undesired aircraft state

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Table 2: Example of error

Aircraft Handling Errors	• Manual handling/flight controls: vertical/lateral and/or speed deviations, incorrect flaps/speed brakes, thrust reverser or power settings. • Automation: incorrect altitude, speed, heading, autothrottle settings, incorrect mode executed, or incorrect entries. • Systems/radio/instruments: incorrect packs, incorrect anti-icing, incorrect altimeter, incorrect fuel switches settings, incorrect speed bug, incorrect radio frequency dialled. • Ground navigation: attempting to turn down wrong taxiway/runway, taxi too fast, failure to hold short, missed taxiway/runway.
Procedural errors	• SOPs: failure to cross-verify automation inputs. • Checklists: wrong challenge and response; items missed, checklist performed late or at the wrong time. • Callouts: omitted/incorrect callouts • Briefings: omitted briefings; items missed. • Documentation: wrong weight and balance, fuel

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	information, ATIS, or clearance information recorded, misinterpreted items on paperwork; incorrect logbook entries, incorrect application of MEL procedures.
Communication errors	• Crew to external: missed calls, misinterpretations of instructions, incorrect readback, wrong clearance, taxiway, gate or runway communicated. • Pilot to pilot: within crew miscommunication or misinterpretation

Table 2 presents examples of errors, grouped under three basic categories derived from the TEM model. In the TEM concept, errors have to be "observable" and therefore, the TEM model uses the "primary interaction" as the point of reference for defining the error categories. The TEM model classifies errors based upon the primary interaction of the pilot or flight crew at the moment the error is committed. Thus, in order to be classified as aircraft handling error, the pilot or flight crew must be interacting with the aircraft (e.g. through its controls, automation or systems). In order to be classified as procedural error, the pilot or flight crew must be interacting with a procedure (e.g. checklists; Standard Operating Procedures (SOPs); etc). In order to be classified as communication error, the pilot or flight crew must be interacting with people (ATC; ground crew; other crew members, etc) Aircraft handling errors, procedural errors and communication errors may be unintentional or involve intentional non-compliance. Similarly, proficiency considerations (i.e., skill or knowledge deficiencies, training system deficiencies) may underlie all three categories of error. In order to keep the approach simple and avoid confusion, the TEM model does not consider intentional non-compliance and proficiency as

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separate categories of error, but rather as sub-sets of the three major categories of error

3.16.18 UNDESIRED AIRCRAFT STATES

Undesired aircraft states are defined as 'flight crew-induced aircraft position or speed deviations, misapplication of flight controls, or incorrect systems configuration, associated with a reduction in margins of safety'. Undesired aircraft states that result from ineffective threat and/or error management may lead to compromising situations and reduce margins of safety in flight operations. Often considered at the cusp of becoming an incident or accident, undesired aircraft states must be managed by flight crews. Examples of undesired aircraft states would include lining up for the incorrect runway during approach to landing, exceeding ATC speed restrictions during an approach, or landing long on a short runway requiring maximum braking. Events such as equipment malfunctions or ATC controller errors can also reduce margins of safety in flight operations, but these would be considered threats. Undesired states can be managed effectively, restoring margins of safety, or flight crew response(s) can induce an additional error, incident, or accident.

Table 3: *Examples of undesired aircraft states*

Aircraft handling	• Aircraft control (attitude) • Vertical, lateral or speed deviations. • Unnecessary weather penetration. • Unauthorized airspace penetration. • Operation outside aircraft limitations. • Unstable approach. • Continued landing after unstable approach.

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	• Long, floated, firm or off-centreline landing.
Ground navigation	• Proceeding towards wrong taxiway/runway. • Wrong taxiway, ramp, gate or hold spot
Incorrect aircraft configurations	• Incorrect systems configuration. • Incorrect flight controls configuration. • Incorrect automation configuration. • Incorrect engine configuration. • Incorrect weight and balance configuration.

Table 3 presents examples of undesired aircraft states, grouped under three basic categories derived from the TEM model. An important learning and training point for flight crews is the timely switching from error management to undesired aircraft state management. An example would be as follows: a flight crew selects a wrong approach in the Flight Management System (FMS). The flight crew subsequently identifies the error during a crosscheck prior to the Final Approach Fix (FAF). However, instead of using a basic mode (e.g. heading) or manually flying the desired track, both flight crew become involved in attempting to reprogram the correct approach prior to reaching the FAF. As a result, the aircraft "stitches" through the localiser, descends late, and goes into an unstable approach. This would be an example of the flight crew getting "locked in" to error management, rather than switching to undesired aircraft state management. The use of the TEM model assists in educating flight crews that, when the aircraft is in an undesired state, the basic task of the flight crew is undesired aircraft state management instead of error management. It also illustrates

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how easy it is to get locked in to the error management phase Also from learning and training perspective, it is important to establish a clear differentiation between undesired aircraft states and outcomes. Undesired aircraft states are transitional states between a normal operational state (i.e., a stabilised approach) and an outcome. Outcomes, on the other hand, are end states, most notably, reportable safety occurrences. An example would be as follows: a stabilised approach (normal operational state) turns into an unstabilised approach (undesired aircraft state) that results in a runway excursion (outcome).

The training and remedial implications of this differentiation are of significance. While at the undesired aircraft state stage, the flight crew has the possibility, through appropriate TEM, of recovering the situation, returning to a normal operational state, thus restoring margins of safety. Once the undesired aircraft state becomes an outcome, recovery of the situation, return to a normal operational state, and restoration of margins of safety is not possible.

3.16.19 COUNTERMEASURES

Flight crews must, as part of the normal discharge of their operational duties, employ countermeasures to keep threats, errors and undesired aircraft states from reducing margins of safety in flight operations. Examples of countermeasures would include checklists, briefings, call-outs and SOPs, as well as personal strategies and tactics. Flight crews dedicate significant amounts of time and energies to the application of countermeasures to ensure margins of safety during flight operations. Empirical observations during training and checking suggest that as much as 70% of flight crew activities may be countermeasures-related activities.

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All countermeasures are necessarily flight crew actions. However, some countermeasures to threats, errors and undesired aircraft states that flight crews employ build upon "hard" resources provided by the aviation system. These resources are already in place in the system before flight crews report for duty, and are therefore considered as systemic-based countermeasures. The following would be examples of "hard" resources that flight crews employ as systemic-based countermeasures

- Airborne Collision Avoidance System (ACAS)
- Ground Proximity Warning System (GPWS)
- Checklists
- Briefings
- Training
- Etc

Other countermeasures are more directly related to the human contribution to the safety of flight operations. These are personal strategies and tactics, individual and team countermeasures, that typically include canvassed skills, knowledge and attitudes developed by human performance training, most notably, by Crew Resource Management (CRM) training. There are basically three categories of individual and team countermeasures:

- **Planning countermeasures:** essential for managing anticipated and unexpected threats
- **Execution countermeasures:** essential for error detection and error response
- **Review countermeasures:** essential for managing the changing conditions of a flight

Enhanced TEM is the product of the combined use of systemic-based and individual and team countermeasures

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3.16.20 Conclusion

Pilots are responsible for constantly bringing to mind the behaviors represented by the Crew Performance Indicators and adopting them in all appropriate circumstances. When these behaviors become habits, CRM skills will have been firmly established. Once this embodiment occurs, pilots will cease to think of CRM skills as separate areas of competency but will practice the expertise as an integral part of their professional lives.

Willingness to offer constructive criticism is one key to wider adoption of CRM principles. When Pilots encounter behavior which adversely affects crew performance, they should first examine the situation to determine if their own behavior is contributing to the problem. If necessary, they should modify their behavior in order to adapt to the interpersonal differences existing, thus providing an example of high level CRM skills. Finally, they should voice their opinions at an appropriate moment, phrasing their observations in a non-judgmental way.

They should explain the impact of the behavior on other crew members and offer insights into methods of improving interactions and hence crew performance. Mandating behavior conducive to good crew performance is not an acceptable approach to the development of CRM skills. But informal teaching through example and practical critique is an effective method in which all pilots must play a part

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CHAPTER-4

CREW COMPOSITION

4.1 Methods for Determining Crew Composition

- 4.1.1 The method for determining crew composition considers the following parameters:
- a. Type of aircraft being used.
 - b. The area and type of operation being undertaken (e.g. Long-Range Flight, CAT II/II, EDTO, NAT HLA, AWOPS ...) revenue, non-revenue flight.
 - c. Limitations on pairing of pilots on OML (Operational Multi Crew Limitation) as annotated on PCAA Medical Certificate (CAAF-005-XXAM).
 - d. The minimum crew requirement and Flight Duty Period (e.g. augmented crew operations).
 - e. Flight crew qualification/experience.
 - f. Flight Crew members' age limit for pairing of crew as per PCAA Regulations; and
 - g. The designation of the PIC and of the LCC and if necessitated by the duration of the flight, the procedures for their relief.

4.2 Flight Crew

- 4.2.1 The minimum flight crew composition to operate a M/s PIACL aeroplane is as given in the FCOM/Aircraft Flight Manual.
- 4.2.2 Flight crew is composed of two pilots (including at least one Captain) when the cockpit is arranged and certified for a two-member crew operation.
- 4.2.3 An instructor, an engineer, an inspector or an interpreter may complement the flight crew. They will use cockpit accommodation provided for observers.

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4.2.4 The minimum flight crew may be augmented depending on the operation and/or the flight duration (Refer to Chapter 7 “Fatigue Management” of this Manual)

4.2.5 Each flight crew member must have a valid Licence, rating, qualifications needed for the type of aircraft and the type of flight. Current and valid PCAA medical assessment is a component of Licence validity.

4.2.6 The operating crew must meet the Recent Experience requirements to operate an aircraft.

4.3 Captain

4.3.1 All flights shall be planned and carried out with a qualified Captain as the Pilot-in-Command (PIC), regardless of crew configuration or en-route crew changes.

4.4 First Officer

4.4.1 Unless the flight is operated by two Captains, all flights shall be operated with a minimum of one qualified First Officer (Second in Command), who is type rated, has recent experience and carries a current PCAA Medical Assessment.

4.4.2 Training Captains TRI/TRE or Line Captains who have been trained and evaluated from right hand seat may be scheduled or replaced as the First Officer at any stage of flight.

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4.5 Two Captains Operation

- 4.5.1 All efforts are made to ensure the normal crew complement i.e. a Captain in the Left Seat and a First Officer in the Right Seat are detailed as operating crew. However, in extreme exigencies, the Company may detail two Captains on a flight, with the following limitations:
- A Captain who has completed Right Hand Seat Training (as per last Sim Report), as per PCAA Approved Training Policy and ANOs may be scheduled with another Captain.
 - Currency as P1 from Left Hand Seat, shall also mean currency as P2 from Right Hand Seat if recurrent training from right hand seat is carried out in the Simulator.
 - When two Captains are flying together and one is a Training Captain sitting in the right-hand seat, tasked to carry out the duties of First Officer, the Training Captain is the designated Commander for the aeroplane. When the Captain is not assigned in a Training/Check role, the Captain in the Left-Hand Seat is the Pilot-in-Command of the aeroplane.

4.6 Transition Training

- 4.6.1 Pilots undergoing Command Training (Upgrade to Captain) will occupy the left-hand seat under the supervision of a designated Type Rating Instructor (TRI) or Type Rating Examiner (TRE) for takeoff, approach and landing, subject to discretion of the TRI/TRE who shall remain the PIC of the aeroplane.
- 4.6.2 Pilots undergoing First Officer training will occupy the right-hand seat under the supervision of a TRI/TRE for takeoff, approach and landing subject to the discretion of TRI/TRE.
- 4.6.3 On any flight where a TRI/TRE is designated as Pilot-in-Command of the aeroplane, he shall occupy one of the pilot seats unless conducting a check on the type rated pilots and occupying observer seat.

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4.7 Right Seat Qualification – Captains

- 4.7.1 Training Captains and/or Line Captains who have been trained and evaluated from Right Hand Seat may be scheduled/or replace the First Officer in the right-hand seat at any stage of the flight.

Note: *Captains whose Simulator Report (CAAF-028-RGLC) carries the notation of “Right Hand Seat Training” or the appropriate Right Seat column tick marked will be considered as Right Seat Qualified.*

4.8 Pairing of Flight Crew Member

- 4.8.1 The planning and Scheduling Division shall ensure that Flight crew members are not paired as operating crew members if:
- Each flight crew member has accumulated less than 100 hours on type, calculated from the completion of the initial route check.
 - Both the flight crew members are on OML (Operational Multi Crew Limitations), as indicated on their PCAA Medical Certificate (CAAF-005-XXAM).
 - Any variation / amendment to the above policy shall be subject to the approval by the DFO.

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4.9 Reserved

4.10 Cabin Crew Member

- 4.10.1 The minimum cabin crew composition is given in the coming paragraphs.
- 4.10.2 This minimum cabin crew may be augmented depending on the operation and/or the flight duration (Refer to Chapter 7 “Fatigue Management” of this Manual).
- 4.10.3 Each Cabin Crew member must have a valid competency certificate, type rating for the type of aircraft and recent experience. Current and valid medical assessment is a component of the Crew Competency Certificate validity.

4.11 Minimum Cabin Crew Complement

- 4.11.1 The minimum legal number of Cabin Crew members required for a flight shall be determined by the number of passenger seats fitted in the aeroplane allocated to that flight.
- 4.11.2 Details of minimum cabin crew requirement for each type of aeroplane is given in the “Flight Services Safety Equipment and Procedures Manual”. Moreover, Table 4-1 gives the Mandatory Cabin Crew for PIACL Fleet.
- 4.11.3 PIACL policy is to operate (wherever possible) with a full cabin crew complement. Exceptions to this will be made whilst ensuring that passenger comfort and flight safety is not compromised. Similarly, PIACL policy towards cabin crew requirement is not gender specific and there is no specific requirement for having a minimum number of female or male cabin crew.

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Table 4-1 : Mandatory Cabin Crew for PIACL Fleet	
Aeroplane Type	Mandatory Cabin Crew
B777-200ER	08
B777-200LR	08
B777-300ER	10
A320	04
ATR 72-500	02
ATR 42-500	02

Note-1: ANO Regulation of one Cabin Crew for each fifty (50) installed passenger seats remains.

Note-2: Any alteration to the number of seats or removal of seats shall be subject to approval of PCAA.

4.12 Lead Cabin Crew (LCC)

4.12.1 A Lead Cabin Crew member (i.e. LCC) is assigned for each flight, who is responsible to the PIC for the conduct and co-ordination of cabin safety and emergency procedures as specified in the Operations Manual. Refer to SEP Manual for more details.

4.13 Designation of Pilot-in-Command (PIC)

4.13.1 The Scheduling department shall assign a Pilot-in-Command (PIC) for each flight. He normally occupies the Left-Hand Seat (LHS) with the exception that a Type Rating Instructor/Examiner (TRI/TRE) who as the designated PIC can command from the Right Hand Seat (RHS).

4.13.2 PIC is normally designated in accordance with the seniority list or may be based on special requirements defined by the DFO office.

4.13.3 For flights with two Captains other than Training flights, for details, refer to Para 4.5.

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4.14 Flight Crew Incapacitation – Succession of Command

- 4.14.1 Should the Captain of the flight become incapable of holding command, then the First Officer will assume command unless there is a relief Captain (when operating with multiple crew) assigned as a crew on that flight.
- 4.14.2 The succession continues, in emergency, throughout the flight. The responsibility for assuming command passes normally to the next senior pilot assigned as a crew member on that flight. If the Captain is taken ill or otherwise indisposed and cannot continue his command, the flight will not depart from the airfield where it has landed or, if occurring during flight, from the next airfield at which it lands.
- 4.14.3 If the flight cannot be continued Operations Control Centre (OCC) or Situation Room must be notified immediately. Another flight crew member will be positioned, to allow the flight to be continued with minimum delay.

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4.15 Succession/Chain of Command

- 4.15.1 The Chain of Command during a flight will be in the following order:
- Pilot-in-Command (PIC).
 - Captain – if carried (Augmented Crew).
 - First Officer.
 - Third Pilot – if carried.
 - Lead Cabin Crew (LCC).
 - Other Cabin Crew in order of seniority.
- 4.15.2 The Captain (PIC) is under the authority of the Director Flight Operations (DFO). All other Flight and Cabin Crew are under the authority of the Captain.
- 4.15.3 Cockpit and Cabin Crew when not on Flight Duty, the official reporting channel is as follows:
- Flight Crew reports to their respective Deputy Chief Pilots, Cabin Crew report to their nominated Cabin Crew Supervisors and Managers.
 - Flight Crew may contact Director Flight Operations (DFO) directly, if an important personal or private matter is involved. All other matters should be dealt with via concerned fleet Chief Pilot.
- 4.15.4 When Flight Crew undergoes Initial/Transition training, they report to Chief Pilot Training for the entire duration of training till he/she is cleared to fly online. He/she then reports to Chief Pilot Planning and Scheduling for his duty schedules.

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4.16 Operations on more than One Aircraft Type

- 4.16.1 As per regulations of CAA, Pakistan, a pilot is not authorized to operate on more than one type of aircraft.
- 4.16.2 Consequently, pilots of M/s PIACL will operate only one type of aircraft at one time.

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CHAPTER-5

QUALIFICATION REQUIREMENTS

5.1 General

- 5.1.1 In accordance with the Regulations it is the responsibility of the Company to appoint only Flight Crew Members that hold valid Licences and have successfully qualified the required initial and recurrent training, continued training and proficiency checks as outlined in the OM-D Flight Crew Training Manual.
- 5.1.2 For details on retention of records for flight crew qualification, refer to OM-D Flight Crew Training Manual.

5.2 Responsibilities

- 5.2.1 The objective and extent of all training will be determined by the Chief Pilot Training in accordance with national, international and Company regulations.
- 5.2.2 The syllabi or program shall be established under the authority of Chief Pilot Training with the approval of PCAA.

5.3 Flight Crew Training

5.3.1 General

- 5.3.1.1 The purpose of this chapter is to give a brief outline of the PIACL Flight Operations checks and training system. Detailed instruction procedures and guidelines are laid out in OM-D (Flight Crew Training Manual), respective aeroplane training manuals and PCAA ANOs.

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5.3.2 Training Objectives

- 5.3.2.1 All phases of transition and recurrent training, as well as competency checks are conducted with the emphasis on training rather than checking.
- 5.3.2.2 Once selected for aeroplane line training, all flight crew members will undergo the following sequence of training and evaluation phases:
- Company approved regulations and procedures training.
 - Aeroplane technical course and simulator training and evaluation.
 - Safety equipment and procedures course.
 - Dangerous Good (DGR) and Security course
 - Transition Flight Training and Evaluation.
 - Under Supervision Line Training and Evaluation.
 - For additional requirements refer to Training Policy.
- 5.3.2.3 At various stages throughout the course as approved in training policy flight crew members will be evaluated regarding aeroplane knowledge and handling.

5.3.3 Outsourced Flight Simulator Devices

- 5.3.3.1 External simulator selection criteria, Service Level Agreement (SLA), Monitoring, Surveillance, Evaluation and Auditing of an outsourced Flight Simulator(s) used for Crew Training and checking will be carried out in accordance with the current edition of SOP Ref. CL/SOP/01/14 (as revised from time to time).
- 5.3.3.2 Outsourced flight simulator service providers used for training and checking shall be selected, contracted, monitored and periodically evaluated. All outsourced services shall be governed by formal contracts or agreements that define applicable safety, security and operational requirements and include provisions for monitoring and verification by the Operator. The process shall include defined selection criteria, periodic evaluation (once every year) using approved checklists,

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identification of deficiencies, implementation of corrective actions, and ongoing monitoring, surveillance and auditing to ensure continued compliance with applicable safety and operational standards.

5.4 Licences/Qualification/Competency

5.4.1 Given below are the qualifications of various flight crew:

- Captain** – valid ATPL, with Group-1 (P-1) type rating endorsed and Instrument Rating (IR-ME). English Language Proficiency (ELP), Level-4 or above endorsed on Licence.
- Co-Pilot** – valid ATPL/CPL with Group-1 (P-1) or Group-2 (P-2) type rating endorsed and Instrument Rating (IR-ME). English Language Proficiency (ELP), Level-4 or above endorsed on Licence.

5.5 Flight Crew Minimum Requirement

5.5.1 Captain

5.5.1.1 The screening process for upgrading to Captain, shall include:

- Training Records Review / Minimum Line Experience as outlined in Operations Manual Part-D (OM-D).
- Training Division's recommendation including verification of experience acceptable to CAA, Pakistan.
- Clearance by the Command Board.
- Any other screening requirements in accordance with the needs of the Airline or requirements of CAA, Pakistan.

5.5.2 First Officer

5.5.2.1 The requirements to qualify as First Officer are:

- Possession of at least a valid CAA, Pakistan Commercial Pilots Licence (CPL).
- Type and Instrument Rating (IR-SE or IR-ME) endorsed.
- Checked out for Operational First Officer duties.

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5.5.3 Initial Hires (Including Cadet Pilots)

- 5.5.3.1 Prior to being employed as a Flight Crew Member (at any level), the following shall be minimum screening requisites to ensure that the Initial Hires possess the needed certifications, skills, competencies and other attributes and meet all specific requirements of the Pakistan and PCAA:
- Technical Competencies and Skills.
 - Aviation Experience.
 - Possession of a valid PCAA CPL with Instrument Rating or higher. All Licences shall be verified for authenticity through PCAA.
 - Educational qualifications (duly verified) commensurate with what is required by the respective level.
 - Written for Technical Competencies and Skill.
 - Interview to assess interpersonal skills and English Language Proficiency.
 - Medical Fitness (PCAA Medical Certificate).
 - Security background checks.

Note: *It is PIACL policy, **NOT** to hire any freelance, part-time and/or casual Flight Crew.*

5.5.4 Upgrade to Captain

- 5.5.4.1 It is M/s PIACL policy to offer Upgrade to Captain only to those pilots considered to have the personal and professional qualities necessary for a successful upgradation.
- 5.5.4.2 Therefore, having undergone the required developmental training and contingent upon a vacancy, each individual may expect to be offered command responsibility in the course of time.
- 5.5.4.3 The format of this developmental minimal upgrade training will be required for the transition from First Officer to Captain. It is known as Captain Under Supervision (U/S), details for which are described in OM-D.

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5.6 Recent Experience Requirements

5.6.1 Pilot in Command (PIC) / First Officer

- 5.6.1.1 A pilot of PIACL must not fly as a flight crew member in a particular aircraft if he/she in the preceding 45 days, has not carried out one (01) takeoff and landing by day or by night in that aircraft type.
- 5.6.1.2 To regain recency refer to OM-D Chapter **Recency Of Experience**.
- 5.6.1.3 The OM Part D specifies in details, the training requirements for Flight Crew members whose currencies have lapsed.

5.6.2 Lead Cabin Crew (LCC) / Cabin Crew (CC) – Recency

- A Cabin Crew must perform at least one (01) flight in the preceding six months to maintain the validity of his/her Competency Certificate.
- A Cabin Crew Member who has not operated any flight during last six months shall undergo a Recency Check. Recency Check Report by DCCC on the requisite PCAA Form is to be submitted to the Licensing Office, PCAA for record.
- Full details on Cabin Crew Recency are given in Flight Standards Directorate, PCAA ANO-018-FSXX “Cabin Crew Member Training, Certification and Utilization”.

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5.6.3 Flight Operations Officer (FOO)

- a. FOO must have, within the preceding 12 months, at least a one-way qualification flight in the flight crew compartment of an aeroplane over any area for which that individual is authorized to exercise flight supervision. The flight should include landings at as many aerodromes as practicable.
- b. A Flight Operations Officer/Flight Dispatcher should not be assigned to duty after 12 consecutive months of absence from such duty, unless the individual undergoes a Refresher Course.

5.7 Area, Route and Aerodrome Competence

- 5.7.1 M/s PIACL shall ensure that, prior to being assigned as Pilot-in-Command on a route or as pilot to whom the flight may be delegated by the Pilot-in-Command, the designated pilot must have adequate knowledge of the route to be flown and of the aerodromes (including alternates), facilities and procedures to be used.
- 5.7.2 The period of validity of route and aerodrome qualification is 12 calendar months.
- 5.7.3 Operating on the route or to the aerodrome within the previous period of validity revalidates route and aerodrome competence qualification.
- 5.7.4 If revalidated within the last 90 days of the validity of a previous qualification, the period of validity remains from the original expiration date plus 12 months.
- 5.7.5 Pilots who are unable to maintain Route Competence in the last 12 months, may regain the Route Competence through a Route Check.

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5.8 Route and Aerodrome Competence Training

5.8.1 Includes the knowledge of:

- a. Terrain, obstacles, general topography and minimum safe altitudes.
- b. Seasonal meteorological conditions.
- c. Navigational facilities associated along route on which the flight is to take place.
- d. Communications and Air Traffic facilities, lighting, approach aids, services and procedures.
- e. Search and rescue procedures.
- f. Arrival, departure, holding and instrument approach procedures, as well as any procedure applicable to flight path over heavily populated areas.
- g. Depending upon the complexity, aerodromes are classified in categories from A to C. Category A is given to the least demanding aerodrome; Category B and C are applied to more demanding aerodromes.
- h. Depending upon the complexity of the aerodromes the following methods of familiarization will be used:
 - i. For less complex aerodromes, self-briefing with documentation or programmed instruction.
 - ii. For more complex routes, in addition to the self-briefing, in-flight familiarization under supervision or familiarization in an approved simulator using a database appropriate to the route concerned.
 - iii. Refer to OM-D for details of Training Requirements for Category "C" aerodromes.

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5.9 Route Qualification

- 5.9.1 Routes to M/s PIACL destinations operated over high terrain, which have limitations, are challenging from a terrain perspective. The main challenges are in respect of terrain elevation/MORA and oxygen supply in the event of depressurization.
- 5.9.2 Engine Out SIDs are available for all PIACL Airfields in Jeppesen FD Pro.
- 5.9.3 Flight crew must review and prepare for the engine out SID procedures well ahead of time.

5.10 Recurrent Pilot Proficiency Checks (PPC) & Route Check

- 5.10.1 M/s PIACL shall ensure that each crew member undergoes recurrent training and checking as required by the ANOs and PCAA Rules and Regulations.
- 5.10.2 Annual Route Check of each pilot will be carried out and Check Report (CAAF-029-RGLC) will be maintained in the individual pilot Training Folder.

5.11 Cruise Relief Pilot Requirements

- 5.11.1 As a policy, M/s PIACL does not have "Cruise Relief Pilots".
- 5.11.2 The Company, however, operates flights with Augmented Crew, as and when required.

5.12 Single Pilot Operation under IFR or at Night

- 5.12.1 M/s PIACL does not conduct single pilot operations under IFR or at night as none of the PIACL fleet carries a single pilot operation clearance.

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5.13 Flight Crew Training / Under Supervision Flying

5.13.1 Refer to Operations Manual Part-D (OM-D) for details.

5.14 Reserved

5.15 Cabin Crew Requirements

5.15.1 All Cabin Crew inducted into M/s PIACL meet the requirements of Licensing and Flight Standards ANOs.

5.15.2 All training of Cabin Crew is carried out in accordance with the PCAA approved training syllabus, at an approved Training Centre, and by PCAA approved persons.

5.15.3 All passenger flights of M/s PIACL are operated by current and rated cabin crew.

5.15.4 The number of operating Cabin Crew will be not less than the requirement specified in PCAA ANOs. Details of operating cabin crew for each PIACL passenger aircraft are given in Table 4-1 in Chap-4.

5.15.5 One Lead Cabin Crew (LCC) will be part of the cabin crew complement, for each passenger flight.

5.15.6 For details of cabin crew training, checking and supervisory personnel (DCCC and Instructors) refer to SEP Manual.

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5.16 Flight Operations Officer (FOO) Requirements

- 5.16.1 OJT being a part of the issuance of FOO Licence, all the requisite requirements of practical training are met.
- 5.16.2 M/s PIACL ensures that within the preceding 12 months, all FOOs carry out at least a one-way qualification flight in the flight crew compartment of an aeroplane over any area for which that individual is authorized to exercise flight supervision. A record of such flights is kept in the Training Folder of the FOO.
- 5.16.3 The flight includes landings at as many aerodromes as practicable, and the FOO can monitor the flight crew inter-communication system and radio communications and be able to observe the actions of the flight crew during the flight.
- 5.16.4 M/s PIACL ensures that at the time of induction of the FOO, is familiarized with:
 - a. The contents of the Company Operations Manual (OM-A).
 - b. The radio equipment in use in the aeroplanes.
 - c. The navigation equipment used in the aeroplanes.
- 5.16.5 For renewal of the FOO Licence (once in two years), details are given in the Flight Dispatch Manual, which is duly approved by PCAA.

5.17 Other Operations Personnel

- 5.17.1 Details of qualification requirements for Flight Dispatch Personnel are given in the Flight Dispatch Manual.

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5.18 Cockpit Crew / Cabin Crew / FOO Qualification Records

- 5.18.1 All records pertaining to the qualification of Cockpit Crew, Cabin Crew and Flight Operations Officer (FOO) are maintained by the respective departments.
- 5.18.2 The records are kept in paper format or any other format (electronic) as acceptable to PCAA.

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CHAPTER-6 **CREW HEALTH PRECAUTIONS**

6.1 General Health and Physical Fitness

- 6.1.1 Flight Crew must commence flight duty in good physical and mental condition, so that fatigue, which may accumulate during the assigned duty period, shall not affect the safety of the flight. The stipulated minimum rest time prior to starting flight duty must, therefore, be spent accordingly.
- 6.1.2 Undertaking a Flight Duty is prohibited when a crew member's capacity for work is reduced because of illness or general physical condition. The decrease of fitness includes the effects of the disease, injury, alcohol, drugs, fatigue, etc.
- 6.1.3 Decrease in fitness under the influence of mental stress may also occur. It is the responsibility of the crew member to decide whether he/she is fit for Flight Duty in such circumstances.
- 6.1.4 The flight crew shall be subject to medical assessment at periods as specified in the PCAA ANOs. All flight crew members must be in possession of a valid medical certificate prior to any flight duty. Such an assessment shall not be valid for a period greater than 12 months or 06 months (as applicable).
- 6.1.5 As a general rule, "Self-medication" is not permitted, as it can have adverse effects.

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6.2 Use of Alcohol / Intoxicating Liquor

6.2.1 General

6.2.1.1 While usage of Alcohol is not acceptable, but it should not come as a surprise that problems arise in the use of alcohol and the performance of safety-related activities, such as driving an automobile or flying an aeroplane. These problems are made worse by the common belief that accidents happen “to other people, but not to me”. There is a tendency to forget that flying an aeroplane is a highly demanding cognitive and psychomotor task that takes place in an inhospitable environment where pilots are exposed to various sources of stress.

6.2.2 Hard Facts about Alcohol

6.2.2.1 Alcohol is a sedative, hypnotic and addictive drug. It quickly impairs judgment and leads to behavior that can easily contribute to, or cause accidents.

6.2.3 Erratic Effects of Alcohol

6.2.3.1 Alcohol is rapidly absorbed from the stomach and small intestine and transported by blood throughout the body. Its toxic effects vary considerably from person to person, and are influenced by variables such as gender, body weight, rate of consumption (time), and total amount consumed.

6.2.3.2 An average, healthy person eliminates pure alcohol at a constant rate – about 1/3 to 1/2 oz. of pure alcohol per hour, which is equivalent to the amount of pure alcohol contained in any of the popular drinks listed in [Annex-6A](#) at the end of this Chapter.

6.2.3.3 This rate of elimination of alcohol is relatively constant, regardless of the total amount of alcohol consumed. In other words, whether a person consumes a few or many drinks, the rate of alcohol elimination from the body is essentially the same. Therefore, the more alcohol an individual consumes, the longer it takes his/her body to get rid of it.

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- 6.2.3.4 Even after complete elimination of all of the alcohol in the body, there are undesirable effects namely hangover, that can last 48 to 72 hours after the last drink.
- 6.2.3.5 The majority of adverse effects produced by alcohol relate to the brain, the eyes, and the inner ear – three crucial organs of any pilot.
- 6.2.3.6 Brain effects include impaired reaction time, reasoning, judgment, and memory. Alcohol decreases the ability of the brain to make use of oxygen. This adverse effect can be magnified because of simultaneous exposure to altitude, characterized by a decreased partial pressure of oxygen.
- 6.2.3.7 Visual symptoms include eye muscle imbalance, which leads to double vision and difficulty in focusing. Inner ear effects include dizziness, and decreased hearing perception.
- 6.2.3.8 If other variables are added, such as sleep deprivation, fatigue, medication use, altitude hypoxia, or flying at night or in bad weather, the negative effects are significantly magnified.
- 6.2.4 Effects of Alcohol on Pilot Performance**
- 6.2.4.1 Pilots have shown impairment in their ability to fly an ILS approach or to fly IFR, and even to perform routine VFR flight tasks while under the influence of alcohol, regardless of individual flying experience.
- 6.2.4.2 The number of serious errors committed by pilots dramatically increases at or above concentrations of 0.04% blood alcohol. This is not to say that problems don't occur below this value. Some studies have shown decrements in pilot performance with blood alcohol concentrations as low as 0.025%.

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6.2.5 General Guidelines/Recommendation Regarding Alcohol

6.2.5.1 As a minimum, adhere to all the guidelines given below:

- a. 12 hours from “bottle to throttle”.
- b. Do not fly while under the influence of alcohol.
- c. Do not fly while using any drug that may adversely affect safety.
- d. A more conservative approach is to wait 24 hours from the last use of alcohol before flying. This is especially true if intoxication occurred or if you plan to fly IFR. It is a misnomer that cold showers, drinking black coffee, or breathing 100% oxygen cannot speed up the elimination of alcohol from the body.
- e. Consider the effects of a hangover. 12 hours from “bottle to throttle” does not mean you are in the best physical condition to fly, or that your blood alcohol concentration is below the legal limits.
- f. Recognize the hazards of combining alcohol consumption and flying.
- g. Use good judgment. Your life and the lives of your passengers are at risk if you drink and fly.
- h. Ideally, total avoidance of alcohol should be a key element observed by every pilot in planning or accomplishing a flight.
- i. Alcohol avoidance is as critical as developing a flight plan, a good preflight inspection, obeying ATC procedures, and avoiding severe weather.

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6.2.6 You should be in Control

- 6.2.6.1 Flying is a precise, demanding, and unforgiving endeavor. Any factor that impairs the pilot's ability to perform the required tasks during the operation of an aeroplane is an invitation for disaster.
- 6.2.6.2 The use of alcohol is a significant self-imposed stress factor that should be eliminated from the cockpit. The ability to do so is strictly within the pilot's control.
- 6.2.6.3 Lastly, crew member must not consume alcohol of any nature in excess of published limits and must not consume alcohol while in uniform.

6.2.7 Hangovers are Dangerous

- 6.2.7.1 A hangover effect, produced by alcoholic beverages after the acute intoxication has worn off, may be just as dangerous as the intoxication itself.
- 6.2.7.2 Symptoms commonly associated with a hangover are headache, dizziness, dry mouth, stuffy nose, fatigue, upset stomach, irritability, impaired judgment, and increased sensitivity to bright light. A pilot with these symptoms would certainly not be fit to safely operate an aeroplane. In addition, such a pilot could readily be perceived as being "under the influence of alcohol".

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6.2.8 Civil Aviation Rules (CARs) Regulations

- 6.2.8.1 Civil Aviation Rules (CARs 1994), Rule No. 237 prohibits a crew member from consuming alcohol or be under the influence of alcohol whilst performing Flight Duty.
- 6.2.8.2 Pursuant to the afore mentioned Rule 237, a crew member shall:
- Not be under the influence of Psychoactive substances whilst on a flight duty.
 - Will **NOT** consume alcohol less than 12 hours prior to specific reporting time of flight duty or commencement of standby time.
 - Will **NOT** consume alcohol during Flight Duty Period or whilst on standby.
- 6.2.8.3 In case a crew member is found involved in problematic use of alcohol, he shall be removed from all safety-critical functions pending rehabilitation/medical fitness.
- 6.2.8.4 The use of alcohol and drugs by pilots is regulated by applicable PCAA ANO. In addition, country specific regulations deal with the issue. Generally, among other provisions, these regulations state that no person may operate or attempt to operate an aeroplane:
- Within 12 hours of having consumed alcohol.
 - While under the influence of alcohol.
 - With a blood alcohol content of 0.02% or greater.
 - While using any drug that adversely affects safety.
- 6.2.8.5 In line with international regulations and to ensure flight/passenger safety, PCAA may carry out snap/random breath test and blood/urine sampling for screening of alcohol and delta drugs. However, PIACL as well as CAA doctors/paramedics shall first identify themselves before conducting snap/random checks. All crew members are advised to cooperate with PCAA officials in the conduct of such checks.

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6.2.9 Blood Alcohol Limits in Aviation : As per each Country

- USA FAA BAC 0.04%
- Europe JAR-Operations 1.085(d) where a blood alcohol level of 0.02 is the upper limit.
- UK Prescribes 20mg alcohol per 100mg blood = 0.02**

Note-1: *It should be kept in mind that Regulations alone are no guarantee that problems won't occur. It is far more important for pilots to understand the negative effects of alcohol and its deadly impact on flight safety.*

Note-2: *As per PCAA Regulations, blood alcohol limit is Zero (0%).*

6.3 Narcotics

- 6.3.1 Narcotics result in impairment of higher brain functions which will adversely affect the judgment and pilot's performance.
- 6.3.2 A history of drug dependence is a bar to any form of aviation Licence.
- 6.3.3 Consequently, for all crew members, the consumption of medicine with sedative effects is strictly prohibited whilst on duty.

Note: *PCAA / Company Flight Surgeon Office, may conduct random drug/alcohol test of any operating crew member, before or after a flight.*

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6.4 Drugs/Tranquilizers/Pharmaceutical Preparations

- 6.4.1 Crew members shall not consume drugs and psychoactive substances in any form.
- 6.4.2 Taking pharmaceutical products in any form is generally not compatible with Flight Duty and therefore not authorized for at least six (06) hours before commencement and during the entire Flight Duty Period. Except when permitted under medical direction or supervision of the PIACL approved Flight Surgeon.
- 6.4.3 Readily available cold or allergies remedies are prohibited as they can produce harmful side effects such as vertigo, dizziness, blurring of vision, drowsiness etc.
- 6.4.4 In case of uncertainty, the advice of an approved aviation medical examiner or the company appointed doctor at outstations shall be consulted.
- 6.4.5 Substance abuse refers to the use of substances that causes detriment to individual health, legal, social, financial problems like endangering their lives or lives of others. It relates to problematic/psychoactive substance use/dependency/addiction of legal or illegal drug abuse, alcohol use, getting drunk or high. In case symptoms confirm such abuse, the violators shall be removed from safety sensitive position as per the requirement of the authority.

6.5 Sleeping Pills / Hypnotic Drugs

- 6.5.1 Tablets or any medicines to induce or encourage relaxation or sleep are not to be used when their use could affect the performance of Flight Crew while on duty.
- 6.5.2 Tablets to prevent tiredness or sleep will never be prescribed or used.
- 6.5.3 Use of hypnotic medication is not allowed as it can severely disrupt the power to make decisions.

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6.6 Vaccination / Immunization

- 6.6.1 The Chief Flight Surgeon PIACL has recommended that Flight and Cabin Crew, as well as other staff members who travel abroad on Company business, be immunized against the following:
- Meningitis A and C.
 - Typhoid.
 - Hepatitis A.
- 6.6.2 They should also have received full vaccination against:
- BCG.
 - Tuberculosis.
 - Polio.
 - Diphtheria.
 - Tetanus.

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6.7 Deep Sea Diving | Diving Before Flight

- 6.7.1 It has been found that scuba diving before a flight can produce adverse blood disorders (bends) if a sufficient rest period is not taken. Crew members have become incapacitated in flight due to compression sickness after such activities and all Flight and Cabin Crew are warned of the dangers of mixing diving and flying.
- 6.7.2 Scuba diving to depths of less than 60 feet is considered Recreational Diving and a minimum of 12 hours rest period should be applied before operating a flight.
- 6.7.3 Diving to depths greater than 60 feet is considered outside the sphere of recreational diving and professional advice should be obtained to determine the rest period required for the depth of dive performed. But this rest period should not be less than 48 hours.

6.8 Blood Donation

- 6.8.1 Crew members shall not commence Flight Duty less than 48 hours after donating blood and may only give one unit of blood at a time. A period of three months must pass between two donations.

6.9 Surgical Operation

- 6.9.1 Any surgical operation planned for a crew member must be intimated to Company Chief Flight Surgeon.
- 6.9.2 In case of an emergency surgical operation, the Chief Flight Surgeon must be informed as soon as possible.
- 6.9.3 Details of the operation and its associated documents must be presented at the next PCAA medical with a copy of the same to Chief Flight Surgeon.

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6.10 Crew Meal Precaution

- 6.10.1 Preferably, crew meals should be taken on the ground. During the flight, crew meals shall normally be taken at the respective working stations.
- 6.10.2 Flight Crew and Cabin Crew should have regular meals while on duty. It is recommended that light refreshments be taken between meals.
- 6.10.3 No two Flight Crew members operating a Flight are permitted to eat the same type of food. Every reasonable precaution should be taken to avoid eating the same food during meals taken within 12 hours of the commencement of duty.
- 6.10.4 If meals or refreshments are served on the Flight Deck, the following will apply:
- The Flight Crew members occupying the Pilot seat, under no circumstances, should eat simultaneously.
 - Food and drinks must be carefully handled on the flight deck and should not be placed on or around the controls due to the possibility of spillage with the associated risk of electrical and other equipment failure.
 - Drinks will be called for from the cockpit when required and must be served with napkins and should not be passed over the centre pedestal / console. Details must be recorded in the aeroplane Tech Log whenever spillage of liquid on any vulnerable areas has occurred.
 - Flight crew should abstain from consuming uncertified food and beverages that may be acquired from the local market during short or transit stay.

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- 6.10.5 For safety reasons glassware is prohibited on the Flight Deck. All liquids must be contained in shatter resistant cups. This restriction applies equally to any occupant of the Flight Deck or Jump Seat.
- 6.10.6 Bottled water may be carried on the Flight Deck, provided it is stored in a secure position, otherwise they should be asked for above 10,000 feet. Crew are to ensure that all precautions are taken to avoid spills especially over the center console/pedestal. All bottles are to be removed from the cockpit before 10,000 feet.
- 6.11 Policy for Expectant Mothers (Lady Pilots)**
- 6.11.1 Lady Pilots who suspect pregnancy are required to immediately report to Chief Flight Surgeon (ACMC) for further examination, and pre-Natal care.
- 6.11.2 Maternity leave shall be granted in accordance with Company laid down policy.
- 6.11.3 Following confinement or termination of pregnancy, the Lady Pilot shall not be permitted to exercise the privileges of her Licence until she has undergone re-examination and has been assessed as fit by the Competent Authority.

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6.12 Vision Correction / Eye Protection

- 6.12.1 Proper sunglasses may reduce eyestrain and fatigue, but can also reduce vision substantially and should, therefore, only be used when necessary.
- 6.12.2 Anti-glare sunglasses with maximum peripheral vision are recommended. These must not be polarized, as they may cause blurred and reduced vision when used in aeroplane with laminated windshields.
- 6.12.3 In cases where corrective eyeglasses are a requirement as per the PCAA Medical Certificate for the Licence, flight crew members must wear the prescribed glasses whilst on flight duty and must have a spare set of those glasses readily available for use onboard.
- 6.12.4 Use of bright lights should be restricted, to assist eyes adaptation while operating at night or during hours of darkness.

6.13 Smoking Rules

- 6.13.1 Smoking by passengers or crew members **is prohibited** on all PIACL aeroplanes, whilst the aircraft is on the ground or during flight. This prohibition includes e-cigarettes.

6.14 Ear Protection

- 6.14.1 Flight crew are advised to use suitable earplugs in any noisy environment, both whilst on duty (e.g. on the tarmac), and during private activities.

6.15 Quarantine – Crew Members or Passengers

- 6.15.1 If any crew member or passenger shows any symptoms which might indicate the presence of an infectious/major disease, the PIC must inform the destination, Airport Medical/ Health Authorities, i.e. before landing, or allowing passengers or crew to disembark. Their instructions must be fully complied with. Fine and possible imprisonment may be imposed, for not providing the necessary notification.

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6.16 Rehabilitation of Persons Involved in Use of Psychoactive Substances

- 6.16.1 Crew members found involved in the use of psychoactive substances will be referred to Chief Flight Surgeon at the Flight Crew Medical Center. The Chief Flight Surgeon after examination will determine a course of treatment and rehabilitation.
- 6.16.2 The member of the flight crew may be reinstated after rehabilitation subject to a fitness report taking into consideration other Regulatory requirements.
- 6.16.3 Reinstatement of the person to safety critical duties would only be possible after cessation of the problematic use and upon determination that continued performance is unlikely to jeopardize safety.

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Annex-6A | ALCOHOL CONTENTS IN BEVERAGES

Alcohol Contents – Beverage Type and Serving

Beverage Type	Type Serving (oz)	Pure Alcohol Content (oz)
Table Wine	4	.48
Light Beer	12	.48
Aperitif Liquor	1.5	.38
Champagne	4	.48
Vodka	1	.50
Whiskey	1.25	.50

Note: *The above table shows the amount of alcohol in various alcoholic beverages.*

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Annex-6B | BODY ALCOHOL CONCENTRATION (BOC)

Body Alcohol Concentration (BAC) vs Effects

BAC	EFFECTS
0.01 - 0.05 (10-50 mg %)	Average individual appears normal
0.3 - 0.12 (30-120 mg %)	Mild euphoria, talkativeness, decreased inhibitions, decreased attention, impaired judgment, increased reaction time.
0.9 - 0.25 (90-250 mg %)	Emotional instability, loss of critical judgment, impairment of memory and comprehension, decreased sensory response, mild muscular in coordination.
1.8 - 0.30 (180-300 mg %)	Confusion, dizziness, exaggerated emotions (anger, fear, grief) impaired visual perception, decreased pain sensation, impaired balance, staggering gait, slurred speech, moderate muscular in-coordination.
2.7 - 0.40 (270-400 mg %)	Apathy, impaired consciousness, stupor, significantly decreased response to stimulation, severe muscular in-coordination, inability to stand or walk, vomiting, incontinence of urine and feces.
3.5 - 0.50 (350-500 mg %)	Unconsciousness, depressed or abolished reflexes, (abnormal body temperature, coma; possible death from respiratory paralysis (450 mg% or above)

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CHAPTER-7 **FATIGUE MANAGEMENT**

7.1 Introduction

- 7.1.1 The purpose of this Chapter is to provide crew members with a description of the PIACL Fatigue Management as required by PCAA ANO-012-FSXX-7.0 Fatigue Management – Flight and Cabin Crew.

7.2 Intent of Fatigue Management (FM)

- 7.2.1 The Civil Aviation Regulations require that a crew member shall not fly, and an Operator shall not require him to fly, if either has reason to believe that the crew member is suffering, or is likely to suffer while flying, from a level of fatigue as may endanger the safety of the aircraft or of its occupants.
- 7.2.2 The intent of this Fatigue Management is to ensure that crew members are adequately rested at the beginning of each Flight Duty Period (FDP), and whilst flying are sufficiently free from fatigue so that they can operate to a satisfactory level of efficiency and safety in all normal and abnormal situations.
- 7.2.3 Fatigue Management provides a significant opportunity to improve the safety and efficiency of our operation and to maximize the well-being of our crew members. The aim of FM is to ensure that crew member are sufficiently alert so they can operate to a satisfactory level of performance.

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7.3 General Principles

- 7.3.1 The relationship between the frequency and pattern of scheduled flying duty periods, rest periods and time off is recognized, and due consideration shall be given to the cumulative effects of working long hours interspersed with minimum rest.
- 7.3.2 Planned schedules shall allow for flights to be completed within the maximum permitted flight duty period. The PIACL, when assessing the suitability of a planned schedule, will take into account the time allowed for pre-flight duties, taxiing, the flight itself and turnaround times. However, it is recognized that on occasions a planned flight will experience unforeseen delays. Under these conditions, the Commander (Pilot-in-Command PIC) may, within prescribed conditions, and after careful consideration of the guidelines published by PIACL, an FDP may be extended.
- 7.3.3 Other factors to be considered when planning duty periods include:
- The allocation of work patterns which avoid such undesirable practices as alternating day/night duties.
 - The positioning of crew so that a serious disruption of established sleep/work patterns does not occur.
 - The requirement is to plan days off and notify crew well in advance.

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7.4 Responsibilities of PIACL and Crew Members

7.4.1 PIACL Responsibilities

- 7.4.1.1 It is the responsibility of PIACL to publish duty rosters sufficiently in advance to provide the opportunity for crew to plan adequate pre-flight rest.
- 7.4.1.2 PIACL has established minimum periods of notification of duty for operating crew. Training for scheduling Staff includes guidance on the effects of disturbing circadian rhythms, and sleep deprivation, while away from home base, crew members must be provided adequate facilities and the opportunity for pre-flight rest in suitable accommodation.
- 7.4.1.3 Planned rosters shall be notified to crew members on monthly/ fortnightly basis at least 7 days before the start of the new schedule period.

7.4.2 Crew Members' Responsibilities

- 7.4.2.1 Responsibility for the proper control of Flight and Duty time cannot rest wholly with PIACL.
- 7.4.2.2 Crew members have a responsibility to make optimum use of the opportunities and facilities for rest provided. They are also responsible for planning and using their rest periods properly in order to minimize incurring fatigue.
- 7.4.2.3 Crew members shall not act as operating crew if they know, or suspect, that their physical or mental condition renders them unfit to operate. Furthermore, they must not fly if they know that they are in breach of this Fatigue Management

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7.5 Standard Provisions Applicable to Fatigue Management

- 7.5.1 Subject to the general maximum and minimum specified in this document, it is incumbent on PIACL to establish maximum Flight Duty Periods (FDP) and minimum rest periods appropriate to the nature of the Flight Operations undertaken.
- 7.5.2 Although PIACL will plan Crew Schedules in accordance with the requirements, it is recognized that these provisions will not necessarily satisfy every type of operation. In such circumstances PIACL will apply for a variation to the Standard provisions.
- 7.5.3 Approval will be sought on the basis that the proposal will ensure a better or equivalent level of protection against fatigue than the basic requirements. Approved variations shall be brought to the attention of crew members by incorporation into the Operations Manual.

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7.6 Definitions

- 7.6.1 **Acclimatized Crew:** A state in which a crew member's circadian biological clock is synchronized to the time zone where the crew member is considered to be acclimatized to a 2 hour wide time zone surrounding the local time at the point of departure. When the local time at the place where a duty commences differs by more than 2 hours from the local time at the place where the next duty starts, the crew member, for the calculation of the maximum daily flight duty period, is considered to be acclimatized in accordance with the values in the table at Annex-7A.
- 7.6.2 **Accommodation:** means, for the purpose of standby and split duty, a quiet and comfortable place not open to the public with the ability to control light and temperature, equipped with adequate furniture that provides a crew member with the possibility to sleep, with enough capacity to accommodate all crew members present at the same time and with access to food and drink.
- 7.6.3 **Airport Standby:** means, a standby performed at the airport.
- 7.6.4 **Augmented Flight Crew:** A flight crew that comprises more than the minimum number required to operate the aircraft and in which each flight crew member can leave their assigned post and be replaced by another appropriately qualified flight crew member for the purpose of in-flight rest.
- 7.6.5 **Available:** Deleted
- 7.6.6 **Break:** A period of time within a flight duty period, shorter than a rest period, counting as duty and during which a crew member is free of all tasks.

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- 7.6.7 **Cabin Crew:** A crew member who performs, in the interest of safety of passengers, duties assigned by the Operator or the Pilot-in-Command of the aircraft, but who shall not act as flight crew member.
- 7.6.8 **Calendar Day:** A 24 hour period commencing at 0000 hours Local Time.
- 7.6.9 **Crew Complement:** In general Crew Complement is the Minimum Number of Crew required to operate an aircraft. For details please see Annex-7B.
- 7.6.10 **Cruise Relief Pilot:** A cruise relief pilot should be a current Captain who is right seat qualified and who is assigned to perform pilot duties during cruise phase in augmented crew operations to allow the Pilot-in-Command or a First Officer to avail rest.
- 7.6.11 **Day Off:** A day off means when a crew member is relieved of any and all duties by an Operator at home base for leisure and relaxation. A day off shall include double the Flight Duty Period rest of previous flight or 12 hours whichever is greater, plus 24 hours.
- 7.6.12 **Deadheading Crew:** “Deadheading Crew” means a crew member positioned by the Operator in flight or by surface transport.
- 7.6.13 **Deadhead Time (Positioning):** Time that a non-operating crew member spends in positioning from place to place as a passenger at the behest of the Operator. It includes positioning for duty and return from duty back to crew home base. This time also includes time spent in road travel (necessitated by non-availability of air travel) to operate a subsequent flight with or without an intervening rest period. This time is inclusive in crew members’ duty period and shall count towards calculating subsequent post duty rest period.

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- 7.6.14 **Delayed Reporting:** means the postponement of a scheduled FDP by the Operator before a crew member has left the place of rest.
- 7.6.15 **Disruptive Schedule:** means a crew member's roster which disrupts the sleep opportunity during the optimal sleep time window by compromising an FDP or a combination of FDPs which encroach, start or finish during any portion of the day or of the night where a crew member is acclimatized. A schedule may be disruptive due to early starts, late finishes or night duties.
- a. **“Early Type”** of disruptive schedule means:
- For “early start” a duty period starting in the period between 05:00 and 05:59 in the time zone to which a crew member is acclimatized, and
 - For “late finish” a duty period finishing in the period between 23:00 and 01:59 in the time zone to which a crew member is acclimatized.
- b. **“Late Type”** of disruptive schedule means:
- For “early start” a duty period starting in the period between 05:00 and 06:59 in the time zone to which a crew member is acclimatized; and
 - For “late finish” a duty period finishing in the period between 00:00 and 01:59 in the time zone to which a crew member is acclimatized.
- 7.6.16 **Duty:** Any task that a Flight or Cabin Crew member are required to perform at the behest of Operator is called ‘Duty’.
- 7.6.17 **Duty Period:** Any period, which starts when Flight or Cabin Crew members are required by an Operator to report for or to commence a duty and ends when that person is free from all assigned duties. This includes, but not limited to any office management duty, administrative work, training activity i.e training imparted or received (e.g. ground course or flight simulator) and deadhead time etc.

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- 7.6.18 **Fatigue:** A physiological state of reduced mental or physical performance capability resulting from sleep loss or extended wakefulness, circadian phase, or workload (mental and/or physical activity) that can impair a crew member's alertness and ability to safely operate an aircraft or perform safety-related duties.
- 7.6.19 **Flight Crew Member:** A Licenced crew member charged with duties essential to the operation of an aircraft during a Flight Duty Period.
- 7.6.20 **Flight Duty Period:** means a period that commences when a crew member is required to report for duty, which includes a sector or a series of sectors, and finishes when the aircraft finally comes to rest and the engines are shutdown, at the end of the last sector on which the crew member acts as an operating crew member including post flight duties.
- 7.6.21 **Flight Relief Seat:** A comfortable, fully reclining seat, separated from the flight deck and screened from passengers equipped with a call device, supplemental oxygen, and having a degree of privacy. Where no such facility exists within an Operator's fleet of aircraft, normal cabin seats **CANNOT** be used in lieu for employing multiple crew with extended flight time and flight duty proviso in the Fatigue Management ANO.
- 7.6.22 **Flight Time:** The time between an aircraft first moving from om the moment an aeroplane first moves from its parking for the purpose of taking off until it comes to rest on the designated parking position and all engines are shutdown.

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7.6.23 **Home Base:** means the location, assigned by PIACL to the crew member, from where the crew member normally starts and ends a duty period or a series of duty periods and where, under normal circumstances, PIACL is not responsible for the accommodation of the crew member concerned. PIACL has designated following home bases for crew members:

- a. Flight Crew Members: ISB, KHI, LHE.
- b. Cabin Crew Members: ISB, KHI, LHE & PEW.

Note: *In the event of a change of home base, crew member should be entitled to 06 days of joining leave, which shall include a first recurrent extended recovery rest period of 72 hours including 3 local nights prior to commencing duty at the new home base. If, due to exigencies of operations, the joining leave cannot be availed immediately, it may be availed within a maximum period of 06 months. However, under all circumstances, this shall not be reduced below the initial 72 hours including 3 local nights to avail initial extended recovery rest period. The travel time between the former home base and the new home base shall not be counted against the joining leave.*

7.6.24 **Local Day:** means a 24 hour period commencing at 00:00 hours Local Time.

7.6.25 **Local Night:** means a period of 8 hours falling between 00:00 hours and 08:00 hours local time.

7.6.26 **Long Range Variations:** For the purposes of clarity in Long Range and Extended Range Operations following shall define type of operation catering for seasonal wind pattern changes between a pair of cities:

- a. **Long Range (LR):** Flights with planned Flight Time between 09:01 to 14:00 hours.
- b. **Extended Long Range (ELR):** Flights with planned Flight Time between 14:01 to 16:00 hours.
- c. **Ultra Long Range (ULR):** Flights with planned Flight Time above 16 hours.

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- 7.6.27 **Mandatory OFF:** See Para 7.26 for details.
- 7.6.28 **Operating Crew Member:** A Crew Member carrying out duties in an aircraft during a sector.
- 7.6.29 **Other Standby Means:** A standby either at home or in a suitable accommodation.
- 7.6.30 **Positioning:** The transferring of a non-operating crew member from one place to another, at the behest of the Operator, excluding:
- The time of travel from a private place of rest to the designated reporting place at home base and vice versa, and
 - The time for locals transfers from a place of rest to the commencement of duty and vice versa.
- 7.6.31 **Reference Time:** means the local time at the reporting point situated in a two (02) hour wide time zone band around the local time where a crew member is acclimatized.
- 7.6.32 **Reporting Time:** The time at which crew members are required by PIACL to report for duty.
- 7.6.33 **Reserve / Available:** means a period of time during which a crew member is required by the Operator to be available to receive an assignment for an FDP, positioning or other duty notified at least 12 hours in advance.
- 7.6.34 **Rest Facility:** means a bunk or seat with leg and foot support suitable for crew members' sleeping onboard an aircraft.
- 7.6.35 **Rest Period:** A continuous, uninterrupted and defined period of time, following duty or prior to duty, during which a crew member is free of all duties, standby and reserve.

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7.6.36 **Roster:** A schedule provided by an Operator of the times when a crew member is required to undertake flight and/ or ground courses duties.

Note: *“Roster” is synonymous with “Schedule”, “Pattern” and “Rotation”.*

7.6.37 **Rotation:** is a duty or a series of duties, including at least one flight duty, and rest periods out of home base, starting at home base and ending when returning to home base for a rest period where the Operator is no longer responsible for the accommodation of the crew member.

7.6.38 **Sector:** means the segment of an FDP between an aircraft first moving for the purpose of taking off until it comes to rest after landing on the designated parking position.

7.6.39 **Single Day Free of Duty:** means a time free of all duties and standby consisting of one day and two local nights, which is notified in advance.

7.6.40 **Split Duty:** A flight duty period which consists of two or more flight duties separated by less than minimum rest period.

7.6.41 **Standby:** A pre-notified and defined period during which a crew member is required by the Operator to be available to receive an assignment for a flight, positioning or other duty without an intervening rest period.

7.6.42 **Suitable Accommodation:** For the purpose of split duty and rest, a separate room for each crew member located in a quiet environment and equipped with a bed, which is sufficiently ventilated, has a device for regulating temperature and light intensity, and access to food and drink.

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- 7.6.43 **Unforeseen Operational Circumstance:** An unplanned event, such as un-forecasted weather phenomenon, unexpected equipment malfunction, or air traffic delay that is beyond the control of an Operator. Ramp return at home station is not unforeseen operational circumstance.
- 7.6.44 **Window of Circadian Low (WOCL):** means the period between 02:00 and 05:59 hours in the time zone to which a crew member is acclimatized.
- 7.6.45 **Supernumerary:** A person in addition to the flight crew that is not a cabin crew member, but is on board either a cargo or passenger aircraft during commercial or non-commercial operations, and is not classified as a passenger by the operator or the Authority.

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7.7 Duties and Recording of Flight Duty Periods (FDP)

7.7.1 Pre-Flight DutyTime

7.7.1.1 The Reporting Times are a part of the Flight Duty Period (FDP).

- a. Flight Crew on Domestic Flights: **45 minutes** prior to STD
- b. Flight Crew on International Flights: **60 minutes** prior to STD

7.7.1.2 The reporting times are based on standardized values taking into account the time spent for safety related ground duties. The report time determines the start of the Flight Duty Period.

Note: *It is not permitted to alter reporting time, in order to take advantage of an increased maximum FDP from a more favourable time band.*

7.7.2 Post Flight Duties

7.7.2.1 Post Flight Duties are a part of Flight Duty Period (FDP).

- a. Flight Crew on Domestic Flights: **15 minutes** after Blocks ON.
- b. Flight Crew on International Flights: **30 minutes** after Blocks ON.

7.7.2.2 The time between the standard reporting time of a flight, and the completion of post-flight tasks determines the length of the subsequent rest period.

7.7.2.3 Flight crew shall report for duty at the designated place and time before the scheduled departure.

7.7.2.4 At outstation all crew shall assemble in the hotel lobby.

7.7.2.5 All crew members are required to board the aircraft as per Company Policy to ensure complete flight deck and cabin preparations prior to departure. The LCC shall report to the Captain onboard the aircraft and inform him about the number of cabin crew with valid documents, cabin status and receive any information or instructions relevant to the flight.

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- 7.7.2.6 Deadheading time for positioning to undertake a flight shall be counted towards total Duty Period.
- 7.7.2.7 In case of combination of international / domestic flight the duty will commence 60 minutes prior to the STD and will end 15 minutes after actual block on.
- 7.7.2.8 In case of combination of domestic / international flight the duty will commence 45 minutes prior to the STD and will end 30 minutes after actual block ON.
- 7.7.3 Positioning**
- 7.7.3.1 If PIA positions a crew member, after any surface travel of 04 hours or more the following shall apply:
- All time spent on positioning shall count as duty period.
 - Positioning after reporting but prior to operating shall be counted as FDP and shall be counted as a sector.
- 7.7.3.2 There may be a set of places where positioning of crew by air may not be possible owing to non-availability of scheduled flights, for such places PIA has defined following surface travel patterns with average travel time between them and this shall be counted as duty period.

Table 7-1 : Cockpit Surface Travel Timings

ISB-PEW or PEW-ISB	2:50 Hours
ISB-LHE or LHE-ISB	5:00 Hours
ISB-LYP or LYP-ISB	5:00 Hours
ISB-SKT or SKT-ISB	4:00 Hours
ISB-MUX or MUX-ISB	6:30 Hours
LHE-SKT or SKT-LHE	2:30 Hours
LHE-LYP or LYP-LHE	2:50 Hours
LHE-MUX or MUX-LHE	5:00 Hours

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7.7.4 Training – Simulator and Aircraft Flying

- 7.7.4.1 Whenever an Instructor/ Examiner or a Flight Crew Member performs any training/ check on a flight simulator, all the time spent in pre, and post briefing shall count towards flight duty period inclusive of the time spent in simulator. For the purposes of FDTL specific to Simulator pre and post briefing time as specified in OM-D.
- 7.7.4.2 When a flight crew member is scheduled to fly an aircraft after flight simulator or vice versa, the flight duty period shall be counted from the reporting time of the first duty.

7.7.5 Ground Courses

- 7.7.5.1 For ground courses, the duration of the course shall be considered for the purpose of calculating the duty period.

7.7.6 Office Duties

- 7.7.6.1 For office duty, the duration of the office duties shall be considered for the purpose of calculating the duty period.

7.7.7 Mixed Duties

- 7.7.7.1 When a crew member is required to report for duty in advance of the stipulated reporting time for a scheduled flight, to carry out a task at the behest of the company, then the time spent on that task shall be part of the subsequent FDP.

7.7.8 Flying Duties Outside PIA

- 7.7.8.1 PIA flight crew flying activities outside the organizations are strictly prohibited, unless approval is granted in writing by the Competent Authority. If such an approval is obtained, the Flight/Duty time limitation of the concerned crew must be tracked and recorded for that period.

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7.8 Flight Duty Time Limitations

7.8.1 Maximum Flight Duty

7.8.1.1 The following sections outline the maximum allowable Flight Duty Period (FDP) for crew, under various conditions. These limits are prescriptive limits that shall not be exceeded in planning. FDP may be extended only under strictly controlled conditions: in-flight relief (augmented crew), split duty breaks, or commander's discretion under unforeseen circumstances.

7.8.2 Acclimatized Crew Members FDP

7.8.2.1 For crew members who are acclimatized to the local time of duty start, the maximum FDP is determined by reporting time and the number of sectors to be flown according to [Annex-7C-1](#). These are daily FDP limits shall not be planned to be exceeded.

Note: *However, no Flight Pattern will be planned with more than four sectors on Jet Aircraft and five sectors on Turbo Prop aircraft.*

7.8.3 Additional Considerations for FDP

7.8.3.1 **FDP with different reporting time for flight crew and cabin crew:** Whenever cabin crew requires more time than the flight crew for the preflight briefing for the same sector or series of sector the FDP of the cabin crew may be extended by the difference in reporting time between the cabin crew and flight crew. The difference shall not exceed 1 hour. The maximum daily FDP shall be based on the time at which the flight crew report for their FDP but the FDP shall start at the reporting time of cabin crew.

7.8.4 Non Acclimatized Crew Members FDP

7.8.4.1 The maximum daily FDP when crew member are in an unknown state of acclimatization shall be in accordance [Annex-7C-2](#).

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7.9 Consecutive Night Limitations

7.9.1 General

7.9.1.1 A crew member shall not be planned in roster for more than two (02) consecutive night duties during the local night period (22:00–06:00 LT). Where operational necessity is required, a crew member may be requested for a third consecutive night duty, subject to the limitations outlined in 7.9.3.

7.9.2 Two Consecutive Nights Duties

7.9.2.1 Crew members shall not be planned in roster for more than two consecutive night duties between 22:00–06:00 LT.

7.9.2.2 After completing two consecutive night duties, the crew members shall be provided with the following:

- a. A rest period of at least twice the duration of the preceding duty or 12 hours whichever is greater.
- b. It shall not be followed by a subsequent early start duty.

7.9.2.3 This extended rest requirement is specifically intended to mitigate the accumulated fatigue of consecutive night operations. However, in accordance with ANO-012-FSXX-7.0, and subject to the crew member's consent and confirmation that they are adequately rested, the minimum rest period may be reduced due to operational circumstances. Such reduction shall never be less than the preceding duty period or 12 hours, whichever is greater.

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7.9.3 Three Consecutive Nights Duties

- 7.9.3.1 A crew member shall not be planned in roster to undertake three consecutive night duties between 22:00–06:00 LT.
- 7.9.3.2 Such a sequence may only be scheduled during the monitoring phase after roster publication and shall not be assigned more than twice in a calendar month.
- 7.9.3.3 After three consecutive night duties, the crew member shall be provided with the following:
 - a. A rest period of at least twice the duration of the preceding duty or 12 hours whichever is greater,
 - b. A single day free of duty shall be provided at the station where the last night duty ended.

Note: *This recovery is required to ensure that the additional fatigue accumulated from three consecutive night duties is adequately mitigated*

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7.10 Limitations on Number of Landings

- 7.10.1 The limitation of the number of landings is controlled by the number of sectors as detailed in [Annex-7C-1](#) (Maximum FDP for acclimatized crew members).
- 7.10.2 No more than 4 landings on domestic flights and 3 landings on international flights shall be planned during a single flight duty period, however on turboprop 5 landings can be planned during single flight duty. This limitation shall not include landing for technical, ferry and for the purpose of retrieval of aircraft after diversion.
- 7.10.3 Exceedance of the number of sectors due to unforeseen operational circumstances (i.e. diversion, technical) requires the Chief of Flight Operations approval after consultation with the operating captain, provided crew is not fatigued.
- 7.10.4 If the flight crew is engaged in training flights and if the training flight is conducted after any commercial operations, the number of landings shall not be the limiting factor for calculation of FDTL. In such cases, flight duty period shall be the limiting factor. Whenever any commercial operation is conducted after a training flight, the number of landings and flight duty time including the training flights shall be considered for calculating FDTL.

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7.11 Rules of the Commander (PIC) Discretion Report

- 7.11.1 Exceptions allow flexibility needed to respond to unforeseen circumstances in flight operations which start at or after the reporting time. These exceptions are not intended for use in regular practice and must not be scheduled or planned by PIA. Any waiver obtained from Flight Standards Directorate must be communicated in writing format to the Operating Crew through appropriate means.
- 7.11.2 PIC may extend Flight Duty Period by no more than One Hour in unforeseen operational circumstances, beyond one hour of extension by PIC, Chief of Flight Operations may further extend Flight Duty Period by another one hour. Any extension beyond these two hours shall be authorized by The DFS / POI. Flight Duty Period extensions exercised shall be regularized in writing or through email within 48 hours.
- 7.11.3 Before exercising any extension of flight duty period, the PIC should be satisfied that crew members required to operate the flight should consider themselves fit to do so. The PIC should also obtain the written consent of the operating crew before operating such flight.
- 7.11.4 In an emergency situation, which in the judgment of the PIC presents a serious risk to health or safety of crew and passengers or endangers their lives, then the above limits may be exceeded till emergency situation is resolved.
- 7.11.5 Any extension of flight duty period exercised must be filed by crew through crew consent forms for regularization as soon as possible for the approval of DFS.
- 7.11.6 If on the final sector within an FDP the allowed increase is exceeded because of unforeseen circumstances after take-off, the flight may continue to the planned destination or alternate aerodrome if destination aerodrome becomes unavailable.

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7.12 Commander (PIC) Discretion Policy

- 7.12.1 The use of discretion due to unforeseen circumstances in PIA is a shared responsibility of management, flight and cabin crew.
- 7.12.2 The use of discretion is considered exceptional and should be avoided at home base and where standby or reserve crew members should be available.
- 7.12.3 In case of unforeseen circumstances which could lead to severe fatigue, the Pilot in Command (PIC) shall reduce the actual flight duty period and/or increase the rest period in order to eliminate any detrimental effect on flight safety.
- 7.12.4 The commander shall submit a report to the operator when an FDP is increased, or a rest period is reduced at his or her discretion.
- 7.12.5 The PIC is empowered to act in the best interest of safety and operational efficiency. He should assess the situations thoroughly before the use of the discretion taking into account:
- WOCL encroachment.
 - Weather conditions.
 - Complexity of the operation and/or airport environment.
 - Airplane malfunctions or specifications.
 - Flight with training or supervisory duties:
 - Increased number of sectors.
 - Circadian disruption; and
 - Individual conditions of affected crew members (time since awake, sleep-related factor, workload, etc.).
- 7.12.6 The use of discretion falls under the just culture policy of PIA and crew are assured that no punitive action shall be taken against anyone willing to use the discretion.

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7.13 Maximum Daily FDP for Crew Members with the Use of Extensions

7.13.1 The use of discretion due to unforeseen circumstances in PIA is a shared responsibility of management, flight and cabin crew.

7.13.2 The maximum daily FDP for acclimatized crew in planning phase may be extended by up to 1 hour not more than twice in any 7 consecutive days. In that case:

- a. The minimum pre-flight and post-flight rest periods shall be increased by 2 hours; or the post flight rest period shall be increased by 4 hours.
- b. When extension are used for consecutive FDPs, the additional pre- and post-flight rest between the two extended FDPs required under point (1) above shall be provided consecutively.
- c. The use of extension shall be planned in advance and shall be limited to a maximum of :
 - i. 5 sectors when the WOCL is not encroached
 - ii. 4 sectors when the WOCL is encroached by 2
 - iii. Hours or less
 - iv. 2 sectors when the WOCL is encroached by more than 2 hours.
- d. Extension maximum basic daily FDP without in-flight rest shall not be combined with extensions due to in-flight rest or split duty in the same duty period.

7.13.3 The extension of the FDP without in-flight rest under the provision of Para 7.14 is limited to the values specified on the [Annex-7D](#) given at the end of this Chapter.

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7.14 Extension of Flight Duty Period by Split Duty

- 7.14.1 The conditions for extending the basic maximum daily FDP due to a break on the ground shall be in accordance with the following:
- When an FDP consists of two or more sectors separated by less than a minimum rest period, then the FDP can be extended by the amounts indicated below:

Table 7-2 : Extension of Flight Duty Period by Split Duty

Consecutive Hours of Rest	Maximum Extension of FDP
Less than Three (03) Hours	Nil
3 to 10 Hours	A period equal to half the consecutive hours rest taken up to a maximum of 3 hours

Note-1: The break on the ground shall count in full as FDP:

Note-2: Split duty shall not follow a reduced rest.

Note-3: The rest period shall not include the 30 minutes total allowed for immediate post flight and preflight duties.

Note-4: Traveling time shall not be included in the rest period

- 7.14.2 When the rest period is 6 hours or less, it will suffice a quiet and comfortable place not open to the public shall be provided with the ability to control light (such as through curtains or blind for darkness) and temperature. The facility shall be equipped with adequate furniture such as (reclining chairs with foot rest) that allows crew members with the possibility to sleep, with enough capacity to accommodate all crew members present at the same time and with access to food and drink.

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7.14.3 Suitable accommodation is provided either for a break/rest of 6 hours or more or for a break that encroaches the window of circadian low (WOCL). In all other cases, no accommodation is provided.

7.14.4 Any part of a break exceeding 6 hours or any time of the break that encroaches the WOCL shall not count for the extension of the FDP.

7.14.5 Split duty cannot be combined with in-flight rest.

7.15 Extension of Flight Duty Period by In-Flight Rest

7.15.1 An FDP may be extended when additional flight crew members are carried to provide in-flight relief. This provision applies when a flight is planned to exceed the basic maximum FDP specified in Annex-7C-1.

7.15.2 The Qualification of Relief Crew are as follows:

- a. The crew member providing in-flight relief shall be a captain, type rated and qualified to operate from either pilot seat.

7.16 Minimum In-Flight Rest for Flight Crew

7.16.1 An FDP may only be extended where:

- a. The **FDP is limited to 3 sectors**; and
- b. Each crew member receives a **minimum consecutive rest period of 90 minutes**; and
- c. Crew designated to operate the landing receive **at least 2 consecutive hours** of rest.

Note: *All time spent in a rest facility counts as FDP. Ensure that duty and rest are distributed in balance among all operating crew.*

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7.17 Maximum FDP with In-Flight Rest for Flight Crew

7.17.1 The maximum FDP under [Annex-7C-1](#) may be extended as follows:

- a. With **one** additional Flight Crew Member:
 - i. Upto 14:00 Hrs with Class 3 rest facilities.
 - ii. Upto 15:00 Hrs with Class 2 rest facilities.
 - iii. Upto 16:00 Hrs with Class 1 rest facilities.
- b. With **two** additional Flight Crew Member:
 - i. Upto 15:00 Hrs with Class 3 rest facilities.
 - ii. Upto 16:00 Hrs with Class 2 rest facilities.
 - iii. Upto 17:00 Hrs with Class 1 rest facilities.

7.18 Minimum In-Flight Rest for Cabin Crew

7.18.1 The minimum in-flight rest for each cabin crew member shall be in accordance with Table 7-3 given below:

Table 7-3 : Minimum In-Flight Rest for Cabin Crew (In Hours)

Maximum Extended FDP	Class-1	Class-2	Class-3
Upto 14:30	1:30	1:30	1:30
14:31 to 15:00	1:45	2:00	2:20
15:01 to 15:30	2:00	2:20	2:40
15:31 to 16:00	2:15	2:40	3:00
16:01 to 16:30	2:35	3:00	Not Allowed
16:31 to 17:00	3:00	3:25	Not Allowed
17:01 to 17:30	3:25	Not Allowed	Not Allowed
17:31 to 18:00	3:50	Not Allowed	Not Allowed

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7.19 Additional Provisions for Flight Crew

- 7.19.1 When FDP is extended by in-flight rest, the following apply to both flight crew and cabin crew:
- The FDP limits outlined in [Annex-7C-1](#) may be **increased by 1 hour** if the FDP includes **one sector of more than 9 hours** continuous flight time (maximum 2 sectors).
 - All time spent in the rest facility counts as FDP.
 - Rest at destination must be at least twice the preceding duty or 14 hours, whichever is greater.
 - A crew member shall not operate a positioning sector to become part of the same operating crew on the same flight.

7.20 In-Flight Rest Facility

- 7.20.1 The in-flight rest facility must meet the standards described below:
- Class 1:** Bunk or flat/near-flat surface ($\geq 80^\circ$ recline), located separately from flight deck and passenger cabin, allowing light and temperature control, with isolation from noise/disturbance.
 - Class 2:** Seat reclining $\geq 45^\circ$, pitch ≥ 55 inches (137.5 cm), width ≥ 20 inches (50 cm), with leg/foot support; separated by a curtain for darkness and noise mitigation; reasonably free from disturbance, and **not adjacent to any seat occupied by passenger**.
 - Class 3:** Seat reclining $\geq 40^\circ$, with leg/foot support; separated by a curtain, and **not adjacent to any seat occupied by passenger**.

7.21 Allocation of Rest Facilities – Flight Crew

- 7.21.1 PIA shall assign in-flight rest facilities for flight crew in the following order of priority:
- Flight Crew Rest Compartment / Bunk.
 - Business Class / Executive Economy or highest-class seat.

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7.22 Delayed Reporting

7.22.1 Notification Time

7.22.1.1 Notification time for delayed reporting shall be as follows:

- a. Scheduling or stations shall notify the affected crew member of the revised reporting time at least **1 hour** before schedule pickup time
- b. This 1-hour notification time ensures the crew members are not disturbed unnecessarily and can rest until reporting is confirmed.

7.22.2 FDP Calculation – Delay Notification

7.22.2.1 First Notification (Single Delay Notification) shall be as follows:

- a. If the crew receives one delay notification, the maximum FDP is calculated based on the new reporting time.
- b. The FDP begins at the delayed reporting time.

7.22.2.2 Second Notification (Further Amended Reporting Time) shall be as follows:

- a. If the reporting time is amended again, the FDP shall start 1 hour after the second notification or from the original delayed reporting time, whichever is earlier.

7.22.2.3 Delay less than 04 hours, FDP calculations shall be as follows:

- a. The maximum FDP is based on the original reporting time, but FDP starts from the new (delayed) reporting time.

7.22.2.4 Delay of more than 04 hours, FDP calculations shall be as follows:

- a. The maximum FDP is based on the more limiting of the original or delayed reporting time, and FDP starts from the delayed reporting time.

7.22.2.5 If the delay in reporting is 10 hours or more, and the crew member is not further contacted or disturbed by the Operator, FDP calculations shall be as follows:

- a. The entire delay period counts as a rest period.
- b. A new FDP can be planned following this rest period, as if the crew member had completed normal rest.

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7.23 Flight Time and Duty Periods

7.23.1 Cumulative Duty Hours

7.23.1.1 The total duty periods, to which a crew member is assigned, is not exceeding:

- a. 60 duty hours in any 7 consecutive days.
- b. 110 duty hours in any 14 consecutive days; and
- c. 190 duty hours in any 28 consecutive days, spread as evenly as practicable throughout that period.

7.23.2 Cumulative Block Hours

7.23.2.1 No person shall act as a member of crew if at the beginning of the flight, the aggregate of all his previous flight times exceeds:

- a. 35 hours of flight time in any 07 consecutive days or
- b. 100 hours of flight time in any 30 consecutive days.
- c. 1000 hours of flight time in any 12 consecutive calendar months.

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7.24 Standby Duty Undertaken at Home

- 7.24.1 A standby crew member should hold himself ready at his place of residence. If the crew member wishes to locate at any location other than his residence during the standby period he shall inform crew scheduling of his location and provide a contact number and ensure availability at his residence for pickup within one hour of being notified.
- 7.24.2 Maximum standby shall be 12 hours within a day.
- 7.24.3 Standby ceases when the crew member reports at the designated reporting point; if standby ceases within the first 6 hours, the maximum FDP counts from reporting; if standby ceases after the first 6 hours, the maximum FDP is reduced by the amount of standby time exceeding 6 hours.
- 7.24.4 If standby starts between 23:00 and 07:00, the time between 23:00 and 07:00 does not count towards the reduction of the FDP until the crew member is contacted by the operator.
- 7.24.5 The standby is followed by a rest period.
- 7.24.6 Pilots will not be detailed for standby duty on consecutive days.
- 7.24.7 Pilot planned/ schedule for standby PM duty will not be rostered for a morning (AM departure on next day)
- 7.24.8 Standby AM will cover the flights departing between 23:00 and 10:59 hours (inclusive) local time and standby PM will cover the flights departing between 11:00 hours and 22:59 hours inclusive local time.

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7.25 Rest Requirements

7.25.1 General

7.25.1.1 The corporation reserves the right to change the crew if the required rest period would cause a delay in the scheduled departure of the subsequent flight.

7.25.1.2 PIA should not assign any crew member to any duty during a required rest period. The rest period shall commence immediately after the completion of the preceding duty.

7.25.2 Rest at Home Base

7.25.2.1 The standard minimum rest period at home base shall be twice the duration of the preceding duty or 12 hours whichever is greater. However, in accordance with ANO-012-FSXX-7.0, and subject to the crew member's consent and confirmation that they are adequately rested, the minimum rest period may be reduced due to operational circumstances. Such reduction shall never be below the preceding duty period or 12 hours, whichever is greater.

7.25.3 Rest Away from Base

7.25.3.1 When away from home base, suitable accommodation shall be provided. The standard rest period shall be twice the duration of the preceding duty period, or 12 hours, whichever is greater. However, in accordance with ANO-012-FSXX-7.0, and subject to the crew member's consent and confirmation that they are adequately rested, the minimum rest period may be reduced due to operational circumstances. Such reduction shall never be below the preceding duty period or 12 hours, whichever is greater.

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7.25.4 Rest for Charter Flights and Aerial Work

7.25.4.1 For Charter Flights and Air Safari operations the crew shall receive a minimum rest period of twice the duration of the preceding duty period, or 12 hours whichever is greater.

The clause for reduction of minimum rest period due to operational circumstances with crew consent is not applicable.

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7.26 Mandatory Off and Leave Periods

7.26.1 Mandatory Days OFF

- 7.26.1.1 Cockpit Crew members are entitled to **SEVEN** Mandatory Days OFF (M-OFF) per month, however a minimum of FIVE shall be planned in their roster. The entitlement of **SEVEN** Mandatory Days OFF (M-OFF) shall be reduced on a pro rata basis if a crew member proceeds on leave. However they may be utilized for flying duties on any M-OFF with their consent.
- 7.26.1.2 M-OFF shall be calculated as twice the Flight Duty Period of previous flight or 12 hours whichever is greater Plus 24 hours at crew home base.
- 7.26.1.3 Those M-OFF which are not marked on their roster are considered refused day off.
- 7.26.1.4 M-OFF cannot be shifted or adjusted after the monthly roster is published.
- 7.26.1.5 M-OFF is not considered refused day off if it is utilized on crew own request (request flight/mutual).

7.26.2 Seventh Day OFF

- 7.26.2.1 After six consecutive days of duties, it is mandatory for an operator to provide at least a single day free of duty to flight crew member after availing twice the duration of the preceding duty or 12 hours whichever is greater. In case a crew member voluntary opts to forego his rest period at outstation after completing a flight duty and desires to be positioned at home base provided the next departure to home base is within 3 hours. The entire time spent for positioning back to home base as deadhead shall be counted in calculation of duty period. The operator is obligated to provide full earned rest period at his home base.

7.26.3 Leave Period

- 7.26.3.1 A privilege leave period of seven consecutive days or more will be followed by one Mandatory day off. Applicable in planning phase only.

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7.27 Controlled Rest on the Flight Deck during Flight

- 7.27.1 Controlled rest on Flight Deck may be and should be used on flights where experience has shown or where it is expected that Crew alertness may be improved, especially for final part of the flight. Concerning its application the following points have to be observed:
- Coordination with Cabin Crew should be arranged in due time so that Cabin Crew is available in the cockpit, when controlled rest is taking place in augmented crew operation. Cabin Crew is to ensure that pilot at controls does not go to sleep.
 - Only one crew member at a time shall make the use of controlled rest. During this time the other crew member(s) have to stay at their station.
 - Controlled rest should be used only during the cruise phase of the flight until 30 minutes prior to top of descent.
 - The maximum time for an individual rest period shall not exceed 40 minutes. The time limitation serves the purpose of not falling into deep sleep which would result in increased sleep inertia.
 - More than one rest period is permitted per individual flight crew member if required.
 - The available alert system (alarm clock/timer) have to be integrated as a backup system.

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7.28 Long Range (LR) , Extended Long Range (ELR) and Ultra Long Range (ULR)

- 7.28.1 PIA has defined long range, extended long range and ultra-long range flights (see Definitions Para 7.6.26). These operations require special consideration due to their extended flight and duty times. The table below and subsequent rules summarize the limits and requirements for LR/ELR/ULR flights, which typically involve augmented crew.
- 7.28.2 Flight and Duty Limits for LR / ELR / ULR: When operating flights classified as LR / ELR / ULR, the maximum flight time and FDP are as follows (assuming augmented crew as needed):

Table 7-4 : Flight Time/Flight Duty Time Limitation: LR / ELR / ULR Operations

Crew Complement	Flight Time	Flt Duty Period
Two Sets of Cockpit Crew	16 Hours	18 Hours
Two sets of cockpit crew plus cruise relief pilot	17 Hours	20 Hours
Three sets of cockpit crew	18 Hours	21 Hours

Note-1: *“Two sets of cockpit crew” implies an augmented crew with one additional full crew (e.g., 4 pilots for a 2-pilot aircraft) rotating duties; “Three sets” implies two extra sets (e.g., 6 pilots on a flight that normally needs 2 at a time). These configurations are rarely used except on the absolute longest routes. Cabin crew augmentation will be proportionate (typically an extra 50% or 100% cabin crew).*

Note-2: *These limitations (18 hrs FDP for double crew, 21 hrs for triple crew) include any extensions allowed by in-flight rest. These shall not be exceeded in planning. If unforeseen delays threaten these limits, see Para 7.30 regarding “Extension to FDTL LR/ELR /ULR Operations”.*

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7.29 Rest Requirements for LR / ELR / ULR

7.29.1 Pre-Flight Rest

- 7.29.1.1 Prior to commencing an LR / ELR / ULR flight duty period, each crew members shall be provided with a minimum rest period of 24 hours including one local night at the departure station.

7.29.2 Post-Flight Rest at Outstation

- 7.29.2.1 Upon completion of an LR / ELR / ULR flight duty period at a layover station, each crew member shall be provided with a rest period of not less than twice the duration of the preceding duty period.

7.29.3 Post-Flight Rest at Home Base

- 7.29.3.1 Upon completion of an LR / ELR / ULR flight duty period at home base, each crew member shall be provided with a rest period of twice the duration of the preceding duty or 48 hours, whichever is greater.

7.29.4 Interval Between Long Flights

- 7.29.4.1 After completing one LR flight pattern, at least 7 days should elapse before the crew starts another LR flight pattern. After completing an ELR / ULR flight pattern, at least 12 days should elapse before undertaking another ELR / ULR pattern. (A “flight pattern” might include the flight out and back, or a series of flights as part of one rotation.) These off periods often include recovery rest and possibly shorter flights or office duty, but no other long-haul. This scheduling ensures recovery from the substantial fatigue of very long flights.

Note: *Bunker is a mandatory requirement for LR / ELR / ULR flight operation.*

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7.30 Extension to FDTL LR / ELR / ULR Operations

- 7.30.1 The standard Commander's discretion (Para 7.12) applies to LR / ELR / ULR as well, but with even more caution: If an LR / ELR / ULR flight is unavoidably delayed or faces unforeseen circumstances, the FDP may be extended using the same rules of 1 hour PIC discretion and further 1 hour with the approval of DFO.
- 7.30.2 In any case, if an LR / ELR / ULR flight must depart so late that even augmented limits plus discretion would be exceeded, it must not depart with that crew. Crew scheduling shall arrange for a rested crew or delay the flight further to provide the existing crew with the minimum required rest.

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7.31 Nutrition

- 7.31.1 A meal and drink opportunity must occur in order to avoid any detriment to a crew member's performance, especially when the FDP exceeds 6 hours.
- 7.31.2 Meals (and or snacks) and drinks are provided on all PIA flights, crew members are encouraged to take their meals during low workload phase of the flight such as during cruise or while on ground.
- 7.31.3 Consuming a light meal may bring about a feeling of alertness and this can be used in flight when potential fatigue is suspected. A snack / light meal at intervals of approximately 3 hours is recommended.
- 7.31.4 Crew must ensure that they remain well hydrated and be mindful to use bottled water supplied by the company.
- 7.31.5 If the holder of a Licence is aware, or has reasonable grounds to believe that, his physical, aural or visual condition has deteriorated in any manner, even if only temporarily, as the result of a common minor ailment or by a period of fasting so that it may be below the standard of medical fitness required for the grant of such a Licence, he shall not act in any capacity for which he is so Licenced until he is satisfied that his condition has improved/recovered to meet the required fitness standards as laid-down by PCAA.

7.32 Distribution of Simulator and Flight Training Hours

- 7.32.1 Total training hours in a quarter (i.e. 03 months) shall be distributed equally amongst instructors on each equipment.

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7.33 Wake up Calls

- 7.33.1 Crew hotels normally provide wake-up calls. These are normally adjusted for delayed flights. However, the hotels do not accept any responsibility for failures in their system. As crew members are responsible for reporting on time they shall ensure the use of an alarm clock or any other reliable backup system to avoid delays.

7.34 Crew Transportation

- 7.34.1 The PIAC will arrange air-conditioned transportation for flight crew covering travel from their residence to the airport before a flight duty, and from airport to residence after a flight duty and in case of outstation from airport to hotel and return to airport.
- 7.34.2 Flight crew will not be provided PIACL transport for their medical check-ups, refreshers and ground courses at their home base.

7.35 Rostering / Scheduling

- 7.35.1 Flight crew will be planned /scheduled according to the following conditions.

7.36 Duty Roster

- 7.36.1 PIACL shall prepare monthly/ fortnightly duty roster for each equipment based on crew slips/operating pattern so as to ensure that crew fly their share of flight. Such rosters shall be provided at least seven days before the start of new schedule period. When operational requirements so warrant, the monthly/fortnightly roster may be revised to reflect/ accommodate in the final crew position as necessary.

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- 7.36.2 Normally no change will be made in the duty roster. However, if due to unforeseen circumstances, any change in the planned roster is considered necessary, prior approval of Director Flight Operations or in his absence his nominee, will be obtained. Flight crew will not be planned for any standby duties in that week / month / year in which they have completed their weekly/ monthly / yearly equipment flying average. Nevertheless, they may be scheduled for flights in such periods, provided that it is with their consent and provided no other crew who has not reached his weekly / monthly / yearly equipment flying average due to operational requirements, is available for that flight.
- 7.36.3 In case a flight crew is required for a flight for which, he is not rostered, an advance notice of at least 12 hours will be given and acknowledgement obtained.
- 7.36.4 A reserve flight crew shall be given an advanced notice of at least 12 hours prior to the commencement of the assigned duty and acknowledgement obtained.
- 7.36.5 The flight crew reserves the option not to operate a flight if the required equipment flying average is completed.
- 7.36.6 All flight patterns will be rotated among pilots according to their seniority, turn, check requirement and route clearance. All efforts shall be made to equalize the number of domestic and international days out. In case of introduction of a new layover station the flight shall be distributed according to seniority, subject to route clearance.
- 7.36.7 If a crew member has more than SEVEN off days in a monthly roster those off days in excess shall be available for duty.

Note: *The person making changes to the roster is responsible for notifying the crew member and obtaining the acknowledgment personally*

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7.37 Dead Heading Travel / Interline Travel

- 7.37.1 Flight Crew when deadheading, for the purpose of operating a flight or returning after operating a flight shall not be detailed (deadhead) for more than FDP limits. Business class / executive economy / highest class shall be arranged for built-in deadhead travel.
- 7.37.2 If the aeroplane is all economy configuration the crew will travel in economy class.
- 7.37.3 After operating a flight and crew attending refresher, medical, SIM or any other ground duty, a flight crew may be scheduled to return deadhead to base by the first available flight provided the total duty does not exceed FDP specified in [Annex-7C-1](#). This shall enable the crew to be available with their families at their home base.
- 7.37.A Supernumerary:** A person in addition to the flight crew that is not a cabin crew member, but is on board either a cargo or passenger aircraft during commercial or non-commercial operations, and is not classified as a passenger by the operator or the Authority. PIA has a policy of not carrying supernumerary.

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7.38 Missing of Assigned Duty/Sick Reports

- 7.38.1 In circumstances where manipulation of the safeguards provided to pilot missing their flights due to genuine and unavoidable reasons could occur, leading to disruption of other flight crew roster any flight crew who habitually and unreasonably misses his assigned duties shall be liable to penalties:
- Refer to the latest admin order for entitlement or non-entitlement of guaranteed flying hours and the penalty for refusal of flight duty
 - When a flight crew habitual status is established then he will be rostered for such flights in the subsequent months for the number of flights so missed.
 - Courses such as SEP, DGR, CRM etc. are regulatory requirements and are therefore mandatory. Crew members are required to attend these courses to avoid any observation by Regulatory Authorities or SAFA. Crew members who failed to attend their scheduled ground / LMS training or exam shall be marked as absent. However, if a crew member roster is changed or another duty is assigned due to operational requirements, the scheduler making such changes shall be responsible for ensuring that the crew member ground / LMS training or exam is re-planned accordingly and shall apply for any extension if required.

7.39 Productivity / Regularity Record

- 7.39.1 PIACL shall maintain detailed record of all the productivity and regularity of each flight crew, flying hours and number of days out (International and Domestic).

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7.40 Flight Crew Whereabouts

- 7.40.1 Flight crew are only allowed to leave their home base after submitting station leave application.
- 7.40.2 Within Pakistan, flight crew must provide any changes in their residential address, e-mail address or telephone/mobile numbers to crew scheduling section in writing as soon as possible.
- 7.40.3 Outside Pakistan, the company places certain restrictions on the movements of crew members during layovers. The company policy is that flight and cabin crew members during layover at outstations should be contactable at all times. The layover time at outstation is intended primarily to provide sufficient rest in order to start their next duty in the best physical condition.
- 7.40.4 Crew at outstation are under the supervision of the PIC and must remain contactable and at his disposal. Both flight and cabin crew are responsible to the pilot in command, and shall not make direct contact with the station management except with his explicit permission. During layovers if the pilot in command is away from the hotel, he shall designate the first officer to act on his behalf.
- 7.40.5 Under normal circumstances, the crew will reside only at the accommodation provided to them by the company where they may be readily contacted by telephone/mobile or written message.

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7.41 Rostering Meetings

- 7.41.1 Meetings shall be rostered on the request of Responsible Management Executive.
- 7.41.2 Following are the mandatory meetings which shall be scheduled as mentioned on the request of the Responsible Executive.

Table 7-5 : Rostering of Meetings

Frequency	Meeting Type	Responsible Executive
Bi-Annual	Instructors Meeting	CPCT
Bi-Annual	Standards Inspection Meeting	CPSI
Monthly	Safety Action Group Meeting	DCP QC
Monthly	Equipment FDM Meeting	DCP QC

7.42 Flying while Fasting

- 7.42.1 In compliance of CARs 1994, Rule 41(3) no crew member shall exercise the privileges of his/her Licence as a crew member while fasting.

7.43 Licence Examinations

- 7.43.1 No crew member is to undertake any pilot Licence examination on the day of his/her scheduled flight duty and during the intervening rest period, provided for a series of flights.

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7.44 Reporting of Unforeseeable Factors and Irregularities

7.44.1 Crew members shall report, as early as possible, any factor that may affect their removal or rostering by the crew planning and scheduling section whether on or off duty such irregularities may include:

- a. Illness
- b. Accidents
- c. Surgery or Pregnancy
- d. Fatigue due series of flights or accumulated fatigue over a period of time
- e. Urgent family problems
- f. Use of psychoactive substances
- g. Blood donation
- h. Deep underwater diving

7.45 Complaints

7.45.1 Complaints about all matters regarding crew scheduling shall be referred to Chief Pilot Planning and Scheduling or the respective equipment Deputy Chief Pilot.

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7.46 Crew Planning and Scheduling Division

7.46.1 General

7.46.1.1 The crew scheduling section is headed by DGM crew scheduling and DGM crew planning who reports to Chief Pilot Planning and Scheduling (CPPS). The Flight Crew rosters are produced under his direction. The Division is manned during Office hours, whereas crew scheduling office in Operations is manned 24/7. The company uses a computer-based method for constructing rosters and publishing them for crew and departmental use.

7.46.1.2 Rosters are produced for a period of month/fortnight and shall be ready for publication not less than seven days before the start of new schedule period. However, it is the duty of the scheduling division to prohibit flight crew members from operating an aircraft if not qualified for duty in accordance with the requirements, this does not absolve the crew from keeping their own documents valid.

7.46.2 Duties of the Scheduling / Planning Section

7.46.2.1 The Crew Scheduling Section has the three main tasks:

- a. Generation and publication of successive rosters for each fleet ensuring flight crew members are qualified and current and in accordance with the flight crew requirements.
- b. The subsequent administration of each roster during its active phase.
- c. Administration of Flight Crew leave programs.

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7.46.2.2 To accomplish these tasks, the Division is required to:

- a. Establish and maintain current status, a list of all crew members by designation and airplane types. This list shall be monitored closely and revised, as necessary.
- b. Construct pairing based on flight experience and medical limitations. It shall be used to create preferential lines for rostering of individual crew members.
- c. Maintain liaison with all other departments both to receive and provide information for crew scheduling purposes. In particular it is the responsibility of the crew scheduling to liaison with Chief Pilot Training and licensing section to distribute all ground courses evenly throughout the roster thus ensuring optimum manpower availability at all times, this also includes transition and evaluation requirements, Licence validation and continued training requirements.
- d. Make changes to the assignment of crew member dictated by illness, flight cancellation, delays, addition of extra flights or any other circumstance which alters the previously existing crew requirements for a particular flight.
- e. Inform crew member by telephone / mobile or person to person communication or messenger service regarding any change of duty assignment or other important information. All such communication should be logged.
- f. Coordinate the scheduling of crew transport pickups and drop off. Normally a copy of aircrew daily roster which lists names of all the crew members for each flight can be used to convey this information. However, in the case of additional flights replacement of crew members or other additions or changes to the crew assignments the crew scheduler shall relay the required information.
- g. Publish and deliver monthly or fortnightly crew roster to individual crew members 7 days before the end of the preceding month or fortnight.
- h. Record of various crew members accumulated flight times and crew rest times, to ensure legality for future scheduled duty assignments.

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7.46.3 Roster Maintenance

- 7.46.3.1 Every endeavor will be made to maintain the published roster unaltered. However, changes in the roster will be made when essential example due to sickness or equipment change etc.
- 7.46.3.2 Crew members shall be given at least 12 hours of prior notice regarding any changes to the previously rostered duty. Refer to NOTE on page 39 of this chapter.

7.46.4 Pairing of Inexperienced Pilots

- 7.46.4.1 The planning & Scheduling Division shall ensure that two Flight Crew members each having less than 100 hours accumulated after completion of their initial route check are not paired to operate a flight.
- 7.46.4.2 Any variation/amendment to the above policy shall be subject to the approval of the Director Flight Operations.

7.46.5 Access to the Scheduling Division

- 7.46.5.1 The following Flight Operations personnel shall have unrestricted access to Flight Crew Scheduling software:
- Chief of Flight Operations / Director Flight Operations
 - Chief Pilot Planning and Scheduling
 - Chief Pilot Crew Training
 - Chief Pilot Standards Inspection
 - Chief of Central Control
 - Deputy Chief Pilot of respective equipment.
 - Deputy Chief Pilot Quality Control.
- 7.46.5.2 All of the above appointees are authorized to make inputs regarding the composition or amendment of the roster within the limits of their authority. Amendments to the roster after publishing should only occur for unforeseen operational, training or personal reasons.

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7.46.6 Roster Change Request / Request Flights

- 7.46.6.1 Pilots are required to submit all requests for a particular Flight pattern or to mark M-OFF on their roster via PIA Crew online application by the fifteenth (15th) of each month.
- 7.46.6.2 All efforts will be made to accommodate pilots as per their requests, keeping in view operational requirements. The request for long international layover flight patterns will only be entertained, if the pilot's international days out are within the equipment's average international days-out quota.
- 7.46.6.3 Pilots may request for a particular international Flight pattern once in every four months and/or for a particular domestic flight pattern, every two months

7.46.7 Roster Swaps / Mutual Flights

- 7.46.7.1 Each crew member is permitted for one mutual change per month. Crew scheduling will try their best to accommodate such requests subject to the overriding constraints of the roster. Mutual changing after the working hours will only be entertained in exceptional cases by the CPPS or his nominee.

7.46.8 Open Flights

- 7.46.8.1 Following policy shall be applied to Open Flights:
- 7.46.8.2 Open flight should only be assigned where no collateral roster changes are necessary.
- 7.46.8.3 A crew member with the lower projected credit for the month will be assigned an open flight when two volunteers are available and eligible as per seniority.
- 7.46.8.4 Where the flight cannot be assigned in accordance with the points above, then it shall be kept open until the day before the commencement, at which time it shall be assigned to one of the following days reserve crew members according to the needs to minimize roster disruption.

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7.46.8.5 Any depletion of the standby coverage shall thereafter be made good by signing weakened duties to the reserve crew.

7.46.9 Denied Rest Allowance

7.46.9.1 If alternate arrangements are not available, crew will operate such flight with their consent and will be entitled for denied rest allowance.

7.46.9.2 Denied rest allowance is not applicable on mutual or requested flights by crew.

7.46.9.3 Denied rest allowance is applicable on flight and simulator duties only i.e. denied rest between two flight duties, denied rest between flight duty and simulator duty or vice versa and denied rest between two simulator duties.

7.46.9.4 Denied rest allowance is not applicable on ground duties.

7.46.9.5 If a pilot is utilized on denied rest, they shall receive compensation at their single hourly flying allowance rate for the actual time in hours and minutes for which their rest was denied

7.46.10 Non-Availability of Transport

7.46.10.1 In case transport does not arrive 20 minutes after the schedule pickup time, the crew member shall endeavor to contact the scheduling or station management at outstation.

7.46.10.2 On arrival if the transport is not available 00:30 minutes after Block on, alternate arrangements (Taxi) shall be made.

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7.47 Off Days On Religious Holidays

- 7.47.1 All possible efforts will be made to give days off on religious holidays like Eid etc. to pilots according to their seniority and turn. Proper record of these days will be maintained by crew scheduling.
- 7.47.2 Sick reports on Eid days unless supported by medical certificate from crew medical centre the number of hours so missed will be deducted from his guaranteed hours.

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Annex-7A | ACCLIMATIZATION GUIDELINES

Acclimatization Guidelines for Crew Members					
Time difference (h) between the reference time and local time where the crew member starts the next duty	Time elapsed since reporting at the reference time				
	<48 hrs	48 to 71:59 hrs	72 to 95:59 hrs	96 to 119:59 hrs	≥ 120 hrs
< 4:00 hrs	B	D	D	D	D
≥ 4:00 & ≤ 6:00 hrs	B	X	D	D	D
> 6:00 & ≤ 9:00 hrs	B	X	X	D	D
> 9:00 & ≤ 12:00 hrs	B	X	X	X	D

Note:

- “B” means acclimatized to the local time of departure zone.
- “D” means acclimatized to the local time where the crew member starts his/her next duty.
- “X” means that a crew member is in an unknown state of acclimatization.

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	ACCLIMATIZATION GUIDELINES	Ed-06 Rev-01 03 Nov, 2025

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	Operations Manual Part A	Annex-7B Page i
	CREW COMPLEMENT	Ed-06 Rev-01 03 Nov, 2025

Annex-7B | DETAILS OF CREW COMPLEMENT

- Crew Complement details for Single, Augmented and Double Crew.

No	Crew Set	Details
1	Single Crew	<u>Flight Crew:</u> It is the minimum number of Flight Crew for the type as specified in approved Aeroplane Flight Manual (AFM) and/ or Operations Manual (OM) <u>Cabin Crew:</u> It is the minimum number of Cabin Crew required as specified in type/ configuration of aircraft, as approved in Operations Manual (OM)
2	Augmented Crew	<u>Flight Crew:</u> • Two Pilot Crew Aircraft – 02 Captain + 01 First Officer (FO). <u>Cabin Crew:</u> It is an additional Cabin Crew 50% more than the minimum required for type/ configuration of aircraft, as approved.
3	Double Crew	<u>Flight Crew:</u> • Two Pilot Crew Aircraft – 02 Captain + 02 First Officers (FOs). <u>Cabin Crew:</u> It is twice the number of the minimum required for type/ configuration of aircraft, as approved in the Operations Manual (OM).

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	CREW COMPLEMENT	Ed-06 Rev-01 03 Nov, 2025

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	MAXIMUM DAILY FDP ACCLIMATIZED / UNKNOWN ACCLIMATIZATION	Ed-06 Rev-01 03 Nov, 2025

Annex-7C-1 | MAX DAILY FDP – ACCLIMATIZED CREW

Note-1: *The maximum daily Flight Duty Period (FDP) without the use of extension for acclimatized crew shall be in accordance with the table below.*

Daily Flight Duty Period (FDP) – Acclimatized Crew						
Start of FDP at Reference Time	Number of Sectors					
	1-2	3	4	5	6	7
	Hours of Flight Duty Period (FDP)					
0600 – 1459	13:00	12:30	12:00	11:30	11:00	Note-2
1500 – 1629	12:00	11:30	11:00	10:30	10:00	
1630 – 0429	11:00	10:30	10:00	Note-3	-	
0500 – 0559	12:00	11:30	11:00	10:30	10:00	

Note-2: *With PCAA Approval.*

Note-3: *With prior PCAA Approval.*

Note-4: *The above times are maximum FDP lengths in hours (h) and minutes for the given start time and number of flight sectors. For example, an acclimatized crew signing on at 07:00 for 2 sectors can be scheduled up to a 13:00-hour FDP (duty ending by 20:00 local), whereas the same crew planning 5 sectors starting at 07:00 is limited to 11:30 hours duty.*

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	Operations Manual Part A	Annex-7C Page ii
	MAXIMUM DAILY FDP ACCLIMATIZED / UNKNOWN ACCLIMATIZATION	Ed-06 Rev-01 03 Nov, 2025

**Annex-7C-2 | MAX DAILY FDP – UNKNOWN STATE OF
ACCLIMATIZATION OF CREW**

Note-1: *The maximum daily Flight Duty Period (FDP) when crew members are in an unknown state of acclimatization shall be in accordance with the table below.*

Daily Flight Duty Period (FDP) – Crew in an unknown state of Acclimatization						
Number of Sectors						
1-2	3	4	5	6	7	8
Maximum Daily Flight Duty Period (FDP) – Hours						
11:00	10:30	10:00	09:30	09:00	09:00	09:00

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	Operations Manual Part A	Annex-7D Page i
	FDP EXCEEDANCE WITHOUT INFLIGHT REST	Ed-06 Rev-01 03 Nov, 2025

Annex-7D | EXTENSION OF DAILY FDP – WITHOUT IN-FLIGHT REST

Note: *The extension of Flight Duty Period (FDP) without in-flight rest under the provisions of Para D8.2.6.10 of ANO-012-FSXX-7.0 is limited to the values specified in the table below.*

Starting Time of FDP	1-2 Sectors	03 Sectors	04 Sectors	05 Sectors
	In Hours			
0600-0614	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0615-0629	13:15	12:45	12:15	11:45
0630-0644	13:30	13:00	12:30	12:00
0645-0659	13:45	13:15	12:45	12:15
0700-1329	14:00	13:30	13:00	12:30
1330-1359	13:45	13:15	12:45	Not Allowed
1400-1429	13:30	13:00	12:30	Not Allowed
1430-1459	13:15	12:45	12:15	Not Allowed
1500-1529	13:00	12:30	12:00	Not Allowed
1530-1559	12:45	Not Allowed	Not Allowed	Not Allowed
1600-1629	12:30	Not Allowed	Not Allowed	Not Allowed
1630-1659	12:15	Not Allowed	Not Allowed	Not Allowed
1700-1729	12:00	Not Allowed	Not Allowed	Not Allowed
1730-1759	12:45	Not Allowed	Not Allowed	Not Allowed
1800-1829	11:30	Not Allowed	Not Allowed	Not Allowed

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	FDP EXCEEDANCE WITHOUT INFLIGHT REST	Ed-06 Rev-01 03 Nov, 2025

Starting Time of FDP	1-2 Sectors	03 Sectors	04 Sectors	05 Sectors
	In Hours			
1830-1859	11:15	Not Allowed	Not Allowed	Not Allowed
1900-0359	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0400-0414	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0415-0429	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0430-0444	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0445-0459	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0500-0514	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0515-0529	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0530-0544	Not Allowed	Not Allowed	Not Allowed	Not Allowed
0545-0559	Not Allowed	Not Allowed	Not Allowed	Not Allowed

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	Operations Manual Part A	Annex-7E Page i
	REPORTING AND HANDLING OF CREW FATIGUE	Ed-06 Rev-03 23 Feb, 2026

ANNEX-7E | PROCEDURE FOR REPORTING AND HANDLING OF CREW FATIGUE

7E.1 Fatigue Management Policy

7E.1.1 PIA is committed to preventing fatigue-related risks through identification and mitigation and promoting Just Culture where fatigue can be reported without fear of disciplinary action.

7E.2 Responsibilities

7E.2.1 Accountable Manager (Chief of Flight Operations / DFO) ensures adequate resources and hold overall responsibility for fatigue management and FDTL oversight including ensuring compliance with the following requirements.

- Review of fatigue related trend and reports
- Approval and oversight of fatigue mitigation measures
- Regulator reporting of fatigue related exceedances where applicable
- Periodic review of fatigue reports and mitigation effectiveness

7E.2.2 FM Manager (Chief Pilot Planning and Scheduling) ensures:

- a. Overseeing of fatigue-related data collection, analysis, and reporting.
- b. Coordinates with the scheduling team and FLT OPS SAG.
- c. Fatigue related Data will be integrated with PIA SMS.

7E.2.3 Flight Crew monitor their own fatigue levels. Report actual or potential fatigue in accordance with Para 7E.5 in this Annex.

7E.2.4 Crew Scheduling Department develops rosters that comply with latest CAA Pakistan ANO for crew duty time limitation and Company Scheduling Policy to reflect best practices in fatigue mitigation and ensure rest periods are provided per regulatory and company requirements.

7E.2.5 FLT OPS SAG (Flight Operations Safety Action Group) to review fatigue data and recommend changes.

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	REPORTING AND HANDLING OF CREW FATIGUE	Ed-06 Rev-01 03 Nov, 2025

7E.3 Fatigue Hazard Identification

7E.3.1 Fatigue hazards are identified through the following:

- a. Crew fatigue reports through fatigue reporting forms and phone calls to crew scheduling.
- b. SMS Reports.

7E.3.2 Consideration is given to the following:

- a. Time of day.
- b. Circadian disruption.
- c. Duty duration and cumulative hours.
- d. Nature of operations (e.g., night flights, time zone crossings).
- e. Sleep opportunity and quality.

7E.4 Fatigue Assessment and Mitigation

7E.4.1 A structured risk assessment process includes:

- a. Identifying high-risk patterns (e.g., early-morning departures following late returns).
- b. Implementing mitigations such as:
 - i. Crew augmentation.
 - ii. Strategic rostering changes.
 - iii. Increasing rest periods.
 - iv. Adding buffer days.

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	REPORTING AND HANDLING OF CREW FATIGUE	Ed-06 Rev-03 23 Feb, 2026

7E.5 Procedure for All Flight Crew

- 7E.5.1 When declaring unfitness for duty specifically due to fatigue (either before a flight duty period or upon feeling unfit to continue a duty), crew members are required to explicitly state the reason as **“FATIGUE”** to Crew Scheduling.
- 7E.5.2 Do not report as “sick” or “unwell” if the primary reason for unfitness is fatigue. This distinction is crucial for safety analysis and does not carry any negative connotation; it is treated as a vital safety report.
- 7E.5.3 Crew shall also raise a fatigue report through the SMS reporting channels and the fatigue reporting form.

7E.6 Procedure for Crew Scheduling

- 7E.6.1 **Logging:** Upon receiving a report of unfitness from a crew member due to fatigue, schedulers must log the event in the rostering system with the specific remark: **“FATIGUE REPORT”**. This must be distinct from a “SICK” entry.
- 7E.6.2 **Daily Consolidation and Reporting:** At the end of each day (by 23:59 LT), the duty scheduler will compile a consolidated list of all fatigue reports received in the preceding 24 hours.
- 7E.6.3 The consolidated list must be sent via email to CPPS & relevant Equipment Deputy Chief Pilot. The report must, as a minimum, include:
- Crew Member Name and Staff Number.
 - Date of Report.
 - Assigned Flight/Duty (if applicable).
- 7E.6.4 The fatigue report will also be fed on SMS database.

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	REPORTING AND HANDLING OF CREW FATIGUE	Ed-06 Rev-03 23 Feb, 2026

7E.7 Procedure for Deputy Chief Pilots (SAG)

7E.7.1 Deputy Chief Pilots are required to review the daily fatigue report summary for their respective fleet.

7E.7.2 The purpose of this review is to identify emerging trends, potential rostering issues, or specific operational hazards (e.g., recurring fatigue reports associated with a particular route or duty patterns) that may require prompt attention or mitigation.

7E.7.3 Any significant findings , trends or safety concerns identify during the review shall be forwarded to the relevant Flight Operations Safety Action Group (FLT OPS SAG) and the Safety Department for formal investigation and risk assessment within the SMS framework.

7E.8 Confidentiality and Just Culture

7E.8.1 All fatigue reports are treated confidentially. Reporting fatigue does not result in a punitive action. Reports are analyzed for trend identification and operational improvement.

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	FATIGUE REPORTING FORM	Ed-06 Rev-03 23 Feb, 2026

ANNEX-7F | FATIGUE REPORTING FORM

If you wish the contents of this form to remain confidential please tick here: ☐					
NAME:		POSITION:		ID NUMBER:	
WHEN DID THE EVENT OCCUR?		Date (DD/MM/YY): ____/____/____		Time (LOCAL OR UTC?): ____:____	
WHAT WERE YOU DOING AT THE TIME OF THE EVENT?		☐ At home ☐ Driving to work ☐ In flight ☐ Driving home		How long had you been on duty? HOURS: ____ MINS: ____	
IF RELEVANT, ON WHAT FLIGHT DID THE EVENT OCCUR?		Flight No: _____		Route: _____	
		A/C type: _____		Event sector: _____	

CONTRIBUTORY FACTORS			SLEEP HISTORY																														
<i>Tick all factors that contributed to the event/your general concern</i>			For the 72 hours prior to the reported event, record the start and finish times for all sleep periods (including naps):																														
☐ EARLY START Time ☐ LATE FINISH Time ☐ EARLY to LATE transition ☐ LATE to EARLY Transition ☐ Long duty day ☐ High sector workload (>4) ☐ Positioning ☐ Roster disruption/Changes ☐ Insufficient rostered rest time ☐ Deep night ☐ Delay(s)	☐ Home rest ☐ Home issues ☐ Hotel rest ☐ Health ☐ Illness/Medication ☐ Long-Term fatigue ☐ Commute ☐ Don't know ☐ OTHER (next column)	If you ticked "OTHER", please specify here: _____ _____ _____																															
			<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th></th> <th>Date</th> <th>Time (Local or UTC)</th> </tr> </thead> <tbody> <tr> <td>DAY 1</td> <td>/ /</td> <td>-</td> </tr> <tr> <td>Start</td> <td>/ /</td> <td>-</td> </tr> <tr> <td>Finish</td> <td>/ /</td> <td>-</td> </tr> <tr> <td>DAY 2</td> <td>/ /</td> <td>-</td> </tr> <tr> <td>Start</td> <td>/ /</td> <td>-</td> </tr> <tr> <td>Finish</td> <td>/ /</td> <td>-</td> </tr> <tr> <td>DAY 3</td> <td>/ /</td> <td>-</td> </tr> <tr> <td>Start</td> <td>/ /</td> <td>-</td> </tr> <tr> <td>Finish</td> <td>/ /</td> <td>-</td> </tr> </tbody> </table>		Date	Time (Local or UTC)	DAY 1	/ /	-	Start	/ /	-	Finish	/ /	-	DAY 2	/ /	-	Start	/ /	-	Finish	/ /	-	DAY 3	/ /	-	Start	/ /	-	Finish	/ /	-
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Finish	/ /	-																															
DAY 3	/ /	-																															
Start	/ /	-																															
Finish	/ /	-																															

Tick all physical & cognitive signs of fatigue that were apparent in the 2 hours leading up to the event and any counter-measures used									
How alert did you feel immediately prior to the event (tick one):	1	2	3	4	5	6	7	8	9
	Extremely alert	Very alert	Alert	Rather alert	Neither alert nor sleepy	Some signs of sleepiness	Sleepy, but no effort to keep awake	Sleepy, effort to keep awake	Very sleepy, fighting sleep

PHYSICAL SIGNS	COGNITIVE SIGNS	COUNTERMEASURES
☐ NO PHYSICAL SIGNS WERE NOTED ☐ Flidgeling ☐ Rubbing eyes ☐ Yawning ☐ Frequent blinking ☐ Staring blankly ☐ Long blinks ☐ Difficulty keeping eyes open ☐ Head nodding ☐ OTHER: _____	☐ NO COGNITIVE SIGNS WERE NOTED ☐ Impaired attention ☐ Involuntary lapses into sleep ☐ Negative mood ☐ Reduced communication ☐ Increased omissions and errors ☐ Increased reaction time ☐ Impaired situational awareness ☐ OTHER: _____	☐ NO COUNTERMEASURES WERE USED ☐ Advised colleague of fatigue risk ☐ Coordinated workload ☐ Increased communication ☐ Caffeine ☐ Food & Drink ☐ Controlled Rest in Flight ☐ OTHER: _____

FATIGUE DETAILS (COMPLETE IF REQUIRED)	
TITLE:	
DESCRIPTION:	
CAUSE:	
ACTION & RESULTS:	
EVENT SEVERITY: LOW ☐ MEDIUM ☐ HIGH ☐	
SUGGESTIONS:	

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	FATIGUE REPORTING FORM	Ed-06 Rev-03 23 Feb, 2026

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CHAPTER-8

OPERATING PROCEDURES

8.1 General Principles

- 8.1.1 Flight Crew must follow all Company policies and procedures laid down in the prescribed operational publications, and must adhere strictly to international, national or local regulations according to Jeppesen Airway Manual and ATC instructions for airspace and rules. These may be overruled only if, in any situation, the safety of the aeroplane demands different action. The Pilot Flying (PF) should endeavor to make his flying as accurate and smooth as possible, which is important not only for safety but also from a passenger comfort point of view. No rough or extreme maneuvers are allowed.
- 8.1.2 Flight Crew shall comply with, operating limitations, as defined by the original equipment manufacturer (OEM) / FCOM and established by the State of Registry for each aircraft type used in operations.
- 8.2.1 It is the Captain's responsibility to ensure that the aeroplane under his Command is operated within the law. PIACL aeroplanes shall be operated according to PCAA regulations. However, should the laws of the country of overflying or landing be more restrictive, then the aeroplane shall be operated in compliance with those more restrictive laws, whilst in that country's airspace.

8.3 Choice of Airspace – IFR and VFR

8.3.1 General

- 8.3.1.1 All commercial flights of M/s PIACL shall be operated in accordance with IFR clearance within either controlled airspace, airspace with advisory service or airspace with positive radar control where possible, except when the situation warrants a deviation (e.g. thunderstorm avoidance etc.).
- 8.3.1.2 VFR flight shall be conducted in northern areas of Pakistan, in accordance with northern area operations SOP, so that the aeroplane is flown in conditions of visibility and distance from

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clouds equal to or greater than specified in the Table 8-1

Table 8-1: VMC Operations – In-Flight Requirements	
VMC In-Flight Conditions	Minimum Criteria
Flight Visibility	05 Kilometers
Vertical Distance from Clouds	300 Meters
Horizontal Distance from Clouds	1500 Meters

8.3.2 Change from IFR Flight to VFR Flight

- 8.3.2.1 An aeroplane electing to change the conduct of its flight from compliance with Instrument Flight Rules (IFR) to compliance with Visual Flight Rules (VFR) or vice versa shall, notify the appropriate Air Traffic Service unit that IFR flight is cancelled and communicate thereto the change to be made to its current flight.
- 8.3.2.2 This would typically occur when operating into or out of an uncontrolled airfield where a portion of the flight is conducted under VFR conditions, whereas an IFR flight plan has been filed. For details on changes from IFR flight to VFR flight or vice versa refer to Jeppesen ATC chapter.
- 8.3.2.3 ATC Services include:
- Maintenance of minimum separation standards.
 - Traffic advisory information.
 - Terrain or obstruction alerting.
 - Low altitude alerting.
 - Strategic route planning.
 - Automatic flight plan closure at airports with functioning control towers.

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8.4 Flight Preparation

8.4.1 Flight Preparation

8.4.1.1 The procedures outlined in this Chapter shall be used for all PIACL Flight Operations. As a Company policy, PIACL does not operate scheduled passenger flights to isolated airfields. The final responsibility for adequate flight preparation rests with the Captain. Additional requirements for ETOPS/EDTO flights and flights to remote destinations are given at Para 8.77.7 in this Chapter.

8.4.1.2 A flight shall not commence, until flight preparation forms have been completed verifying that the Pilot-in-Command (PIC) is satisfied that:

- The aeroplane is airworthy and the appropriate entry in the Technical Log is made.
- Airworthiness and the associated Certificate (i.e. C of A, C of R etc.) are onboard the aeroplane.

8.4.1.3 Flight Preparation consists of:

- Collecting and evaluating all data required to carry out the flight.
- Preparation of the Operational Flight Plan (OFP).
- Filing the ATC flight plan
- Preparing the fuel indent form.
- Acceptance of the aeroplane/ technical status.

8.4.2 Minimum VFR Altitude Requirements

8.4.2.1 M/s PIACL does not conduct VFR operations for its Revenue Flights. If VFR operation is required for a specific flight or part(s) of a flight, an authorization of the Director Flight Operations (DFO), M/s PIACL is required.

8.4.2.2 Before undertaking VFR altitudes flights, specific requirements of PCAA are to be fulfilled.

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8.4.3 Minimum IFR Altitude

- 8.4.3.1 When an aircraft is operated for the purpose of commercial air transport, the minimum altitude/flight level at which it is permitted to fly may be governed by National Regulations (PCAA or other States Authorities), Air Traffic Control (ATC) requirements, or by the need to maintain a safe height margin above any significant terrain or obstacle en-route. Whichever of these requirements produces the highest altitude/flight level for a particular route will determine the minimum flight altitude for that route.
- 8.4.3.2 The procedures outlined in the following paragraphs are to be followed when calculating the minimum altitude for the safe avoidance of en-route terrain and obstacles.
- 8.4.3.3 The selection of cruising altitudes/flight levels shall be based on:
- Company Operating Policy.
 - The specified terrain clearances to ensure safety on the route to be flown.
 - ATC requirements.
 - Noise Abatement Procedures requirement.
- 8.4.3.4 Since ATC clearances generally guarantee prevention of collision with terrain, however, it is the ultimate responsibility of the Captain to ensure compliance with all Company Regulations with regards to terrain clearance.
- 8.4.3.5 All segments of flight, except takeoff approach or landing shall be operated at an altitude or flight level which is at or above the permitted minimum altitude with due considerations of corrections for temperature and pressure variations from standard values.
- 8.4.3.6 The aeroplane on reaching the cruise level, shall maintain at or above the minimum cruising flight level or altitude before cruising over the route section concerned.

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8.4.3.7 The published minimum altitude shall be used conservatively whenever difficulties with respect to navigation accuracy are expected e.g. unreliability of navigation aids, detours due to weather etc.

8.4.3.8 Minimum Obstacle Clearance Altitude (MOCA) shall be used to determine minimum altitude for drift down and for engine out operations. Other published altitudes example is MEA or MORA use different areas for calculations and may therefore differ from MOCA.

8.5 Definitions of Minimum Altitudes

8.5.1 Minimum Safe Altitude (MSA) – FAA/ICAO

8.5.1.1 **FAA** – Altitude depicted on an instrument chart and identified as the minimum safe altitude which provides 1000 feet of obstacle clearance within a 25 NM radius from the navigational facility upon which the MSA is predicated. If the radius limit is other than 25 NM, it is stated. This altitude is for EMERGENCY USE ONLY and does not necessarily guarantee navaid reception. When the MSA is divided into sectors, with each sector a different altitude, the altitudes in these sectors are referred to as “minimum sector altitudes”.

8.5.1.2 **ICAO** – The lowest altitude which may be used which will provide a minimum clearance of 1000 feet above all objects located in an area contained within a sector of a circle of 25 NM radius centered on a radio aid to navigation.

8.5.2 Minimum Off-Route Altitude (MORA)/Grid MORA

8.5.2.1 This is an altitude derived by Jeppesen. The MORA provides known obstruction clearance 10 NM either side of the route centreline including a 10 NM radius beyond the radio fix reporting or mileage break defining the route segment. For terrain and man-made structure clearance, refer to Grid MORA.

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8.5.2.2 Grid MORA is an altitude derived by Jeppesen or provided by State Authorities. The Grid MORA altitude provides terrain and man-made structure clearance within the section outlined by latitude and longitude lines. MORA does not provide for navaid signal coverage or communication coverage.

- a. Grid MORA values derived by Jeppesen clear all terrain and man-made structures by 1000 feet in areas where the highest elevations are 5000 feet MSL or lower. MORA values clear all terrain and man-made structures by 2000 feet in areas where the highest elevations are 5001 feet MSL or higher. When a Grid MORA is shown as “Unsurveyed” it is due to incomplete or insufficient information. Grid MORA values followed by a $\pm$ denote doubtful accuracy but are believed to provide sufficient reference point clearance.
- b. Grid MORA (State) altitude supplied by the State Authority provides 2000 feet clearance in mountainous areas and 1000 feet in non-mountainous areas.

8.5.3 Minimum Obstacle Clearance Altitude (MOCA)

8.5.3.1 The lowest published altitude in effect between radio fixes on VOR airways, off airways routes, or route segments which meets obstacle clearance requirements for the entire route segment and in the USA only, assures acceptable navigation signal coverage only within 22 NM of a VOR.

8.5.4 Minimum Enroute Altitude (MEA)

8.5.4.1 MEA is the lowest published altitude between radio fixes that meets obstacle clearance requirements between those fixes and in many countries assures acceptable navigational signal coverage. The MEA applies to the entire width of the airway, segment, or route between the radio fixes defining the airway, segment, or route.

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8.5.5 Minimum Vectoring Altitude (MVA)

- 8.5.5.1 The lowest MSL altitude at which an IFR aircraft will be vectored by a radar controller, except as otherwise authorized for radar approaches, departures and missed approaches. The Minimum Vectoring Altitude meets IFR obstacle clearance criteria. It may be lower than the published MEA along an airway route segment. It may be utilized for radar vectoring only upon the controller's determination that an adequate radar return is being received from the aircraft being controlled.

Note: *There may be some other Altitude restrictions, by a State or Authority. Pilots should check the current NOTAMs for any altitude restrictions that may apply on their routing.*

8.6 Aerodrome

8.6.1 Adequate Aerodrome

- 8.6.1.1 An airport is considered "adequate" by the Operator and agreed with the National Authority based on the aeroplane performance requirements applicable at the expected landing weight.
- 8.6.1.2 Following considerations should be met at the expected time of use:
- Availability of airport.
 - Adequate runways length.
 - Over flying and landing authorizations.
 - Capability of ground operational assistance.
 - ATC, MET, AIS (Aeronautical Information Services) offices, lighting, Rescue and Fire Fighting (RFF) capability for the aircraft type used for the operation.
 - At least one Instrument letdown navigation aid must be available for instrument approach (ILS, VOR, NDB).
 - No provision is made for the meteorological conditions that may prevail at adequate airports.

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8.6.2 Suitable Aerodrome

8.6.2.1 A "Suitable Airport" is a confirmed adequate airport which satisfies ETOPS/EDTO weather minima requirement in terms of ceiling and visibility within a validity period. This period begins one hour before the earliest ETA and ends one hour after the latest ETA, crosswind forecast, and field conditions should also be considered in this validity period.

8.7 Route Planning Principles

8.7.1 Route selection during Flight Preparation shall be based upon approved routes or routes segments. Deviation from standard routing for the purpose of sight-seeing is not authorized except for specifically chartered flight(s).

8.7.2 Whenever an operation does not specify a particular route or for any reason it is necessary to deviate from an approved route, the following factors shall be considered:

- The availability of enroute, terminal and alternate nav aids.
- Weather conditions and availability of meteorological services.
- Diplomatic clearance, overflight and traffic rights, politically sensitive areas and special national requirements.
- The availability of ground handling and servicing of flights.
- Terrain to be overflown compared with aeroplanes performance limitations.
- Fuel availability.
- The reliability of available charts and maps.
- Requirement of availability of RVR reporting for CAT II and CAT III approach and landing operations to be authorized.
- Required minimum RVR values for take-off and authorized approaches.
- Required minimum RVR values that consider inoperative approach or runway lighting, inoperative transmissometers or inadequate visual reference.

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- 8.7.3 Whenever possible, PIACL Flight Operations shall be conducted within controlled airspace or, if not practical, within airspace provided with traffic advisory or similar services.
- 8.7.4 Within the constraints of route requirement, the flight routing selected shall be those which will result in minimum cost operation consistent with ATC restrictions, weather conditions and passenger comfort.
- 8.7.5 Every flight shall be planned in such a way that it will proceed at or above MOCA/MORA, (that is service ceiling equal to or higher than MOCA/MORA), of the planned route in case of one engine failing. This can be achieved by either using drift down procedures as published in the respective FCOM or limiting the take-off gross weight to meet the MOCA/MORA requirements along the planned route.
- 8.7.6 Additional requirements for two engine aeroplanes on non ETOPS/EDTO flights. An “Adequate” enroute alternate shall be available within 60 minutes flight (in still air) at normal single engine cruising speeds.

Note-1: *Additional Requirements for a Two Engine Aeroplane on EDTO/ETOPS, a “Suitable” Enroute Alternate shall be available at any point along that part of the planned route that lies within the ETOPS/EDTO area of operations as approved for the specific aeroplane type. The ETOPS/EDTO area is defined by single engine cruise speeds in still air for 120/180 minutes for each specific aeroplane type.*

Note-2: *M/s PIACL does not operate any Single Engine aircraft for its Regular Public Transport (RPT) operations.*

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8.8 Rescue and Fire Fighting Categories

8.8.1 The following RFF (Rescue and Fire Fighting) categories are desired for Departure, destination, alternates & EDTO/ETOPS operations of PIACL aircraft.

Table 8-2 : RFF Categories – Dest. Alternate ETOPS/EDTO			
Aircraft Type	Departure and Destination	Destination Alternate	ETOPS/EDTO
B777-200 ER	9	8	4
B777-200 LR	9	8	4
B777-300 ER	9	8	4
A320	6	5	-
ATR 72-500	5	4	-
ATR 42-500	4	3	-

8.9 Methods for Determination and use of Aerodrome Operating Minima

8.9.1 Aerodrome Operating Minima

8.9.1.1 M/s PIACL Aerodrome Operating Minima (AOM) are based on ANO requirements of CAA, Pakistan.

8.9.2 Concept of Minima

8.9.2.1 Aerodrome Operating Minima defines the limits of usability of an aerodrome for either take-off or landing, usually expressed in terms of RVR or VIS, DA (H), MDA (H) and cloud conditions. They are depicted on Jeppesen approach charts and never below any State minima.

8.9.2.2 Aircraft capability given in the Aeroplane Flight Manual defines the lowest minima for which an aircraft has been certified.

8.9.2.3 Crew minima are the minima that the crew is authorized to use. They are based upon the qualifications of the flight crew.

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8.9.3 Take-Off Operating Minima

8.9.3.1 Take-off minima at all aerodromes shall be greater than, or equal to, the applicable landing minima unless an approved take-off alternate aerodrome is available for use; in no case, however, shall it be less than 500 Meters RVR, except as provided below in conjunction with the specified facilities.

8.9.3.2 Table 8-3 gives the RVR/Visibility for Take Off.

Table 8-3 : RVR/Visibility for Take Off	
Facilities	RVR/VIS (M) {Note-3}
NIL (Day Only)	*500 Meters
Runway Edge Lighting and/or Centre Line Marking	*250 M / 300 Meters (Notes 1 & 2)
Runway Edge and Centre Line Lighting	*200 M / 250 Meters (Note 1)
Runway Edge and Centre Line Lighting & Multiple RVR Information	*150 M / 200 Meters (Notes 1 & 4)
* or as published on Jeppesen Chart 10-9/10-9A whichever is higher.	

Note-1: The higher values apply to Category D aeroplanes.

Note-2: For night operation, at least runway edge and runway end light are required.

Note-3: The reported RVR/Visibility value representative of the initial part of the take-off run can be replaced by Pilot assessment.

Note-4: The required RVR value must be achieved for all the relevant RVR reporting points with exception given in Note-3 above.

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8.9.4 MET/Visibility/RVR Conversion

- 8.9.4.1 If only meteorological visibility is reported, the charted RVR can be substituted by reported Meteorological VIS for straight in instrument approaches as shown in Table 8-4 below.
- 8.9.4.2 This table shall not be applied for calculating Take-off or Category II/III minimums or when RVR is available.
- 8.9.4.3 The table must not be applied for the required RVR minimum less than 800 Meters.

Table 8-4 : Conversion of Reported MET Vis to RVR/CMV		
Lighting Elements in Operation	RVR/CMV = Reported MET VIS x	
	DAY	NIGHT
HIALS and HIRL	1.5	2.0
Any type of lighting installation other than above	1.0	1.5
No Lighting	1.0	Not Applicable

Note-1: RVR reported for a particular runway, shall not be used for other runways.

Note-2: For a Non-Precision and CAT-I ILS approach, only the RVR/VIS of touchdown zone need be considered.

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8.10 Route Maps and Chart

8.10.1 Definition of Routing

8.10.1.1 Routings give specific data and procedures for use as a basis of the flight plan for in-flight navigation.

8.10.2 Policy

8.10.2.1 Both normal routings and, if available, alternate route(s) are listed in the Jeppesen Airways Manual. They are prepared in accordance with State Regulations (AIP, AIC, AIRAC) and PIA's regulations and are issued by the Routes and Navigation Section of Flight Operation.

8.10.2.2 For routings which are not covered therein, but are required temporarily due to air space restrictions, the Routes and Navigation section will prepare an alternative special routing.

8.10.2.3 When more than one routing is available between departure and destination, the routing that results in the shortest trip time will normally be chosen provided that no cost penalty due to over flight charges etc. is incurred. If definite reasons require change (weather, danger areas, ATC etc.) a different or a combination of two or more different routing segments may be used for the same flight.

8.10.2.4 Overflying of danger/restricted areas must be avoided, if possible. For instructions and exceptions, refer to the Jeppesen Airways Manual.

8.10.3 Deviation from Company Routings

8.10.3.1 When deviating from a route or when a route has been chosen for which no routing is given in the Jeppesen Airway Manual, the following factors must be considered:

- a. The ground facilities en-route (navigation, communication, emergency airfields etc.).
- b. Terrain to be over flown in relation to aeroplane performance.

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- c. Regulations issued by the countries being over flown, e.g. the proximity of danger areas, the requirement of over flight permission etc.
- d. Meteorological conditions and services.
- e. Search and Rescue (SAR) facilities.
- f. The reliability of maps and charts.

Note: *With the availability of Jeppesen on iPad, all flights will be operated with current Jeppesen data. Refer to EFB Manual for details.*

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8.11 Planning Minima – En-Route Alternate Minima

8.11.1 M/s PIACL Policy

8.11.1.1 PIA has adopted EASA EU OPS planning minima for enroute alternate planning minima of EDTO flights. They are as under:

Table 8-5 : Planning Minima for En-Route Alternate		
Approach Facility	Alternate Airfield Ceiling	Weather Minima Visibility/RVR
Precision Approach Procedure	Authorized DH/DA plus increment of 200 Feet	Authorized visibility plus increment of 800 Meters
Non-Precision Approach or Circling Approach	Authorized MDH/MDA plus increment of 400 Feet	Authorized visibility plus increment of 1500 Meters

8.11.2 Selection of Destination and Alternate Airfields

8.11.2.1 Safety is the predominant factor when selecting destinations and alternate airfields. It must be ascertained that conditions and ground facilities required for the flight are adequate for the type of operation. Prior to commencement of any flight the most important points to be considered are:

- Airfield infrastructure (e.g. runways, taxi ways, ramp area, lighting, navigation aids, etc.) and aeroplane performance requirements.
- Meteorological and ATS services.
- Customs and immigration facilities and regulations.
- Emergency Services including Rescue and Fire Fighting.
- Curfew's PPR (Prior Permission Required).
- Technical Facilities.
- The possibility for onward transportation of passengers, Cargo and crew.

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8.11.3 Minima for Pre-Flight Planning

- 8.11.3.1 The planning according to this section shall be based on the forecast conditions i.e. weather forecast and airfield condition. Circling minima apply if forecast conditions indicate that a circling approach will be necessary for landing.
- 8.11.3.2 The forecast weather should be at or above the applicable planning minima at the expected time of arrival or is expected to improve to those minima within a time period for which supplementary fuel is carried.

8.11.4 Destinations Selection

- 8.11.4.1 A destination is an airfield served by PIACL scheduled, charter and special flight. It must be designated as being available for such use and is available in the Jeppesen Airway Manual.

8.11.5 Destination Weather / Forecast Minima

- 8.11.5.1 It is PIACL policy to plan all flights with at least one destination alternate. However, if the destination airfield is forecast to be below the applicable planning minima at the expected time of arrival, the flight may be dispatched, filing two destination alternates. The alternate fuel must be sufficient to proceed to the alternate airfield which requires greater amount of fuel.

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8.11.6 Destination Forecast and Alternate Selection

8.11.6.1 Forecast must indicate that weather condition at the planned time of arrival will be at or above the approach chart minima for the expected arrival runway as published in the Jeppesen Airway Manual. It is PIACL policy to plan a flight with one destination alternate. If the destination forecast weather for period of ± 2 hrs of ETA indicate:

- a. Ceiling 2000 feet or above and
- b. Visibility 5 km or more then; only one nearest alternate should be nominated. However, alternate fuel for at least 100 NM will be carried.

8.11.6.2 If the Destination Forecast Wx+1 hour of the ETA is above its own Alternate Minima for an Instrument Approach then only one Alternate more than 100 NM away should be nominated.

8.11.6.3 If the weather criteria mentioned above are not met or when meteorological / operational information or conditions are not available for destination airport, then two Alternates will be nominated. Fuel to be carried for the further of the two, one of which must be more than 100 NM, direct distance away from destination.

8.11.7 Destination Alternate

8.11.7.1 An alternate aerodrome is an aerodrome to which an aeroplane may proceed when it becomes either impossible or inadvisable to proceed to or to land at the aerodrome of intended landing.

8.11.7.2 Any airfield nominated as an alternate should be designated as being available for use, included in the list of PIACL domestic/ international destinations and alternates prepared by Routes and Navigation Section and available in Jeppesen Airway Manual.

8.11.7.3 The destination alternate(s) is to be specified in both the OFP and ATC flight plan.

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8.12 Alternates Policy for Turbo Jet Aeroplane

8.12.1 General

8.12.1.1 Scheduled Destinations and Alternates are available in OM-C.

8.12.1.4 At planning stage, in case an alternate is not available due to weather or any other reason, then the next available Alternate in the list should be nominated.

8.12.2 Take Off Alternate

8.12.2.1 A take-off alternate aerodrome shall be selected when the weather conditions at the departure aerodrome are below the applicable landing minima, or when it would not be possible to return to the departure aerodrome for other operational reasons. The take-off alternate shall be located within:

a. For two-engine aeroplanes: one (01) hour flying time at the one engine inoperative (OEI) cruise speed, in ISA conditions and still air, at actual take-off mass.

b. For aeroplanes with three or more engines: two (02) hours flying time at the all engines operating cruise speed, in ISA conditions and still air, at actual take-off mass.

c. For EDTO operations: within the approved diversion time applicable to the operation.

The forecast weather conditions at the take-off alternate shall indicate that, during a period commencing one (01) hour before and ending one (01) hour after the estimated time of arrival (ETA), the weather will be at or above the applicable operating minima. The applicable minima shall be the higher of Company prescribed minima, crew qualification minima, or State/Aerodrome approved minima, as published in the Jeppesen Airway Manual or an equivalent approved source.

Where the requirements above cannot be met for EDTO operations, the first suitable en-route alternate aerodrome may be selected as the take-off alternate.

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8.12.3 Planning Minimums (IFR Flight)

8.12.3.1 Planning minimums for takeoff alternates, destination and destination alternates and for Enroute alternate aerodrome refer to Aerodrome Operating Minimums in the ATC chapter of Jeppesen Airway Manual.

8.12.4 Alternate Weather Minima

8.12.4.1 Company planning minima for destination alternates will be as per the following Table 8-6 unless restricted by local regulation. Flight crew and flight planning personnel should consider the most probable expected runway, to be in use when selecting an alternate.

Table 8-6 : Planning Minima for Alternate Airport	
Type of Approach	Application Planning Minima
CAT III Approach	CAT I Minima
CAT II Approach	CAT I Minima
CAT I Approach	Non-Precision Approach Minima
Non-Precision	Non-Precision Approach RVR +1000 Meters / MDA ceiling +200 feet
Circling Approach	Circling Minima

Note: Once airborne, the Approach chart Minima of Jeppesen Airway Manual shall be applicable.

8.12.5 Enroute Alternate (Non-ETOPS/EDTO)

8.12.5.1 Non-ETOPS/EDTO flights require adequate airport within 60 minutes of its present position at any given time. This clause does not consider meteorological conditions at the enroute alternate.

Note: The airport from which a flight departs may also be an enroute or a destination alternate airport for that flight.

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8.12.6 Enroute Emergency Airport (Non-ETOPS/EDTO)

- 8.12.6.1 ICAO Regulations dictate that an airport should be designated for flights over high terrain, which for performance or oxygen requirements, an en-route landing can be safely made. For planning purposes, the Weather Minima of an Enroute Emergency Airport shall be as per “Alternate Airport Minima” above.
- 8.12.6.2 A Company list of enroute emergency airports is available in the OM-C.

8.12.7 In Flight Considerations

- 8.12.7.1 If required, the destination and/or alternate may be re-nominated during flight, considering the fuel remaining, the latest meteorological information and/or other operational considerations.
- 8.12.7.2 For an “Alternate”; published one engine out Minima shall only be considered if higher than the applicable alternate planning minima.
- 8.12.7.3 For a “Take-off Alternate”, published one engine out minima shall only be considered if higher than the applicable take-off alternate planning minima.

8.12.8 Published One Engine Out Minima

- 8.12.8.1 In case where a one-engine-out Minima is published on the approach chart for destination or alternate, pre-flight planning is affected as follows:
- Destination: Normal all engines’ minima apply, i.e. one engine out minima to be disregarded.

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8.12.9 Special Airfield Authorization

8.12.9.1 There are some airfields on the PIACL network, which are considered to present special operational difficulties for Flight Crew. Before operating to any of these, which are classified as Special Airfields, a pilot must undergo special training. For special airfield authorizations refer to OM-D, Chap-14.

8.13 Aircraft Approach Categories

8.13.1 For approach, aircraft are classified in categories A, B, C, D, and E. See Jeppesen for details on aircraft approach category.

8.13.2 The criteria taken into consideration for the classification of aircraft by approach categories is the indicated airspeed at threshold (V_{AT}) in landing configuration at the maximum certified landing weight.

8.13.3 For planning purposes, PIACL's aeroplane approach category for straight-in and circling approaches are as given in Table 8-7 below:

Table 8-7 : Aircraft Approach Category		
Aeroplane Type	Straight In Approach	Circling Approach
B777-200 ER	CAT "C"	CAT "D"
B777-200 LR	CAT "C"	CAT "D"
B777-300 ER	CAT "D"	CAT "D"
A320	CAT "C"	CAT "C"
ATR42/72-500	CAT "B"	CAT "C"

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8.14 In Flight Diversion to Alternate Aerodrome

8.14.1 General

8.14.1.1 Whenever an In-flight diversion becomes necessary the following paragraphs should be considered.

8.14.1.2 Irrespective of the alternate airport designated in the ATC flight plan, conditions permitting, the flight may be diverted, in order of preference, to:

- a. The Next Destination.
- b. Company preferred alternate.
- c. In case of emergency or situation where the Pilot-in-Command must land as soon as possible or land at the nearest suitable airport, he shall take whatever action is deemed to be necessary considering the urgency of situation.
- d. Any other suitable airport.
- e. The Company or its agent, if contactable, should be informed of the diversion, reason of diversion and the intended alternate aerodrome. However, if they recommend a different airport, then, conditions permitting, diversion be made to the recommended airport.

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8.14.2 Runway Requirements

- 8.14.2.1 It is PIACL policy to plan with anticipated runway conditions, i.e. to apply FCOM corrections for wet runway conditions in the pre-flight planning if the weather forecast for destination or alternate indicates this to be necessary. Further corrections due to runway contamination when appropriate will be applied.
- The Met and Route briefings shall include the runway reports (METAR, SNOWTAM etc.) where available.
 - Performance penalties are stipulated in the FCOM for operation under:
 - Wet runway conditions.
 - Contaminated runway conditions.
 - The Captain shall ascertain that actual take-off and landing are safe with regard to the runway.

8.14.3 Pavement Strength

- 8.14.3.1 Flight Crew should be aware of all destinations and alternate aerodromes nominated in the “List of PIACL Destination and Alternates” provided in Jeppesen Route Manual or any Company produced OFPs. Flight Dispatch will ensure that the load bearing specification of the aeroplane type operated to that airfield is met.
- 8.14.3.2 In case of emergency Captains shall take whatever action is deemed to be necessary considering the urgency to the situation.

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8.14.4 Re-Clearance Flight Planning

- 8.14.4.1 This technique utilizes the provision of carrying Reduced Contingency Fuel (RCF).
- 8.14.4.2 An enroute airport is nominated as the Initial Destination and a Decision Point is determined in the vicinity of the Initial Destination. The technique involves checking fuel quantity at the Decision Point and deciding whether there is sufficient fuel to fly to the Final Destination with adequate reserves as per the Re-Clearance Flight Plan. If the Fuel on Board (FOB) at the Decision Point is less than flying from Decision Point to Final Destination, then the flight will be diverted to initial Destination for refueling and then proceed to Final destination.
- 8.14.4.3 In the re-clearance technique, the contingency fuel from the origin to the Initial Destination is essentially used to fly to the Final Destination from the Decision Point. The improvement in payload or reduction in fuel uplift will be highest when Decision Point is located at the top of descent point for the Initial Destination. This is typically about 89% of the trip distance to the destination.
- 8.14.4.4 Weather minima at planning stage for initial destination and its alternate as per PIACL OM-A, ETOPS/NON ETOPS. No deviation from standard ATC procedures: The crew shall ask for clearance for the actual destination/Final Destination at the departure aerodrome, as per Normal Procedure. In ATS Flight Plan Initial Destination and its route will be mentioned as, example: RIF/ PISDO DCT CYYR in Item 18 of ATS Flight plan.

8.14.5 Operations to Uncontrolled Airfields

- 8.14.5.1 An uncontrolled airport is an airport without an operating control tower. A few airports on PIACL network fall into this category. Details covering operations for uncontrolled airfields are published in the form of Route and Navigation bulletins for specific airfields. These bulletins cover applicable procedures and limitations such as ATC procedures, operating minima, airfield information etc.

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8.15 Authorized Approaches – M/s PIACL

8.15.1 General

8.15.1.1 Table 8-8 given below gives details of Authorized Instrument Approaches for M/s PIACL.

Table 8-8 : Authorized Instrument Approaches			
Aeroplane Landing Category	Type of Approach	Minima	
		Ceiling	RVR
A, B, C, D	Non-Precision	*	*
A, B, C, D	CAT-I	** 200 Feet	** 550 Meter
C, D	CAT II	** 100 Feet	** 300 Meter
C, D	CAT III (A/B)	50 Feet/ 0 Ft	** 200M / 75 M

* *As published on Jeppesen Approach Chart.*

** *or as published on Jeppesen Approach Chart, whichever is higher.*

Note: *Category-II and Category-III operations shall only be conducted by a pilot duly authorized and current on type, and only when all applicable minima and required conditions are met.*

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8.15.2 Precision Approach CAT-I

8.15.2.1 A CAT-I approach is a precision instrument approach with a specified minima of not lower than:

- A decision height (DH) not lower than 200 feet. and
- With either a visibility not less than 800 meters or a Runway Visual Range (RVR) not less than 550 meters.

8.15.2.2 Full details of Precision Approach CAT I are available in Chap-13, Para 13.36.

8.15.3 Precision Approach CAT II

8.15.3.1 **General:** A CAT II operation is a precision instrument approach and landing using ILS with:

- A decision Height (DH) lower than 200 feet but not lower than 100 feet. and
- RVR not less than 300 Meters.

Note: *For details on Low Visibility Procedures (LVP) and CAT II Approaches, refer to PCAA ANO-019-FSXX "All Weather Operations".*

8.15.4 Precision Approach CAT III (A/B)

8.15.4.1 **General:** A CAT III operation is a precision instrument approach and landing using ILS. CAT III is divided into two sub-categories i.e. CAT IIIA and CAT IIIB.

- CAT IIIA** approach is a precision instrument approach and landing with:
 - DH below 100 feet, or no DH; and
 - RVR not less than 200 meters.
- CAT IIIB** approach is a precision instrument approach and landing with:
 - DH below 50 feet or no DH; and
 - RVR less than 200 Meters but not less than 75 Meters.

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Note: For details on Low Visibility Procedures (LVP) and CAT III Approaches, refer to PCAA ANO-019-FSXX “All Weather Operations”.

8.15.5 Visual Reference

- 8.15.5.1 A pilot may not continue an approach below Minimum Descent Altitude/Height (MDA/H) unless at least one of the following visual references for the intended runway is distinctly visible to, and identifiable by the pilot:
- Elements of the approach lighting system.
 - The threshold, or its markings, lights or identification lights.
 - The visual glide slope indicator(s) – VASIs/PAPIs etc.
 - The touchdown zone or zone markings or zone lights.
 - The runway edge lights.

Note: The required visual reference means that section of the visual aids or of the approach area which should have been in view for sufficient time for the pilot to have made an assessment of the aircraft position and rate of change of position, in relation to the desired flight path. In Category III operations with a decision height the required visual reference is that specified for the particular procedure and operation. In case of a circling approach the required visual reference is the runway environment.

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8.15.6 Non-Precision Approaches

- 8.15.6.1 **System Minima:** The system minima (weather conditions, function of the approach aid) for “Non-Precision Approach” shall not be lower than the Minimum Descent Height (MDH) value given in Table 8-9 below:

Table 8-9 : Non-Precision Approach and Associated Minima	
Facility (Approach Aid)	Lowest MDH
Localizer (LLZ)	250 feet
VOR/DME	250 feet
RNAV (GNSS/GPS)	300 feet
VOR	300 feet
NDB	350 feet

8.15.7 Required RVR – Non-Precision Approach

- 8.15.7.1 The minimum RVR for a non-precision approach depends on the MDH and on the approach lighting and runway lighting/ marking available. Applicable approach minima for specific airports are specified on the relevant Jeppesen Approach Plate, which must be used.

8.15.8 Minimum Descent Height (MDH)

- 8.15.8.1 The MDH on a non-precision approach shall not be less than the highest of:
- The Obstacle Clearance Height (OCH) for the category of aircraft; or
 - The minima described in Jeppesen Approach Plate.
 - Any State minima – if applicable; or
 - The Company minima.

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8.15.9 Circling Approach/Circle to Land

- 8.15.9.1 A circling approach may be carried out when the aeroplane cannot be flown on a straight course from the approach aid to the runway in use and visual guidance must be used to position the aeroplane for final approach. The circling area may be limited to specific sectors.
- 8.15.9.2 This type of approach may be performed, e.g. to shorten an instrument approach. The following conditions must be fulfilled:
- The airport and landing runway can be continuously kept in sight.
 - The appropriate ATC clearance is obtained.
 - Proper terrain clearance can be maintained throughout the visual part of the approach.
- 8.15.9.3 After initial ground contact, the PF must proceed at an altitude not below the applicable circling minimum. This altitude must be maintained, whilst maintaining visual ground contact, until the normal glide slope of approximately 3° has been intercepted on base leg or on finals. During final approach, a normal safe glide slope shall be followed, considering the spot elevations in the approach path. A left downwind /base leg shall normally be flown unless cleared otherwise or when stipulated in the approach chart. The PF is primarily looking out in order to remain within the safe area and to prepare for a proper line-up for the final approach. The PM should cross-check flight and navigation instruments as well as assisting with the lookout.
- 8.15.9.4 During circling approach, visual contact with the ground and visual reference with the landing runway must be maintained. In general, such approaches may only be performed when the position of the aeroplane can be precisely determined by means of visual ground cues. Crosschecks with all available means shall nevertheless be made.

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8.15.9.5 Obtain the circling MDA from the Jeppesen Instrument approach charts.

8.15.9.6 The briefing for the applicable instrument approach should include the Missed Approach Procedure and how this procedure would be regained following loss of visual reference during the circling maneuver.

Table 8-10 : Ceiling and Visibility for Circling Approach		
Aeroplane Approach Category	MDH	Visibility
A	400 Feet	1500 Meters
B	500 Feet	1600 Meters
C	600 Feet	2400 Meters
D	700 Feet	3600 Meters
or as published on Jeppesen Charts, whichever is higher.		

8.15.10 Circling Requirements

8.15.10.1 Circling Approaches at destination or alternate may be employed for planning and/or operating a flight with the intention of carrying out a visual approach and landing, when the following requirements are met:

- An Air Traffic Control or Airfield Flight Information Service, including a facility for the reporting of meteorological conditions is available.
- VHF R/T communications are available.

8.15.10.2 At least one of the following radio navigation aids, either at the airfield or elsewhere, which will enable location of the airfield, is available: NDB, VOR, or RADAR.

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8.15.11 Company Circling Minimum Reported Weather

8.15.11.1 Circling MDA(H).

- Obtain the circling MDA from the Jeppesen Instrument approach charts.
- The briefing for the applicable instrument approach should include the Missed Approach Procedure and how this procedure would be regained following loss of visual reference during the circling maneuver.

8.15.11.2 Approach Ban.

- The instrument approach (to circle) should only be commenced if meteorological conditions are reported as being above the required minima. Having commenced the approach, descent may be continued to the circling MDA(H).

8.15.11.3 Visual Contact Established.

- If visual contact with the surface is established and maintained, flight may continue towards the Missed Approach Point, at the highest altitude which is clear of cloud, but not below MDA(H).
- Once visual contact with the airport is established and maintained, the circling maneuver may be continued towards the landing runway, otherwise initiate a go-around at the Missed Approach Point.
- During the circling maneuver, visual contact with the surface and visual reference with the landing runway must be maintained. The altitude flown should be the highest consistent with visual contact and separation from the cloud ceiling.
- Descent below the MDA(H) is not permitted until established on a 3° approach slope.

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8.15.11.4 **Configuration.**

- a. Maintain Flap / gears down, then select final flap when ready for landing. For flight patterns, refer to the applicable FCOM.

8.15.12 **Go Around during Visual Circling**

- 8.15.12.1 If visual contact with the ground is lost whilst circling, the missed approach specified for the instrument approach (if published) shall be followed. If this is not possible, since the circling maneuver may be accomplished in more than one direction, an initial climbing turn toward the landing runway shall be made to establish the aeroplane on the prescribed missed approach course.

8.15.13 **Visual Approach**

- 8.15.13.1 For details on Visual Approach, please refer to Chap-13, Para 13.37.

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8.16 Fuel Policy for Turbo Jet Aeroplane (Non ETOPS/EDTO)

8.16.1 Basic Principles – Fuel and Oil

8.16.1.1 The total fuel and oil carried onboard an aeroplane must be sufficient for the intended flight and must include a safe margin for contingency (and allows for deviations from planned operation), alternate and holding fuel to meet the regulatory requirements. The amount of fuel is governed by the fuel policy and the quantity/quality of oil is shown in the maintenance release.

8.16.2 Fuel Planning – General Factors

8.16.2.1 An Operational Flight Plan (OFP) should be provided for every intended flight. If the OFP shows a recommendation to carry extra fuel (Tankering) because of Maximum Fuel Policy, then it should be ensured that enough fuel is carried to cater for the next sector only (payload and other limitations permitting).

8.16.2.2 On a multi sector flight additional sector fuel could be uplifted subject to payload at respective locations. Tankering of fuel, when not recommended, is uneconomical. Copies of completed OFP on which fuel checks have been recorded, along with Load Sheet, ATC Clearance and Weather information are to be placed in the Flight Document Envelope for Post Flight analysis and record.

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8.16.3 Planning Factors

8.16.3.1 The total fuel required for a safe flight which allows for deviations from the planned operations comprises of the following components:

- a. Trip Fuel which comprises of:
 - i. Take Off, Acceleration, SID and Climb.
 - ii. Cruise.
 - iii. Descent.
 - iv. STAR and Instrument Approach Procedure to Land.

Note: *Where published, the most used SID and STAR are considered. Where SIDs and STARs have not been published, Six (06) NM will be added to the CFP.*

- b. Additional Fuel is required for Start Up and Taxi includes:
 - i. Fuel used by APU.
 - ii. Quantities known to be unusable.
 - iii. Contingencies.
 - iv. Alternate Airfield.
 - v. Holding.

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8.16.4 Selection of Destination Alternate Airfield

8.16.4.1 Selection of a Destination Alternate Airfield will be as follows:

- a. If the destination forecast weather for a period ± 2 hours of ETA indicate a cloud ceiling 2000 feet or above and visibility 5 km or more, then only one nearest alternate should be nominated, however, alternate fuel for at least 100 NM will be carried.
- b. If the destination weather forecast ± 1 hour of ETA is above its own alternate minima for an instrument approach then only one alternate more than 100 NM away should be nominated.
- c. If the weather criteria does not meet the above conditions or when meteorological or operational information or conditions are not available for destination airport then two alternates shall be nominated. Fuel is to be carried for the further of the two, one of which must be more than 100 NM direct distance away from the destination.

Note: *“TEMPO” conditions in the forecast weather are only to be considered, if at the estimated time of arrival, it is below the Pre Flight planning minima. Where a condition is forecast as “PROB”, it will be considered only if the probability factor is 30% or more.*

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8.17 Flight Dispatch Requirements – Fuel

8.17.1 Captain's Authority

8.17.1.1 Before the commencement of each flight, the Captain shall ensure that sufficient fuel is onboard the aeroplane to safely complete the planned flight. The Captain may use his discretion to uplift extra fuel, if, in his judgement, such fuel is required for the safe conduct of the flight and will not cause operating limits to be exceeded.

8.17.1.2 The extra amount uplifted is to be mentioned on the flight plan and Load Sheet is to be calculated in accordance with the actual fuel onboard. PIC shall sign the Operational Flight Plan (OFP) onboard copy when he is satisfied that the fuel onboard and oil and hydraulic quantities are sufficient.

8.17.2 Taxi Fuel

8.17.2.1 A standard quantity of fuel to cater for ground maneuvers from engine start to brake release (including APU consumption).

8.17.2.2 Taxi fuel values should be applied as per the following:

Table 8-11 : Taxi Fuel for Various Regions + APU					
Aircraft Type	Domestic	USA	Canada, China , Japan, KUL	Europe	Gulf
B777	400 Kg	1500 Kg	1000 Kg	800 Kg	1000 Kg
A320	200 Kg	-	-	-	400 Kg
ATR 42/72	91 Kg	-	-	-	91 Kg

Note: These quantities may be increased whenever required.

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8.17.3 Trip Fuel

- 8.17.3.1 The fuel required from departure station to the planned destination, based on meteorological forecast and other conditions (see Note below), is called Trip Fuel. This includes Take Off, acceleration, SID, Climb, Cruise, Descent STAR and Instrument Approach procedures or 6 minutes to land whichever is higher.
- 8.17.3.2 While calculating the Total/Trip Fuel carried onboard (Taxi, Trip, Alternate, Holding, Contingency and Extra) following conditions are considered:
- Aeroplane Performance.
 - Aeroplane mass.
 - NOTAMs.
 - Meteorological Reports (OAT and winds).
 - ATC procedures, holding, restrictions, delays.
 - MEL/CDL deviations; and
 - Any other condition that may increase the burn off.

Note: *Total Fuel carried must be sufficient to permit the flight with Engine or Pressurization Failure from any point along the track to an en-route airport with 30 minutes of holding Fuel.*

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8.17.4 Contingency Fuel

- 8.17.4.1 Is the amount of fuel required to compensate for unforeseen factors. It shall be 5% of the planned Trip Fuel or of the fuel required from the point of in-flight re-planning based on the consumption rate used to plan the trip fuel but in any case shall not be lower than the amount required to fly for five (05) minutes at holding speed at 1500 feet above the destination aerodrome elevation in standard conditions. Contingency Fuel Figures for each aircraft are given in Table 8-12 below.

Table 8-12 : Contingency Fuel Lower Limit	
Aeroplane Type	Minimum Contingency Fuel Quantity
B777-200 ER	1000 Kgs
B777-200 LR	1500 Kgs
B777-300 ER	1500 Kgs
A320	400 Kgs
ATR 42/72	91 Kgs

Note: *Total fuel carried must be sufficient to permit flight with engine/pressurization failure from any point along track to an enroute airport with 30 minutes holding fuel available.*

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8.17.5 Alternate Fuel

- 8.17.5.1 The fuel required to fly to an Alternate Airport, based on forecast meteorological conditions, which include one Missed Approach at Destination, Climb, Cruise at LRC, Descent, STAR and Instrument Approach Procedure or six (06) minutes to land, whichever is higher.

Note: *Fuel for 06 NM is included as additional distance to join the airway after executing a missed approach.*

8.17.6 Holding Fuel (Final Reserve)

- 8.17.6.1 The fuel required to fly for 30 minutes in clean configuration at holding speed at 1500 feet above Alternate Airport Elevation in standard atmospheric conditions, calculated with estimated weight on arrival at the alternate. The approximate Holding Fuel (Final Reserve) Figure is given in the Table 8-13 below:

Table 8-13 : Approximate Holding (Final Reserve)	
Aeroplane Type	Minimum Fuel Quantity
B777-200 ER	3100 Kgs
B777-200 LR	3100 Kgs
B777-300 ER	3400 Kgs
A320	1200 Kgs
ATR 42/72	400 Kgs

Note: *Figures in the Table above is for the purpose of increasing FOO/ Crew fuel state awareness.*

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8.17.7 Stored/Tankered Fuel

8.17.7.1 Any quantity of fuel carried for the purpose of “Economic Tankering”.

8.17.8 Discretionary Fuel

8.17.8.1 The Pilot-in-Command may uplift extra fuel. Reasons for any “Extra Fuel” uplifted as “Discretion” will be mentioned in the remarks column of the “Operational Flight Plan” (OFP), Fuel Indent Form and be summarized in the Captain's Debrief Report.

8.17.9 Supplementary Fuel

8.17.9.1 When the sum of the trip fuel, contingency fuel, alternate fuel and final reserve fuel is insufficient to meet any one of the following conditions:

- a. Allow the aircraft engaged in ETOPS/EDTO to comply with critical fuel scenario as established or defined by the State.
- b. Allow for any additional operational requirements, as defined by the State or the Operator, not covered by item (a) above.

8.17.9.2 In that case, an additional amount of fuel is required to be carried so that the above conditions may be satisfied. This additional fuel shall be categorized as “Supplementary Fuel”.

8.17.10 Block Fuel

8.17.10.1 The block fuel is the sum of:

- a. Taxi Fuel and Trip Fuel.
- b. Contingency Fuel.
- c. Alternate Fuel and Holding Fuel.
- d. Any stored Fuel.
- e. Discretionary Fuel, if any.
- f. Extra Fuel, if any.

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8.17.11 Minimum Block Fuel

8.17.11.1 The minimum fuel required for Take Off, except for Test or Training Flight will be as follows:

Table 8-14 : Minimum Block Fuel	
Aeroplane Type	Minimum Fuel Quantity
B777-200 ER	9000 Kgs
B777-200 LR	10,000 Kgs
B777-300 ER	10,000 Kgs
A320	4000 Kgs
ATR 42-500	1000 Kgs
ATR 72-500	1500 Kgs

Note: *The Minimum Block Fuel is not applicable to Test Flight and Training Flights, on which Fuel should be taken in accordance with the duration of the flight.*

8.17.12 Reserve Fuel

8.17.12.1 Reserve Fuel is depicted on OFP and is the sum of Alternate and Holding Fuel.

8.17.13 Extra Fuel

8.17.13.1 Any additional fuel i.e. required by MEL/CDL, as ballast, extra holding over destination due ATC/NOTAM or Company requirements such extra holding fuel shall be calculated at the expected landing weight over destination at 1500 feet AGL, or any other conditions that might cause increase in fuel consumption.

Note: *The Pilot-in-Command is the final authority to decide the amount of fuel to be carried on each flight to complete the planned flight with safety.*

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8.18 Fuel Policy for Turbo Prop Aeroplane (ATR 42/72-500)

8.18.1 Taxi Fuel

- 8.18.1.1 A standard quantity of 91 Kgs to cater for ground maneuvers from engine start to brake release should be added as taxi fuel.

8.18.2 Fuel Policy for Hotel Mode on ATR 42/72-500

- 8.18.2.1 Whenever operation of “Hotel” mode is anticipated, additional fuel for the anticipated time will also be included in taxi fuel. This fuel will be calculated on the basis that use of “Hotel” mode for 30 minutes will require 55 Kgs of fuel.

8.18.3 Trip Fuel

- 8.18.3.1 The fuel required from departure station to the planned destination, based on forecast meteorological conditions, is called “Trip Fuel”. This includes Take-off, Acceleration, SID, Climb, Cruise, Descent, STAR and maximum of 10 minutes fuel for approach or expected Instrument Approach Procedure to land.
- 8.18.3.2 Some aeroplanes show a fuel flow more than FCOM data. In view of this a pre-calculated percentage of fuel is added to all components of the required fuel to meet the Aeroplane Performance Deterioration (APD).

8.18.4 Contingency Fuel

- 8.18.4.1 Contingency Fuel will be 5% of the Trip Fuel (Minimum 91 Kgs).

8.18.5 Alternate Fuel

- 8.18.5.1 The alternate fuel required from destination to the alternate is based on estimated weight at destination, optimum altitude, Enroute forecast OAT and wind velocity. This includes fuel for one missed approach at destination, acceleration, climb, cruise, descent and approach to land maneuver.

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8.18.6 Holding Fuel

- 8.18.6.1 Fuel required for 45 minutes with holding speed at 1500 feet above alternate airport elevation in ISA conditions. Estimated weight and forecast temperature over the alternate aerodrome.

8.18.7 Block Fuel

- 8.18.7.1 Block Fuel will consist of the following:

- a. Taxi Fuel.
- b. Trip Fuel.
- c. Contingency Fuel.
- d. Alternate Fuel.
- e. Holding Fuel.
- f. Any Extra Fuel.

8.18.8 Fuel Tankering (For the Next Sector)

- 8.18.8.1 Fuel Tankering shall be permitted as per Fuel Policy on flights to destinations where fuel is not available in such a way that the fuel remaining at destination is equal to block fuel of next sector, considering trip fuel inclusive of contingency fuel. This is same as fuel required to operate to an isolated airport. This is taken as sum of alternate and holding and fuel required for tankering to cater for the next sector.
- 8.18.8.2 Final Reserve Fuel is fuel calculated at estimated landing weight on arrival at the alternate airport at 1500 feet AAL in standard conditions and is 45 min for Turbo Prop and 30 min for Turbine Engine aeroplane.

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8.19 Fuel Services / Fueling Procedures

8.19.1 General

- 8.19.1.1 The Captain is responsible for ensuring that sufficient fuel is onboard for the completion of the planned flight safely and that it is correctly distributed in the fuel tanks.
- 8.19.1.2 Type of fuel loaded into the aircraft must be the one recommended in the Aeroplane Flight Manual (AFM) or FCOM.

8.19.2 Supervision of Fueling and Fuel Checks

- 8.19.2.1 Refueling must be supervised and the quantity checked by a qualified person, i.e. an authorized Station Engineer or if he is not available, one of the flight crew.
- 8.19.2.2 Prior to departure, the Captain shall ensure that the quantity and distribution of fuel onboard correspond with that indicated in the Technical Log/Fuel Uplift Proforma. The total fuel onboard shall be verified to be within +2% and -1% of that required.

8.19.3 Specific Gravity of Fuel and Oil

- 8.19.3.1 Actual Fuel density of the fuel bowser or hydrant at the time of the refueling is to be used. This information is available with the Aircraft Maintenance Engineer conducting the refueling. The same is also documented in the Fuel Voucher supplied by the Fuel Service Provider.
- 8.19.3.2 In the eventuality that, despite best efforts, the fuel density figure is not known, such reasons shall be mentioned in the remarks space of Load Sheet, and the following values of Jet A, Jet A1 are then to be used:
- Summer 0.770
 - Winter 0.785
 - In the European Region the figure of 0.80 is to be used.
- 8.19.3.3 The specific gravity of oil to be used is 0.88.

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8.19.4 Fuel Tankering

- 8.19.4.1 PIACL maintains an updated list of sectors on which fuel tankering provides financial benefit to the Company. This list considers the fuel cost differential between the airfields of departure and destination, as well as the cost of transportation of the additional fuel.
- 8.19.4.2 Whenever a sector is nominated for tankering, fuel adequate to perform the return trip (or next sector) is to be uplifted, subject to the landing weight limitation. This figure will consider all pertinent factors, e.g. possible fuel savings enroute.
- 8.19.4.3 Where fuel adequate to perform the return trip (or next sector) cannot be uplifted due to landing weight limitation, selected tankering fuel figure shall allow a margin between planned and maximum landing weight of at least the maximum permitted LMC to avoid overweight landings.
- 8.19.4.4 It should be borne in mind that planning with a margin below maximum landing weight as outlined in the previous paragraph is applicable only to tankering sector. Whenever necessary to uplift the maximum payload, planning should be to the maximum landing weight.
- 8.19.4.5 Tankering is not recommended if:
 - a. The runway for take-off is contaminated.
 - b. Runway length is marginal.

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8.19.5 Refueling and Defueling when Passengers' are Onboard or Embarking/Disembarking

8.19.5.1 Fueling with JET A, JET A1 or equivalent as approved by the aircraft manufacturer, is permitted when passengers are embarking, onboard or disembarking.

8.19.5.2 Refueling with passengers onboard is not permitted unless a Flight Crew Member or a Ground Engineer is present. Subject to this provision, refueling operations may take place with the following precautions. The checklist attached as [Annex 8J](#) to Chap-8, is kept onboard for ready reference of crew:

- a. Local rules and regulations may require additional precautions, and the PIC should check with the Ground Engineers, or the fuel supplier, at outstations before commencing such operation.
- b. Enough qualified personnel / cabin crew shall be ready to initiate and direct an evacuation by the most practical and expeditious means, if so required. At least one Flight Crew Member or a Ground Engineer, and half of the minimum required cabin crew members, shall remain onboard, and in the vicinity of the available exits.
- c. Aero Bridge or stairway, as being used, must be available on Exits normally used for embarkation or disembarkation be available and ready for use for the safe evacuation of passengers – if required. In addition, access to doors where aeroplane escape slides may be deployed are to be kept clear, except for those exits not available due to their use for catering or other ground servicing activities.
- d. If Aero bridge or stairway is not installed, minimum required cabin crew shall remain onboard, and the main doors used for passengers' embarkation / disembarkation should be unobstructed by ground equipment to permit the use of escape slides.

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- e. Ground servicing activities and work inside the aeroplane, such as catering and cleaning should be conducted in such a manner that they do not create hazard, and the aisles and emergency doors remain un-obstructed.
- f. When passengers are embarking or disembarking during refuelling operations, their route must avoid areas where fuel vapours are likely to be present and they are to be under the supervision of a qualified person.
- g. If during refuelling the presence of vapor is detected inside the aeroplane, or any other hazard exists, then fuelling/de-fuelling must be stopped immediately. Refuelling operations may continue only after the person supervising the fuelling considers it safe to do so.
- h. For variation to this standard procedure due to local regulations, see the applicable Route Manual.

8.19.5.3 The Flight Crew must:

- a. Establish communication with the Ground Engineer before the start of refuelling operations.
- b. Ensure that the Fire Services is alerted, and ATC is informed.
- c. Inform the cabin crew of the beginning and ending of refuelling.
- d. Check that the "NO SMOKING" sign is switched "ON".
- e. EMERGENCY EXITS LIGHT switched to ARMED/ON.
- f. "FASTEN SEAT BELT" sign is switched "OFF".
- g. Be prepared to initiate passenger evacuation when necessary.
- h. Activate EVAC signal or Command. Inform the cabin crew of the EXITS to be used.

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8.19.5.4 The **Ground Engineer** must:

- Establish communications with the flight crew before the start of refuelling operations.
- Ensure that area beneath exits is clear. Inform the flight crew of the beginning and ending of refuelling.
- Notify flight crew if a large fuel spillage, smoke, fumes or a hazardous leakage occurs and stop refuelling immediately.
- If an emergency evacuation is required, inform the flight crew of the exits that are usable.
- Stop refuelling immediately, in case flight crew requires, and remove the fuelling truck.

Note: *In case refuelling operation is initiated prior to the arrival of the flight crew onboard, then the ground engineer shall ensure all the flight crew tasks, as listed above, are completed.*

8.19.5.5 The **Cabin Crew** must:

- Establish communication with the flight crew before the start of refuelling operation.
- Make announcement about refuelling operation and the necessary preparations and restrictions. Cabin Crew must ensure the following:
 - NO SMOKING signs must be "ON".
 - Use of CELLULAR PHONES is restricted.
 - Operation of ELECTRICAL EQUIPMENT shall be stopped.
 - PHOTOGRAPHIC FLASH EQUIPMENT use is restricted.
 - CABIN / AISLES are to be always kept clear (no meal service should be undertaken while refueling is in progress).
- Ensure that mandatory cabin crew as per aeroplane type is onboard (action by LCC).

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- d. Ensure passenger boarding / disembarkation is achieved in a controlled manner.
- e. Ensure that emergency exits remain clear of obstructions.
- f. Ensure that ground servicing (catering / cleaning) activities do not hinder or delay an emergency evacuation.
- g. Be prepared to initiate passenger evacuation by responding to EVAC signal or Command. Use the exits as specified by Flight Crew.

8.19.5.6 The **Ramp Staff/Agent** shall ensure that:

- a. Ensure area beneath exits intended for emergency evacuation is kept clear and the passage for the fuel truck is clear so that if required, it may be removed easily, in case of spillage, smoke, fumes or fire situation.
- b. Ensure passenger boarding / disembarkation is achieved in a controlled manner.
- c. Take control of passengers below stairway, or in gangway (Aero Bridge), in case of precautionary disembarkation or evacuation.

8.19.6 Precautionary Disembarkation/Emergency Evacuation during Refueling and Defueling

- 8.19.6.1 When passengers are onboard the aeroplane, precautions must be taken to ensure their safe and timely evacuation in the event of a fuel spillage/leakage/smoke or fire. These precautions must be taken by the ramp staff/agent, the ground engineer, the cabin crew and the flight crew.
- 8.19.6.2 In case of a large fuel spillage/hazardous leakage, or a fire resulting from refueling operations, a precautionary disembarkation or an emergency evacuation may be needed.
- 8.19.6.3 Information about a fuel spillage or a leakage shall be provided by the ground engineer, but onboard detection of fumes or vapors may be identified by a crew member, or a passenger.

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- 8.19.6.4 Good communication between ground engineer, ramp staff/ agent, Flight and Cabin Crew is essential for an efficient precautionary disembarkation / evacuation.
- 8.19.6.5 The cabin crew shall then follow the directive from flight crew, make the necessary passenger announcement, and initiate an immediate and controlled precautionary disembarkation/ evacuation.
- 8.19.6.6 If an Aero Bridge / gangway is used for boarding, it should be used for disembarkation. They provide a safe and efficient way to evacuate an aeroplane, leading passengers away from the fire source which would likely be on the ramp, instead of the escape slides/ slide raft.
- 8.19.6.7 If stairways are positioned against the aeroplane, it is better that the passengers use them instead of escape slides / slide raft.
- 8.19.6.8 If escape slides / slide raft is needed for an emergency evacuation, it is essential to verify that there are no obstacles or hindrances where the escape slide/slide raft will be deployed.
- 8.19.6.9 Suitable method of communication among all the applicable persons involved in refueling process may include the cabin intercom system or direct person to person or any other mean that expeditiously directs all personnel to discontinue fueling if required for any reason.
- 8.19.7 Fueling/Defueling Procedure**
- 8.19.7.1 Fueling/Defueling operations on PIACL aircraft will only take place under the supervision of a PIACL Aircraft Engineer, an authorized third-party ground engineer, a line maintenance approval holder or a designated member of the flight crew. Fueling is considered “commenced” as soon as the filler hoses are connected to the aircraft and pressurized.
- 8.19.7.2 Fueling/Defueling shall be considered completed only after all filler hoses have been disconnected from the aircraft. PIC must be informed by the AME, of the end of the fueling process.

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8.19.7.3 Safety precautions during the re-fueling process must be adhered to.

8.19.7.4 Details of the fuel uplift must be correctly recorded in the Aircraft Technical Log.

8.19.8 Fueling/Defueling Zone

8.19.8.1 The Fueling/Defueling zone is an **area of 6 meters** around the aircraft tank filling or venting points, the fueling bowser or hydrant and the hydrant pit used for Fueling/Defueling.

8.19.8.2 The venting points are located at the wing tips of an aircraft.

8.19.8.3 Ground Servicing Equipment, not immediately required for aircraft handling, shall **NOT** be positioned within the fueling zone.

8.19.8.4 The use of mobile telephones and HF radio set is forbidden within the Fueling/Defueling zone.

8.19.9 Safety Precautions During Fueling/Defueling

8.19.9.1 Safety precautions must always be taken, to preclude the possibility of fire during refueling/defueling process. Following areas of concern must be addressed:

- a. Sparks due to static electricity and hot point (engines, APU, ground installations, smoking) could result into a fire hazard.
- b. Jet fuel generally does not catch fire easily, but the risk of fire is increased when the fuel is sprayed or in the presence of fuel vapour.
- c. Engine ignition system must be checked "OFF".
- d. The weather radar must be switched OFF. HF radio set should not used.
- e. Ground Power Unit and APU may be running but must not be started nor stopped.
- f. Fuel hoses shall be positioned by the shortest way to the fuel inlets. A sufficient safety distance shall be kept from wheel brakes (at least one meter).
- g. Bonding connections from the fueling truck to the aircraft must be established to discharge any static electricity before fuel

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hoses are connected.

- h. Spilled fuel shall be cleaned or dried up immediately in the presence of the fire vehicle, and before passenger boarding has commenced.
- i. If fueling is performed by two persons, one person must be present at the switch board of the fuel bowser or hydrant at all the time.
- j. In case of overwing fueling/defueling, ground power units and/or aircraft auxiliary power units shall be connected and switched ON before commencement of fueling/ defueling and shall not be switched OFF or disconnected until fueling/defueling is completed.
- k. No electrical switch on the aircraft or on the ground power unit shall be operated whilst overwing fueling is in progress, except when such switches are necessary for fueling.
- l. During pressure fueling electrical and/or electronic systems may be operated.
- m. Avoid fueling/defueling during thunderstorms.
- n. No open flame or smoking is permitted around the aircraft.

Note-1: *An Auxiliary Power Unit (APU) which does not exhaust into the fueling zone may be restarted, but if it fails to start on the first attempt, fueling operations must stop prior to initiating subsequent starts.*

Note-2: *Local airport regulations may be more restrictive (e.g. availability of fire vehicle during fueling).*

Note-3: *In the event of an emergency (e.g. APU fire), during fueling/ defueling, the operation must be stopped and an immediate disembarkation initiated. The flight crew will decide whether this should be an expeditious “normal” disembarkation or an “emergency evacuation”.*

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8.19.10 Precautions with Mixed Fuels

8.19.10.1 Airbus permits mixing of fuel in proportions mentioned in the aircraft type AFM/FCOM.

8.19.10.2 Refer to aircraft type FCOM for further details.

8.20 Oil Quantity to be Carried

8.20.1 Adequate oil quantity to cover the requirement of trip, contingency, alternate, reserve and taxi must be loaded prior to departure.

8.20.2 The minimum oil quantity required for any flight is equal to the minimum quantity specified for a particular engine, plus the estimated oil consumption.

8.20.3 The hourly average oil consumption is given in aircraft FCOM, however, PIACL Engineering must determine the actual oil consumption of each engine/aircraft, to ensure that the appropriate amount of oil is replenished.

8.20.4 Oil loaded and consumed data will be entered into the aircraft technical log. The records must be maintained in accordance with the requirements of CARs/ANOs.

8.20.5 Amount of oil quantity in the aircraft is shown in maintenance release.

Note: *Oil quantity loaded prior to departure covers the requirement of planned flight and alternate. It also caters for Loss of Pressurization and failure of one or more power plant while flying en-route.*

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8.21 Aircraft Performance Deterioration (APD) Factor

- 8.21.1 Aircraft Performance Deterioration Factor (APD) is calculated and updated by Operations Engineering Department of M/s PIACL.
- 8.21.2 APD or Performance Factor is calculated for each Aircraft using Manufacturers Software module. The published APD factor is applied in computing the Computerized Flight Plan (CFP) by Flight Dispatch and the same is used in the FMGC of the aircraft for various performance calculations.
- 8.21.3 APD factor is to be applied to all fuel calculations. It is depicted on each OFP. The current list of APD factors of each aeroplane is available at Flight Dispatch.
- 8.21.4 APD is revised periodically or as and when warranted.

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8.22 Mass and Centre of Gravity

8.22.1 General

8.22.1.1 M/s PIACL has a PCAA approved Mass and Balance Program Document.

8.22.1.2 The Mass and Balance Program document expresses in the units of mass (Kgs). However, in most approved Flight Manuals and other operational documentation, these quantities are published as “weights”.

8.22.1.3 Aeroplane shall be loaded in accordance with the respective Weight and Balance Manual to obtain the best centre of gravity that the load permits. This responsibility lies with the PIACL Ground Handling Staff and Agents, who should ensure that the centre of gravity limit is not exceeded.

8.22.2 Methods, Procedures and Responsibilities for Preparation and Acceptance of the Centre of Gravity Calculations (Load Sheets)

8.22.2.1 Load Sheets shall be prepared for each flight by either Company personnel or contracted agents or, in exceptional cases, Flight Crew. Before departure the Load Sheet must be checked, approved and signed off by the Captain. Under certain conditions, particularly where the load sheet has been computer generated, the requirement for a Load Sheet may be waived off.

8.22.2.2 The following information shall be given to the person responsible for preparing the load sheet as early as possible i.e. generally at the briefing stage:

- Applicable take-off weight restrictions.
- Take-off and Taxi fuel.
- Planned trip fuel to the destination.
- Potential loading weight restrictions.

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8.22.3 Standard Passenger Weight

- 8.22.3.1 PIACL is authorized to use the following standard weights for load sheets. They include a standard 07 Kgs allowance for hand baggage. For specific flights, whenever the need is identified, an additional allowance is made for hand baggage.

Table 8-15 : Standard Weights – Load Sheet	
Standard Weight of Passenger/Crew Member	Weight in Kgs
Male/Female Adult passenger including hand baggage	75
Child passengers (Less than 12 years of age) including hand baggage	38
Infant passengers (Less than 02 years of age) including hand baggage	15

8.22.4 Manual Load Sheet

- 8.22.4.1 Each Flight Crew member shall be trained in and retain competency in the completion of manual load sheets and Load Sheet for the types of aeroplanes he is currently operating. At outstations where a manual Load Sheet is prepared by the ground staff, it should be checked that the signature and Licence number of the person who completed that Load Sheet is on the document.
- 8.22.4.2 All PIACL outstation staff who are authorized to complete the manual Load Sheet are qualified Licence holders.

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8.22.5 Captain's Acceptance of Load Sheet

- 8.22.5.1 Before departure, the Captain or delegated Flight Crew member must check the following details on the Load Sheet:
- The number of crew members is correct.
 - Passenger totals do not exceed or deviate from the seating and safety equipment limitations according to the aeroplane certifications.
 - Actual weights do not exceed the structural and operational limits for take-off, landing and zero fuel weights.
 - Dry Operating Weight and Dry Operating Index for gross errors.
 - ZFW, MAC and Take-off MAC.
 - Stabilizer setting is within prescribed limits.
 - Fuel figure corresponds to the actual fuel distribution on the aeroplane.
 - The aeroplane does not exceed certificated limits after Last Minute Changes (LMCs).
- 8.22.5.2 It is the responsibility of the departure station personnel to ensure:
- Correct passenger totals.
 - Correct weights and distribution of baggage, mail and freight.
 - Correct load sheet calculation.
 - Correct Load Sheet calculation.
- 8.22.5.3 By signing the load sheet, the Captain certifies on behalf of the Company that the aeroplane load is correctly distributed and secured for a safe flight.
- 8.22.5.4 The Captain's signature will be treated as his confirmation that he is satisfied with the accuracy of these figures.

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8.22.6 Last Minute Change (LMC)

8.22.6.1 Last Minute Change (LMC) means any change in traffic load (i.e. passengers, baggage, cargo etc.) occurring after the issuance of the Load Sheet.

8.22.6.2 On occasions it may become necessary to adjust Load Sheet after completion due to late load information and adjustments like changes in number of crew or passengers or change in baggage, cargo, fuel etc. Such a change is referred to as Last Minute Change (LMC). This is to save further delays.

8.22.6.3 For any Last-Minute Change, reference is to be made to the Policy Chapter of Weight and Balance Manual for the respective aeroplane type.

Note: *One passenger offloaded, and one passenger added represents two LMCs and not zero. Refer to Mass and Balance for LMCs.*

8.22.6.4 First Officers are responsible/allowed to carry out LMC in Load Sheet as per the Weight and Balance Manual, which involves changes in ZFW, TOW, POB and landing weights. Landing weight must also to be changed in the LMC. All LMC changes must be cross checked by the PIC.

8.22.6.5 Fuel figures on fuel indent and load sheet should correspond to that of CFP. Any discrepancy in fuel uplift shall be advised to the Flight Dispatch for revision of figures (if required) in load sheet. Changes in fuel figures within the allowable limit shall be made by in the LMC by First Officer and cross checked by the PIC.

8.22.6.6 Any change in the operating crew within allowable limits can be done in the Load Sheet through LMC.

8.22.6.7 At stations where Trimmer/Load Controller is not available, changes will be made by the First Officer and confirmed by the PIC.

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8.23 ATS Flight Plan

8.23.1 General

- 8.23.1.1 An ATS flight plan (IFR or VFR) shall be submitted for every flight to permit alerting services to be activated if required.
- 8.23.1.2 Two different methods are applied for the submission of the ATS flight plan:
 - a. The ATS flight plan for an individual flight shall be submitted on an appropriate form designated by the State concerned and being generally identical to the ICAO Model Flight Plan.
 - b. ATS flight plans for regularly operated flights with identical basic features may be submitted in the form of Repetitive Flight Plan (RPL) as far as relevant provisions are observed. The Repetitive Flight Plans are retained by Air Traffic Services (ATS) Units for repetitive use for a series of individual flights.
- 8.23.1.3 Information submitted in the individual ATS flight plan shall be based on the OFP for the respective flight.
- 8.23.1.4 The RPL data shall refer to the standard flight planning data of the OFP concerned.
- 8.23.1.5 Approval of an ATC flight plan by the ATC implies that ATC will be able to ensure the separation of the planned IFR flight with other traffic.
- 8.23.1.6 All PIACL revenue flights are operated on an IFR Flight Plan. Certain flights i.e. ferry, non-revenue, may be dispatched under VFR (with specific approval of DFO M/s PIACL).
- 8.23.1.7 Any special provision or maneuverability limitation must be indicated in the ATC Flight Plan.

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8.23.2 Filling and Filing ATC Flight Plan

- 8.23.2.1 Details in the form of a Flight Plan shall be submitted to the Air Traffic Services Units, prior to operating all PIACL, IFR/VFR flights including test and training flights, with information relative to an intended flight or portion of a flight requiring air traffic control services.
- 8.23.2.2 A Flight Plan shall be submitted before departure to the appropriate designated unit or if communication facility is not available be transmitted during flight to the appropriate air traffic unit. For details of the ATC flight plan refer to the Jeppesen ATC chapter.
- 8.23.2.3 With the exception of training, test and local observation flights, an Operational Flight Plan (OFP) will also be prepared. This OFP is also used as the log for the flight. By signing the OFP either manuscript or approved electronic method the Captain certifies that the flight has been planned in accordance with the valid regulations and policies as stipulated in the OM, FCOM and Jeppesen Airway Manual, and that he has performed a thorough check of the information. For details of the OFP refer to [Annex-8E](#) in this Chapter.

8.23.2.4 Electronic Flight Plan(EFP)

8.23.2.5 Purpose

The purpose of this section is to define the policy, procedures, and responsibilities for the use of the Electronic Flight Plan (EFP) within the Electronic Flight Bag system, as part of PIA transition to a paperless cockpit environment.

8.23.2.6 Applicability

This policy applies to:

- All PIA flight crew operating aircraft equipped with approved EFB devices.
- All flight operations where the Electronic Flight Plan (EFP) is utilized.

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- All phases of flight where operational flight planning documentation is required

8.23.2.7 Definitions

For the purpose of this document:

- **Electronic Flight Bag (EFB):**An electronic information system that allows flight crew to perform flight management tasks with reduced reliance on paper documentation.
- **Electronic Flight Plan (EFP):**A digital representation of the Operational Flight Plan (OFP), identical in format and content, displayed via the EFB.
- **Operational Flight Plan (OFP):**The flight planning document containing all data required for safe conduct of a flight.
- **Flight Planning Service Provider:**The approved external system responsible for generating flight planning data. PIA utilizes Navblue, a subsidiary of Airbus.

8.23.2.8 Policy Statement

PIA shall implement and maintain an approved EFB system to support a transition toward paperless flight operations. The Electronic Flight Plan (EFP) shall be used as an official operational document equivalent to the printed OFP, subject to regulatory approval and operational limitations defined herein. EFP will cover the calculation part of the OFP. **The relevant NOTAMS/ Wind data/Prognostic Charts/ Upper-Level winds will be part the OFP sent to the crew on email as per existing policy.**

8.23.2.9 System Description

General

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- The EFP is an exact digital replica of the printed Operational Flight Plan (OFP).
- The format, layout, and structure are intentionally identical to ensure usability and minimize training requirements.

Data Source

- All flight planning data is generated exclusively by Navblue.
- This includes:
 - o Meteorological data (winds, temperatures)
 - o Airport Data Package (ADP)
 - o Turbulence forecasts
 - o Fuel calculations and planning data as per the PCAA applicable rules.

System Limitations

- The EFP:
 - o Does **not** generate, compute, or modify any operational data
 - o Functions solely as a display and input interface used for the calculation part of the OFP

8.23.2.9 Operational Procedures

Pre-Flight

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- Flight crew shall:
 - o Access the EFP via PIA connect App
 - o Review all flight planning data as per standard OFP procedures
 - o Verify completeness and accuracy of the information
 - o PIC will **ACCEPT** the EFP. PIC can **REJECT** the EFP citing the reason to the dispatcher.

In-Flight / Post-Flight

- Crew shall complete all required entries within the EFP.
- The completed EFP shall be submitted once a Wi-Fi-enabled environment is available

Submission Timeline

- Submission shall be completed:
 - o As soon as practicable after flight completion
 - o **Not later than 6 hours after block-on time**

8.23.2.10 Responsibilities

Flight Crew

- Ensure proper use of the EFP in accordance with this policy and EFP User Manual
- Complete and submit EFP within prescribed timelines

EFP Administrator

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- Maintain EFB system configuration and software control
- Ensure data integrity and version control
- Coordinate with the flight planning provider and IT support

Compliance and Oversight

- Use of the EFP is **mandatory** where implemented.
- Compliance shall be monitored through:
 - o Operational audits
 - o Line checks
 - o EFB system logs
- Any deviation, delay, or non-compliance shall be reported in accordance with PIA Safety Management System (SMS) procedures.

Training Requirements

- Flight crew can review the EFP User Manual. EFP is kept on purpose identical to the OFP so that the crew does not have difficulties in using it. The interface of EFP is explained in EFP user manual

Contingency Procedures

In the event of:

- o EFB device failure
- o Application malfunction
- o Data unavailability

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Flight crew shall revert to:

- o Approved backup procedures given in EFB PPM Manual.
- o Apple devices have shown very robust functionality over the period of time. The possibility of EFB failure is very remote. Notwithstanding the above in case of a single EFB failure crew can get the OFP printed for the flight. In such case the failure of the EFB and the use of hard copy of the OFP has to be mentioned in the debrief.

Record Keeping

Completed EFPs shall be:

- o Stored electronically within the approved system

Retained in accordance with regulatory and company record retention requirements.

8.23.3 Submission of ATC Flight Plans

- 8.23.3.1 Copies of ATC Flight plan shall be prepared by Operations Control except when the arrangement has been made for submission of repetitive flight plans to the Air Traffic Services Unit.
- 8.23.3.2 The ATC Flight Plan will be submitted to the Air Traffic Services by Operations Control or by the outstation agent as appropriate and a copy along with OFP will be presented to the Captain for review and approval.
- 8.23.3.3 Stations not providing operational control services, the flight plans will be completed by the Captain and the ATC flight plan will be filed by him with the nearest ATS facility.

8.23.4 Selection of Cruising Levels

- 8.23.4.1 As a policy, PIACL does not operate passenger flights with

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unpressurized cabins.

- 8.23.4.2 Cruising levels will be selected based on the following factors:
- Distance between departure and destination airfield.
 - Height of terrain over which the flight is to operate.
 - Air Traffic Control and airspace considerations.
 - Fuel consumption at a given altitude or flight level.
 - Wind conditions and resulting wind components at a given altitude or flight level.
 - Other meteorological conditions such as turbulence, icing or thunderstorm activity.
 - Aeroplane or equipment performance capability or limitations.
 - PIACL flights shall maintain a minimum buffet margin as a manoeuvring protection against turbulence and airspeed excursions. The buffet margin depends on type, weight, speed and atmospheric conditions. If no turbulence is anticipated the following buffet margins are recommended as shown in Table 8-16 below:

Table 8-16 : Recommended Buffet Margins for Cruise Levels	
Aircraft Type	Buffet Margin
B777	1.3 Gs
A320	1.5 Gs
ATR	2.0 Gs

- Buffet margins vary with cruise Mach number. Operating at Mach numbers significantly higher or lower than the speed for optimum buffet margin will reduce the actual margin considerably.

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- j. Ideally, a cruising level should be selected which will satisfy all flight requirements and result in optimum aeroplane performance regarding the above factors. However, this is not always possible. A single factor such as terrain elevation, wind component or aeroplane performance limitation may, on a given flight, determine the selection of the cruising level but all factors must be considered.
- k. When planning climb to higher levels, assess if this will result in improved fuel economy. In headwinds, levels below optimum may be preferred if ground speed increases by more than 5 Kts for each 1000 feet below optimum cruise level.
- l. The altitude or flight level nominated on the OFP should be used if, after the above factors have been considered, it is determined that:
 - i. No significant performance or fuel economy penalty will result from its use.
 - ii. All en-route altitude requirements are met.
 - iii. No other factors exist which preclude its use or dictate the use of another altitude or flight level.

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8.23.5 Repetitive Flight Plans (RPLs)

- 8.23.5.1 A flight plan related to a series of frequently recurring, regularly operated individual flights with identical basic features, submitted by an Operator for retention and repetitively used by an ATS unit.
- 8.23.5.2 Repetitive Flight Plans (RPLs) shall not be used for flights other than IFR flights operated regularly on the same day(s) of consecutive weeks and on at least ten occasions or every day over a period of at least ten consecutive days. The elements of each flight plan shall have a high degree of stability.
- 8.23.5.3 RPLs shall cover the entire flight from the departure aerodrome to the destination aerodrome. RPL procedures shall be applied only when all ATS authorities concerned with the flights have agreed to accept RPLs.
- 8.23.5.4 The use by States of RPLs for international flight shall be subject to the provision that the affected adjacent States either already use RPLs or will use them at the same time. The procedures for use between States shall be the subject of bilateral, multilateral or regional air navigation agreement as appropriate.

Note: *For more details on “Repetitive Flight Plan” (RPL), refer to Jeppesen Airway Manual, “Air Traffic Control” Chapter.*

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8.24 Operational Flight Plan

8.24.1 General

- 8.24.1.1 The Computerized Flight Plan (CFP) and procedure adopted to prepare the Flight Plan are both termed as Operational Flight Plan (OFP).
- 8.24.1.2 Before each flight, Flight Operations Officer (FOO) prepares an Operational Flight Plan (OFP) which is normally obtained through a computerized process. If no electronic OFP is available, the OFP for the city pair operated with the same aircraft type during the previous one week shall be used, considering performance degradation with additional fuel or at the discretion of the PIC.
- 8.24.1.3 The OFP is calculated with updated performance of the aircraft, ATC cleared route, the weather forecast on the route, limitations such as aircraft MEL or CDL items and the actual aircraft weights are to be given/briefed to the flight crew for approval.
- 8.24.1.4 The OFP shall be checked by the flight crew and approved by PIC before the departure. The Captain must check the following, as a minimum, before signing the office copy of OFP:
- Timings of flight.
 - Fuel Calculations.
 - Routing.
 - Metrological Information.
 - ATC filed flight plan.

Note: *Once the Captain signs the office copy of the Flight Plan, it denotes the acceptability of the flight details as given in [Annex-8E](#) in this Chapter.*

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- 8.24.1.5 A copy of the OFP, signed (digitally) by the FOO, approved and signed in pen by PIC or an approved electronic method must be retained by the Airport Operations Office of the departure stations. Copy of OFP used by the Operating crew shall be kept with the post flight documents for record and analysis.
- 8.24.1.6 It shall be ensured that OFP has space for recording weather observations. The crew is required to record departure, arrival and alternate weather on the flight plan.
- 8.24.1.7 Flight crew should record and report on routine meteorological observation during departure, en-route and climb-out phases of the flight and special and other non-routine observations during any phase of the flight.
- 8.24.1.8 The enroute weather may be recorded on flight plan at an appropriate space on the OFP if it is not electronically saved for the duration of flight. Non routine significant weather observation can be recorded and communicated to company through OFP or De-brief documentation.

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8.24.2 Description of an Operational Flight Plan (OFP)

8.24.2.1 Details of an OFP are given in [Annex-8E](#) in this Chapter.

8.24.3 Trip Folder

8.24.3.1 On reporting at Operations Control, the Flight Crew will be briefed on the documentation they received via e-mail containing the following:

- a. Operational Flight Plan.
- b. Meteorological forecast and charts.
- c. NOTAMs.
- d. NOTOC – if applicable.
- e. Debriefing Report.
- f. Copy of ATC flight plan – if applicable
- g. Security/Search Form.
- h. Any special relevant information

8.24.3.2 All completed paperwork and forms, together with any additional documents received during the flight, e.g. fuel receipts, copies of ATC flight plans filed at outstations must be returned to Operations Control in the flight document envelope upon completion of the flight.

8.24.4 Paperless Cockpit

8.24.4.1 Only a paper copy of the Flight Plan shall be provided to crew. All other documents of flight pack, i.e. NOTAMs, Weather, Permission Numbers and other mandatory documents shall only be available as soft copies through email.

8.24.4.2 Crew is required to ensure that soft copies of all required documents are downloaded and saved on iPad for the complete duration of flight.

8.24.4.3 GMCC shall ensure that crew receive all relevant documents via email, well in time for the flight.

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8.24.5 Weather Information for Flight

- 8.25.5.1 Actual and expected weather conditions for takeoff, climb, including runway conditions.
- 8.24.5.2 Enroute significant weather, forecast winds, temperatures, icing, turbulence.
- 8.24.5.3 Terminal forecasts for destinations, en-route alternate and destination alternate airports, and expected conditions at airports along the planned route.

8.24.6 NOTAMS

- 8.24.6.1 Check that all required facilities at departure, destinations and alternate airports are operational. Also check enroute Nav aids and facilities at enroute airports.

8.24.7 Aeroplane Technical Status and Performance

- 8.24.7.1 To review Aircraft Technical Log Book (ATLB), MEL/CDL to determine the airworthiness status of the aeroplane and to review and re-determine any impact on aeroplane performance.
- 8.24.7.2 Weight and Balance, after checking the load sheet for accuracy, will be signed by the PIC, indicating its acceptance.

8.24.8 Fuel

- 8.24.8.1 Calculate the fuel load which is adequate for the proposed flight by using any credible and safe method.
- 8.24.8.2 Use this as a gross error check, against the figure presented on the OFP.

8.24.9 Flight Crew Instruction (FCI)

- 8.24.9.1 For flights originating from Pakistan, check the latest Circulars (Operations Engineering Bulletins, Route Bulletins, Training and Standards Bulletins).
- 8.24.9.2 For flights originating outside Pakistan refer to aeroplane library.

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8.25 Aircraft Technical Logbooks

8.25.1 General

- 8.25.1.1 Whenever a defect is entered into the Technical Logbook (Tech Log), the Certificate of Airworthiness ceases to be valid.
- 8.25.1.2 The Maintenance Release (MR) or Certificate of Release to Service (CRS) is how the Certificate of Airworthiness (C of A) is revalidated. For such entries the flight crew shall ensure that the information entered is up-to-date, legible and cannot be erased, and correctable in the case of an error, provided each correction is identifiable and the error remains legible.
- 8.25.1.3 Thus, whenever a defect is entered in the Tech Log and the defect has been actioned, MR/CRS must be issued. Persons authorized to sign the "Certified" column of the Tech Log are in fact issuing a Maintenance Release/Certificate of Release to Service. Generally only PCAA's Licenced and approved aeroplane engineers are allowed to issue an MR/CRS.

8.25.2 Aircraft Cabin Log Book (ACLB)

- 8.25.2.1 Just as the Aircraft Technical Logbook is for Cockpit Crew, the Aircraft Cabin Log Book (ACLB) provides the official means for Cabin Crew to report to Engineering and Maintenance Department all cabin discrepancies.
- 8.25.2.2 The Cabin Defect Log is used to record defects noted in the cabin, LCC is responsible for entering cabin defects in the cabin defect log.
- 8.25.2.3 The LCC will inform the Captain about reporting cabin defects in the cabin log. A one-line entry will also be made in the aeroplane Tech Log stating, "Please check Cabin Defect Log for fresh entries". This will be signed OFF by the Flight Crew responsible.

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8.25.3 Technical Fault Recording

- 8.25.3.1 Pilot-in-Command shall ensure a full and accurate report in the Aircraft Technical Log Book(ATLB) of all known or suspected defects that may affect the safe operation of the aeroplane for each sector of flight. For aeroplane having a fault reporting manual, the applicable code shall also be noted. If a defect is a recurring problem, a brief description of the defect must be entered and a reference to known prior occurrences should be made including the Tech Log Page and Item Number.
- 8.25.3.2 In order to assure that the technical inspection for damage is carried out when the aeroplane structure has been exposed to abnormal stresses e.g. severe turbulence, lightning strikes, etc. the Flight Recorder EVENT button shall be pressed and an entry made in the Tech Log, also stating the gear position in case of turbulence. An exceedance of the engine power limitation must be noted in the Technical Log as well.

8.25.4 Aeroplane Technical Support – PIACL/Contract Engineers Available

- 8.25.4.1 At Karachi or any outstation where resident PIACL aeroplane engineering staff is available, the PIACL Engineering shall be responsible for ensuring that any technical defects on the aeroplane are rectified or entered in the aeroplane technical log by a duly authorized person in accordance with the aeroplane MEL/CDL and that:
- There are sufficient hours remaining on the current check cycles of the aeroplane to allow the proposed flight to be completed.
 - All prescribed preflight, hours limited, cycle limited or time limited checks have been performed prior to the flight.
 - All fluid levels have been checked and where necessary, replenished.
 - The fuel required by the Captain for the flight has been correctly loaded and distributed.

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8.25.4.2 An authorized PIACL aeroplane engineer will sign the MR/CRS section of the technical log and submit it to the Captain when all the above items have been completed. The Captain, having satisfied himself that the aeroplane is technically fit for service, will accept the aeroplane.

8.25.5 Signing of Aircraft Tech Log by Captain before Refueling

8.25.5.1 M/s PIACL is making efforts to align Company Manuals across different departments and harmonize the same with the industry practices. As such, the Airplane Engineer will sign the MR/CRS section of the Technical Log before the completion of refuelling, recognizing that refuelling constitutes a servicing activity rather than a maintenance task.

8.25.5.2 In this regard, M/s PIACL policy of Passenger Boarding and refueling with Passengers on-board **REMAINS UNCHANGED**.

8.25.6 Aeroplane Technical Support – Without Authorized Engineers

8.25.6.1 At outstations where there is no PIACL maintenance establishment, it shall be the responsibility of the Captain to ensure that all fluid levels are sufficient for that flight. When a maintenance agreement exists with an outside agency at a line station, the Captain shall utilize the facility and personnel supplied by that agency to assist in this.

8.25.6.2 In the event that technical assistance is unavailable, the Captain's authority to certify Tech Log is restricted to the following:

- a. Refuelling.
- b. Pre-departure inspection and transit checks.

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8.25.7 Unserviceable Aeroplane

- 8.25.7.1 Where there is no agreement with a maintenance contractor at an outstation and the Captain of an unserviceable aeroplane requires technical assistance, he shall contact Operations Control who will liaise with the engineering. The Captain shall not enter into any argument with maintenance assistance without an agreement in writing from Chief Engineer Quality Systems in Karachi.
- 8.25.7.2 Should an aeroplane become unserviceable at an outstation, it shall be the responsibility of the Captain to determine, with reference to the aeroplane Minimum Equipment List (MEL) and/ or Configuration Deviation List (CDL), whether the aeroplane can continue the flight in its current condition.
- 8.25.7.3 He may also consult with local maintenance agency or the PIACL engineering and Chief Pilot Technical through Operations Control/Situation Room to assist him in reaching a decision as to the suitability of the aeroplane to continue the flight. Should further flight not be feasible without the rectification of a defect, the Captain shall liaise with the local maintenance agency for it to be done and make necessary arrangements with them for the supply of spare parts on loan or purchase basis in consultation with PIACL Engineering in Karachi.
- 8.25.7.4 Under these circumstances, a waiver from PIACL Quality System will be necessary. The waiver is required to permit the use of the parts and allow local engineers to issue an MR/CRS.
- 8.25.7.5 Any arrangement with an outside agency for the supply of spare parts for a PIACL aeroplane shall be confirmed in writing/email by PIACL Engineering, a copy of which shall be retained by the Captain and submitted with the flight documents.

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8.25.8 Requirement for an MR/CRS

- 8.25.8.1 All PIACL aircraft will require a Maintenance Release/Certificate of Release to Service (MR/CRS) to be signed by qualified Engineering Staff before commencement of a flight. However, if no maintenance work is performed on the aircraft, because of Pre-Flight Inspection a MR/CRS **may not** be issued.

8.25.9 Defect(s) Raised and Fixed

- 8.25.9.1 The Maintenance Release/Certificate of Release to Service (MR/CRS) should indicate the following:
- The type of defect.
 - The circumstances regarding the defect.
 - The action taken to clear the defect, including the organization/personnel involved; the qualifications of the Engineers (Licence and Rating) and the communications with PIACL Engineering (if any). (Refer to Maintenance Organization Exposition Section 2.16).

8.25.10 Aircraft Defect allowable under Terms of MEL

- 8.25.10.1 All aircraft defects are reported on the Tech Log. The Engineer will give a MEL reference and close the entry. The record of C/F (Carried Forward) defect is transferred in the hill pocket of Tech Log and included in the list of C/F items which is a part of the Tech Log. (refer to MOE Sections 2.16.2.5 and L2.3.2.5).

8.25.11 Malfunction Handling and MEL Application

- 8.25.11.1 If any malfunction occurs after door closure and before take-off thrust is set:
- The crew shall carry out EICAS/ECAM actions, QRH/non-normal procedures, and any required resets as per procedure. If the malfunction persists, the MEL shall be consulted and applied as required.

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8.25.11.2 If any malfunction occurs enroute and, after landing, it will be classified as a no-go item:

- The flight crew shall consult the MEL and ensure that the next station or Situation Room is advised in a timely manner to arrange necessary maintenance action.

8.26 Diversions to Airfields – PIACL Aircraft

8.26.1 Diversions to Airfields with Company Support

8.26.1.1 Upon arrival at the alternate aerodrome, Captain shall consult with PIACL station staff to determine the course of action best suited to minimize inconvenience to the passengers. If the aeroplane is expected to depart shortly after refueling, it is preferable to keep passengers onboard as offloading them could result in further delays. If a prolonged stay is anticipated, then the decision shall be made after consideration of all relevant factors such as terminal congestion, availability of refreshments and local regulations etc.

8.26.1.2 If the anticipated length of stay is likely to infringe on the Flight Duty Time Limitations (FDTL) of the crew, the Captain should coordinate to arrange for reservation of hotel accommodation and transportation for the crew as quickly as possible to minimize any delay in departure, caused by the required crew rest period. In such cases planning must be carried out in close cooperation with the Station Manager and Operations Control.

8.26.1.3 The crew must never leave the airport for their accommodation until suitable arrangements have been made for the well-being of the passengers, and that the security and maintenance of the aeroplane is ensured. The Captain shall ensure that all necessary arrangements for crew pickup and transport have been made.

8.26.1.4 If the passengers are to be kept onboard the aeroplane, they shall remain the responsibility of the Captain, but if they are offloaded to the airport terminal, they become the responsibility of the station staff.

8.26.1.5 At all times the Captain shall liaise with the local station staff to ensure that any course of action decided upon does not infringe

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upon any local regulations at that airport.

8.26.2 Diversions to Airfields without Company Support

- 8.26.2.1 On arrival at the alternate aerodrome, the Captain should liaise with the contracting agency staff using the same guidelines as if they were PIACL staff. He should contact the Operations Control Center at Karachi.
- 8.26.2.2 It is the responsibility of the Captain to arrange for the safe and efficient conduct of functions, which normally are performed by ground staff.
- 8.26.2.3 These duties are and include:
 - a. Safeguarding of the aeroplane passengers and cargo.
 - b. Servicing of aeroplane (including transit check).
 - c. For requirements for aeroplane technical servicing referred to this section earlier in this chapter.
 - d. Organization of ground duties such as Passenger services e.g. meals, hotel accommodation etc.
 - e. Liaison with Operations Control or if not possible with the nearest PIACL station or Dispatch Office.
 - f. Flight preparations example provision of OFP, CFP, ATC flight plan, meteorological information, Load Sheet etc.
 - g. Handling of cargo and mail according to the instructions from the Operations Control.
 - h. Crew members may be delegated to perform various duties as required by the Captain.
 - i. At least two cabin crew members should escort the passengers to the terminal. The remaining cabin crew should check the cabin, collect any hand baggage left behind and arrange storage of the sealed boxes.
 - j. The LCC shall be responsible for ensuring that:
 - i. In case of a night stop, assistance is given to the passengers to complete customs and immigration formalities.

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- ii. In case of lost baggage, the handling agent is informed and appropriate actions taken.
- iii. Unaccompanied children are never left alone, and that a message is sent to the station of origin and destination to advise the children's relatives of the diversion.
- iv. Passengers wanting to send notification of delays may be given this assistance at the Company's expense.
- v. An exact count of passengers is taken to avoid any misunderstanding about the total number.
- vi. Assistance is given to any passenger wishing to transfer to another carrier. A proper record must be kept of all such transfers.

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8.26.3 Landing Fee etc. after Landing at Diversionary Airfield

- 8.26.3.1 It should be noted that at some alternate aerodromes listed in PIACL Traffic Service Directory, the handling agents will neither pay nor guarantee the landing fees at that airport. In this case the Captain should try to negotiate temporary credit with the airport authorities, or if he/she is unable to do this, he/she should contact the Operations Control Centre in Karachi to arrange an acceptable method of payment.
- 8.26.3.2 In the event of an in-flight diversion to an airfield where PIACL does not have station staff or a contract with handling agents the Captain should consider the feasibility of self-handling, if the stay at the diversion airfield only involves a brief refueling stop. If this is considered practical, the Captain should coordinate with the airport authorities for payment of any landing and parking fees. Handling charges at diversion airfields can be settled in several ways.
- If the Handling Agent is an IATA carrier, a charge note can be signed by the Captain and PIACL will be invoiced through IATA clearing house.
 - The nearest PIACL station may be able to settle the account.
- 8.26.3.3 Irrespective of length of the stopover, keep Operations Control in Karachi informed of the situation and forward details of any agents at the diversion airfield who are willing to handle the flight and follow any subsequent arrangements.
- 8.26.3.4 Approach a carrier or an agent with whom PIACL has contracted agreements elsewhere for handling assistance, if contact with Operations Control or another PIACL station cannot be made.

8.26.4 Fuel Purchases at Outstation

- 8.26.4.1 When purchasing fuel at an outstation, it is preferable to obtain the required quantity against normal invoices from the supplier with whom contractual arrangements exist.

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8.26.5 Administrative Procedures at Diversionary Airport

- 8.26.5.1 A duplicate copy of the flight documents (Load Sheet, the copy of aeroplane Tech Log and General Declaration) must be left with the handling agent or in his absence the airport authorities prior to departure.
- 8.26.5.2 The following paper shall be kept in the trip folder for processing at the next station or home base respectively.
- Passenger Manifest.
 - Cargo Manifest.
 - Mail Manifest.
 - Flight coupons.
 - Excess Baggage Slips.
 - Airway Bills.
- 8.26.5.3 The following details of the diversion should be annotated in the Debriefing Report:
- Name of diversion aerodrome.
 - Date and time of Landing and Take Off.
 - Name of the Ground Handling Agency – if applicable.
 - Information regarding the services rendered (give details of settlements made in connection with any service) such as:
 - Ground Handling.
 - Ground Transportation of Passengers and Crew.
 - Technical Services.
 - Other Services (if possible, furnish duplicates of Work Orders).

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8.27 Official Flight Log (Journey Logbook)

- 8.27.1 The Official Flight Log (also called as Journey Logbook) is a legal/official document on which the PIC shall log flight information and any significant event occurring during a flight.
- 8.27.2 As required by PCAA ANO-024-FSXX, the Official Flight Log as a minimum must have the following information:
- Aircraft Nationality and Registration.
 - Date.
 - Name of Crew Members.
 - Duty assignment of Crew Members.
 - Place of departure.
 - Place of arrival.
 - Time of departure.
 - Time of arrival.
 - Hours of flight.
 - Nature of flight (Private, Aerial Work, Scheduled, Non-Scheduled).
 - Incidents, observations – if any.
 - Signature of Pilot-in-Command.
- 8.27.3 Where delays for departure or arrivals occur, the actual difference is logged in minutes. As these times form the basic data for punctuality analysis, it is necessary for the block and flight times to be logged to the nearest minute.
- 8.27.4 If a delay **exceeds 4 minutes**, the reason for the delay shall be recorded.
- 8.27.5 All entries in the flight log must be properly filled and signed. The PIC is responsible for ensuring that all entries in the flight log are properly filled before he signs it, especially Aeroplane registration, date, flight number, flight crew names, duty start, departure and arrival station with actual times and block times.

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- 8.27.6 Paper flights logs are kept in the cockpit as a backup and should only be filled in case of unavoidable circumstances with reason mentioned in the comments/DBR. Paper flight logs without valid reason shall not be accepted by Statistics and Payroll department.
- 8.27.7 PIACL utilizes Crane Crew App on iPad for Flight Logs and Debrief reports (DBR). User guide for Crane Crew App can be found in iPad Common Manual Section and circulars issued from time to time. The crew is advised to check the application for any updates on a daily basis.

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8.28 List of Documents, Forms and Additional Information to be Carried Onboard

8.28.1 Aircraft Documents

8.28.1.1 No PIACL aircraft shall commence a flight unless the following documents are onboard:

- a. The Certificate of Registration – C of R.
- b. The Certificate of Airworthiness – C of A.
- c. Aircraft Radio Licence. (Wireless Licence).
- d. Certificate of Compliance with Noise Emission Standards (Noise Certificate).
- e. Operational Flight Plan (OFP).
- f. "Certificate of Maintenance Review" or the "Maintenance Release".
- g. Weight and Balance or Load Sheet. (Weight Schedule).
- h. Aeroplane Technical Log.
- i. German Operators Certificate (as applicable).
- j. Certificate of Radio Installation.
- k. RVSM Certificate.
- l. A copy of the Aircraft Insurance Certificate.
- m. An Attested copy of the Air Operator Certificate and Operations Specification.
- n. Flight Pack List (if applicable).

8.28.1.2 An aeroplane without valid documents can be considered as not being in conformity with international regulations and can, therefore, be grounded by any airport authority.

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8.28.2 Crew Personal Documents

- 8.28.2.1 Each cockpit/cabin crew member shall carry the following documents with them whilst on Flight Duty:
- A valid Flight Crew Licence/Competency Certificate with appropriate ratings for the purpose of the flight and a current and valid Medical Certificate.
 - Crew Courses Card / Certificate of Training & Competence.
 - Company ID card and Crew Member Certificate.
 - Valid passport with appropriate visas (if applicable).
 - Certificates of vaccination etc. (if applicable).

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8.29 Ground Handling Functions

8.29.1 General

- 8.29.1.1 Ground Handling in this Manual relates primarily to areas that concern the flight crew either before or during the flight.
- 8.29.1.2 The responsibility for the ground servicing of the aeroplane generally lies outside the sphere of the Flight Operations Department. Such functions are normally carried out by other departments within the Company, or by designated outside contractors. However, ultimate responsibility for the acceptance of the aeroplane for a flight always lies with the Captain. Responsibility for ensuring the satisfactory preparation of the aeroplane for flight may be delegated to members of the crew as necessary.
- 8.29.1.3 Close cooperation shall always be maintained between the Captain (or his delegate) and the ground personnel to ensure smooth and efficient handling of all flight and ground operational matters.
- 8.29.1.4 All documents required for ground handling, flight crew members or other personnel (Flight or Ground) to accomplish their assigned duties are present onboard Technical Library/ EFB/iPad. The content of the library for each aeroplane is shown at [Annex-1C](#), of Chapter 1 in this Manual.
- 8.29.1.5 Whenever a Captain is required to counter sign any document at any outstation or handling charges, goods, or other services he should print his name and staff number along with his signature.

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8.29.1.6 As per PCAA ANO-003-FSXX Para D5.1.9.2 Ground Handling functions are associated with the undermentioned services related to arrival and dispatch of an aircraft for its flight:

- a. Ramp Operations.
- b. Passenger Services.
- c. Baggage Services.
- d. Cabin Services.
- e. Weight and Balance Control (Load Sheet).
- f. Ground Support Equipment.
- g. Fuel Services.

Note-1: *Before contracting out the ground handling to a Ground Handling Agency (GHA), it must be assured that the GHA is appropriately Licenced and that his operational facilities are approved by PCAA. Moreover, the GHA must have a Ground Handling Manual and other related publications for handling the AOC holder aircraft.*

Note-2: *Final responsibility of Ground Handling shall be permanently maintained by M/s PIACL, even if all or part of the functions and tasks related to ground handling services have been contracted to a Ground Handling Agency.*

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8.29.2 Ground Handling – PIACL Policy

- 8.29.2.1 It is PIACL policy to subcontract the ground handling of its aeroplane to outside agencies at stations abroad. In Pakistan ground handling is done by PIACL.
- 8.29.2.2 Ground Handling of M/s PIACL consists of:
- Passenger and baggage check in.
 - Cargo Handling.
 - Embarking and disembarking passengers.
 - Loading and unloading of cargo, including dangerous goods.
 - Toilet servicing.
 - Potable water servicing.
 - Aeroplane pushback (if applicable).
 - Supply of passenger steps and loading equipment.
 - Load Sheet computation.
- 8.29.2.3 At most outstations, PIACL staff generally function in a supervisory capacity to ensure that the appointed handling agent is performing his duties correctly and to liaise with the passengers. They do, however, perform additional duties at some outstations like filing of ATC Flight Plan etc., but they serve primarily as a channel of communication with the handling agents. Where the aeroplane is docked at the passenger loading bridge, the allocation and operation of the aerobridge is the responsibility of the local airport authorities.

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8.29.3 Ramp Operations

- 8.29.3.1 Ramp area is defined as aircraft parking, handling and aircraft movement area. The ramp area is generally under control of the Airport Authority.
- 8.29.3.2 Ramp handling services ensure an efficient turnaround of an aircraft so that the flight schedules can be maintained.
- 8.29.3.3 Ground equipment and vehicles around the aircraft on the ramp must be positioned to avoid interference with the boarding and disembarkation of passengers.
- 8.29.3.4 Ground equipment and vehicles must not hinder the positioning of the fuel truck and/or obstruct the escape path from the aircraft.
- 8.29.3.5 The typical positions of Ground Support Equipment (GSE) on the ramp during turnaround are indicated in M/s PIACL Airside Operations Manual and IATA "Airport Handling Manual" (AHM).
- 8.29.3.6 All safety precautions relating to Ramp Safety must be adhered to.
- 8.29.3.7 All personnel must wear "High Visibility Vest" whilst working in the ramp area.
- 8.29.3.8 M/s PIACL conducts its Ramp Operations itself or through a contracted Company.

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8.30 Passenger Services

8.30.1 General

- 8.30.1.1 Passenger Handling at an Airport is the responsibility of M/s PIACL station staff and/or the contracted handling agency.
- 8.30.1.2 The responsibility extends until the PIC accepts the release of the aircraft from an authorized member of the ground staff, and the aircraft doors are closed, with the boarding ramps/steps withdrawn. At that point, the passengers become the responsibility of the PIC.
- 8.30.1.3 Notwithstanding this, the Captain is to ensure that the combined number of adults and child passengers onboard the aeroplane does not exceed the number of certified passenger seats. It is the responsibility of the LCC to bring to the Captain's attention cases where the amount of hand baggage in the cabin exceeds that which can be safely stowed in the approved areas. Hand baggage that cannot be safely stored in the cabin shall be offloaded by the ground staff. If space is available, it may be loaded in the aeroplane holds. The cabin is not to be reported "Ready for Takeoff" until all hand baggage aboard the aeroplane is safely stowed.
- 8.30.1.4 In the event that an aeroplane experiences a prolonged delay after the passengers have boarded, the Captain having considered all the relevant factors shall decide whether they shall remain onboard or disembark in coordination with the Situation Room.

8.30.2 Missing Passenger

- 8.30.2.1 Should a passenger be offloaded or fail to go to the aeroplane after checking in, the details of this and the fact that the passenger's baggage has been found and offloaded will be presented to the Pilot-in-Command as a Missing Passenger Report.

Note: *For details on action to be taken if a Passenger is missing after Check-in, refer to "Passenger Handling Manual" of M/s PIACL.*

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8.30.3 Offloading of Missing Passenger Baggage

- 8.30.3.1 Whenever a passenger fails to show up at the boarding gate after he had previously checked in with baggage, then:
- Offloading of baggage belonging to the missing passenger will commence 10 minutes before STD.
 - If the passenger is located before this process is completed, then he will be accepted for the flight.
 - When the missing passenger's bags are located, they are to be placed forward and to the left of the cockpit, in full view of the Pilot-in-Command (Domestic Stations Only).
 - Traffic Staff will then obtain a signature from the Captain on the Passenger offloading Proforma, together with a written confirmation that he acknowledges the physical existence the bags offloaded from the aeroplane.
 - The traffic staff will adjust the weights on the Load Sheet via LMC entry.
 - If the passenger is located after the baggage offloading has been completed, then he will not be accepted for the flight.

8.30.4 Seats Allocation

- 8.30.4.1 The allocation of seats to passengers by Check-in staff depends on the aircraft type, its seating version, Mass and Centre of Gravity (CG) and the class of ticket held by the individual passenger. In general, the following rules apply:
- Each passenger who is two (02) years of age or older shall be allocated a separate seat, equipped with an operational seat belt.
 - Multiple occupancy of a seat by one adult and one infant is permitted, only if the infant is properly secured by a lap belt extension attached to the adult's safety belt.

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8.30.5 Exit Row Seat Assignment/Able Bodied Pax (ABPs)

8.30.5.1 Seats which permit direct access to emergency exits, should be assigned only to passengers who:

- Can read and understand exit row instructions.
- Are reasonably fit, strong and able to assist the rapid evacuation of the aeroplane in an emergency after an appropriate briefing by the crew.
- Are willingly to complement the crew member during emergencies and help cabin crew maintain good order and discipline onboard the aircraft.

Note: *Such passengers are called “Able Bodied Passengers” (ABPs).*

8.30.5.2 The following categories of passengers are among those who are **NOT** to be allocated or directed to seats which permit direct access to emergency exits:

- Physically or mentally handicapped.
- Blind or Deaf.
- Children or infants (whether accompanied by an adult or not).
- Passengers whose physical condition would prevent them from moving quickly.
- Passengers who are elderly and/or frail.
- Pregnant woman.
- Deportees or passengers in custody.
- Adult with infants.
- Medically unfit passengers.
- Cannot communicate logically / reasonably.
- Passengers who cannot pass through the exit(s).
- Designated exit row seat shall not be assigned to passengers who are unwilling to assist in the event of an emergency.

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Note: *“Direct access” means a seat from which a passenger can proceed directly to the exit without entering an aisle or passing around an obstruction.*

8.30.5.3 Passengers seated in an exit row who, prior to boarding, decide they wish to be re-seated, will be issued another seat assignment in a non-exit row without question or being required to disclose the reason for requesting re-seating.

8.31 Passenger Boarding, Offloading, Upgrading

8.31.1 General

8.31.1.1 It is a general policy of M/s PIACL not to inconvenience many passengers to accommodate a few. However, in compassionate or gravely urgent cases, Captains may use their discretion to delay a flight departure. Unless there are operational reasons i.e. deteriorating weather, Captains will delay a departure when officially requested to do so through the GM Central Control.

8.31.1.2 Mandatory Cabin Crews must be onboard at all crew stations whenever the passengers are onboard or in process of embarking / disembarking.

8.31.2 Non-Acceptance / Refusal to Carry a Passenger

8.31.2.1 The following extract from ICAO “Condition of Carriage” is reproduced for the guidance of flight crew and traffic staff.

- a. A Carrier, may refuse to carry, cancel the reserved space of or remove enroute any passenger, when in the exercise of the reasonable discretion, the Carrier decides that the conduct, status, age, or mental or physical condition of the passenger is such as to:
 - i. Require special assistance from the Carrier.
 - ii. Cause discomfort or be objectionable towards other passengers.
 - iii. Involve any hazard or risk to himself or to other persons or property.

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b. The sole recourse of any person refused carriage or removed enroute for any reason specified above, shall be the recovery of the refund value of the unused portion of the ticket.

8.31.2.2 PIACL may suffer serious liabilities if a passenger is excluded for reasons which are later proven to be unjustifiable or unreasonable. However, PIACL officials must exclude any passenger who is obvious and likely to endanger him/herself or the aeroplane or its contents, or to cause substantial annoyance or inconvenience to other passengers.

8.31.2.3 A Captain's Debrief entry must be made whenever any passenger is excluded from a flight. It must state the complete details of the incident, the name and address of the excluded person(s) and names and addresses of at least two independent witnesses who are willing to give evidence, if required to do so.

8.31.2.4 The Captain is ultimately responsible for the decision to exclude any passenger from carriage and the final decision must rest with him.

8.31.3 Passenger Boarding

8.31.3.1 Passenger Boarding shall normally be conducted in accordance with Company procedures and after clearance from the operating Captain or his representative. In case the Captain or his representative is not onboard, clearance will be obtained from the Flight Dispatch who shall ensure the aeroplane is serviceable and there is no significant weather at the destination aerodrome.

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8.31.4 Passenger Boarding in Case of Hot Cabin Temperature

8.31.4.1 In hot and humid weather conditions, high cabin temperature can cause passenger discomfort and sickness. To minimize passenger discomfort, the following procedure is to be followed:

- a. If the APU is unserviceable and ground air-conditioning is not effective, the Captain will decide if cabin temperature is reasonably comfortable for boarding.
- b. If the decision is to hold boarding, situation room/company channel shall be informed immediately.
- c. Boarding clearance will be given once baggage and cargo loading is complete and all holds have been closed.
- d. Technical Ground Services (TGS) Section will be informed to ensure availability of the required ground support equipment well before boarding is completed.
- e. Engine startup should be accomplished as soon as passengers are onboard, and cabin doors are closed.

8.31.4.2 The Captain must ensure that passengers are pacified through PA announcement on ground. In case of any delay due to Cabin hot conditions, Captains are required to write the same in Captain's Debrief.

8.31.5 Ramp Transfer

8.31.5.1 Ramp transfers of passengers and their hand baggage between two different aeroplane is **not** permitted.

8.31.6 Unaccompanied Minors (UM)

8.31.6.1 Unaccompanied minors will be handed over to the LCC by a member of ground/ traffic staff upon Boarding.

8.31.6.2 It will be the LCC's responsibility to ensure that no unaccompanied minors are inadvertently disembarked at any transit station.

8.31.6.3 In case of flight disruption at a transit station, unaccompanied minors remain the responsibility of the LCC until being handed over to the appropriate ground / traffic staff.

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8.31.7 Transit Passengers

- 8.31.7.1 During an en-route stop where transit passengers are carried onward, passengers may remain onboard the aeroplane unless local regulations prohibit this. The Captain is responsible for those remaining onboard, and he shall, through the Cabin Crew, take all necessary steps to ensure their safety and comfort. Wherever the passengers remain onboard, it is necessary for the Cabin Crew to remain on the aeroplane for the duration of the stopover, or until they are handed over to the next crew.
- 8.31.7.2 In the event that transit passengers are required to disembark, the Captain shall liaise with the ground staff through the LCC to ensure that terminal arrangements are satisfactory, and that the passengers are issued with transit boarding passes. They should also be made aware of the boarding time. The Captain shall take measures to ensure the safety of any personal belongings left onboard by the passengers.
- 8.31.7.3 Transit passengers shall be physically counted and the number checked with the load message. In case of any discrepancy, the Captain shall ensure airline security procedures are complied with.

8.31.8 Passenger Baggage – Identification Procedure

- 8.31.8.1 Whenever a baggage identification procedure is initiated, it is a Company requirement that the baggage is positively identified. By merely pointing towards their bags, baggage can easily be misidentified. To avoid any possible errors, normally passengers should touch their bags as a means of positive identification.

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8.32 Passengers Illness, Birth or Suspected Death On Board

8.32.1 General

- 8.32.1.1 The preservation of life and maintenance of passenger health whilst in PIACL care is paramount.
- 8.32.1.2 Cabin crew members shall administer First Aid in cases of injury and or illness encountered by passengers. Such cases should be handled in a calm assuring manner and will not be discussed with other passengers. For detailed guidance relating to cabin crew functions actions and task sharing refer to the SEP Manual.
- 8.32.1.3 The LCC should always make a PA requesting qualified medical assistant should the severity of any illness or injury warrant. He/ She must verify the medical qualifications of the person volunteering to assist.
- 8.32.1.4 Under no circumstances shall an injection be given to the passengers by cabin crew members. The only medication that can be given is the one provided by PIACL, either in the First Aid or Medical Kit or supplied along with passenger amenities and stored in the galleys.
- 8.32.1.5 The Captain shall be notified immediately in case of:
 - a. Serious injury or illness.
 - b. Imminent birth.
 - c. Suspected death.

8.32.2 Medical/Serious Sickness Cases

- 8.32.2.1 A Captain has the right to refuse to accept an invalid or incapacitated passenger, if he believes the passenger is likely to be placed at risk by the journey, or constitute to a flight safety hazard, or might cause inconvenience or discomfort to others, whether the travel has been medically cleared.

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8.32.3 Handling of Illness or Injury Onboard

- 8.32.3.1 In the event a passenger becomes ill or appears to be unfit to continue his/her journey whilst on the aeroplane or when about to board, the Captain should seek medical advice to establish if the passenger is fit to continue. Some airport medical authorities will give written opinion to indicate that the passenger is fit to continue the journey, but if written opinion is not available and the Captain is in any doubt, he can offload the passenger.
- 8.32.3.2 In a medical emergency, cabin crew may open the emergency medical kit without first seeking permission from the Captain.
- 8.32.3.3 LCC must inform the Captain when the seal on the emergency Medical Kit has been broken, so that he can make entries in the technical log and in the debrief report.
- 8.32.3.4 In the event of illness or injury to a passenger during flight, it is the duty of the LCC to report the occurrence to the Captain. The assistance of a physician or nurse should be requested from amongst the passengers. If the condition of the passenger is critical, the Captain shall contact the nearest suitable airfield for landing and ask for preparation for the care of the sick passenger.
- 8.32.3.5 In the event that no specialist advice is available, the crew shall consider the following symptoms in deciding whether to continue the flight or to land as soon as possible.
 - a. Fever, perspiration or swelling.
 - b. Acute skin rash with or without fever.
 - c. Any other apparent symptoms.
 - d. Severe diarrhoea or vomiting.
- 8.32.3.6 When requesting assistance from the airfield of intended landing, the following details will be relayed – if possible.
 - a. Name of the passenger and illness/injury (if known).
 - b. Request for a doctor and/or ambulance.
- 8.32.3.7 Details of the Captain's action should be included in the Debrief Report.

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8.32.4 Birth on Board

- 8.32.4.1 If a child is born during flight, the aid of a physician or nurse should be requested from amongst the passengers. In the absence of such aid, female cabin crew will assist.
- 8.32.4.2 After landing, the Station Manager will take care of the passenger, on the understanding that PIACL is not responsible for any medical charges likely to be incurred.
- 8.32.4.3 The Captain shall notify the next airfield in advance requesting an ambulance to meet at the aeroplane. On arrival, in conjunction with LCC he/she shall complete a report in duplicate containing the following items:
- Date and time of birth in hours and minutes.
 - Place of birth (Give Latitude and Longitude).
 - Sex.
 - Full name of the parents including maiden name of the mother.
 - Nationality of the parents or former nationality for displaced persons, as well as their place of birth.
 - Home address of the parents.
 - Witnesses of birth (Full names and home addresses).
 - Signature of the Captain and two other crew members.
- 8.32.4.4 The original of this report is to be handed over to the local police authorities and copy included with the ship's papers and in the flight document folder.

Note: Proforma "Birth on Board" is available as [Annex-8G](#) to this Chapter.

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8.32.5 Death On-Board (Suspected Death)

- 8.32.5.1 If a passenger appears to be dead, the person should be considered “seriously ill” and not presumed dead. Confirmation of death can only be made by a qualified medical doctor due to the complexities of the modern definition of death. Assistance of a doctor should be sought to administer treatment and offer his medical opinion.
- 8.32.5.2 If the occurrence takes place before take-off, PIC should return to the parking gate. If it takes place inflight and a physician or nurse is in attendance, their advice to continue the flight or land at the nearest suitable airfield should be accepted.
- 8.32.5.3 The following brief checks may assist the crew in evaluating the situation:
- Respiration** – Check if a mirror is placed in front of the nose or mouth will steam.
 - Circulation** – Check the pulse on the neck and heartbeat by ear on the chest.
 - Response** – Pinch a sensitive area.
 - Pupils** – Check if both eyes are dilated wide.

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- 8.32.5.4 The authorities and Medical Services at the Airport of landing shall be informed that there is a “very seriously ill passenger is onboard”.
- 8.32.5.5 The Captain shall notify the PIACL Station Manager at the next point of landing as soon as possible, with the following particulars:
- Full name of the passenger.
 - Nationality.
 - Date of Birth.
 - Home Address.
 - Station of Embarkation.
 - Destination.
 - Whether accompanied by relatives or friends.
- 8.32.5.6 The Station Manager shall immediately inform:
- The Local Police Authorities and Airport Authority giving all the details.
 - The Airport Medical Officer.
- Note:** *Proforma “Death on Board” is available as [Annex-8H](#) to this Chapter.*

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8.33 Disabled Passengers

8.33.1 General

- 8.33.1.1 Disabled passengers belong to different medical categories and may travel either individually or in groups. These categories are subdivided into:
- Passengers able to reach the aircraft emergency exit during an evacuation without assistance.
 - Passengers requiring assistance to reach the aircraft emergency exit during an evacuation.
- 8.33.1.2 Detailed procedures (e.g. authorization for travel, maximum number accepted etc.) are laid down in the Passenger Handling Manual. An escort will accompany the disabled passenger at his/her own expense.
- 8.33.1.3 The Captain must be advised if disabled passengers are on-board the aeroplane. He has the final authority to accept or reject incapacitated passengers for a specific flight. This authority is valid for "last-minute boarding" as well as already accepted incapacitated passengers. The following guidelines are intended to assist the Captain in his decision making:
- Are appropriate documents e.g. a statement from the attending physician, Medical Forms etc. onboard?
 - Are there qualified personnel (doctor/nurse/escort) or as specified by the physician, accompanying the disabled passenger?
 - No imminent danger to life as far as it is recognizable.
 - Is proper care and transportation organized at the destination?
- 8.33.1.4 If the Captain decides to refuse carriage, he shall inform such passenger(s) about alternate travel means after consulting the station personnel.

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8.33.2 Handling and Boarding – Disabled Passengers

- 8.33.2.1 Cabin crew will offer general assistance to disabled passengers and escorts, but cannot be expected to undertake nursing duties etc.
- 8.33.2.2 The Captain must be notified in the event of any deterioration in the passenger's condition during the flight. He may not be able to divert in all cases, but can decide for extra medical help to be available at the destination and request doctor assistance in case one is onboard as a passenger.

8.33.3 Individual Disabled Passenger

- 8.33.3.1 The standard Cabin Crew complement can care for the comfort, safety and assistance in emergency.
- 8.33.3.2 Passengers able to reach an emergency exit without assistance shall be seated near the floor type emergency exit/doors but not in the seat blocks immediately adjacent to an exit/door.
- 8.33.3.3 Passengers unable to reach an emergency exit without assistance are required to travel with an escort who will be able to assist them in an emergency.

8.33.4 Group of Disabled Passenger

- 8.33.4.1 Accompanying persons are always required in addition to standard cabin crew, for Group of Disabled Passengers. These able-bodied attendants are responsible for the disabled passengers' comfort, and their safety and assistance during emergency evacuation.
- 8.33.4.2 Groups will be subdivided into smaller groups (depending on the type of aeroplane) and shall be seated in areas specifically designated for the purpose. Further information is available in the Passenger Handling Manual.

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8.33.5 Evacuation Procedure – Individual Disabled Passengers

- 8.33.5.1 Normally Cabin Crew is responsible for the evacuation of passengers who can reach the Emergency Exits, without assistance.
- 8.33.5.2 Passengers requiring assistance will be evacuated by their escorts or Cabin/Flight Crew or able-bodied passengers, depending on the situation.

8.33.6 Evacuation Procedure – Group of Disabled Passenger

- 8.33.6.1 For the evacuation of a Group of Disabled Passengers, primarily, it is the responsibility of the accompanying person to evacuate groups of disabled passengers. Cabin Crew or Flight Crew may assist as far as possible depending on the situation.

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8.34 Acceptance of Wheel Chair Passengers (WCHC)

8.34.1 There are three categories of wheelchair passengers:

- Wheel Chair Ramp (WCHR).** A passenger who can ascend/descend steps and make his own way to/from cabin seat but cannot walk long distances.
- Wheel Chair Steps (WCHS).** A passenger **who cannot** ascend/descend steps but is able to make his own way slowly to/from their cabin seats.
- Wheel Chair Cabin or Carry (WCHC).** A passenger who is **completely immobile** and requires wheelchair to/from aircraft and to/from cabin seat.

8.34.2 Wheelchair passengers may be accepted for travel without an attendant subject to the following conditions:

- Passenger does not have any communicable or contagious disease.
- Passenger has filled out the "Indemnity Certificate".
- Passenger has filled out the MEDIF duly approved by CMO PIACL, confirming that the passenger can travel without an attendant.
- The Cabin Crew are not responsible for assisting with feeding or personal hygiene and lavatory functions.
- Passenger does not require any medical services such as administering of injection during flight.
- Passenger must **not** be allocated seat in the Emergency Exit Row.
- Two WCHC passengers must not be seated across the aisle from one another.
- Passenger with plaster cast should be seated so as not to obstruct the aisle.
- Nearest exit to such passenger seat shall be a floor level exit, but not the exit seat. The over wing emergency exits of B777-300ER, A320 and ATR-42/ATR-72 are non-floor level exits.

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8.35 Transportation of Pregnant Ladies

- 8.35.1 Pregnancy is not to be considered as a medical condition nor are expectant mothers to be considered incapacitated.
- 8.35.2 The permissible limit of pregnancy with the requirements of MEDIF or undertaking is from 21 to 27 weeks.
- 8.35.3 After 27 weeks the provision of ultrasound report has been made mandatory to ascertain the gestational age of the fetus. This is in addition to the existing requirements of Medical Certificate (MEDIF). All concerned shall ensure that their date of travel must not exceed 35 weeks of pregnancy.

8.36 Non-provision of MEDIF and Ultrasound Report

- 8.36.1 In case of non-provision of mandatory documents (MEDIF and Ultrasound Report), passengers shall be politely refused boarding.
- 8.36.2 In case of connecting passengers arriving from other Interline Carriers, expectant mothers should be allowed to continue their journey with the assumption that necessary checks have been conducted by the respective carriers.

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8.37 Reporting of Communicable Diseases Onboard

- 8.37.1 Infection is the invasion of an organism's body tissue by disease causing agents, their multiplication and the reaction of host tissue to these organisms and the toxins they produce. Infectious disease, also known as transmissible disease or communicable disease, is an illness resulting from an infection.
- 8.37.2 An infectious disease transmissible from one person to another by direct contact with the affected individual or the individual's discharge or by indirect means. Infectious diseases can be caused by bacterial, viral or parasitic microorganisms. Examples of bacterial disease include pneumonia and gonorrhea. Viral diseases include influenza, measles and Ebola. Parasitic diseases include malaria and schistosomiasis. Other communicable disease may be caused by other types of Organism such as fungi (e.g. histoplasmosis)
- 8.37.3 The most common ways to be exposed to these diseases are given in the table below.

Table 8-17 : Common Ways of Transmission of Disease	
Touching	Some germs live in body fluids like mucus, pus and stool
Eating or Drinking	Some germs exist in food and untreated water
Breathing	Some germs spread through the air
Getting bitten	Animals can carry and spread infectious diseases to people

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- 8.37.4 Due to the inherent nature of the aircraft, where many people share a small place for a prolonged time, the risk of spreading infectious disease increases manifold. In case such spread is reported to the flight crew, PIC must inform the ATC of such risk expeditiously and without any delay. The risk may warrant an emergency landing in extreme cases.
- 8.37.5 The Pilot-in-Command (PIC) is to report promptly to Air Traffic Control (ATC) a suspected communicable disease onboard the aircraft, with a radio transmission giving the following information:
- Aircraft identification/Flight No.
 - Departure airport.
 - Destination airport.
 - Estimated time of arrival.
 - Number of Persons on Board (POB).
 - Number of suspected case(s) onboard; and
 - Nature of the public health risk, if known.
- 8.37.6 The PIC is required to fill the “Onboard Communicable Disease Reporting Form” kept in the aircraft and available on the iPad App and submit the same to local authorities.
- 8.38 Disruptive / Unruly Passenger during Flight**
- 8.38.1 For details on “Disruptive/Unruly Passenger”, refer to Chap-10 “Security” in this Manual.

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8.39 Carriage of Deportees/Inadmissible Passengers / Persons in Custody

8.39.1 General

- 8.39.1.1 A deportee (DEPO) is a person who has entered a country and who at some later time is formally ordered by the authorities to be removed from that country.
- 8.39.1.2 An inadmissible passenger (INAD), is a person who is refused admission to a country by the authorities of that country.
- 8.39.1.3 A passenger in custody is a person charged with criminal offence and is wanted by the governmental authorities of another country or is being sent to the home country for trial or conviction. Normally such passengers remain under close physical supervision and custody of court.
- 8.39.1.4 Deportees shall be accompanied by security officers or equivalent, unless they are expelled for one of the following reasons:
- Lack of working permit.
 - Illegal entry.
 - Expired visa or passport.
 - Cancelled or invalid permit of residence.
 - Insufficient funds.
 - Repatriation (runaway youth or refugees) and when there is a reasonable assurance that the deportee:
 - Needs no special handling
 - Will not be a source of annoyance to other passengers.
 - Does not jeopardize the safety of the persons, goods or aeroplane.
- 8.39.1.5 PIACL Security/Traffic/Immigration will be advised in advance of any potential deportee in custody and will make the decision on whether they may travel unaccompanied or will require an escort.

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8.39.2 Handling Onboard – DEPO / INAD / Pax in Custody

- 8.39.2.1 In all cases the Captain must be advised that the Deportee (DEPO) / Inadmissible Passenger (INAD) / Passengers in custody are onboard, with or without an escort. He has the authority to refuse to carry deportees in doubtful case. Persons who refuse to board the aeroplane with physical resistance shall be excluded from carriage.
- 8.39.2.2 Arrangements shall be made so that such people will be boarded before the passengers and seated as discreetly as possible at the rear of the aeroplane. The escort may carry restraining devices and will use them, if required. Otherwise, such people will be treated with the same courtesy and tact as all other passengers onboard.
- 8.39.2.3 To avoid Deportees/Inadmissible passengers or passengers in custody destroying their travel documents and claiming asylum on arrival, which could result in airline being fined by the immigration control authorities at the destination, the departure station must ensure that the tickets and passports are handed to the escort or to the LCC of the flight for his/her retention.

8.39.3 Notification

- 8.39.3.1 For all deportees, inadmissible passengers, passengers in custody, a miscellaneous file must be completed and distributed as indicated on the form. The LCC must initial the station records.
- 8.39.3.2 Passport and travel documents, along with the copy of deportee report, must be handed to the PIACL Station Manager or his representative at the destination station for follow-up actions.

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8.39.4 Disembarkation (DEPO/INAD/Persons in Custody)

- 8.39.4.1 It is the Captain's responsibility to ensure that such passengers are not permitted to disembark at any point within the jurisdiction of the departing country, unless ordered to do so by that country's authorities.
- 8.39.4.2 When an aeroplane lands at another station within the jurisdiction of the departing country or returns to the point of departure, the Captain will inform the station staff and the authorities of the passenger's presence.
- 8.39.4.3 Station staff must ensure that the authority's instructions for custody of the passenger, either onboard the aeroplane or elsewhere pending re-embarkation, are carried out.

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8.40 Baggage Services / Carriage of Cargo

8.40.1 General

- 8.40.1.1 PIACL, at present, does not operate ALL CARGO flights.
- 8.40.1.2 Cargo is carried on scheduled flights subject to space and weight limitations. Passenger baggage, including accepted excess baggage, and mail shall have priority over general cargo.
- 8.40.1.3 All cargo shall be packaged in the manner laid down by the Company, to ensure that it will not present a hazard in turbulence. It shall be loaded in a manner that precludes movement in flight. Any abnormally large or heavy cargo shall be secured in a special manner specified by the Company, and the Captain will be informed of its location, weight and dimensions.
- 8.40.1.4 Aeroplane shall be loaded in accordance with the respective Weight and Balance Manual to obtain the optimum center of gravity that the load permits. This responsibility lies with the PIACL Ground Handling Staff and Agents, who should ensure that the center of gravity limit is not exceeded.
- 8.40.1.5 The Captain shall satisfy himself of the security of the loading of any abnormal cargo with respect to the anticipated weather conditions for the flight.

8.40.2 Suspected Inaccurate Cargo and Baggage Weights

- 8.40.2.1 Whenever a Captain suspects that the weight or balance of an aeroplane is grossly in error, either by virtue of its handling qualities or reduced aircraft performance, he should take the following actions.
 - a. Maintain the aeroplane within the safe operating envelopes and buffet margin for the remainder of the flight.
 - b. Make arrangements for weighing of all cargo and baggage at the destination airport. Make an entry in the Tech Log requesting download of the DFDR within 24 hours of landing.

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8.40.3 Carriage of Cargo in the Cabin on Pax Seats

8.40.3.1 Cargo loaded on the passenger seats is permitted with the following precautions:

- a. Cargo loaded on the seats should not exceed the height of the seat's back-rest.
- b. Loading in the cabin should be such that easy access remains for firefighting during flight.
- c. At least one row abreast (every 4th/5th row or as appropriate) should be left vacant to crossover aisles for firefighting.
- d. Cargo should be secured using approved tie down/latches.
- e. Cargo should not be loaded in the galleys and toilets.
- f. Dangerous Goods should only be loaded in the cargo holds as per regulations and approved Company procedures and must **not** be allowed in the cabin.
- g. Physical verification should be made to ensure cargo is secured before departure by the cockpit crew. Before Takeoff, landing and periodically during flight the cabin crew should inspect and report to the Captain if any shift in cargo is observed, especially after encountering severe turbulence during flight.
- h. Two cabin crew members should take a round of cabin every 20-30 minutes for the purpose of fire/smoke detection and immediate firefighting since fire detection systems are not installed in the cabin. During these rounds PBE should be carried along with Halon fire extinguisher.
- i. Cabin lights for the zones where cargo is loaded shall remain "ON" during flight. During takeoff and landing cabin lights should be operated as per the existing procedure.
- j. It is recommended that the Pilot-in-Command undertakes a physical check of the cabin before acceptance of the final load sheet.

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8.40.4 Cabin Crew Briefing – Carriage of Cargo on Seats

8.40.4.1 When Cargo is loaded on the passenger seats, Cabin Crew must be briefed on the following precautions:

- Cabin Crew must be familiar with the relevant procedures.
- Cabin fire watch and in-flight checks to allow firefighting procedures to be accomplished including communication, safety equipment and firefighting procedures.
- Other cabin procedures such as pre-flight equipment checks, door arming/disarming, evacuation, pilot incapacitation, sterile flight deck and flight deck monitoring may also be reviewed.
- Only two (02) doors, L1 and R1 are to be armed/disarmed when advised by PIC.
- Cabin crew must brief any additional Staff/Passenger occupying seats. This briefing must include evacuation and egress (from L1 or R1) in case of an emergency evacuation in addition to all the normal safety demonstrations.
- The cabin crew should be briefed on the recommendation to maintain a low cabin temperature.
- Cabin crew are to be briefed to make extra monitoring rounds (in addition to 20-30 minutes fire watch) of the cabin after turbulent phases of flight, before take-off and landing and report to Captain if they observe any movement in the Cargo.

Note: *All cabin crew must be familiar with the correct methods and means of restraint and should perform checks to validate that the cargo load has not shifted during flight.*

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8.40.5 Airbus Specific Instructions – Cargo in Cabin

8.40.5.1 Airbus permits carriage of Cargo in Cabin with the following precautions/limitations:

- a. Do not transport dangerous goods in the cabin.
- b. The maximum capacity limitations indicated on placards (or adjacent to the cargo approved stowage locations) shall not be exceeded. All stowage limits specified in the placards apply.
- c. The cargo placed in enclosed stowage areas shall not be of such size that they prevent latched doors from being closed securely.
- d. Minimize the usage of all galleys/lavatories and therefore dedicate one galley/lavatory for use during the flight to reduce the potential risks of fire and smoke.
- e. The cargo items shall be stowed only in a location that can be restrained.
- f. The cargo stowage location shall be such that, in the event of an emergency evacuation, it will not hinder aisle access and egress.
- g. The cargo shall not be placed where it can impede access to emergency equipment.
- h. The cargo shall be checked to ensure proper stowage in the following instances (at the minimum): Before take-off, before landing and whenever the Pilot-in-Command deems necessary.
- i. The aisles shall remain free of cargo to enable access to the seats and the goods in case of smoke or fire.
- j. Trained crew shall be onboard to survey and access all areas of the cabin during all flight phases. Any smoke/fire within the cabin must be speedily detected and effectively managed using the existing emergency equipment.

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- k. For “Under seat stowage”, the seat shall be equipped with a restraining bar system and the cargo items shall be placed fully underneath the seat. The loading of the cargo under each seat should not exceed 9 Kgs.
- l. The cargo packaging shall be able to equalize the pressure so that it can handle the Delta Pressure (DP) during the flight.
- m. All smoke and fire detectors shall be maintained as per Maintenance Manual instructions.
- n. The Air Conditioning system shall be configured according to the nature of the cargo and / or persons onboard.
- o. Cargo loaded on a seat must not exceed 22.5 Kg per seat place. Cargo loaded across two or more seat places must not exceed 50 Kg, or as per the regulatory requirements of National Aviation Authority whichever is lesser.
- p. The load should be evenly distributed across the seat rows.
- q. Cargo height should not be higher than the seat back height.
- r. No contact is allowed between Cargo and sidewall lining or Overhead stowage compartments.
- s. The Cargo should not protrude over the armrest in and outboard to secure emergency escape paths and rapid decompression functionality in Cabin.
- t. Cargo fixation over two seats rows is not allowed.
- u. Fixation of Cargo at armrest is not allowed.
- v. For safe vertical CG, the following be observed: Evenly distributed in vertical direction. If even distribution is not possible, then heavier parts must be at the bottom and in contact with the seat.
- w. The cargo shall be adequately restrained to prevent cargo movement in X, Y and Z axes.
- x. Cargo must be restrained using the primary load path of the seat so that each cargo installation meets regulations and other applicable structural retention requirements.

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- y. Primary load path elements include:
- i. **Seat belt:** Add additional strapping attached to or going around the forward and top side of the boxes. This strapping to be attached to the buckled and cinched down seat belt (seat belt does not go around box since it doesn't adequately restrain the box in forward and up directions).
 - ii. **Seat beams** (located immediately below the seat bottom cushion): Strap the forward and top side of the boxes to the forward and aft beams by routing the straps under the seat.
 - iii. **Seat legs:** Strap the forward and top side of the boxes to the front legs and to the aft legs by looping the straps around the legs.

8.40.6 Carriage of Live Animals

- 8.40.6.1 Live animals may only be carried in cargo holds designated as being suitable for the purpose. The Captain shall be notified of the nature and location of any live animal carried and shall, where possible ensure correct ventilation and temperature control on that cargo hold.

8.40.7 Carriage of Mail

- 8.40.7.1 International mail is carried on PIACL aeroplane only when permission of both the state of origin and intended destination has been obtained. Such mail shall be carried only in the cargo compartments.
- 8.40.7.2 International mail has loading priority over all other cargo, and will be offloaded only after all other cargo, in the event of a flight being weight restricted.
- 8.40.7.3 The Captain shall be advised of any mail being carried by the annotation of the letter "M" in the section of the load sheet showing load breakdown.

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8.40.7.4 Company mail shall be carried either in the cargo holds or may, in the case of urgent communications or AOG spares, be handed to the Captain or LCC to be given to the Station Manager or ground engineer at the destination. The Captain shall be informed of the contents of any items of Company mail so presented and carried in the hold if he wishes.

8.40.8 Carriage of Valuable Cargo

8.40.8.1 Valuable cargo stowage areas for some aeroplanes are provided in the cabin. Larger items should be moved to the cargo hold unless accompanied by a courier. Valuable cargo shall not be accepted for carriage on the flight deck.

8.40.8.2 Valuable cargo may be carried in the hold even though there is no secure stowage for it. In this case the Captain should be presented with the NOTOC form which should depict the presence of the cargo onboard. The Captain has no responsibility for its safekeeping except in the case of a diversion, where he is expected to ensure that suitable precautions are taken to ensure its safety.

8.40.8.3 From a security point of view, a notification to all ground staff involved is issued to maintain a watch at the hold door and to ensure proper handover procedure at the beginning and end of the flight. Whenever valuable cargo is carried, the second copy of the NOTOC form will be retained by the LCC and should be included with the ship's paper on return to Karachi.

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8.41 Cabin Service

8.41.1 General

8.41.1.1 Cabin Service embodies all activities pertaining to aircraft Cabin. Unless otherwise informed by the PIC, the LCC is permitted to initiate cabin service after:

- a. Seat belt signs have been switched OFF after take-off, or
- b. Such a specific instruction is given by PIC.
- c. If the Seat Belt Signs are ON, hot beverages should not be served to passengers, unless specifically permitted by PIC.

8.41.2 Oxygen Mask/Seat Belt Demonstration

8.41.2.1 The passenger oxygen mask and Seat Belt demonstration is mandatory on all PIACL flights.

8.41.2.2 The demonstration shall be carried out in accordance with the relevant instructions issued to Cabin Crew. The demonstration can either be a physical demonstration or using an approved video.

8.41.3 Life Vest Demonstration/Briefing

8.41.3.1 A life vest demonstration for passengers must be made before take-off if:

- a. The take-off or approach path is over water, and in the event of a mishap, there is the possibility of a ditching.
- b. The aircraft will be flying over water more than 50 NM away from shore.
- c. The aircraft will be flying enroute over water beyond gliding distance from shore.

8.41.3.2 Detailed instructions regarding how and when such a briefing or demonstration must be made are given in the Cabin Crew SEP Manual.

8.41.3.3 Demonstrations/briefings may be replaced by an approved video, if such a system is available.

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8.41.4 Aircraft Cleaning

- 8.41.4.1 The interior cleaning of PIACL aeroplane is carried out both by the PIACL and outside agencies contracted by the Company.
- 8.41.4.2 This agency may be a Handling Agency or another outside contractor. It is Company practice for the Captain to delegate responsibility to the LCC, for ensuring that the interior of the aeroplane is properly cleaned and prepared for service, however, ultimate responsibility remains with the Captain.
- 8.41.4.3 LCC / CC must check the Identification (ID) of the cleaning staff, before they are allowed to enter the aircraft.
- 8.41.4.4 Under exceptional circumstances, such as where a positive security threat exists, the Captain may decide that it is inadvisable to permit cleaning staff to board the aeroplane. In such an event he should request the crew to carry out basic cleaning and tidying of the cabin prior to boarding the passengers.
- 8.41.4.5 He should explain the situation to the passengers, if this can be done without causing undue alarm.

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8.41.5 Aircraft Catering

- 8.41.5.1 PIACL catering is both self-supplied and under contract by outside agencies, either on a round-trip basis or as a single sector uplift from an outstation for the onward portion of the flight. Where round trip catering is supplied, the catering of the return sector is based on the latest passenger load figures available for the sector at the airport of departure.
- 8.41.5.2 It is PIACL practice for the LCC to check the quantity and quality of all uplifted catering. Any discrepancy shall be reported to the Captain. Where any shortfall exists, due consideration must be given to ordering additional catering considering the resultant delay and the suitability of catering at that station. In extreme circumstances the Captain may decide to depart with insufficient catering for the actual number of passengers onboard, but in such an eventuality, he should explain the situation to the passengers and record his reasons for doing so in the Flight Log.

8.41.6 Consumption of Alcoholic Beverages Onboard

- 8.41.6.1 No passenger or Crew Member is allowed to drink any alcoholic beverage aboard PIACL aircraft.
- 8.41.6.2 Passengers who flout the instruction given by Cabin Crew in this regard, are to be handled as per instructions given in Chap-10 of this Manual. “Unacceptable Behaviour” warning form is given at [Annex-10E](#) of Chapter 10 – “Security” of this OM-A.
- 8.41.6.3 No alcoholic beverages shall either be served or consumed on the Flight Deck under any circumstances. In addition to the obvious safety implications, the impression might be given to Business Class passengers that alcoholic drinks are being served to the flight crew.

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8.42 Weight and Balance Control (Load Sheet)

- 8.42.1 The Load Sheet are prepared by certified PIACL personnel only.
- 8.42.2 It is the PICs responsibility to ensure that the Certificate No. of the person preparing the Load Sheet is written below certified personnel signature. The PIC may inspect such certificates to ensure their validity.
- 8.42.4 For further details please refer to the PIACL *“Weight and Balance Manual”* for specific aircraft.

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8.43 Ground Support Equipment

8.43.1 General

8.43.1.1 During an aircraft turn-around, various ground equipment is used, list of some such equipment is given below:

- a. Wheel Chocks and Safety Cones.
- b. Passenger Stairs (if not parked on aerobridge).
- c. Ground Power Unit (GPU).
- d. Air Conditioning Van (AC Van).
- e. Flush Cart.
- f. Potable Water cart.
- g. Conveyor Belts for Baggage Loading/Unloading.
- h. Baggage Trolleys.
- i. Pushback Tractor and Tow Bar.
- j. Catering Van.
- k. Fuel Bowser.

Note: *All drivers of airside vehicle must be in possession and carry, besides their personal driving licence, their airside driving licence.*

8.43.2 Positioning of Ground Equipment

8.43.2.1 The positioning of loading and servicing equipment of each aircraft type is given in the M/s PIACL Airside Handling Manual and IATA Ground Handling Manual.

8.43.2.2 The guidelines given below, must be adhered for the positioning of Ground Equipment:

- a. Ground Servicing Equipment (GSE) used to service the Company aircraft shall only be operated by trained and Licenced personnel.
- b. Ground Servicing Equipment must be the type which is suitable and safe for the use on the aircraft type.

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- c. Ground Servicing Equipment must not approach the aircraft until:
 - i. Aircraft comes to a complete stop.
 - ii. Aircraft engines have been switched OFF.
 - iii. The parking brake of the aircraft is SET.
 - iv. The chocks are positioned on the wheels.
 - v. Anti-collision beacon light is switched OFF.
 - vi. Safety Cones placed at the designated locations.
- d. A reasonable distance between the aircraft and top of the passenger stairs/steps (if used), is maintained, to avoid damage caused by vertical movements of the fuselage during loading/unloading and re-fueling.
- e. Maneuvering of the ground equipment in the vicinity of aircraft must take place with utmost vigilance. If the equipment is parked in the vicinity of the aircraft, it must be secured against movement either by vehicle parking brake and/or chocks.
- f. Hose lines and connecting cables must not be crossed by Ground Servicing Equipment, nor by any other kind of vehicle.
- g. GSE, excluding fuel bowzers or hydrants, must not be positioned or manoeuvred under the aircraft wings nor be positioned within the venting areas during fueling and defueling.
- h. After the removal of stairs or aero bridge, no Ground Servicing Equipment shall be positioned in the area below the emergency exit doors, so that the emergency exit chutes can be deployed immediately – if required.

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Note: *When starting the engines by means of Air Start Unit (ASU), a momentary blocking of a maximum of one emergency exit by the ASU is permitted. In this case, a reduction of the maximum permissible number of passengers is not required.*

- i. Ground equipment should never be moved across the path of taxiing aircraft.
- j. Personnel shall not ride on the elevated platforms of ground equipment, when the same is in motion.

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8.44 Flight Procedures

8.44.1 VFR/IFR Policy

8.44.1.1 All PIACL flights will be conducted under IFR except when specially authorized by the Director Flight Operations (DFO) M/s PIACL. An IFR flight plan will be filed for every flight except for “non-revenue” which may be dispatched under VFR rules to facilitate maintenance/repair with prior approval from the DFO.

8.44.1.2 It is Company policy that all flights will be planned and operated within controlled airspace unless it is precluded by operational considerations.

8.44.1.3 When an aircraft operating under IFR and encounters VMC, it shall not cancel its IFR flight plan.

Note: *A visual approach does not constitute cancellation of an IFR flight plan.*

8.44.2 Change from IFR Flight to VFR Flight

8.44.2.1 An aeroplane electing to change the conduct of its flights from compliance with Instrument Flight Rules (IFR) to compliance with Visual Flight Rules (VFR) or vice versa shall, notify the appropriate air traffic service unit, if a flight plan was submitted specifically for IFR flights is cancelled and communicate thereto the change to be made to its current flight plan.

8.44.2.2 This would typically occur when operating into or out of uncontrolled airfields where a portion of the flight conducted under VFR condition whereas the plan has been filed for details of changes from IFR flight to VFR flight or vice versa refer to Jepsen ATC chapter

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8.44.2.3 ATC services include:

- a. Maintenance of minimum separation standards.
- b. Traffic advisory information.
- c. Terrain or obstruction alerting.
- d. Low altitude alerting.
- e. Strategic route planning
- f. Automatic flight plan closure at airports with functioning control towers.

8.44.3 Noise Abatement Procedures

8.44.3.1 Noise abatement procedures (NAPs) are guidelines and practices that airports and airlines use to reduce the impact of aircraft noise on nearby communities. These procedures are developed in consultation with stakeholders, such as airlines, aircraft operators, and the airport operator.

8.44.3.2 Noise Abatement Procedures may be applicable for take off or landing.

8.44.3.3 In addition to all route instructions, every PIACL flight will be planned and flown with reference to route and altitude to cut down the disturbance by aeroplane noise as much as possible. Published noise abatement procedures will be adhered to. Every aeroplane will carry "Noise Certificate" issued by CAA (if applicable).

8.44.3.4 Refer to Jeppesen for details on Noise Abatement Procedures.

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8.45 Navigation Procedures/Aids

8.45.1 General

- 8.45.1.1 Unless used in connection with RNAV, any navigation aid shall be positively identified by its aural identification signal before any use is made of it. Each pilot is required to confirm the identification of the ILS prior to its use for an approach. During an NDB approach the PM is to continuously monitor the aural identification of the beacon on aeroplane where a failure of the airborne or ground equipment would not otherwise be annunciated by an indication such as the ADF needle swinging to the 3 O'clock/ 9 O'clock position.
- 8.45.1.2 The Pilot setting /checking a navigation aid shall always announce its completion and shall inform the other Pilot whenever the reliability of a selected navigation aid is in doubt.
- 8.45.1.3 It is the PF's duty to verify the correct setting of navigation aids in use.
- 8.45.1.4 Whenever an indication does not correspond with the estimated position, a recheck with other available means shall be made and the reliability of the navigation aid verified.
- 8.45.1.5 A navigation aid shall not be used for navigation purposes if:
- It is reported to be "On maintenance", "unreliable" or "On test".
 - The proper identification is not received.
- 8.45.1.6 A navigation aid reported "ground checked only" may be used for en route navigation but not as an approach aid.
- 8.45.1.7 In such cases the respective navigation aid may only provide supplementary information. Landing minima are based on the unrestricted availability of approach aids.

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8.45.2 Coverage of Navigation Aids

- 8.45.2.1 The coverage area of en-route navigation facilities such as NDBs and VORs varies depending on power output, location, altitude and disturbance. On airways defined by radio aids these enroute navigation facilities are expected to provide reliable indication from at least halfway between the navigation aids on the published route structure.
- 8.45.2.2 Outside the coverage area of navigation aids, their signals may not necessarily be reliable. They may be false or unsteady, although instrument indications may be normal, and no warnings appear. Pilots should exercise caution when using Locators navigation beacons outside their rated coverage area.
- 8.45.2.3 In TMA's locator normally provides proper guidance signals within 15 NM.
- 8.45.2.4 The ILS localizer reliable coverage sector extends from the localizer antenna to distances of 17 NM (USA 15 NM) within $\pm 35^\circ$; and 25 NM (USA 18 NM) within $\pm 10^\circ$ of the front course inbound track. These values may vary according to topographical features or operational requirements.
- 8.45.2.5 The ILS glide slope transmitter is normally usable up to at least 10 NM within 8 degrees of the front course inbound track and transmit a glide path beam 1.4 degrees wide.

8.45.3 DME

- 8.45.3.1 DME information on route documentation may be used for position fixing/terrain clearance requirements if the DME is combined with VOR/ILS it is required that:
- The DME is co-located with the VOR/ILS facility.
 - The station is clearly identified and operating without restrictions.

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8.45.4 In-Flight Procedures

8.45.4.1 **Conventional Navigation** procedures are based on the availability of satisfactory ground navigation aids, infrastructure (VOR, DME, NDB...), and aircraft navigation systems, which enable navaid to navaid navigation. Large safety margins mandated with respect to aircraft separation contribute to airspace saturation in certain areas.

8.45.4.2 **Area Navigation (RNAV)** allows to navigate “point-to-point”, the aircraft position being determined by the onboard navigation system using the information from several navigation aids such as VOR/DME or DME/DME or GNSS (GPS). Inertial Reference System (IRS) allows to extend the “Area Navigation” further than the range of the ground-based navigation aids.

8.45.5 Navigation Aids and Facilities

8.45.5.1 The Captain is to ensure a flight shall not commence unless it has been ascertained, to the extent possible, that the conditions and ground facilities required for the flight are acceptable for the type of operation. A review of factors to determine if the conditions at the airport(s) of operation are acceptable for operations that include:

- a. Navigation Aids.
- b. Runway, Taxiways, Ramp Areas etc.
- c. Curfews.
- d. Prior Permission Required (PPR).
- e. Field conditions.
- f. Lighting.
- g. Airfield Resue and Fire Fighting (ARFF) Services
- h. Applicable operating minima.

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- 8.45.5.2 Operations Engineer is to ensure completion of an analysis of relevant operational factors prior to operating over any new route or into new airport. Such analysis shall consider:
- Obstacle clearance for all phases of flight (Minimum Safe Altitude).
 - Runway (width length and pavement loading).
 - Navigation aid and lighting.
 - Weather considerations.
 - Emergency Services.
 - Fuel Burn Calculations.
 - As applicable, fuel freeze considerations during extended operations.
 - As applicable, ETOPS/EDTO requirements.
 - Air Traffic Services.
 - Critical engine inoperative operations.
 - Depressurization over critical area.
 - Special airport classification.
- 8.45.5.3 En-route facilities may be expected to provide reliable information along the published routes they define. The coverage area of an en-route navigation facility depends on the facility's power output, siting and disturbances. VHF facilities are line of sight. NDB reception can be affected by atmospheric electro-magnetic activity.
- 8.45.5.4 Manually tuned navigation aids should be positively identified at the time of selection. VOR or ILS associated DMEs may require separate identification.
- 8.45.5.5 When elements of information relative to a position are contradictory, the reliability of any relevant navigation aid(s) should be verified by additional independent means.

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- 8.45.5.6 Navigation and approach aids must **NOT** be used:
- Whenever positive identification is not possible.
 - Whenever reports or other information (e.g. NOTAMs) indicate that a system might be unreliable or inadequate for en-route navigation or approach. Published minima apply to the unrestricted availability of approach aids.

8.45.6 NAT HLA Operations

- 8.45.6.1 NAT HLA, or North Atlantic High-Level Airspace, is the busiest oceanic airspace in the world, connecting Europe and North America. It was previously known as the North Atlantic Minimum Navigational Performance Specifications Airspace (NAT MNPSA).
- 8.45.6.2 Prior to the commencement of NAT HLA operations each Flight Crew member will undergo North Atlantic aerodromes training and evaluation, consisting of ground training and line training. The line training consists of one route familiarization / route training followed by a route check TO and FROM a North Atlantic aerodrome.
- 8.45.6.3 For details on operating limitations, procedures and the required ground and airborne equipment refer to NAT OPS Bulletin.

Note: *North Atlantic High-Level Airspace (NAT HLA) is a re-designated airspace that was previously known as the North Atlantic Minimum Navigational Performance Specifications Airspace (NAT MNPSA). As such Minimum Navigation Performance Specification (MNPS) is no more in use.*

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8.45.7 Performance Based Navigation (PBN)

- 8.45.7.1 The Performance Based Navigation (PBN) concept implies that the aircraft follows the defined track with a requested navigation performance. PBN includes RNAV and RNP operations.
- 8.45.7.2 Contrary to RNAV operations, RNP operations require that the aircraft system monitors the navigation performance and alerts the flight crew if the required navigation performance is no longer achieved.
- 8.45.7.3 For RNAV and RNP operations, an operational approval from PCAA is required, which is in the form of endorsement of the same on the Operations Specification (Ops Specs).
- 8.45.7.4 The AFM mentions the capability associated with PBN operations.

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8.45.8 Inertial Navigation, RNAV, FMS, GNSS Monitoring

- 8.45.8.1 Prior to using any electronic navigation data system, including INS, FMS, GNSS or Area Navigation. The crew shall verify the validity of the navigation database.
- 8.45.8.2 In order to prevent navigational errors, it is important to verify relevant data before passing the originating waypoint of a new leg, e.g. waypoint co-ordinates track and distance of the new leg, NAV display etc.
- 8.45.8.3 Proper coupling of the automatic flight guidance system to the corresponding navigation system must be closely monitored.
- 8.45.8.4 The FMS may be used for preflight planning purposes in case of the non-availability of an OFP. The FMS is also suitable and authorized for use in case of in-flight preplanning. All available means shall be used to cross-check retrieved data.
- 8.45.8.5 The detailed description of flight crew duties relating to ascertaining aeroplane position and for monitoring navigation systems validity and accuracy is provided in the respective aircraft FCOM/SOPs.
- 8.45.8.6 A continual accuracy check of the navigation systems shall be maintained during the entire flight and prior to approach. Refer to equipment SOP/FCOM for details.
- 8.45.8.7 Navigation system errors shall be recorded in the Flight log and if required, reported in the technical log at the termination of the flight.

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8.45.9 Navigation Specification

8.45.9.1 A set of aircraft and flight crew requirements needed to support performance-based navigation operations within a defined airspace. There are two kinds of navigation specifications:

- Required Navigation Performance (RNP).** A navigation specification based on Area Navigation that includes the requirement for performance monitoring and alerting, designated by the prefix RNP, e.g. RNP 4, RNP APCH.
- Area Navigation (RNAV).** A navigation specification based on area navigation that does not require on-board performance monitoring and alerting, designated by the prefix RNAV, e.g. RNAV 5, RNAV 1.

8.45.10 Comparison RNAV / RNP – Chart Naming

Table 8-18 : Chart Naming and ICAO PBN Naming	
Chart Naming	ICAO PBN Naming
RNP 10	RNAV 10
B-RNAV	RNAV 5
P-RNAV / Terminal RNAV	RNAV 1 / RNAV 2
RNP 4	RNP 4
RNP 1 (Terminal) / RNP 1 (Basic)	RNP 1
RNAV (GNSS)	RNP APCH
RNAV (RNP)	RNP AR APCH

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8.45.11 Area Navigation (RNAV)

- 8.45.11.1 Area Navigation (RNAV) is a method of navigation which permits aircraft operation on any desired flight path. Aircraft position is determined by processing data from one or more sensors (VOR, DME, INS, GPS, etc.). Navigation parameters such as distance and bearing to a waypoint are computed from the aircraft position and the location of waypoint.
- 8.45.11.2 The Required Navigation Performance (RNP) is a parameter describing lateral deviations from assigned or selected track as well as along track position.
- 8.45.11.3 B-RNAV (Basic Area Navigation) is in application from 23 April 1998 in both lower and upper European airspace (Refer to Jeppesen Text for details). B-RNAV implies RNP 5, that is during 95% of the flight time, no more than maximum 5 NM error from intended flight path is allowed. To comply with the above requirement, the aircraft must be certified for B-RNAV operations to file an IFR flight plan in the B-RNAV FIRs/UIRs. Refer to MEL requirements and applicable aircraft procedures related to navigation accuracy.
- 8.45.11.4 When filing flight plan for an RNAV approved aircraft, having a navigation accuracy meeting RNP-5, insert the designator "R" in item 10 of the flight plan.
- 8.45.11.5 The navigation database installed in the aircraft must be cross checked for its validity before the flight. This is accomplished by selecting the FMS database for use prior to the first flight on the effective date for the new database.
- 8.45.11.6 It is the crew's responsibility to ensure that the navigation accuracy is maintained.

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8.45.11.7 As a result of a failure or degradation of the aircraft system below RNP-5, an aircraft shall not enter the B-RNAV (RNP-5) airspace, nor continue operations in accordance with the current air traffic control clearance. ATC must be advised, and a revised clearance shall, whenever possible, be obtained by the pilot. Subsequent Air Traffic Control action in respect of that aircraft will be dependent upon the nature of the reported failure and the overall traffic situation. Continued operation in accordance with the current ATC clearance may be possible in some situations.

8.45.11.8 In case the same cannot be achieved, a revised clearance may be required to revert to VOR/DME navigation. The crew will then, on each ATC frequency change, report the situation by announcing “NEGATIVE-RNAV” on initial contact.

8.45.12 RNAV – Inflight Re-Planning

8.45.12.1 The most important principle governing the performance of all navigation tasks is redundancy, as navigational errors carry a significant risk potential. Whether navigating on manually tuned navigation aids, automatic navigation systems or on radar vectors, cross-checking of the primary aids is essential.

8.45.12.2 Flight plans activated in the navigation system shall be checked waypoint by waypoint against the CFP by both pilots. Where an FMS is authorized for preflight planning, Route Facility Charts shall be used to crosscheck the corresponding data.

8.45.12.3 For adhoc in-flight re-planning, pilots must not only check if the fuel requirements for in-flight re-planning will be met, but also if the available navigational aids for the re-planned route and/or the re-planned destination, as well as the airborne equipment, will be sufficient for a safe conclusion of the flight.

8.45.12.4 Any degradation of onboard equipment which occurs must be taken into consideration for any in-flight planning/re-planning regarding destination and alternate weather, and for fuel planning for en-route conditions.

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Table 8-19 : RNP Type and RNP Capability	
Type of RNP Route or Airspace	RNP Capability
En-route, oceanic (Atlantic/Pacific) or remote areas	10
En-route or terminal area within radio navaid coverage	5/4
SID/STAR based on RNP	1
RNAV approach based on RNP	0.3

Note: For further details on RNP, refer to Jeppesen Manual > General Airway Manual > Definitions and Abbreviations > Glossary > RNP.

8.45.13 Reduced Vertical Separation Minima – RVSM

8.45.13.1 General

RVSM airspace is that portion of airspace where vertical separation between aircraft is reduced from 2000 ft to 1000 ft between FL290 and FL410 inclusive. Operations within RVSM airspace shall be conducted in accordance with applicable regulatory requirements and only by aircraft approved for RVSM operations.

8.45.13.2 Applicability

RVSM operations shall be conducted only:

- In designated RVSM airspace
- By aircraft approved for RVSM operations
- When all required systems are serviceable

Aircraft not meeting RVSM requirements shall not enter or continue in RVSM airspace.

8.45.13.3 Flight Crew Responsibilities

Flight crew shall:

- Confirm RVSM approval status prior to flight
- Ensure compliance with MEL/CDL restrictions affecting RVSM capability

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- Ensure required systems are serviceable prior to entry into RVSM airspace
 - Cross-check primary altimeters prior to entry and monitor during flight
 - Use the automatic altitude control system during RVSM operations, except when operationally necessary
- Any inability to maintain the assigned level shall be reported to ATC without delay

8.45.13.4 **Equipment Requirements**

RVSM operations shall only be conducted with aircraft equipped with:

- Two independent altitude measurement systems
- At least one automatic altitude control system
- One altitude alerting system
- SSR transponder with altitude reporting capability

Detailed requirements and limitations are specified in the applicable FCOM.

8.45.13.5 **Altimetry**

Prior to entry into RVSM airspace, primary altimeters shall be cross-checked and must agree within prescribed limits. Continuous monitoring of altitude performance shall be maintained during RVSM operations.

8.45.13.6 **In-flight Contingencies**

If the aircraft is unable to maintain RVSM requirements:

- ATC shall be informed immediately using standard phraseology
- ATC instructions shall be complied with
- The aircraft shall exit RVSM airspace when required

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8.45.13.7 Phraseology

The controller/pilot phraseology shall be as under:

Bold text indicates pilot transmission.

Phrase	Purpose
(call sign) CONFIRM RVSM APPROVED	Used by the controller to ascertain the RVSM approval status of the aircraft
AFFIRM RVSM	Used by the pilot to report RVSM approval status
NEGATIVE RVSM (state reason)	Used by the pilot to report non-RVSM approval status
UNABLE RVSM DUE TURBULENCE	Used by the pilot when turbulence affects the ability to maintain RVSM requirements
UNABLE RVSM DUE EQUIPMENT	Used by the pilot when turbulence affects the ability to maintain RVSM requirements
(call sign) UNABLE ISSUE CLEARANCE INTO RVSM AIRSPACE, MAINTAIN (or DESCEND TO, or CLIMB TO) FLIGHT LEVEL (number)	Used by ATC to deny clearance into RVSM airspace
(call sign) REPORT WHEN ABLE TO RESUME RVSM	Used by ATC to request update on RVSM capability
(call sign) CONFIRM ABLE TO RESUME RVSM	Used by ATC to confirm readiness to resume RVSM
READY TO RESUME RVSM	Used by the pilot to report ability to resume RVSM operations

8.45.13.8 Monitoring and Compliance: The Operator shall ensure continued compliance with RVSM requirements, including participation in height monitoring programs required by the Authority.

Note: *More details of RVSM are available in Jeppesen Manual.*

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8.46 Altimeter Setting Procedures

8.46.1 General

8.46.1.1 PIACL aeroplane shall be flown according with the Standard Altimeter settings, (1013.2 hPa), or the appropriate QNH value whichever is applicable. Refer to the instructions laid down in the Standard Operating Procedures and the Jeppesen Route Manual.

8.46.1.2 Before take-off the actual QNH must be set on all altimeters in use. Their indication must be compared with the elevation of the aeroplane position.

8.46.1.3 During flight, after each setting of the altimeters, the readings shall be compared. The altimeter of the Pilot Flying shall be the governing instrument for checking and maintaining flight level and altitude, unless it is found outside the tolerance limits (RVSM).

8.46.1.4 The flight crew shall use the appropriate tables to address potential errors due to extreme cold temperatures. Low Temperature Corrections Pressure altimeters are calibrated to indicate true altitude under ISA conditions. In temperatures lower than ISA, the true altitude will be lower than the indicated altitude. The Pilot Flying (PF) SHALL apply altitude corrections when the aerodrome temperature is 0°C or colder.

1) Corrections apply to: DA/H, MDA/H, MSA, and MEA.

2) Do NOT correct: ATC assigned vectors or flight levels (unless specifically requested/approved by ATC for terrain clearance).

3) ATC Coordination: The pilot must advise ATC when applying altitude corrections to avoid separation conflicts. Phraseology: "PIA [Flight No], requiring altitude correction for low temperature, maintaining [Corrected Altitude]." For cold temperatures an accurate correction should be obtained from Tables 1 and 2 below. These tables are calculated for a sea level aerodrome. They are therefore conservative when applied at higher aerodromes.

NOTE 1: The corrections have been rounded up the next 5m or 10ft increment.

NOTE 2: Temperature values from the reporting station, normally the aerodrome (A/D) nearest to the position of the aircraft should be used.

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Table 1 - Values to be added by the pilot to minimum promulgated heights / altitudes (m)

Height above the elevation of the altimeter setting source (metres)

Aerodrome Temp (C)	60	90	120	150	180	210	240	270	300	450	600	900	1200	1500
0	5	5	10	10	10	15	15	15	20	25	35	50	70	85
-10	10	10	15	15	25	20	25	30	30	45	60	90	120	150
-20	10	15	20	25	25	30	35	40	45	65	85	130	170	215
-30	15	20	25	30	35	40	45	55	60	85	115	170	230	285
-40	15	25	30	40	45	50	60	65	75	110	145	220	290	365
-50	20	30	40	45	55	65	75	80	90	135	180	270	360	450

Table 2 - Values to be added by the pilot to minimum promulgated heights / altitudes (ft)

Height above the elevation of the altimeter setting source (feet)

Aerodrome Temp (C)	200	300	400	500	600	700	800	900	1000	1500	2000	3000	4000	5000
0	20	20	30	30	40	40	50	50	60	90	120	170	230	280
-10	20	30	40	50	60	70	80	90	100	150	200	290	390	490
-20	30	50	60	70	90	100	120	130	140	210	280	420	570	710
-30	40	60	80	100	120	140	150	170	190	280	380	570	760	950
-40	50	80	100	120	150	170	190	220	240	360	480	720	970	1210
-50	60	90	120	150	180	210	240	270	300	450	590	890	1190	1500

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8.46.1.5 Altimeter Setting is the barometric pressure reading used to adjust a pressure altimeter for variations in existing atmospheric pressure or to the standard altimeter setting (29.92 inches of mercury, 1013.25 hecto pascals or 1013.25 millibars).

- QFE.** The atmospheric pressure setting which, when set in the aircraft's altimeter, will cause the altimeter to read zero when at the reference datum of the airfield.
- QNE.** The constant atmospheric pressure related to a reference datum of 29.92 inches of mercury or 1013.25 hectopascals or 1013.25 millibars, used for expressing flight levels.
- QNH.** The atmospheric pressure setting which, when set in the aircraft's altimeter, will cause the altimeter to read altitudes referenced to mean sea level.

8.46.1.6 Three altimeter settings may be used as shown in the Table 8-20 below. The indicated vertical distance above the selected reference datum assumes International Standard Atmosphere conditions. Errors become significant at extremely low temperatures.

Table 8-20 : Altimeter Setting Reference Datum		
Altimeter Setting	Reference Datum	Altimeter Indication
Standard	1013.25 hPa, 29.92 inches	Flight Level
QNH	Local mean sea level pressure	Altitude
QFE	Aerodrome (or threshold) elevation	Height above reference elevation

Note: For further details on altimeter setting, refer to Jeppesen and aircraft type FCOM.

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- 8.46.1.7 These procedures provide vertical separation from other aircraft and in conjunction with correct navigation procedures, ensure adequate terrain clearance during all phases of flight.
- 8.46.1.8 All altimeter misreading are to be treated as reportable incidents.

8.46.2 Altimeter Serviceability Checks

- 8.46.2.1 During cockpit preparation the pressure scales of all altimeters shall be set to the actual QNH of the aerodrome, they must read to be within the aircraft type specific tolerances.
- 8.46.2.2 The altimeter indications thus obtained shall be observed and checked against the elevation of the aerodrome at the location of the aircraft.
- 8.46.2.3 When the altimeter does not indicate the reference elevation or height exactly but is within the tolerance specified in the relevant aircraft type FCOM, no adjustment of this indication shall be made at any stage of the flight. Furthermore, any error that is within tolerance be noted during pre-flight check on the ground shall be ignored by the pilot during flight.
- 8.46.2.4 After each setting of altimeters the readings in the cockpit shall be compared between the left and right altimeters and that with the standby altimeter.
- 8.46.2.5 If an altimeter indication is not within the specified tolerance follow the procedure outlined in the FCOM or MEL.

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8.46.3 Altimeter Setting Procedure

8.46.3.1 Given in Table 8-21 given below is the settings for various phases of flight.

Table 8-21 : Altimeter Setting Procedure			
Phase of Flight	Alt 1 (Left)	Standby Alt	Alt 2 (Right)
Take Off	QNH	QNH	QNH
Climb to cleared altitude	QNH	QNH	QNH
Passing Transition Altitude	STD	STD	STD
Cruise	STD	STD	STD
Descent Briefing	STD	QNH	STD
Descent to cleared altitude	QNH	QNH	QNH
Passing Transition Level in descent	QNH	QNH	QNH

Note 1: For tolerance limits, refer to aircraft type FCOM.

Note 2: Whenever altimeter subscale settings are changed, a cross check is mandatory to confirm agreements.

Note 3: Where the Metric Altimeter is available it will remain on 1013 mb and shall be adjusted whenever required.

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8.46.4 Altitude Alerting System Procedures

- 8.46.4.1 The purpose of the altitude alerting system is to alert the flight crew by the automatic activation of a visual and/or an aural signal when the aircraft is about to reach or is leaving the pre-selected altitude/flight level. The system and its operation shall ensure an accurate altitude adherence during all phases of the flight.
- 8.46.4.2 The altitude alert system is to be used to record cleared altitudes and not as a reminder device for transition levels or reporting altitudes.
- 8.46.4.3 Pre-warnings are given before reaching the selected altitude/flight level.
- 8.46.4.4 When climb/descent constraints are part of a departure/ arrival clearance, constraint altitude(s) should be set in the appropriate window.
- 8.46.4.5 When it is necessary to change the selected altitude, the PF shall make the change, which will be crosschecked by the PM.
- 8.46.4.6 In the case of an instrument approach, the missed approach altitude must be set in the FCU window once cleared for final or at the commencement of final approach.
- 8.46.4.7 The use of the altitude alerting system does not in any way absolve the flight crew from the responsibility of ensuring that the aircraft levels off or shall be levelled off at the correct altitude or flight level.
- 8.46.4.8 Altitude Alert system operational functioning is described in aircraft type FCOM.

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8.47 Ground Proximity Warning System Procedures

- 8.47.1 The Ground Proximity Warning System (GPWS) or Enhanced Ground Proximity Warning System (EGPWS) provides, by means of aural signals, which may be supplemented by visual signals, timely and distinctive warning to the flight crew of sink rate, ground proximity, altitude loss after take-off or go-around, incorrect landing configuration and glide-slope deviation during final approach.
- 8.47.2 It is designed to alert pilots if the aircraft position in relation to the terrain is abnormal and, if not corrected, could result in a Controlled Flight into Terrain (CFIT).
- 8.47.3 A GPWS/EGPWS activated Terrain Alert shall require an aggressive pitch-up maneuver by memory recall by the flight crew to extract maximum performance from the aeroplane. The exception to this need shall only be when the flight crew is visual with ground/terrain and a threat is activated.
- 8.47.4 Whenever a GPWS/EGPWS warning occurs, pilots are required to take actions as per aeroplane specific FCOM/SOP. Crew actions and task sharing shall be adhered to until the imminent threat is removed. (For fleet wise GPWS/EGPWS call outs refer [Annex-8](#) at the end of Chap-8).
- 8.47.5 As a policy for the purpose of increasing terrain / obstacle awareness at least one EGPWS terrain display should be on.
- From takeoff till 10000 ft AAL (or MSA if higher)
 - During descent from 10000 ft AAL (or MSA if higher till landing)

The flight crew may deviate from the above if significant weather is present and terrain is not a factor.

Note: The PF will normally select and monitor weather Radar , while the PM selects terrain display and maintains terrain awareness.

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8.48 Policy and Procedures for the Use of TCAS/ACAS

8.48.1 TCAS System – General

8.48.1.1 Traffic Alert and Collision Avoidance System (TCAS), also known as Airborne Collision Avoidance System (ACAS), provides collision avoidance maneuver advice in the vertical plane, in either of the two forms – Traffic Advisory (TA) and Resolution Advisory (RA).

8.48.1.2 TCAS alerts the Flight Crew to the presence of an aeroplane that may present collision hazards. However, the primary responsibility to avoid collision still rests with the crew and ATC. The flight crew shall always maintain vigilance for conflicting traffic and shall remain on the lookout visually (See and Avoid). Information derived from TCAS display shall not be used in such a way as to interfere with the ATC task to provide continuous positive separation.

8.48.2 Look Out

8.48.2.1 A good lookout is still required for collision avoidance despite modern aeroplane technology and more sophisticated ground devices. Thus, whenever visibility permits the crew must keep a sharp look-out.

8.48.2.2 In the vicinity of an airfield, during descent and climb to an airfield or out of an airfield, and in areas where traffic is dense Flight Crew members shall keep paperwork, map readings etc., to the minimum necessary. Paperwork shall only be done during the cruise phase of flight.

8.48.2.3 Irrespective of the type of clearance received from ATC, it is still the responsibility of the Captain to avoid a collision with other aeroplane. Thus, during VMC, a look out for conflicting traffic is a necessity.

8.48.2.4 Traffic information given by ATC is of great value and should always be requested. It must, however, always be kept in mind that ATC information includes known traffic only and therefore may be incomplete.

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8.48.2.5 If unidentified traffic is reported which cannot be seen in due time and a collision risk is suspected, request immediate avoiding action.

8.48.2.6 In order to protect the eyes from the sun, only the use of sunglasses and sun visors are permitted. The use of objects restricting good look-out is prohibited during flight.

8.48.3 Maintenance of ATC Separation

8.48.3.1 To ensure safe vertical separation during cruise and in holding areas it is necessary to maintain the assigned flight level/altitude accurately (± 100 feet only).

8.48.3.2 Extreme caution is required when changing from one area or airspace layer to another where different altimeter settings or procedures are used for vertical separation.

8.48.3.3 It is important to remember that if all errors of altimeters are added unfavorably, the vertical separation between aeroplanes can be reduced to a value below the acceptable minimum.

8.48.3.4 If the navigation becomes inaccurate due to defective, unreliable equipment onboard, this must be reported to ATC immediately.

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8.48.4 Modes of Operation : TA and RA

8.48.4.1 Traffic Alert and Collision Avoidance System (TCAS), provides two forms of advisories:

- a. **Traffic Advisories (TAs).** If an intruder is detected within the protection zone a visual and aural traffic advisory (TA) warning is issued. These advisory aids the crew in visually detecting the intruder and prepares the crew for a possible Resolution Advisory. The approximate position relative to the subject aircraft, either in azimuth only, or azimuth and altitude, of a nearby aircraft which may become a threat.
- b. **Resolution Advisories (RAs).** If an intruder is penetrating the inner protection zone and considered a threat, an aural and visual Resolution Advisory (RA) is issued. Depending on the situation the TCAS will generate an evasive action either a preventive, corrective or modified corrective advisory. A preventive advisory instructs the crew to maintain the flight path within prescribed parameters. A corrective advisory instructs the crew to change the flight path into a recommended range. Modified Corrective advisories are updates of earlier advisories in response to changing conditions after the original advisory was issued. RA recommends maneuvers or maneuver restrictions in the vertical plane to resolve conflicts with intruding aircraft.

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8.48.5 Operational Procedures

- 8.48.5.1 It is PIACL policy to operate TCAS in RA (Resolution Advisory) mode.
- 8.48.5.2 During visual approach to closely spaced parallel runway (closer than 1200 feet) or to converging or intersecting runway, use of TA only mode is recommended once the aeroplane is established on final approach course, and glide path intercept has occurred. Continued operation in TA/RA mode may result in RAs for aeroplane on approach for the adjacent runway and may cause unnecessary go-around.
- 8.48.5.3 In order to avoid RAs, flight crew are to strictly adhere to the following:
- Crew must carefully monitor R/T.
 - ROD/ROC must be adjusted to 1000 feet/min or less when operating in vicinity of other traffic.
 - ROD/ROC must be adjusted to 1000 feet/min or less throughout the last 1000 feet of climb or descent.
 - Situational awareness should be maintained with respect to traffic on TCAS display.

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8.48.6 Crew Action – Traffic Advisory (TA)

8.48.6.1 On activation of any Traffic Advisory (TA) on TCAS, pilots are to act as follows:

- Immediately attempt to establish visual contact with the intruder aeroplane.
- If visual contact is established, PF must ensure a safe separation.
- If no visual contact is established, take no avoidance action unless the TA changes to an RA (see Note below).
- PM should question ATC about traffic which is of concern and co-ordinate any action (time and frequency congestion permitting).
- Pilots must be aware that an aircraft sighted may not necessarily be the intruder or the sole intruder TCAS is responding to.

Note: *Pilots should be vigilant whenever a TA does not display relative altitude, as TCAS will only give an RA for intruders which have altitude reporting capability (Mode C).*

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8.48.7 Crew Action – Resolution Advisory (RA)

Note: *Flight crew shall comply immediately with all resolution advisory commands, even in the event of conflicting instructions from ATC or when visual contact with other traffic has been established.*

It shall be noted that visually acquired traffic may not necessarily correspond to the traffic generating the RA and visual assessment of an encounter can be misleading. Compliance with RA commands is essential to ensure the safety of all aircraft involved.

8.48.7.1 On activation of any Resolution Advisory (RA) on TCAS, pilots are to act as follows:

- a. Flight crew shall respond immediately in accordance with FCOM procedures. Positive and smooth control inputs shall be applied to comply with the RA, maintaining vertical speed and pitch attitude outside the red RA regions.
- b. Advise ATC as follows if deviating from assigned clearance: “(Name of ATC Unit), (Call Sign), TCAS, RA”.
- c. If an RA requires a “CLIMB” while the aeroplane is in the landing configuration, a go-around shall be initiated and a missed approach procedure followed.
- d. Pilots are reminded that required warnings differ greatly from the maneuver required in response to an EGPWS warning. TCAS RA warnings require positive but smooth and limited pitch change **whereas EGPWS warnings require immediate control input with a large pitch change.**
- e. Whenever a flight has experienced an RA warning, the Captain shall submit an Air Safety Report and Aircraft incident report -Near Miss outlining the pertinent details.
- f. In addition, an RA warning must also be followed by a report on radio telephony (R/T). This is a mandatory requirement vide provisions contained in AIP Pakistan.

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Table 8-22 : ATC Procedures/Phraseology – TCAS Events

Phraseology (Pilot Transmission in Bold)	Circumstances
a. TCAS RA b. ROGER	After a flight crew starts to deviate from any ATC clearance or instruction to comply with an TCAS Resolution Advisory (Pilot and Controller Interchange)
c. CLEAR OF CONFLICT, RETURNING TO (as assigned clearance) ROGER (or alternative instructions)	After the response to a TCAS RA is completed and a return to the ATC clearance or the instruction is initiated (pilot and controller interchange)
d. CLEAR OF CONFLICT, (as assigned clearance), RESUMED ROGER	After the response to a TCAS RA is completed and the assigned ATC clearance or instruction has been resumed (Pilot and Controller Interchange)
e. UNABLE, TCAS RA; ROGER	After an ATC clearance or instruction contradictory to the TCAS RA is received, the flight crew will follow the RA and inform ATC directly (Pilot and Controller Interchange)
f. CLIMB TO (LEVEL) (LEVEL RESTRICTIONS) (SID Designator) CANCELLED (or) LEVEL RESTRICTIONS (SID Designator) AT (Point) CANCELLED	Clearance to cancel level restriction(s) of the vertical profile of a SID during climb.

Note: In all cases of TCAS Resolution Advisory (RA), PIC shall raise an "Air Traffic Incident Report – Near Miss" and mention the same in the Captain's Debrief.

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8.49 Aircraft Data Recorder

8.49.1 Flight Data Recorder (FDR/DFDR)

8.49.1.1 Pursuant to the regulations of CAA, Pakistan, all aircraft of M/s PIACL are equipped with a Digital Flight Data Recorder (DFDR) system.

8.49.1.2 The PIACL aircraft fleet are equipped with Flight Data Recorder that:

- Does not utilize photographic film, magnetic tape or engraving metal foil.
- Is not of the analogue type utilizing frequency modulation (FM).
- Is capable of recording as a minimum the last 25 hours of aeroplane operation.
- Records time, altitude, airspeed, normal acceleration and heading.
- Is of a type that is in accordance with the requirements of PCAA.

Note: *The Company shall, within a reasonable time of being requested to do so by PCAA, produce any recording made by a Digital Flight Data Recorder (DFDR) which is available or has been preserved.*

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8.49.2 Cockpit Voice Recorder (CVR)

- 8.49.2.1 All PIACL aircraft are equipped with Cockpit Voice Recorder (CVR) system. Cockpit voice recorder data may not be used for purposes other than for the investigation of an accident or incident that is subject to mandatory reporting, except with the consent of all crew members concerned.
- 8.49.2.2 The CVR records the aural environment on the Flight Deck during the flight and can retain recorded information either:
- Last 120 minutes of its operation, as a minimum; or
 - For a period more than 120 minutes in accordance with the requirements of PCAA.

8.49.3 Policy on Flight Data and Cockpit Voice Recorders

- 8.49.3.1 Recorders are primarily intended for incidents or accident Investigation and shall be operated according to the relevant instruction in the FCOM.
- 8.49.3.2 Recorded data which the Captain decides may be valuable for the reconstruction of special event can be safeguarded for a potential investigation as follows.
- Flight Data Recorder.** If the Captain wants to safeguard stored data in case of a serious incident and entry must be made in the aeroplane Tech Log that is "Remove Flight Data Recorder for investigation".
 - Cockpit Voice Recorder.** Whenever it is intended to safeguard the CVR, its circuit breaker can be pulled out, but an entry must be made in the aeroplane Tech Log that is "Remove Cockpit Voice Recorder for investigation".

Note-1: *The FDR shall not be intentionally switched OFF.*

Note-2: *The CVR shall not be intentionally switched OFF, unless essential to preserve accident or serious incident related data.*

Note-3: *Entire PIACL fleet is equipped with a CVR capable of recording audio for the least 120 minutes.*

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8.50 In-Flight Fuel Management

8.50.1 General Procedures

- 8.50.1.1 A PIC shall only commence a flight or continue in the event of in-flight re-planning when he is satisfied that the aircraft carries at least the planned amount of usable fuel to complete the flight safely, considering the expected operating conditions.
- 8.50.1.2 The Fuel on Board (FOB) must be periodically checked in-flight to determine if the remaining fuel is at least of the minimum fuel required to continue the intended flight. This will help the PIC to detect higher fuel consumption or a fuel leak.
- 8.50.1.3 Fuel checks shall be carried out at regular intervals throughout a flight to establish that actual fuel consumption matches that planned. Such checks shall commence from the first convenient waypoint in cruise and thereafter, approximately every 30 minutes over a waypoint.
- 8.50.1.4 Comparison of actual fuel onboard with the Minimum required as indicated on the CFP will enable early identification of higher than anticipated consumption.
- 8.50.1.5 The PM shall record on the CFP the actual time over waypoint and the actual fuel quantity for comparison.
- 8.50.1.6 Close vigilance and early decision making is necessary to ensure that diversion and holding allowances are not eroded to an extent that *Operational Safety* is compromised.
- 8.50.1.7 A diversion to alternate may not be initiated if landing at destination is assured, when weather at destination is above its own alternate minima and expected to remain so until after Expected Approach Time (EAT). The PIC shall ensure that the minimum fuel quantity upon landing is not less than that required to fly the aeroplane for 30 minutes at clean holding speeds, at 1500 feet altitude, under standard atmospheric conditions. This restriction shall also ensure that it is better than the minimum landing fuel requirement.

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- 8.50.1.8 A landing must be made with not less than “Final Reserve” fuel remaining. The final Reserve Fuel, which corresponds to holding fuel, is the fuel required to fly for 30 minutes at 1500 feet above the alternate aerodrome or, if an alternate aerodrome is not required, at destination aerodrome at holding speed in ISA conditions. Any time it is expected to go below Final Reserve Fuel, an emergency must be declared, and ATC must be informed by declaring “**MINIMUM FUEL**” and Fuel Remaining in minutes.
- 8.50.1.9 Advice ATC of your minimum fuel status when your fuel quantity has reached a state where, upon reaching destination / alternate you cannot accept any undue delay and any change to existing clearance may result in less than the reserve/final reserve.
- 8.50.1.10 When, having committed to landing at a specific airport, the PIC calculates that any change to the existing clearance to that airport may result in landing with less than planned final reserve fuel, the PIC should declare “**MINIMUM FUEL**”.
- 8.50.1.11 The intent of a “**MINIMUM FUEL**” declaration is to inform ATC that the flight has committed to land at a specific airport and any change to the existing clearance may result in landing with less than planned final reserve fuel. This is not an emergency situation, but rather an indication that an emergency situation is possible should any additional delay occur.
- 8.50.1.12 Be aware a minimum fuel advisory does not imply a need for traffic priority.
- 8.50.1.13 When the calculated usable fuel on landing is less than the final reserve fuel at the nearest adequate aerodrome, where a safe landing can be performed, the PIC shall declare an emergency and need for traffic priority to ensure a safe landing by announcing “**MAYDAY MAYDAY MAYDAY FUEL**” and report fuel remaining in minutes to the ATC.

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8.50.1.14 The fuel required for 30 minutes in clean Configuration at 1500 feet above the Alternate Airport Elevation in Standard Atmospheric Condition and will be calculated at estimated Landing Weight at the Alternate Airport.

Table 8-23 : Approximate Holding (Final Reserve)	
Aeroplane Type	Holding Fuel
B777-200 ER	2900 Kgs
B777-200 LR	2800 Kgs
B777-300 ER	2400 Kgs
A320	1200 Kgs
ATR 42/72	400 Kgs

Note: *Figures in the Table above is for the purpose of increasing FOO/Crew fuel state awareness.*

8.50.2 Company Minimum Reserve

8.50.2.1 It is the Captain's responsibility to ensure by the manner in which he/she conducts the flight that the fuel calculated to be remaining onboard at the destination is at least equal to the sum of alternate fuel and holding fuel. For convenience this sum is referred to as Company Minimum Reserve (CMR). The value of the CMR may change as the flight progresses.

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8.50.3 Insufficient Fuel Remaining (Enroute)

- 8.50.3.1 The CFP provides Minimum Required fuel values at each waypoint. These values are only accurate if the CFP conditions of weight, wind, temperature, route and flight level are encountered for the remainder of the flight. The crew are expected to make maximum use of any Flight Management Systems (FMS) to predict Fuel-on-Board (FOB) at destination based on actual conditions.
- 8.50.3.2 If it becomes apparent that the predicted fuel remaining at destination will be less than the required minimum, corrective action must be taken. This corrective action should ensure that adequate fuel will be onboard at destination and may involve any of the following:
- Reducing consumption for the remainder of the flight by:
 - Flying at a more fuel economical speed.
 - Flying at a more economical flight level.
 - Flying a more direct route.
 - Selecting LRC power setting.
 - Selecting an alternate airfield closer to the intended destination. When considering a closer alternate, the 100 NM limit, while applicable at the preflight planning stage, does not apply in-flight. Furthermore, any airfield listed in the Route Manual may be considered in this regard, provided that the weather conditions at ETA are forecast to be at or above the applicable landing minima at that airfield. If available and valid, a TREND forecast updates a TAF.
 - Inform ATC and request for any delay information for landing (landing sequence, expected holding or any other delay).
 - Request ATC for any possible direct routing.
 - Consider higher Flight Levels.

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- g. Plan a decelerated approach.
- h. If none of the above actions are possible, an enroute technical stop for refuelling should be made. In case of delay, if communicated by ATC, a diversion may be considered if landing at destination is not assured with at least 30 minutes of fuel remaining.

8.50.4 Approaching Destination

- 8.50.4.1 In the later stages of any flight, it may be possible to reduce the fuel reserves required at destination. This option is subdivided into two phases. One is applicable based on fuel calculations prior to the Top of Descent (TOD), and the other is applicable after the aeroplane has commenced its descent to the destination airfield.

8.50.5 Prior to Top of Descent

- 8.50.5.1 The Company Minimum Reserve can be reduced by recalculating the fuel to alternate. Within one hour of destination, diversion fuel to the alternate airfield may be calculated from cruise altitude, provided the forecast and actual weather for both destination and alternate airfields indicates at least 5000 meters visibility and 1000 feet cloud ceiling.

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8.51 Operations in Adverse Weather Conditions

8.51.1 Thunderstorms – General Policy

- 8.51.1.1 Flight through areas with known or forecast thunderstorm or, severe turbulence shall be avoided whenever possible due to the various hazards involved e.g. hail, lightning strikes, gusts, up and downdrafts with subsequent altitude or attitude changes and high G loads etc.
- 8.51.1.2 Do not take-off during heavy thunderstorm activity at the departure airfield. Delay the approach or divert to an alternate airfield rather than penetrate a severe thunderstorm in the approach area.
- 8.51.1.3 Strong winds may reach a magnitude where ground handling and operations, including taxiing, will become unsafe or even impossible. If surface mean wind speed of 60 knots or above is reported, take-off or landing is not authorized, and the airfield must be considered closed.

8.51.2 General Guidelines – Thunderstorm.

- 8.51.2.1 Mutual information on development and position of thunderstorm by pilots and ATC, as well as a careful weather watch is of great importance for the early and adequate avoidance of severe weather areas.
- 8.51.2.2 With thunderstorms in the vicinity of the airfield, request Radar Vectoring through thunderstorm free areas and arrange for a climb out or descent to route a safe distance away from the active CB clouds. Use all available information such as airborne weather radar, pilot reports, etc. It should be noted that ATC cannot always issue detours in congested areas due to other traffic and technical limitations of the ground radar.
- 8.51.2.3 Turbulence presents a potential hazard during takeoff and climb out, and approach and landing.

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8.51.3 Avoidance of Thunderstorm

8.51.3.1 Thunderstorms shall be avoided:

- a. By visually staying clear of cumulus clouds.
- b. By using the airborne weather radar to find the most suitable corridor.
- c. By requesting radar vectors from ATC.

8.51.3.2 Whenever possible avoid:

- a. Flight in Cirrus clouds if thunderstorm activity is reported along the route, as they may be hiding anvil tops and reduce the effectiveness of airborne weather radar.
- b. Flight at or near the freezing level where the heaviest icing and hail must be expected.
- c. Altitude between 10,000 feet and 25,000 feet as they will provide the roughest ride even outside the active storm centres.
- d. Flying below the overhang of CB clouds. This is the area where heavy hail can be expected.

8.51.3.3 Strong echoes shall be avoided by 10 NM or more. This is most important at 20,000 feet and above and for circumnavigation of echoes which have prominent scallops or other protrusions.

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8.51.4 Flying through a Thunderstorm

8.51.4.1 **Preparation.** If flying through a thunderstorm or severe turbulence area is anticipated or unavoidable, following preparations shall be made:

- a. Monitor airborne weather radar carefully.
- b. Advise cabin crew about the presence of adverse weather conditions and the need to secure passengers and galleys. Food and drink service shall be minimized or even stopped depending upon the expected degree of turbulence.
- c. To preclude injuries to passengers, no hot liquids shall be served during moderate to severe turbulence. When severe turbulence is expected, Cabin Crew shall be instructed to sit down and fasten their seat belts.
- d. The Captain may advise the cabin crew directly by the following PA announcements *“Cabin Crew and passengers remain seated”*.
- e. Secure all loose items in the cockpit.
- f. Fasten the shoulder harnesses.
- g. Switch cockpit lights ON and to high intensity to avoid being dazzled by lightning in the thunderstorm.
- h. Fly at the recommended turbulence penetration speed.
- i. Switch ON engine ignition and anti-icing equipment.

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8.51.4.2 Altitude

Do Not Chase Airspeed

- a. Ensure autopilot is engaged.
- b. At maximum cruise altitude, the margin between the low speed and high-speed buffet is small and any increase of G-loads whether caused by maneuvering or by turbulence may lead to serious difficulties. This shall be considered when trying to climb over a turbulent region. Avoid altitudes approaching maximum cruise altitude. Allow altitudes to vary. Large altitude variations are possible in severe turbulence. Sacrifice altitude to maintain the desired attitude and airspeed. Vertical speed mode is the best mode to maintain altitude.
- c. Maintain the recommended turbulence speed as target speed. Set engine thrust as required and then do not change it unless required by large or persistent airspeed or altitude variations. The aeroplane's actual airspeed will remain within reasonable limits if thrust is set properly. Avoid large and rapid throttle movements.
- d. If caught unaware by turbulence, do not slow the aeroplane down rapidly. Wait until a positive trend has been identified.

Maintain Constant Altitude

- e. Maintaining a level flight attitude is most important. This is best achieved by autopilot. Should it be necessary for any reason to fly the aeroplane manually, control pitch attitude with smooth control inputs to the elevator. Closely monitor the ADI/PFD, as it may be the only reliable indication. Pressure instruments may be giving erratic indications.

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8.51.4.3 Stabilizer Trim

- a. Trimming in severe turbulence can lead to stabilizer settings, which can cause serious control problems, especially during recovery.

Do Not Chase Stabilizer Trim

- i. Use of Autopilot and Flight Director is recommended.
- ii. Since the autopilot will not be subject to false attitude interpretations or difficulties with erratic instruments, its use in the most appropriate mode (one that maintains constant attitude) is strongly recommended.
- iii. The Flight Director can effectively reduce workload and is therefore, recommended for use in turbulence. It provides good reference for controls about all axes and will give a reliable indication for proper control inputs, if forced to fly manually.
- b. **Recovery.** Should control be partially lost due to severe turbulence, resulting in a steep dive, the following recommendations may be helpful for successful recovery.
 - i. Use Speed Brakes to prevent rapid speed increase and keep it at a reasonable value. Do not retract speed brakes until recovery is affected. Keep one hand on the speed brake lever until retraction.
 - ii. Elevator forces can become very heavy as speed increases, creating safeguard against excessive G-loads. If stabilizer trim is used for recovery, use it with utmost caution to avoid heavy loads and a possible over trim, which could result in renewed loss of control.
 - iii. If strong elevator forces are applied. The trim motor might become ineffective (stalled). Reducing the elevator force will allow the trim motor to drive the stabilizer in the desired direction.

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8.52 Operations in Icing Conditions (Cold Weather Ops)

8.52.1 General

- 8.52.1.1 Winter operations require awareness of specific situations. Snow or ice creates hazardous airport conditions and significantly affects aircraft's performance. Therefore, specific procedures are to be followed when ground de-/anti-icing is necessary. For this reason, **take-off is prohibited if snow, frost or ice is adhering to the wings, control surfaces and engines of the aircraft.** Ice deposits on wings and control surfaces cause changes in the aerodynamic profiles and an increase in weight.
- 8.52.1.2 Flight crew must be aware that even the slightest build-up of ice, frost or snow will result in as much as a 30% loss of lift, (with a corresponding increase in stalling speed), and up to 40% increase in drag causing a degradation in performance which could be critical, especially in the case of engine failure at take-off. Controllability is affected because of the variation in lift degradation on each wing so that roll characteristics are changed and the movements forward of the center of lift causes a rapid pitch-up during rotation. This is further aggravated by the need to select a higher than normal attitude to achieve the lift required for take-off, and could result in a stall.

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8.52.1.3 A contaminated wing will stall at a less than normal angle of attack, which may not be sufficient to activate the stall warning system. It is imperative that any deposits adhering to a parked aircraft are completely removed and if conditions exist for the formation of ice before take-off, the aircraft horizontal surfaces and controls are coated with an ice-preventing agent (anti-icing). Sufficient anti-icing should be applied to ensure effectiveness for the period between application and take-off (holdover time).

- 8.52.1.4 Aircraft Ground De/Anti Icing procedures serve three purposes:
- Removal of any frozen or semi frozen moisture from critical external surfaces of an aircraft on the ground prior to flight.
 - Protection of those surfaces from the effects of such contaminant for the period between treatment and becoming airborne.
 - Removal of any frozen or semi frozen moisture from engine intakes and fan blades and protection of external surfaces from subsequent contamination prior to take-off.

Note: *It should be noted that fan blade ice, which may be accumulated after the pre-start visual inspection, including whilst the engines are running at low thrust prior to take off, is removed by following the prescribed FCOM engine handling procedures.*

8.52.2 Operational Guidelines

8.52.2.1 The following information may assist the crew with their decision to either bypass or prepare for and negotiate areas of severe or hazardous weather. It is, however, general in nature and should not be used as a substitute for the approved FCOM procedures. Detailed information is available in Company SOPs "Guidelines for Aeroplane De-icing / Anti-icing Operations".

8.52.2.2 Operating an aeroplane in cold weather conditions presents no major problem. Additional procedures and precautions are required during ground operations to ensure safety of flight. All normal operational checks shall be performed.

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8.52.3 Definitions

- 8.52.3.1 **Clear or Glaze Ice.** This is the most serious type of icing encountered by the aeroplane and is capable of very rapid accumulation on the airframe. In many instances the water droplets from which it originates do not freeze immediately upon impact and in consequence may cause airfoil deformation as they run back along the wings.
- 8.52.3.2 **Rime Ice.** Stratiform clouds and stable weather conditions normally produce rime ice. Stratiform cloud usually precipitates fine droplets of water which freeze upon impact and accumulates more slowly than clear ice. Rime Ice will create a rough surface and cause more drag than clear ice, however, it is more easily removed.
- 8.52.3.3 **Hoar Frost.** Hoar frost will form on the airframe while the aeroplane is stationary, and the temperature is below 0 °C. In flight, clear moist air can cause hoar frost when it comes in contact with the colder surface.

8.52.4 Icing Regions

- 8.52.4.1 **Warm Front.** The entire region of the cloud system associated with a warm front presents potential icing conditions and can vary from light to severe. Cold fronts, squall lines and air mass type thunderstorm which usually produce clear ice due to the presence of stronger updrafts necessary to allow the formation of large water droplets.
- 8.52.4.2 **Occluded Front.** In occluded front, icing conditions are like those in a warm front, but the extensive cloud cover may necessitate considerable flying time in the clouds with intermittent type formation and severity of icing condition.

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8.52.5 Policy – De-Icing/Anti Icing

- 8.52.5.1 The authority to decide whether deicing or anti icing of the aeroplane is necessary lies generally with the Captain. However, it is the responsibility of the ground staff to ensure that the aeroplane is cleaned and de-iced according to the relevant instructions. Close contact shall, however, be made between flight crew and the ground staff concerning the procedures applied, fluid used, holdover times. For details of de-icing/Anti-icing fluids and holdover times refer to the Holdover Time Guideline booklet available in technical library onboard the aeroplane/EFB.
- 8.52.5.2 In all cases where the formation of ice frost on wings and control surfaces may be expected e.g. cold wings, temperature just above freezing and high moisture contents of the air, the Captain should personally inspect those parts of the airframe where ice may be expected to form (Wing surfaces, stabilizers, upper fuselage etc.).
- 8.52.5.3 Within PIA CL route network all stations which can reasonably be expected to require ground deicing shall have the required facilities and personnel to carry out such functions.
- 8.52.5.4 The De-icing/Anti-icing procedure must always be done by trained and qualified personnel. Outsourced service providers carrying out such functions must be trained and qualified as per local regulations.

8.52.6 Ground De-Icing

- 8.52.6.1 As a guide, snow, ice or frost on any part of the aeroplane, which may adversely affect its performance, shall be removed before takeoff. Exceptions for thin ice layers may be stated in the FCOM, that is ice formation on fuel tanks and thin layer of hoar frost on the fuselage. Dry snow shall not be left to blow off during the take-off run.

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8.52.6.2 The time interval between the de-icing of the aeroplane and take-off shall be as short as possible. To facilitate this, de-icing will be carried out wherever possible with passengers onboard, doors closed and the aeroplane ready for departure. For local de-icing procedure or holdover time limits comply with the local de-icing agent rules.

8.52.6.3 It is recommended that the Captain should personally check the aeroplane condition whenever he has doubts concerning the efficiency of de-icing operation, or during prolonged taxi in heavy precipitation.

8.52.7 Pre-Flight

8.52.7.1 Check that the ice and snow removal procedures have been completed. Wing upper surface must be clean and clear. Limited deposits of frost may be permitted on undersides of the wing (Refer to FCOM). All control surfaces must be clear of snow and ice. Operating portions of the landing gear doors should be clear of ice. Water rundown from snow removal may re-freeze in front of the static ports and cause an ice buildup which can give an erroneous static reading, even if the static ports themselves are clear. Wheel chocks should not be placed on ice. They should be so positioned to allow small clearance from the tire. A wheel chock frozen on the ground or tire may cause delays.

8.52.7.2 All operational checks are the same as for normal checks. Modifications, where necessary, are indicated in the FCOM. Flight control checks will be carried out only when control surfaces are properly cleared of ice and snow.

8.52.7.3 Flight controls should be operated through their full range of travel, particularly when the aeroplane has been standing overnight. The APU may be used to operate the air conditioning system and heat the interior of the aeroplane before flight.

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8.52.8 Engine Starting

8.52.8.1 Allowing an engine to cool in sub-freezing temperatures after exposure to snow flurries or freezing rain may result in ice accumulation around the fan compressor blades unless a blank is used to keep such precipitation out. Keeping the engines blanked, periodically checking inlet drains, and not starting an engine until it can be determined that the fan compressor is rotating freely, are the best means of avoiding delays due to starting problems. Be prepared for possible manual start due to icing of the starter valve solenoid.

8.52.9 Engine Icing (On Ground)

8.52.9.1 During prolonged ground operations, periodic engine run-ups may be necessary to ensure that the engines stay clear of ice. Specific details can be found in the respective FCOM, although as a rule, such run-ups should be made at intervals not greater than 30 minutes and should last at least 30 seconds. Caution should be exercised to ensure that the resultant jet blast does not blow snow or ice onto another aeroplane.

8.52.9.2 Ice protection must be used, as per FCOM.

8.52.10 Taxiing

8.52.10.1 Maximum caution shall be exercised and low speed maintained when taxiing on slippery surfaces. Pilots should be aware that tarmac and taxiway conditions might be worse than the reported runway conditions.

8.52.10.2 Avoid taxiing in deep snow or slush, as brakes and wheels may freeze up after take-off.

8.52.10.3 During taxi, caution should be exercised to avoid getting too close to other aeroplane with running engines, the jet blast from which may blow snow or slush into the air intake or onto the airframe. Attempting to achieve de-icing by using the jet blast of preceding aeroplane is not permitted.

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8.52.10.4 Snow and slush thrown up by main gear tires can accumulate in the gap between the aft and mid flap segments on extended inward flaps during taxiing. During retraction, the gap between the flap segment closes, and any snow or slush that has accumulated is compacted. To reduce snow and slush in this area, delay extending the slats or flaps during ground operations until take off is imminent. Taxi with slats and flaps retracted just prior to taxiing into the runway. Use the lowest flap setting for take-off unless restricted by runway length. Whenever flaps are retracted during ground operations, following exposure to snow and slush, monitor the flap position indicator to ensure flap movement. If flap movement stops, promptly place the flap lever in the FCOM recommended position. Determine prior to entering the runway for take-off that wing flaps have been extended to their proper positions.

8.52.10.5 There is no minimum engine oil temperature. However, with only a short taxi, a warmup period may be required to clear the oil clog indications or exceeding the maximum oil pressure limits.

8.52.10.6 Use of engine anti icing, while taxiing on contaminated taxiway is recommended, even if it is not required for takeoff.

8.52.11 Take Off

8.52.11.1 Take-off from a contaminated runway incurs considerable performance penalties. The appropriate correction specified in the FCOM must be applied.

8.52.11.2 Takeoff is not authorized in freezing rain, during heavy falls of wet snow (temperature around 0 °C), or if snow, ice or frost has accumulated on the aeroplane during taxi.

8.52.11.3 Take off must not be attempted if the risk of icing during initial climb is forecast or reported to be such that the anti-icing equipment may not be able to cope with the expected ice accretion.

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8.52.11.4 For take-off, use the longest runway available is recommended (with all other factors such as braking action, deposit etc. are to be considered). ATC request to take-off from an intersection (e.g. for noise abatement reasons) should not be accepted.

8.52.11.5 Before starting take-off, all control surfaces should be checked for full and free movement.

8.52.11.6 Take-off should be abandoned immediately, if the aeroplane does not seem to accelerate properly.

8.52.11.7 After take-off in slush, it may be advisable to delay gear retraction since the slipstream and vibration caused by the rotating wheels may help to remove the slush.

8.52.11.8 Aerodynamic heating of the aeroplane caused by high speed may be an effective means of removing any ice or frozen snow which may have accreted during take-off or initial climb.

8.52.12 In-Flight

8.52.12.1 Whenever flying in areas where icing may be expected, the anti-icing system should be used in anticipation of icing conditions rather than waiting for actual icing to occur.

8.52.12.2 Known areas of severe icing shall be avoided. When severe icing is encountered, every effort shall be made to find an altitude or an area where icing is less (e.g. if encountered in descent, keep rate of descent high to cut down the exposure time).

8.52.12.3 Because of inlet pressure changes, the total air temperature indicator is not 100% accurate in determining the possibility of engine icing. However, total air temperature indicator and the presence of visible moisture remain the two best source of guidance available in the cockpit.

8.52.12.4 Engine inlet duct icing can occur independently of general icing on other aeroplane surfaces. When a jet aeroplane flies at speeds below approximately 250 knots and at high power settings as in climb, the intake air is drawn into the engine rather than being rammed in. This suction reduces static air pressure, causing incoming air to expand in the engine inlet.

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- 8.52.12.5 Under these conditions, air at an ambient temperature well above freezing may be reduced to sub-freezing temperature as it enters the engine. Free moisture in the air may also become super cooled and could cause engine icing while no external surface icing would be evident. The maximum temperature drop occurs at high RPM on the ground and decreases with decreasing engine RPM and increasing air speed.
- 8.52.12.6 Prior to using engine anti-icing, continuous ignition should be selected, to preclude the possibility of an engine flame out due to inlet ice ingestion. Unusual thrust indications may be a warning that ice is forming in the engine inlet. Pilots should be aware that the effect of engine probe icing on the engine indications of their aeroplane type.
- 8.52.12.7 Since ice formation on the wing leading edge cannot be generally seen from the flight deck, windshield wipers or any visible external protrusion should be monitored for ice build-up. Such ice accretion may be expected even when the ambient temperature is well below zero. Super cooled water droplets have been recorded at temperatures below -20 °C in cumuliform clouds, therefore, use of engine and wing anti icing is recommended, whenever operating at speeds below 280 knots (IAS) in clouds other than cirrus type. Operation of wing anti-icing system is not necessary and not recommended in clouds composed of exclusively ice crystals.
- 8.52.12.8 In general, operate all ice protection systems whenever ice is encountered or before entering an area in which icing is expected. If unavoidable, plan descent through known icing zone with minimum exposure. For an increased rate of descent, use speed brakes.
- 8.52.12.9 Refer to FCOM for details of the correct thrust settings limits associated with use of anti-icing system.

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8.52.13 Approach and Landing

- 8.52.13.1 Ice accumulation on the aeroplane increases the stalling speed considerably. It is recommended therefore, in such conditions, to increase the minimum pattern speeds, particularly the approach speeds. All other related factors should be considered, in particular the available runway length and runway state.
- 8.52.13.2 If there is ice on the wing leading edges, use wing anti-icing before extending slats. During approach and landing in icing conditions, all anti-icing systems should be used continuously. Extended periods of flight with slats or flaps extended should be avoided.
- 8.52.13.3 Make wide turns with less bank angle than normal, if icing is suspected on the aeroplane. If possible, straight-in landing should be made.
- 8.52.13.4 If freezing rain is reported at the airfield special attention should be paid to potential ice accumulation on the aeroplane, braking conditions and subsequent takeoff.
- Note:** *Refer to take-off on previous page for restrictions on subsequent take-off.*
- 8.52.13.5 Caution must be exercised when reverting from instrument to visual flying, especially in whirling snow, where partial loss of orientation (attitude, direction of aeroplane) may occur.
- 8.52.13.6 In fog or in falling or blowing snow, landing lights should be used with caution as the reflected light may reduce the effective visibility and even cause a false impression of drifting during flare out and roll out.
- 8.52.13.7 Blowing snow can considerably reduce visibility particularly when using reverse thrust after touchdown.

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8.52.13.8 Snow cover on an airfield can markedly reduce the visual cues available for accurate assessment of the position and orientation of the runway position. Care is advised in such conditions to ensure that touchdown is at the correct touchdown point on the runway and on the center line.

8.52.13.9 Special attention shall be paid to the following points.

- a. Perform a long straight final approach.
- b. Land on the centre line.
- c. Aim for a firm touchdown.
- d. In case of directional control problem during landing, especially in crosswind on a wet and rubber-contaminated runway, the following guidelines shall be considered:
 - i. The partial crab landing technique offers some advantage over sideslip landing, during which an important initial lateral displacement may take place if the cornering friction coefficient is poor over the extended length of the runway.
 - ii. Use idle reverse thrust as soon as possible after touchdown. Full reverse may be used once it has been established that there are no directional control problems during the landing roll.
 - iii. Wheel braking should be applied once all wheels are firmly on the ground. Modulated braking should not be used since it increases the stopping distance. Use of auto braking, when available, is recommended on contaminated runway.

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8.53 Operations in Turbulence

8.53.1 General

8.53.1.1 Turbulence is defined as a disturbed flow of air with embedded irregular whirls or eddies and waves. An aircraft in turbulent flow is subjected to irregular and random motions whilst maintaining the intended flight path.

8.53.1.2 Intensity specification for turbulence reporting have been defined as follows:

- a. **Light.** Slight discomfort, light oscillations.
- b. **Moderate.** Moderate changes in aeroplane attitude or altitude accompanied by small variations in airspeed. Walking is difficult. Loose objects move around. Strong intermittent jolts.
- c. **Severe.** Abrupt changes in aeroplane attitude or altitude. Aeroplane may be out of control for short periods accompanied by large variations in airspeed. Occupants are forced violently against seatbelts. Loose objects are tossed around. Aeroplane handling is affected.
- d. **Extreme.** Turbulence in which the aircraft is violently tossed about and is practically impossible to control. It may cause structural damage.

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Table 8-24 : Turbulence Intensity and its Classification

INTENSITY	AIRCRAFT REACTION	REACTION INSIDE THE AIRCRAFT
LIGHT	Turbulence that momentarily causes slight, erratic changes in altitude and/or attitude.	Occupants may feel a slight strain against seat belts or shoulder straps. Unsecured objects may be displaced slightly. Food service may be conducted and little or no difficulty is encountered in walking.
MODERATE	Similar to light turbulence but of greater intensity. Changes in altitude and/or attitude occur but the aircraft remains in positive control at all times. It usually causes variations in indicated airspeed.	Occupants feel definite strains against seat belts or shoulder straps. Unsecured objects are dislodged. Food service and walking are difficult.
SEVERE	Turbulence that causes large, abrupt changes in altitude and/or attitude. It usually causes large variation in indicated airspeed. Aircraft may be momentarily out of control.	Occupants are forced violently against seat belts or shoulder straps. Unsecured objects are tossed about. Food service and walking is impossible.
EXTREME	Turbulence in which the aircraft is violently tossed about and is practically impossible to control. It may cause structural damage.	----

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8.53.2 Convective Turbulence

8.53.2.1 This type of turbulence is caused by thermal instability and is encountered in association with development and activity of thunderstorm. It can cause extreme air motion up and downdrafts speed of up to 6000 feet/minute. Most encounters with severe turbulence are experienced in connection with thunderstorm activity.

8.53.3 Orographic Turbulence

8.53.3.1 Under certain conditions of atmospheric stability and wind speed, the air flow over a mountain ridge creates a standing wave pattern on the lee side. In its larger form this is known as “mountain waves” which may cause severe turbulence. Typical tell-tale signs are lenticular and rotor clouds, and clouds with “waterfall” appearance. The strongest turbulence can be expected in the rotor clouds.

8.53.4 Clear Air Turbulence. (CAT)

8.53.4.1 Where large wind shear is present, turbulence may be expected. Clear Air Turbulence (CAT) is of special significance, since its presence cannot be detected before it is encountered. Areas where CAT may be expected to occur are:

- Along the borders of jet stream.
- On the upper side of the sloping tropopause.
- In the transition zone between cold and warm air masses.

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8.53.5 Wake Turbulence

- 8.53.5.1 Wake turbulence is produced by the vortices trailing from the wing tips of an aeroplane. These vortices are a consequence of differential pressure between the top and bottom surfaces of lift-producing wings. Vortices have a counter rotating flow, the direction of which is from under the wing where the pressure is high, around the wing tips to the top of the wings where pressure is low. The vortices, if generated at an altitude, tend to sink with the rate of between 300 to 700 feet/minute, as they dissipate. If produced near the ground, they sink to a height of 100 to 200 feet and spread out laterally at about 5 knots. A slight crosswind may keep the windward vortex on the runway for more than two minutes.
- 8.53.5.2 The intensity of vortices increases with the weight of the generating aeroplane, the wing loading and the configuration. Strong wake turbulence may be expected from heavy aeroplane i.e. aeroplane with weights above 136 Tons. The effect on the aeroplane following depends on the separation and relative wingspan. The most violent wake turbulence is encountered at about 3 miles behind a heavy aeroplane.
- 8.53.5.3 Wake turbulence might also be expected where parallel runways less than 2500 feet apart are being used.
- 8.53.5.4 Wake turbulence risk is greatly increased if the following aeroplane is approaching the downwind runway in cross wind conditions. The three basic effects of wake turbulence on a following aeroplane are imposed roll, loss of height or rate of climb, and possible structural stress. The greatest danger is the imposed roll on the penetrating aircraft to a degree exceeding the counter-control capability.

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8.53.6 Categories of Aircraft – Wake Turbulence

8.53.6.1 Wake turbulence separation minima shall be based on a grouping of aircraft types into three categories according to the maximum certificated take-off mass as follows:

Table 8-25 : Wake Turbulence – Aircraft Category		
Classification Criteria	Aircraft Category	Category Code
Presently only applicable to A380	Super	J
136,000 Kgs or more	Heavy	H
More than 7000 kg but less than 136,000 Kgs	Medium	M
7000 Kgs or less	Light	L

Note: For aircraft in the heavy wake turbulence category the word “Heavy” shall be included immediately after the aircraft call sign in the initial radiotelephony contact between such aircraft and ATS units.

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8.53.7 Pilot Responsibility – Wake Turbulence

8.53.7.1 For takeoff, approach and landing ATC provides a longitudinal separation depending on wake vortex category heavy or medium.

8.53.7.2 Table 8-26 below gives the recommended Wake Separation for pilot's information.

Table 8-26 : Recommended Wake Separation	
Phase of Flight	Recommended Separation (Time or Distance)
Take Off	Two Minutes behind heavy aeroplane
Approach	3 NM, Medium behind Medium
	4 NM, Heavy behind Heavy
	5 NM, Medium behind Heavy

8.53.7.3 Wake turbulence may be encountered by aeroplane in flight as well as when operating on the airfield movement area. When accepting any traffic information from ATC with regards to instructions to follow an aeroplane or visual approach clearance, pilots are reminded that they must maintain a safe distance in relation to other aeroplane.

8.53.7.4 Acceptance of a visual approach clearance is an acknowledgement that the pilot will ensure safe takeoff and landing intervals and accept the responsibility of providing his own wake turbulence separation.

8.53.7.5 The recommended minimum separation is at shown in the table below, which shows the recommended turbulence avoidance procedure for various situations.

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Table 8-27 : Recommended Wake Turbulence Avoidance Procedure

Condition	Advisory for Pilots
Landing behind a large aircraft on the same runway	Stay at or above the large aircraft's final approach flight path.
Landing behind a large aircraft when a parallel runway is closer than 2500 feet	Consider possible drift to your runway. Stay at or above the large aircraft's final approach flight path. Note its touchdown point.
Landing behind a large aircraft on a crossing runway	Cross above the large aircraft's flight path.
Landing behind a departing large aircraft on the same runway	Note the large aircraft's rotation point. Land well before the rotation point.
Landing behind a departing large aircraft crossing runway	Note the large aircraft's rotation point. If past the intersection, continue the approach and land before the intersection. If the large aircraft rotates prior to the intersection, avoid flight below the large aircraft's flight path. Abandon the approach unless a landing is assured well before reaching the intersection.
Departing behind a large aircraft	Note the large aircraft's rotation point. Rotate prior to large aircraft's rotation point and continue climb above and stay upwind of the large aircraft's climb path until turning clear of his wake. Avoid subsequent headings, which will cross below and behind a large aircraft. Be alert for any critical take-off situation which could lead to a wake turbulence encounter

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Condition	Advisory for Pilots
Intersection take-offs on the same runway	Be alert to adjacent large aircraft operations, particularly upwind of your runway. If intersection take-off clearance is received. Avoid subsequent headings which will cross below a large aircraft's path
Departing or landing after a large aircraft has executed a low missed approach or touch-and-go landing	As the vortices settle and move laterally near the ground, the vortex hazard may exist along the runway and in your flight path after a large aircraft has executed a low missed approach or a touch-and-go landing, particularly in light quartering wind conditions. Ensure that an interval of at least two minutes has elapsed before taking off or landing

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8.54 Operations in Windshear

8.54.1 General

- 8.54.1.1 Windshear is meteorologically defined as a local variation of wind velocity in a given (but changeable) direction. Windshear in aviation equates to the rate of change of wind velocity along the path of an aeroplane. The factors that determine the resultant effect on the aeroplane are the kind of wind systems, its developmental and aeroplane's flight path and speed relative to the system.
- 8.54.1.2 Windshear, with or without turbulence, alters the lift forces acting on an aeroplane resulting in significant sinking or rising motion. It is thus categorized as:
- Increased performance shear caused by increasing headwind or decreasing tailwind component or vertical updraft.
 - Decreased performance shear caused by decreasing headwind or increasing tailwind component or vertical downdraft.
- 8.54.1.3 Windshear presents a potential hazard during takeoff and climb out, and approach and landing. With strong windshear, aeroplane can experience large fluctuations of airspeed and lift in very short periods. Pilots should be cautious whenever wind shear can be expected. Immediate corrective action to avoid high sink rates close to the ground is of vital importance.
- 8.54.1.4 Pilots are encouraged to improve their own standards of judgment based on visual cues. They should also be aware of extreme limitations of weather radar in producing a reliable picture regarding the existence, location and intensity of wind shear. Radar can only paint weather, whereas wind shear may occur some considerable distance from any such visible weather.

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8.54.1.5 At some airfields low level wind shear alert system provide warning in the event of horizontal change in wind direction and velocity exceeding certain values, and the rapid surface pressure changes, which help to detect cold front passages, and thunderstorm gust fronts. In the case of wind shear along the approach path, pilot reports still represent the main source of information.

8.54.2 Prevention Strategies

If windshear conditions are forecast, reported, or suspected, the flight crew shall:

- Review and brief windshear recognition, avoidance, and recovery procedures.
- Assess conditions for safe takeoff or approach and landing using all available information.
- Remain alert to indications of actual or potential windshear.
- Be prepared to respond immediately to any windshear encounter.

Response to a windshear alert may require significant control inputs and thrust changes to counter its effects.

8.54.2.1 Windshear on Takeoff

If windshear conditions are suspected, the flight crew should:

- Consider delaying the takeoff.
- Select the most favorable runway, taking into account the expected location of windshear.
- Use weather radar and/or predictive windshear systems, if available, prior to takeoff.
- Use maximum available takeoff thrust.
- Closely monitor airspeed and speed trend during the takeoff roll.

If a predictive windshear warning is received prior to takeoff, the takeoff shall not be commenced.

If windshear is encountered during takeoff, the flight crew shall immediately apply the windshear recovery procedure as defined in OM-B

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8.54.2.2 Windshear on Approach

If windshear is suspected during approach, the flight crew should:

- Consider delaying the approach and landing until conditions improve.
- Select the most favorable runway.
- Use weather radar and/or predictive windshear systems, if available.
- Closely monitor airspeed and speed trend.
- Be prepared to initiate an immediate go-around.

If a predictive windshear warning is received on approach, a go-around shall be initiated.

If windshear is encountered during approach, the flight crew shall immediately execute a go-around and apply the windshear recovery procedure as defined in OM-B.

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8.55 Classification of Windshear

8.55.1 Thunderstorms

8.55.1.1 The flow of air beneath thunderstorms cell is rather complex. Strong downdrafts in the center of the cell transport cooled air downwards, which then spreads outwards over the surface of the terrain. Warm air flows up and into the cell around the periphery in a counter flow. The distance from the cell to the leading edge of a shear may be up to 15 NM. Shears may exist simultaneously on several sides of a thunderstorm cell.

8.55.2 Downbursts

8.55.2.1 The term downburst is described as a severe downward rush of air and its outburst of damaging winds on or near the ground. Downbursts may be classified as either a macro burst or microburst according to the magnitude.

8.55.2.2 Macro bursts and microbursts are downbursts of different sizes with a radial outflow at the earth's surface lasting between 3 to 20 minutes. The meteorological parameters of microburst are relatively complicated, and predictions based on upper air and surface observation have not been very promising.

8.55.2.3 Microbursts, as downbursts of less than 4 kilometer in diameter, originate and descend from the base of the parent cloud (AC, CU and CB). They sometimes occur under "virga" conditions, which is down flow precipitation evaporating before reaching the ground.

8.55.2.4 The air rushes downward towards the earth's surface at high speeds. High total pressure at the center then accelerates the air outwards, during which the velocity reaches values of up to 35 to 40 knots, confined often to within 100 feet above the ground.

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8.55.2.5 At the outer boundary air moves up and again in a rotational movement and forms a vortex ring. The time period over which wind speeds exceed half the peak value may last from 1 to 8 minutes. Depending on the movement of the height of the base of the parent cloud, microbursts may occur as stationary or moving phenomena, either on the surface or in midair.

8.55.3 Frontal Shear

8.55.3.1 Frontal wind shear is present in both cold and warm front but exists in different relative locations in each type of front. Because the cold front boundary slopes back behind the frontal surface, the wind shear line also slopes back. However, with the warm front, the frontal boundary slopes upwards ahead of the surface front, so the wind shear does likewise.

8.55.3.2 Significant wind shear can be expected if a big surface temperature difference ($>6^{\circ}\text{C}$) exists across the front and if the front is moving rapidly (>30 knots).

8.55.4 Lee Wave, Rotor Shear

8.55.4.1 This type of wind shear is associated with mountain wave system which produces strong vertical and horizontal wind shears. Frequently, a second rotor will form up to 100 nautical miles from the lee side of the mountain. Depending on the moisture contents of the air, lenticular clouds may be produced.

8.55.5 Temperature Inversion

8.55.5.1 Strong inversions may be associated with wind shear near the ground. They occur mostly markedly during winters, at around sunrise. The main negative performance factor is caused by the decrease in engine power resulting from the temperature rise.

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8.55.6 Ground Effect

- 8.55.6.1 Terrain irregularities or buildings which interrupt the wind flow can produce significant wind shear close to the ground.
- 8.55.6.2 Increase pitch smoothly and progressively until reaching stick shaker actuation or Synthetic STALL Warning. Lower the pitch attitude slightly to stay just below stick shaker. Do not trim the aeroplane for recovery. Loss of lift is not only caused by loss of airspeed but also by a decrease in angle of attack which in turn reduces lift. This means that lowering the pitch attitude to gain speed in a tailwind or downflow wind shear could result in a loss of lift and subsequent heavy sink rate. Reduce attitude as soon as positive rate of climb is evident. Watch for the return of normal conditions, do not overcorrect when flying out of the wind shear zone. Radio altimeter, GPWS and flight path vector are the best indicators for climb and descent in these conditions.

8.55.7 Jetstream

- 8.55.7.1 Jet streams are narrow bands with extreme high wind speeds up to 300 Kts. They can extend up to several thousand miles; the width can be several miles.
- 8.55.7.2 Avoid flying along the edge of jet streams due to possible associated turbulence.
- 8.55.7.3 Pilots should also be aware of the effect of increased fuel consumption due to unexpected significant head wind components that can be encountered in a Jetstream.
- 8.55.7.4 Clear Air Turbulence (CAT) is common above and below the jet core.
- 8.55.7.5 If the temperature is changing in the CAT area, the flight should be continued on course; probably the CAT area will be crossed in a short time. If the temperature remains constant the course should be varied, so as not to stay in the CAT area for a longer time.

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8.55.8 Take Off and Climb Out – Windshear

8.55.8.1 Pilots must be alert to the possibility of wind shear during departure when studying weather information indicating:

- Thunderstorm cells are in the vicinity of the airfield at a distance of up to 15 NM or less.
- Frontal speed exceeding 30 knots are evident.
- The presence of high base convective clouds with high surface temperature and large dew point spread.
- Strong temperature inversions.

8.55.8.2 If windshear conditions are forecast, reported or suspected the flight crew should :

- Consider delaying the take off
- Select the most favourable runway taking into account the expected location of windshear.
- Use weather radar and / or predictive windshear system if available prior to take-off.
- Use of maximum take-off thrust.
- Use of higher climb out speeds.
- Use of recommended flap settings. Normally this is the lowest flap setting.
- If a predictive windshear warning is received prior to take-off the take-off shall not be commenced.
- If windshear is encountered during take-off the flight crew shall immediately apply recovery procedure as defined in OM-B

8.55.8.3 Make optimum use of any installed wind shear guidance system. If such a system is not available, consider the following.

Do Not Chase Airspeed

8.55.8.4 Avoid pitch down when speed decreases unexpectedly and hold pitch until reaching V2. If the descent is unavoidable and risk of

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ground contact exists, use full thrust by moving the throttle to the mechanical limits.

8.55.9 Windshear on Approach

If windshear conditions are forecast, reported or suspected during approach, the flight crew should:

- Consider delaying the approach and landing until conditions improve.
- Select the most favorable runway.
- Use weather radar and/or predictive windshear systems, if available.
- Closely monitor airspeed and speed trend.
- Be prepared to initiate an immediate go-around.

If a predictive windshear warning is received on approach, a go-around shall be initiated.

If windshear is encountered during approach, the flight crew shall immediately execute a go-around and apply the windshear recovery procedure as defined in OM-B.

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8.56 Volcanic Ash Clouds

8.56.1 General

- 8.56.1.1 Volcanic ash or dust consists of very abrasive particles, that may cause engine surge and severe damage to aircraft surfaces that are exposed to the airflow.
- 8.56.1.2 Flying through an ash cloud should be avoided due to the extreme hazard for the aircraft. Volcanic ash can cause extreme abrasion to all forward-facing parts of the aircraft, to the extent that visibility through the windshields may be totally impaired, wing and control surface leading edges may be severely damaged, airspeed indication may be completely unreliable because of blockage of the pitot heads and engines may even shut down.
- 8.56.1.3 Considering the potential adverse effects, operations from or to airports contaminated with volcanic ash should be avoided, if possible.

8.56.2 Aircraft Parked in Volcanic Ash Affected Area

- 8.56.2.1 Aeroplane exposed surfaces should be cleared of ash layers which may contaminate the lubricated parts, penetrate the seals or enter the engine gas path, air conditioning system and other aeroplane orifices.
- 8.56.2.2 During preflight, ensures that the inlet and exhaust areas have been cleared of volcanic ash as much as possible. The ash may be removed by using a broom and/or vacuum cleaners.
- 8.56.2.3 Inspect and clean away (as far as practical) any volcanic ash within 25 feet of the engine.
- 8.56.2.4 Prior to starting, dry motor the engine at maximum motoring speed for two minutes prior to turning the fuel ON. This will help to blow out any ash that may have entered the booster area.
- 8.56.2.5 Don't use windshield wiper for ash dust removal.
- 8.56.2.6 Don't use APU for air conditioning and electrical power supply. Restrict ground use of APU to engine starts, as required.

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8.56.3 Taxi – Volcanic Ash Affected Area

8.56.3.1 Following precautions should be taken for taxiing on volcanic ash affected airfields:

- Following brake release for taxi, advance the throttles in a smooth deliberate manner to the minimum thrust level required for breakaway.
- Return the throttles to ground IDLE as the aircraft starts to move forward.
- Maintain the BLEED VALVES to closed position.
- On airport areas where drifting contaminants are present, avoid sharp and high-speed turns.
- Following a backtrack on the runway, allow ash and dust to settle prior to initiating the take-off roll.
- Avoid taxiing aeroplane in contaminated areas whenever possible, use tug to tow to clean or cleaner areas for engine start and preparation for take-off.
- After landing, again limit taxiing to an area where tugs can be used to move around the airport.

8.56.4 Take Off – Volcanic Ash Affected Area

8.56.4.1 Make optimum use of the rolling take-off technique.

8.56.4.2 Enter runway while rolling and slowly but without hesitation, advance the throttles to take-off power setting.

Note: *If ATS is used for take-off, smoothly and symmetrically advance the power thrust levers to allow spool up before engaging TOGA.*

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8.56.5 Flight into known Volcanic Activity Areas

8.56.5.1 Flight into areas of known volcanic activity must be avoided. This is particularly important during hours of darkness or in meteorological conditions when volcanic dust may not be visible.

8.56.5.2 Avoidance is the only effective protection. Active NOTAMs, SIGMET and latest information from meteorological broadcasting stations or ATC should be carefully considered by flight crew.

Note: *Volcanic ash is composed of very small and dry particles and therefore, do not provide any weather radar returns.*

8.56.6 Flying through Volcanic Ash Clouds

8.56.6.1 Flying through an ash cloud is an extreme hazard for engines and pilots must avoid ash clouds. The flight crew can be exposed to multiple abnormal conditions, which may lead to critical emergency.

8.56.6.2 Volcanic ash may extend for several hundred miles, and eruptions may send ash plumes up to 40,000 feet. However, neither ash clouds nor volcanic dust can be detected by the weather radar.

8.56.6.3 If the aeroplane enters an ash cloud, expect smoke, dust or acrid odor and electrical sparks in the cockpit with dark heavy static discharges around the windshield. Besides this, multiple engine failure, engine surges or engine overheat, airspeed may become unreliable. Furthermore, pressurization and electrical system may be affected. If for any reason ash cloud encounter occurs, following actions are recommended:

- Do not climb to overfly the ash cloud.
- Reduce power to IDLE, to provide additional stall margin to escape the ash clouds by descending and flying 180° turn (if terrain permits).
- Closely monitor aircraft attitude vis-a-vis airspeed.

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- d. Try and keep as many engines running as possible. If an engine must be shut down due to EGT exceedance, restart the engine using the published procedures. If an engine fails to restart, repeated attempts should be made immediately to avoid solidification of molten ash on the turbine blades.
 - e. Use maximum bleed as possible, to decrease the chances of an engine surge and increased combustion stability.
- 8.56.6.4 Once the aeroplane has successfully escaped the ash clouds, land at the nearest suitable airport. If the visibility through the windshield is impaired, a runway with auto land capability should be considered.
- 8.56.6.5 If a volcanic eruption is reported during flight, the flight should remain well clear of the affected area and, if possible, stay on the upwind side of the volcanic dust (typically 20 NM upwind of the erupting volcano).
- 8.56.6.6 Volcanic ash clouds encounter may be suspected, should one or several of the following indications are observed:
 - a. Smoke or dust appearing in the cockpit.
 - b. Acrid odours like electrical smoke.
 - c. At night, St. Elmo fire/static discharge appearing around the windshield.
 - d. Bright white/orange glow appearing in the engine intake.
 - e. Landing lights casting sharp, distinct shadows.
 - f. Multiple engine malfunctions, such as increased EGT, power loss, stall or flame out.
- 8.56.6.7 Should the volcanic ash cloud be encountered, follow the applicable procedure as described in the aircraft type FCOM/QRH.

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8.56.7 Approach and Landing – Volcanic Ash

- 8.56.7.1 Communication difficulties may be experienced due to electrostatic conditions.
- 8.56.7.2 Because of the abrasive effect of volcanic ash on windshield and landing lights, the visibility for approach and landing may be significantly impaired.
- 8.56.7.3 During landing, limit the use of reverse thrust as much as possible, as reverse flow may impair visibility.
- 8.56.7.4 If use of maximum reverse thrust is anticipated, then apply reverse thrust upon main landing gear touchdown.
- 8.56.7.5 At 80 knots IAS or with IAS fluctuations, return reverse lever to reverse IDLE position.
- 8.56.7.6 Set reverse levers to the stowed position when engines reach IDLE level (approximately 60 knots IAS), unless use of reverse thrust down to low speed is required for safe aeroplane stopping.
- 8.56.7.7 Braking efficiency may be degraded by a layer of ash on the runway.
- 8.56.7.8 Landing performance data for wet runway (dry ash) or slush (wet ash) should be considered.

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8.56.8 Taxi and Parking – Volcanic Ash

- 8.56.8.1 For taxiing, limit engine operation to ground IDLE level, as much as practical.
- 8.56.8.2 Whenever an aeroplane is planned to stay overnight at an airport contaminated with volcanic ash, engine inlet covers as well as other protective covers and plugs should be installed.

8.56.9 Reporting of Volcanic Activity

- 8.56.9.1 If Volcanic ash is encountered, flight conditions permitting, give a call to ATC, giving information concerning the location, altitude and drift direction of the ash clouds.
- 8.56.9.2 After landing fill out the Mandatory Occurrence Report (MOR) and mention the details in Captain's Debrief. Volcanic Ash Advisory Information in graphical format (Model VAG) should be addressed.

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8.57 Operation in Heavy Precipitation

8.57.1 General

8.57.1.1 Heavy precipitation may occur as rain showers, snow showers and hail. The greatest impairment to flight is the reduced visibility and the risk of icing in combination with low temperature.

8.57.1.2 Heavy precipitation can be associated with significant downdrafts and wind shear.

8.57.2 Effect from Water Ingested by Jet Engines

8.57.2.1 Under given weather conditions, the water/air ratio absorbed by jet engines is directly related to its performance and aircraft speed.

8.57.2.2 This ratio is considerably increased at a high aircraft speed and engines at flight idle (typical descent conditions).

8.57.2.3 Therefore, during descent, under heavy rainfall conditions, or hail, significant ingestion of water may cause surging or possible flame out of jet engines.

8.57.2.4 Heavy precipitation can quickly lead to high levels of runway contamination so runway clearance/drainage rate must be closely monitored to assess if a diversion is necessary.

8.57.2.5 For further details, refer to aircraft type FCOM.

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8.58 Adverse Runway Conditions

8.58.1 General

8.58.1.1 Contaminated runway conditions with all their adverse effects require special considerations and limitations for takeoff, approach and landing. The aircraft type specific information instructions are contained in the FCOM or manufacturers document.

8.58.2 Definitions

8.58.2.1 A distinction is made between the damp and contaminated runway state. A Runway is considered contaminated whenever its surface is affected by any deposit exceeding the state of wet, the latter being defined as a water depth of up to 3 mm.

8.58.2.2 A runway covered with ice or a wet surface in connection with dust or sand should always be considered as contaminated irrespective of the extent of coverage.

8.58.2.3 Aquaplaning is possible whenever a runway is covered with a fluid deposit exceeding 3 mm depth.

8.58.3 Major effects on Aeroplane Performance and Operation

8.58.3.1 The aeroplane take-off and landing performance is degraded to a degree dependent upon the type and extent of the deposit as follows:

- Slower acceleration on runway covered by the standing water and slush or snow because of dynamic drag acting on the landing gear wheels and of spray impingement drag on the airframe.
- Reduced tyre or surface friction which degrade aeroplane braking action and directional control. Extreme slipperiness in the form of viscous aquaplaning can occur at the onset of the first rainfall on runway exposed to long periods of dry weather in arid zones due to dust or sand.

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- c. Considerable slipperiness must be anticipated within that part of a runway covered with rubber deposits whenever the surface is damp or wet or otherwise covered with fluid deposits.
- d. Proper operation of anti-skid braking system may not be provided on slippery runway surface due to inadequate wheel spin up on touchdown. Positive touchdown and immediate deployment of spoilers may facilitate wheels spin up.
- e. The use of reverse thrust requires caution in cross wind condition or in asymmetric modes, because directional control may be lost due to the changed thrust vector or yawing moments.
- f. Reduced visibility and optical illusions during precipitation e.g. blowing snow, heavy rain demands caution.

8.58.4 Nature and Forms of Aquaplaning

8.58.4.1 Aquaplaning occurs when direct contact between tire and runway surface is partially or completely lost due to fluid pressure equal to or exceeding tire inflation pressure. This is the reason why Aquaplaning, viscous and dynamic combined must be expected at high speeds on standing water, slush and wet snow with a measured depth of more than 3 mm. The factors and conditions which can cause high water pressure on the tire footprint area are manifold. Three forms of aquaplaning are given below:

- a. Viscous Aquaplaning.
- b. Dynamic Aquaplaning.
- c. Reverted Rubber Aquaplaning.

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8.58.5 Viscous Aquaplaning

- 8.58.5.1 The viscosity of water or a lubricant mixture of water with a contaminant (dust, fine sand etc.), is of such magnitude that the penetration of even thin film requires contact pressures more than the tire inflation pressure. Accordingly, direct contact between the wheel tread and the runway surface can only be established through local peak pressure developed at sharp corners of the surface texture.
- 8.58.5.2 Therefore, runways with smooth surfaces, which lack adequate sharpness will generally be prone to viscous aquaplaning under contaminated conditions.
- 8.58.5.3 Viscous Aquaplaning once onset can persist to very low speeds. Aeroplane braking ability on runway covered with compacted snow or ice may drop significantly as the speed reduces during landing. This phenomenon is attributed to melting of ice, induced by tire contact pressure, causing viscous aquaplaning.

8.58.6 Dynamic Aquaplaning

- 8.58.6.1 The inertia of a measurable depth of water standing water, slush or wet snow causes increasing resistance to displacement with increasing speed. As a result, water pressure develops progressively and, at a critical rolling speed reaches a magnitude sufficient to lift the tire off the surface.

8.58.7 Reverted Rubber Aquaplaning

- 8.58.7.1 Whenever a tire is sliding for a prolonged time (i.e. no wheel spin up), considerable heat is generated in the footprint area. As a result, the outermost layer of the tire tread melts, thereby sealing the footprint. The entrapped water is converted to high pressure steam causing complete loss of contact between the tire and the surface. Once commenced, this kind of aquaplaning can persist down to taxi speeds.

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8.58.8 Reporting of Braking Conditions

- 8.58.8.1 The accurate reporting of braking conditions and the depth of contamination are both important, since conditions can vary considerably along the runway and change within a short period of time. The various methods used to determine braking conditions are not uniform.
- 8.58.8.2 The measurement of friction coefficient is only representative and reliable for compact snow and ice formation. Whereas it is generally too low in cases of dry loose snow on an otherwise bare runway.
- 8.58.8.3 In case of standing water, slush or wet snow, friction measurements are highly speed dependent due to aquaplaning effects and may not reflect the braking conditions experienced.
- 8.58.8.4 Special caution is required with wet snow because it can gradually turn into slush with significant performance deterioration due to:
- OAT rising above 0 °C.
 - Initial pavement temperature above 0 °C.
 - Solar radiation.
- 8.58.8.5 Most State and airfield authority do not promulgate friction coefficient of braking action under such conditions but report the actual state in terms of the type of contamination and measured depth instead.
- 8.58.8.6 Pilot reports from comparable aeroplane types are to be used as guidance only.
- 8.58.8.7 The braking conditions are given either as friction coefficient (FC) or in the form of descriptive Braking Action (BA) terms (Good, Medium, Poor) for each third or the total length of runway. If Friction Coefficients and Braking Actions are issued, the Friction Coefficients reflects the more accurate value for assessment of the actual conditions and shall be applied in the first place.

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8.58.9 Reporting of Runway Contamination

- 8.58.9.1 Existing contamination of dry or wet snow, slush, standing water or ice is reported for each third or the total length of the runway and will be published in the SNOWTAM and Runway Condition Report (RCR).
- 8.58.9.2 The extent of contamination in the respective areas (third or total length) will be expressed as percentage coverage in the steps of 10%, 25%, 50% and 100%.

8.58.10 Performance Correction

- 8.58.10.1 Corrections must be applied for performance loss considering the kind and depth of deposits and braking conditions.
- 8.58.10.2 When variable braking conditions are reported along a runway, the lowest value shall be used for takeoff and landing weight calculations.

8.58.11 Operational Limitations

- 8.58.11.1 Operational limitations shall be applied in accordance with the instructions given in the respective FCOM.
- 8.58.11.2 In addition the following requirements must be considered:
 - a. For determination of maximum acceptable crosswind, the lowest reported Friction Coefficient or Braking Action (FC/BA) value along the runway shall be used. The maximum cross wind limitations stipulated in the FCOM must be adhered to. On runways covered with deposits of less than 25%, the application of these limits is at the discretion of the Captain.
 - b. If the cleared or treated runway width is less than 40 meters, the Captain should carefully evaluate the maximum acceptable cross wind. The available runway width shall not be less than 30 meters (100 feet) and the appropriate FC/BA requirements must be met.

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8.58.12 Wind Component Limitations

8.58.12.1 The cross wind and tailwind component values for takeoff, approach and landing shall be limited to the manufacturer's demonstrated or recommended values as given in the respective FCOM and FCTM. These include situations such as runway contamination, degraded stopping capability, use of autopilots or any other relevant operational factor.

8.58.12.2 Snowbanks adjacent to the cleared width of the runway and taxiway and the edges of apron must be limited to such heights that adequate protection is provided against engine ingestion, damage to engine pods or extended flaps or slats with the aeroplane maneuvering on the edge of the cleared area. Follow taxiway and runway center lines as closely as possible and request guidance from airfield authorities in case of doubt.

8.58.13 Captain's Consideration

8.58.13.1 The following criteria shall be considered for decision making when using the lowest acceptable values.

- a. Surface wind or cross wind.
- b. Relationship between the required and available runway lengths (After application of all FCOM corrections).
- c. Available runway width and presence of snowbanks along the runway edges.
- d. Runway surface grooved or un-grooved.
- e. The visibility or RVR.
- f. Clarity of threshold, centre line light and runway edges.
- g. Risk of optical illusions (e.g. blowing or drifting snow).
- h. Reliability of reported runway conditions.
- i. Aeroplane well established on short finals i.e. no wind shear, no excess speed etc.
- j. Pilot reports from a comparable aeroplane type (to be used as guidance only).

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8.58.14 Sandstorms

8.58.14.1 Avoid flying in active sandstorms whenever possible. When on ground, aircraft should ideally be kept under cover if dust storms are forecast or in progress. Alternatively, all engine blanks and cockpit covers should be fitted, as well as the blanks for the various system and instrument intakes and probes. They should be carefully removed before flight to ensure that accumulation of dust is not deposited in the orifices which the covers are designed to protect.

8.58.14.2 For further details, refer to aircraft type FCOM.

8.58.15 Mountain Waves

8.58.15.1 Under certain conditions of atmospheric stability and wind speed, the airflow over a mountain ridge creates a standing wave pattern on the lee side. In its larger form this is known as "Mountain Wave" which may cause severe turbulence. Typical tell-tale signs are lenticular and rotor clouds, and clouds with "waterfall" appearance. The strongest turbulence maybe expected in the rotor clouds.

8.58.16 Significant Temperature Inversion

8.58.16.1 Under normal conditions, temperature decreases as the height increases. The temperature decreases at the rate of 1.98 °C for each 1000 feet of height increase. This is referred to as Lapse Rate. A temperature inversion is where temperature increases with height.

8.58.16.2 Effect of Temperature Inversion on aircraft performance is as given below:

- A temperature inversion will result in a reduction of the thrust only when performing a maximum thrust take-off during hot days.
- In the event of temperature inversion, the climb performance will be affected in the cases where the thrust is affected.

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- c. However, to affect the aircraft performance, a temperature inversion must be combined with other factors.
- d. During a normal take-off with all engines operative, the inversion will have no effect since the actual aircraft performance is already far beyond the minimum required performance.
- e. The actual aircraft performance could be affected only in the event of an engine failure during take-off.
- f. A temperature inversion could become a concern during the take-off only in the following worst case with all these conditions meet:
 - i. The engine failure occurs at V_1 .
 - ii. Take-off is performed at maximum take-off thrust.
 - iii. The take-off weight is limited by obstacles.
 - iv. The temperature inversion is such that it results in the regulatory net flight path margin cancellation and leads to flight path below the regulatory net flight path.

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8.59 Crew members at their Seats

8.59.1 General

- 8.59.1.1 CAA, Pakistan regulation requires that pilot seats are occupied by appropriately qualified crew during all phases of flight. A Cockpit Crew may leave his seat temporarily during flight, with the Captain's permission e.g. when personal necessities or minor irregularities so require. Autopilot must be engaged in all such cases. However, there shall be no change of seat or leaving cockpit seat below 10,000 feet AAL.
- 8.59.1.2 Whenever the Pilot-in-Command (PIC) is replaced in his seat, this must be authorized by the Captain. The changeover must be done quickly and arranged so that only one of the pilot seats is vacant at a time. The autopilot must be engaged during such a seat change. The Captain shall occupy the left-hand seat except when he is endorsed to fly on the right-hand seat and is doing so in training or checking role. When two Captains are flying together and one is training Captain sitting in the right-hand seat tasked to carry out the duties of the First Officer, the Training Captain is the designated Commander of the aeroplane. When the Captain is not assigned in a training or check role, the Captain in the left hand seat is the Commander of the aeroplane.
- 8.59.1.3 As far as possible, Captain and First Officer should fly "Sector by Sector" in the role of Pilot Flying (PF) and Pilot Monitoring (PM), to ensure that both recency and the level of flying proficiency is maintained. However, this remains entirely at the discretion of the Captain who should carefully consider all relevant matters before allowing an inexperienced First Officer to fly the aeroplane.

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8.59.1.4 Following are the occasions on which the Captain is required to assume the duties of Pilot Flying (PF) irrespective of prior allocations.

- a. During rejected take-off.
- b. During emergency and certain abnormal procedures.
- c. Anytime the Captain considers it necessary for safe conduct of the flight.

8.59.1.5 When First Officer is acting as Pilot Flying (PF), the Captain shall perform the Pilot Monitoring (PM) duties and not countermand the First Officer's decision, unless he considers that Flight Safety, regulations or standards are being compromised.

8.59.2 Flight Crew

8.59.2.1 During take-off and landing (below 10,000 feet or MSA whichever is higher) each flight crew member, who is required to be on cockpit duty, shall be at his/her operating seat.

8.59.2.2 During all other phases of flight, each flight crew member on cockpit duty shall remain at their station unless their absence is necessary for the performance of duties related to the operation or for physiological needs provided, that at least one suitably qualified pilot remains at the controls at all times.

8.59.2.3 Except for crew entry/exit, the cockpit door shall remain closed and locked for the entire duration of the flight.

8.59.2.4 The task of each flight crew member is defined in the FCOM and aircraft SOPs for all flight phases.

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8.59.2.5 Non-essential activities shall be avoided during phases of flight where workload is high. At all other times, the PIC should ensure that only one flight crew member is so occupied at any one time and that careful attention is being paid to normal operational duties by the other crew member(s).

8.59.2.6 Meals, tea or coffee ... etc., shall normally be partaken separately, so that one pilot can keep watch until the other is ready, thus maintaining an adequate lookout/instruments scan and monitoring.

8.59.2.7 In case of augmented crew operation, cockpit crew changes for the flight duties are not allowed below 10,000 feet.

8.59.3 Cabin Crew

8.59.3.1 Cabin crew shall be seated at their assigned seats during take-off, landing and whenever deemed necessary by the PIC in the interest of safety. The additional cabin staff that cannot be accommodated in cabin crew seats shall occupy passenger seat in the Economy class.

8.59.3.2 At the time of Take Off, discussion, use of mobile phone, smoking, consumption of tea, meals or other edibles is strictly prohibited. Cabin Crew must be seated in their assigned Jump Seats for take-off and landing.

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8.60 Use of Seat Belts in Aircraft

8.60.1 Use of Seat Belts by Flight and Cabin Crew

- 8.60.1.1 Flight Crew members occupying pilot seats shall always have their seat belts fastened unless duty requirements prevent this temporarily. The shoulder harness and crotch strap, where fitted, must be worn for taxi, takeoff, landing, up to/below 10,000 feet and in turbulent conditions.
- 8.60.1.2 All other crew members must occupy their seats with seat belts and shoulder harnesses fastened for takeoff and landing and in turbulent conditions unless the shoulder harness interfere with the performance of their duties, in which case only the seat belt must remain fastened.
- 8.60.1.3 Any additional authorized personnel who are on the flight deck during takeoff and landing must have their seat belts and shoulder harness (where fitted) fastened for takeoff and landing.
- 8.60.1.4 The Captain shall inform the LCC regarding the expected turbulence and the necessity for the Cabin Crew to be seated and fasten their seat belts.
- 8.60.1.5 Cabin Crew members must wear the lap belt and shoulder harness if occupying a Jump Seat. In case a trainee or additional cabin crew is occupying a passenger seat, he/she must wear passenger seatbelt and adopt appropriate brace position in case of an emergency.

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8.60.2 Use of Seat Belts by Passengers

8.60.2.1 There must be adequate serviceable seats and safety belts available onboard for all passengers.

8.60.2.2 Passengers must use their seat belts, and the “Fasten Seat Belts” sign must be ON during:

- Taxiing and any period of flight below 10,000 feet.
- Flight in turbulent air or at any time when turbulence can be expected. In case of the latter, the Captain shall brief the Cabin Crew as early as possible, thus enabling them to secure in advance those passengers who wish to sleep.
- An announcement shall be made by the LCC as soon as “Fasten Seat Belts” sign is switched OFF after take-off, recommending the passengers to keep the belts fastened for safety reasons whenever seated.
- An announcement shall be made by the LCC as soon as “Fasten Seat Belts” sign is switched ON before landing, recommending that passengers to keep the seat belts fastened for safety reasons till the engines are switched OFF.

8.60.2.3 Passengers must fasten their seat belts when the “Fasten Seat Belts” sign is ON.

8.60.2.4 A child, who has not reached his second birthday, may be held by an adult who is accompanying him. The child must be secured with a loop infant seat belt.

8.60.2.5 Whenever the seat belts are to be fastened, each infant must be kept in the supplementary loop belt of the accompanying person or strapped in a dedicated restraining device.

Note: *For passenger comfort, rate climb/descent of cabin altitude greater than 500 feet per minute should be avoided.*

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8.61 Admission to Flight Deck

8.61.1 General

- 8.61.1.1 M/s PIACL fully complies with Civil Aviation Rules (CARs 1994), Rule-236 “Entry to Flight Deck”.
- 8.61.1.2 PIACL Flight Crew members should be allowed to perform their work with as little disturbance as possible. Therefore, no other person shall be in the cockpit during the flight. For exceptions to this policy, see Para 8.65.1 in this Chapter.
- 8.61.1.3 Travel on or visits to the cockpit (Flight Deck) shall not infringe upon the authority of the PIC of the aircraft.
- 8.61.1.4 Notwithstanding any of the following, the Pilot-in-Command of an aircraft shall always have the right to prohibit entry to, or expel from the flight deck, any person, whenever he feels that the safety of the aeroplane may be compromised. His decision shall be final and binding in this respect.
- 8.61.1.5 Any crew member who wishes to visit the cockpit must first approach the LCC/Cabin Crew Member and identify himself/herself. The LCC/cabin crew member shall then ask the Captain for permission. If permitted, only then a visit to the cockpit shall be made. In addition, crew members should display their PIACL identity cards while visiting the cockpit.

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8.62 Admission to Flight Deck – PCAA Inspector on Duty

8.62.1 General

8.62.1.1 En-route inspections by PCAA Flight Inspectors are a part of the surveillance conducted by PCAA. Such inspections are an important way for an Authority to fulfil the requirements of the ICAO in terms of continued surveillance of Operators. The objective is to ensure that the standards required under an AOC are being maintained.

8.62.2 Scope of Inspection

8.62.2.1 Flight Standards Inspector of PCAA, as designated by Director General Civil Aviation Authority (DG CAA) are authorized to undertake examination or checks of a Flight Crew including but not limited to Proficiency Check, or a check for the issuance of a type rating. Flight Inspectors are authorized to conduct inspections of operating procedures, the operation of aeroplane including but not limited to cockpit and cabin enroute inspections or the aeroplane equipment or of the ground organization of an AOC Holder.

8.62.2.2 PCAA Inspectors are also authorized to perform any other Regulatory examination, inspection, checks and any additional checks that may be required by the Director General CAA to fulfil the requirements of ICAO and Civil Aviation Rules 1994.

8.62.2.3 The Pilot-in-Command shall have the authority to refuse permission to any persons to enter the flight crew compartment during a flight, if in his opinion the presence of that person would endanger the aeroplane. If such a person is refused permission who is a person authorized by DG CAA to carry out Flight Inspection or Flight Checks in that aeroplane, the PIC shall state the reasons for his refusal to that person and immediately after completion of flight shall furnish a report in writing to DG CAA.

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8.62.3 Procedure of Inspection

- 8.62.3.1 All PCAA Inspectors possessing identification issued to them by the Director General identifying themselves as “Flight Inspector” or otherwise shall be deemed to be an authorized person within the meanings of Rule-5 of the CARs 1994 for the performance of duties and functions assigned to them under the authority of Rule-4 of and Rule-236 of CARs 1994.
- 8.62.3.2 The Director General may also exercise himself the said powers available under the above-mentioned rules as and when deemed necessary.
- 8.62.3.3 The Flight Inspector, before conducting any inspection, checks or examination, shall identify himself through the CAA Flight Inspectors identity card.
- 8.62.3.4 The following shall be guidance for notification:
- PCAA will continue to provide the Operator with a notification in as far advance as possible. However, PCAA shall be entitled to do “No Notice” inspection at any time at any place as determined by the DG CAA.
 - PIACL shall ensure that when such a notification is received that, in addition to the ticket and boarding card, that a flight deck jump seat and headset or cabin seat if a cabin enroute inspection is planned, made available for the Inspector’s use during the performance of the surveillance activities.
 - Whenever, whilst performing the duties of conducting an inspection, an Inspector presents his identification to the Operator and/or the Captain of an aeroplane, the Inspector must be given free and uninterrupted access to all facilities including but not limited to the cockpit of that aeroplane.
 - If the Operator has scheduled training for that flight that would require the forward seat, the Inspector would then utilize the second seat if available and in addition to normal surveillance activities, also make relevant observations on the conduct of training.

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- e. To minimize disruptions to the Operators, Inspectors will evaluate situation where possible conflicts arise over the use of jump seat. If, after evaluation, an Inspector determines that the use of seat would cause the Operator a disruption to a required activity such as a Line Check and the enroute check could be reasonably rescheduled, he will so indicate. However, where the Inspector has a specific requirement to be performed on a particular flight or a particular aeroplane such as surveillance of a particular crew or aeroplane, the Inspector shall conduct the Inspection.
- f. In case an aeroplane is not equipped with a cockpit or flight deck jump seat, a cabin seat may be used for the conduct of a cockpit enroute inspection. An effort will be made to inform the Operator as soon as possible that a suitable cabin seat will be required to preclude interruption to the operations.

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8.63 Locking of the Cockpit Door

8.63.1 General

- 8.63.1.1 PIACL fleet is equipped with bullet-proof Flight Deck Entry Doors (Cockpit Door). The Cockpit Door shall remain locked in all phases of flight from the time the aeroplane cabin doors are closed following passenger embarkation to the time these doors are opened for passenger disembarkation. It shall only be opened by crew members or those persons having the authority to do so. The door may be left open for extended periods only if operational conditions require it and on the instructions of the Captain.
- 8.63.1.2 The LCC is responsible for making sure that no passenger enters the cockpit without prior permission from the Captain and that the cockpit door remains locked.
- 8.63.1.3 The Captain shall at all times retain the authority to lock the flight deck door and deny access to the flight deck.
- 8.63.1.4 For cockpit services and to establish a means by which cabin crew can discreetly notify the flight crew in the event of suspicious activity or security breaches in the cabin the LCC shall follow arrangements made prior to the departure regarding the use of interphone, discreet words and entry code of the flight deck door.

8.63.2 Unlocking and Opening of Cockpit Door

- 8.63.2.1 It is the responsibility of Pilot-in-Command (PIC) to ensure physical check of view outside the cockpit to identify person requesting entry and to detect suspicious behavior or potential threat either through camera or cockpit door peep hole prior to unlocking and opening the flight deck door.
- 8.63.2.2 During normal course of operation such physical check is performed by the PNF.

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8.64 Cockpit Exit/Entry – (A/C without / UnServiceable Surveillance Camera)

8.64.1 General

8.64.1.1 The cockpit door shall remain locked for the entire duration of the flight.

8.64.1.2 To comply with international standards for security of the flight crew compartment, on aeroplane that do not have a surveillance camera installed, or unserviceable the following procedure shall be followed by the flight and cabin crew:

- a. Access to the flight crew compartment shall be limited even to the cabin crew. The following procedure is considered effective and a minimum to verify that cockpit entry request is genuine, and that no unauthorized persons may take advantage of an open door to rush into the cockpit.
- b. Cabin crew should always be vigilant and must actively monitor the surroundings, whenever the cockpit door is opened for entry or egress.
- c. Most of the contact between the flight and cabin crew shall be through the interphone system. To safeguard against any unauthorized person forcing his/her way into the cockpit during flight, code word **must** be established between flight and cabin crew during briefing, prior to the first flight of the day. The code shall always be used by the cabin crew when making a “false” door opening request on interphone, in the event of a passenger forcing the cabin crew to get the door open.

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8.64.1.3 Before opening the cockpit door from inside, following shall be the normal procedure:

- a. Using intercom, confirm from cabin crew that the lavatory adjacent to the cockpit is/are not occupied by passengers, and no passenger is in the safety critical area waiting for lavatory to be vacated by another passenger.
- b. Give a "CLEAR THE AREA" message to the cabin crew.
- c. On aeroplane with a forward galley located adjacent to the cockpit, the cabin crew shall position a meal cart to physically block the lavatory access from the passenger end.
- d. View through the door mounted spyglass/peephole to monitor the outside area.
- e. Determine that the situation outside the door is safe for its opening.
- f. Flight crew shall not enter passenger cabin to assess a security issue, or to assist in resolving the security issue. The responsibility shall remain with the cabin crew who are qualified and prepared to handle all passenger related issues without flight crew intervention. The cabin crew shall keep the PIC fully updated with any such developments. However, when the flight crew is ready to return to the cockpit, he shall coordinate the door opening with other crew members using the intercom.
- g. One Cabin Crew shall remain in the cockpit when a flight crew is outside the cockpit. This provision is applicable only to two crew aeroplanes.

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8.64.2 Leaving Cockpit Procedure

- 8.64.2.1 Two-man cockpit shall always be manned by two crew members without any exception.
- 8.64.2.2 Flight crew shall respect sterile cockpit concept at all times.
- 8.64.2.3 Regardless of the phase of flight or flight level, if one crew member leaves the cockpit, it will be treated as a sterile cockpit.
- 8.64.2.4 Whenever a flight crew member leaves the cockpit, a cabin crew member shall be present in the cockpit prior to leaving of the flight crew member and shall remain there until the flight crew member returns to their duty station.
- 8.64.2.5 Transfer of controls and radio monitoring procedure in Para 13.7 of Chap-13, must be followed.
- 8.64.2.6 Cabin crew shall be reminded on the following before cockpit crew leaves the cockpit: (demonstration is not required)
 - a. Use of oxygen in the third occupant seat.
 - b. Flight crew seat operation.
 - c. Operation of Public Address (PA) system.
 - d. How to recognize flight crew incapacitation.
- 8.64.2.7 In the unfortunate event of actual incapacitation of a flight crew, the remaining cockpit / cabin crew member shall announce on the PA "LCC to cockpit immediately".
- 8.64.2.8 LCC/Cabin Crew shall proceed as per instructions laid down in the Operations Manual and SEP Manual.
- 8.64.2.9 Upon return of the flight crew members to the cockpit, he will be briefed on any changes occurring in the ensuing period e.g. ATC/Radio communication, fuel status, flight plan changes etc.

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8.65 Use of Vacant Crew Seats

8.65.1 Cockpit/Cabin Jump Seat

- 8.65.1.1 “Travel in Cockpit” means authorization to be in the cockpit during all phases of the flight, take-off and landing inclusive.
- 8.65.1.2 No person shall travel on the flight deck unless authorized by the Captain.
- 8.65.1.3 DFO may authorize travel on the flight deck, in which case the Captain will be provided with appropriate written notification. The Captain’s approval is required for all travel on the Flight Deck.
- 8.65.1.4 A Jump Seat rider briefing card is displayed/available on the entire PIACL fleet next to the jump seat. PIC/LCC should direct the Jump Seat Traveler to review the same. Refer to 8.65.2.3
- 8.65.1.5 In addition, the following policy must be followed, to preclude the possibility of injury in an unforeseen turbulent condition:
- If a cabin crew visits the cockpit, for any reason (briefing, reporting an issue), cabin crew shall first be asked to take the seat for that duration.
 - All cockpit visitors must always position themselves on the jump seat.
 - At any point in time, number of occupants in the cockpit must not exceed the number of jump seats in the cockpit, excluding cabin crew who may be required to visit the cockpit for a brief duration of time, for serving etc.
- 8.65.1.6 The authority for use of the jump seats ultimately rests with the Captain of the aeroplane, according to the following rules, none of which limits the authority of the Captain to exclude any person from the flight deck in the interest of safety.

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8.65.1.7 The following personnel, on production of Valid Identification (ID card) or a written authority may occupy jump seats subject to the Captain's approval.

- a. PIACL flight and cabin crew conducting Line Checks.
- b. PCAA Flight Standard Inspectors in their official capacity.
- c. Air Traffic Control personnel on official familiarization flights.
- d. Airframe and engine manufacturers representatives on official observation duties and other officials specifically authorized by Flight Operations Management.
- e. PIACL flight crew, cabin crew and dependents.
- f. Licenced flight and cabin crew of other airlines positioning.
- g. PIACL staff employees on duty, leave or emergency travel.
- h. All PIACL retired employees and their dependants.

8.65.1.8 The use of any jump seat for take-off or landing by a revenue passenger is prohibited.

8.65.1.9 Under no circumstances any visitors to the flight deck are permitted to occupy any operating crew member seat or touch any of the controls in the cockpit.

8.65.1.10 Any person travelling on jump seat shall be briefed on the procedures to be followed in emergency, in accordance with the "Jump Seat Rider Briefing Card" carried onboard.

8.65.1.11 Occupants of flight deck jump seat should refrain from smoking. In case it is done, the entire crew complement present in the cockpit will be held responsible.

Note-1: Reason for Emergency Travel is described as (1) Death or imminent death of a defined near relative (2) Catastrophe occurring to home of the staff.

Note-2: "Flight Crew" refers to pilots' "staff" refers to PIACL employee.

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8.65.2 Cockpit Jump Seat – Authorized Users

- 8.65.2.1 At the discretion of the Captain, both the cockpit jump seats may be occupied by Flight Crew, however, one seat at a time may be occupied by a non-flight crew – if operationally or otherwise required. The PIC may authorize the following to occupy one flight deck jump seat.
- Cabin crew.
 - Aeroplane engineer.
 - Operations Engineer.
 - ATCOs.
 - FOOs.
 - Safety and Quality Auditor.
 - PCAA FI
- 8.65.2.2 Before permitting use of jump seat by non-flight crew, Captain must consider the nature of the flight to be undertaken, the age, mental and physical state of the occupant, especially one who will occupy a jump seat for take-off and landing. Occupants of jump seats must not be allowed to distract the flight crew during critical phases of flight.

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8.65.2.3 Jump Seat rider briefing card



FLIGHT OPERATIONS DEPARTMENT

JUMP SEAT RIDER BRIEFING CARD

Welcome Aboard!

PIA and your flight crew welcome you on the flight deck. This card will serve as a briefing guide, so please read it carefully.

- **SMOKING** is strictly prohibited on board.
- You have been allowed on the flight deck in accordance with company rules.
- The flight crew will instruct you on the operation of the jump seat and a quick-donning oxygen mask.
- Keep your seat belt fastened at all times.
- Non- essential conversation is prohibited below 10,000 feet. PIA is explicit concerning non-essential conversation in the cockpit, reading publications not related to the proper conduct of the flight or any activity that could distract flight crew members from the performance of their duties.
- Do not open cockpit door unless instructed to do so by the Captain.
- Your primary emergency exit is the left forward passengers door or as directed by the Captain.
- The flight crew will designate any secondary emergency exits. After exiting the airplane you can assist other passengers exiting airplane.
- You are, requested not to communicate with flight crew while they are using their headset.

Have a pleasant & safe flight.

Ref: CPSI/JS/01/2015 Dtd: 9th July 2015 Rev: 00/2015

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8.66 Incapacitation of Crew Member

8.66.1 General

8.66.1.1 Regular medical examination should ensure that crew members are physically and mentally able to do their job. Experience shows, however, that incapacitation of crew member is not an uncommon cause of incidents and can occur at all age groups and all phases of flight. Incapacitation can be divided into two categories.

- a. **Obvious Incapacitation** means total functional failure and loss of capabilities. In general, it will be easily detectable and of prolonged occurrence. Among possible causes are heart disorder, severe brain disorders, internal bleeding, food poisoning etc.
- b. **Subtle Incapacitation** is considered a more significant operational hazard, because it is difficult to detect the effects and can range from partial loss of function to complete unconsciousness. The possible causes might be, minor brain seizure, hypoglycaemia (low blood sugar), other medical disorder, extreme fatigue or preoccupation with personal problems. Because a crew member may not be aware of or capable of rationally evaluating his or her situation, this type of incapacitation is more dangerous.

8.66.1.2 The most important preventive measure is to maintain a high standard of alertness. Routine adherence to SOPs and flight deck discipline is stressed because a procedural deviation might provide the first indication of arising problem.

8.66.1.3 A good means of detection is to follow the two-communication rule as explained in Para 8.66.3.

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8.66.2 Symptoms of Crew Incapacitation

8.66.2.1 Symptoms of the beginning of an incapacitation generally are:

- a. Incoherent speech.
- b. Strange behavior.
- c. Irregular breathing.
- d. Pale fixed facial expression.
- e. Jerky motions that are either delayed or too rapid.

8.66.3 “Two Way Communication Rule”

8.66.3.1 Use of the “Two Way Communication Rule”.

- a. If a crew member does not respond appropriately to two verbal communications; or
- b. If a crew member does not respond to a verbal communication associated with a significant deviation from a standard flight profile.
- c. Incapacitation must be suspected when a Flight Crew Member does not respond to:
 - i. Two verbal communications when above 1,000 feet AGL.
 - ii One verbal communication when below 1,000 feet AGL.

8.66.4 Actions in the Event of Cabin Crew Incapacitation

Should a cabin crew member become incapacitated during flight, the PIC is to be informed immediately and procedures given in SEP Manual shall be followed

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8.66.5 Actions in the Event of Pilot Incapacitation

- 8.66.5.1 Whenever Pilot Incapacitation is suspected or is obvious, the following steps shall be taken by the other pilot:
- Declare an emergency.
 - Take over the controls immediately. Engage the autopilot.
 - Ensure a safe condition of flight.
 - Announce on PA “LCC to cockpit immediately”.
 - Remove the incapacitated pilot from the controls.
 - Analyse flight operational aspects. Prepare the flight deck for landing.
 - Assess the condition of incapacitated crew member.
 - Evaluate the remaining flight time of the planned flight leg. Also check the suitability and knowledge of an en-route airfield for an emergency landing.
 - Should incapacitation occur during an approach to land, the remaining pilot may continue the planned approach if he considers that the approach and landing can be completed safely.
 - In general, the aeroplane must land, as soon as practicable, after declaring an emergency. Request whenever possible a long, Straight in Approach, through radar vectors.
 - Fly the aeroplane from your normal position, do not change seats. Perform the approach check earlier than normal.
 - First Officer after landing must stop the aeroplane on the runway and request towing. ATC should be advised of this before landing. However, if trained, the First Officer may taxi to the parking bay or clear off the runway – as required.
 - Organize your work after landing.
 - First Officer must not attempt under any circumstances to taxi the aeroplane from the Captain’s seat.
 - Arrange parking of the aeroplane.

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8.66.6 Care of Incapacitated Flight Crew Member

8.66.6.1 Care of incapacitated Flight Crew member should be done as:

- a. Remove the incapacitated pilot from the controls.
- b. Assess the condition of incapacitated crew member.
- c. Arrange for medical assistance in flight and after landing.
- d. Get the incapacitated Flight Crew member offloaded and to the ambulance in a suitable location and as quickly as possible.

8.66.7 Care of Incapacitated Cabin Crew Member

8.66.7.1 Care of incapacitated cabin crew member should be done as:

- a. Assess the condition of incapacitated crew member.
- b. Arrange for medical assistance in flight and after landing.
- c. Get the incapacitated Cabin Crew member offloaded and to the ambulance in a suitable location and as quickly as possible.

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8.66.8 Possible Factors Leading to Crew Incapacitation

8.66.8.1 Possible Factors that can lead to Crew Incapacitation are given below:

- a. Obvious incapacitation, sometimes sudden and complete, may result from food poisoning which can occur at any location, but primarily in areas of poor hygiene.
- b. Food poisoning does not show its effect in a uniform manner or in a given time. After consumption, effect which must be considered, especially for flights with long duty periods. A critical situation may also arise for the other flight crew member.
- c. Undue fatigue can produce very similar effects to incapacitation. The general physical capabilities are substantially reduced and can even lead to mental absence for short duration (micro sleep). These effects are also enhanced in periods of low flight deck workload. To counteract undue fatigue two main points shall be considered by the flight crew members:
 - i. Coordination of sleep before and between flights. This ensures the crew members commence flight duty in a physically fit and well rested condition as possible and requires personal attention to items such as sleeping and eating patterns, and consideration of effect of drugs, alcohol, caffeine, nicotine etc.
 - ii. Fatigue management during flight. Crew members shall inform their colleagues if they are in a state of extreme fatigue or indisposition. It is then the Captain's duty to organize teamwork and available alert systems in the aircraft to allow for short recovery periods.
- d. Other means to alleviate such a crisis can be:
 - i. Bright cockpit illumination, if operationally feasible e.g. in cruise.
 - ii. Physical activity in the cockpit e.g. exercise in or out of the crew member's seat.

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8.67 Cabin Safety Requirements

8.67.1 Cabin Crew Briefing by PIC

- 8.67.1.1 Before the flight, Pilot-in-Command (PIC) shall conduct cabin crew briefing. The purpose of the cabin crew briefing is to develop a team concept between the cockpit crew and cabin crew.
- 8.67.1.2 All crew members should be encouraged to use all available and suitable means of communication for a given situation, and limitations on the use of any form of communications should be because of operational necessity only.
- 8.67.1.3 Cabin Crew members should be encouraged to communicate freely with the flight crew, especially if safety is likely to be at risk. Furthermore, they should be encouraged to communicate any effects of fatigue being experienced.
- 8.67.1.4 An ideally developed team must share knowledge relating to flight operations, review individual responsibilities, share personal concerns and have a clear understanding of expectations.
- 8.67.1.5 Upon flight origination or whenever a crew change occurs, the PIC will conduct a verbal briefing, preferably with all the cabin crew. However, preflight duties, passenger boarding, rescheduling, etc. may make it impractical to brief the entire cabin crew complement. Regardless of time constraints, the Company Policy is that the PIC must at least brief the Lead Cabin Crew (LCC).

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8.67.1.6 The briefing should cover the following items:

- a. Introduction of crew.
- b. Logbook discrepancies that may affect cabin crew responsibilities or passenger comfort (e.g., coffee maker inoperative, broken seat backs, manual pressurization, etc.).
- c. Weather affecting the flight (e.g., turbulence intensity, thunderstorms, weather at destination etc.). Provide the approximate time when adverse weather may be encountered rather than a distance or location (e.g. Light Turbulence can be expected approximately one hour after take-off).
- d. Estimated taxi time.
- e. Shorter than normal taxi time or flight time which may affect preflight announcements or cabin service.
- f. Flight time.
- g. Cruising Altitude.
- h. Delays, unusual operations, non-routine operations (e.g. maintenance delays, ATC delays, re-routes, etc.).
- i. Any other item(s) that may affect the flight operation or in-flight service such as catering, fuel stops, anti-icing, APU unserviceable etc.
- j. A review of the Sterile Cockpit Policy, responsibility for PA announcements when the Fasten Seat Belt sign is turned ON during cruise, emergency evacuation commands, or any other items appropriate to the flight.
- k. Emergency procedures.
- l. Cockpit Door Security Code.
- m. Report any effects of fatigue experienced during the flight.
- n. Special instructions.

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- 8.67.1.7 During the briefing, the Captain should solicit feedback on operational concerns (e.g. does each person understand the operation of the emergency exits and equipment). The PIC should also get information which may affect expected team roles. Empower each crew member to take a leadership role in ensuring all crew members are made aware of any potential item that might affect the flight operation.
- 8.67.1.8 The Captain will inform the LCC when there are significant changes to the operation of the flight after the briefing has been conducted. The LCC will inform the Captain of:
- The number of cabin crew onboard and confirm to PIC of checking of their documents and validity.
 - The emergency equipment and the emergency lighting as mentioned in the SEP of the related aircraft are onboard, operative and properly located.
 - Any outstanding item on the Cabin Defect Log.
 - Safety cards availability for all passengers.

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8.67.2 Cabin Preparation

- 8.67.2.1 The LCC is responsible to the PIC for cabin safety from the time the aircraft is accepted for flight, until all the passengers have disembarked at the end of the flight. The LCC must also ensure that relevant emergency equipment remains easily accessible for immediate use.
- 8.67.2.2 Unless the weight and balance permit free seating (random seating), each passenger shall be shown or conducted to their allocated seats.
- 8.67.2.3 Before take-off and landing, the cabin preparation must be completed as follows:
- All passengers have correctly fastened their seat belts.
 - All reclining seats are in an upright position and folding meal tables stowed.
 - All hand baggage is secured.
 - All meal trolleys are stowed and galleys secured.
 - Exits and escape paths are unobstructed.
 - Exit doors are armed.
 - Passenger briefing is completed.
 - Cabin lights are dimmed at night, to improve the night vision of cabin crew and passengers.
 - Only able-bodied passengers are seated on the overwing emergency exits and that they have been briefed on opening of overwing escape hatches in emergency on the command of the cabin crew.

Note: *Able Bodied Passengers' (ABP) emergency exit briefing is available in the SEP Manual.*

- 8.67.2.4 The foremost requirement is to have the passengers strapped in good time for takeoff. This objective can be achieved by making a suitable Public Address (PA) announcement at the same time as the "Seat Belt" signs are turned ON.

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- 8.67.2.5 Cabin preparation completion should be reported to the PIC before take-off and before landing. PM will make a PA announcement to request cabin crew members to be seated at their seats for take-off/landing.
- 8.67.2.6 When turbulent conditions are likely to be encountered, the PIC shall give early warning by switching the “Seat Belt” signs “ON”.
- 8.67.2.7 The LCC must make a PA announcement and ensure that all passengers have conformed to the PIC’s instructions regarding fastening of seat belts.
- 8.67.2.8 The PIC must instruct LCC whether service may continue or whether cabin crew must also fasten their seat belts.
- 8.67.2.9 Whenever “Seat Belt” signs are ON, cabin crew should make frequent checks that passenger’s seat belts remain fastened, and that baggage is well stowed so as to not cause injury by its movement. When a passenger is seen unfastening his seat belt or attempts to leave his seat, the passenger should be asked to remain seated and strapped in.

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8.68 Passenger Seating, Embarkation/Disembarkation

- 8.68.1 Exit row seats should only be allocated to “Able Bodied Passengers”. In this regard, Airport Operations staff must ensure that each passenger is assessed with respect to his physical ability, visible disability, ability to comprehend instructions, age of the child/infant passenger.
- 8.68.2 Boarding of passengers will only commence, after the PIC or his nominee gives “Boarding Clearance”.
- 8.68.3 LCC or one of the cabin crew must be available at the embarkation door (L-1 or L-4) to scrutinize the boarding card and guide the passenger to his allocated seat. She will also assess the hand carry baggage for its size and advise the passenger in case it cannot be accommodated in the overhead bin.
- 8.68.4 LCC is to ensure that passenger boarding/disembarkation is carried out in a controlled manner.
- 8.68.5 LCC and the minimum number of required cabin crew must be onboard at all stations whenever passengers are onboard or in the process of embarkation or disembarkation.

Note-1: *Ground handling staff is responsible for the passengers if they are on the tarmac or aerobridge. Once the passengers are on the aircraft, LCC/Cabin Crew are responsible for the passengers. However, co-ordination with the ground handling staff may be required till the aircraft doors are closed.*

Note-2: *Details of Passenger Embarkation/Disembarkation procedures are given in PIACL Passenger Handling Manual.*

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8.69 Smoking onboard

8.69.1 General

- 8.69.1.1 Pakistan Laws and Civil Aviation Rules (CARs 1994) Rule-115, prohibits smoking onboard an aircraft. Flight Standards, PCAA, ANO-011-FSXX-3.0 further elaborates on the CARs Rule-115. Including the use of electronic cigarettes and other electronic smoking/ vaping devices.
- 8.69.1.2 Pursuant to the above, M/s PIACL follows a “No Smoking” policy aboard its aircraft; on ground and in the air including the use of electronic cigarettes and other electronic smoking / vaping devices.
- 8.69.1.3 Failure to obey the “No Smoking Sign” is a violation of Pakistani Law and a threat to safety of the aircraft.
- 8.69.1.4 The Pilot-in-Command shall ensure that the provisions of ANO-011-FSXX are fully complied with during the tenure of his charge/ duty.
- 8.69.1.5 PA Announcement shall be made by cabin crew regarding “No Smoking” and a strict compliance must be ensured.
- 8.69.1.6 PA Announcement shall also be made by cabin crew regarding “No Smoking” in the lavatory and the warn the passengers of the consequences of tampering with the smoke detectors in the lavatories.
- 8.69.1.7 The “NO SMOKING” sign shall be kept ON, continuously during flight and whilst the aircraft is on ground.
- 8.69.1.8 If a passenger is observed smoking in the cabin, cabin crew should advise him accordingly. Further, if the instructions of the cabin crew are not followed, the LCC should give a formal warning and advise the PIC of the same. The “Final Warning – Smoking Onboard” form [Annex-10D](#) is available in Chapter 10 “Security” of this OM-A.

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8.69.2 Passenger Smoking in the Toilet and/or Tampering with the Toilet Smoke Detectors

8.69.2.1 If a passenger is caught smoking in the toilet, the LCC must advise the PIC.

8.69.2.2 Tampering with the smoke detector is a serious offence. If a passenger is caught tampering with smoke detector, it must be treated as a safety issue and the PIC must be notified immediately who in turn **may** notify the concerned Air Traffic Control unit to request Airport Security to meet the aircraft on arrival.

8.69.3 Smoking Onboard the Aeroplane

8.69.3.1 Smoking onboard all PIACL aeroplane is strictly prohibited. Civil Aviation Rules (CARs 1994) Rule-115, prohibits smoking onboard an aircraft – on ground and during flight. Flight Standards, PCAA, ANO-011-FSXX-3.0 further elaborates on the CARs Rule-115. The use of electronic cigarettes and other electronic smoking / vaping devices. Penalties for smoking onboard the aircraft, as promulgated by PCAA become applicable if such a violation is reported.

8.69.3.2 The DFO may take disciplinary action, including the imposition of penalties, against any crew member found to have violated the smoking prohibition on board the aircraft.

8.69.3.3 During turn-rounds when there are no passengers onboard, crew members who wish to smoke should seek the captain's permission to leave the aeroplane for this purpose. This will be subject to the fact that airport regulations permit this.

8.69.3.4 Cabin crew shall make NO SMOKING announcement as per SEP in relation to movement and smoking restrictions after disembarking from an aeroplane on tarmac while waiting for luggage or transport.

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8.70 Passengers Briefing

8.70.1 General

- 8.70.1.1 At the check-in counter, prior to embarkation, passengers are briefed on articles which are prohibited to be carried onboard (on person, in hand baggage or in checked baggage).
- 8.70.1.2 The permissible size and weight of their hand baggage is also indicated to passengers during check-in.
- 8.70.1.3 All passengers are given the appropriate briefing or equipment demonstration for the various stages of the flight.
 - a. Passengers are given a verbal briefing about safety matters. Parts or the complete safety briefing may be provided by an PCAA approved audio-visual presentation.
 - b. Passengers are provided with a safety-briefing card on which pictorial instructions indicate the operation of emergency equipment, and the emergency exits likely to be used by passengers.

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8.70.2 Use of Portable Electronic Devices (PED) Onboard

- 8.70.2.1 To prevent any interference with aeroplane electronic system by electromagnetic interference, the following equipment must not be used onboard the aeroplane when doors are closed:
- Any antenna operated equipment such as AM/FM/TV transmitters and or/receivers, video Walkman, walkie talkie, cellular phones, remote control toys, scanners, citizen band transceivers and wireless microphone.
 - Compact disc/DVD players.
 - Large and heavy electric power converters.
 - Printers, carried as a separated device.
 - Other electronic devices may be used but must be switched OFF during the take-off and landing phases while the seat belt sign is ON.
 - Medical equipment e.g. heart pace makers, hearing aids etc. may be used without restrictions.
 - Electronic pocket calculators used on the flight deck shall not be placed in the vicinity of electronic equipment (e.g. the glare shield or pedestal etc) while switched ON.
 - The crew is advised not to use electric kettles onboard. Such high wattage appliances which are not hardwired, when used onboard can pose a considerable safety hazard.
- 8.70.2.2 Flight crew should be aware that electronic devices may influence navigation and communication equipment. Any such occurrence shall be reported in the Captain De-Brief Report.

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8.70.3 Personal Video Screens (PVS)

- 8.70.3.1 The Personal Video System (PVS) has been designed to operate safely and the certification authorities do not limit or restrict PVS operation to any phase of aeroplane operations. The operation of the PVS does not produce any sparks or high energy radiation and uses less electrical power than cabin lighting.
- 8.70.3.2 PVS may be used on the ground during transit whenever transit passengers are onboard, including during refueling.

8.70.4 Before Take-Off Brief

- 8.70.4.1 Prior to take-off, the cabin crew shall brief all passengers on applicable safety rules and procedures. A briefing is not required before every take-off on a multi-stop flight, if no additional passenger have boarded. It is necessary only for a change of aircraft and/or applicability of information (e.g. first segment overland, second segment over water, change of seat location etc.).
- 8.70.4.2 Passengers are briefed on the following items:
- Smoking including, electronic or other artificial forms of smoking is always prohibited.
 - Back of the seat to be in the upright position and tray table stowed.
 - Location of emergency exits.
 - Location and use of floor proximity escape path markings.
 - Stowage of hand baggage.
 - Restrictions on the use of Portable Electronic Devices.
 - Passengers should be advised on the location and contents of the safety briefing card and must be advised to read it.

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- 8.70.4.3 Passengers also receive a demonstration of the following:
- The use of safety belts, including how to fasten and unfasten them.
 - The location and use of oxygen equipment.
 - The location and use of life jackets – if flight over water is anticipated.

8.70.5 Climb and Cruise Brief

- 8.70.5.1 Passengers are reminded to fasten their safety belts, when the “FASTEN SEAT BELT” sign is “ON”. Furthermore, it must be recommended to the passengers to keep their seat belt always fastened during the flight.

8.70.6 Before Landing Brief

- 8.70.6.1 Passengers are reminded of:
- The requirement to keep or refasten safety belts.
 - Put their seat in the upright position and stow their tray table.
 - Re-stowing their hand baggage.
 - Restrictions on the use of portable electronic devices.

8.70.7 After Landing Brief

- 8.70.7.1 Passengers are reminded to keep their safety belt fastened until the aircraft has come to a complete stop, the engines have been shutdown and the seat belt sign is turned “OFF”.

Note: *For further details, refer to SEP Manual*

8.70.8 Emergency Situations

- 8.70.8.1 If an emergency occurs during flight, the passengers are instructed of such emergency action as may be appropriate to the circumstances (Refer to FCOM and SEP Manual).

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8.71 Procedure for Operation above 49,000 Feet

- 8.71.1 This provision is not applicable to M/s PIACL, as none of its aircraft operate above 49,000 feet (15,000 Meter).

8.72 Cosmic Ionizing Radiation

- 8.72.1 Also known as cosmic radiation, is a type of ionization radiation that originates from outer space. Although a minimal amount of radiation reaches the earth's surface, passengers and crew members at flight altitudes are exposed to higher levels of cosmic radiation. This exposure on aircraft includes galactic cosmic radiation, which is always present, and solar particle events, also known as "solar flares".
- 8.72.2 According to the International Agency for Research on Cancer of World Health Organization (WHO), ionizing radiation is known to cause cancer in humans. However, the safe levels of cosmic radiation for every individual are still unknown.
- 8.72.3 The National Council on Radiation Protection and Measurement reported that a few members have an annual effective dose of 3.07 mSv.
- 8.72.4 To determine the galactic cosmic radiation dose (not solar particle event cases) for a specific flight, visit the Federal Aviation Administration Office of Aerospace Medicine Civil Aerospace Medical Institute site.

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8.73 All Weather Operations (AWO)

8.73.1 Introduction

- 8.73.1.1 The main objective is to provide a compact reference for All Weather Operations (AWO) and to highlight the difference in terminology not normally covered in other operations. It should be read in conjunction with respective aeroplane SOP & FCOM.
- 8.73.1.2 Low Visibility Operations (LVO) provides a level of safety equivalent to other operations, but in more adverse weather conditions and lower visibility. For these reason, Low Visibility Operations cannot be conducted without approval from CAA, Pakistan.
- 8.73.1.3 All Weather Operation (AWO) refers to CAT II/III operations and take off in weather conditions below CAT-I landing minima. CAT II/III (A/B) operations require special procedures for air traffic and flight crew and are referred to as Low Visibility Procedures (LVP).
- 8.73.1.4 A Low Visibility Take-Off (LVTO) is a take-off with an RVR lower than 400 meters but not less than 125 meters.

8.73.2 Basic Requirements

- 8.73.2.1 PIACL approved limits for CAT II/III-A/B approaches are as per table 8-8 of this chapter.

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8.73.3 Flight Crew Qualification

- 8.73.3.1 It is essential that flight crew are trained and qualified in all aspects of All Weather Operations (AWO) appropriate to the intended instrument operations.
- 8.73.3.2 PIACL's approved training program includes training for Pilots-in-Command and First Officers in the following two parts:
- Ground instruction in the background and philosophy of All-Weather Operations
 - Flight training, which may be carried out in approved flight simulator and/or during airborne training.
- 8.73.3.3 Details of the Flight Crew Qualification with respect to CAT II/III operations are given below:
- Complete a Low Visibility Ground School (LMS) as laid down in OM-D (Current PCAA ANO-019-FSXX Para D5.3 refers).
 - Complete the CAT II/III (A/B) Simulator Training.
 - Successfully demonstrate CAT II/III (A/B) Simulator evaluation.
 - On completion of the above requirements the pilot will be certified to carry out CAT II/III (A/B) operation. The flight crew members will be issued a "Certifications of Competency Low Visibility Operations" Card ([Annex-8K](#) of this Chapter) by Chief Pilot Crew Training to be carried by the respective crew.
 - CAT II /III(A/B) minima shall only be flown by pilots duly authorized on the B-777 and A320 types of aeroplanes.
 - CAT II /III(A/B) operations shall only be flown by pilots duly authorized on B-777 and A320 aeroplanes.
 - The Captain must have minimum of 100 hours P1 on type to perform CAT II and above approaches.

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8.73.4 Use of Auto Modes for CAT II/III

8.73.4.1 In CAT II/III (A/B) weather, all approaches shall be auto land and shall be flown by the Captain.

8.73.5 Low Visibility Operations (LVO)

8.73.5.1 M/s PIACL is approved by CAA, Pakistan for Low Visibility Operations, Low Visibility Take Off (LVTO), CAT II and CAT IIIA/B Operations. The same is duly endorsed in its Operations Specification (Ops Specs).

8.73.5.2 This section addresses the strictly regulated requirements for operations using or requiring the use of:

- Decision altitudes below 200 feet and Runway Visual Range (RVR) / Visibility less than 550 meters.
- Automatic landing systems.
- Take off guidance systems.

8.73.5.3 In addition, further Regulatory and Certification requirements which govern the LVO are:

- The Aircraft is authorized by the Manufacturer.
- The Airfield Runway is approved for LVO.
- The Operator (M/s PIACL) is Approved.
- The Flight Crew is qualified for LVO.

8.73.5.4 When the visibility for landing is less than 800 meters, approach and landing are not authorized unless RVR reporting is available for runway of intended use.

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8.73.6 Definition/Terminology

8.73.6.1 **All Weather Operations (AWO).** are defined as any surface movement, take-off, departure, approach or landing operations in conditions where visual reference is limited by weather conditions.

8.73.6.2 **Alert Height (AH).** A height above the runway threshold based on the characteristics of the aeroplane and its fail operational landing system, above which a Category III operation would be discontinued and a missed approach initiated if a failure occurred in one of the redundant parts of the landing system, or in the relevant ground equipment.

Note: *Alert height only applicable to CAT III operations.*

8.73.6.3 **Approach Ban.** The point from which an instrument approach shall not be continued below 1000 feet above the aerodrome elevation or into the final approach segment unless the reported visibility or controlling RVR is above the aerodrome operating minima.

8.73.6.4 **Automatic Landing System.** The airborne equipment which provides automatic control of the aeroplane during the approach and landing.

8.73.6.5 **Category II (CAT II) Operations.** A precision instrument approach and landing with:

- a. A Decision Height (DH) lower than 200 feet, but not lower than 100 feet and
- b. A Runway Visual Range (RVR) not less than 300 meters.

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8.73.6.6 **Category IIIA (CAT IIIA) Operations.** A precision instrument approach and landing with:

- A Decision Height (DH) lower than 100 feet, or no Decision Height (DH), and
- A Runway Visual Range (RVR) not less than 175 meters.

8.73.6.7 **Category IIIB (CAT IIIB) Operations.** A precision instrument approach and landing with:

- A Decision Height (DH) lower than 50 feet, or no Decision Height (DH), and
- A Runway Visual Range (RVR) less than 175 meters but not less than 50 meters.

Note: *Where Decision Height (DH) and Runway Visual Range (RVR) fall into different categories of operation, the instrument approach and landing operation would be conducted in accordance with the requirements of the most demanding category (e.g. an operation with a DH in the range of CAT IIIA but with an RVR in the range of CAT IIIB would be considered a CAT IIIB operation or an operation with a DH in the range of CAT II but with an RVR in the range of CAT I would be considered a CAT II operation).*

8.73.6.8 **Decision Height (DH).** Decision Height is a specified radio altimeter height on a CAT II or CAT III precision approach at which:

- If the required visual references have not been established, a Go-around shall be executed.
- If the required visual references have been established, the approach can be continued to a landing. However, the PIC may decide to execute a "Go Around" if sudden degradation in the visual references or a sudden flight path deviation occurs.

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8.73.6.9 **Fail Passive Automatic Landing System.** An automatic landing system is fail-passive if, in the event of a failure, there is no significant deviation of aeroplane trim, flight path or attitude but the landing will not be completed automatically.

8.73.6.10 **Fail Operational Automatic Landing System.** An automatic landing system is fail-operational if, in the event of a failure, the approach, flare and landing can be completed by the remaining part of the automatic system.

8.73.6.11 **ILS Critical Area.** An area of defined dimensions about the localizer and glide path antennas where vehicles, including aircraft, are excluded during all ILS operations.

Note: *The critical area is protected because the presence of vehicles and/or aircraft inside its boundaries will cause unacceptable disturbance to the ILS signal-in-space.*

8.73.6.12 **ILS Sensitive Area.** An area extending beyond the critical area where the parking and/or movement of vehicles, including aircraft, is controlled to prevent the possibility of unacceptable interference to the ILS signal during ILS operations.

Note: *The sensitive area is protected to provide protection against interference caused by large moving objects outside the critical area but still normally within the airfield boundary.*

8.73.6.13 **Low Visibility Procedures (LVP).** Specific procedures applied at an aerodrome for the purpose of ensuring safe operations during Category II and III approaches and/or low visibility take-offs.

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- 8.73.6.14 **Low Visibility Take Off (LVTO).** A term used by the European authorities in relation to Flight Operations referring to a take-off on a runway where the Runway Visual Range (RVR) is less than 400 meters.
- 8.73.6.15 **Minimum Approach Break-Off Height (MABH).** The lowest height of the wheels above the ground where if a go-around is initiated without external visual references in normal operation; the aeroplane does not touch the ground during the procedure. With critical engine failure during the go-around, it can be demonstrated that taking account of this failure probability; an accident is extremely improbable.
- 8.73.6.16 **Required Visual Reference.** The section of the visual aids or of the approach area specified for the type of approach being conducted which must be in view for sufficient time for the pilot to make an assessment of the aircraft position, and rate of change of position, in relation to the desired flight path.
- 8.73.6.17 **Runway Visual Range (RVR).** The range over which the pilot of an aircraft on the centerline of a runway can see the runway surface markings or the lights delineating the runway or identifying its centerline.
- 8.73.6.18 **Reported RVR.** The RVR communicated to the PIC of an aircraft, by or on behalf of the person in-charge of the airfield.

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8.73.7 Runway Visual Range Regulatory Requirements

- 8.73.7.1 RVR measurements are provided by a system of calibrated transmissometers which account for ambient light and the intensity of runway lights. These transmissometers are located to provide RVR measurements associated with three portions of a runway as follows:
- The touchdown zone (TDZ).
 - The mid runway portion (MID).
 - The roll out portion or stop end (RO/SE).
- 8.73.7.2 For Category II/III operations the TDZ measurement is mandatory. It may be temporarily replaced with MID zone RVR if approved by the State of the airport.
- 8.73.7.3 The TDZ zone RVR is always controlling. The minimum RVR for the TDZ is that shown on the relevant airfield chart.
- 8.73.7.4 If reported and relevant, the MID and RO/SE RVR are also controlling. The minimum RVR for the MID and RO/SE readings depend on the Rollout Control/Guidance capability of the aircraft.
- 8.73.7.5 Relevant in this context means that part of the runway used during the high-speed phase of the landing down to a speed of approximately 60 kts.
- 8.73.7.6 In some cases, the State of the airport may specify different requirements for the MID and RO/SE measurements.

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8.73.8 Low Visibility Operating Policy & Procedures – Departure

8.73.8.1 **Flight Preparation.** In addition to normal flight preparation, the following planning and preparation must be performed when LVTO and/or CAT II / CAT III approaches are predicted:

- a. **NOTAMS.** Check that the Runway and the airport equipment meets LVTO and/or CAT II or CAT III requirements (as applicable):
 - i. Taxiways and Runway markings/lighting and Approach lighting.
 - ii. Radio Navigation aids and ILS availability.
 - iii. RVR equipment availability, etc.
- b. **Aircraft Technical Status.** Check aircraft Status and MEL/CDL for defects that affect aircraft Fail Operational (or Fail Passive, if applicable) capability.
- c. **Crew Qualification.** Both PIC and Co-pilot shall be qualified and CAT II/III current.
- d. **Weather Information.** Check the weather forecast at destination and alternates. If the destination airport forecast is below CAT I minima, verify that alternate airport(s) weather forecasts are at or above the appropriate minima for the available approach means.

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e. Take-off Alternate. A take-off alternate aerodrome shall be selected when the weather conditions at the departure aerodrome are below the applicable landing minima, or when it would not be possible to return to the departure aerodrome for other operational reasons.

The take-off alternate shall be located within:

a. For two-engine aeroplanes: one (01) hour flying time at the one engine inoperative (OEI) cruise speed, in ISA conditions and still air, at actual take-off mass.

b. For aeroplanes with three or more engines: two (02) hours flying time at the all engines operating cruise speed, in ISA conditions and still air, at actual take-off mass.

c. For EDTO operations: within the approved diversion time applicable to the operation.

The forecast weather conditions at the take-off alternate shall indicate that, during a period commencing one (01) hour before and ending one (01) hour after the estimated time of arrival (ETA), the weather will be at or above the applicable operating minima. The applicable minima shall be the higher of Company prescribed minima, crew qualification minima, or State/Aerodrome approved minima, as published in the Jeppesen Airway Manual or an equivalent approved source. Where the requirements above cannot be met for EDTO operations, the first suitable en-route alternate aerodrome may be selected as the take-off alternate.

8.73.9 Low Visibility Taxi Procedures

8.73.9.1 When Low Visibility Procedures (LVP) are declared at the airport, the following procedures for taxi in/out (as applicable) shall apply:

- a.** Before leaving the parking position and/or when preparing for an approach, CM1 shall brief on the "HOTSPOTS" expected during taxi out/in.
- b.** ATC clearance shall be obtained prior to taxi.

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- c. Clear communication between the pilots is essential. CM1 shall concentrate on taxiing the aircraft and CM2 shall support CM1 by using all available means to keep CM1 aware of the aircraft position.
- d. The taxi charts should be used to assess the aeroplane's position and anticipate turns and holding points.
- e. When LVP are in effect, the taxi ground speed on ramp aprons and taxiways must always be commensurate with the observed visibility from the flight deck. Whenever the reported RVR falls below 550 meters, it is recommended to taxi up to a maximum ground speed of 10 Kts.
- f. For take-off in low visibility, a pilot can expect to see bright lights at ranges like the reported RVR value, but aeroplane and other objects may only be visible at half those ranges. It is therefore, essential that safe slow taxi speeds are maintained and the position of other aeroplane checked with ATC if required.
- g. If there is ANY doubt about position, **STOP**. Contact ATC immediately for clarification and assistance.
- h. All re-calculations, checklists, take-off review/confirmation or abnormal procedures shall be completed with the aircraft stationary and the Parking Brakes Set to "ON".
- i. Surface markings shall be strictly followed and lighted stop bars shall not be crossed. The use of aircraft lights is recommended unless glare reduces visibility.
- j. Taxiway lights have the spacing reduced from 30 meters to 15 to 7 meters on turns. CAT II/III holding point markings and lightings are shown in the Jeppesen Airway Manual.
- k. In addition to the "Standard Briefing", the "Low Visibility Take-off Briefing" shall be conducted.
- l. Pilot-in-Command must ensure that the aeroplane does not cross the CAT II/III holding points.

8.73.10 Low Visibility Take Off (LVTO)

- 8.73.10.1 A Low Visibility Take Off (LVTO) is defined as a take-off on a runway where the RVR is less than 400 Meters and Low

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Visibility Procedures (LVP) are enforced.

8.73.10.2 Type specific operating procedures from appropriate FCOM apply. In addition to those, the following operational policies shall be adhered to:

- a. CM-1 shall be the Pilot Flying (PF).
- b. The FCOM recommended seating position shall be set up before take-off to ensure an optimum visual segment from the flight deck.
- c. Any NOTAM affecting the runway lighting system shall be factored into the published minimum take-off RVR.
- d. At take-off, it should be confirmed that the aeroplane is aligned on the runway centreline lights and not the edge lights. The number of visible centreline / edge lights should be cross-checked against the RVR.
- e. Full / maximum thrust settings are recommended to be used for take-off, when Low Visibility Procedures are in force.
- f. Judgement should be exercised when using interior and exterior lights.
- g. The appropriate minimum RVR readings shall be obtained before LVTO is commenced.
- h. In addition to the visual clues (markings/lights), an ILS (if available) shall be checked for auto tuned/identified and the localizer indication/yaw bar (as applicable) is centred and crosschecked by both pilots to ensure that the aircraft is on the correct runway and on the centreline.
- i. As a rule, the take-off should be discontinued if visual reference is lost below 100/80kts (depending on aeroplane type). At higher speeds the take-off should be continued making use of centreline guidance (yaw bar).
- j. If it becomes necessary to reject the take-off, directional control with reference to the centreline lights becomes more difficult as the speed reduces.

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8.73.11 Limitations to Conduct Low Visibility Operations

- 8.73.11.1 Low Visibility Operations (LVO) shall only be conducted when:
- The reported RVR is not less than 125 m for aeroplane in Categories A, B and C, and 150 m for Category D aeroplane, or higher if required by aerodrome limitations. ^[1]_[SEP]
 - The aircraft is approved for low visibility operations. ^[1]_[SEP]
 - The aerodrome and runway are approved for low visibility operations. ^[1]_[SEP]
 - Flight crew are trained, qualified, and current.

Note: *Flight crew shall maintain LVO qualification and currency through recurrent simulator training and checking, covering low visibility take-off and rejected take-off procedures, in accordance with the approved training program.*

8.73.12 Airfield Equipment and ATC Procedures – LVP

- 8.73.12.1 When operating under Low Visibility Procedures (LVP), both the aeroplane and the airfield are required to be equipped with specific equipment. Details of aeroplane requirements are provided in the relevant FCOMs and FCTMs. The details of CAT II/III airfield equipment considerations are given in coming paragraphs.

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8.73.13 Considerations

8.73.13.1 The following are the relevant considerations for assessing the suitability of any airfield for CAT II/III operations:

- a. The physical characteristics of the runway and environment including approach and departure terrain.
- b. Obstacle clearance including Obstacle Free Zone.
- c. Visual aids, their standard and reliability.
- d. ILS installation ensuring conformity with ICAO Standards and Recommended Practices.
- e. Meteorological services and assessment and dissemination of RVR information. Air traffic control and ground movement control.

8.73.13.2 The full considerations and/or requirements on each of these items are fully specified in PCAA ANO-019-FSXX (All Weather Operations and Limitations).

8.73.14 Terrain Profile

8.73.14.1 The terrain profile under the approach path should be free of excessive up or down slopes and discontinuities, since the radio altimeters provide an input signal to the autopilot for gain programming during a coupled approach from 1000 feet, and also for pitch control during the flare from about 50 feet.

8.73.14.2 Before a runway is approved for CAT II/III operations, the terrain profile as well as the runway is certified for its suitability in accordance with established criteria. Similarly, the runway profile must be within specified limits.

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8.73.15 Obstacle Limitation Surfaces

8.73.15.1 For any precision approach runway, the obstacle clearance must be considered in the determination of Decision Height (DH). Obstacle limitation surfaces and requirements should be applied wherever possible. In the case of an ILS, this clearance is 500 feet at the Outer Marker, reducing to 100 feet within a strip 2000 feet wide, symmetrical about the runway centerline and extending from the outer edge of the approach lights to the upwind end of the runway. Thereafter, an aeroplane going around has 100 feet clearance provided its climb gradient exceeds 2.5%.

8.73.16 Obstacle Free Zone (OFZ)

8.73.16.1 There is an additional set of surfaces comprising the Obstacle Free Zone (OFZ) for airfields with CAT II/III facilities. The purpose of the OFZ is to protect an aeroplane after a missed approach from, at or below DH. Within the zone, exceptions are made for essential visual and electronic guidance equipment. The precise entry of an aeroplane into OFZ is assured by the accuracy of the ILS guidance.

8.73.17 Visual Aids

8.73.17.1 Full approach lighting is not necessarily required for CAT II/III operations. Complex calculations for each aeroplane type are required to establish the visual segment, but the general result allows the following table to be used:

8.73.17.2 Minimum Approach Lighting required to be operative (as measured from the threshold to approaching aeroplane).

Table 8-28 : Minimum Visible Lights for Low Visibility App	
Approach Type	Lighting Type
CAT III B	One Centerline Light with DH
CAT III A	Two Centerline Lights
CAT II	Three Approach or Runway Light

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8.73.17.3 Runway lighting and markings should include:

- a. White painted centreline.
- b. Touchdown zone marking.
- c. Distance marks including distance codes.
- d. Runway threshold lights.
- e. High intensity runway edge lights.
- f. Centre-line lights extending over the full length of the runway. Centre-line lighting spaced at 30 meters for CAT II and at 15 or 7.5 meters for CAT III.
- g. Secondary power source for runway lighting.

8.73.18 ILS Critical Areas

8.73.18.1 To ensure that ILS signal integrity is maintained during a Low Visibility Approach by an aeroplane all vehicles and aeroplane on the ground must remain outside the ILS Critical Area.

8.73.18.2 If a vehicle or aeroplane is within the critical area, it will cause reflection and/or disturbance to the guidance signals on the approach path. It follows therefore, when a Captain is maneuvering his aeroplane on an airfield where Low Visibility Procedures are in force, that he must pay particular attention to ensuring that no part of his aeroplane is positioned beyond the markers that indicate the boundary of the critical area, until given clearance by ATC.

8.73.19 ILS Sensitive Area

8.73.19.1 Similarly, an aeroplane overflying a localizer at close range may cause interference, particularly if it is large. This interference could jeopardize a CAT II/III approach.

8.73.19.2 To create the necessary protection, a sensitive area is established which may vary from one installation to another, according to the Regulatory Authority.

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- 8.73.19.3 Sensitive areas away from the ground surface are protected by ensuring that aircraft and vehicles operating near the localizer or glide slope transmitters are well clear of the sensitive area, before the approaching or departing aeroplane can be affected by deviated signals.
- 8.73.19.4 To minimize the risk, ICAO requires that an aeroplane passing over a localizer must be past it before an aeroplane carrying out a CAT II/III approach has descended to a height of 200 feet above the runway.
- 8.73.19.5 Again, when an aeroplane has landed, it must clear the runway and be beyond the markers showing the limits of CAT II/III protection before the succeeding aeroplane has passed a height of 200 feet above the runway. ATC are responsible for spacing the aircraft to provide this protection. For these reasons the speed controls must be strictly adhered to.
- 8.73.19.6 Having successfully completed a CAT II/III approach, safe but expeditious runway clearance will give the succeeding aeroplane a better chance of completing its approach.

Caution: *The accuracy of localizer and glide slope is often less than full CAT II/III standards when Low Visibility Procedures are not in use due to beam deflections by other aeroplane, ground vehicles or signal quality of the ground installation. In view of these permissible fluctuations, pilots are cautioned that temporary deviations in aeroplane track or descent profiles may occur.*

8.73.20 ILS Standby Power

- 8.73.20.1 Airfield secondary power supplies must be available.

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8.73.21 RVR and Weather

- 8.73.21.1 For All Weather Operations, both the touchdown zone and mid zone RVR are to be considered. As a rule, the mid zone value must be at least one half of the published minimum for the approach.
- 8.73.21.2 RVR measuring devices are an essential part of an airfield's CAT II/III capability. Such measurements are displayed and available, so that ATC can pass changed readings to the aeroplane within 15 seconds. RVR transmissometers are installed at the Touch-Down (TD) and Mid-Point (MP) of the runway for CAT II and in addition at the stop end (or Rollout) for CAT III. TDZ RVR, which is the governing value, should always be passed, but other RVR may not necessarily be passed by ATC.
- 8.73.21.3 In most States the requirement is for the other RVR to be passed when either or both values are:
- Less than TDZ and less than 800 meters, or
 - Less than 400 meters.
- 8.73.21.4 When the available runway length indicates that the aeroplane will require the Roll-Out zone for the landing the corresponding RVR (RO) should not be below 75 meters.
- 8.73.21.5 As well as receiving TD RVR, the Captain should call for MP and RO values, if he has any doubts as to the suitability of the runway visibility for the approach and landing. Equipment capable of measuring wind speed and direction should be installed, and the information displayed should be available for transmission to an aeroplane carrying out an approach.

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8.73.22 Air Traffic Control

- 8.73.22.1 ATC will announce when LVP is in operation (ATIS). Early notice of aeroplane/crew landing capability to ATC, (i.e. CAT II/IIIA/IIIB) may result in preference being given over other aeroplane.
- 8.73.22.2 Clearance to carry out a CAT II/III approach must be obtained from Approach Control, who will check the status of the ILS and lighting and protect the sensitive areas from incursion by vehicles. An approach during LVP may not be undertaken until the clearance has been received.
- 8.73.22.3 Before 1000 feet AAL, (OM if required) RVR values for TD, MP and RO where available, will be obtained.
- 8.73.22.4 When practicing CAT II/III procedures in weather conditions of CAT I or better, it will not be feasible to expect ATC to provide LVP protection. Captains should be alert to the possibilities of beam deflection by aeroplane and vehicles on the ground and preceding traffic and notify ATC that they will be doing a practice approach.
- 8.73.22.5 It must be appreciated that separations of up to 10 NM between aeroplane on the approach may be necessary and that the resulting effect on landing delays must be catered for.
- 8.73.22.6 ATC requirements and special RT calls particular to the airfield or State should be included in the approach briefing.

8.73.23 Low Visibility Procedures

- 8.73.23.1 In general, Low Visibility Procedures are put into force at airfields authorized for CAT II/III operations when the RVR falls below 400 meters and/ or the cloud base falls below 200 feet.

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8.73.24 Airfield Ground Equipment

8.73.24.1 The effect on landing minima caused by temporary ground equipment failures is illustrated in the following table:

EASA AIR OPS/AERODROME OPERATING MINIMUMS (AOM)

FOR LATEST INFORMATION REFER TO JEPPESEN ATC the effect on landing minima is shown in Table below FAILED or downgraded equipment – effect on landing minima.

Table 8-29 : Effect on Landing Minima of a Temporarily Failed or Downgraded Ground Equipment – during Approach			
	Effect on Landing Minima		
Failed or Downgraded Equipment	CAT III B	CAT III A	CAT II
Stand-by ILS Transmitter	Not Allowed		No Effect
Outer Marker	No effect if replaced by published equivalent position		
Middle Marker	No Effect		
Touchdown Zone RVR Assessment System	May be temporarily replaced with midpoint RVR if approved by the State of the Aerodrome. RVR may be reported by human observation		
Midpoint or Roll Out RVR	No Effect		
Anemometer for R/W in use	No effect if other ground source is available		
Ceilometer	No Effect		
Approach Lights	Not Allowed for operations with DH > 50 feet		Not Allowed (*1)
Approach Lights, except the last 210 Meters	No Effect		Not Allowed (*2)

/Continued

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	Effect on Landing Minima		
Failed or Downgraded Equipment	CAT III B	CAT III A	CAT II
Approach Lights, except the last 420 Meters	No Effect		No Effect (*3)
Standby power for Approach Lts	No Effect		
Whole Runway Lights System	Not Allowed		
Edge Lights	Day Only Night : Not Allowed		
Centerline Lights	Day – RVR 300 Meters		Day RVR 300 M Night RVR 550 M
Centerline Lights Spacing increased to 30M	RVR 150 Meters		No Effect
Touchdown Zone Lights	Day : RVR 200 M Night : RVR 300 M		Day : RVR 300 M Night : RVR 550 M
Standby Power for Runway Lights	Not Allowed		
Taxiway Lights System	No Effect – Except delays due to reduced movement rate		

- *1. Other than standard CAT I: No effect
- *2. Other than standard CAT II: No effect
- *3. Other than standard CAT II: No effect

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Note-1: *Application conditions for the use of the table above:*

1. *Multiple failures of runway lights are not acceptable.*
2. *Deficiencies of approach and runway lights are treated separately.*
3. *CAT II/III operation: A combination of deficiencies in runway lights equipment is not allowed and RVR assessment.*
4. *Failures other than ILS affect RVR only and not DH.*

Note-2: *For CAT IIIB operation with no decision height, an Operator shall ensure that, for aeroplane authorized to conduct no decision height operations with the lowest RVR limitations, the following applies in addition to the table above:*

1. *RVR: At least one RVR value must be available at the aerodrome.*
2. *Runway lights:*
 - i. *No RL or no CL: Day – RVR 200 M.*
 - ii. *No RL or no CL: Night – Not allowed.*
 - iii. *No TDZ lights – No restriction.*
 - iv. *No Stand-by power to RL: Day – RVR 200 M.*
 - v. *No Stand-by power to RL: Night – Not allowed.*

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8.74 PIACL CAT II / III ILS

8.74.1 Approach Classification (CAT II / III approach)

8.74.1.1 Precision approach with a specified minimum below CAT-I but not lower than following chart:

Table 8-30 : Required RVR Reading for CAT II / IIIA / IIIB				
Category	DH	Required RVR Reading		
		TDZ	MID	RO/SE
CAT II	100 Feet	300 M	>= 125 M	>= 75 M
CAT IIIA	50 Feet	200 M	>= 75 M	>= 75 M
CAT IIIB	DH / No DH	75 M	>= 75 M	>= 75 M

Note-1: Rollout / Stop End RVR reading is mandatory and controlling only when that part of the runway is relevant.

Note-2: Relevant, in this context, means that part of the runway used during the high-speed phase of landing down to a speed of approximately 60 knots. CAT II, IIIA Mid with manual rollout RVR requirement is 125M.

Note-3: For CAT II operations, the TDZ measurement is mandatory and for CAT III operations the TDZ and MID measurements is mandatory, (MID if U/S can be replaced by RO). For CAT IIIB without DH only one RVR measurement is required. TDZ if U/S and replaced by Mid Zone as approved by the State of the aerodrome the RVR requirement remains as per TDZ.

8.74.2 Philosophy and Policy

8.74.2.1 Both Flight Crew members must have full qualification for the approach to be initiated to CAT II/III (A/B) minima. If one Flight Crew member has only a limited authorization, then that will define the limits for that approach.

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8.74.3 Approach Briefing

8.74.3.1 In addition to normal Approach Briefing, the following items should be covered:

- Confirmation that the crew is CAT II/III (A/B) qualified.
- Check of aeroplane systems status and any en-route deficiencies.
- Review and set applicable DH for CAT II/ III (A/B) and downgraded CAT-I, DA on barometric altimeter.
- Review distribution of tasks and procedures in case of a malfunction.
- Review procedures for downgrading to CAT III, CAT II, CAT-I.
- Review approach ban, ATC calls required and LVP runway exits.
- Check seat positions and flight deck lighting.
- APU, auto brake as required.

Note: *The APU, if available should be started prior to commencing a CAT II/III approach in actual conditions. This will give readily available backup following failure of Engine Generator.*

8.74.4 Task Sharing

8.74.4.1 For All Weather Operations CM-1 is the Pilot Flying (PF), controlling the aeroplane by means of the AFS. The workload is distributed in such a way that the PF's primary tasks are supervising and decision making. The primary task of CM-2, the PM, is monitoring the operation of the AFS. For more details of task sharing see respective FCOM/FCTM/SOP.

Note: *For CAT II/III approaches it is a mandatory to be stabilized, no later than 1500 feet AGL.*

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8.74.5 Failures and Associated Actions

8.74.5.1 In general there are three possible responses to the failure of any system, instrument or element of the AFS during the approach which causes capability reduction:

- REVERT to a higher minima and continue to a new DH, provided it has been included in the landing briefing.
- GO-AROUND and re-assess the capability.
- LAND if the required visual references have been attained. The nature of the failure and the point of its occurrence will determine which response is appropriate.

8.74.5.2 A detailed summary of failure cases and associated actions is given in the respective FCOMs.

8.74.6 The Decision Process

8.74.6.1 It should be stressed that the DH is the lower limit of the decision zone during which in limiting conditions, the CM-1 will be assessing the visual references. He should come to this zone prepared for a go-around, but with no pre-established judgment. He should make his decision according to the quality of the approach and the way the visual references develop as the DH is approached. For CAT II/III (A/B) approaches DH shall be determined from the Radio Altimeter.

8.74.6.2 In CAT II/III (A/B) operations, at DH the approach may be continued provided that the visual reference is adequate, and the flight path is acceptable. If both these conditions are not satisfied, a go-around is mandatory.

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8.74.7 Visual Reference Requirements

8.74.7.1 For take-off, the visual guidance derived from runway lights and /or markings should be sufficient to ensure adequate take-off alignment and directional control for take-off and stopping after an emergency. Although additional instruments, such as the localizer commanded yaw bar may enhance the safety of the operation, reference to visual aids is the primary requirement, whilst still available.

8.74.8 Visual Reference for CAT II/III (A/B)

8.74.8.1 An approach may not be continued below the CAT II/III (A/B) decision height unless visual reference containing a segment of at least three consecutive lights being:

- The centreline of the approach lights, or
- The touchdown zone light, or
- The runway centreline lights, or
- The runway edge lights or
- A combination of these is attained and can be maintained.

Note: *The visual references must include a lateral element of the ground pattern i.e. a cross bar of the approach lights, the landing threshold or a barrette of the touchdown zone lighting.*

8.74.9 Loss of Visual Reference

- Before touchdown, Go-around.
- After touchdown, continue the landing.

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8.74.10 Pilot Incapacitation – AWO Operations

- 8.74.10.1 Full details of incapacitation are given in Chap-8, Para 8.66 of this Manual. However, in AWO conditions due consideration should be given to the question of whether it would be safer for the remaining crew member to continue the automatic approach and landing or to execute a go-around and divert to an airfield that is having CAT-I or better weather conditions.

8.74.11 Approach Minima

- 8.74.11.1 PIACL approved approach minima for CAT II/III (A/B) Operations is given in Para 8.74.12 of this chapter. The associated JEPPESEN “CAT II/III (A/B)” charts for the runway should be used for all reference.

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8.74.12 Table of Approach Minima

8.74.12.1 The table indicates the required DH and RVR for various types of CAT-I and CAT II/CAT III approaches. Few countries may have more restrictive minima than mentioned in the table below. In such cases the appropriate minima will be reflected on the Aerodrome operation Minima chart within the Jeppesen route Manual.

Table 8-31 : Table of Approach Minima					
	Decision Height (Feet)	Met Visibility (Meters)	RVR T/Down (Meters)	RVR Mid Point (Meters)	RVR Roll Out (Meters)
CAT I	200 Feet	800 M	550 M	200 M	*Captain's Discretion
CAT II	100 Feet	N/A	300 M	≥75 M	≥75 M
				≥125 M	** N/A
CAT IIIA	50 Feet	N/A	200 M	≥75 M	≥75 M
				≥125 M	** N/A
CAT IIIB	DH	N/A	≥75 M	≥75 M	≥75 M
	No DH				
* Note: Not Below 75 Meters when Stop End (SE) of Runway required by Landing Distance.					
** Can be substituted by MID RVR, if Roll-Out RVR is not available.					
Approaches and Landing on Contaminated Runways					
For specific details regarding CAT II/III (A/B) approaches and landings on wet and contaminated runways please see the respective FCOMs.					

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8.74.12.2 The Company minima for take-off for all aeroplane types are ceiling zero and RVR as per Table 8-32 below:

Table 8-32 : Minimum Required RVR/Visibility for Take Off	
Facilities	Min. Required RVR/Visibility ⁽³⁾
Nil (Day Only)	500 Meters
Runway Edge Lighting and/or Centerline Marking	250 Meters / 300 Meters (See Note 1 & 2)
Runway Edge Lighting and Runway Centerline Markings	200 Meters / 250 Meters (See Note 1 & 4)
Runway Edge Lighting and Runway Centerline Marking Multiple RVR Information	150 Meters / 200 Meters (See Note 1 & 4)

Note 1: *The higher values apply to Category “D” aeroplanes.*

Note 2: *For night operations, at least runway edge and stop end lights are required.*

Note 3: *The required RVR/Visibility value representative of the initial part of the take-off run can be replaced by pilot assessment when no reported RVR or visibility is available. The take-off run shall not be commenced unless it can be determined that the actual conditions satisfy the applicable minima.*

Note 4: *The required RVR value must be achieved for all relevant RVR reporting points with the exception given in Note 3 above.*

Note 5: *For Take-Off alternate refer to Chap 8, Para 8.12.2.*

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8.74.13 PIC Type Experience for being PF in AWO

- 8.74.13.1 Any time the Low Visibility Operations are declared at the airport, or when conducting a practice autoland, the CM1 shall be Pilot Flying (PF) for the approach and landing phase. CM2 shall remain “head down” throughout the approach, landing and rollout until the autopilot is disconnected.
- 8.74.13.2 Low visibility approaches with the CM2 as PF shall only be permitted in abnormal situations (e.g. incapacitation). Once the obvious or subtle incapacitation is identified, the remaining pilot shall use his/her best judgement when deciding whether to continue the approach or execute a Go Around.
- 8.74.13.3 Following additional requirements are applicable to PICs who are new to the aircraft type:
- Until 100 hours as Pilot-in-Command on the type has been achieved, 50 feet must be added to the applicable CAT II or CAT III DH unless he has previously qualified for CAT II or CAT III operations.

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8.74.14 Approach Ban (Commencement & Continuation of Approach)

- 8.74.14.1 The PIC may commence an instrument approach regardless of the reported RVR but the approach shall not be continued beyond the approach ban point, if the reported RVR is less than the applicable minima.
- 8.74.14.2 If after passing the approach ban point the reported RVR falls below the applicable minimum, the PIC may continue the approach.

8.74.15 Practice Low Visibility Approach – Autoland

- 8.74.15.1 Practice Low Visibility Approaches and/or Auto-lands are only permitted for runways certified for LVP.
- 8.74.15.2 The Flight crew must coordinate with ATC prior to practice low visibility approach and/or Autoland, whenever Low Visibility Operations are not officially in progress.
- 8.74.15.3 Only when the required protection levels against ILS signal disturbances are ensured, the pilot may continue approach below minima in use and perform the Autoland.
- 8.74.15.4 Whenever the Autoland is performed (whether successful or not), relevant field in the Technical Log must be appropriately marked. And if any abnormality observed shall be recorded.

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8.75 Non Precision and CAT-I Operations

8.75.1 Non Precision Approach (NPA)

- 8.75.1.1 Non-precision approach, is an instrument approach procedure which utilizes lateral guidance from the FAF to the runway environment, but does not utilize electronic vertical guidance. Descent limit is the MDA, and obstacle clearance (including go-around) is guaranteed, if the approach is discontinued no farther than the Missed Approach Point (MAP).
- 8.75.1.2 Approaches with lateral guidance from localizer, RNAV, VOR, NDB or GPS are considered non-precision approaches.
- 8.75.1.3 M/s PIACL is authorized for non-precision approaches which are documented in its Ops Specs.
- 8.75.1.4 Detailed procedure for Non-Precision Approach is given in the FCOM/SOP of the aircraft type.

8.76 Instrument Landing System (ILS)

8.76.1 ILS – System Limitations

- 8.76.1.1 ILS may suffer from false beams outside the coverage sectors due to radiation characteristics and/or reflections from terrain and/or obstacles. For that reason, ILS signals shall be considered unreliable outside these sectors, although a flag warning may not appear.
- 8.76.1.2 ILS beams may be subject to fluctuations due to reflections from moving vehicles and aeroplane in the vicinity of the transmitting antennas. Such fluctuations, even if within established tolerances, may adversely affect the aeroplane system performance in the auto coupled mode.
- 8.76.1.3 Whenever an ILS glide slope is used, a positive means to crosscheck the accuracy of the glide slope must be available (i.e. Marker Beacon or DME).

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8.76.2 ILS – Ground Monitors

8.76.2.1 ILS beams are automatically and continuously monitored to ensure radiation within prescribed tolerances.

8.76.3 ILS – Front/Back Course

8.76.3.1 Since ILS sector coverage is limited, it is essential that navigation in the terminal area is carried out using available VOR, VOR/DME, NDB, RNAV or by radar vectoring until a position is established where unambiguous ILS signal is received. Autopilot and/or Flight Director systems should not be armed for ILS capture until such a position has been verified.

8.76.3.2 As a Policy, PIACL aeroplane **shall not** carry out ILS Back Course Approaches.

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8.76.4 Category-I Operations (ILS CAT-I)

8.76.4.1 ILS, MLS or PAR, is a precision instrument approach and landing with:

- a. A runway visual range (RVR) not less than 550 meters or 800 meters visibility.
- b. A decision height (DH) not to be lower than 200 feet.
- c. The DH shall be not less than the highest of:
 - i. The OCH for the category of aircraft.
 - ii. The minimum DH in the Aircraft Flight Manual (AFM), if stated.
 - iii. The minimum height to which the precision approach aid can be used without the required visual reference.
 - iv. 200 feet; or
 - v. Any State minima if applicable.
- d. No pilot may continue a precision approach CAT-I below the DH unless at least one of the following visual references for the intended runway is distinctly visible to and identifiable by the pilot:
 - i. Elements of the approach lighting system.
 - ii. The threshold, or its markings, lights or identification lights.
 - iii. The visual glide slope indicator(s) – VASI.
 - iv. The touchdown zone, zone markings or zone lights; or
 - v. The runway edge lights.

8.76.4.2 Detailed procedure for ILS Category-I Approach is given in the FCOM/SOP of the aircraft type.

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8.77 Extended Diversion Time Operations (EDTO/ETOPS)

8.77.1 EDTO General

- 8.77.1.1 Extended Diversion Time Operations (EDTO) enable properly certificated twin-engine aeroplanes operated by appropriately qualified flight crew to fly further than a threshold time of 60 minutes at One Engine Inoperative (OEI) cruise speed.
- 8.77.1.2 ETOPS/EDTO is the acronym created by ICAO to describe the operations of twin-engine aeroplane over a route that contains a point further than one hour's still air flying time, at the approved selected one engine inoperative cruise speed under ISA conditions, from an adequate airport. Refer to EDTO Manual topic 1.2.1.
- 8.77.1.3 For flights dispatched to a remote airfield, a fuel check must be carried out at the last ETP (Equal Time Point). At this point the fuel expected to remain overhead the intended destination should not be less than the holding reserve fuel. Before reaching this ETP the crew should obtain, if possible, an updated forecast and actual weather for the intended destination.
- 8.77.1.4 This procedure may be applied if the destination airfield is geographically isolated and has no suitable alternate airfield within a reasonable range. It will be used only when authorized by PCAA and involves substituting a Holding Reserve in place of Alternate and Final Reserve Fuel.

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8.77.2 EDTO/ETOPS Training

8.77.2.1 Prior to commencement of Extended Diversion Time Operations (EDTO) operations each Flight Crew member will undergo an EDTO/ETOPS training and evaluation, consisting of Ground Training, Simulator LOFT scenarios and Line training. The Line Training consists of two sectors for each crew member, during which the EDTO/ETOPS planning and procedures will be highlighted as explained below:

- a. One Route Familiarization/Route Training followed by a Route Check.
- b. Satisfactory completion of both sectors provides coverage for any other EDTO/ETOPS sector unless otherwise specified.
- c. Training and Evaluation shall be completed during Initial Training.

Note: *For EDTO Initial and Recurrent Training Requirement, refer to PIACL Training Policy.*

8.77.3 Weather

8.77.3.1 The weather forecast must indicate that for a period from ETA at destination to ETA plus two hours, the weather must be at least the circling minima plus 300 feet/1.0 Km.

8.77.4 Holding Reserve

8.77.4.1 The holding reserve will not be less than the fuel required to cruise for two hours at the last flight planned cruising level using Long Range Cruise (LRC) consumption calculated at the weight and temperature applicable to arrival overhead the destination.

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8.77.5 Airfields

8.77.5.1 Airfields designated as a “Remote” will be listed in the Route Manual.

8.77.6 Equal Time Point (ETP)

8.77.6.1 An equal time point will be calculated between the destination and the last suitable enroute alternate airfield and this ETP will be indicated on the OFP.

8.77.7 EDTO Flight Preparation and Planning

8.77.7.1 This chapter covers additional requirements for ETOPS/EDTO flights and flights to a remote destination. Refer to Chapter 8 for general flight planning requirements.

8.77.7.2 An EDTO flight is processed as normal flight with additional restrictions relating to extended range operations, PIACL operations control dispatchers will liaise with engineering if there are any technical restrictions affecting the aeroplane and provide flight crew with all relevant information to conduct the flight safely.

8.77.8 Aeroplanes Serviceability.

8.77.8.1 Additional pre departure checks are carried out by the engineering, and the Flight Crew check that the aeroplane technical log contains the entry “Cleared for EDTO”.

8.77.8.2 An EDTO service check will be carried out ex-station for all EDTO flight departures. However, should the service include an intermediate stop prior to the final destination, and as long as no EDTO sensitive failure has occurred, the initial departure point EDTO service check will be considered valid for the intermediate stop departure.

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8.77.9 Use of Departure/Destination Airports as EDTO Alternates

8.77.9.1 For PIACL EDTO operations, the dispatcher will check that the above conditions apply at the selected airports and load these for use on the OFP. The flight crew will confirm the selections are suitable during their preflight planning.

8.77.10 Planning Minima (Enroute Alternate Minima)

8.77.10.1 PIACL has adopted EASA EU OPS landing minima for enroute alternate planning minima of EDTO to flights. They are as under:

Table 8-33 : Planning Minima – Enroute Alternate Minima		
Approach Facility	Alternate Airfield Ceiling	Weather Minima Visibility/RVR
Precision Approach Procedure	Authorized DH/DA plus increment of 200 feet	Authorized visibility plus increment of 800 meters
Non-Precision Approach or Circling Approach	Authorized MDH/MDA plus increment of 400 feet	Authorized visibility plus increment of 1500 meters

8.77.11 MEL/CDL Considerations – EDTO

8.77.11.1 Any system deficiencies that may have an impact on the dispatch of the aeroplane under EDTO are notified to operations prior to dispatch. These items are reviewed by the flight crew to assess what effect they may have in terms of additional dispatch requirements and/or limitations (i.e. additional fuel requirements).

8.77.12 EDTO Orientation Charts

8.77.12.1 The EDTO orientation charts depict the airways for the selected EDTO routes. The purpose of the orientation chart is to permit crew to confirm that the planned route is within 120 or 180 minutes arcs for the EDTO, or if non EDTO, the route is within 60 minutes arc.

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8.77.13 EDTO Suitable Alternate Selection

- 8.77.13.1 One of the distinguishing features of EDTO is the concept of a “Suitable” airport.
- 8.77.13.2 An enroute “Adequate” airport is defined as being “Suitable” when the forecast during the period of one hour before the earliest and one hour after the latest time of possible landing, is equal to or exceeds the applicable EDTO planning minima. The applicable planning minima are predicted in EDTO guides of respective aeroplane types (B777).

8.77.14 Enroute System Monitoring

- 8.77.14.1 The aeroplane system status should be monitored throughout the flight and reviewed prior to entering the EDTO segment.
- 8.77.14.2 Should any failure occur which renders the aeroplane unserviceable for EDTO prior to entering the EDTO segment, the flight must not proceed and return to the departure point or re-routing to a non EDTO route is necessary.
- 8.77.14.3 If a failure occurs in the EDTO segment, the flight may continue or divert at the PIC discretion.

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8.77.15 Weather Monitoring

- 8.77.15.1 During the flight planning stage, forecast must indicate that the weather at the en-route EDTO alternates will be at or above the alternate limits to nominate them as “Suitable”.
- 8.77.15.2 Once the aeroplane has been dispatched, the forecast needs only indicate that the weather at the en-route alternate will remain at or above the landing minima.
- 8.77.15.3 Should the weather at the selected alternate deteriorate below the landing minima prior to entering the EDTO segment, or whilst in the EDTO segment, another alternate must be nominated that does satisfy the weather requirements. If this is not possible, the flight must not enter the EDTO segment. If already in the EDTO segment the Captain will decide whether to continue or to re-route.
- 8.77.15.4 PIACL Operations Control maintains a flight watch for EDTO flights. The flight watch personnel monitor:
- Weather forecast and report for EDTO enroute alternates.
 - Enroute weather forecast and SIGMETS.
 - Any alteration to the status of enroute alternate facilities.
 - Should any factor render an en-route alternate unsuitable, they will contact the flight and assist with any re-planning that may be required (i.e. selection of different enroute alternates, fuel requirements, re-routing etc).
- 8.77.15.5 Communication between the aeroplane and flight operations will normally be through HF with the flight crew using SATCOM if necessary or available.

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8.77.16 Alternate Airport Unsuitability

- 8.77.16.1 The loss of required facility, or the deterioration of weather conditions below landing minima at the alternate render it unsuitable. If this situation occurs prior to entering EDTO segment, and no other suitable alternate can be used to continue under EDTO, then a return to the departure point is required unless fuel onboard permits rerouting on a non EDTO route. If this situation occurs after entering the EDTO segment, then the Pilot-in-Command must make an operational decision as to whether to continue or to divert, given in the prevailing condition.

8.77.17 Operational Flight Plan (OFP) – EDTO

- 8.77.17.1 The OFP is the master reference document for EDTO flight planning. In addition to the normal information provided on the OFP, specific EDTO information is also included on the last page of the OFP, ETPs are also included in the main body of the flight plan.

Note: *For details on EDTO operations, refer to B777 EDTO Guide. These documents are duly approved by PCAA.*

8.77.18 Strategic Lateral Offset Procedure (SLOP)

- 8.77.18.1 ATC clearances are designed to ensure that separation standards are continually maintained for all traffic. However, the chain of clearance definition, delivery and execution involves a series of technical system processes and human actions.
- 8.77.18.2 Errors although very rare do occur. Neither flight crew nor Controllers are infallible. Gross navigation errors (usually involving whole latitude degree mistake in route waypoints) are made, and aircraft are sometimes flown at flight levels other than those expected by the Controller.
- 8.77.18.3 When such errors are made, ironically, the extreme accuracies of modern navigation and height keeping systems themselves increase their risk of actual collision.

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- 8.77.18.4 Within in ATS surveillance environment the controller is alerted to such errors and can, use VHF voice communication, intervene in a timely manner.
- 8.77.18.5 This is not the case in oceanic airspace, such as North Atlantic, where the Controller awareness of this disposition of a significant proportion of the traffic is reliant largely upon flight crew position reports through communication links using HF or SATVOICE via third party radio operators.
- 8.77.18.6 Furthermore, even among that proportion of traffic utilizing data link for the automated position reporting, and perhaps ATS communications, navigation errors continue to occur. Consequently, it has been determined that allowing aircraft conducting oceanic flights to fly self-selected lateral offsets will provide an additional safety margin and mitigate the risk of traffic conflict when non-normal events such as aircraft navigation errors, height deviation errors and turbulence induced altitude keeping errors.
- 8.77.18.7 Collision risk is significantly reduced by application of these offsets. These procedures are known as “Strategic Lateral Offset Procedures” SLOP.
- 8.77.18.8 As a policy, PIACL shall have a SLOP up to 2 NM right of track, if not otherwise documented or authorized.
- 8.77.18.9 For detailed procedure referred to NAT DOC 007.

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8.78 Use of MEL and CDL

8.78.1 Use of MEL

8.78.1.1 The Minimum Equipment List (MEL) lists all the safety-related items for which revenue flights are permitted, even if the items are inoperative at departure.

8.78.1.2 PIACL MEL is developed based on Master Minimum Equipment List (MMEL) of the aircraft manufacturer and customized by the airline as a function of its own operational policies and PCAA regulations.

8.78.1.3 If a fault is discovered during servicing and inspection of the aeroplane, that cannot be immediately rectified, it shall be reported to the Captain, and action decided in accordance with the applicable Minimum Equipment List (MEL).

8.78.1.4 Each aeroplane MEL contains a preface that gives definitive guidelines regarding its scope and applicability.

Note: *Once the aeroplane has been accepted for service the MEL procedures contained within it serves only to give guidelines on serviceability. Any operational decision relating to unserviceability after dispatch has taken place are at the discretion of the Captain.*

8.78.1.5 A Captain shall not accept aeroplane for service if MEL requirements are not met unless a waiver has been granted by CAA, Pakistan. Such waiver must always be forwarded to the Captain in writing.

8.78.1.6 Copies of any waiver given will also be sent to any en-route outstation for the information of the next Captain.

8.78.1.7 Whenever a waiver for the continuation of a flight has been obtained, the final decision regarding the execution of that flight still rests with the Captain.

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8.78.1.8 The Captain must ensure the following correct entries are made in the aircraft Tech Log.

- Exact statement of the problem.
- The fact that a waiver for the continuation of flight has been granted, (possibly including special conditions).
- The expected weather conditions of the intended flight where applicable.

8.78.2 MEL Rectification Interval

8.78.2.1 Repair intervals define the time period permitted to operate under an MEL item that is in effect. These are defined in the aircraft MEL.

8.78.2.2 M/s PIACL uses UTC (Universal Co-ordinated Time) for the calculation of calendar day, which would commence at 0001 UTC and end at one minute past 2359 UTC.

8.78.2.3 Given below are the rectification intervals. The time cycle starts excluding the day the deficiency was recorded in the Technical Log.

Table 8-34 : MEL Rectification Interval	
Interval Category	Description
A	Defect rectification within the time interval specified in the MEL.
B	Defect rectification within three (3) consecutive calendar days.
C	Defect rectification within ten (10) consecutive calendar days.
D	Defect rectification within one hundred and twenty (120) consecutive calendar days.

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8.78.3 Use of CDL (Configuration Deviation List)

- 8.78.3.1 Configuration Deviation List (CDL) lists the aircraft secondary airframe parts or fittings, that may be missing for a particular operation and pictorially indicates areas of damage to the aircraft skin/structure that is considered acceptable for flight.
- 8.78.3.2 CDL is a document approved by the Airworthiness Authority which initially certified the aircraft. The CDL may be a standalone document or be included in the Aeroplane Flight Manual (AFM).
- 8.78.3.3 Any part not included in the CDL must be considered as necessary for dispatch. It is important to repair the aeroplane at the first airport where repairs or replacements may reasonably be made, since additional malfunctions may require the aircraft to be taken out of service.
- 8.78.3.4 No more than one part or one combination of parts of one system may be missing, except when otherwise specified. Parts of different systems may be simultaneously missing, unless otherwise specified in this list. Missing part may introduce performance penalties that are cumulative.

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8.79 Non-Revenue Flights

8.79.1 General

8.79.1.1 Following flights are considered as non-revenue flights:

- a. Training Flights.
- b. Proving (Test) Flights.
- c. Test Flights/Functional Check Flights (FCF).
- d. Delivery Flights.
- e. Ferry Flights.
- f. Demonstration Flights.
- g. Positioning Flights.
- h. Sight Seeing Flights

8.79.2 Training Flights

8.79.2.1 Training flights fall under the jurisdiction of Chief Pilot Training and are required for:

- a. Qualifying/Re-qualifying Captain and First Officers.
- b. Supervising the abilities of pilot under normal and abnormal conditions (Line Checks).
- c. Flight Proficiency Checks.

8.79.2.2 All training flights should be carried out in accordance with the procedure laid down in the Flight Crew Training Manual.

8.79.2.3 For all training flights, the normal requirement for weather minima and the nomination of an alternate airfield shall be as per guidelines given in the Training Policy Manual.

8.79.2.4 TRI/TRE conducting Training Flights, shall always be at his designated station, during the conduct of Training Flight. The Trainee Pilot shall occupy the seat for which he is being trained for.

8.79.2.5 A Load Sheet must be prepared for Training Flights.

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8.79.2.6 No passenger shall be carried on Training Flights. Additional Flight Crew, PCAA Inspectors may be onboard.

8.79.2.7 During a Training Flights the Captain must ensure that:

- a. All the required/authorized persons are onboard and that no unauthorized persons are carried.
- b. All persons onboard fasten their seat belts – when so required.
- c. Ensure that all additional duty persons carried onboard are briefed about emergency drills and procedures.
- d. Ensure that the cabin and galleys are secured.
- e. Only a qualified person is detailed for the Closing/Opening of Passenger Door and Arming/Disarming of the Slide. The person so detailed, shall perform these duties under the command of the Captain of the aircraft.

8.79.3 Proving Test Flights

8.79.3.1 Pursuant to Civil Aviation Rules (CARs 1994) Rule-204 and ANO-006-FSXX “Proving Flight” is required whenever:

- a. A new aircraft type is inducted by an Operator.
- b. A new route/destination started by an Operator.
- c. Any major changes in an aircraft previously in operation on public transport service.
- d. Use of aircraft in an operation different to that in which it was previously used.

8.79.3.2 M/s PIACL is required to give in writing the details of Proving flight to Flight Standards Directorate, PCAA. Such a flight may be monitored by a Flight Inspector of PCAA.

8.79.3.3 Details of “Proving Flight” are available in the CARs and ANO as mentioned above.

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8.79.4 Test Flights/Functional Check Flight (FCF)

- 8.79.4.1 Test Flights, also called Functional Check Flights (FCF) are performed to ascertain the airworthiness of an aeroplane or its systems for the PIACL engineering and maintenance department. They are required after certain maintenance checks and after a change of flight controls or other components affecting the flying qualities of the aeroplane. They are conducted under the authority of Chief Pilot Technical.
- 8.79.4.2 All test flights shall be conducted at the request of PIACL engineering and maintenance department.
- 8.79.4.3 Test Flights shall be flown during daylight hours under VMC conditions.
- 8.79.4.4 For further details, also refer to the Operations Engineering Technical Bulletin on Test Flight.
- 8.79.4.5 A Load Sheet must be prepared for Test Flights.
- 8.79.4.6 No passenger shall be carried on Test Flights. Additional Flight Crew, PCAA Inspectors, Ground and/or Operations Engineers may be onboard.
- 8.79.4.7 During a Test Flight the Captain must ensure that:
- ATC Flight Plan has been filed.
 - All the required persons are onboard and that no unauthorized persons are carried.
 - All persons onboard fasten their seat belts – when so required.
 - Ensure that all additional duty persons carried onboard are briefed about emergency drills and procedures.
 - Ensure that the cabin and galleys are secured.
 - Ensure that the PIACL policy of not carrying supernumerary crew on test flights is adhered to.
 - Only a qualified person is detailed for the Closing/Opening of Passenger Door and Arming/Disarming of the Slide. He shall perform these duties under the command of the Captain of the aircraft.

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Table 8-35 : Types of Maintenance Checks for Test Flight	
Aeroplane	Type of Maintenance Check
B777	Check 4 "C/D"
A320	Check "D"
ATR 42/72	Check "D"
All Aeroplanes	Acceptance Test Flight

Note-1: An Operations Engineer shall be onboard for Flights Listed in Table 8-35 above, along with the "Test Flight Proforma/ Check Sheet".

Note-2: All other Test Flights can be conducted by an authorized Line Pilot, however, at Karachi, all efforts shall be made to schedule "Supervisory Captains".

Note-3: Removal and re-installation of the same component/engine will also be considered as replacement.

Note-4: After a component is changed, requirements of Test Flight will be specified by the Engineering Department.

8.79.5 Ferry Flights

8.79.5.1 Ferry flight of an aeroplane with technical malfunction, damage etc. outside the tolerance of Minimum Equipment List (MEL), to a station where repairs can be made, requires special operational and technical authorization from PCAA.

8.79.5.2 The cockpit crew required to conduct Ferry Flights will be designated by DFO or Chief Pilot Training considering PCAA's ANO on conduct of Ferry Flights.

8.79.5.3 The applicable weather minima for Ferry Flights will be as per PCAA ANO on Ferry Flights.

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- 8.79.5.4 No revenue passengers are allowed on such ferry flights.
- 8.79.5.5 Ferry Flights shall be carried out with strict observance of limitations and procedures laid down in the FCOM and Aeroplane Flight Manual (AFM) for the type.
- 8.79.5.6 For special procedures relating to non-standard configuration refer to FCOM of that aircraft type.

8.79.6 Demonstration Flights

- 8.79.6.1 Demonstration flight may be for a sale/advertising purpose or to demonstrate flight characteristics. It may be a flight with journalists and customers to introduce a new type of aircraft.
- 8.79.6.2 All flights shall follow the Standard Operating Procedures described in the aircraft type FCOM.
- 8.79.6.3 In all cases, demonstration flights with passengers onboard require full and normal cockpit and cabin crew complement.

8.79.7 Positioning Flights

- 8.79.7.1 A positioning flight is a flight to position an aircraft to an airport for Commercial Operations.
- 8.79.7.2 Positioning flights are generally performed with the minimum flight crew and must follow the Standard Operating Procedures (SOPs) as described in the FCOM.
- 8.79.7.3 Only crew members of the Company may be transported on the way to or from flight duty (Deadhead Crew).
- 8.79.7.4 In case no cabin crew is onboard, the Pilot-in-Command will nominate one crew member to be responsible for cabin safety checks.
- 8.79.7.5 The closing/opening of cabin passenger door and arming/disarming of slides is the responsibility of the PIC.

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8.79.8 Sight Seeing Flights

8.79.8.1 Sight Seeing Flights, when duly authorized, shall be conducted under Visual Flight Rules (VFR).

8.79.9 Charter Operations/Charter Flights

8.79.9.1 M/s PIACL undertakes UN Charter, details of which are given in [Annex-8F](#).

8.79.10 Route and Airport Qualification Flight

8.79.10.1 For details on Route and Airport Qualification, refer to Training Policy Manual (OM Part D, Chapter-14).

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8.80 Oxygen Requirements

8.80.1 Policy

- 8.80.1.1 A flight to be operated at flight altitudes at which the atmospheric pressure in passenger compartments will be less than 10,000 feet shall not be commenced unless sufficient stored breathing oxygen is carried.
- 8.80.1.2 PIACL aeroplane are required to carry the following supplemental oxygen for passengers:
- All crew members and 10 per cent of the passengers for any period in excess of 30 minutes that the pressure in compartments occupied by them will be between 10,000 feet/700 hpa and 13,000 feet/620 hpa; and
 - The crew and passengers (100%) for any period that the atmospheric pressure in compartments occupied by them will be less than 13,000 feet.
- 8.80.1.3 A flight to be operated with a pressurized aeroplane shall not be commenced unless a sufficient quantity of stored breathing oxygen is carried to supply all the crew members and passengers, as is appropriate to the circumstances of the flight being undertaken, in the event of loss of pressurization, for any period that the atmospheric pressure in any compartment occupied by them would be less than 10,000 feet.
- 8.80.1.4 In addition, when an aeroplane is operated at flight altitudes at which the atmospheric pressure is less than 25,000 feet or which, if operated at flight altitudes at which the atmospheric pressure is more than 25,000 feet and cannot descend safely within four minutes to a flight altitude at which the atmospheric pressure is equal to 13,000 feet, there shall be no less than a 10 minutes supply for the occupants of the passenger compartment.

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8.80.2 System Requirements

- 8.80.2.1 Prior to departure, the oxygen masks at the occupied crew stations during the respective flight shall:
- Be connected to the oxygen system.
 - Be adjusted to individual size (if necessary).
 - Be checked for proper operations.
- 8.80.2.2 For the use of oxygen in case of emergencies such as fire or decompression, refer to the respective checklist in the FCOM.

8.80.3 Flight Crew – Oxygen Requirement

- 8.80.3.1 During cockpit preparation / preflight procedures, the Captain and First Officer shall each verify, at their respective crew stations, the serviceability and proper operation of the oxygen system, including oxygen mask, regulator, and selector position at 100%, and ensure that sufficient oxygen is available in accordance with FCOM.
- 8.80.3.2 The First Officer shall ensure, during cockpit preparation / preflight procedures (as applicable to aircraft type), that all observer seat(s) oxygen mask selectors are set at 100%.
- 8.80.3.3 Each member of the flight crew on flight deck duty shall have:
- An oxygen mask located within his immediate reach while at his duty station. If operating above 25,000 feet, the mask shall be of the “Quick Donning Type”.
 - In the event of cabin pressure failure, sufficient oxygen for the entire flight time when the cabin altitude exceeds 10,000 feet, but in no case less than 2 hours to fly at altitude greater than 25,000 feet.
- 8.80.3.4 The PIC shall ensure that flight crew members engaged in performing duties essential to the safe operation of aircraft in-flight, use supplemental oxygen continuously whenever cabin pressure altitude exceeds 10,000 feet.

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8.80.4 Cabin Crew – Oxygen Requirement

- 8.80.4.1 When cabin crew members are required to be carried, the following oxygen supplies are to be available:
- When operating above 25,000 feet, sufficient spare outlets and masks, and/or portable oxygen units with masks for use by all required cabin members. The units shall be so distributed through the cabin as to ensure immediate availability of oxygen to each crew member irrespective of their location at the time of failure.
 - Sufficient oxygen for the entire flight time when the cabin altitude exceeds 13,000 feet, but not less than 30 minutes, and the entire flight time when the cabin altitude is greater than 10,000 feet but does not exceed 13,000 feet after the first 30 minutes between these altitudes.

8.80.5 Use of Oxygen by Passengers

- 8.80.5.1 Passengers must use oxygen when cabin altitude is above 14,000 feet.
- 8.80.5.2 Passengers **need not** use oxygen at or below 14,000 feet.
- 8.80.5.3 Whenever a passenger shows sign of oxygen deprivation, he shall be given therapeutic oxygen in accordance with the current medical instructions. When dispensing oxygen, proper oxygen mask should be used.
- 8.80.5.4 Passengers requiring periodical use of oxygen shall be provided with oxygen from the oxygen bottles available onboard and the use shall be restricted from top of climb to top of descent only. No extra bottle shall be carried for this purpose and the carriage of bottles shall be in accordance with MEL.
- 8.80.5.5 Passengers having a self-sustaining device (Aviation Approved), to produce oxygen shall be allowed to use the device during all phases of flight.

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- 8.80.5.6 The use of cabin oxygen bottles must be recorded in the aeroplane Tech Log.
- 8.80.5.7 Passengers requiring the use of oxygen during takeoff and landing shall not be accepted onboard a flight.
- 8.80.5.8 Above stated restriction does not apply to passengers requiring use of oxygen periodically during a flight.
- 8.80.5.9 Stretcher cases requiring continuous use of oxygen during flight shall continue to be accepted as per current procedure.

8.80.6 Protective Breathing Equipment (PBE)

- 8.80.6.1 All aeroplanes in PIACL fleet carry Protective Breathing Equipment (PBE). Locations are mentioned in emergency equipment location charts for respective aeroplane. PBE can provide oxygen for a period of not less than 15 minutes.

Table 8-36 : Approximate Altitude in Standard Atmosphere		
Absolute Pressure	Meters	Feet
700 hPa	3,000	10,000
620 hPa	4,000	13,000
376 hPa	7,600	25,000

8.80.7 Oxygen Requirements – Unpressurized Aircraft

- 8.80.7.1 M/s PIACL does not undertake unpressurized passenger flights. Unpressurized flights are only operated under conditions such as technical ferry flight and the appropriate FCOM procedure is to be followed.

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8.81 Navigation and Communication Equipment

8.81.1 General

- 8.81.1.1 An aircraft shall not be operated unless the required navigation equipment is installed. All electronic navigation data management systems installed on PIACL aircraft meet the Regulatory requirements of CAA, Pakistan. All PIACL aircraft carry two or three VHF radios for communication which has the emergency frequency of 121.5 MHz available.
- 8.81.1.2 Pilots are responsible for the correct use of the navigation and communication equipment installed in the aircraft. Continuous monitoring of the equipment and its performance is mandatory during its use.
- 8.81.1.3 Flight guidance consists of those systems which assist the crew in tracking flight parameters selected manually or generated by navigation or a performance system. They make use of the system and their associated controls (e.g. Autopilot – AP, Flight Director – FD). Full use of automation must be made to reduce the workload of pilots, especially in the critical phases of flight. Special attention must be paid to the engagement status of the system used to avoid late recognition of mode or configuration changes which could result in an abnormal situation (e.g. unscheduled disengagement).

Note: *List of radio navigation aids available on the aircraft are listed in the Radio Installation Certificate issued by Airworthiness Directorate of CAA, Pakistan.*

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8.81.2 Area Navigation – RNAV

- 8.81.2.1 Area Navigation (RNAV) is a method of navigation which permits aircraft operation on any desired flight path. Aircraft position is determined by processing data from one or more sensors (VOR, DME, INS, GPS, etc.). Navigation parameters such as distance and bearing to a waypoint are computed from the aircraft position and the location of waypoint. The Required Navigation Performance (RNP) is a parameter describing lateral deviations from assigned or selected track as well as along track position.
- 8.81.2.2 RNP 5, implies that during 95% of the flight time, no more than maximum 5 NM error from intended flight path is allowed. To comply with the above requirement, the aircraft must be certified for RNP-5 operations.
- 8.81.2.3 Flight plan for an aircraft fitted with RNAV, having a navigation accuracy meeting RNP-5 must be filed accordingly.
- 8.81.2.4 The navigation database installed in the aircraft must be checked for its validity before the flight, and that the same is accomplished by selecting the crew database for use prior to the first flight on the effective date for the new database.
- 8.81.2.5 It is the crew's responsibility to ensure that the navigation accuracy is maintained. Utmost care will be taken to avoid the following mistakes:
- Insertion errors:** The pilot has the correct co-ordinates or waypoints of his cleared route, but he inserts incorrect data into the system; particular care should be exercised in case of re-clearance.
 - De-coupling:** The pilot allows the Autopilot to become de-coupled from the equipment which he thinks is providing steering output.
 - Using faulty equipment:** The pilot might continue to use a navigation system which was becoming inaccurate.

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8.81.2.6 As a result of a failure or degradation of the RNAV system, an aircraft shall not enter such RNP airspace, nor continue operations in accordance with the current Air Traffic Control clearance. ATC must be advised, and a revised clearance shall, whenever possible, be obtained by the pilot. Subsequent air traffic control action in respect of that aircraft will be dependent upon the nature of the reported failure and the overall traffic situation. Continued operation in accordance with the current ATC clearance may be possible in many situations.

8.81.2.7 When this cannot be achieved, a revised clearance may be required to revert to VOR/DME navigation. The crew will then, on each ATC frequency change, report the situation by announcing “NEGATIVE RNAV” on initial contact.

8.81.3 Navigation and In-flight Re-Planning

8.81.3.1 The most important principle governing the performance of all navigation tasks is redundancy, as navigational errors carry a significant risk potential. Whether navigating on manually tuned navigation aids, automatic navigation systems or on radar vectors, cross-checking of the primary aids is essential.

8.81.3.2 Flight plans activated in the navigation system shall be checked by both pilots, waypoint by waypoint against the flight plan. Where an FMS is authorized for preflight planning, Route Facility Charts shall be used to crosscheck the corresponding data. For adhoc in-flight re-planning, pilots must not only check if the fuel requirements for in-flight re-planning will be met, but also if the available navigational aids for the re-planned route and/or the re-planned destination, as well as the airborne equipment, which should be sufficient for a safe conclusion of the flight.

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8.81.4 Procedures for System Degradation

8.81.4.1 Any degradation of onboard equipment which occurs must be taken into consideration for any in-flight planning/re-planning regarding destination and alternate weather, and for fuel planning for en-route conditions. Any downgrading of ground facilities which occurs must be assessed regarding possible increased landing minima at destination and/or alternate airports.

8.81.5 Use of Onboard Systems of Aircraft

8.81.5.1 Aircraft systems ensure availability of redundancy which enhances Flight Safety. The systems available are not limited to the list given below:

- a. Auto Pilot.
- b. Flight Management System.
- c. Flight Directors.
- d. Auto Throttle / Auto Thrust.
- e. Flight Path Vector.
- f. Indicating and Recording Systems.
- g. GPWS/EGPWS System.
- h. Weather Radar System.
- i. Flight Data and Cockpit Voice Radar.
- j. Aircraft Lighting Systems.

8.81.5.2 Details of use of each system for a particular aircraft are given in FCOM, FCTM and SOPs.

8.82 In-Flight Simulation of Emergency Situations

8.82.1 When passengers or cargo are being carried onboard the aircraft, M/s PIACL prohibits simulation of emergency or abnormal situations.

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8.83 Electronic Flight Bag (EFB)

8.83.1 Benefits of EFB

8.83.1.1 Some of the benefits of Electronic Flight Bag (EFB) are tabulated below:

- a. Improves the access of pilots' to operational information and simplifies some of their tasks.
- b. Reduces the number of paper documents in the cockpit and replaces them by electronic ones which:
 - i. Improves information access and search capability.
 - ii. Enables quicker and easier updates.

8.83.2 EFB in M/s PIACL – General

8.83.2.1 M/s PIACL has selected Apple ipad as the platform for its EFB Operations. The EFB will comply with the provisions of Flight Standards Directorate, PCAA ANO-036-FSXX-1.0, "Electronic Flight Bag – EFB".

8.83.2.2 Each flight crew shall carry their company provided ipad .

8.83.2.3 Prior to each duty all operating flight crew member must ensure that their respective EFB are at least 80% charged and its hosted applications are updated. **Flight crew must cross check each other's EFB, to ensure that the EFBs are charged and updated.**

Note: For details on Gadgetry and Internet Allowance, refer to [Annex-14A](#) at the end of Chapter 14.

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8.83.3 Software Applications Approved for use in EFB

8.83.3.1 M/s PIACL is using the following software applications for their EFB:

- FlySmart Airbus Performance Application
- Jeppesen FD Pro Charting Application
- Boeing OPT performance application

8.83.4 FlySmart Airbus Performance Application

8.83.4.1 The FlySmart Airbus Performance Application is composed of the following components:

- Take-off Performance calculations.
- Landing Performance calculations.
- In-flight Performance calculations.
- Loadsheet application.
- Operational Library Browser (OLB) Application.
- Electronic QRH application (eQRH).
- Manager application for iPad version.

8.83.5 Boeing OPT Performance Application

The Boeing OPT performance application provides the following functions

- Take-off performance calculations
- Landing performance calculations
- Inflight performance calculations
- Consideration of MEL / CDL operational penalties

8.83.6 EFB Notices and Updates

8.83.6.1 Any new information and/ or updates regarding EFB operations will be made through EFB notice email. This notice will be sent and supervised by EFB Administrator. This notice will inform the

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aircrew regarding all required software updates and overall EFB operations. Flight crew shall **not** perform the EFB update / Apple IOS updates unless instructed by EFB administrator.

Note-1: *Ipad Auto Update function/option must be kept OFF or de-selected.*

Note-2: *For details on EFB Operations, please refer to EFB Policy and Procedures Manual, duly approved by CAA, Pakistan.*

Note-3: *For details on EFB Training, please refer to the relevant chapter of OM-D, which is duly approved by CAA, Pakistan*

8.84 Aircraft Performance Calculation

8.84.1 The operator shall provide flight crew with approved performance data, guidance and tools to determine aircraft performance for all phases of flight. Aircraft performance calculations shall be accomplished using operator approved performance data and tools, including AFM / FCOM performance data and approved electronic flight bag (EFB) applications .e.g. OPT, Flysmart or equivalent

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<u>Annex-8D</u>	List of Forms Carried Onboard/In EFB
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<u>Annex-8F</u>	United Nations (UN) Charter Operations
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<u>Annex-8H</u>	Proforma – Death on Board
<u>Annex-8I</u>	GPWS Callouts – PIACL Fleet
<u>Annex-8J</u>	Responsibilities of Crew/Staff Refueling with Passengers Onboard
<u>Annex-8K</u>	Crew Low Visibility Procedures (LVP) Card

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LOADSHEET – A320-200

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Annex-8B | LOADSHEET – A320-200

PAKISTAN International Airlines		A320-200 (ALL WTS IN KGS)		PK-FLT NO		DATE		FROM		TO		AP- A/C REG.			
MAX T.O.G.W (BRAKE RELEASE)				7 5 5 0 0				NO. OF PAX / INDEX							
A PERFORMANCE REGULATED TOGW AT				DEG C				ZONE A		ZONE B		ZONE C		ZONE D	
B MAX LANDING WEIGHT				6 6 0 0 0				NO. IN		NO. IN		NO. IN		NO. IN	
B TRIP FUEL				+				1 09 28		1 09 28		1 09 28		1 09 28	
LANDING LIMITED T.O.G.W				=				2 10 30		2 10 30		2 10 30		2 10 30	
C MAX ZERO FUEL WEIGHT				6 2 5 0 0				3 11 32		3 11 32		3 11 32		3 11 32	
C TAKE OFF FUEL				+				4 12 34		4 12 34		4 12 34		4 12 34	
FUEL LIMITED T.O.G.W				=				5 13 36		5 13 36		5 13 36		5 13 36	
MAX T.O.G.W THIS FLIGHT (1)				=				6 14 38		6 14 38		6 14 38		6 14 38	
WEIGHT				INDEX				7 15 40		7 15 40		7 15 40		7 15 40	
EMPTY AIRCRAFT				+				8 16 42		8 16 42		8 16 42		8 16 42	
CONFIGURATION				+				9 17 44		9 17 44		9 17 44		9 17 44	
PANTRY				+				10 18 46		10 18 46		10 18 46		10 18 46	
CREW				+				11 19 48		11 19 48		11 19 48		11 19 48	
FLIGHT PACK				+				12 20 50		12 20 50		12 20 50		12 20 50	
ADDITIONALS				+				13 21 52		13 21 52		13 21 52		13 21 52	
DRY OPERATING WEIGHT				=				14 22 54		14 22 54		14 22 54		14 22 54	
TAKE OFF FUEL				+				15 23 56		15 23 56		15 23 56		15 23 56	
OPERATING WEIGHT (2)				=				16 24 58		16 24 58		16 24 58		16 24 58	
ALLOWED TRAFFIC LOAD (1-2)				=				17 25 60		17 25 60		17 25 60		17 25 60	
FWD HOLD				+				18 26 62		18 26 62		18 26 62		18 26 62	
AFT HOLD				+				19 27 64		19 27 64		19 27 64		19 27 64	
REAR (BULK) HOLD				+				20 28 66		20 28 66		20 28 66		20 28 66	
TOTAL HOLDS				=				21 29 68		21 29 68		21 29 68		21 29 68	
FWD+AFT+REAR (BULK)				=				22 30 70		22 30 70		22 30 70		22 30 70	
PASSENGERS				+				23 31 72		23 31 72		23 31 72		23 31 72	
TOTAL TRAFFIC LOAD				=				24 32 74		24 32 74		24 32 74		24 32 74	
MAX				+/- LMC				25 33 76		25 33 76		25 33 76		25 33 76	
DRY OPERATING WEIGHT				+				26 34 78		26 34 78		26 34 78		26 34 78	
ZERO FUEL WEIGHT				=				27 35 80		27 35 80		27 35 80		27 35 80	
MAX				REV				28 36 82		28 36 82		28 36 82		28 36 82	
BLOCK FUEL				+				29 37 84		29 37 84		29 37 84		29 37 84	
TAXI WEIGHT				=				30 38 86		30 38 86		30 38 86		30 38 86	
TAXI FUEL				REV				31 39 88		31 39 88		31 39 88		31 39 88	
TAKE OFF WEIGHT				=				32 40 90		32 40 90		32 40 90		32 40 90	
MAX				REV				33 41 92		33 41 92		33 41 92		33 41 92	
TRIP FUEL				-				34 42 94		34 42 94		34 42 94		34 42 94	
LANDING WEIGHT				=				35 43 96		35 43 96		35 43 96		35 43 96	
MAX				REV				36 44 98		36 44 98		36 44 98		36 44 98	
FUEL				REV				37 45 100		37 45 100		37 45 100		37 45 100	
KLV GO DA LO NOX 0.2				=				38 46 102		38 46 102		38 46 102		38 46 102	
WEIGHT REPORT				ZERO FUEL				39 47 104		39 47 104		39 47 104		39 47 104	
TAKE OFF				=				40 48 106		40 48 106		40 48 106		40 48 106	
TOTAL PERSONS ON BOARD				=				41 49 108		41 49 108		41 49 108		41 49 108	
STAB TRIM				=				42 50 110		42 50 110		42 50 110		42 50 110	
Remarks:				=				43 51 112		43 51 112		43 51 112		43 51 112	
Certified that the aircraft is loaded as above				=				44 52 114		44 52 114		44 52 114		44 52 114	
CHECKED BY				=				45 53 116		45 53 116		45 53 116		45 53 116	
ACCEPTED BY				=				46 54 118		46 54 118		46 54 118		46 54 118	
LOAD CONTROLLER				=				47 55 120		47 55 120		47 55 120		47 55 120	
CERTIFICATE NO.				=				48 56 122		48 56 122		48 56 122		48 56 122	
F/O				=				49 57 124		49 57 124		49 57 124		49 57 124	
CAPT				=				50 58 126		50 58 126		50 58 126		50 58 126	



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LOADSHEET – B777-240 ER

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AP-REGISTRATION											
PAX NO/INDEX						ZONE C					
ZONE A			ZONE B			ZONE C					
No	In	No	In	No	In	No	In	No	In	No	In
0	13	0	13	0	13	0	13	0	13	0	13
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127	140	127	140	127	140	127	139	127	139	127	139
128	141	128	141	128	141	128	140	128	140	128	140

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Annex-8D | LIST OF FORMS CARRIED ONBOARD / IN EFB

S.No	Name of Form	Issuing Department.
1.	Computation Cards : Take Off, Cruise and Landing (All applicable aircraft)	Technical
2.	Load Sheet Forms (All applicable aircraft)	Technical
3.	Fuel Indent, Loading Instruction Forms	Central Control
4.	ATC Flight Plan	Central Control
5.	Bird/Animal Hit Reporting Form	PCAA
6.	Passenger / Crew Dangerous Goods Occurrence Report Form	PCAA
7.	Performance Check of VHF Frequencies	Standard Inspection
8.	Birth on Board Proforma	Standard Inspection
9.	Death on Board Proforma	Standard Inspection
10.	Post Flight Information Report Proforma	Standard Inspection
11.	Near Miss Proforma	Safety
12.	Aeroplane Lightning Strike Proforma	Safety
13.	Aeroplane Occurrence Initial Report Proforma	Safety

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	LIST OF FORMS CARRIED ON BOARD/IN EFB	Ed-06 Rev-00 21 Apr, 2025

S.No	Name of Form	Issuing Department.
14.	Air Traffic Incident Report Form	Safety
15.	Disorderly Passenger Release Proforma	Security
16.	Witness Report Form	Security
17.	Smoking Prohibition aboard the Aeroplane – Final Warning	Security
18.	Unacceptable Behavior aboard the Aeroplane – Final Warning	Security

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Annex-8E | CONTENTS OF AN OPERATIONAL FLIGHT PLAN

Figure B.1.1
FLIGHT PLAN

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START OF CTF REF: 05693 - PIA304 07 OPRC OPLA

FLIGHT PLAN PACKAGE

PIA 304 KHI-LHE 21MAY24 FLIGHT PLAN REF ID 05693

DISPATCH RELEASE MESSAGE

REVISION NUMBER 7

DAY NUMBER: CORD:

PIA:304 CAPTAIN: SEEMAB JAN SECTOR:KHI-LHE REG: AP-BLY

SDEP: 09.00 SARR: 10.45 BLK-TIME: 01:45 FLT-TIME: 01.22

TTL.FUEL: 7658 TRIP: 3771 POD: 3687 HOLD: 1264 ALT: 1723

EST. TOGW: 67158 EST.LGWT: 63387 RESERVE FUEL: 2987

EST.ZFW: 59700 RVD.ZFW:

MINIMUM EQUIPMENT LIST ITEMS APPLICABLE FOR THIS AIRCRAFT

MEL-CDL

F.O.O NOTES TO CREW

APU O/S (KIT INSTALLED)

OPRC CUT FREQ 131.600 KHZ

OPLA 131.600 MHZ PIA FLT OPS LHE

EnRoute Alternate

OPRC OPMT OPLA

ROUTE AND PROFILE

OPRC RADULIO RADUL J112 MIMAL NIMALIA OPLA

OPRC/FL350

ALTERNATE 1 ROUTE AND PROFILE

OPLA VERENID VEREN J166 DIBBA DIBBAIA OPMT

FL240

ALTERNATE 2 ROUTE AND PROFILE

OPLA AKBERID AKBER J121 INDEM INDEKIA OPIS

FL200

NO TAKEOFF ALTERNATE SELECTED

FLIGHT PLAN ACCEPTED

CAPTAIN SEEMAB JAN

PREPARED BY FLIGHT OPERATIONS OFFICER

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Figure B.1.2

TYPE OF OPERATION: IFR

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NAVBLUE DISPATCH MANAGER FLIGHT PLAN

FLT# /DATA ORG /DST ACP7/REG PLAN ID GRIS AVGWC/TD

304 /21MAY24 OPKC/OPLA A320/AP-BLY 05693 210000 P033 /P17

ETD:0900Z/1022Z:ETA

FMS ROUTE - KHILHE001 RT DIST 566 GC DIST 551 NAM DIST 544 EU-EMISSION 1115MM

OPKC BADULID BADUL J112 MIMAL MIMALIA OPLA

FL PROFILE

OPKC/FL350

EQPTTYPE A320-216 / ENGTTYPE CFM56-5B6 /

PERFORMANCE SCHEDULE : 250/283/M78 - ECON CR009 - M77/270/250

APD FACTOR : 5.4 FC

PLANNED FUEL TIME WEIGHTS PLAN ACTUAL STRUCTURAL OR

TRIP 3771 01.22 PLAN PERF LIMIT

CONTINGENCY 400 00.10 ZFW 59700 MEFW 62500

XHLD DEST 0 00.00 RPF 7658 PCAP 18730

ALTN OPMT 1723 00.38 RPM 67058 MRPM 75700

ALTN OPIS 1412 00.30 TOW 67158 MTOW 75500

XHLD ALTN 0 00.00 TIE 3771 MLDW 66000

STD HOLDING 1264 00.30 POD 3687

ETP/BU 0 00.00 RES 2987

RECL/BU 0 00.00

MIN REQUIRED 7158 02.40

EXTRA 400 00.07

TKOF FUEL 7458 02.47

TAXI FUEL 200 00.10

RAMP FUEL 7658 02.57

FUEL ORDERED

REASON

BALLAST FUEL 0 INCL IN RAMP FUEL

BURNOFF ADJUSTMENT PER 1000 KGS INCREASE IN TAKEOFF WT - 0040 KGS

RESTRICTED MAX TAKE OFF WEIGHT INFORMATION

A. B. C.

R.T.O.G.W 75500 MLDW 66000 MEFW 62500

TRIP FUEL 3771 T.O. FUEL 7458

LNDG LMT TOGW 69771 ZFW LMT TOGW 69958

ALTERNATE AIRPORTS SUMMARY

ALTN FL WC ETI ZFW TRIP RQDFOB NM

MUX/OPMT 240 M001 00.38 59700 1723 7658 202

OPLA VERENID VEREN J166 DIBBA DIBBALA OPMT

ISB/OPIS 200 M009 00.30 59700 1412 7658 153

OPLA AKBERID AKBER J121 INDEX INDEXIA OPIS

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Figure B.1.3

ATC CLRNT:..

OPKC BADULID BADUL J112 MIMAL MIMALIA OPLA
FL350

ATIS - OPKC INFO

RMV . . . WIND . . . / . . . VIA . . . TEMP . . . QNH

ATC

ICAO :OPKC LAT : N24 54.5 TAKEOFF FUEL
ELEV : 100 LON : E067 09.8 7458
REMAINING DISTANCE: 0566

NAVIGATION LOG												
POINT	FIR	AWY	FL	QAT	TAS	TR/T	DIST	ETI	ETO	SEGB0	AWID	
POINT NAME			MORA	WC	MACH		TTLD	TTLT	RT0	ACCBO	AGS	
FREQ	LATITUDE	LONGITUDE	TURB	GS	TR/M		WIND/VEC		ATO	FOB	ABRN	
24573N	BADDID	CLB		39	266	279	6	0:02		259		
24573N			1400	P007	0.39		6	0:02		259		
	N24 57.3	E067 05.4		273	278		100/010			7199		
BADUL	BADULID	CLB		17	314	049	27	0:06		521		
BADUL			2500	M009	0.54		33	0:08		780		
	N25 13.7	E067 28.4		305	048		032/008			6678		
NH	J112	CLB		-10	409	039	78	0:11		798		
NH			3000	P004	0.85		111	0:19		1578		
112.90	N26 13.1	E068 23.1		0.498	412	038	300/025			5880		
BIMLA	J112	CLB		-27	456	037	29	0:03		235		
BIMLA			1300	P018	0.74		140	0:22		1813		
	N26 36.3	E068 43.0		472	036		286/052			5645		
ZOHAR	J112	CLB		-34	469	037	50	0:07		328		
ZOHAR			1300	P024	0.78		190	0:29		2141		
	N27 16.0	E069 17.0		492	036		274/047			5317		
TOC	J112	CLB		-39	466	038	11	0:01		69		
TOC			1300	P027	0.78		201	0:30		2210		
	N27 24.4	E069 24.5		492	037		271/047			5248		
RK	J112	350		-38	452	038	73	0:09		389		
RK			1300	P026	0.76		274	0:39		2599		
113.70	N28 22.0	E070 16.4		478	037		273/048			4859		
MURLI	J112	350		-38	452	047	82	0:10		427		
MURLI			1400	P034	0.76		356	0:49		3826		
	N29 17.7	E071 25.4		485	045		274/052			4432		
MIMAL	J112	350		-37	452	048	52	0:07		270		
MIMAL			1500	P035	0.76		408	0:56		3296		
	N29 52.2	E072 10.1		486	046		278/056			4162		
FIR	OPLR MIMALA	350		-37	449	071	24	0:03		117		
ENTER FIR OPLR			1500	P049	0.75		432	0:59		3413		
-----	N30 00.0	E072 35.9		498	069		278/056			4045		

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Explanation of Abbreviations used in OFF

ABBREVIATION	EXPLANATION
1 x FL LOWER	One Flight Level Lower
2 x FL LOWER	Two Flight Level Lower
ACFT	Aircraft
ACCB0	Accumulated Burn Off
ALTN1	First Alternate
ALTN2	Second Alternate
ATC CLRNC	Air Traffic Control Clearance
ATO	Actual Time Over
ATIS	Air Traffic Information Services
AVGWC	Average Wind Component
BLK TIME	Block Time
CRZ	Cruise
DLACODE	Delay Code
DOW	Dry Operating Index
DSC	Descent
DST	Destination
ENG TYPE	Engine Type
EQPTYPE	Equipment Type
ETA	Expected Time of Arrival
ETD	Expected Time of Departure
ETI	Elapsed Segment Time
ETP/BU	ETP Build Up
EXTRA	Extra Fuel

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ABBREVIATION	EXPLANATION
ETO	Estimated Time Over
FCAP	Fuel Capacity (or Tank Capacity)
FL	Flight Level
FL PROFILE	Flight Level Profile
FLT-TIME	Flight Time
FLT	Flight Number
FMSDIVTE	Alternate Route
FOB	Fuel on Board
FOD	Fuel on Destination
FRQD	Fuel Required
FTPCFP	Flight Plan ID
GC DIST	Great Circle Distance
GRIB	Wind and Temperature
HIGHEST TERRAIN A-B	Departure to Destination Highest Terrain
HIGHEST TERRAIN B-C	Departure to Alternate Highest Terrain
LDW	Landing Weight
MIN REQUIRED	Minimum Required
MLDW	Maximum Landing Weight
MRPW	Maximum Ramp Weight
MTOW	Maximum Take Off Weight
MZFW	Maximum Zero Fuel Weight
NM	Nautical Mile
ORG	Origin

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ABBREVIATION	EXPLANATION
PLAN ID	Flight Plan ID
PLD	Pay Load
QNH	Station Pressure
RECLR/BU	Re Clear (or Re Dispatch) Build Up
REG	Aircraft Registration
REV	Reserve Fuel
RPF	Ramp Fuel
RPW	Ramp Weight
RTO	Revised Time Over
RQDFOD	Required Fuel On Board
RTOW	Regulated Take Off Weight
RWY	Runway
START OF CFP REF: 05693	Flight Plan Reference ID
SDEP	Scheduled Departure
SARR	Scheduled Arrival
SEGBO	Segment Burn Off
SHR	Wind Shear
STD HOLDING	Standard Holding
TTL.FUEL	Total Fuel / Block Fuel
REVISION NUMBER 7	Flight Plan Revision Number 7

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	UNITED NATION CHARTER (UN) OPERATIONS	Ed-06 Rev-00 21 Apr, 2025

Annex-8F | UNITED NATIONS (UN) CHARTER OPERATIONS

8F.1 UN Charter – General

8F.1.1 M/S PIACL holds a Charter Licence which permits it to undertake Charter Operations. UN Charter is one such Operation which is undertaken by PIACL, as and when such a requirement comes up.

8F.2 Applicability

8F.2.1 This Annexure contains the required compliances for the UN Aviation Standards and shall only apply to the flights operated under UN Charter Operations.

8F.2.2 All Flights under UN Charter shall comply with the UN AVSTADs. A Copy of this document is available with Chief Pilot Standards Inspection.

8F.2.3 These special requirements shall be applicable in addition to the standard requirements as mentioned in PIACL's OM-A, B, C & D.

8F.3 Awareness

8F.3.1 All personnel engaged directly or indirectly with UN Charters shall have the awareness of the requirement to comply with the relevant laws, regulations and procedures of the States in which the aircraft is operated.

8F.3.2 Flight crew shall have adequate knowledge of the Jeppesen Manual of the region generally and area of operation, particularly.

8F.3.3 Flight Operations Technical division shall ensure availability of all such documents and software as may be deemed essential for the safe and authorized conduct of flights.

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	UNITED NATION CHARTER (UN) OPERATIONS	Ed-06 Rev-00 21 Apr, 2025

8F.4 Composition of Crew

8F.4.1 Crew composition shall not be less than the minimum required by the Flight Manual or airworthiness certificate of the specific aircraft.

8F.4.2 All UN Charter Flights shall have minimum of two pilots qualified and experienced in accordance with Table-8E-1 given below:

Table 8-F-1 : Pilot Qualifications for UN Charters		
Crew Qualification and Experience required by UN	ATR-42	ATR-72, A320 and B777
Pilot Licence Requirement		
Captain (PIC)	ATPL	ATPL
Co Pilot / First Officer	CPL/IR	CPL/IR
Flight Experience – Captain (PIC)		
Total Flying Time	3000 Hrs	4000 Hrs
Total PIC Time	1500 Hrs	2000 Hrs
Total on Type	500 Hrs	1250 Hrs
PIC on Type	350 Hrs	750 Hrs
Flight Experience – Co Pilot /First Officer		
Total Flying Time	1500 Hrs	2000 Hrs
Total PIC Time	500 Hrs	750 Hrs
Total on Type	250 Hrs	300 Hrs

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	UNITED NATION CHARTER (UN) OPERATIONS	Ed-06 Rev-00 21 Apr, 2025

8F.5 Flight Planning

8F.5.1 It shall be ensured that for all UN Charter Flights, flight planning process identifies and avoids operation through all active restricted and prohibited airspace unless prior approval is obtained from the concerned authority.

8F.6 Fuel Planning

8F.6.1 All UN Charter Flights shall have IFR fuel load calculated to include variable reserve of 10% of the total trip fuel (Contingency Fuel).

8F.7 Landing Criteria

8F.7.1 The Pilot-in-Command (PIC) of a UN Charter flight shall **NOT** allow a flight to continue towards the aerodrome of intended landing where commercial air transport operation have been restricted or suspended, unless:

- a. In the opinion of the PIC, the conditions that are hazard to the safe operations may reasonably be expected to be corrected by the estimated time of arrival (ETA) or
- b. There is no safer procedure.

8F.8 Psychoactive Substance Testing

8F.8.1 All crew members of the UN charter are required that 8 hours before, or immediately after acting or attempting to act as a crew member, they submit to a test to indicate the presence of alcohol or narcotic drugs the blood on the request of an appropriate authority.

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	UNITED NATION CHARTER (UN) OPERATIONS	Ed-06 Rev-00 21 Apr, 2025

8F.9 Policy for Authorization to Board/Admitted in Flight Deck of a UN Charter Flight

8F.9.1 Pilot-in-Command shall have the final authority to accept or reject or offload any person for entering into the flight deck or boarding the aircraft. Only the following person shall be allowed to board:

- An operating crew member.
- A representative of the authority responsible for certification, licensing or inspection, if this is required for the performance of his/her official duties.
- An authorized UN official for the performance of his/her official duties related to the verification of contract compliance.
- Permitted by and carried in accordance with the instructions contained in the Operations Manual.

8F.10 Search for Concealed Weapons/Bomb/Explosives

8F.10.1 Applicable aircraft wise checklist and procedures available in the Safety Equipment Procedure (SEP) Manual shall be used for search of concealed weapons, bomb, and/or explosive or any dangerous device whenever necessary or when any such intelligence is received.

8F.11 Assessment of Operations in Hostile Environment

8F.11.1 Flight Operations shall carry out the assessment of any operations required for UN Charter in hostile environment in the SAG. Guidelines for such operations are available in the SMS Manual.

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	PROFORMA – BIRTH ON BOARD	Ed-06 Rev-00 21 Apr, 2025

Annex-8G | PROFORMA : BIRTH ON BOARD | M/S PIACL

(TO BE FILLED IN TRIPLICATE)
PROFORMA: BIRTH ON BOARD

CAPT NAME: _____

FLT NO: PK _____ DATE: _____ SECTOR: _____

TIME OF BIRTH (GMT) _____ Z _____

PLACE OF BIRTH/ COUNTRY: _____

(IF POSSIBLE GIVE LAT/ LONG) _____ N _____ E _____

SEX OF THE CHILD : MALE/FEMALE _____

FULL NAME OF PARENT: _____

TICKET NO & AIRLINE: _____

NATIONALITY OF PARENT: _____

HOME ADDRESS: _____

TELEPHONE: _____ Other: _____

PROFESSION OF FATHER: _____

PROFESSION OF MOTHER: _____

ANY OTHER PERTINENT INFORMATION: _____

SIGNATURE OF TWO OTHER CREW MEMBERS:

1. _____

2. _____

(SIGNATURE OF PILOT-IN-COMMAND)

DISTRIBUTION:

CP STANDARDS INSP : khivipk@piac.aero

ORIGINAL : NEXT OF KIN (email required)

DUPLICATE : * TO FLT DISPATCH khivtpk@piac.aero khivwpk@piac.aero

TRIPLICATE : RETAINED FOR HEAD OFFICE khuijpk@piac.aero khikljk@piac.aero

*Note: Flight Dispatcher To Submit The Concerned Authorities, I-E Aerodrome Authorities, Pakistan Embassy/ Consulate (If Pakistani National Or Relevant Embassy, Birth / Death REG Office.)

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	PROFORMA – BIRTH ON BOARD	Ed-06 Rev-00 21 Apr, 2025

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	PROFORMA – DEATH ON BOARD	Ed-06 Rev-00 21 Apr, 2025

Annex-8H | PROFORMA : DEATH ON BOARD | M/S PIACL

(TO BE FILLED IN TRIPPLICATE)
PROFORMA: DEATH ON BOARD

CAPT NAME: _____

FLT NO: PK _____ DATE: _____ Z _____ SECTOR: _____

TIME OF DEATH (GMT) _____

PLACE OF DEATH/ COUNTRY: _____

(IF POSSIBLE GIVE LAT/ LONG) _____ N _____ E _____

NAME OF DECEASED PASSENGER: _____

NATIONALITY: _____ SEX: _____

DATE OF BIRTH: _____

(IF AVAILABLE THROUGH PASSPORT/ OTHER DOCUMENT) _____

HOME ADDRESS: _____

TICKET NO & AIRLINE: _____

DESIGNATION: _____

WHETHER ACCOMPANIED BY RELATIVES/ FRIENDS: _____

INFORMATION WHETHER THE PAX WAS ILL OR NOT: _____

A/C ALTITUDE: _____ CABIN ALTITUDE: _____

CIRCUMSTANCES DETAILS OF DEATH ACCORDING TO CABIN ATTENDANT: _____

CAUSE OF DEATH (IF KNOWN) _____

ANY OTHER PERTINENT INFORMATION: _____

(USE REVERSE SIDE OF THIS PROFORMA IF SPACE INADEQUATE)

SIGNATURE OF TWO OTHER CREW MEMBERS:

1. _____

2. _____

(SIGNATURE OF PILOT-IN-COMMAND)

DISTRIBUTION:

CP STANDARDS INSP :

ORIGINAL : NEXT OF KIN

DUPLICATE : TO FLT DISPATCH

TRIPPLICATE : RETAINED FOR HEAD OFFICE

khivpk@piac.aero

(email required)

khivtpk@piac.aero; khivwpk@piac.aero

khivupk@piac.aero; khivlpk@piac.aero

*Note: Flight Dispatcher To Submit The Concerned Authorities, i.e Local Police Authorities Aerodrome Authorities, Pakistan Embassy/ Consulate (If Pakistani National Or Relevant Embassy, Birth / Death REG Office.)

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	GPWS CALLOUTS PIA FLEET	Ed-06 Rev-00 21 Apr, 2025

Annex-8I | GPWS CALLOUTS : PIACL FLEET

ATR42-500	ATR72-500	A320	B777
x	BANK ANGLE	BANK ANGLE	BANK ANGLE
SINK RATE	SINK RATE	SINK RATE SINK RATE	SINK RATE
TERRAIN, TERRAIN	TERRAIN, TERRAIN	TERRAIN, TERRAIN	TERRAIN
PULL UP	PULL UP	PULL UP	PULL UP
TERRAIN AHEAD	x	TERRAIN AHEAD	CAUTION AHEAD
OBSTACLE AHEAD	x	OBSTACLE AHEAD	CAUTION OBSTACLE
TERRAIN AHEAD – PULL UP	x	TERRAIN AHEAD – PULL UP	TERRAIN TERRAIN – PULL UP
OBSTACLE AHEAD – PULL UP	x	OBSTACLE AHEAD – PULL UP	OBSTACLE OBSTACLE – PULL UP
DON'T SINK	DON'T SINK	DON'T SINK – DON'T SINK	DON'T SINK
TOO LOW GEARS	TOO LOW GEARS	TOO LOW GEARS	TOO LOW GEARS
TOO LOW FLAPS	TOO LOW FLAPS	TOO LOW FLAPS	TOO LOW FLAPS
GLIDE SLOPE	GLIDE SLOPE	GLIDE SLOPE	GLIDE SLOPE
TOO LOW TERRAIN	TOO LOW TERRAIN	TOO LOW TERRAIN	TOO LOW TERRAIN
x	x	AVOID TERRAIN	x

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	REFUELING WITH PASSENGERS ON BOARD	Ed-06 Rev-00 21 Apr, 2025

Annex-8J | RESPONSIBILITIES OF CREW/STAFF
REFUELING WITH PAX ONBOARD

RESPONSIBILITIES OF REFUELING WITH PAX ONBOARD						
(a) Cockpit Crew		(b) Cabin Crew				
(c) Aircraft Engineer		(d) PHS/Ramp Staff				
No.	Action	(a)	(b)	(c)	(d)	
1.	Inform Cockpit Crew and Engineering on completion of Cabin cleaning				√	
2.	Inform Cockpit about the start of re-fueling & seek readiness status of cabin			√		
3.	Inform PHS and Ramp Services Staff about the start of re-fueling			√		
4.	Ensure clear pathways/ground area to enable passenger movement in case of emergencies			√	√	
5.	Inform LCC of the aircraft well before the start of re-fueling & seek readiness status	√				
6.	Establish and maintain two-way communication with Cockpit and Ground, as applicable	√		√		
7.	Inform ATC about refueling with passengers onboard, well before the start of refueling	√				
8.	Cockpit crew to switch: • No Smoking Signs – “ON” • Fasten Seat Belts Signs – “OFF” • Emergency Exit Signs – “ARMED”	√				

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	REFUELING WITH PASSENGERS ON BOARD	Ed-06 Rev-00 21 Apr, 2025

(a) Cockpit Crew		(b) Cabin Crew			
(c) Aircraft Engineer		(d) PHS/Ramp Staff			
No.	Action	(a)	(b)	(c)	(d)
9.	Lead Cabin Crew (LCC) to ensure that: - No Smoking Signs – “ON” - Fasten Seat Belts Signs – “OFF”		√		
10.	Make standard announcement on PA for “Refueling with Passengers onboard”. Ensure that: - Exits are free from obstruction - Doors shall be manned by cabin crew at all times - Mandatory cabin crew must remain onboard to operate exits		√		
11.	Power gangways/stairways if used, must be available on exits normally used for embarkation/disembarkation. If only one powered gangway or stairway is used, the doors to be used for passenger evacuation, in case of emergencies should remain unobstructed to permit the use of escape slide.				√
12.	If powered gangways/stairways is not installed, mandatory cabin crew shall remain onboard. Main door(s) to be used for passenger evacuation should remain unobstructed by ground equipment.		√		
13.	Inside cabin activities should not obstruct exits/aisles. All curtains must be tied. No meal service during refueling operations.		√		

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(a) Cockpit Crew (c) Aircraft Engineer		(b) Cabin Crew (d) PHS/Ramp Staff			
No.	Action	(a)	(b)	(c)	(d)
14.	The movement of passengers should be under supervision. Avoid fuel vapor areas /routes and No Smoking should be strictly observed.		√		√
15.	Inform Cockpit Crew, if fuel vapors are detected or any other hazard arises in the cabin, stop all activities which use electrical equipment.		√		
16.	Inform Cockpit Crew in case of large fuel spillage / leak or presence of other fire hazard.			√	
17.	On receiving information of large fuel spillage / leak or presence of other hazard, disembarkation of passengers shall be considered. Inform Lead Cabin Crew (LCC) of the aircraft immediately.	√			
18.	Evacuation of passengers shall be undertaken where LCC finds the situation detrimental for safety of passengers.		√		√

Note-1: Cabin cleaning will be initiated immediately after arrival formalities are completed. After ensuring aisles are clear, Cockpit Crew will inform the Aircraft Engineer for starting to refuel.

Note-2: Cockpit Crew shall remain in the cockpit during the refuelling process.

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	REFUELING WITH PASSENGERS ON BOARD	Ed-06 Rev-00 21 Apr, 2025

Note-3: *Fuel transfer process and connection of bowser with the aircraft shall be considered as a part of the refuelling activity.*

Note-4: *Local Rules and Regulations may require additional precautions. Cockpit Crew shall communicate additional requirements to the Aircraft Engineer and Cabin Crew – if required.*

Note-5: *Joint responsibilities (as in case of No. 4, 6, 14 and 18) shall be undertaken for the respective areas of operation in coordination.*

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	CREW LVP CARD	Ed-06 Rev-00 21 Apr, 2025

Annex-8K | CERTIFICATE OF COMPETENCY LVO

Figure 1.2




 Great People to Fly With

P. No 43404 Date 25.08.2014

**CERTIFICATE OF COMPETENCY
LOW VISIBILITY OPERATIONS**

This is to certify that Capt./~~MC/T/E~~ JAMIL SHEIKH is competent in:

- ☒ Low Visibility Operations
- ☒ CAT II Approaches & Landings
- ☒ CAT III-A Approaches & Landings

on B-777 aircraft

This certificate is valid if the holder possesses a valid License and meets the laid down requirements.

Signature of Holder _____

Chief Pilot Crew Training 250814

Printed at PIA Press(8650)

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CHAPTER-9 **DANGEROUS GOODS AND WEAPONS**

9.1 Policy on Dangerous Goods

9.1.1 ICAO Regulations (Annex18) and State Legislation requires that the carriage of dangerous goods onboard aeroplane should be in accordance with the ICAO Technical Instructions (TI) for the safe carriage of dangerous good by air.

9.1.2 M/s PIACL is an Approved carrier of dangerous goods.

Note: *M/s PIACL has a standalone Dangerous Goods Manual which addresses all aspect of Dangerous Goods Handling. Generic procedures for Dangerous Goods are given in this Chapter.*

9.1.3 In addition, written permission may be required by the PCAA of origin, transit or destination and it may be general permission or specific to any flight.

9.2 Dangerous Goods – General

9.2.1 Dangerous goods are articles or substances which are capable of posing significant risk to health, safety or property when carried by air and which are classified in Technical Instruction. The Technical Instruction contains a list of those goods which are most frequently carried and together includes detailed provision which must be followed when dangerous goods are carried on any PIACL aeroplane.

9.2.2 Information concerning the regulations requirements and provisions of the Technical Instructions is supplied to PIACL employees in the form of IATA Dangerous Goods Regulations booklet and PIACL Dangerous Goods Manual. It contains all the necessary information in a practical format designed for airline use. A copy is maintained in each relevant department on the ground and onboard relevant aeroplane as part of its library.

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9.2.3 Any article or substance which by its nature or quantity is classified and labelled as being restricted to “CARGO AEROPLANE ONLY” is prohibited from carriage on any PIACL passenger flight.

9.2.4 PIACL responsibilities regarding the carriage of dangerous goods relates to the areas of:

- a. Acceptance of dangerous goods.
- b. Storage.
- c. Loading.
- d. Inspection.
- e. Provisioning of information.

9.3 Acceptance, Storage and Loading

9.3.1 Traffic and Cargo departments of PIACL or its appointed Handling Agents are responsible for the Acceptance, Storage and Loading of Dangerous Goods.

9.3.2 Dangerous goods acceptable for carriage must be properly packaged and be labelled in accordance with the Technical Instructions and accompanied by the appropriate documentation.

9.3.3 Each consignment must be properly inspected and prepared for loading using the designated acceptance checklists and any specific provisions regarding the acceptance and carriage of dangerous goods in Unit Load Device (ULDs). Precautions for self-reactive substances, organic peroxides and radioactive materials must be fully complied with. These packages must be clearly marked and colored accordingly.

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9.4 Loading of Hazardous Cargo

- 9.4.1 Under no circumstances are the crew allowed to handle dangerous goods directly. If required to inspect, qualified and concerned staff should be summoned to inspect the consignment along with the crew. All dangerous goods, except radioactive materials shall not be loaded in the bulk hold of the aeroplane. The loading and packing should be as per IATA DGR Manual.
- 9.4.2 Where dangerous goods or restricted articles are to be carried on a flight all conditions laid down in this chapter and M/s PIACL Dangerous Goods Manual, must be complied with. The Captain shall be informed in writing of the nature, packing and location of any hazardous cargo in sufficient time prior to departure to permit him to personally inspect the loading and security of the cargo (if deemed necessary).
- 9.4.3 The Captain shall have the authority to offload any hazardous cargo should he consider that:
- The material is incorrectly packaged.
 - There is evidence of damage to, or spillage from container.
 - There are several different packages loaded which contain substances which, if they were to be inadvertently mixed, could pose a threat to the safety of the aeroplane.
 - The expected condition of flight is such that damage could occur to the container in the form in which it is packaged.
 - Carriage of such a cargo is prohibited on aeroplane.

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9.5 Notification to Captain (NOTOC)

- 9.5.1 Whenever dangerous goods are carried onboard, the Captain shall be advised through Notification to Captain (NOTOC). NOTOC will be presented to the flight crew at the time of briefing at all stations (fax or copy or the original). The original NOTOC will be presented with the load sheet on the aeroplane before departure. The NOTOC highlights significant facts about dangerous goods or special cargo requirements.
- 9.5.2 The NOTOC must be kept readily available in flight for reference in the event of an incident and should be drawn to the attention of and passed onto the joining Pilot-in-Command in the event of the crew changes at transit stops.
- 9.5.3 In case the crew taking over is delayed or not available due to a longer turn-around, the crew leaving the aeroplane should leave a message to refer to the ship's papers left onboard which will contain the NOTOC. This will preclude the possibility of the new crew not being aware of the presence of dangerous goods.
- 9.5.4 Should there be a query or information sought on the NOTOC presented, reference should be made to the Dangerous Goods Regulation book placed in the aeroplane library (or EFB) or the Flight Dispatcher who will liaise with the people concerned, if necessary.

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9.6 Dangerous Goods Incidents

9.6.1 General

9.6.1.1 For the safe transportation of dangerous goods special IATA Dangerous Goods Regulations (DGR) have been stipulated for all persons involved in handling, loading and transporting dangerous goods. The following guideline should be used if an incident occurs onboard an aeroplane which may be related to dangerous goods.

9.6.2 During Flight

- 9.6.2.1 If a Dangerous Goods incident is encountered during flight, the Captain shall:
- Consider landing as soon as possible.
 - Switch “No Smoking” signs ON.
 - Consider switching OFF non-essential electrical power.
 - Recirculation fans OFF (where technically possible).
 - Select all air-conditioning packs to full flow.
 - If necessary, follow the appropriate aeroplane emergency procedure for firefighting and smoke removal.
 - Consult the dangerous goods manual carried onboard the aeroplane.
 - For goods carried inside the cargo compartment, determine the source of smoke/fire/fumes. Consult the NOTOC and attempt to identify relevant item(s).
 - Time permitting, consult the Operations Control (Operation Control Centre) at Karachi to seek advice.

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9.6.3 On Ground

- 9.6.3.1 If a Dangerous Goods incident is encountered on ground, the Captain shall:
- Disembark passengers and crew before opening any cargo compartment door.
 - Inform ATC and ground personnel and emergency services of the nature of the dangerous goods items and its loading positions according to the NOTOC.
 - Make an appropriate entry in the aeroplane Technical Log.

9.7 Definitions – Related to Dangerous Goods

9.7.1 Accident

- 9.7.1.1 An “accident” associated with or related to the carriage of dangerous goods is an occurrence which results in fatal or serious injury to a person, or major property damage.

9.7.2 Incident

- 9.7.2.1 An “incident” is an occurrence other than an accident not necessarily onboard an aeroplane, which results in injury to a person, property damage, fire, spillage, leaking of fluid, or radiation or other evidence that the integrity of the packing has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardizes an aeroplane, or its occupants, is also deemed to be a dangerous goods incident.

9.7.3 Reporting of Dangerous Goods Accidents and Incidents

- 9.7.3.1 Whenever an accident or incident occurs involving dangerous goods, full details must be reported to the PCAA.
- 9.7.3.2 The Captain shall notify the Chief of Safety and HSE department who in turn shall, by the most expeditious means available, notify the PCAA. The Captain will raise a written Air Safety Report (ASR) to that effect.

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9.8 Carriage of Firearms and Other Weapons

9.8.1 Policy

- 9.8.1.1 The carriage of weapons and ammunition in the cabin or on the flight deck of PIACL aeroplane is prohibited. All weapons and ammunition must be carried in the cargo hold. Weapons and ammunition must be stored separately.
- 9.8.1.2 This restriction includes the firearms and ammunition carried by security and police officers on official escort duties.
- 9.8.1.3 The Captain must be informed of the number of weapons and the quantity of ammunition as well as their storage location.
- 9.8.1.4 In case of air guards, if permitted by the State, the PIC shall be notified prior to the departure of the flight, with information, which includes the numbers of authorized armed personnel onboard and their location.
- 9.8.1.5 Weapons and ammunition must not be returned to the owner on the airside of the terminal. Should such a requirement be claimed, special dispensation is needed.
- 9.8.1.6 At all Pakistan airports, the police are responsible for providing armed protection for Heads of State, VIPs and others whenever such protection is necessary. When foreign police or personal bodyguards seek to disembark with firearms, or endeavor to take them beyond the security check point when embarking, the ASF/Police must be notified immediately.

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9.8.2 Definition of Weapons

9.8.2.1 Weapon and ammunition include the following:

Note: *That most forms of ammunition are subject to IATA Dangerous Goods Regulations. Additionally, under IATA DGR, some of these items may be precluded from carriage on our aeroplane under any circumstances.*

- a. Firearms (including handguns, rifles, machine-guns, shotguns, air guns, human killers, bolt guns, starting pistols), ammunition for firearms, replica for firearms, crossbows.
- b. Explosive materials (military commercial or homemade explosives), explosive devices, detonators, smoke cartridges, grenades, mines and other explosive military stores, replica or imitation explosive materials or devices.
- c. Pointed or bladed items made or adapted to cause injury (e.g. flick knives, gravity catch knives, stiletto daggers, kukris, other knives (real or ceremonial) with blades exceeding 8 cm in length (including sheath knives); open razors, scalpels, ice swords, sword stick, umbrellas containing sword blades, harpoons, spears, arrows.
- d. Items containing incapacitating substances (including tear gas, mace, phosphorus and acids).
- e. Highly inflammable substances (e.g. gasoline).
- f. Gas containers or aerosols with a capacity of more than 500 ml.
- g. Knuckle duster, clubs, cashes, rice flails.

9.8.2.2 Passengers are not allowed to carry any of the above-mentioned articles beyond the security checkpoint in the terminal. If a passenger wishes to carry a dangerous article on the aeroplane, it must be surrendered to PIACL ground staff who will be responsible for its safety custody.

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CHAPTER-10

SECURITY

10.1 Security – Authority and Responsibilities of Operations Personnel

10.1.1 Security is defined as “a combination of measures i.e. human and material resources intended to safeguard international civil aviation against acts of unlawful interference”.

10.1.2 This chapter refers in general terms to the precautions and procedures applicable to Flight Operations, Flight Crew and Cabin Crew. Any incident which has a bearing on security is to be reported to the Director Corporate Safety and Security and Director Flight Operations (DFO) of M/s PIACL.

10.1.3 Constant vigilance with respect to security is essential by all flight and cabin crew members.

Note: *For obvious reasons, all reports and information on Security should be treated as Confidential.*

10.2 Definitions

10.2.1 Following definitions are in this Chapter.

- a. **Able-Bodied Passenger(s) (ABPs):** Passengers who are physically able and are willing to help cabin crew to maintain good order and discipline onboard the aircraft.
- b. Acts of Unlawful Interference:
 - i. Violence against a person onboard an aeroplane, on the ground or in flight, if that act is likely to endanger the safety of that aeroplane.
 - ii. Destroying an aeroplane in service by causing damage to such an extent, which renders it incapable of flight or which is likely to endanger its safety in flight.

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- iii. Placing or causing to be placed on an aeroplane in service, by any means whatsoever, a device or substance which is likely to destroy that aeroplane, or causing damage to it, which renders it incapable of flight, or causing damage to it, which is likely to endanger its safety in flight.
- iv. Destroying or damaging aerodrome installations, air navigation facilities or interfering with their operation, if any such act is likely to endanger the safety of the aeroplane.
- v. Communicating information, which is known to be false, thereby endangering the safety of an aeroplane in flight.
- vi. Forcible intrusion onboard an aircraft at an airport or on premises of an aeronautical facility.
- vii. An aircraft in service used to cause death or injury to personnel or damages to infrastructure / vital installations.
- viii. Unlawful seizure of aircraft on ground or in flight.
- c. **Airside:** The movement area of an airport, adjacent terrain and buildings or portions thereof, access to which is controlled.
- d. **Aircraft Security Check:** An inspection of the interior of an aircraft to which passengers may have had access and an inspection of the cargo hold for the purposes of discovering suspicious objects, weapons, explosives or other dangerous devices.
- e. **Aircraft Security Search:** A thorough inspection of the interior and exterior of the aircraft for the purpose of discovering suspicious objects, weapons, explosives or other dangerous devices, articles or substances.

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- f. **Background Check:** A check of a person's identity and previous experience, including criminal history, where appropriate, as part of the assessment of an individual's suitability for unescorted access to a security restricted area.
- g. **Bomb Threat or Hoax:** A bomb threat or hoax is a warning given by an anonymous informant pretending knowledge that a dangerous device such as a bomb, has been or is about to be placed in an aeroplane.
- h. **Cargo:** Any property carried on an aircraft other than mail, stores and accompanied or mishandled baggage.
- i. **Clear Zone:** The area of the passenger cabin immediately in front of the flight crew compartment door, including galleys and lavatories.
- j. **Crime on Board:** (on ground and in-flight) is infringement of law committed onboard an aeroplane.
- k. **Hijacking:** Hijacking is an act of aggression in which the aggressor(s) force(s) the Pilot-in-Command (PIC) to relinquish part of his authority in assuming command over the aeroplane.
- l. **Human Factors Principles:** Principles which apply to design, certification, training, operations and maintenance and which seek safe interface between the human and other system components by proper consideration to human performance.
- m. **Human Performance:** Human capabilities and limitations which have an impact on the safety, security and efficiency of aeronautical operations.
- n. **Improvised Explosive Device (IED):** A device, placed or delivered, and fabricated in an improvised manner incorporating explosives or destructive, lethal, noxious, pyrotechnic or incendiary chemicals designed to destroy, disfigure, distract or harass.

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- o. **In-Flight:** The period from the moment all external aircraft doors are closed following boarding through the moment when one external door is opened to allow passengers to leave the aircraft or until, if a forced landing, competent authorities take over responsibility for the aircraft and individuals and property on the aircraft. For the purpose of the Tokyo Convention an aircraft is considered to be in flight from the moment when power is applied for the purpose of take-off until the moment when the landing run ends.
- p. **Lockdown:** The condition of the flight crew compartment door being closed and locked securely, with no traffic permitted either in or out of the flight crew compartment.
- q. **Sabotage:** is an act or deliberate omission, intended to cause malicious or wanton destruction of property, endangering or resulting in unlawful interference with civil aviation and its facilities.
- r. **Screening:** The application of technical or other means which are intended to identify and / or detect weapons, explosives or other dangerous devices which may be used to commit an act of unlawful interference.
- s. **Security:** Security is a combination of measures and human and material resources intended to safeguard civil aviation against act of unlawful interference.
- t. **Security Control:** A means by which the introduction of weapons, explosives or other dangerous devices which may be utilized to commit an act of unlawful interference can be prevented.
- u. **Security Restricted Area:** Airside areas of an airport into which access is controlled to ensure security of civil aviation. Such areas will normally include, inter alia, all passenger departure areas between the screening checkpoint and the aircraft, the ramp baggage make up areas, cargo sheds, mail centres, airside catering and aircraft cleaning premises.

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- v. **Sterile Flight Deck:** During critical phases of flight and all flight operations (except cruise) conducted below 10,000 feet, no crew member may engage in any activity or conversation that is not required for safe operation of the aircraft. Non-essential cockpit-cabin communication is prohibited during this period.
- w. **Threat Levels:** A series of four defined threat levels of passenger disturbances, established to give common definition and thereby understanding to all concerned parties as to what is occurring on the aircraft:
 - i. **Level 1** – Disruptive behavior (suspicious or verbally threatening).
 - ii. **Level 2** – Physically abusive behavior.
 - iii. **Level 3** – Life-threatening behavior.
 - iv. **Level 4** – Attempted breach or actual breach of the Flight Crew Compartment.
- x. **Unidentified Baggage:** Baggage at an airport, with or without a baggage tag, which is not picked up by or identified with a passenger.

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10.3 Security – Crew Briefing/Cabin Search

10.3.1 General

10.3.1.1 LCC during their briefing with operating crew members, should discuss security aspects before the flight.

10.3.1.2 All cabin crew members shall conduct a pre-flight cabin security check, before LCC declares the cabin clear for passenger boarding. The search is mainly aimed at looking for any suspicious articles or unintended equipment onboard. Detailed checklist for Cabin Search is available in SEP Manual.

10.3.1.3 A hijacking code for the flight is to be discussed by LCC with the PIC and remembered for use in an emergency. The hijacking code for the flight is to be shared with other cabin crew members.

10.3.2 Pilot-in-Command and Cabin Crew Responsibilities

10.3.2.1 The PIC is responsible for ensuring that onboard security procedures that are pertinent to that flight have been completed prior to departure and before leaving the aircraft after flight.

10.3.2.2 Before passenger boarding, LCC must report to the PIC that a Cabin Security check has been completed in accordance with the procedures given in the SEP Manual.

10.2.2.3 Advice on non-standard requirements and procedures at stations shall be provided by the Manager Airport Operations/ Personnel.

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10.4 Security Proforma – Where No Security Arrangements Exist

- 10.4.1 As per PCAA requirements, a Security Proforma must be filled at international stations where security arrangements and agreements are not yet in place or missing.
- 10.4.2 To assist the Operating Crew Members, the following documents are available as Annexes:
- The Policy on how to fill out the form is attached.
 - Specimen Forms are also provided for your reference.

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10.5 Crime on Board

10.5.1 Policy

- 10.5.1.1 Crime on Board an aeroplane, whether on ground or in-flight, is infringement of law.
- 10.5.1.2 If a crime is committed onboard between “doors close” and “doors open” the PIC is responsible for ensuring that action is taken for the safety of passengers, their lives and the aircraft. In all such cases, the PIC should safeguard the necessary evidence.
- 10.5.1.3 Information in this chapter is intended to provide crew with useful information relevant to safety and security measures onboard PIACL aeroplane. It should be noted that constant vigilance with respect to security is necessary by all flight and cabin crew members.
- 10.5.1.4 In urgent cases, the Captain may arrange a preliminary inquiry until official personnel take control. Should he consider it necessary, the Captain may start a search of clothes and belongings to safeguard pieces of evidence.
- 10.5.1.5 If there is any special risk, the Captain has the authority to order the detention of any person suspected of having committed an offence. He must hand over the suspect, together with any evidence, to the law enforcement authorities at the destination. Written reports by the Captain and any witness proforma must be submitted to the authorities as soon as possible. He must also advise Flight Dispatch as soon as possible. If away from Pakistan, complete a Captain's Special Report giving relevant details at the completion of flight.
- 10.5.1.6 The Captain may perform an unscheduled landing due to the security situation onboard.
- 10.5.1.7 The focus of safety and security training is to ensure that flight crew shall maintain control of the flight deck in all situations that can jeopardize the safety and security of the flight.
- 10.5.1.8 More detailed regulations pertaining to security are laid down in the PIACL Security Manual.

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10.5.2 Reporting of Crime on Board

- 10.5.2.1 The Captain shall notify the next landing place authorities in advance if he considers a crime has been committed onboard the aeroplane. After landing, he must report the case to the local police authorities and other agencies in coordination with the Station Manager.
- 10.5.2.2 On return to Pakistan, the Captain shall forward the Captain's DBR giving details of actions taken. This report will be forwarded to the Company Legal Department for transmission to the concerned authorities.

10.5.3 Pilot-in-Command's Authority – Crime On Board

- 10.5.3.1 The Convention on Offences and certain other acts committed onboard the aircraft, commonly called the Tokyo Convention, is an international treaty, concluded at Tokyo on 14th Sept, 1963. It came into force on 4th Dec, 1969.
- 10.5.3.2 The Tokyo Convention Act 1963 and Civil Aviation Rules (CARs 1994) and PCAA ANOs confers powers upon the aircraft PIC in respect of offences and certain other acts committed onboard the aircraft. These powers should be exercised whenever warranted. The Company will support the PIC any time these powers are legally used.
- 10.5.3.3 The Pilot-in-Command normal authority and responsibility for the safety and security of his aircraft, crew and passengers continues even in the event of unlawful interference. In case of unlawful seizure, protection of the aircraft itself and its cargo are of secondary importance and are not to be considered unless no other risks are involved.
- 10.5.3.4 Failure to obey the lawful commands of the PIC is a criminal offence (e.g. disregard the seat belt sign, no smoking sign etc.).

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- 10.5.3.5 When the PIC has reasonable grounds to believe that a person has committed or is about to commit an offence onboard the aircraft which may jeopardize the safety of aircraft or its occupants, then the PIC may take all reasonable measures including restraint to:
- Ensure safety of the aircraft.
 - Protect persons and/or property onboard.
 - Maintain good order and discipline onboard; and
 - To enable him to handover such person to the relevant authorities or to disembark in accordance with provisions of the relevant regulations.
- 10.5.3.6 Additionally, any crew member or passenger may take necessary action without the PIC's authority if he/she believes it is required to protect the safety of aircraft or its occupants.
- 10.5.3.7 While the aircraft is in the air and until the law enforcement agencies or the Government start to exercise their powers, the PIC is solely in control and his actions are to take account of the demands of the hijacker, as far as they can be met without placing passengers and crew in unnecessary danger. PIC are, however, reminded that they themselves have powers of arrest in respect of criminal activity onboard their aircraft as is clearly safe to do. The first objective should be to get the aircraft safely on to the ground.

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10.6 Aeroplane and Crew Security

10.6.1 Reporting of Damage

10.6.1.1 Any Crew member noticing damage to any aeroplane equipment or goods onboard should report his / her observation to the Captain or the Ground Agent Staff as soon as practicable, and before leaving the ramp at the Station where the damage has first been observed. If this is not possible, the ground personnel at the next station should be informed.

10.6.1.2 If such damage cannot be immediately reported, a Captain's Debrief should be submitted, giving full details of the circumstances.

10.6.2 Safeguarding of Aeroplane and Cargo Load

10.6.2.1 The designated Station Manager is responsible for the safety and safeguarding of aeroplane, passengers and cargo from the time that the aeroplane doors are opened until they are closed again.

10.6.2.2 At outstation where insufficient ground staff are available to fulfil this duty, close co-operation between the Captain and Station Manager will be necessary to ensure that the necessary steps are taken to prevent any unwarranted persons entering the aeroplane or associating with any activities in proximity of the aeroplane. On turnaround flights and during transit stops at least one crew member should remain onboard to monitor ground staff activity.

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10.6.3 Attempted Breaches of Security by Local Authorities

- 10.6.3.1 At some outstations, State organizations responsible for security may attempt to get personnel or items onboard aeroplane to evaluate crew alertness. Crew members should monitor all movement and activities of ground personnel during turnarounds and not hesitate to question any person who is **not** wearing an identity pass or to report to the Captain any suspicious person or an item.

10.6.4 Regulatory Authority Inspector – Random Inspections

- 10.6.4.1 Any Regulatory Authority Inspector may carry out random periodic spot checks on carriers operating through their airports. All crew members are to be aware of the possibility that these personnel may attempt to gain access to the aeroplane without production or display of an ID card. A possible motive for this action is to place objects of a questionable nature onboard to assess the security-mindedness of the Crew Members.
- 10.6.4.2 If an aeroplane is subjected to inspections in this way, the occurrence should be noted on the Captain's Debrief Report.

10.6.5 Crew Baggage Security

- 10.6.5.1 At the PIACL Operations Centre, crew baggage may be left in the designated area. The baggage area inside Karachi Operations Control is a safe area. However, this may not be the case at other airports or outstation hotels where the crew baggage must always be supervised.
- 10.6.5.2 The continuous supervision of individual baggage is the responsibility of every crew member. Baggage should always be locked and be under the supervision of the owner or member of the crew delegated to perform this task. This includes the time the baggage is being transported to the airport, until it is handed over to the ground staff.

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- 10.6.5.3 When collective transportation is arranged, the LCC will delegate a crew member to coordinate with ground personnel to ensure that crew baggage is not left unattended at any time in an insecure area, including when checking in or out of the hotel. The intent of such precaution is to prevent interference with baggage in any way.
- 10.6.5.4 When due to political unrest, a curfew is imposed in a country or city where a crew is on a layover, crew are advised to remain within the confines of their hotel as far as possible during the stay. If a crew member happens to travel outside the hotel, he should ensure that he keeps in contact with the hotel and returns to the hotel well in advance of pickup time. They must carry their ID-Cards with them.
- 10.6.5.5 Where it is considered that any civil disturbance that could endanger the safety or well-being of the crew is likely to occur near the crew hotel, the Captain should liaise with the Station Manager to arrange accommodation in a more secure area.
- 10.6.5.6 If any travel restrictions are imposed by the local authorities that could prevent the crew from traveling to the airport prior to the flight, a move to a hotel at the airport should be considered.

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10.7 Bomb or Sabotage Threat

10.7.1 General

- 10.7.1.1 In order to prevent sabotage on PIACL aeroplane, a set of precautionary measures have been established which can be varied according to the actual threat situation by the decision of PIACL Security Division in coordination with Airport Security Force (ASF).
- 10.7.1.2 Confidential information pertaining to security measures in force at stations (if any) can be obtained from Karachi Operations Control.
- 10.7.1.3 Prior to departure or landing if a threat is received at the Station the following measures can be taken to safeguard the aeroplane during turnaround at airport:
- Bombs or weapons have been placed onboard an aeroplane by catering personnel, so uplifting round trip catering can eliminate that possibility by preventing catering and catering personnel from boarding the aeroplane during the turn around.
 - Cleaning personnel have been known to place bombs or weapons onboard an aeroplane. Therefore, if a positive threat exists, instructing the outstation that cleaning personnel are not to board their plane can eliminate such a source of danger. Under these circumstances the crew can carry out the basic cleaning and preparations prior to boarding of the passengers.
 - Additionally, security search of passengers may be arranged, including a physical check of all hand baggage and body searches can considerably diminish the threat.

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- d. Personnel of contracted maintenance agencies should be prevented from approaching the aeroplane and refuelling should be carried out by the crew, ensuring that the refuelling vehicle is not permitted to approach closer to the aeroplane than is necessary. This should considerably reduce the risk of a device being attached to the external structure of the aeroplane. It should be ensured that no one approaches the undercarriage and wheel well areas.
- e. Loading personnel should be physically searched before they are permitted to approach the aeroplane or to enter the cargo hold, as this is a known to be a major risk area.
- f. Security measures should be initiated to ensure that no unauthorized person approaches the aeroplane.
- g. If a request to open any aeroplane door is received outside the parking area, the aeroplane shall return to the parking position and the doors will be opened in the presence of authorized security personnel and concerned PIACL or handling agent staff, so authorized.

10.7.2 Threat Assessment

- 10.7.2.1 Sabotage or bomb threats are periodically received by all airlines against their aeroplane. The action taken in respect of these threats will be influenced by the nature of the threat and the way in which the threat is made known.
- 10.7.2.2 From the facts available, it will be necessary to assess the threats and decide into which category it falls.
- 10.7.2.3 Threat assessment categories and details are given in PIACL Security Manual.
- 10.7.2.4 In all cases when a threat has been received and assessed, the operating Captain will be informed. In the event of a threat having been assessed as nonspecific (Green), there will be no need for any further action by the operating crew, unless they possess any supplementary information which can lead the Captain to decide that further actions are required.

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10.7.3 A/C on the Ground or Parked at the Gate (RED WARNING)

10.7.3.1 When a bomb threat or warning is associated with an aircraft that is still on the ground, and once the authenticity of the warning has been assessed, OCC will convey this information to the Flight Crew.

10.7.3.2 PIC shall take the following actions:

- a. Make PA “LCC to the Flight Deck Immediately”.
- b. Notify Ground Control and Ramp Agent.
- c. Ensure electrical supply to the aircraft.
- d. Shutdown engines.
- e. Brief the LCC on the nature of the emergency and the possibility of disembarkation of the passengers. (Nature of disembarkation will be dependent on the type of information received). Normally all hand baggage will be taken off the aircraft.

10.7.3.3 LCC will:

- a. Brief rest of the Cabin Crew accordingly.
- b. Cabin Crew will carry out the given instructions.
- c. PIC shall make the following PA announcement (or similar to the effect):
 - i. **Announcement** “Ladies and Gentlemen. We have been advised of a security threat to one of our aircraft. This will mean that the aircraft must be searched. Please follow the instructions of the Cabin Crew. You are requested to disembark and proceed to the lounge and carry all personal belongings with you”.

Note: The details are given in the [Annex-10A](#) “Aircraft Security Search Checklist – On Ground”.

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10.7.4 Procedures during Ground Taxiing (RED WARNING)

10.7.4.1 PIC shall:

- a. Make PA “LCC to Flight Deck Immediately”.
- b. Proceed to the designated area as instructed by ATC.
- c. Plan to use mobile steps for disembarkation – if available within reasonable time.
- d. If mobile steps are not available – plan a controlled evacuation using slides.
- e. If a device has been discovered, carry out full emergency evacuation using slides as per QRH.
- f. Notify ATC of intentions and request that vehicles be kept clear of doors/slides. Inform Ramp Agent/Ground Handling Agency.
- g. Brief LCC on the nature of emergency and the disembarkation or evacuation procedure and which doors/slides to be used. LCC will brief rest of the Cabin Crew accordingly. Cabin Crew will carry out the given instructions.
- h. For controlled egress using steps, follow the instructions as given below:
 - i. Seat Belts Signs – OFF.
 - ii. Emergency Exit Lights – ON.
 - iii. PA Announcement Make.
- i. If using Evacuation Slide, actuate the Evacuation Alarm and make PA Announcement.

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- j. Just prior to reaching designated area. Make the following PA announcement (or similar to the effect).
 - i. **Announcement** *"Ladies and Gentlemen, we have received a message that a threat has been made against one of our aircraft. Airlines do receive such a threat; however, we intend to take all possible precautions, therefore, we shall park the aircraft and request everyone to disembark promptly, following the Cabin Crew's instructions".*
- k. Ensure electrical power supply on the aircraft.
- l. Shutdown Engines.
- m. Keep Cabin Crew updated of any change of plan using interphone or PA direct to Cabin.

10.7.4.2 LCC will brief the Cabin Crew accordingly and Cabin Crew will carry out the given instructions.

10.7.5 Bomb Threat during Flight

- 10.7.5.1 Whenever the Captain is made aware of a Bomb Threat during flight, he shall:
- a. Switch Cabin Signs – ON.
 - b. Declare an Emergency.
 - c. Select transponder to 7700.
 - d. Plan to land at nearest suitable airport, giving due consideration to emergency and passenger handling facilities that would aid in evacuation. (e.g. aircraft steps, medical facilities etc.).
 - e. Request ATC/Company to advise Police and Airport Authorities at selected destination airport.
 - f. Make PA announcement "LCC to the Flight Deck immediately".

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- g. Brief the Lead Cabin Crew on:
 - i. Nature of threat.
 - ii. Intentions.
 - iii. Time remaining to landing.
 - iv. Evacuation plan e.g. mobile steps (which doors) or slides.
 - v. Re-seating of passengers close to appropriate exits.
- h. Maintain Cabin Altitude – Do not allow it to climb.
- i. Descend aircraft to the prevailing cabin altitude as soon as practicable, giving due consideration to Minimum Safe Altitude (MSA) and all performance parameters.
- j. De-pressurize aircraft when operationally possible and maintain the cabin altitude (See Note-1 below). Make following PA announcement (similar to the effect):
 - i. **Announcement** “Ladies and Gentlemen, we have received a threat message against one of our aircraft. Airlines do receive such threats; however, we intend to take all possible precautions and shall be landing at..... airport in..... minutes. After landing we shall ask you to leave the aircraft as quickly as possible, whilst following the Cabin Crew instructions”.

Note-1: *Depressurization of aircraft will reduce structural loads, should an explosion occur.*

- k. If time permits, initiate Inflight Flight Deck and Cabin Search procedures.

Note-2: *Details of “Inflight Cockpit & Cabin Search Procedures” are given in the [Annex-10B](#) “Bomb Search Checklist – In Flight”.*

- l. Keep Cabin Crew informed of any changes of plans using interphone or PA direct to cabin. The LCC shall brief cabin crew accordingly, who will follow the given instructions. If ordered by PIC, cabin crew will initiate Cabin Search Procedures.

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10.7.6 Bomb Search Checklist – Aeroplane In-Flight

- 10.7.6.1 Finding a “Bomb on Board”, whatever the nature or contents of the device, has the unique capability of striking a crew – a crew untrained in in-flight bomb threat management procedures – with almost paralyzing fear. An active Improvised Explosive Device (IED) or Chemical Biological Weapon (CBW) onboard the aircraft is a serious safety and security matter; however, the situation is similar to various other inflight emergencies. When the crew has a checklist and a procedure to follow the likelihood of successful conclusion to the emergency is considerably enhanced.
- 10.7.6.2 The calming effect of knowledge, and therefore, the positive influence on crew's performance in this situation, cannot be overemphasized. This knowledge will aid in the process of deliberate, mental control of fear engendered by this threat and thereby facilitate the capability of the cabin crew to successfully hear, lead and direct the act.
- 10.7.6.3 The aircraft should undergo an in-flight search for a bomb in case of suspected sabotage and for inspecting aeroplane for concealed weapons, explosive or other dangerous devices. This is generally based upon a threat to a specific aircraft that is received while the aircraft is in-flight.
- 10.7.6.4 Items mentioned [Annex-10B](#) are for Crew Guidance and may be completed if required. Visually inspect all the areas and for each irregularity, immediately inform the Captain.

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10.7.7 Suspicious Article Discovered In-Flight (Cabin Crew Actions)

10.7.7.1 The following “Guidance to Cabin Crew” material is provided here to ensure commonality of procedures. Cabin Crew are generally familiar with nearly all areas of the cabin, and will know where to expect and find stowages etc. They will know whether the item is standard equipment normally carried on our flight for the purpose of in-flight services or safety.

- a. If something is found which does not seem right or is in any way suspicious “DO NOT TOUCH IT OR MOVE IT”
- b. Inform the Cockpit Crew immediately. Give exact location and a brief description of the article.
- c. Where possible, move passengers away from that area. Instruct them to sit with their heads below the top of the seat back.
- d. In the area itself, remove oxygen bottles, perfumers, inflammables or other stowed equipment which would present a hazard as a projectile, should there be an explosion. Fire extinguishers should be readily available.
- e. Await further instructions and be prepared to give an accurate description of the device.
- f. Once it is decided that the article is in safe location, cover with split gash bag or duty-free bags (to prevent liquid entering device), cover with a cushion or soft clothing or blanket to a depth and area as large as possible. Cover the complete item with blanket opened out and saturated with water. This will reduce the risk of fire if the device is an inflammable type.

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- g. If the Captain considers it essential to move the article, for the safety of the aeroplane, he will liaise with experts on the ground who will give instruction to the person moving the device. They will need detailed information as to its appearance, size etc. After establishing that it is safe to move the device, it should be taken to the Least Risk Bomb Location (LRBL) and secured there. This is usually the centre of the “**Aft Service Door**”.
- h. The route from location of the suspicious article to the LRBL area must be clear of all obstructions and loose equipment. Cabin divider curtains must be open. In addition, place door in MANUAL mode (Slide Disarmed) and secure article in the middle of the door on a pile of bags and with adhesive tape. Carry out items (c), (d) and (f) above.

10.7.8 Suspicious Article Discovered In-Flight (Flight Crew Actions)

- 10.7.8.1 Follow in “INFLIGHT BOMB DISPOSAL/BOMB ON BOARD” and Least Risk Bomb Location (LRBL) procedures outlined in aeroplane type related checklist and in addition:
 - a. Keep ATC fully briefed on flight intentions so that appropriate ground measures can be initiated at the aerodrome of intended landing. If flying time is not excessively increased request a route clear of heavily populated areas.
 - b. Brief Cabin Crew to be prepared for a possible emergency landing.
 - c. Prepare for possible use of crew oxygen or smoke mask.
 - d. Minimize manoeuvres and try to avoid turbulence.
 - e. Carefully consider the choice between flying fast to minimize airborne time and flying slowly to minimize air loads and damage in the event of fuselage rupture. In most cases the turbulent air penetration speed will be a reasonable compromise.

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- f. Consider establishing landing configuration as soon as possible.
- g. On contacting the airfield of landing, request details of remote parking requirements and confirm immediate availability of passenger coaches and steps. Advise airfield of need to remove passengers from vicinity of the aeroplane to at least 200 meters in an upwind direction as quickly as possible.
- h. If flying time permits, make a PA: "Ladies and Gentlemen, if there is anyone onboard with **"BD"** or **"EOD"** experience, please make themselves known to the crew".

Note: *BD stands for "Bomb Disposal" and EOD stands for "Explosive Ordnance Disposal". Only the initials should be used on the Public Address system.*

10.7.9 Least Risk Bomb Location (LRBL)

- 10.7.9.1 "Least Risk Bomb Location" is a location on the aeroplane where an explosive or incendiary device may be placed to protect flight critical structures and systems from damage in case of detonation.
- 10.7.9.2 If an explosive device is located onboard the aircraft, after establishing that it is safe to move the device, it should be taken to the LRBL (Least Risk Bomb Location) and secured there. ***This is usually the center of the aft service door.***
- 10.7.9.3 The route from the location of the suspicious article to the LRBL, area must be clear of all obstructions and loose equipment. Cabin divider curtains must be in open position.
- 10.7.9.4 "Disarm the Door Slide" where the suspected device has been moved to.
- 10.7.9.5 Besides the above-mentioned steps, the FCOM/QRH procedure "Bomb on Board" must be followed.

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10.8 Hijacking/Unlawful Seizure of Aircraft

10.8.1 Policy

10.8.1.1 Hijacking is an act of aggression in which the aggressor(s) forces the Pilot-in-Command (PIC) to relinquish part of his authority in assuming command over the aeroplane.

10.8.1.2 Security measures in force on the ground are intended to reduce the possibility of potential hijackers gaining access to an aeroplane. In the event of hijacking, the safety of passengers and crew are the first and the primary consideration. When necessary, for this reason, the demands of hijackers shall normally be complied with by maintaining passive control of the situation.

10.8.1.3 The Captain shall, as far as possible, retain his authority over the crew, passengers, aeroplane and cargo loads. Flight Crew should not flee and leave the cabin crew and passengers behind to immobilize the aeroplane. However, although it is against basic principles, there may be a situation where the Captain decides that the escape of the Flight Crew will improve the success of the mission and save lives and goods.

10.8.2 General Guidelines

10.8.2.1 The best solution in dealing with the hijacking is to prevent its occurrence. PIACL in cooperation with Local Authorities has established tight security measures in dealing with checking individuals and their belongings. The following is offered as guide for crew in the event of a hijacking despite having taken all the precautionary measures.

10.8.2.2 It is, of course, not possible to provide definitive instructions that will cover every conceivable situation that may develop or to outline in detail the exact steps to be followed.

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- 10.8.2.3 When an aeroplane is under armed threat during a flight, it is extremely important that all crew members adopt a manner and attitude that will avoid alarming or frightening the hijacker or the passengers. All crew members must remain calm regardless of the circumstances and must convey an air of composure to others. The ability to remain cool, think straight and operate methodically requires knowledge of what to do under given circumstances, and for this reason, the procedural guidelines detailed in this section are established.
- 10.8.2.4 In any emergency there can be no substitute for the use of individuals initiative and personal judgment. The procedures given in this section of the Manual are intended primarily as a guide and are subject to change as required.
- 10.8.2.5 Obviously, the best solution to any emergency is to prevent its occurrence. Accordingly, crew members must be alert and note any incident or circumstance which might develop. If possible, the matter should be handled to eliminate the hazards involved.
- 10.8.2.6 Prompt notification must be given to those responsible for dealing with this emergency.
- 10.8.2.7 Cabin Crew members must mentally profile their passengers with the idea of noting those who appear capable of disturbing other passengers or creating an emergency. Additionally, they shall observe those from whom they could expect help in case of emergency, such as Company or military personnel or other able bodied mature men.
- 10.8.2.8 Cabin Crew members are to make frequent checks of the cabin during flight, being particularly watchful at night. They must always be on alert for unusual or peculiar actions on the part of any passenger, each time a suspect passenger uses the lavatory, it should be inspected for time bombs or other devices. Suspect passengers are to be observed closely when they meet other passengers and Cabin Crew are to be on the lookout for weapons left onboard to be picked up later by a hijacker.

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- 10.8.2.9 If and when accosted by potential hijackers, crew members are to remain calm and refrain from arguing with or antagonizing the suspect, as his/her actions are likely to be irrational. The hijacker should be addressed in a normal tone of voice and no unusual movements or actions must be made to startle or annoy him/her.
- 10.8.2.10 At some point during the flight, he may make known his/her intentions more than likely it will be a request or demand for access to the cockpit and conversation with the Captain. At this point it will become necessary to alert Flight Crew of the situation without alarming the hijacker. He should be told that access can be permitted only after an interphone request to and subsequent approval by the Captain. The crew members must then alert the Captain over the interphone advising him of a passenger who “demands” access to the flight deck. The message should not emphasize the word “demand” but simply state it as though it were normal phraseology. This alert will provide the Captain with sufficient warnings to permit him to take certain actions during the time required to escort the hijacker to the flight deck. The rear interphone should be used to provide maximum warning time.
- 10.8.2.11 Flight Crew shall remain calm, make every effort to cooperate with the hijacker, and refrain from any physical action to subdue even though such actions may seem feasible. Routine flight duties should continue upon notification by the Cabin Crew members that a potential hijacking is in progress or upon verification of such an attempt by conversation with the suspect, every effort should be made to immediately select transponder code 7500 to alert ATC to this situation. ATC will continue to track the flight and give priority assistance wherever possible. If possible, the Captain should try to draw information from the hijacker by using the fuel ruse, that is, advise him/her of the need to know his plans so that fuel loading, charts, clearances etc. can be arranged. Any information obtained by this means should be passed on to ATC in a methodical and routine manner.

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- 10.8.2.12 An aeroplane squawking 7700 and not in radio contact with the ground will be considered by ATC to have an in-flight emergency in addition to hijacking, and the emergency procedures in the appropriate ATC handbook shall be followed. In this case, notification of other concerned authorities shall include information that the aeroplane was observed to have displayed the hijack code as well as emergency code.
- 10.8.2.13 Above all, cooperation and compliance with hijacker's demands are essential in safeguarding the lives of the crew and passengers. Again, the entire crew must remain calm, alert ATC, comply, and use common sense.
- 10.8.2.14 ATC will provide interference free communication and continuous radar monitoring, wherever possible. They will also alert PIACL personnel, police, ASF and relevant local authorities to request surveillance action.

10.8.3 Communication Procedures during Hijacking

- 10.8.3.1 Probably the single most critical aspect of dealing with hijacking is communication. Each crew member should be fully familiar with the standard hijacking code signals to assure proper transmittal of messages in actual hijacking situations.
- 10.8.3.2 Experience gained from past hijackings indicate that there are certain things that crew members can do to reduce the threat of to the safety of a flight under control of hijackers. Critical situations have developed which have caused serious concerns for the safety of both passengers and crew. In each of these situations, certain common actions were taken by the aircrew and personnel on the ground because communication were either sketchy or nonexistent. Each party involved acted almost independently without the knowledge of what the other party was doing or wanted to be done.
- 10.8.3.3 Should an in-flight hijacking or diversion occur, to the extent permitted by circumstances, crew members should transmit as much information as possible to the ground. Ground stations have been advised not to reply to such transmissions unless requested.

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10.8.4 Use of Code Words by Cabin Crew during Hijacking

- 10.8.4.1 If any suspicious activity or security breaches are noticed by the cabin crew, he or she shall immediately inform the Cockpit discreetly through the interphone by using code words.
- 10.8.4.2 The code words shall be set by the Pilot-in-Command and LCC shall be informed accordingly who will subsequently brief the entire cabin crew prior to each departure.

10.8.5 Flight Crew Actions during Hijacking

- 10.8.5.1 If the hijacker has been on the flight deck, the flight crew should, if possible, pull the cockpit voice recorder circuit breaker after the hijacking is over this will assist in the subsequent recovery of evidence.
- 10.8.5.2 When this situation is finally secured the appropriate Tech Log entry should be made to protect all recording recorded conversations.

10.8.6 Cabin Crew Actions during Hijacking

- 10.8.6.1 The cabin crew play an extremely important role in any hijacking or diversion. The following actions, if performed during hijacking, will contribute to the safe completion of the flight.
- Remain calm and poised.
 - Attempt to talk to and calm the hijacker.
 - If possible, discourage the hijacker from going to the flight deck.
 - Impress upon the hijacker that safety of the flight requires that he remains seated in the cabin.
 - Impress upon the hijacker that his/her wishes and instructions will be complied with immediately, even though he is seated in the cabin.

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- f. Impress upon the hijacker that safety of flight requires that he remain seated in the cabin.
- g. Impress upon the hijacker that he is able to maintain constant communication with the flight deck and if he desires, he may at any time communicate directly with the Captain. If the hijacker insists upon going immediately to the flight deck, advise the Captain via interphone, if conditions permit without sounding panic stricken.
- h. if possible, set aside and save eating and drinking utensils used by the hijackers.
- i. Observe the hijacker's action and conversation with other passengers, who might be accomplices.
- j. Observe the hijackers seat number.

Table 10-1 Discrete Transponder Codes to be used	
Situation	Signal
Aircraft being hijacked or subjected to unlawful interference.	Transponder to code 7500
In the air, when the situation is grave and immediate assistance is required.	Transponder to code 7700

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10.9 Passenger Misconduct / Unruly Passengers

10.9.1 General

- 10.9.1.1 Should any passenger(s) become unruly during the flight, it is the responsibility of the cabin crew to act under the instructions of Pilot-in-Command against such types of passengers. The crew may achieve control by talking with the unruly individual but if it is not effective, he/she may have to use more positive measures such as restraining the passengers with belts, ropes, blankets or other restraining devices – if available. If several passengers are involved, the Captain shall initiate positive steps to bring the situation under control.
- 10.9.1.2 Enlisting the assistance of able-bodied passengers may be necessary. The Captain should notify ATC, so that the law enforcement officials at the airport of the intended landing, so that they can meet the aeroplane and take custody of the passenger(s).
- 10.9.1.3 Cabin Crew should be alert to the personal behavior of any passenger who could threaten the welfare of any other passenger or crew members. The Captain is to be informed immediately.
- 10.9.1.4 The following acts or conditions violate the law. Any person violating any of these or any other law or regulation may be removed from the flight and prosecuted to the extent of the law. A report should be submitted accordingly upon completion of the flight:
- Apparent intoxication.
 - Being obviously under the influence of drugs, except when under proper medical care.
 - Threatening another passenger or crew member with physical violence.
 - Indecent exposure or proposals.
 - Theft.

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- f. Carrying an unauthorized deadly or dangerous weapon either concealed or unconcealed.
 - g. Interfering with the safety of a crew member or the aeroplane.
 - h. Conveying false information concerning the flight and its safety.
 - i. Committing or attempting to commit an act of aerial piracy.
- 10.9.1.5 The Captain is responsible for ensuring that this policy is applied and that appropriate written reports are submitted by the members of the crew. For this reason, LCC should ensure that any incident of this nature is fully documented by themselves and by any group members who are involved in any incident or are witness to it.
- 10.9.1.6 As there are many different types of incidents, the Captain shall use his discretion in deciding when an incident should be referred to the authorities.
- 10.9.1.7 Refer to PIACL Security Manual for the following:
- a. Disorderly passenger Release Proforma.
 - b. Unacceptable behaviour "Final Warning Proforma".
 - c. Witness Report Form.
- 10.9.1.8 The definitions of the following are given in Para 10.10.2 in this Chapter.
- a. Violent Behaviour – Actual or Threatened Violence.
 - b. Unruly Behaviour – Breach of Aviation or Criminal Law.
 - c. Disruptive Behaviour – Any other Unacceptable Behaviour.

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10.9.2 Assault by Passengers on Crew Members

- 10.9.2.1 Flight and Cabin Crew are assured that the Company takes a serious view of unwarranted misbehavior by passengers onboard PIACL aeroplane and will actively pursue preventive measures.
- 10.9.2.2 In the event that a Flight Crew or Cabin Crew is assaulted by a passenger he/she should:
- Report the assault to the Captain who will request for Police or Security to meet the aeroplane on arrival.
 - Refer the matter to the Police or Security who arrive at the aeroplane.
- 10.9.2.3 If the Police or Security authorities do not wish to take legal action against the offender, Flight Crew or Cabin Crew desiring to institute legal proceedings should initiate the following course of action:
- Lodge a Police report and, if possible, obtained copy of the report. In Pakistan this will have to be at the Police Station serving the airport.
 - Flight crew will inform the DFO.
 - Cabin Crew will inform Director Airport Services through GM Airport Services as soon as possible.
 - The GM Cabin Crew or GM Airport Services respectively will advise PIACL Legal and Security Department who will then assist the crew members in the proceedings.
 - The Company will provide all legal assistance, including cost, to Flight or Cabin Crew assaulted by passengers while on duty in flight.

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10.9.3 Passenger Restraining Devices

- 10.9.3.1 Passenger restraining devices in the form of plastic straps are placed in the ERK (Emergency Response Kit) pouches which are placed in the cabin.
- 10.9.3.2 Their use is restricted only on occasions where passenger behaviour is likely to endanger the aircraft and its occupants.
- 10.9.3.3 The authority to use restraining devices in-flight rests solely with the PIC, who shall base his decision on the reports and recommendations made by the LCC.
- 10.9.3.4 The flight crew must not get physically involved in the use or application of these devices, nor be present in the cabin while the restraint process is in progress.
- 10.9.3.5 The cabin crew undergo initial and recurrent Security Training which covers the use of Restraining Devices. Details of the same are given in the SEP Manual.
- 10.9.3.6 When a passenger is restrained, to minimize the disruption, he should be isolated, if possible, by relocating surrounding passengers. He must be always kept under observation, to ensure that no injury is likely to be caused to other passengers.
- 10.9.3.7 Whenever the restraint devices are used, the cockpit crew must mention the circumstances in the Official Flight Log, Mandatory Occurrence Report and Captain's Debrief. Cabin Crew will record the same. The use of the restraints must also be noted in the Aircraft Technical Log for the placement of another set of restraints for the next flight.

10.9.4 Smoking On Board an Aircraft

- 10.9.4.1 Smoking is not permitted onboard any PIACL aircraft. Failure to obey the "No Smoking Sign" is a threat to safety and an offence under Pakistan Law.

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10.9.5 Procedures for Handling Smokers in Cabin or the Lavatory and/or Tampering with Smoke Detectors

- 10.9.5.1 Whilst smoking in cabin is easily detectable through visual cues or smell, smoking in the lavatory is more difficult to detect immediately.
- 10.9.5.2 Smoke alarms installed in the lavatory may be activated in cabin and cockpit. However, the smell of smoke remains a reliable method of detection.
- 10.9.5.3 Tampering with the smoke detector is a serious offence. If a passenger is caught tampering with smoke detector, it must be treated as a safety issue and the PIC must be notified immediately who in turn **may** notify the concerned ATS unit to request Police to meet the aircraft on arrival.
- 10.9.5.4 In case a passenger is observed smoking in the cabin or lavatory, the following procedure is to be followed:
- LCC/Cabin crew must politely ask him/her to stop smoking.
 - If the smoke alarm or smell is detected in the lavatory, the cabin crew will knock on the lavatory door and warn the passenger of smoke being detected in the lavatory.
 - The cigarette/cigar should be disposed-off in safe manner in the lavatory.
 - Verbally warn the passenger of violation and the safety implications of smoking.
 - Inform the PIC of the incident and action taken.
 - Make a PA announcement for all passengers, regarding smoking and a reminder to desist from this act.
 - If the same passenger(s) continue to smoke in the cabin/lavatory, the LCC must obtain passenger's details (i.e. name, seat number, destination ... etc.).

Note: *In case the smoker is persistent in his act and becomes unruly, PIC may transmit this information to Company or Handling Agency on R/T and request for Airport Security on arrival.*

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10.10 Threat Levels and Procedures for Handling Disruptive/Unruly Passengers

10.10.1 Threat Levels

10.10.1.1 A series of four defined threat levels of passenger disturbances, established to give common definition and thereby understanding to all concerned parties as to what is occurring on the aircraft:

- Level 1** – Disruptive behaviour (suspicious or verbally threatening).
- Level 2** – Physically abusive behaviour.
- Level 3** – Life-threatening behaviour.
- Level 4** – Attempted breach or actual breach of the Flight Crew Compartment.

10.10.2 Definitions of Violent, Unruly & Disruptive Behavior

10.10.2.1 **Violent Behavior – Actual or Threatened Violence:** Any activity involving physical assault or threat of physical assault. Assault is defined as an unlawful and intentionally display of force against another in such a way that it creates in the mind of the other person the belief that the force is about to be used against them. Assault includes the use of force example battering.

10.10.2.2 **Unruly Behavior – Breach of Aviation or Criminal Law:** Any activity directed towards another person that constitutes offensive, menacing or reckless behavior. Such behaviour would include the use of offensive language, verbal abuse and offensive conduct such as willful exposure – all of which are prosecutable offences. The behavior would be directed towards or directly affects passengers or crew on the aeroplane.

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- 10.10.2.3 **Disruptive Behavior – Any other Unacceptable Behavior:**
Behavior that interferes with the comfort of fellow passengers or interferes with the duties of crew onboard the aeroplane. This would include minor disturbances, not including acts of violence or unruly behavior. Examples include intoxicated but not unruly passengers, food throwing or boisterous passengers and similar.

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10.11 Human Trafficking

10.11.1 General

10.11.1.1 Article 3 of the UN Trafficking Protocol explains Human Trafficking, as given below:

- a. "Trafficking in persons" shall mean the recruitment, transportation, transfer, harbouring or receipt of persons, by means of the threat or use of force or other forms of coercion, of abduction, of fraud, of deception, of the abuse of power or of a position of vulnerability or of the giving or receiving of payments or benefits to achieve the consent of a person having control over another person, for the purpose of exploitation".
- b. Exploitation shall include, at a minimum, the exploitation of the prostitution of others or other forms of sexual exploitation, forced labour or services, slavery or practices similar to slavery, servitude or the removal of organs.

10.11.1.2 Aviation is one of the modes of transportation utilized by traffickers.

10.11.1.3 Trafficking is a lucrative, worldwide criminal activity and can occur within a State or may involve movement across borders. Women, men and children are trafficked for a range of purposes: slavery-like practices, including forced labour in factories, farms and private households; organ removal; sexual exploitation; and forced marriage.

10.11.1.4 No State, Operator or route is beyond the reach of trafficking in persons, regardless of geographical location or State's level of economic development.

10.11.1.5 Detecting and managing cases of suspected trafficking in persons is not easy. However, simple, practical steps can be implemented to detect suspected victims and to report cases. Ground staff and customer-facing Operators are an important source of knowledge and first assessment.

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10.11.1.6 Cabin crew are in a unique position as they travel with passengers, sometimes for many hours and can spot even the smallest signals and behavior.

10.11.2 Combatting Human Trafficking

10.11.2.1 Human trafficking is a grave violation of human rights, involving the exploitation of individuals for forced labor, sexual exploitation, and other forms of modern slavery. Traffickers frequently use air travel to move victims across borders, making aviation personnel, particularly pilots and cabin crew, vital in identifying and reporting potential trafficking cases. This guide outlines how aviation professionals can play a crucial role in preventing human trafficking by recognizing key indicators and taking appropriate actions.

10.11.3 Role of Aviation in Combatting Human Trafficking

10.11.3.1 Airlines and the broader aviation industry are often unknowingly used by traffickers to transport victims. Pilots and cabin crew are in a unique position to observe interactions between passengers and can detect suspicious behaviors during flights. Due to their proximity to passengers, cabin crew members and pilots are key partners in the global fight against human trafficking. By being vigilant and understanding how to respond to potential cases, they can help authorities identify and rescue trafficking victims.

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10.11.4 Recognizing Indicators of Human Trafficking

10.11.4.1 Human trafficking is often difficult to detect because victims may not show obvious signs of distress. However, certain behavioral and physical indicators may raise red flags, and it is important for aviation personnel to be aware of these potential signs:

- a. Behavioural Indicators.
 - i. Victims may appear anxious, fearful, or withdrawn, and might avoid eye contact or communication. They could be hesitant or seem overly submissive when interacting with cabin crew or other passengers.
 - ii. A person might seem unsure about travel details, such as the destination or length of stay, or display confusion about their journey.
 - iii. The victim may not have control over their own travel documents, such as passports or tickets, which may be held by a controlling companion.
- b. Control Dynamics.
 - i. A suspicious companion may speak for the victim, prevent them from speaking to cabin crew, or exhibit unusually controlling behavior. They may closely monitor the victim's movements or interactions with others on the flight.
 - ii. The companion might be overly protective, uncooperative, or defensive when questioned by crew members.
- c. Physical Indicators.
 - i. The victim may show visible signs of physical abuse, such as bruises, cuts, or other injuries. In some cases, they might appear malnourished or display signs of neglect.
 - ii. Inappropriate clothing for the weather or destination, or signs of fatigue and stress, could also indicate that someone is being trafficked.

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- d. Suspicious Travel Details.
 - i. Inconsistent or suspicious travel documentation, such as mismatched names or information on passports, can be a red flag.
 - ii. Unusual ticketing patterns, such as one-way tickets or last-minute bookings, could indicate a trafficking situation.

10.11.5 Response Procedures for Pilots and Cabin Crew

10.11.5.1 If a pilot or cabin crew member suspects human trafficking, it is important to act discreetly and follow specific procedures to avoid raising alarm or putting the victim in greater danger. The following steps are recommended for handling suspected cases:

- a. Discreet Notification.
 - i. If trafficking is suspected, cabin crew should notify the Captain discreetly. The Captain can then communicate with relevant authorities on the ground to ensure that law enforcement is prepared to investigate upon arrival.
 - ii. Avoid confronting the suspected trafficker or victim directly, as this may escalate the situation and increase the risk to the victim or others onboard. The guiding principle is to “DO NO HARM”.
- b. Information Gathering.
 - i. Observe and document any significant behaviors, travel patterns, or interactions that could support the suspicion of trafficking. Information such as seat numbers, physical descriptions, and any unusual statements made by the passenger or their companion should be recorded discreetly.
 - ii. If possible, gather details about the suspected victim’s travel documents and any inconsistencies in their travel.

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10.11.6 Post Flight Reporting and Actions

- 10.11.6.1 Once the flight has landed, it is essential to provide a detailed report to the airline's security or operations department, as well as to local authorities or law enforcement if required. This report should include all relevant details, such as observations made during the flight, descriptions of the individuals involved, and any suspicious behaviors noted.
- 10.11.6.2 While immediate intervention may not always be possible, the information provided by aviation personnel can be critical in identifying traffickers and rescuing victims in the future. Cooperation with law enforcement is vital to ensure that proper investigations are conducted.

10.11.7 Collaboration Across the Aviation Industry

- 10.11.7.1 The fight against human trafficking requires collaboration between airlines, airport authorities, law enforcement agencies, and anti-trafficking organizations. By sharing information on emerging trends and best practices, the aviation industry can strengthen its collective efforts to combat trafficking. Pilots and cabin crew, as the eyes and ears of the airline during flights, are critical in this collaborative effort, and their reports can provide valuable intelligence that aids in the identification and prosecution of traffickers.

10.12 Flight Crew and Cabin Crew Security Training

- 10.12.1 All Flight Crew and Cabin Crew are required to complete an initial and recurrent security-training program in line with the requirements set out in M/s PIACL Operations Manual Part D (OM-D) and PCAA ANO on the subject.
- 10.12.2 Pursuant to above, all Flight Crew and Cabin Crew of M/s PIACL undergo initial and recurrent Aviation Security Training.

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Annex-10B	Aircraft Security Search Checklist – Inflight
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Annex-10A | A/C SECURITY SEARCH CHECKLIST – ON GRD

Flt No.	PK-	A/C Regn.	AP-
Date		Sector:	

ATTENDED

UNATTENDED

A – Galley Cabin Crew		
S. No	Item	Checked
1.	Crew Jump Seat and associated stowage	☐
2.	Emergency Equipment stowage	☐
3.	VCC (Video Control Compartment)	☐
4.	All Service Carts (Inside and Behind)	☐
5.	Trash Compactor (Inside and Behind)	☐
6.	Waste Bins located in Galley	☐
7.	All Containers (Inside and Behind)	☐
8.	Ovens (Including behind oven inserts)	☐
9.	Bread warmer and Microwave	☐
10.	Ice drawers and Fridge	☐
11.	Hot cups	☐
12.	All Galleys stowage and cupboards	☐
13.	Coat closet and Ceiling stowage	☐
14.	CAS ceiling stowage (if applicable)	☐

B – Toilet Cabin Crew		
S. No	Item	Checked
1.	Waste bins (inside and behind)	☐
2.	Under the Sink	☐
3.	Amenities Compartment	☐

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4.	Compartments behind Mirror	☐
5.	Inside Toilet Bowl	☐
6.	Baby changing table	☐
7.	All areas and compartments that do not require a tool to open them. (If sealed, verify the integrity of tamper evident seals)	☐

C – Cabin Cabin Crew		
S. No	Item	Checked
1.	Crew Jump Seat and associated stowage	☐
2.	Coat Closet and Cupboards	☐
3.	Under Passenger Seat and Between Seats	☐
4.	Life Vest Pouches/Compartments	☐
5.	Seat Pockets and Magazine Racks	☐
6.	Space between Fuselage and Window Seats	☐
7.	Overhead Hat Racks	☐
8.	Crew Rest Compartment (CRC) and all stowage located within (if applicable)	☐
9.	Beverage station (if applicable)	☐
10.	Crew Work Station (CWS) – if applicable	☐

Name of LCC: _____ Staff No. _____

Signature: _____

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ATTENDED

UNATTENDED

D – Cockpit I Flight Crew		
S. No	Item	Checked
1.	Floor Area (Including area forward of rudder pedals)	☐
2.	Seats (Seat Pockets and Underneath)	☐
3.	Life Jacket stowage	☐
4.	All Stowage Areas and Coat Closets	☐

Name of PIC: _____ Staff No. _____

Signature: _____

Filling Instructions/Guidelines

1. If the cabin and/or cockpit remained “attended”, the word “Attended” shall be circled and checklist shall be signed both by PIC and LCC.
2. This form shall be filled, when any one or both of the cabin or cockpit area is left “UNATTENDED” during transit at international stations, where no outsourced or M/s PIACL security is available.

Additional Comments (If Required)

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Annex-10A1 | SECURITY SEARCH OF M/s PIACL AIRCRAFT

10A.1 Domestic Stations

10A.1.1 At all domestic stations PIACL Security and Vigilance shall ensure that an aircraft security search is carried out in accordance with the security manual upon completion of the search the staff shall present the proforma (Annex-10A2) to the cockpit and cabin crew for signature with name and staff number duly recorded and the same shall be retained in the Trip Folder.

10A.2 International Stations

10A.2.1 International Stations are categorized as follows:

- Where the aircraft security search is mandatory as per regulations.
- Where the aircraft security search is **NOT** mandatory as per regulations.

10A.2.2 Stations with Mandatory Aircraft Security Search Requirement

10A.2.2.1 At stations where an aircraft security search is mandatory as required by the local Regulators or State, M/s PIACL shall engage approved agencies for the provision of aircraft search and security services. Upon completion of the search, the staff shall present the security search proforma to the cockpit and cabin crew for signature and the same shall be retained in the trip folder.

10A.2.3 Stations with Non-Mandatory Aircraft Security Search Requirement

10A.2.3.1 At stations where an aircraft security search is **NOT** mandatory as per regulations, the Annex-10A checklist shall be completed by the cockpit and cabin crew within their respective areas of responsibility. The checklist shall be completed under one of the following conditions as applicable "**Attended**" or "**Unattended**". Annex-10A checklist shall then be signed by the Captain and LCC with name and staff number duly recorded and shall be retained in the trip folder.

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10A.2.3.2 Attended

10A.2.3.2.1 If the cockpit or cabin area remains attended during transit by the respective crew, a security search is not required. The cabin and/or cockpit crew shall draw a single diagonal line across each applicable checklist section (A, B, C and D) within their respective area of responsibility and then circle the word **Attended**.

10A.2.3.3 UnAttended

10A.2.3.3.1 If any area of the cockpit or cabin area is left unattended during transit, crew changeover, or for any other reason the cabin and/or cockpit crew shall perform a security search within their respective areas of responsibility. All applicable checklist items shall be ticked after inspection and non-applicable item shall be marked **NA** and no checklist field shall be left blank. The word **Unattended** shall be circled.

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SEC/R/01

Pakistan International
SECURITY DIVISION
AIRCRAFT SECURITY CHECK

DATE.....
SHIFT.....

PRE-DEPARTURE SEARCH

WE THE UNDERSIGNED CARRIED OUT SEARCH OF: -

FLIGHT NO..... DEP TIME.....SECTOR BAY NO

TYPE OF AIRCRAFT.....A/C REGISTRATION. NO.....

SEARCH TIME; FROM..... TO

1. TOILETS
2. DUST BIN
3. HAT RACKS
4. GALLEY /COMPARTMENTS
5. SEAT POCKETS AND UNDER THE SEAT
6. CONCEALED SPACES
7. BEHIND THE LAST SEAT IN 1ST & E/Y CLASS WHERE FIRE EXTINGUISHERS ARE PLACED.
8. HANGER/COAT CLOSET
9. BAGGAGE CARGO HOLD
10. ANY OTHER POINT

NOTHING DANGEROUS AND OBJECTIONABLE FROM THE SECURITY POINT OF VIEW WAS FOUND.

SIGNATURE_____SIGNATURE_____

NAME OF ASF STAFF _____NAME OF SECURITY STAFF _____

STAFF NO _____STAFF NO _____

PIA Engineering, Sign & P.No

PIA – Lead Cabin Crew/Flight Purser,
Sign & P.No

PIC- Sign & P.No

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Annex-10B | A/C SECURITY SEARCH CHECKLIST – IN FLT

As per ANO-034-FSXX, following items in this checklist will be used by cabin crew members.

Flt No.		Date:	
A/C Regn.		Sector:	
Captain		LCC	

ITEM		Checked	Remarks
1 – Cabin			
1-1	Overhead hat racks, coat closets, cupboards and stowages		
1-2	Seat pockets and under seats		
1-3	Spaces between the fuselage lining and window seats		
1-4	Doghouses/stowages that do not need a key to open them		
1-5	Life vests, pouches/compartments (if sealed, check properly the integrity/ tampering of seals)		
1-6	Video/entertainment compartments		
1-7	Emergency equipment stowage		
1-8	Jump seats and associated stowages		
1-9	Bulk crew rest compartment and associated compartments		
1-10	If nothing suspicious is found, extend the search to all remaining cabin areas		
2 – Galley			
ITEM		Checked	Remarks
2-1	Ovens		

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Chief of Flight Operations

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2-2	All service carts (sealed/locked carts are exempt)		
2-3	Waste bins		
2-4	Ice drawers and fridge		
2-5	Standard service unit containers		
2-6	Bread warmer		
2-7	Hollowware and hot cups		
2-8	Galley stowages and bustles		
3 – Toilets			
ITEM		Checked	Remarks
3-1	Waste bins and areas under the sink		
3-2	Amenities compartment		
3-3	All access areas that do not need a tool to open them		
4 – Flight Deck			
ITEM		Checked	Remarks
4-1	Seats including seat pouches		
4-2	Life jackets and O ₂ mask stowages		
4-3	All material stowage compartment		
4-4	Coat/baggage closets		
4-5	Walls and ceiling including the centre aisle stand		
4-6	Floor including area forward of rudder pedals and under pilot seats		

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Annex-10C | WITNESS REPORT FORM – M/s PIACL

Dear Passenger / Crew Member

We understand that you were witness to an incident that took place on this flight. In order to assist in the future handling of the matter, we would be most grateful if you could take a few moments to complete this form and return it to a cabin crew.

Many thanks for your assistance.

Your Full Name (Block Capitals) _____

Your Home Address. _____

Official Telephone Number _____ Residence _____

Your Flight Number _____ Time of incident _____ am / pm

Description of the incident _____

_____(Continue overleaf if required)

I believe that the facts stated in this witness statement are true.

SIGNED _____ DATE _____ TIME _____ am / pm

Note: *Please describe only those things which you actually witnessed.*

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Annex-10D | FINAL WARNING – SMOKING ONBOARD

FINAL WARNING – SMOKING ONBOARD M/s PIACL	
RE: SMOKING PROHIBITION ABOARD THIS AIRCRAFT	
Name: _____	Accompanied by: _____
Flight No: _____	Date: _____ Time: _____
Sector: _____	Seat No: _____
You have already been advised by the Cabin Crew and you are now given this written Notice because you have continued to smoke after being warned that smoking is strictly prohibited aboard this aircraft. If you smoke again, at any time before leaving this aircraft, your ticket will be marked as invalid for further carriage and you will be reported to the police for possible prosecution. This Notice is given by the Pilot-in-Command of the Aircraft. Pilot in Command's Signature _____ Pilot in Command's Name _____	

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**Annex-10E | FINAL WARNING – UNACCEPTABLE BEHAVIOUR
ONBOARD**

PASSENGER COPY	
FINAL WARNING – UNACCEPTABLE BEHAVIOUR ONBOARD : M/s PIACL	
RE: YOUR UNACCEPTABLE BEHAVIOUR ABOARD THIS AIRCRAFT	
Name: _____	Accompanied by: _____
Flight No: _____	Date: _____ Time: _____
Sector: _____	Seat No: _____
You have failed to observe the instructions and warnings given by M/s PIACL and its crew. In addition, your behaviour is a cause of grave concern to M/s PIACL, its crew members and passengers and may be in violation of the law. M/s PIACL requires you to immediately do the following until you disembark / are removed from this aircraft. 1. Refrain from consuming any alcohol. 2. Hand over any/all alcohol in your possession to the crew of PIACL that requests same (such alcohol will be returned to you or the relevant authority when you disembark / are removed from this aircraft). 3. Desist from behaving in a manner interfering with the operation of this flight and / or creating a disturbance affecting flight safety. 4. Adhere to and comply with any and all instructions / requests given by PIACL and its crew members. 5. Refrain from smoking in any part of this Aircraft. Your immediate co-operation is required, else you would be restrained, prosecuted and/or removed from this aircraft at the next point of arrival. PIACL may also invalidate your ticket for further travel, report your actions to the relevant authorities and subject you to pay costs for any unscheduled stops. The Pilot in Command of this Flight gives this Notice. Pilot in Command's Signature _____ Pilot in Command's Name _____	

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CHAPTER-11

LEASING

11.1 General

11.1.1 Airlines lease aircraft from other airlines or leasing companies for two main reasons:

- a. To operate aircraft without the financial burden of buying them.
- b. To provide temporary increase in capacity.

11.1.2 Cross-border leasing, as a form of commercial arrangement and practice, can result in complex and varied Regulatory situations. These require highly coordinated actions by the various States involved, to ensure that the entirety of safety oversight obligations and responsibilities are adequately met. This fragmented approach to oversight may result in dilution of equivalent levels of safety oversight and a lack of transparency. ICAO Article 83 bis spells out the transfer of certain function between Lessor and Lessee to address the Safety Oversight concerns.

11.1.3 Government of Pakistan has ratified Article 83 bis and has accordingly made necessary regulatory provisions for its implementation for transfer of responsibility for airworthiness and operational control of leased aircraft operations.

11.1.4 For details please refer to Flight Standards Directorate, PCAA ANO-016-FSXX "Aircraft Leasing and Operations with Leased Aircraft" and the National Aviation Policy NAP-2019.

11.2 Definitions

11.2.1 **Damp Lease** means a wet lease with partial crew.

11.2.2 **Dry Lease** means a lease of aircraft without the crew. In this case the aircraft is normally registered in the AOC holders State, bears the lessees AOC holder name/ logo and is operated under the AOC of the Lessee.

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- 11.2.3 **Leased Aircraft** means an aircraft as one used under a contractual leasing arrangement.
- 11.2.4 **Lessor** means the person, party or the AOC holder from whom the aircraft is leased.
- 11.2.5 **Lessee** means the person, party or the AOC holder to which the aircraft has been leased.
- 11.2.6 **Long Term Lease** means an operating lease for a period exceeding 90 days.
- 11.2.7 **Operator** means a person, organization or the enterprise engaged in or offering to engage in an aircraft operation under an Air Operator Certificate issued by the PCAA in accordance with Rule 187 of Civil Aviation Rules 1994.
- 11.2.8 **Operational Control** means the exercise of authority over initiating, conducting, and terminating a flight in the interest of the safety of the aircraft and the regularity and efficiency of the flight.
- 11.2.9 **Short Term Lease** means a lease designed to meet an AOC Holder's need for additional aircraft for seasonal or short period not exceeding 90 days.
- 11.2.10 **State of Operator** means the State in which the Operator's principal place of business is located or, if there is no such place of business, the Operator's permanent residence is located.
- 11.2.11 **State of Registry** means the State on whose Registry the aircraft is entered.
- 11.2.12 **Wet Lease** means a lease of aircraft with the crew; under a contractual arrangement.

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11.3 Leasing of Aeroplanes

11.3.1 Dry Lease-In

- 11.3.1.1 A dry lease-in must be approved by the PCAA and any conditions being part of this approval must be included in the lease agreement.
- 11.3.1.2 After fulfilling all the PCAA Regulatory requirements of dry lease-in, the aircraft is entered in M/s PIACL's Operations Specification (Ops Specs).
- 11.3.1.3 After completion of the Lease Agreement, the Dry Lease-In aircraft will be removed from M/s PIACL's Operations Specification (Ops Specs).

11.3.2 Wet Lease-In

- 11.3.2.1 A Wet Lease-in must be approved by the PCAA.
- 11.3.2.2 M/s PIACL Corporate Office shall ensure that, with regard to aeroplanes that are Wet Leased-in:
 - a. The safety standards of the Lessor with respect to maintenance and operation.
 - b. The Lessor is an Operator holding an AOC issued by a State, which is a signatory to the Chicago Convention.
 - c. The aeroplane has a valid Certificate of Airworthiness issued in accordance with ICAO Annex 8 / PCAA ANOs. Standard Certificates of Airworthiness issued.
- 11.3.2.3 After fulfilling all the PCAA Regulatory requirements of Wet Lease-in the aircraft is entered in M/s PIACL's Operations Specification (Ops Specs).
- 11.3.2.4 After completion of the Lease Agreement, the Wet Lease-in aircraft will be removed from M/s PIACL's Operations Specification (Ops Specs).

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11.3.3 Dry Lease Out

11.3.3.1 A Dry Lease-out for the purpose of commercial air transportation to any Operator which is signatory to the Chicago Convention.

11.3.3.2 The aeroplane is maintained according to an approved maintenance program.

11.3.4 Wet Lease-Out

11.3.4.1 The Lessor shall remain the Operator of the aeroplane.

11.3.5 Damp Lease

11.3.5.1 Damp Lease means a wet lease with partial crew.

Note: *For details refer to the current ANO-016-FSXX on “Aircraft Leasing and Operations with Wet Leased Aircraft” and the current “National Aviation Policy”.*

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CHAPTER-12 **RULES OF THE AIR**

12.1 Introduction

- 12.1.1 The ICAO Annex-2, “Rules of the Air”, ICAO DOC 8168, and ICAO Doc 4444 amplify on Rules of the Air as outlined in the convention of the International Civil Aviation Organization (ICAO).
- 12.1.2 Pakistan Civil Aviation Act 2023 and Pakistan Civil Aviation Rules 1994, Part-X (Rules of the Air) apply to all aircraft engaged in Flight Operations in Pakistan Airspace and to aircraft registered in Pakistan, wherever they may be, except where they conflict with the Rules of the Air published by the State, having jurisdiction over the territory overflown.
- 12.1.3 No flight may be operated if Rules of the Air of the State where the aircraft is registered or of the State over flown cannot be followed, except if an overflight permit, where deviations from the Rules of the Air as indicated are granted by that State.
- 12.1.4 The Pilot-in-Command of an aircraft shall be responsible for the operation of the aircraft in accordance with the Rules of the Air and for obeying all instructions of the Air Traffic Services except when compliance with these rules and such instructions would hazard the safety of the operation.
- 12.1.5 Details of the Rules of the Air are available in the ATC chapter of the Jeppesen Airway Manual.

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12.2 VFR/IFR Policy

12.2.1 All PIACL flights will be conducted under IFR rules except when specially authorized by the DFO. An IFR Flight Plan will be filed for every flight except for “non-revenue” which may be dispatched under VFR rules to facilitate maintenance/repair with prior approval from the DFO.

12.2.2 It is Company policy that all flights will be planned and operated within controlled airspace unless it is precluded by operational considerations.

12.2.3 When an aircraft operating under IFR and encounters VMC, it shall not cancel its IFR flight plan.

Note: *A visual approach does not constitute cancellation of an IFR flight plan.*

12.3 Territorial Application of the Rules of Air

12.3.1 All PIACL flights will comply with the following Rules of Air during its operations:

- a. When over high seas, comply with ICAO Annex-2, Rules of the Air.
- b. When within a foreign country, comply with that Country's regulations in force, relating to the aircraft operation.
- c. When within airspace designated as North Atlantic – High Level Airspace (NAT HLA), comply with NAT HLA requirements.

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12.4 Communication Procedure

12.4.1 General

- 2.4.1.1 All flights of M/s PIACL will comply with the communication requirements as outlined below:
- Maintain two-way radio communication with the appropriate ATS unit.
 - Must keep the ATC transponder, along with the automatic pressure altitude reporting system ON.
 - Maintain a continuous listening watch on the radio frequency assigned by the appropriate ATS unit.

12.4.2 Communication and Monitoring of ATC Calls

- 12.4.2.1 Both pilots will maintain a listening watch on the appropriate ATC frequency. When a requirement exists for a pilot to monitor an alternative frequency, he will notify the other pilot, both on leaving and returning to the ATC frequency.
- 12.4.2.2 Communication shall normally be handled by the PM according to standard radiotelephony (R/T) procedures as described in Jeppesen chapter Air Traffic Control / Air Traffic Management / Phraseologies.
- 12.4.2.3 Within the PIACL network, ATC personnel have a varying command of English and flight crews should adhere to standard phraseology.
- 12.4.2.4 During R/T transmissions, PIACL call signs will be in the standard format, i.e. "Pakistan 302".
- 12.4.2.5 All communications with ATC shall be clear and concise using standard RT Phraseology. Unless otherwise instructed, on initial contact with ATC, the flight crew shall include
- Company callsign
 - Current level and / or cleared level , as applicable
 - Any assigned clearance (e.g. Heading , Speed , Direct to) when applicable

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Position information shall be included when required, particularly in non-radar / procedural environments or when requested by ATC.

12.4.3 Communication During Emergencies

- 12.4.3.1 The Captain must ensure that Flight and Cabin Crew, passengers, ATC and the Company are promptly notified of essential information. There should be no reluctance to declare an emergency. Assistance required can be alerted immediately and may be cancelled later – if appropriate.
- 12.4.3.2 Communication between flight crew and cabin crew during normal, abnormal or emergency situations shall be conducted using standardized terminologies, signals or commands as specified in the OM, SEP and the applicable SOP. As a minimum these situations include but are not limited to emergency evacuation, severe turbulence, cabin depressurization, forced / emergency landing, ditching, crew incapacitation and cabin security breach.

12.4.4 Communication Failure Procedure

- 12.4.4.1 When radio communication fails on an assigned frequency, the pilot shall attempt to make contact on another set if available. If unable, he shall then try to contact on any appropriate frequency or 121.5 MHz. A relay through other stations (including another aeroplane) with which communication can be established should be attempted.
- 12.4.4.2 If radio communication fails on ground, the flight will not depart until rectified.
- 12.4.4.3 If radio communication fails during flight, follow the specific instructions for the country which is being overflown, or use the ICAO general procedures as follows.
 - a. Transponder select code 7600.
 - b. Listen out on VOR frequencies. In some areas ATC can transmit on these and do so when communication failure is recognized.

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- c. Route should be in accordance with whichever is applicable as follows:
 - i. Route assigned in the last ATC clearance received.
 - ii. On radar vectors via the direct flight path to the fix or airway specified in the vector clearance.
 - iii. With no assigned route or no route advised by ATC via the path filed in the flight path flight plan.
- d. Altitude. The altitude or flight level is the highest of the following:
 - i. Altitude of flight level last assigned.
 - ii. Altitude or flight level ATC has advised may be expected in a further clearance.
 - iii. The minimum altitude for the route being flown.
 - iv. A change of altitude or flight level should be considered at turning points where a level change is required in accordance with ICAO regulations and originally filed flight plan.
- e. Holding. If holding is required at the fix to be used, holding and descent to the initial approach altitude should be made within the holding pattern and in accordance with the procedures published.
- f. Leaving the fix and descent. Leaving the fix and descent should be in accordance with ICAO regulations or are as specifically prescribed by each State and published in the emergency section of the Jeppesen Route Manual.
- g. Receiver failure. If the receiver fails, pilot should transmit appropriate message and, if in VMC, expect light signals as per Table12-1 from the control tower landing and taxi instructions.
- h. Communication disruptions shall be reported through ASR and Captains debrief so that proper follow-up is possible with the relevant authorities.

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12.4.5 Signals – Light and Pyrotechnic Signals

12.4.5.1 The light signals as directed from Aerodrome Control to aircraft concerned are given in Table12-1 below. Further details are available in Jeppesen Manual → Rules of the Air → Signals for Aerodrome Traffic.

Table 12-1 : Light Signals for Aircraft		
Light Signal	On Ground	In Flight
Steady Green	Cleared for Take Off	Cleared to Land
Flashing Green	Cleared for Taxi	Return for Landing
Steady Red	STOP	Give way to other Traffic
Flashing Red	Clear the Runway	Airport Unsafe – Do not Land
Flashing White	Return to Ramp	-
Alternate Red/Green	-	Exercise extreme Caution

12.4.6 Communication – Maintaining a Listening Watch

12.4.6.1 An aircraft operated as a controlled flight shall maintain continuous air-ground voice communication watch on the appropriate communication channel of, and establish two-way communication as necessary with, the appropriate air traffic control unit, except as may be prescribed by the appropriate ATS authority in respect of aircraft forming part of aerodrome traffic at a controlled aerodrome.

Note-1: *SELCAL or similar automatic signalling devices satisfy the requirement to maintain a listening watch.*

Note-2: *The requirement for an aircraft to maintain an air-ground voice communication watch remains in effect after CPDLC has been established.*

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12.5 Time System used in Flight Operations/Documentation

12.5.1 Co-ordinated Universal Time UTC (formerly GMT) shall be used in all Flight Operations/documentation and shall be expressed in hours and minutes (when required in seconds) of the 24-hour day, beginning at midnight.

12.5.2 UTC time will also be used for Technical Log time entries, including MEL Repair Interval calculations – unless a Local Time is specified therein.

12.5.3 A time check may be obtained prior to operating a controlled flight and at such other times during the flight as may be necessary.

Note: *Such time check is normally obtained from an Air Traffic Services unit unless other arrangements have been made by the Operator or by the appropriate ATS authority.*

12.5.4 Whenever time is utilized in the application of data link communications, it shall be accurate to within 1 second of UTC.

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12.6 ATC Clearances – Read-back Confirmation and Conformance

- 12.6.1 Pilots must read back all ATC clearances, which is confirmation that the instructions are understood and will be fully complied with.
- 12.6.2 ATC clearances are issued solely for expediting and separating air traffic and are based on known traffic conditions which affect safety in aircraft operations. Such traffic conditions include, not only aircraft in the air and on the manoeuvring area over which control is being exercised, but also any vehicular traffic or other obstructions not permanently installed on the manoeuvring area in use.
- 12.6.3 If an Air Traffic Control clearance is not suitable to the PIC of an aircraft, the flight crew may request and, if practicable, obtain an amended clearance.
- 12.6.4 The issuance of Air Traffic Control clearances by Air Traffic Control units constitutes authority for an aircraft to proceed only in so far as known air traffic is concerned. ATC clearances do not constitute authority to violate any applicable regulations for promoting the safety of flight operations or for any other purpose; neither do clearances relieve a PIC of any responsibility whatsoever in connection with a possible violation of applicable rules and regulations.
- 12.6.5 ATC units shall issue such ATC clearances as are necessary to prevent collisions and to expedite and maintain an orderly flow of air traffic.
- 12.6.6 ATC clearances are generally issued early enough to ensure that they are transmitted to the aircraft in sufficient time for it to comply with them.

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- 12.6.7 Both pilots shall monitor and confirm ATC clearance especially in terminal areas, wherever heading, altitude, level, frequency or routing is changed, in high terrain areas, and during ground operation that specifically involve runway hold short off instruction.
- 12.6.8 Every ATC clearance shall be read back by the PM and confirmed by the PF prior to acting on the clearance. Departure and airways clearances shall be recorded by the PM on the OFP.
- 12.6.9 Any intended deviation from previously received clearances will be requested beforehand from ATC. Unintended deviations must be reported as soon as they become obvious.
- 12.6.10 Whenever any doubt arises, request clarification from the ATC unit.

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12.7 Adherence to Flight Plan

- 12.7.1 An aircraft shall adhere to the current flight plan or the applicable portion of a current flight plan submitted for a controlled flight unless a request for a change has been made and clearance obtained from the appropriate air traffic control unit, or unless an emergency situation arises which necessitates immediate action by the aircraft, in which event as soon as circumstances permit, after such emergency authority is exercised, the appropriate air traffic services unit shall be notified of the action taken and that this action has been taken under emergency authority.
- 12.7.2 Unless otherwise authorized by the appropriate ATS authority or directed by the appropriate air traffic control unit, controlled flights shall, in so far as practicable:
- When on an established ATS route, operate along the defined centre line of that route; or
 - When on any other route operate directly between the navigation facilities and/or points defining that route.
- 12.7.3 An aircraft operating along an ATS route segment defined by reference to Very High Frequency Omnidirectional Radio Ranges (VOR) shall change over for its primary navigation guidance from the facility behind the aircraft to that ahead of it at, or as close as operationally feasible to, the change-over point, where established.
- 12.7.4 Deviation from the ATC requirements shall be notified to the appropriate air traffic services unit.

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12.8 Inadvertent Changes during a Flight

- 12.8.1 In the event that a controlled flight inadvertently deviates from its current flight plan, the following action shall be taken:
- Deviation from Track:** If the aircraft is “Off Track”, action shall be taken forthwith to adjust the heading of the aircraft to regain track as soon as practicable.
 - Variation in True Airspeed:** If the average true airspeed at cruising level between reporting points varies or is expected to vary by plus or minus 5 percent (**±5%**) of the true airspeed, from that given in the flight plan, the appropriate air traffic services unit shall be so informed.
 - Change in Time Estimate:** If the time estimate for the next applicable reporting point, Flight Information Region boundary or destination aerodrome, whichever comes first, is found to be in error **in excess of 2 minutes** from that notified to air traffic services, or such other period of time as is prescribed by the appropriate ATS authority or on the basis of air navigation regional agreements, a revised estimated time shall be notified as soon as possible to the appropriate air traffic services unit.
- 12.8.2 Additionally, when an ADS agreement is in place, the Air Traffic Services Unit (ATSU) shall be informed automatically via data link whenever changes occur beyond the threshold values stipulated by the ADS event contract.

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12.9 Position Reports

- 12.9.1 Unless exempted by the appropriate ATS authority, or by the appropriate air traffic services unit under conditions specified by that authority, a controlled flight shall report to the appropriate air traffic services unit, as soon as possible, the time and level of passing each designated compulsory reporting point, together with any other required information. Position reports shall similarly be made in relation to additional points when requested by the appropriate air traffic services unit. In the absence of designated reporting points, position reports shall be made at intervals prescribed by the appropriate ATS authority or specified by the appropriate air traffic services unit.
- 12.9.2 Controlled flights providing position information to the appropriate air traffic services unit via data link communications shall only provide voice position reports when requested.

Note: *The conditions and circumstances in which SSR Mode C transmission of pressure-altitude satisfies the requirement for level information in position reports are indicated in the ICAO DOC 4444.*

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12.10 Visual Signals used to Warn an Unauthorized aircraft flying in or about to enter a Restricted, Prohibited or Danger Area

- 12.10.1 By day and by night, a series of projectiles discharged from the ground at intervals of 10 seconds, each showing, on bursting, red and green lights or stars will indicate to an unauthorized aircraft that it is flying in or about to enter a restricted, prohibited or danger area, and that the aircraft is to take such remedial action as may be necessary.

12.11 Interception of Civil Aeroplanes

- 12.11.1 Interception of civil aircraft shall be governed by appropriate regulations and administrative directives issued by contracting States in compliance with the Convention on International Civil Aviation, and in particular Article 3(d) under which contracting States undertake, when issuing regulations for their State aircraft, to have due regard for the safety of navigation of civil aircraft.
- 12.11.2 The need for interception of civil aircraft can be significantly reduced if aircraft Operators and pilots, air traffic services authorities and units, military authorities and intercept control units are thoroughly familiar with the following provisions and guidance material and if all take appropriate action to facilitate identification of all civil aircraft operating within given portions of airspace where national sovereignty and security are prime considerations.

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- 12.11.3 The actions required include:
- Submission and forward transmission of flight plans.
 - Transmission of related ATS messages.
 - Maintenance of two-way radio communications between aircraft and air traffic services units.
 - Transmission of position reports from aircraft and notification of significant deviations from planned flight track.
- 12.11.4 In case a PIACL aeroplane is intercepted by a military aeroplane, the Captain shall, whenever possible, comply with the interceptor signals and demands, in the interest of flight safety. For a detailed explanation of signals and procedures refer to Jeppesen General Route Manual, Emergency Chapter, item number 7.
- Provision of facilities for rapid and reliable communications between ATS units and between such units and intercept control units; and
 - Exchanges of information regarding civil flights either on a routine basis or on request.

Note: *The word “interception” in this context does not include intercept and escort service provided, on request, to an aircraft in distress, in accordance with the Search and Rescue Manual.*

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- 12.11.5 To achieve the uniformity in regulations which is necessary for the safety of navigation of civil aircraft, due regard shall be had by Contracting States to the following principles when developing regulations and administrative directives:
- Interception of civil aircraft will be undertaken only as a last resort.
 - If undertaken, an interception will be limited to determining the identity of the aircraft, unless it is necessary to return the aircraft to its planned track, direct it beyond the boundaries of national airspace, guide it away from a prohibited, restricted or danger area or instruct it to affect a landing at a designated aerodrome.
 - Practice interception of civil aircraft will not be undertaken.
 - Navigational guidance and related information will be given to an intercepted aircraft by radiotelephony (R/T), whenever radio contact can be established; and
 - In the case where an intercepted civil aircraft is required to land in the territory overflown, the aerodrome designated for the landing is to be suitable for the safe landing of the aircraft type concerned.
- 12.11.6 An aircraft which is intercepted by another aircraft shall immediately: (*Ref Jeppesen | Emergency | Emergency Data:- Para 7.2*)
- Follow the instructions given by the intercepting aircraft, interpreting and responding to visual signals in accordance with the specifications in Jeppesen Manual.
 - Notify, if possible, the appropriate air traffic services unit.
 - Attempt to establish radio communication with the intercepting aircraft or with the appropriate intercept control unit, by making a general call on the emergency frequency 121.5 MHz, giving the identity of the intercepted aircraft and the nature of the flight.

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- d. Select Mode A, Code 7700, on the Transponder, unless otherwise instructed by the appropriate air traffic services unit.
- e. If equipped with ADS-B or ADS-C, select the appropriate emergency functionality, if available, unless otherwise instructed by the appropriate air traffic services unit.

12.11.7 If any instructions received by radio from any sources conflict with those given by the intercepting aircraft by radio or visual signals, the intercepted aircraft shall request immediate clarification while continuing to comply with the visual instructions given by the intercepting aircraft. *(For Visual Signals for use in the event of Interception, refer to Jeppesen, Emergency | Emergency Data | Para 7.4.1 & 7.4.2).*

12.11.8 If radio contact is established during interception but communication in a common language is not possible, attempts shall be made to convey instructions, acknowledgement of instructions and essential information by using the phrases and pronunciations in relevant paragraph in Jeppesen Manual, transmitting each phrase twice. *(Ref: Jeppesen | Emergency | Emergency Data – Para 7.5).*

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12.12 Action by a Pilot Observing an Accident

- 12.12.1 Whenever an operating Pilot observes another aircraft in distress, he shall, if possible and unless considered unreasonable or unnecessary:
- Keep the aircraft in distress in sight for as long as possible.
 - Determine the position of the aircraft in distress.
 - As appropriate, report to the air traffic services unit as much of the following information as possible:
 - Type of aircraft in distress, its identification and condition.
 - Its position, expressed in geographical co-ordinates or in distance and true bearing from a distinctive landmark or from a radio navigation aid.
 - Time of observation in hours and minutes UTC.
 - If possible, the on-scene weather conditions.

Note: *The PIC whilst reporting the accident/incident, will in no way jeopardize the safety of his own aircraft and its passengers.*

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12.13 Action by Pilot Receiving a Distress Transmission

- 12.13.1 Whenever a distress transmission is intercepted by a Pilot-in-Command of an aircraft, the pilot shall, if feasible:
- Acknowledge the distress transmission.
 - Record the position of the aircraft in distress – if given.
 - Inform the appropriate air traffic services unit of the distress transmission, giving all available information.

12.14 Air to Ground Signal

- 12.14.1 The air-to-surface and surface-to-air visual signals are given in Jeppesen Manual → Emergency Data → Search and Rescue Signal.

12.15 Ground to Air Visual Signal by Survivors

- 12.15.1 The Ground to Air signal by survivors are given in Jeppesen Manual → Emergency Data → Ground Air Visual Signal Codes.

12.16 Distress and Urgency Signals

- 12.16.1 If an unusual situation develops in flight that might involve an abnormal risk during flight, the Pilot-in-Command must declare an emergency if the situation so warrants or advise ATC of the problem as soon as possible.
- 12.16.2 Preoccupation with remedial action must not allow the declaration of an emergency or a request for assistance to be overlooked or delayed. Airport Fire and Rescue Services may need to be supplemented by local resources, and there is an obvious advantage in giving the maximum warning notice.
- 12.16.3 The earliest possible notification to ATC should be given i.e. on first contact with the ATS unit in whose area the destination aerodrome is located. Standing down the emergency services is a much easier operation than arranging a full turnout without much warning.

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12.17 Distress Signals — MAYDAY Call

- 12.17.1 The MAYDAY call is used in a situation when an aircraft and/or its occupants are in grave and imminent danger requiring immediate assistance, e.g. fire, explosion or any other situation where the PIC is certain that the aircraft and/or its occupants are in grave and imminent danger requiring immediate assistance.
- 12.17.2 MAYDAY and/or PAN/PAN calls are internationally recognized emergency transmissions that initiate ICAO prescribed procedures and offer decided advantages to the pilot in difficulties. The radiotelephony distress signal MAYDAY and the radiotelephony urgency signal PAN shall be used at the commencement of the first distress or urgency communication. It is the responsibility of the PM to declare the emergency by giving appropriate calls. Refer to Emergency Chapter of Jeppesen for details.
- 12.17.3 It is a radiotelephony distress signal consisting of spoken word **“MAYDAY” spoken three times**, and transmit on the following emergency / distress frequencies and will be understood regardless of the radio frequency broadcasted on:
- VHF – Current Frequency / 121.5 MHz
 - UHF – 243.0 MHz
 - HF – 500 kHz, 2182 kHz, 8364 kHz
- 12.17.4 The distress message sent via data link must transmit the intent of the word MAYDAY.

12.18 Urgency Signals — PAN, PAN Call

- 12.18.1 A radiotelephony (R/T) urgency signal consisting of the spoken words **“PAN, PAN” spoken three times** signifying that an aircraft wishes to give notice of difficulties which compel it to land without requiring immediate assistance, e.g. a mechanical breakdown, passengers medical related issues..... etc.
- 12.18.2 The urgency message sent via data link must transmit the intent of the words PAN, PAN.

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12.19 Flight Crew to Report Meteorological and Special Observations during Flight

- 12.19.1 Aircraft observations shall be reported during flight at the time the observation is made or as soon thereafter as is practicable.
- 12.19.2 Pilot Weather Reports (PIREP), assist other pilots with flight planning and preparation, and help verify forecast products, and create more accurate products for aviation community.
- 12.19.3 Pilots must report potentially hazardous en-route phenomena such as thunderstorms and hail, turbulence, icing, sand and dust storms, tropical cyclone and volcanic ash in the area of his flight operation.
- 12.19.4 When other meteorological conditions e.g. wind shear is encountered and which, in the opinion of the PIC, may affect the safety or markedly affect the efficiency of other aircraft operations, the PIC shall advise the appropriate air traffic services unit as soon as practicable.

Note: *Icing, turbulence and, to a large extent, wind shear, are elements which, for the time being, cannot be satisfactorily observed from the ground and for which in most cases aircraft observations represent the only available evidence.*

12.20 Provision of Pre Flight Aeronautical Information

- 12.20.1 Flight Dispatch of M/s PIACL issues the relevant Pre-Flight Aeronautical Information for each flight. Pilots are required to review the same before flight to ensure safe and efficient operation of the flight.

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12.21 Preparation and Dissemination of NOTAMs

- 12.21.1 The “Notice to Airmen” (NOTAM) is an integral part of the system for disseminating critical aeronautical information worldwide. Typically, NOTAMs publicize aeronautical information that is time critical as well as temporary in nature. NOTAMs are also used when the information is not known sufficiently in advance to allow for chart publication and/or database extraction.
- 12.21.2 NOTAMs communicate aeronautical information that has a direct impact on a pilot’s flight preparation. Flight Dispatch of M/s PIACL issues the relevant NOTAMs for each flight. Pilots are required to review the same before flight to ensure safe and efficient operation of the flight.

12.22 Preparation & Dissemination of Information on Flight

- 12.22.1 Flight Dispatch of M/s PIACL will provide relevant information of the undermentioned item to pilots for the safe and efficient operation of the flight.
- Aeronautical Information Publication (AIP).
 - Aeronautical Information Regulation and Control (AIRAC).
 - Aeronautical Information Circular (AIC).

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CHAPTER-13 **STANDARD OPERATING PROCEDURES**

13.1 SOPs – General

- 13.1.1 Aircraft Standard Operating Procedures (SOP) ensure that the aircraft is operated in a standardized manner and in line with the Manufacturer's recommendation as described in the FCOM.
- 13.1.2 Whilst individual aircraft SOPs are available on Crew App, the general SOPs are described in this chapter.

FOR DETAILS OF SOPs FOR EACH AIRCRAFT TYPE, PLEASE REFER TO “STANDARD OPERATING PROCEDURES” OF PARTICULAR AIRCRAFT TYPE – DULY APPROVED BY CAA, PAKISTAN.

13.2 Flight Deck Teamwork

- 13.2.1 A good teamwork embodies mutual initiative, assistance and continuous briefing. It is necessary, therefore, for flight crew members to inform each other about their intentions and other important facts concerning the flight, such as a temporary disruption of lookout, a momentary break in listening watch on the normal communication frequencies, handing over of controls, use of autopilot, handling of throttles and thrust levers etc.

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13.2.2 Whenever a flight crew member observes or suspects any irregularity, deviation or anomaly in the operation of the aeroplane or its system, he shall immediately advise the Captain before analyzing the situation further.

13.2.3 Since crew compositions are constantly changing, it is necessary to standardize flight deck teamwork by strictly adhering to Standard Operating Procedures (SOPs) for each aircraft type being operated.

13.2.4 It is recommended that the Captain make a brief check of the cabin appearance on embarking and supervise, by means of spot checks, the preparatory work of the other crew members.

13.2.5 Good teamwork between flight and cabin crew is required to ensure that the cabin is prepared in time for take-off and landing.

13.3 Flight Deck Duties

13.3.1 General

13.3.1.1 Throughout this Chapter and on the checklist the following assignment of duties applies:

- a. CM1 – The crew member in the left seat.
- b. CM2 – The crew member in the right seat.
- c. PF – Pilot Flying.
- d. PM – Pilot Monitoring.

Note: *In a training situation, the Captain of the aircraft, may be a Training Captain operating in the right-hand seat. However, for this chapter, it is assumed the CM1 is the Captain.*

13.3.1.2 These titles are used to designate which crew member is responsible for responding to items on the checklist.

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13.3.2 Allocation of Flight Crew Duties

- 13.3.2.1 The general allocation of flight crew duties during takeoff, climb, cruise, descent, approach and landing is outlined in the coming paragraphs.
- 13.3.2.2 Pilot Flying's (PF) main duties are the control of the aeroplane and its navigation. He shall monitor the aeroplane attitude and be ready to immediately take control manually – if required.
- 13.3.2.3 The Pilot Monitoring (PM) shall perform all non-flying pilot duties, in addition to assisting the Pilot Flying whenever possible and monitoring the flight instruments and with the general lookout. He shall always monitor the PF for signs of incapacitation, especially during the critical stages of flight, such as take-off, approach or landing and be prepared to take control if the situation warrants.

13.3.3 First Officer – Take Off and Landing Restrictions

- 13.3.3.1 First Officer's Take Off and Landing Restrictions are given in the coming paragraphs.
- 13.3.3.2 A PIC shall not permit a First Officer (F/O) to conduct a take-off and/or landing if the:
- Runway is contaminated (Slippery or Wet); or
 - Surface crosswind component exceeds 15 Kts; or
 - For Take Off the RVR/Visibility is less than 500 Meters; or
 - For Landing the RVR/Visibility is less than CAT I; or
 - Take Off Gross Weight exceeds 90% of the allowed maximum Take Off Gross Weight.
 - For Landing, the cloud base is less than 1000 feet above the Runway Threshold for a Non-Precision Approach, and less than 500 feet for a Precision Approach.

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13.3.4 Allocation of Flight Crew Duties – Augmented/Double Set

- 13.3.4.1 Augmented Flight Crew operations shall be conducted with two Captains and one First Officer in two-man or three-man cockpit.
- 13.3.4.2 In case of two-man or three-man cockpit, refer to ANO-012-FSXX-7.0, Para D15.1.1, D15.1.2 or D15.1.3 as applicable.
- 13.3.4.3 In the case of long-range (LR) operations, two sets of crews shall be detailed.
- 13.3.4.4 The following should be used to specify authority of Senior Captain onboard, with above crew complement.
 - a. The Senior Captain shall be the **“Pilot-in-Command” (PIC)** regardless of the roster.
 - b. The Senior Captain shall be **“Pilot-in-Command”** at all times for all documentation/passenger address (PA).
 - c. Instructor Captain shall be the **“Pilot-in-Command”**.
 - d. Name of the Captain operating the sector shall be mentioned in the right column of the debrief.
- 13.3.4.5 Operational command rests with the Pilot-in-Command when he is on the flight deck and occupying the pilot's seat. When he is resting, operational command will be passed to the next Captain.

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13.3.5 Allocation of Duties – During an Emergency

- 13.3.5.1 Depending on the circumstances, the Captain shall allocate specific duties to his flight and cabin crew.
- 13.3.5.2 The pilot flying shall be responsible for controlling and monitoring the flight progress, whilst other flight crew members are performing their allocated, e.g. technical handling of problem, communication etc.
- 13.3.5.3 Any handing over of flight control shall be performed in a definite and unambiguous manner.
- 13.3.5.4 For detailed procedures and allocation of duties refer to respective aeroplane type FCOM and FCTMs.

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13.4 Checklist Policy and Procedures

13.4.1 General

- 13.4.1.1 The proper execution of checklists being critical, all pilots must ensure that it is treated as an event and that its execution is in accordance with establish SOPs including proper task sharing and verification.
- 13.4.1.2 The **“Aviate, Navigate, Communicate”** priority shall retain supremacy.
- 13.4.1.3 The crew must ensure positive transfer of control before handling any situation.
- 13.4.1.4 The checklist shall be called only when the above priority is ensured. If the PF is not ready to respond to a checklist challenge, then he must call for it to be held. In no case the challenge should go un-answered or responded to without proper verification of the associated action.
- 13.4.1.5 This shall be applicable to execution of all normal, non-normal, abnormal and emergency checklists.
- 13.4.1.6 Checklists are established for each type of aeroplane for Normal, Abnormal and Emergency procedures with critical actions crosscheck and confirmation.
- 13.4.1.7 They must be adhered to, prior to, during and after all phases of flight, in accordance with the FCOM/SOP.
- 13.4.1.8 Use of the checklist is mandatory for all phases of flight with standard callouts. The appropriate checklist will be read from the Paper Checklist/Electronic Checklist (ECL); reading of checklist from memory, except for the memory recall items, is not permitted. Checklist shall be used to verify completion of actions and shall not be used as a substitute for procedure recall.
- 13.4.1.9 If no procedure is available in the checklists or in the FCOM/ SOP, appropriate actions shall be accomplished at Captain's discretion.

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13.4.1.10 **Normal Checklists** shall be of the “Challenge/Response” type. Standardized scan items may be completed following the sequence. Normal procedures for each phase of flight are performed by recall (memory) following this, the normal checklist is used to verify that all critical safety items have been accomplished in accordance:

- a. Aeroplane configuration changes.
- b. Altimeter and airspeed settings.
- c. Altimeter subscale settings.
- d. Altitude (window) setting.
- e. Transfer of control of the aeroplane.
- f. Changes to the Automated Flight System (AFS)/Flight Management System (FMS) and radio navigation aids during the departure and or approach phases of flight.

13.4.1.11 Strict adherence to the checklist procedure shall be ensured at all times. The crew member reading the checklist shall not call the next item until the current item has been completed and checked and the appropriate response has been received. To the extent practicable the crew member not carry out the action shall monitor and confirm that required actions have been correctly accomplished.

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13.4.2 Initiation and Reading of Checklist

- 13.4.2.1 CM1 is PF for all ground operations and will call for required checklists on ground. CM2/FO can also be PF on ground at the discretion of the Captain, refer to respective aircraft SOPs for details.
- 13.4.2.2 PF will call for all checklists during the flight.
- 13.4.2.3 Normally the checks will be completed by scan from memory before the checklist is read. This will allow uninterrupted flow of the checklist with challenges and responses only, ensuring a double check of all actions when each challenge is acknowledged by the crew member concerned.

13.4.3 Response to Reading of Checklist

- 13.4.3.1 Certain items prefixed “ALL” require responses from all crew members. In these cases, the crew member responding to the checklist replies first, followed by an identical reply by the other crew member.
- 13.4.3.2 Items with an open challenge require a response stating the actual switch/selector position or, if applicable, the appropriate quantity.

13.4.4 Response to Open Items of Checklist

- 13.4.4.1 The dotted “line” on some checklists defines a logical hold point to allow partial completion of the checklist until further action is appropriate. With these exceptions, any paper checklist which is interrupted before completion should be started again from the beginning, rather than at the place where the interruption took place.

13.4.5 Completion of Checklist

- 13.4.5.1 As soon as the required checklist is complete, the Flight Crew member reading it will call “**Checklist Completed**”.

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13.5 Standards Drills, Terminology and Procedures

13.5.1 In order to avoid any misunderstanding on the flight deck or with ground personnel, the following policy applies:

- a. In all procedures including the use of Normal and Emergency checklists, and callouts, using proper terminology according to FCOM/ Standard Operating Procedures.
- b. English language shall be used, which is the designated common language.
- c. For general briefings, e.g. take-off briefing, approach briefing, etc., English language will be used.
- d. In case of language difficulties with ground personnel, any suitable language may be used, ensuring that all other flight crew members are kept aware of the progress.
- d. The operating procedures as outlined in the respective FCOM/SOP must be adhered to as far as practicable.

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13.6 Crew Communication

13.6.1 General

13.6.1.1 For all types of communication within PIACL, English is the designated common language. Consequently, all flight crew members shall use English for communication:

- a. On the flight deck during line operations.
- b. With cabin crew during line operations.
- c. During all training and evaluation activities.

13.6.1.2 Communication is vital for any flight crew. Assertive standardized communication produces a system where repeated interchange of crew members is possible without compromising operational safety.

13.6.1.3 Flight crew shall communicate by speaking clearly and using standard terminology.

13.6.1.4 Any time a crew member makes an adjustment or changes to any information or equipment on the flight deck, he will advise the other crew member of his intentions or actions and receive an acknowledgement. This includes items such as FMS alterations, changes in speed, tuning navigation radios, flight plan deviations, selecting such systems as anti-ice, economy flow etc. All changes in the FMS requires confirmation from the other crew member.

13.6.1.5 All calls will be made and acknowledged as specified in the SOPs. Proper adherence is required to ensure early detection of crew member incapacitation during critical phases of flight.

13.6.2 Standard Calls

13.6.2.1 For standard calls to be effective, they should be given at the correct time. Failure to make a call at the correct time does not mean that it should be omitted. At busy times, it may be convenient to anticipate a call or delay it to an appropriate quiet period.

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13.6.3 Use of words “Non-Standard”

- 13.6.3.1 If the PF determines that a non-standard action would be more appropriate for a given situation, he shall preface this with the statement “**Non-Standard**”.

13.6.4 Callouts – FCU/MCP, AP Selection and Manual Flying

- 13.6.4.1 When flying manually, FCU/MCP and FMS changes should be called for by the PF and actioned by the PM. ATC instructions regarding heading and altitude should be set by the PM and confirmed by the PF.
- 13.6.4.2 When flying on autopilot, PF makes FCU/MCP changes. The PF should advise the PM prior to disengaging autopilot(s).
- 13.6.4.3 FMA calls should be made as per the SOP and FCOM of the related aeroplane type.
- 13.6.4.4 When a navigation aid is tuned, it should be identified and announced to the other crew member.

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13.7 Transfer of Controls and Radio Monitoring

13.7.1 General

13.7.1.1 The transfer of control between pilots results in a complete role reversal of PF and PM duties. The pilot receiving control relinquishes Radio Communication responsibility to the other pilot (unless otherwise stated), and assumes all duties associated with the PF. In a situation where one pilot is leaving his seat, the remaining pilot shall be responsible for the Radio Communication.

13.7.1.2 During flight when a pilot transfers control of the aeroplane or leaves the flight deck, for physiological or any other requirement a minimum of one pilot continuously maintains:

- Unobstructed access to the flight controls.
- Alertness and situational awareness.
- One cabin crew must be present in the cockpit to observe alertness of the other pilot.

13.7.1.3 There must be no confusion as to which pilot is in control of the aeroplane. The pilot handing over of control to the other pilot will say:

“Your Control”

And the pilot receiving control will say:

“My Control”

13.7.1.4 Similarly transfer of radio monitoring responsibility should be called / acknowledged by:

“Your Radio / My Radio”

13.7.1.5 Above 10,000 feet/FL-100, A flight crew may leave the flight deck duty station, for the performance of duty or to meet the physiological needs. However, such an absence shall be for a minimum duration.

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13.7.2 Climb and Descent

- 13.7.2.1 During climb and descent, any time a pilot adjusts the subscale of his altimeter to STD/QNH/amends QNH, he will announce it and crosscheck that the other pilot has also made the requisite change.
- 13.7.2.2 “TRANSITION ALT” will be called by the PM when passing the published transition altitude during the climb.
- 13.7.2.3 On receipt of a new assigned altitude/level, the appropriate pilot will insert it on the FCU/MCP where applicable. The PF will call “(altitude/level) SET”, or as the respective aircraft SOP states.
- 13.7.2.4 Whenever an aeroplane commences a climb or descent the PF shall call “Leaving..... climbing/descending***”(e.g. leaving six thousand feet climbing flight level two one zero”).
- 13.7.2.5 If during climb or descent, when the aircraft is cleared to a new altitude and the FCU/MCP is selected to a new Altitude/Flight Level, crew shall call “Leaving for.....”.
- 13.7.2.6 At 1,000 feet below or above the altitude to which the flight has been cleared, the PM will call “1000 feet to go” the altitude or flight level passing and the target altitude or level (e.g. “Flight level three two zero for flight level three four zero”).
- 13.7.2.7 “Transition Level” will be called by the PM when passing the published transition level during the descent.
- 13.7.2.8 If the PM has missed out either of these altitude calls; the PF shall make the call.

13.7.3 Company Speed Restrictions

An aircraft shall not exceed 250 KIAS below 10,000 ft MSL or minimum clean speed, whichever is greater, unless otherwise instructed by ATC. When complying with ATC requests for higher speed below 10,000 ft, the flight crew shall not exceed 250 KIAS at or below 5,000 ft or minimum clean speed, whichever is greater.

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During descent, at or below 5,000 ft AGL, flight crew shall start reducing speed and configuring the aircraft, including flap extension as required, to ensure the aircraft is stabilized by 1,000 ft AGL.

13.8 Flight Parameters Deviation during Approach

13.8.1 In addition to standard calls, the PM will call out the following deviations:

Table 13-1 : Callouts for Deviations during Approach	
Callout	Conditions
SPEED	If any time speed deviation exceeds +10/-5 Kts
SINK RATE	If ROD below 3,000 feet AGL exceeds 2,000 ft/min OR ROD below 1,000 feet AGL exceeds 1,000 feet/ min
BANK	If at any time Bank Angle exceeds 30 degrees. OR Exceeds 7 degrees once established on Approach.
ALTITUDE	Any deviation beyond tolerances from any altitude specified for the procedure.
LOCALIZER / GLIDE SLOPE	Any deviation from the approach path.

13.8.2 Additionally, the PM shall alert the PF should any of the following occur:

- Deviation from the required aeroplane configuration.
- Any instrument malfunction directly relating to the approach and landing.

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13.9 Flight Briefing by FOO/Flight Dispatcher

13.9.1 General

13.9.1.1 Briefing in this context means obtaining/disseminating the necessary information for flight preparation either in oral or written form. This information shall be made available to the flight crew, and for self-briefing at stations where flight dispatcher is not available, during which the following will be reviewed:

- a. Company briefing.
- b. Meteorological briefing.
- c. Route briefing.
- d. Technical briefing/ aeroplane acceptance.

13.9.2 Company Briefing

13.9.2.1 This briefing concerns Operational Flight Plan (OFP) routing, bulletins, estimated load data and fueling. This information will be available in written form but may be given verbally according to local procedures.

13.9.2.2 The Flight Crew shall ensure that the regulations of the OM, Jeppesen Airway Manual, FCOM, etc. are applied according to the latest changes and instructions.

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13.9.3 Meteorological Briefing

13.9.3.1 This briefing is enclosed in the briefing folder issued by Operations Control or outstation handling agents and shall include the following information:

- a. Actual weather and forecasts reports, runway report and airfield warnings and other information of hazardous weather conditions for the airfield of departure as well as take-off alternate airfields.
- b. Forecasts for the destination, destination alternate(s) and appropriate en-route airfields.
- c. The latest available synoptic, surface and upper air charts.
- d. Information on any expected significant en-route weather (preferably significant weather charts), jet streams and where required, the tropopause level.
- e. The documentation provided shall cover the flight in respect of time, altitude and geographical extent. This includes additionally required routes, e.g. routes to alternates and all airfields required for legal flight planning (Enroute alternates as required for reduced Reserve and ETOPS/EDTO planning). It shall contain the latest available information, especially as far as airfield forecasts and actual reports, TREND and runway reports are concerned.
- f. Should a Captain be in any doubt about any of the information provided at the briefing, Captain should contact Company to get the relevant information.

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13.9.4 Route Briefing

- 13.9.4.1 All applicable NOTAMs relevant to the intended route and airfields will be presented to the flight crew and shall be reviewed to determine their effect on the intended operation. These NOTAMs will be part of the briefing folder provided by Operations Control or at outstations by the handling agent. If a briefing folder is not provided, the flight crew shall obtain any relevant information from Air Traffic Services personnel at the local flight planning office. The route briefing also includes preparation or scrutiny of the ATC flight plan as appropriate.
- 13.9.4.2 The Company instructions contain Company generated information affecting PIACL operations.

13.9.5 Technical Briefing

- 13.9.5.1 Technical status information of each Company aeroplane is available in Operations Control. These should be studied to ensure that there is no performance penalty, irregularities that may affect the planned flight.
- 13.9.5.2 After boarding the aeroplane, the Captain shall review the previous maintenance discrepancies and corrective actions. He shall also check the current list of Carry Forward (C/F) defects and review MEL requirements to determine the overall serviceability of the aeroplane.

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13.10 Crew Briefing

13.10.1 Flight Crew to Flight Crew Briefing

13.10.1.1 For every flight, prior to any departure and approach Pilot Flying (PF) shall conduct briefing with due consideration to normal/non-normal procedure for each phase of flight, that includes, but not limited to:

- a. Technical Status.
- b. Fuel status.
- c. Airport taxi chart.
- d. Meteorological condition (LVP if required).
- e. NOTAMs.
- f. Departure/Arrival Chart.
- g. MSA and Terrain.
- h. Use of automation.
- i. Take-off and Landing configuration with runway available.
- j. Use of autobrakes.
- k. Missed approach procedure and alternates.
- l. Special emphasis on engine out procedure.
- m. Mountainous terrain.
- n. Airspace constraint.
- o. Noise Abatement Procedure.
- p. Hazardous material, if any.
- q. Threats and errors.
- r. Crew should be encouraged in participation/feedback.

13.10.2 Flight Crew to Cabin Crew Briefing

13.10.2.1 Details of Flight Crew to Cabin Crew Briefing is given in Chapter-8, Para 8.67.1.

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13.10.3 Briefing of Adverse Weather

- 13.10.3.1 In the event of expected adverse weather during flight the LCC or cabin crew will be briefed in advance by the Flight Crew. Cabin crew must remain seated until specifically cleared. In the event of unexpected turbulence after take-off, a PA announcement must be made for passengers/cabin crew.
- 13.10.3.2 Cabin crew should refer to SEP Manual (relevant paragraphs) for making turbulence related announcements. All flight briefings should reflect the need for unfettered communication and promote a culture of openness on operational matters with as few impediments as possible. It must be impressed on all crew members that each of us carries and shares responsibility for flight safety.

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13.11 Communication

13.11.1 Use of Interphone for Communication

- 13.11.1.1 Flight crew are advised that for all Cockpit to Cabin communication (Pre-Flight and during flight briefings) interphones should be used.
- 13.11.1.2 Flight crew shall use the interphone to communicate/call any or all cabin crew members at any stage.
- 13.11.1.3 Prior to switching OFF the "Seat Belt" sign at 10,000 feet AGL on departure, and ON below 10,000 feet AGL on arrival, the use of the interphone should be restricted to reports concerning flight safety, because of the high workload on flight deck during take-off and landing.
- 13.11.1.4 At other times, the interphone may be used for communication, especially when passenger comfort and safety can be improved.
- 13.11.1.5 The LCC, or the cabin staff member, shall report to the flight deck in answer to the called station.

13.11.2 VHF Radio Selection

- 13.11.2.1 VHF1 shall normally be used for ATC communications, VHF2 will normally be used for Guard frequency 121.5 MHz on long range over water or if there is possibility of military intercept, except during periods of VHF communication on other channels or due to duties or equipment limitations. The appropriate common Frequency, e.g.123.45 MHz, shall be selected as a backup on VHF 2, or on VHF 3, in airspace where there is no ATC coverage.
- 13.11.2.2 On B-777 aircraft, the use of VHF shall be as given below:
 - a. VHF-L – for communications with ATC.
 - b. VHF-R – for Air-to-Air Communication, Guard Frequency, ATIS and Company Frequency.
 - c. VHF-C – shall be kept on DATA.

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- 13.11.2.3 Each VHF set is equipped with a changeover switch, allowing ON-SIDE operation and OFF-SIDE standby. When frequency changes are required, the new frequency is to be set on the OFF-SIDE prior to operating the changeover switch, thereby leaving the previous frequency available should it be needed.
- 13.11.2.4 Where sequential frequencies are known; they may be selected in advance on the OFF-SIDE after contact has been established on the ON-SIDE.
- 13.11.2.5 The PM is required to closely monitor the VHF selections to avoid loss of radio contact due to inadvertent operation of the changeover switch.
- 13.11.2.6 ATC must be promptly informed whenever a relevant part of the communication equipment fails or becomes unreliable.
- 13.11.2.7 The ATC transponder shall be operated according to instructions received by relevant ATC or as published in the Jeppesen Airway Manual, the altitude reporting mode selector switch will be always kept in the "ON" position, except when requested by ATC.

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13.11.3 Wearing of Headsets

13.11.3.1 Headsets shall be used during all flight phases except for cruise subject to the following:

- a. Whenever a headset is in use, the corresponding loudspeaker should be selected OFF.
- b. Whenever a headset is removed, ensure the loudspeaker is selected ON and interphone shall be selected OFF.
- c. During cruise, headset shall be used for all HF radio communication.
- d. Headsets shall be used whenever different active radio frequencies are being used by individual flight crew members.

13.11.3.2 It is recommended that the PM avoids using the transmit switch on his control wheel whenever the aeroplane is manually flown by the PF.

13.11.3.3 PIACL engineering will provide a serviceable headset for each flight crew member station. Should a headset become unserviceable, the headset from an observer station may be used, but this station will then be considered unusable for training, check or other operational use.

13.11.3.4 Personal headsets/boom microphones are acceptable, provided they comply with the applicable Company specifications. If it cannot be established that a headset conforms to these standards, PIACL Engineering shall be consulted for remedy.

Note: Refer to Chap-14, "Company Regulations" for Headset Replacement Policy.

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13.11.4 Flight Crew Contact with Company during Flight

- 13.11.4.1 Company radio frequencies shall be used to the maximum possible extent for coordination:
- To provide operational and technical assistance.
 - To avoid unnecessary delays resulting from problems during flight.
 - To consider and arrange for passenger convenience etc.
- 13.11.4.2 As soon as the Captain observes that a particular flight is not in accordance with normal operation e.g. technical issues, significant ground or inflight delays, weather deterioration at destination, intermediate or alternate airport (s) or enroute, he / she should inform operations control/ flight dispatch or the outstation representative of such developments and, at the same time, may request assistance.
- 13.11.4.3 Maintaining communication channels with PIACL flights, communication can be achieved by means of:
- VHF radio.
 - ACARS.
 - HF radio.
 - SATCOM (B-777).
 - Any other suitable means.
- 13.11.4.4 Communication should be attempted using the equipment according to the priority above, subject to the qualifications under use of communication equipment shown in the paragraphs below.
- 13.11.4.5 It is important to advise operationally significant events. e.g. an imminent diversion or prolonged holding, or any event which will impact on subsequent schedules or require special action by base staff.
- 13.11.4.6 Procedure for Operation Control Centre functions relevant to flight crew are detailed in the Operation Control Centre Manual.

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13.11.4.7 PIACL Engineering monitors the PIACL Karachi Operations Control VHF frequency and can be accessed using the call sign "Line 1 or Line 2" (as applicable) should technical assistance be required. For other stations engineering can be called if required to assist the flight crew.

13.11.4.8 All PIACL Company frequencies, handling frequencies and HF service providers are given in the Flight Dispatch Manual.

13.11.5 Use of ACARS by Flight Crew

13.11.5.1 ACARS is to be used for departure reports and enroute reports.

13.11.5.2 ACARS should only be used to gather weather data, if the weather data is not available through other means e.g., VOLMET, and then only if the destination weather was forecast to be at or below the higher of CAT I or applicable landing minima at the time of arrival. It is not necessary to update an ETOPS/EDTO alternate forecast.

13.11.5.3 ACARS should only be used to pass IFS (In Flight Supplies) requests in the event of a medical emergency occurring during the flight. Routine requests for wheelchairs are passed by other Company communication channels. Utilize ACARS to provide as early advice as possible to maintenance control of any additional technical problems that have occurred since dispatch.

13.11.5.4 ACARS equipped aeroplane will dispense with SELCAL checks unless the aeroplane is dispatched with an unserviceable ACARS.

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13.11.6 Use of HF Radios by Flight Crew

- 13.11.6.1 The Route Manual indicates the current primary and secondary HF service provider.
- 13.11.6.2 At the commencement of the cruise phase, select an appropriate HF frequency for monitoring the Company nominated HF service provider for:
 - a. Any flight not in continuous VHF contact with ground stations.
 - b. Any flight of more than two hours duration.
- 13.11.6.3 Additionally for flights that have no serviceable ACARS, a call to the Company nominated primary HF service provider is to be made for flight watch purposes. The following information shall be passed:
 - a. Call sign.
 - b. Departure and destination airfields.
 - c. Time that aeroplane will cease flight watch monitoring.
 - d. SELCAL case.
- 13.11.6.4 A satisfactory SELCAL check should be obtained and a SELCAL watch maintained until the given time. On short return flights, where the applicable HF frequency is not likely to change, only one call needs to be made for both sectors.
- 13.11.6.5 During longer duties, changing propagation conditions may mean that the optimum frequency changes, a further SELCAL check should be considered.
- 13.11.6.6 If contact with the primary HF service provider is not possible, a SELCAL watch should be maintained with a secondary HF service provider. In this case, request Karachi operations control, to be alerted by telex that you are maintaining flight watch with the particular service provider.

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13.11.6.7 Phone patches can be arranged through any commercial HF facility, but use should be restricted to essential messages.

13.11.6.8 In abnormal situations the use of phone patch facilities to either Operations Control or Engineering in Karachi should be made as appropriate.

13.11.6.9 Due to the unique performance characteristics of the HF frequency band, the following frequencies are actively monitored by Karachi Communications 24/7:

a. Day Frequencies:

- i. 8930 kHz.
- ii. 13342 kHz.
- iii. 11351 kHz.
- iv. 17940 kHz.

b. Night Frequencies:

- i. 6637 kHz.
- ii. 8930 kHz.

13.11.7 Use of SATCOM by Flight Crew

13.11.7.1 SATCOM charges are expensive and should therefore be only used for communication when other means have been unsuccessful.

13.11.8 Traffic Information Broadcast by Aircraft (TIBA)

13.11.8.1 **General:** Traffic Information Broadcast by Aircraft (TIBA) procedures shall be used to enhance situational awareness and assist in collision avoidance in airspace where ATS is not available, ATS communications are inadequate, or when otherwise required .

13.11.8.2 Applicability

TIBA procedures shall be applied:

- In designated areas as published or notified.
- When instructed by ATC

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- When operating in uncontrolled or non-radar airspace
- where traffic information is not provided

13.11.8.3 Flight Crew Responsibilities

Flight crew shall:

- * Maintain a continuous listening watch on the designated frequency
- * Broadcast position, level, and intentions as required
- * Use standard ICAO phraseology
- * Maintain vigilance for conflicting traffic

13.11.8.4 Procedures

Detailed TIBA procedures, including broadcast intervals, reporting points, frequency usage, and phraseology shall be in accordance with the applicable Jeppesen Manual (Air Traffic Control / TIBA).

13.11.8.5 Separation

The use of TIBA does not relieve the pilot-in-command of the responsibility to maintain separation from other aircraft.

13.12 Operational Reports

13.12.1 Pushback and Punctuality Report

13.12.1.1 The Captain will mention in the de-brief report the departure delay times and reasons, in consultation with ground staff prior to push back. This information will be part of the routine departure message.

13.12.1.2 It is the responsibility of the Operations Control Duty Manager to compare the delay reasons given in the de-brief report and the departure message and to examine the circumstances in more detail whenever there is any significant difference between the two accounts.

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13.12.2 Departure Report

- 13.12.2.1 Communications with the Company will be carried out at Captain's discretion. Such communications shall not be made until the flight is above 10,000 feet AMSL and outside the TMA.
- 13.12.2.2 Above 10,000 feet the PM (Pilot Monitoring) shall contact Company designated frequency and notify:
- Blocks Off time.
 - Airborne time.
 - ETA.
 - Any special messages.
 - The reason for any delayed departure.
- 13.12.2.3 Flight Crew are requested to advise Engineering of any unserviceability which occurred during departure and which is likely to affect subsequent sectors. Such timely information will facilitate the arrangement of the requisite engineering support at outstations.
- 13.12.2.4 In flight, communication with ATC units and frequency 121.5 MHz, shall always take precedence over Company communication.

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13.12.3 Enroute Delay/Abnormal Situation Report

- 13.12.3.1 If unable to advise Company/Ground Handling at departure airport of departure details, or if ETA changes by more than 30 minutes, due to an en-route delay, pass these to Operations Control.
- 13.12.3.2 Any unserviceability that occurs en-route and is likely to affect the dispatch of the aeroplane from the next station should be reported to PIACL Engineering/Operations Control at the earliest opportunity.

13.12.4 Arrival Report

- 13.12.4.1 Flight Crew must report aeroplane technical status for further service when within VHF range.
- 13.12.4.2 The PM will contact Company/Ground Handling at destination when within VHF range and advise:
- ETA.
 - Special passenger handling requirements as requested by LCC.
 - Aeroplane serviceability and operational requirements.

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13.12.5 BLOCK OFF and BLOCK ON – Explanation

13.12.5.1 To remove any ambiguity and standardize the recording of “Block OFF” and “Block ON” timings, particularly for aircraft with unserviceable APU, following guidelines are to be followed.

13.12.5.2 “Block OFF” Time:

- a. Blocks OFF Time is recorded **EXCLUSIVELY** at the commencement of pushback, and **NOT** upon:
 - i. Door close, or
 - ii. Removal of Aero Bridge. (Also called Passenger Boarding Bridge (PBB))
 - iii. The release of the parking brake. or
 - iv. Starting of the first engine.
- b. In instances where pushback is not required, the Blocks OFF time is marked when the aircraft begins taxiing under its own power.

13.12.5.3 Blocks ON Time:

- a. “Block On Time” is defined as the moment the parking brake is engaged at the designated parking stand, **NOT**:
 - i. Upon switching OFF the engines.
 - ii. Placement of chocks and safety cones. or
 - iii. The connection of Aero Bridge. (Also called Passenger Boarding Bridge (PBB))

13.12.5.4 Additional Clarification:

- a. Engine hours/Cycles are calculated when take-off power is set. (Ground time is not included in Engine life/Cycles).
- b. It is imperative to ensure accurate recording of block times in the Flight Log to avoid complications/incorrect post-flight analysis.

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13.13 Communication with Passengers

13.13.1 General

- 13.13.1.1 It is the Captain's responsibility to maintain contact with the passengers to ensure that they receive the best service possible and are kept informed about details of the flight and deviations from normal operations.
- 13.13.1.2 The Public Address (PA) System is an effective service tool. Full use should be made of the PA within the guidelines set out below, whenever flight deck workload permits, to promote greater confidence in PIACL service.
- 13.13.1.3 For all public address messages primarily intended for the passengers, the Flight Deck loudspeakers should be kept OFF and the flight deck door closed.

13.13.2 Responsibility for Information

- 13.13.2.1 On ground, as long as the cabin doors are open, it is the duty of ground staff to inform the Captain about delays exceeding 5 minutes. The Captain in turn will provide appropriate information for the passengers, either personally or through the LCC.
- 13.13.2.2 In case of delayed boarding, information should be sought from the ground staff as to announcements already made to the passengers (e.g. reason for delay).
- 13.13.2.3 As soon as the cabin doors are closed, it is the full responsibility of the Captain or the designated crew member to inform passengers about all substantial irregularities, such as departure or approach delay, technical malfunctions, go-around etc.

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13.13.3 Coordination for Passenger Information

- 13.13.3.1 Announcements should be coordinated with the LCC to avoid duplication of information. Care must be taken not to disturb passengers with routine announcements during the night or while movies are being shown.
- 13.13.3.2 Cockpit crew is not authorized to stop cabin crew from making announcements during any phase of flight. In case crew bunks are occupied on LR flights, cabin crew may be briefed to ensure that all routine announcements are made zone-wise.
- 13.13.3.3 Whenever delays or irregularities occur, the flight crew may be busy with the operational or technical handling of the situation. Therefore, if a delay or irregularity becomes obvious e.g. if the aeroplane is returning to the gate/tarmac or has discontinued its take-off and is back at taxi speed or prepares for landing shortly after take-off, the LCC shall contact the flight crew on his/her own initiative to seek information on the details of the irregularity so as to be able to advise the passengers accordingly if required by the Captain.

13.13.4 Use of Passenger Address System

- 13.13.4.1 Captain/First Officer/LCC and designated cabin crew member are authorized to use PA system. However, in case of emergency, any crew member can use the PA system.
- 13.13.4.2 When using PA system, the following guidelines may be helpful:
- Introduce yourself before the first announcement.
 - Stick to the facts, use direct and simple expressions and well-known geographical names for position reports.
 - Do not use technical terms which the passengers might not understand.
 - Avoid expressions like "Going Down" or "Final Approach" that might make nervous passengers even more anxious.
 - Be cautious in using humour, passengers may disagree on what is funny.

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- f. Avoid expressing opinions.
 - g. Do not make any announcement that may incite political, religious or racist feelings amongst any passenger.
 - h. Do not make announcements to welcome any specific person unless so instructed by Director Flight Operations.
- 13.13.4.3 Passenger announcements should be made in a calm and professional manner. Expressions which could alarm the passengers, such as “Bad Weather”, “Heavy Turbulence”, etc., should be avoided when forecasting weather conditions.
- 13.13.4.4 In addition to advice of any delays, routine announcements from the flight deck should be restricted to the introductory welcoming and farewell addresses.
- 13.13.4.5 Other than this, announcements from the flight deck during cruise should be restricted to those relating to en route flight information, flight progress, emergency or abnormal situations, or when turbulence is encountered.
- 13.13.5 Guideline for Passenger Announcement**
- 13.13.5.1 The Captain should introduce himself, then his First Officer, by name. At the end of the initial welcome, the LCC should also be introduced by name.
- 13.13.5.2 Having spoken to the passengers, the Captain may, if he wishes, handover responsibility for the remainder of the announcement to the First Officer.
- 13.13.5.3 Information should be provided about the flight plan, weather en route and any other information deemed necessary.
- 13.13.5.4 Subsequent announcements, if appropriate, should state additional en-route information, e.g. flight progress, points of special interests, leaving and reaching coastlines on ocean flights, etc. These announcements shall normally also be made in IMC.

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13.13.5.5 The closing announcements should be made when the destination actual weather report has been received and the traffic situation at the landing airfield can be better judged as to possible arrival delays, etc. This announcement should be given close to the top of descent once it has been established that the in-flight entertainment system has been switched OFF. Co-ordination with the LCC is recommended if Captain's address is to be made at the optimum moment.

13.13.5.6 In order to standardize Passenger Announcements, cockpit crew are required to adhere to the sample announcements as explained below:

- a. On Ground (Mandatory) – [Annex-13A](#).
- b. Just before Top of Descent (Mandatory) – [Annex-13B](#).

13.13.6 Pax Announcement – Off Schedule Operations

13.13.6.1 Suitable information should, if possible, be transmitted before passengers start impatient inquiries, but not before a sound explanation of the circumstances can be given. Information should be based on the principles as explained in the coming paragraphs.

13.13.6.2 Reasonable and realistic duration of time delay should be announced. Once a definite time has been given, this time should not be extended further without informing the passengers accordingly. If no time statement can be made, the passenger should be told so.

13.13.6.3 In case of prolonged delay, the Captain should inform the passengers through the LCC of all arrangements which concern them, in such a way that no misunderstanding between the flight crew, cabin crew, and passengers will arise.

13.13.6.4 During extended ground stays in case of irregularities, personal contact between the crew and passengers may assist in handling the situation. It is of great importance that the Captain and Station personnel are always aware of each other's whereabouts and those of all crew members.

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- 13.13.6.5 Changes to departure time should be transmitted to these groups as soon as practicable by the Station personnel.
- 13.13.6.6 In case of delay in departure exceeding five (05) minutes from scheduled departure time, Captains are required to keep their passengers informed. The actual reason for the delay should be given, e.g. late arrival of aircraft. Words like operational, consequential etc. should be avoided. In addition, if possible and in coordination with ground staff, the extent of the delay should be determined and conveyed to passengers. Furthermore, in case of delays beyond the control of PIACL, Captains should explain and communicate the reasons to passengers by proper announcements at regular intervals.
- 13.13.6.7 When a diversion becomes necessary, passengers should be informed as soon as possible and be advised that their onward transportation or accommodation will be arranged by ground personnel.
- 13.13.6.8 After landing, there may be delays in parking/opening of doors which are not in control of PIACL e.g. late parking of aircraft due to non-availability of parking stand, wrong parking gate allocated due to ATC systems, non-availability of marshaller, delay in connection of aero bridge or ground services provided, or immigration requirements at the arrival station etc. In such cases, Captains are required to make an announcement informing passengers about the actual reasons/situation causing the delay, with the name of the agency responsible.
- 13.13.6.9 An announcement from the Captain is regarded in high esteem. Therefore, it is imperative that Captains make timely announcements to pacify edgy passengers and project the image of the PIACL in a positive manner.

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13.13.7 Briefing of Passenger in an Emergency

- 13.13.7.1 Proper briefing of passengers is vitally important to prevent shock or panic. It is of special importance that the Captain should inform the passengers over PA personally. He shall explain situations like turbulence or abnormal situations in a calm, professional manner. The intent is to instill confidence in the passengers that the crew members know exactly what they are doing. The briefing should include instructions as appropriate depending on the circumstances.
- 13.13.7.2 Only when conditions prevent the Captain from informing the passengers himself, he may designate and brief another crew member to give the passenger briefing.

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13.14 Sterile Cockpit Rule

- 13.14.1 The flight deck shall be considered Sterile from the beginning of the engine start until 10,000 feet AAL and during descent from 10,000 feet AAL till engine shut down or when one crew member leaves the cockpit and during all other critical phases of flight as declared by PIC.
- 13.14.2 The following protocols shall be followed during the sterile phase:
- Cockpit Crew shall not leave their seats below 10,000 feet AGL.
 - All communication and activities on the flight deck should be limited to those essential to the safe operation of the flight. Non-essential radio communication with Company and passenger announcements will be avoided.
 - Crew will not involve in taking refreshments and irrelevant conversation or reading publications that do not pertain to the conduct of the flight.
 - Cockpit to Cabin interphone system shall be used for all communication between cockpit and cabin crew. Headset and boom mikes shall be used for all communication with ATC.
 - It should be noted that, unwarranted activities below 10,000 feet may not be directly related to flight safety, it however is in violation with the Sterile Cockpit Rule.
 - SEP Manual also covers the sterile cockpit concept.

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- 13.14.3 Cabin Crew should not interrupt, enter, knock, call cockpit on interphone during the period when the cockpit is Sterile except for the categories listed and indicated in Table 13-2 below:

Table 13-2 : Variations to Sterile Cockpit Rule	
Category 1	Routine Interruptions
	1. Door Closing 2. Safety Announcements and Checks Completed 3. Cabin too Hot or Cold
Category 2	Unusual Occurrences
	1. Sudden Illness / Sickness of a Passenger 2. Unruly Passenger 3. Last minute serious Cabin defect
Category 3	Emergency Situations
	1. Cabin Fumes / Smoke / Fire 2. Any abnormality observed Wing or Engine area

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13.15 Aeroplane Acceptance – General

- 13.15.1 On arrival at the aeroplane, carry out the Initial Inspection as per FCOM of the specific aeroplane which includes external safety inspection, cockpit safety inspection and preliminary cockpit preparation.
- 13.15.2 On entering the aeroplane, obtain the Technical (Maintenance) Log, verify the Certificate of Maintenance and Daily Inspection (or similar) are up-to-date and signed off. Check the deferred or carried forward defects.
- 13.15.3 If the refueling has already been performed check the uplift quantity. As far as practicable, re-fueling shall be done in coordination with Dispatch and/or Captain. Any extra fuel request to be made by writing, in the remark's column of the fuel indent form.
- 13.15.4 The Captain is responsible that the necessary preflight and post flight checks according to the FCOM, and SOPs have been carried out. The information from the aeroplane Tech Log and the result of the Flight Crew preflight check will enable the Captain to decide whether the minimum technical requirements for the safe conduct of the intended flight are fulfilled. The PIC has final authority to accept or reject an aeroplane for flight if dissatisfied with any aspect of airworthiness and/ or maintenance status of the aeroplane.
- 13.15.5 Flight Crew should review the Aeroplane Technical Log together to ensure that both pilots are aware of defects and MEL items. This review should include Notices to Crew, entries over recent past flights, and Acceptable Carry Forward Defects. It is preferable, but not always possible, to review the Tech Log prior to commencing Exterior Inspection and Cockpit Preparation. The PIC shall ensure that all defects affecting airworthiness of aeroplane have been processed in accordance with the MEL or CDL prior to departure.

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13.16 Procedures from Pre-Flight to Parking of the Aircraft after Flight and Leaving the Aircraft

13.16.1 Please refer to Aircraft Type SOP and/or FCOM for the following functions:

- a. Pre-Flight Preparation.
- b. Exterior Safety Inspection.
- c. Aircraft Normal and Emergency Briefing.
- d. Final Cockpit Preparation.
- e. Calculation of Take Off Data.
- f. Passenger Door Closing.
- g. Push Back/Tow Out and Engine Start.
- h. Taxiing (**See Note below**).
- i. Use of Auto Brake System.
- j. Runway Change Prior to Take Off.
- k. Take Off and Climb Procedures.
- l. Intersection Take Off.
- m. Take Off Roll.
- n. Climb Phase.
- o. Noise Abatement.
- p. Cruise, Descent and Approach.
- q. Descent Planning.
- r. Landing.
- s. Go Around.
- t. Holding.
- u. Landing and use of Auto Brake.
- v. Touchdown.
- w. Landing Roll.
- x. After Landing, Parking and Leaving the Aeroplane.

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Note: *Normally CM1 will be responsible for all Ground Operations i.e. taxiing of aircraft. However, Line Captains are authorized to allow the First Officers to taxi the aircraft at their discretion, provided there is no adverse weather condition, technical issues or during single engine taxi Operations.*

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13.17 Landing – General

13.17.1 Choice of Runway

- 13.17.1.1 The Captain should always check which runway gives the best safety margin under the actual weather and runway conditions at the ETA. In principle, runway selection should consider all known safety, operational and environmental factors, e.g. ATC situation, preferential runway, noise abatement procedures, etc.
- 13.17.1.2 The available runway length shall not be less than that required for the actual landing weight under the actual weather and runway conditions according to data provided in the FCOM and runway performance charts.
- 13.17.1.3 The actual landing weight shall not exceed the maximum weight allowed by runway limitations or maximum landing weight according to these FCOM.
- 13.17.1.4 The **“Cabin crew take your seats for landing”** PA shall be made.

13.17.2 Use of Auto Brake

- 13.17.2.1 Use of the auto brakes for landing is at the Captain's discretion.
- 13.17.2.2 Autobrake has its advantages on wet and contaminated runways as well as in cases where minimum runway length is available.
- 13.17.2.3 Autobrake LOW setting is recommended for auto-landings, low visibility approaches and crosswind landings.
- 13.17.2.4 MEDIUM auto-brake settings are recommended for the contaminated runways.

13.17.3 Landing Sequence

- 13.17.3.1 For approach and landing, ATC provides a longitudinal separation of 3 to 5 NM depending on the wake category of aeroplane in the approach sequence.

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13.17.4 Landing with No Glide Slope Reference

- 13.17.4.1 On approach, where no glide path reference is available, the PF shall aim for a 3 degrees glide slope.

13.17.5 Height Over Runway Threshold

- 13.17.5.1 The runway threshold shall normally be crossed either on the electronic glide path or at 50 feet radio height.
- 13.17.5.2 Auto land is authorized only if the wheel height clearance over the runway threshold is at least 20 feet radio height.

13.17.6 Special Cases

- 13.17.6.1 Depending on the aeroplane type some ILS installations provide only marginal wheel height clearance over the runway threshold. If a small height correction is made on short final to cross the runway threshold at normal wheel height, due consideration must be paid to the available runway length.
- 13.17.6.2 In order to have the maximum runway length available, a displaced threshold may be crossed at a height slightly lower than normal, if favorable conditions permit. i.e. good weather, no obstacles, no obvious noise problems. A landing before a displaced threshold must be avoided at all costs.
- 13.17.6.3 On an auto-land approach, a wheel height of less than 20 feet over a displaced threshold may be accepted provided that the section of the runway between the runway threshold and the displaced threshold is usable for the respective aeroplane type.
- 13.17.6.4 Reserved For Future Use

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13.17.7 Touchdown

- 13.17.7.1 The desired touchdown point is between 300 and 600 meters from the landing threshold. Corresponding runway markings, the position of VASI bars or lighted touchdown wing bars are of assistance in determining the correct aiming point.
- 13.17.7.2 If a touchdown cannot be accomplished within the desired touchdown zone, a go around shall normally be initiated with due regard to the remaining runway length, actual position with respect to the runway, spool-up of engines and aeroplane speed must be carefully evaluated.
- 13.17.7.3 Every effort shall be made to land on and remain on the runway centerline, as this provides the best margin for correction in case of alignment difficulties after touchdown.
- 13.17.7.4 Unless the runway length or other factors dictate otherwise, only moderate braking should be applied after landing. The use of heavy braking for the purpose of making a runway turnoff shortly after touchdown should be avoided, unless compelling operational considerations require it.

13.17.8 Landing Roll

- 13.17.8.1 The Captain must decide whether immediate brake application is required for deceleration, or whether the braking may be delayed having considered the factors that may affect landing performance include, but are not limited to:
 - a. Runway contamination.
 - b. Runway cutback or reduced runway available.
 - c. Environmental conditions at the ETA (crosswind, tailwind, wind gusts, rain, etc).
 - d. Aeroplane equipment outages.
 - e. Flight control malfunctions, engine failures, or other non-normal/emergency events that may affect landing distance.
 - f. Flap setting to be used.
 - g. The use of manual vs. autobrakes (if available).

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- h. The use/availability of reverse thrust.
- i. The use of automatic approach and landing (if available).
- j. Any other event or contingency that degrades stopping ability or increases landing distance under the conditions present at the ETA.

13.17.8.2 Flight crew shall ensure, prior to arrival at the destination or alternate aerodrome, that the landing distance available (LDA) is sufficient to permit a safe landing with the required safety margin, in accordance with the Aircraft Flight Manual (AFM) and applicable SOP.

This assessment shall take into account:

- a. The runway intended to be used.
- b. The meteorological conditions expected at the estimated time of arrival, including wind, temperature, pressure, and runway surface condition (dry, wet or contaminated), as well as runway slope.
- c. The aircraft landing mass, configuration, and deceleration means to be used, including any inoperative systems affecting landing performance.

The required landing distance, including applicable safety factors, shall not exceed the landing distance available.

- 13.17.8.3 For braking techniques and the calculation of landing distances, refer to the aircraft type FCOM.
- 13.17.8.4 Reverse thrust shall be used on every landing. The amount of reverse thrust used is at the Captain's discretion and is dictated by factors such as runway conditions, wind, runway length available and local procedures etc.
- 13.17.8.5 Since reverse thrust is most effective at high speed, it should be applied as soon as possible after touchdown and shall be selected symmetrically. Caution must be exercised when

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asymmetric reverse thrust is available. For details, refer to the relevant FCOM.

13.17.9 Reporting of Braking Action

13.17.9.1 It is mandatory for crew to report braking action if it is poorer than previously reported. This information is crucial for aerodrome Operators, who may adjust runway conditions accordingly. Additionally, subsequent flight crews using the same runway can benefit from these reported values to anticipate and adjust their performance calculation accordingly. For a more detailed guide refer to Global Reporting Format (GRF) in Jeppesen.

13.18 After Landing, Parking and Leaving the Aeroplane

13.18.1 Clearing the Runway after Landing

13.18.1.1 Unless instructions are issued otherwise, the active runway should be cleared at the first opportunity after the aeroplane speed has been reduced to normal taxi speed.

13.18.1.2 Only authorized runway turnoff points shall be used.

13.18.1.3 After clearing the runway, taxi instructions shall be obtained prior to taxiing back. No clean-up actions will be undertaken until both pilots have confirmed the taxi route and instructions.

13.18.2 Parking of the Aircraft

13.18.2.1 Both pilots will maintain a lookout while approaching the parking bay. First Officer shall announce aeroplane type on AGNIS (or other system types used for parking) and relevant stop markings. If there is any doubt about clearance available, stop the aeroplane and wait for marshalling assistance.

Note: *For automated Guide-In Systems for aircraft parking, refer to Jeppesen Manual.*

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13.18.3 Placement of Chocks and Safety Cones

- 13.18.3.1 After engines are shut down and beacon light switched OFF, confirm with the ground personnel regarding placement of chocks and safety cones before allowing ground support equipment to cross ERA (Equipment Restriction Area) zone for respective positioning.
- 13.18.3.2 Cabin doors will only be opened for disembarkation after the above is confirmed.

13.18.4 Safety Precaution – Operation of Pax Door in Armed Mode

- 13.18.4.1 In order to avoid inadvertent deployment/inflation of slides/rafts, LCC and Cabin Crew shall seek permission from flight deck on intercom prior to opening any door.
- 13.18.4.2 Flight crew shall cross check that slides are disarmed on cockpit display before allowing doors to be opened.

13.18.5 Operation with APU U/S and No GPU Available at Airport

- 13.18.5.1 The procedure given below shall be followed in case a flight with unserviceable APU has to divert to and land at an aerodrome without ground handling facilities:
- ATC is to be informed for the embarkation / disembarkation of passengers with one engine running.
 - Right engine (No. 2 Engine) **only** is to be switched OFF.
 - Passengers and cargo are to be disembarked/embarked from right side (starboard side).
 - The left side is to be cordoned by ground staff.
 - At least one cockpit crew shall always remain in the cockpit with positive contact with ground personnel and tower.

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13.18.6 Coordination with Engineering

- 13.18.6.1 Ground Engineer shall meet the Captain after disembarkation of passengers, to discuss the technical status of the aircraft.
- 13.18.6.2 It should be noted that the concerned Ground Engineer may be busy handling other aircraft and in such cases the Captain may brief the available engineering personnel. However, the Captain may request for the concerned engineer, if in his opinion, briefing would be better communicated directly.

13.18.7 Leaving the Aeroplane

- 13.18.7.1 Each pilot should tidy up the cockpit. Place the inflight documents/paperwork in the flight envelope.
- 13.18.7.2 Switch OFF flight deck and instrument lights, zero stopwatches and elapsed time.
- 13.18.7.3 Reinstate aeroplane headset (if a personal headset has been used).

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13.19 Authorized Approaches – M/s PIACL

13.19.1 Definitions

13.19.1.1 Approach Maneuvering Procedures: Such procedures are part of the initial approach segment and are constructed to enter the intermediate approach either in level flight or while descending. These procedures may consist of:

- Reversal procedures; or
- Racetrack procedures.
- Radar Vectors.

13.19.1.2 Arrival Routes: Routes identified in an approach procedure by which an aeroplane may proceed from the en-route phase of flight to an initial approach fix.

13.19.1.3 Circling Approach: An extension of an instrument approach procedure which provides for visual circling of the airfield prior to landing.

13.19.1.4 Constant Descent Approach (CDA): A noise abatement technique for arriving aircraft in which the pilot, when given descent clearance below Transition Altitude by ATC, will descend at the rate best suited to the achievement of continuous descent, whilst meeting the ATC speed control requirements, the objective being to join the glide-path at the appropriate height for the distance without recourse to level flight.

13.19.1.5 Clearance Limit: The point to which an aeroplane has received an ATC clearance.

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13.19.1.6 **Decision Altitude/Height (DA/DH):**

- The specified altitude or height in a precision approach at which a missed approach must be initiated if the required visual reference to continue the approach has not been established.
- Decision Altitude (DA) is referenced to mean sea level (MSL) and decision height (DH) is referenced to the threshold elevation.
- Decision Altitude (DA) is measured on the barometric altimeter, Decision Height (DH) is measured on the radio altimeter.

13.19.1.7 **Downgrading:** A change of procedure to a precision approach category with higher minima due to system malfunction or deficiency in the aeroplane or ground equipment.

13.19.1.8 **Final Approach Fix (FAF)**

- The fix from which the final approach (IFR) to an airport is executed, and which identifies the beginning of the final approach segment.
- It is designated in the profile view of Jeppesen Terminal charts by the Maltese cross symbol for non-precision approaches and by glide slope/path intercept on precision approaches.

13.19.1.9 **Hold/Holding Procedure:** A predetermined maneuver which keeps an aeroplane within a specified airspace while awaiting further clearance from air traffic control.

13.19.1.10 **IMC Approach:** A flight path by reference to flight instruments from the initial approach fix or, where applicable, from the beginning of a defined arrival route (e.g. turning base leg when being radar-vectorred) to a point from which a landing can be made.

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13.19.1.11 Initial Approach Segment: That segment of an instrument approach procedure between the initial approach fix or the intermediate approach fix or, the final approach fix point.

13.19.1.12 Intermediate Approach Segment: That segment of an instrument approach between either the intermediate approach fix, and the final approach fix or point, or between the end of a reversal, racetrack or dead reckoning track procedure and the final approach fix.

13.19.1.13 Minimum Descent Altitude/Height (MDA/H): A specified altitude or height in a non-precision approach or circling approach below which descent may not be made without visual reference.

13.19.1.14 Missed Approach Point (MAP)

- a. The point in an instrument approach procedure at or before which the prescribed missed approach procedure must be initiated to ensure that the minimum obstacle clearance is not infringed.
- b. For a precision approach the MAP is the position where the glide slope and localizer intersect the DH/DA. For a non-precision approach at MDA, the MAP be charted as:
 - i. A navigational facility.
 - ii. A fix.
 - iii. A specified distance from the FAF.

13.19.1.15 Missed Approach Procedure: The procedure to be followed if the approach cannot be continued further.

13.19.1.16 Precision Approach: An instrument approach procedure utilizing azimuth and glide path information provided by ILS or PAR.

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13.19.1.17 **Procedure Turn:** A maneuver in which a turn is made away from the designated track followed by a turn in the opposite direction to permit the aeroplane to intercept and proceed along the reciprocal of the designated track.

13.19.1.18 **Racetrack Procedure:** A procedure designed to enable the aeroplane to reduce altitude during the initial approach segment and/or establish the aeroplane inbound when the entry into a reversal procedure is not practical.

13.19.1.19 **Reversal Procedure:** A procedure designed to enable the aeroplane to reverse direction during the initial approach segment of an instrument approach procedure. The sequence may include procedure turn or base turn.

13.19.1.20 **Visual Reference:** Sufficient visible cues to be able to positively establish the actual aeroplane position relative to the desired flight path. The following are the minimum acceptable visual references at DH/DA/MDA:

- a. **CAT I.** A minimum of 6 consecutive lights. These may be approach or runway lights, or a combination of both.
- b. **Non-Precision Approach.** A minimum of 7 consecutive approach lights if available. At least the threshold of the runway of intended landing if approach lights are not available.
- c. **Circling Approach.** During the circling maneuver, visual contact with the surface and visual reference with the landing runway must be maintained. The altitude flown should be the highest consistent with visual contact with ground and separation from the cloud ceiling.

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13.20 Preparation for Approach

13.20.1 Principles

13.20.1.1 Descent, approach and landing require concentration and optimum co-ordination of all crew members concerned. Therefore, it is important that:

- The applicable approach procedures are strictly followed if the aeroplane is flown under IMC. Any deviations from standard approach procedures must be fully briefed.
- Standard Operating and FCOM Procedures of the respective aeroplane shall be strictly adhered to.
- All phases of approach shall be preplanned in a timely manner.
- Both pilots shall continuously monitor the approach progress and cross-check the flight instruments.

13.20.1.2 The navigation aids and equipment providing the optimum approach guidance shall be used regardless of the weather conditions and shall comply with the cleared approach and missed approach procedures.

13.20.1.3 In the context of this policy, the ADF receivers shall be set on the same frequency for instrument final approach to enable easy cross-checking and to avoid misinterpretation (if applicable).

13.20.1.4 The Captain is to decide whether an approach shall be commenced based on crew qualification, operational equipment (onboard and on ground), weather/operating minima and the probability of a successful landing.

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13.20.2 Meteorological Information

- 13.20.2.1 The latest meteorological information shall be obtained and evaluated before commencing an approach. Due regard must also be given to the runway surface conditions, etc. full use shall be made of Automatic Terminal Information Service (ATIS) and reliable PIREPS (Pilot Reports) that update ceiling and visibility conditions.
- 13.20.2.2 For landing, the latest wind information given by ATC Tower shall be considered in the context of the operational limitations or recommendations for the aeroplane type. The wind information derived from other sources, e.g. IRS, FMS, etc, is for information purposes only.

13.20.3 Landing Data

- 13.20.3.1 The landing weight shall be determined and speed bugs (if applicable) set according to the fleet specific FCOM.

13.20.4 Approach Briefing

- 13.20.4.1 The details of the briefing should reflect weather conditions and fuel state at the destination and should include appropriate items from the following:
- Weather, Fuel, Alternate, Holding.
 - Check aeroplane system status.
 - Descent, Arrival.
 - Approach, Go-Around.
 - Runway, Taxi, Parking.
- 13.20.4.2 A good approach begins with proper planning and briefing. Before commencing the descent, Pilot Flying (PF) shall brief all flight crew members on the intended procedure. This approach briefing should include appropriate items from the following:
- Descent point.
 - Weather conditions at destination and alternate.

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- c. Holding time available at destination before diversion and diversion routing.
- d. Expected inbound routing or STAR including any speed or altitude restriction.
- e. Holding facilities and procedures.
- f. Setting/use of navigation aids/equipment.
- g. A review of the relevant Approach Chart for:
 - i. Altitude restrictions and terrain considerations.
 - ii. Planned altitude for visual or circling approach.
 - iii. Speed restrictions and acceleration altitude for Go Around (GA).
 - iv. If the FMS is to be used for GA, then the FMS procedure must be verified with Jeppesen chart.
- h. Communication failure procedures.
- i. Special considerations due to conditions (e.g. use of auto brake, windshield wipers etc.).
- j. Runway condition.
- k. Any un-serviceability of airfield equipment.
- l. Anticipated taxi route after landing.

13.20.5 Identification of Airfield and Runway

- 13.20.5.1 At certain airfields the proximity of adjacent airfields, multiple runways and even the proximity of highways to a runway can create confusion and result in a landing at the wrong airport or on the wrong runway, especially during darkness. All measures shall, therefore, be taken using all resources to ensure proper identification of the assigned runway.

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13.20.6 Setting up of Navigation Aids – NDB Approach

- 13.20.6.1 Two ADF selectors having one frequency selected on each control box will use the following guidelines:
- ADF No. 1 set the primary NDB for the procedure.
 - ADF No. 2 set to go-around NDB. If not available or applicable set the primary NDB.
- 13.20.6.2 If possible, the VOR Receivers should be tuned to facilities which can provide additional position information.
- 13.20.6.3 For further details refer to fleet specific SOPs.

13.20.7 Setting up of Navigation Aids – VOR Approach

- VOR of PF: Set the primary VOR and radial for the approach.
- VOR of PM: Set to any facility (VOR or DME) required for transition to the main VOR final approach. When radial or distance information is no longer required from this source, switch to the main VOR facility for the rest of the approach.
- ADF setup as for NDB approach.
- For further details refer to fleet specific SOPs.

13.20.8 Setting up of Navigation Aids – ILS Approach

- The appropriate ILS frequency should be tuned on the appropriate selector. Both VORs should initially be set up in the optimum configuration for the initial approach procedure.
- Once established on the localizer the selections appropriate to the go-around procedure should be made. If, however, DME or radial information is required at a point after the initial approach fix, this selection should be delayed accordingly.
- If neither the initial approach nor go-around requires procedural use of VOR, then any available field VOR should be selected. Follow the aircraft FCOM/SOP.
- ADF setup as for NDB approach.

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13.20.9 Setting up of Navigation Aids – Radar Approach

- a. The navigation radios should be set up on facilities in the immediate vicinity of the airport which will supply the best available position information for secondary reference during the approach.
- b. Before commencing any instrument approach, the missed approach procedure should be reviewed. Any change to navigational radio frequencies required by this procedure should be fully anticipated if a missed approach becomes necessary.
- c. Should an actual missed approach be initiated, all navigational radios shall be tuned and identified as required by procedure.

13.20.10 Approach Authorization and Terrain Clearance

- a. Before the commencement of any approach, it is the responsibility of the Pilot-in-Command to determine that, based on all available information, the weather at the airfield concerned and the condition of the runway to be used should not prevent a safe approach, landing or missed approach having regard to the appropriate performance information.

13.20.11 Aerodrome Operating Minima

- a. State minimums or Company minimums as defined in Ops Specs – whichever is higher. For additional details refer to Air Traffic Control Chapter of Jeppesen Airway Manual.

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13.20.12 Commencement & Continuation of Approach (Approach Ban)

- a. An instrument approach may be commenced regardless of the reported RVR/VIS but shall not be continued beyond the Outer Marker (OM), or equivalent position, if the reported RVR/VIS is less than the applicable minimums.
- b. If, on a straight in approach, after passing the OM or equivalent position the reported RVR/VIS falls below the applicable minimum, the approach may be continued to DA/DH or MDA.
- c. Provided that the required visual reference has been established at the DA(H) or MDA(H) and thereafter, the approach and subsequent landing may be completed.
- d. Where no Outer Marker (OM) or equivalent position exists, the Pilot-in-Command shall decide whether to continue or discontinue the approach before descending below a height of 1000 feet above the aerodrome on the final approach segment.
- e. The approach may be continued below DA/DH or MDA(H) and a landing may be completed, provided that the required visual reference is established at DA(H) or MDA(H) and is maintained.

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13.21 Terrain Clearance in Descent

13.21.1 IMC Descent/Approach

13.21.1.1 In order to ensure safe terrain clearance, the published minimum altitudes, flight levels and intermediate approach altitudes must be strictly adhered to. Once a positive check against navigation aid (e.g. published VOR radial/DME position, etc.) indicates the correct position, further descent or continuation of the approach as stipulated on the approach chart may be made.

13.21.1.2 In this context:

- a. A MEA, MOCA or MORA lower than the respective MSA may be flown only when it can be clearly established that the aeroplane is within the defined sector /distance.
- b. Following an ILS / glide path on a direct approach using own navigation is only authorized when established on the localizer and if:
 - i. The ILS / glide path is intercepted within its coverage sector (approximately 10 NM out).
 - ii. The ILS / glide path is being intercepted from below.
 - iii. The ILS / glide path vs height can be checked against ILS / DME or other distance measuring means.

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13.21.2 Descent Under Radar Control

- 13.21.2.1 A clearance given by ATC, for a flight level or altitude below the applicable MOCA or MORA shall be accepted only if the aeroplane is positively identified and vectored by approach radar. In this case the radar controller is responsible for ensuring adequate terrain clearance while vectoring the aeroplane. However, when being vectored in this manner, the flight crew shall utilize all possible navaids to monitor the aeroplane's position and height. Where doubts exist about positive identification, no descent below the applicable minimum flight level/altitude shall be made.
- 13.21.2.2 When being radar vectored to the final approach course, pilots should not report "established" or "field in sight" until it is certain that the approach can safely be completed without radar assistance.

13.21.3 Criteria for rate of descent

When operating at low heights above ground level, flight crew shall control the rate of descent to reduce terrain closure rate and increase available reaction time.

If an altitude change of 1000 ft or less is required, a rate of descent between 500-1000 ft/min should be used.

When descending below 5000 ft AGL, the rate of descent shall not exceed 2000 ft/min.

Below 2000 ft AGL, the rate of descent shall not exceed 1000 ft/min.

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13.22 Segments of an Instrument Approach

13.22.1 The procedure is normally divided into 5 segments, arrival, initial, intermediate, final and missed approach, where each segment may begin at a designated aid or fix.

- a. **Initial Approach Fix (IAF).** IAF is defined as an aid/fix where the initial approach segment begins.
- b. **Intermediate Fix (IF).** IF is defined as an intersection between the initial and the intermediate approach segments.
- c. **Final Approach Fix or Point (FAF/FAP).** FAP is defined as the FIX or point of an instrument approach procedure where the Final Approach Segment commences.
- d. **Missed Approach Point (MAP).** That point in an instrument approach procedure at or before which the prescribed missed approach procedure must be initiated to ensure that the minimum obstacle clearance is not infringed.
- e. **Initial and Intermediate Approach.** Normally, arrival routes are published from the enroute phase to a fix or facility used in the instrument approach procedure. This arrival route ends at the initial approach fix. If no such fix or facility is available, the instrument approach procedure is constructed with one of the following procedures:
 - i. Reversal procedure, or
 - ii. Racetrack procedure.

Note: *Care must be taken to remain within the stipulated maneuvering area. Time and speed control must be closely observed unless, local speed restrictions are specified or ATC requests otherwise.*

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13.23 Noise Abatement

13.23.1 The initial and intermediate approach shall be flown with the lowest possible drag, preferably in a clean configuration and arranged to join a 3 degrees glide path not lower than 2000 feet AGL whenever possible.

13.23.2 For Noise Abatement Take Off, refer to Jeppesen Manual.

13.24 Aeroplane Stabilization on Approach

13.24.1 General

13.24.1.1 The approach is stabilized when all the following conditions are met:

- a. The aeroplane is on correct flight path.
- b. Only small changes in heading or pitch are required to maintain the correct flight path.
- c. The aeroplane speed is not more than planned Vapp +20 kts indicated airspeed and not less than Vapp -5 kts, unless otherwise specified by fleet SOP.
- d. The aeroplane is in the correct landing configuration.
- e. The rate of descent is no greater than 1000 feet per minute below 2000 feet AGL. If an approach it requires the rate of descent greater than 1000 feet per minute, a special briefing should be conducted.
- f. Power setting is appropriate to the aeroplane configuration and is not below the minimum power for approach as defined by FCOM.
- g. All briefings and checklists have been completed.
- h. Instrument landing system (ILS) approaches must be flown within one dot of the glide slope and localizer.
- i. Unique approach procedures or abnormal conditions requiring a deviation from the above elements of a stabilized approach require a special briefing.

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- j. To detect windshear and the magnitude of wind aloft, all available aeroplane equipment such as FMS, IRS etc. shall be used.
- k. For the effect of wake turbulence refer to Chap-8, Para 8.53.5.
- l. PIACL has non-punitive Go Around policy, when crew decides to Go Around after having committed to land at an airfield due to factors deemed against the safety of flight. However, for feedback and data compilation purpose only, Captain shall annotate any Go Around or diversion in the DBR.
- m. Go Around is mandatory if the aeroplane is not stabilized on approached by 1000 feet AGL irrespective of VMC or IMC.
- n. Where certain types of approaches example low visibility, circling, non-precision necessitates turns for alignment purposes below 500 feet, it is essential that special attention should be given to bank angle.
- o. If the stabilised approach criteria cannot be maintained at any time below 1000 ft AGL an immediate Go Around shall be executed

13.24.2 Outer Marker Checks

- 13.24.2.1 On all straight-in approaches the following shall be checked upon passing the OM or any substitute as published on the approach chart:
 - a. Altitude.
 - b. Time “for non-precision approaches where necessary”.
- 13.24.2.2 This check is initiated by the PM who will call “Outer Marker” and announce the correct crossing altitude. The PF will the cross-check the altitude and call “Check”. For a non-precision approach, stopwatches should be started as necessary.

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13.25 Standard Callouts

13.25.1 Both pilots shall monitor the approach, and PM shall make the appropriate calls as per FCOM/SOP.

13.26 Presentation of Minima

13.26.1 General

13.26.1.1 Minima in the Jeppesen approach charts are presented as follows:

- a. Take Off Minima:
 - i. Ceiling/vertical visibility and Visibility / Runway Visual Range (RVR).
- b. Landing Minima:
 - i. Ceiling/vertical visibility and Visibility / Runway Visual Range (RVR).
- c. Precision Approach:
 - i. Decision altitude (DA) or decision height (DH) and visibility (VIS) or Runway Visual Range (RVR). Whenever the reported visibility is less than 800 meters RVR must be reported for landing authorization. In case RVR is not being reported refer to in Chap-8, Para 8.9.4 Table 8.4.
- d. Non- Precision Approach:
 - i. Minimum Descent Altitude (MDA) and visibility (VIS) or RVR.
- e. Circling Approach:
 - i. Minimum Descent Altitude (MDA) and visibility (VIS).

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Note-1: *RVR values are only shown on the Jeppesen approach charts when the value is not the same as the meteorological visibility value. Where a difference occurs, the RVR and meteorological visibility values are prefixed RVR and VIS respectively. When there is no difference, the minimum is shown only once and means either RVR or visibility.*

Note-2: *In principle, minima for straight in NDB/VOR approaches will be published where the final approach course does not diverge more than 20 degrees from the centerline of the runway.*

13.26.2 Conditions for Use of Minima

13.26.2.1 During normal operation it is prohibited for PIACL aeroplane to land on runways, or make approaches using navigational aids, for which there is no appropriate Jeppesen chart.

13.26.2.2 Minimum values given on the Approach Chart for a specific type of approach may be considered applicable, if:

- The complete ground equipment shown on the respective chart for the intended procedure is fully operative.
- The required aeroplane systems according to FCOM are fully operative.
- The crew is qualified accordingly.

13.26.2.3 These applicable values shall be governing for the selection of destinations and alternates in connection with the pre-flight planning rules. For approach authorization, the actual conditions must be assessed and taken into consideration with respect to the use of the minima.

13.26.2.4 The Captain is authorized to apply extra increments to the minima for other reasons if, in his/her judgment, it is necessary for the safe operation of the aeroplane e.g. the possibility of severe turbulence or windshear, or if the physical condition (under fatigue) of any Flight Crew member so requires.

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13.26.3 ILS Minima

- 10.26.3.1 ILS minima are based on the availability of a complete ILS installation, i.e. localizer, glide path and outer marker or substitute as published on the chart.
- 10.26.3.2 For a precision approach, the middle marker may be disregarded.
- 10.26.3.3 In case of unserviceability of the ILS glide path, a localizer approach may be flown if published. The minima are only valid when an outer marker or substitute, as published on the chart, permits a positive check of the prescribed altitude at this point. The middle marker normally serves as the missed approach point (MAP).

13.26.4 Availability of Secondary Power Supply

- 10.26.4.1 The non-availability of a secondary power supply for ground navigational equipment does not affect the operation and minima unless the facility is officially downgraded.

13.26.5 Visual Aids

- 10.26.5.1 If a partial failure of lighting is reported the following applies:
 - a. No effect if partial unserviceability of up to 50% e.g. every second or third light of any visual aid unserviceable: No effect. However, the complete failure of the first half of the runway lights must be considered as total failure.
 - b. Unserviceability of more than 50%: the visual aid must be considered as unserviceable.

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13.26.6 Approach Lights

- 10.26.6.1 If high and low intensity approach lights are reported to be unserviceable follow prescribed ALS minima the applicable minimum visibility for planning purposes shall be increased by 900 Meters to a minima of at least 1500 Meters.
- 10.26.6.2 On some airfields where local conditions do not allow or necessitate the installation of approach lights, corresponding minima are specifically constructed and published on the chart. This minimum may be used without increment.

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13.27 DA/DH and MDA

- 13.27.1 The barometric altimeter, adjusted to the current QNH for the appropriate airport shall be used to determine Minimum Descent Altitude (MDA), Decision Altitude (DA) and Circling Altitude. The altimeter shall be set at the MDA, DA or Circling minima as appropriate or as stated in the aircraft type SOPs.
- 13.27.2 Whenever it is apparent that the barometric altimeter indicator is in error and continuation of the descent would be unsafe, a go-around shall be made. Thereafter, the Captain shall determine a safe course of action considering the available information and conditions governing the approach and landing. The radio altimeter, set in accordance with FCOM procedures, shall be used to determine Decision Height (DH).
- 13.27.3 Upon reaching the MAP, the PF must decide whether:
- Adequate visual reference exists to complete the approach and landing or,
 - A missed approach should be initiated.
- 13.27.4 For precision approaches the decision to continue or perform a missed approach must be made latest at the Decision Altitude /Height.
- 13.27.5 Descent below DH/DA/MDA is considered safe only, if:
- Adequate visual reference exists, and obstacle clearance is assured.
 - The aeroplane position relative to the runway is such that a landing may be accomplished without excessive maneuvering.

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13.28 Visual Segment of Instrument Final Approach

- 13.28.1 Visual ground cues will vary in extent and clarity with the type of approach, decision altitude (height), visibility and aeroplane attitude. The perceived visual ground segment will therefore comprise portions of the runway lighting system and markings.
- 13.28.2 On runways equipped with PAPI or VASI, the visual glide slope shall be adhered to as closely as possible. VASI can and should be used during day as well as night operations.

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13.29 Optical Illusion

- 13.29.1 Illusions occur particularly in conditions of reduced visibility and at night.
- 13.29.2 Darkness provides excellent camouflage, and the eye loses much of its perception. Pilots should be aware of the following optical illusions which can lead to critical situations:
- Fascination occurs when a pilot fails in perceiving clearly defined stimuli in an adequate way due to attention being too heavily focused on one object or task. Fatigue, stress or emotional disturbances will increase this tendency.
 - The slope of the approach terrain can seriously affect pilot's perspective. If the terrain slopes upwards, the pilot may perceive that his glide path is steeper than in reality and vice versa.
 - The runway slope may also produce various illusions, as the pilot normally tries to follow the three-degree glide path relative to the runway plane. Thus, for an uphill slope the tendency will be to approach too flat and vice versa.
 - Rain and fog can affect both distance and approach angle judgment. Maximum caution must be exercised in conditions of shallow fog, where the lighting is clearly visible from higher altitudes. On entering such a layer, visibility can suddenly reduce to a very low value, giving the impression of a pitch up tendency. A subsequent nose down correction can lead to a dangerous situation. Additionally, a yellowish glow created by the lighting should be expected, which impairs the detection of visual cues necessary for adequate and timely assessment of altitude and displacement.
- 13.29.3 There is only one way to avoid the consequences of optical illusions, and that is to use and cross check all available flight and navigation instruments during the approach.
- 13.29.4 Pilots should be aware of the intensity that the approach and runway lights are operating at, and request dimming – if required.

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13.30 Work Distribution during Approaches – Day/Night/IMC

13.30.1 **Pilot Flying (PF).** The PF shall be clearly designated prior to the descent phase. The PF will normally assume control not later than the Final Approach Fix (FAF) or when established on the final approach path, or when turning onto base leg under radar vectoring. The PF shall conduct the approach in accordance with published procedures and applicable SOPs, maintaining instrument reference until the required visual reference is established. Use of the autopilot shall be in accordance with SOP and stabilised approach criteria. At the applicable minima, the PF shall respond to the “MINIMUMS” call by announcing either “LANDING” (or “CONTINUE”) if sufficient visual reference is established and the aircraft is stabilised, or initiate a go-around. A go-around shall be initiated and announced if adequate visual reference is not established at minima/MAP, or if the approach is not stabilised in accordance with SOP.

13.30.2 **Pilot Monitoring (PM).** The PM will monitor flight progress until landing. He will scan inside and outside the cockpit to announce flight path deviations and announce “Minimum” upon reaching minimum. He must continuously cross check all instruments and components, including the “Raw Data” information down to landing, even though visual conditions may exist. He will further call out “One Thousand”, “One Hundred Above” and, on wide body aeroplane without a serviceable automatic call-out feature, the radio heights normally called by the auto call out.

Note: *At any stage of the final approach, the PF may call “Visual” if he has the landing area clearly in view. Thereafter, the PM need not call “One Hundred Above” or “Minimum”.*

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13.31 Non-Precision Approaches

- 13.31.1 Descent to the next lower altitude /MDA shall be commenced or continued only if the aeroplane bearing is within $\pm 5^\circ$ of the published final approach track or within one dot deflection for an ILS localizer or back beam approach, and after having passed the respective FAF for the procedure. The descent should be planned and flown as per FCOM Procedures. Under no circumstances shall a rate of descent of 1000 feet/min be exceeded.
- 13.31.2 On approaches where no glide path reference is available the PF shall aim for a 3 degrees glide slope. Approach and Landing Accident Reduction Program (ALARP) recommends Constant Angle Non-Precision Approach (CANPA) profile instead of traditional Dive and Drive descent profile. It is PIACL policy to conduct non-precision approaches using the CANPA profile. Where VDP is not published then it may be derived by distance/ time method as follows:
- Distance (NM) from VDP to threshold equals Height above Touchdown (HAT) divided by 300.e.g. if HAT is 400 feet then Distance from VDP to threshold is $400 \div 300 = 1.3$ NM.
 - Time (sec) from locator/ outer marker to VDP equals Published time to MAP minus 10% of HAT e.g. if published time to MAP is 1 min 40 sec and HAT is 400 feet then Time from Locator / Outer Marker to VDP equals 60 sec.

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13.32 Constant Descent Final Approach (CDFA)

- 13.32.1 It is PIA policy that due to the increased risk of CFIT is associated with non-precision approaches. The use of traditional dive and drive technique is not recommended. The CDFA technique adds to safety of the approach by reducing pilot workload and lessening the possibility of error in flying the approach. All non-precision approaches shall be conducted using the CDFA technique
- 13.32.2 This technique requires a continuous descent flown using FMS vertical guidance or by manual calculation of the required rate of descent without level-off. The rate of descent is calculated and flown to pass at or above the minimum altitude at any step-down fix. If the visual references required to land have not been acquired when the aircraft is approaching the MDA, a go-around is executed. It should be noted that upon reaching the MDA only two options exist for the crew: continue the descent below MDA and land or execute a missed approach. **There is no level flight segment after reaching the MDA.**

13.33 DME Arc Procedure

- 13.33.1 Arrival and departure procedures utilizing a DME arc are used at some airfields. The procedures can be flown using the autopilot, e.g. turn knob mode, heading-select mode, etc. A DME arc interception of approximately 90° may be required on a radial either inbound or outbound. At clean maneuvering speeds a lead of approximately 1-2 NM is required. Maintaining a DME arc is simplified by reference to the RMI in a 90° or 270° off bearing. Correct the heading approximately 10 degrees towards the inside of the arc for every ½ mile offset outside the arc. Correct the heading approximately 5 degrees towards the outside of the arc for every ½ mile offset inside the arc.

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13.34 Circling Approach

13.34.1 For details refer to Chap-8, Para 8.15.9.

13.35 RNP Operations

- 13.35.1 For a list of NAV Equipment required for RNP Operations, refer to respective documents for each Aircraft.
- B777: RNP Navigation Capabilities, Generation (*on crew App*)
 - A320: PRO-SPO-51- Performance Based Navigation (PBN) (*on crew App*)
 - ATR: FCOM/ Limitations/ PBN CAPABILITIES (*on crew App*)

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13.36 CAT-I Approaches

13.36.1 Definition

- 13.36.1.1 Precision approach with a specified minima not lower than: 200 feet DH/DA 550m RVR or 800m visibility when RVR is not available.

13.36.2 Policy

- 13.36.2.1 It is the Company policy to use the most suitable equipment in the aeroplane as well as on the ground and the most suitable procedure to perform approaches in low visibility conditions.

- 13.36.2.2 As a general rule the types of precision approaches flown by PIACL aeroplane may be divided depending on aeroplane type, using auto land, coupled, and manual.

- 13.36.2.3 Manual approaches may only be flown down to landing when the weather is at or above CAT-I minima. Either Captain or First Officer may be PF. The Pilot flying the approach will make the landing unless weather conditions are below limits for First Officers. Refer to Para 13.3.3 in this Chapter.

- 13.36.2.4 Coupled approaches may be flown at any time down to CAT-I limits but should be flown if actual weather is at or near minima. Coupled approaches generally increase the probability of a successful landing.

- 13.36.2.5 Detailed descriptions, duty assignments, call outs, system checks of each individual approach procedure are described in the FCOM for the aeroplane type.

- 13.36.2.6 A downgrading, including a change of approach procedure, is authorized if actual MET condition permits. However, the new approach shall be fully briefed, configured and stabilized including updated minima (DH/DA) system status and landing data not later than 1000 feet AGL. Downgrading below 1000 feet

AGL is not permitted unless specifically authorized and conducted in accordance with FCOM procedures.

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13.36.3 Approach Path Deviation on Final App – Localizer

- 13.36.3.1 Descent for final approach shall not be initiated if the localizer shows full scale deflection. After becoming established, descent must not be continued if the localizer deflection is more than one dot as shown on the PFD/instrument. After passing the OM every effort shall be made to follow the localizer as closely as possible.

Note: *A deviation of 1/3 dot of the localizer between 100 feet and 50 feet AGL corresponds to approximately 19 meter OFF runway centerline.*

13.36.4 Approach Path Deviation on Final App – Glide Path

- 13.36.4.1 After intercepting, the glide path deviation shall not exceed one dot as shown on the PFD/instrument. The glide path shall however be flown as accurately as possible, and the deviation must be close to zero at DH/DA.

Note: *A deviation of ½ dot on the glide path between 100 feet and 50 feet AGL corresponding to approximately 5 feet of aeroplane height.*

13.36.5 Auto Land / Coupled Approach

- 13.36.5.1 For ILS approaches to runways that do not have CAT II or CAT III certified equipment, either pilot may fly a coupled approach, but the autopilot must be disconnected by 200 feet AGL/ minimums, at the latest and the aeroplane be manually landed. Where coupled approaches are made to CAT II minima, All Weather Operating Procedures shall be used.
- 13.36.5.2 Auto land approaches may only be carried out to runways that have ILS equipment certified for CAT II or III approaches. The Captain will always perform the duties of PF and will conduct the approach briefing. The First Officer will carry out duties of PM, irrespective of actual weather conditions. All auto land approaches will be performed according to All Weather Operating Procedure. No reversal of task is permitted.
- 13.36.5.3 To assess autopilot and auto-throttle/auto-thrust performance, each auto land shall be recorded by the flight crew in ATLB as

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Satisfactory or unsatisfactory including any abnormalities observed.

13.36.6 Manual Approach

- 13.36.6.1 It is PIACL policy to use all automation (autopilot; auto throttle/auto thrust etc.) for every approach, to reduce workload of the flight crew.
- 13.36.6.2 Manual approaches may be practiced any time the reported weather is better than scattered at 2500 feet and 5 km visibility.
- 13.36.6.3 Where the intention is to carry out a manual landing the autopilot must be disconnected by minimums at the latest.
- 13.36.6.4 Should malfunctions require a manual flown approach, then CAT I minima shall apply.

13.36.7 Malfunctions

- 13.36.7.1 Continuation of any approach below 1000 feet AGL in the event of any aeroplane or ground system malfunction is normally permitted only when adequate visual reference can be maintained until touchdown.
- 13.36.7.2 In the event of an aeroplane or ground system malfunction occurring in IMC below 1000 feet AGL that requires corrective action by the Flight Crew, the approach shall be discontinued.
- 13.36.7.3 A new approach may only be commenced if technical handling of the malfunction is completed, and existing conditions (technical status of the aeroplane/ ground equipment, meteorological condition) fulfil the respective approach requirements.
- 13.36.7.4 If a malfunction occurs below decision height, it is the Captain's decision whether to discontinue the approach or not, depending on the actual situation.

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13.36.8 Deficiency Reporting of Ground Equipment

- 13.36.8.1 Normally, ATC will ensure that Flight Crew are informed of changes to the performance category of the ILS glide path and localizer, as well as the status of airport lighting and RVR equipment before the aeroplane passes the Outer Marker (OM).
- 13.36.8.2 After passing the OM, information given to Flight Crew is limited to total failure of airport lighting facilities e.g. approach lights, centreline lights etc., and any change to the performance category of ILS glide path or localizer.
- 13.36.8.3 The Captain must decide whether the approach can be continued, or a missed approach must be flown according to the minimum requirements for the use of ground aids.

13.37 Visual Approach

- 13.37.1 A visual approach shall only be accepted if following criteria is met:
- Reported visibility is more than 5 km.
 - Crew have positive contact with the ground.
 - Vertical distance from cloud base at least 2000 feet.
 - Any other preceding traffic is in sight.
 - Made during day light hours only.
- 13.37.2 During the conduct of a visual approach, pilot is responsible for adequate terrain clearance and traffic avoidance.
- 13.37.3 If, at any time after the acceptance of visual approach, the above said criteria are not met, the visual approach must be discontinued and ATC informed accordingly.

Note: *As a policy, PIACL does not conduct Night Visual Approaches.*

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13.38 Go Around

13.38.1 General

- 13.38.1.1 For a GO AROUND, the missed approach procedure is published on the Jeppesen Approach Chart.
- 13.38.1.2 The decision to initiate a go-around shall be clearly announced by either pilot. Refer to the SOP/FCOM/FCTM for the applicable procedure.
- 13.38.1.3 Once such a decision has been made during final approach, no decision to abandon the go-around shall be taken.
- 13.38.1.4 In the event of any missed approach due weather, it is PIACL's policy that the number of missed approaches to any airport is limited to one (01), unless there is a significant improvement in the weather conditions and there is a good possibility of landing following a second approach.
- 13.38.1.5 It is the Captain's responsibility to decide whether a second approach is practicable after initiating a go-around from the first missed approach. If the second approach fails, the Captain should divert to the alternate airport or hold until the weather conditions improve sufficiently for a third attempt. At all times reserve fuel requirements shall be maintained.

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13.38.2 Initiation of Go Around

- 13.38.2.1** A go-around shall be initiated for any of the following reasons:
- If the required visual reference has not been established upon reaching DH/DA/MDA.
 - The time check over the FAF serves as a backup in case of the non-availability of the respective navigation aid/fix, or when no other means is available to define the MAP.
 - If the reported RVR over the Outer Marker (OM) or its equivalent is below the acceptable minimum.
 - In case of any change in runway surface conditions while approaching to land below 1000 feet AFE and when a safe landing cannot be assured, Go Around shall be executed. The runway surface conditions shall be reassessed and if required, landing performance shall be recalculated.
 - If at any time after descent below DH/DA/MDA, visual reference to the ground or lights cannot be maintained.
 - On instructions of the appropriate ATC unit.
 - If any required element of the ground navigation system or airborne equipment becomes inoperative or is suspected to be malfunctioning while in IMC conditions.
 - If the approach is not stabilized as per the criteria given at Para 13.24 in this Chapter.

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13.39 Diversions

13.39.1 Policy

13.39.1.1 If a flight cannot be operated to the planned destination for any reason, a diversion shall be made to the filed suitable alternate airport providing the best available operational and passenger handling services. Flights may be diverted due to:

- Operational or weather conditions, which prevent the completion of the planned operation.
- Technical problems requiring a landing at a more suitable airport or a passenger in need of immediate medical assistance.
- Weather conditions en route requiring an alteration to the intended routing.

13.39.1.2 In case of expected problems that are apparent before departure, diversion priority should always be discussed with Operations Control. The responsibility to divert en-route rests entirely with the Captain. However, the choice of alternate shall be governed as per alternate airfield policy. When a diversion is anticipated, the following factors should be considered by the Captain regarding the suitability of the airport he should choose:

- Weather.** Actual weather and TREND at the available alternate are of prime concern.
- Fuel.** Both the availability of fuel at alternates and the time required for refuelling should be considered.
- Ground Handling Facilities.** If a large number of aeroplanes are diverting to the same airport, it will impose a considerable strain on both, its handling facilities and the capacity of the airport terminals with the likelihood of having reduced handling efficiency.

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- d. **Apron Parking Space.** The first-choice alternate may be severely congested due to previous diversions, and in extreme cases unable to accept any more aeroplane. Forewarning of this may be available through monitoring the pattern of diversions.
- e. The ATC frequencies of the proposed diversion will give an accurate appreciation of the situation there, particularly regarding airborne traffic congestion and the amount of holding time that may be expected. Where the latter is a factor, the minimum diversion fuel should be recalculated accordingly or another alternate chosen.
- f. The Captain or the LCC shall inform the passengers via the PA system of the reasons for the diversion and give all available information regarding the continuation of the flight. Passengers shall be requested to take all their personal belongings with them. No hand baggage should be left behind on the aeroplane.
- g. Contact Operations Control by the most suitable means and provide details of the diversion.

13.39.2 Alternate Weather Requirement

- 13.39.2.1 If deterioration occurs in the actual weather conditions at the nominated alternate, it may continue to be used, provided that the latest available forecast (including TREND) indicates that the conditions at expected time of use will be above the applicable landing minima on to the Jeppesen approach chart.
- 13.39.2.2 Should this not be the case; a new alternate should be selected which satisfies these requirements. Alternate fuel should be recalculated accordingly.

Note: *Once airborne, only the Jeppesen charted landing minima need be considered for choosing an Alternate.*

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13.39.3 Diversion to another PIACL Destination

13.39.3.1 When an in-flight diversion is planned to another PIACL destination, the Captain shall ensure that as much prior notice as possible is given to that station by the most expeditious means available. If this cannot be achieved through Company channels, then, as a last resort ATC may be requested to relay a message to the airport authorities for onward passage to the PIACL station staff. If time and workload permit, following details should be included:

- a. ETA at the airport.
- b. Number of passengers onboard.
- c. Expected duration at the alternate airport.
- d. Any maintenance requirements.
- e. Any medical assistance required.

13.39.4 Diversion to another Airfield where No Company Support Expected

13.39.4.1 When an in-flight diversion takes place to an airport, where no Company support is expected, the name and details of the contractual handling agent should be obtained from Operations Control.

13.39.4.2 It is important that a message be passed to that agent prior to the arrival of the aeroplane. If for any reason, Company channels of communication are not available, ATC should be asked to forward a message. A telex or telephone contact number should be given if possible/available.

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13.39.5 Political/Military Orders for Unscheduled Landing

- 13.39.5.1 Political or military orders via ATC for an unscheduled landing are only compulsory if the given reason is legal. The Captain is normally not able to judge this legality at that time. To avoid repercussions, the Captain is advised to comply with such an imperative request.
- 13.39.5.2 As long as the aeroplane proceeds over the territory of the requiring State, and if safety of the operation permits namely (weight, navigation facilities, runway and airport conditions).
- 13.39.5.3 PIACL will initiate the necessary diplomatic steps if the landing request was illegal and thus caused embarrassment to the passengers or to the Company.

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13.40 Technical Malfunctions and Emergencies

13.40.1 General

- 13.40.1.1 During Non-Routine Operations, Flight Crew must cope with a difficult or unusual situation or condition calling for increased or immediate attention by the Flight Crew and the concerned Operations Control Officer.
- 13.40.1.2 Emergency is a condition which affects safety in such a way that continuation of a flight is seriously endangered. Emergencies shall be handled according to the policies and procedures in this subsection, subject to the demands of the situation. Additional information and procedures are published in the relevant Company instructions and the respective FCOM.
- 13.40.1.3 It must be understood that it is impractical to establish rules governing every possible situation. All personnel concerned are therefore, expected to act according to their best judgment in each individual case.
- 13.40.1.4 During commercial operations the Flight Crew members are prohibited from simulating any emergencies.
- 13.40.1.5 Efficient management of non-normal situations require close crew coordination. Adherence to the PF/PM specific actions and duties as spelled out in the aircraft type SOPs, FCOM and the Training and Standards Bulletins, cross-checking of other actions, and in the prioritization of normal, non-normal or multiple non-normal procedures.
- 13.40.1.6 Depending upon the circumstances, the Captain should consider all or only part of the following. It is up to his good judgment to set the priorities necessary to conclude a flight safely.

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13.40.2 Safety Considerations

13.40.2.1 The general safety of the flight shall be considered first. Besides this following should also be considered:

- Technical condition of the aeroplane, actual gross weight and fuel remaining onboard.
- Terrain clearance requirements.
- En route and terminal weather (wind, temperature, icing, thunderstorms, etc.)
- Route and airfield facilities.

13.40.3 Choice of Airfield

13.40.3.1 In the following cases, a landing must be made at the nearest "Practicable Airfield":

- Any fire onboard an aeroplane, including engines, if firefighting is not possible or not effective.
- Failure of an engine on a two-engine aeroplane.
- One main source of electrical power remaining.
- Smoke of unknown origin.
- Dual hydraulic failure.
- Second engine failure on an aeroplane with three or more engines.
- Structural damage.
- Positive bomb threat (Red Threat)

13.40.3.2 "Practicable Airfield" in this context means an airfield where a safe landing for the respective aeroplane type in the actual configuration can be made, considering runway and weather conditions, but disregarding repair facilities, commercial passenger handling facilities, etc. If two or more possibilities exist, the nearest airfield in terms of flight time should normally be selected.

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13.40.3.3 In case of malfunctions (other than those emergency cases listed above), the Captain must decide whether a landing shall be made at the nearest suitable airfield or whether the flight can safely proceed to the destination.

13.40.4 Throttle/Thrust Lever and Fuel Lever Handling

13.40.4.1 For throttle/thrust lever and fuel lever handling refer to the respective aircraft FCOM/FCTM/SOP.

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13.41 Flight Crew Management of Emergencies

13.41.1 Command

13.41.1.1 In all flight operations, the Captain is the legal commander of the aeroplane, regardless of which seat he is occupying or who is handling the flight controls. The sole exception to this rule is where the Captain is incapacitated, in which case the sequence of command is described Para 4.14 in Chapter-4 of this OM-A.

13.41.2 Emergency Procedures

13.41.2.1 The FCOM incorporates aeroplane emergency procedures. This section of the OM contains general information applicable to all Company aeroplane and to certain situations not expressly covered in the FCOM.

13.41.3 Emergency Authority of the Captain

13.41.3.1 The Captain is permitted to deviate from prescribed rules, minima, regulations and procedures as required for flight safety consideration during emergencies. An aeroplane in distress has the right-of-way over other air traffic. ATC should be kept informed of deviations from clearance or flight plans and will give priority to an aeroplane that has declared an emergency.

13.41.4 Recognizing an Emergency

13.41.4.1 Generally, the earlier an emergency is recognized and dealt with, lesser hazard exists. Nearly all emergencies are dealt with more easily when they are recognized early. Each crew member shall be alert to unusual conditions and report them to the Captain. Such reports are essential in dealing effectively with a potential or actual emergency.

13.41.4.2 Cabin Crew must be encouraged to report promptly any unusual sound, smell, appearance, or vibration of the aeroplane. Should such a report concern an item that proves to be of little or no consequence, a Flight Crew member should, nonetheless, give a full explanation to the Cabin Crew member making the report.

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13.41.5 Crew Coordination

- 13.41.5.1 As in normal operation, effective action during an emergency depends on the crew members functioning as a team. The unexpected and critical nature of emergencies requires good command, discipline and management skills. Discipline is the basis of effective crew action during an emergency.
- 13.41.5.2 The Captain must ensure that the crew is provided with clear directions. Without directions the crew members will act on their own to cope with the situation. Such efforts can lead to confusion and ineffective action. When an emergency occurs, the Captain is to instruct the crew on their actions. Crew action should be deliberate and coordinated.
- 13.41.5.3 In an emergency it is important to establish communication without delay between the Flight and Cabin Crew members. All crew members should be kept aware of the problem and the plan that follows as time and good judgment permits.
- 13.41.5.4 When an emergency occurs, the following items must be considered in sequence: Aeroplane Control: One pilot must fly the aeroplane. Usually this is the Pilot Flying at the time, but the Captain may elect either to fly the aeroplane himself or to instruct the First Officer to fly it. Assuming control of the aeroplane does not relieve the Captain of the responsibility for directing crew action.

13.41.6 Identifying the Emergency

- 13.41.6.1 The crew member who first recognizes the emergency should announce it in a firm, clear voice, for example. "Engine failure" or "Engine fire". Any aural warning should be silenced promptly without command. The Captain should confirm the condition and then direct the required crew action.

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13.41.7 Evacuation Assignments

- 13.41.7.1 Crew member duties specified in the Evacuation Drills are to be accomplished when ordered by the Captain. The evacuation assignments are in the FCOM and in Cabin Crew SEP Manual. Each Crew member must be able to accomplish from memory the duties specified in the evacuation assignments, for his/her station, and also be familiar with assignments of other crew members.

13.41.8 Checklist Memory Items

- 13.41.8.1 Each Flight Crew member must have all boxed or recall/memory items committed to memory and must be able to accomplish from memory all those items applicable to his station systematically, in a deliberate manner and methodically. These items are highlighted on the emergency checklist for the applicable procedure.
- 13.41.8.2 Memory items shall be called out by the PF. Both crew members shall accomplished the memory items, in their respective areas of responsibility as defined in the FCOM / QRH.

13.41.9 Use of Checklist

- 13.41.9.1 After accomplishing any recall items or, if there are none, after identifying the emergency, the PF should call for the appropriate checklist.
- 13.41.9.2 Using the checklist, the Pilot Monitoring should confirm the completion of all recall/memory items and then declare that they have been completed. If a recall/memory item has not been accomplished, he is to call out that item.
- 13.41.9.3 Following the recall/memory items, he should read the challenge and response for each subsequent item. The Flight Crew member accomplishing the required action should repeat the response.
- 13.41.9.4 On aeroplane fitted with ECAM/EICAS systems, the checklist items and responses are to be read out and dealt with in accordance with the FCOM procedure.

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13.41.10 Execution of Abnormal/Emergency Procedures

13.41.10.1 To ensure cross check and verbal confirmation by two flight crew members before the action of any below mentioned FCOM/FCTM:

- Engine thrust levers.
- Fuel master and control switches.
- Engine fire handles or switches.
- Engine fire extinguisher switches.
- IDG/CSD disconnect switches.

13.41.11 Reviewing and Planning

13.41.11.1 If time permits, applicable procedures and information should be reviewed. These are in the FCOM and in other parts of this chapter. A plan for subsequent action should be prepared and thoroughly understood by each crew member concerned.

13.41.11.2 Should an aeroplane be evacuated for any reason and is subsequently available for boarding by persons other than the Flight or Cabin Crew, precautions should be taken to safeguard any valuables left onboard by the passengers at the time of the evacuation.

13.41.11.3 If possible, all personal belongings of the passengers should be placed in bags and labelled with the seat number at which they were found.

13.41.12 Reset of Circuit Breakers

13.41.12.1 Flight Crew reset of tripped fuel pump and fuel pump control circuit breakers are prohibited. Reset of any other tripped circuit breaker is not recommended, unless in the judgment of the Captain, the situation resulting from the circuit breaker trip has a significant adverse effect on safety.

13.41.12.2 Other tripped circuit breakers may be reset once, after a short cooling period (approximately 2 minutes). A ground reset of a tripped circuit breaker by the Flight Crew should be done in co-ordination with engineering personnel. Cabin Crew is not permitted to operate circuit breakers at any time.

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13.41.13 Tailpipe Fire During Engine Start

13.41.13.1 Engine or tailpipe fires developing during startup shall be brought under control by the flight crew action as per the appropriate checklist. The fire department must be called to assist as soon as possible.

Note: *The fire extinguishers used by ground crew are of limited effect for such types of fires for the reason of accessibility and of engines, type of agents etc.*

13.41.14 Action in event of Fire on Ground.

13.41.14.1 As soon as such an emergency becomes apparent e.g. fire risk, fire or structural failure etc. the Flight Crew shall perform the on-ground emergency checklist.

13.41.14.2 The aeroplane should be stopped, straight ahead on the runway centerline. If the aeroplane is brought to stop on the runway, the Captain must ensure that the emergency is under full control for attempting to taxi the aeroplane clear. Emergency vehicles can approach the aeroplane more easily when it is on the runway rather than on a taxiway.

13.41.15 Coordination with Ground Fire Fighting Agency

13.41.15.1 Under certain situations flight crew may be required to coordinate fire fighting procedures with a ground agency. Under such circumstances crew should confirm the VHF frequency of the ground fire fighting agency from the control tower and establish direct communication with them for optimum coordination.

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13.42 Rejected Take Off

13.42.1 General

- 13.42.1.1 The occurrence of a malfunction during take-off calls for full coordination of all flight crew members as well as for sound and quick decisions by the Captain. To be properly prepared for such situations, a good Take-Off briefing is essential.

13.42.2 Control of Aeroplane

- 13.42.2.1 The decision to continue the take-off or to reject, rests solely with the Captain. The stop action shall be made by CM1.
- 13.42.2.2 CM1 keeps his hand on the throttles/thrust levers until V1 is reached, irrespective whether CM1 is the PF or PM.
- 13.42.2.3 If he decides to reject take-off, he shall announce his intention by calling out "STOP". At the same time, he shall initiate the reject procedures listed in the respective FCOM for the aeroplane.
- 13.42.2.4 If the First Officer is doing the takeoff, the Captain shall keep his hand on the throttles/thrust levers until V1. Should a rejected take-off be necessary, the Captain will make the decision and initiate it; by calling "STOP" the Captain automatically takes control of the aeroplane, and the First Officer will assume the role of PM and take actions accordingly.

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13.42.3 Decision Factors

- 13.42.3.1 The decision to continue the take-off or to reject rests solely with the Captain. The stop action shall be made by CM1.
- 13.42.3.2 It is impossible to list all the factors which could lead to the decision to reject the take-off, but to help in decision process the CAP (ATR42/72), ECAM of A320, EICAS (B777), Master Warning inhibits the warning which are not paramount during specific phases of takeoff as stated in the FCOM.
- 13.42.3.3 The probability of a system malfunction should always be considered prior to each take-off to minimize the possibility of a hasty or erroneous decision during the actual take-off run.
- 13.42.3.4 The decision on whether to reject the take-off is influenced by several factors, including:
- Nature of the failure or malfunction. Actual speed at the time of failure or main function.
 - Actual aircraft weight in relation to the maximum possible value.
 - Runway length and surface conditions.
 - Obstacles in climb out path.
 - Meteorological etc.
- 13.42.3.5 Accordingly, the following policy shall generally apply:
- Serious failures or malfunctions such as engine or aeroplane fire, structural damage, flight control failure, unsafe take-off warning etc.
 - Before V1 shall in principle be handled according to the basic policy below.
 - Minor malfunctions may justify a continued take off, especially in marginal conditions and at the speed close to V1.

Note: *Lack of response to a malfunction should be considered a subtle incapacitation.*

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- 13.42.3.6 There shall be no attempt to troubleshoot or rectify a fault during the take-off roll.
- 13.42.3.7 Certified performance data is normally based on a smooth dry, hard surface runway, unless otherwise specified. When the speed is above 80/100 knots, take-off should be discontinued only if a serious malfunction affecting safety occurs, such as sudden loss of thrust, engine fire, explosion or serious malfunction of flight controls.
- 13.42.3.8 Therefore, the basic policy is to be go-minded, but if the stopping actions can be initiated prior to V1, reject the take-off.
- 13.42.3.9 Additionally, only those malfunctions which have a direct bearing on the decision to abort should be called out during the take-off roll. The call should be made in clear and concise terms by the crew members who first notices the malfunction.
- 13.42.3.10 If a rejected take-off is initiated at or near V1 during a runway limited take-off, it is essential that the FCOM recommended procedure be followed to achieve maximum stopping capability.
- 13.42.3.11 Standard calls must be adhered to unless the safety or performance of the aeroplane is affected.

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13.42.4 Take-Off Decision Speed (V1)

13.42.4.1 A Rejected Take-Off (RTO) is a demanding maneuver, especially when speeds approach V1.

13.42.4.2 In case of a rejected take-off before V1, the basic V1 concept provides protection to reject a take-off safely within the required runway length, provided that:

- The decision to stop has been made before V1 and the first action to stop has been initiated by V1.
- Stopping performance data applicable to the prevailing runway condition is used.
- Maximum braking is applied.

Note: *Use of reverse thrust provides additional deceleration, however certificate accelerate stop distances are determined without credit for reverse thrust.*

13.42.4.3 With an engine failure near V1 on a marginal, wet runway, the associated wet runway performance corrections might not entirely compensate for the increased stopping distance required.

13.42.4.4 The ability to stop in the remaining runway can be affected by one of the following factors.

- Delay in initiating the stopping procedures.
- Tyre damaged.
- Brakes worn out or not working correctly, initial brake temperature higher than normal.
- Brakes not fully applied.
- Runway friction coefficient is reduced.
- Errors in gross weight determination.
- Runway line up margin not considered.

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13.42.5 Decision Management below 80/100 Kts

13.42.5.1 Although one cannot list all the causes, discontinuing the take-off should be seriously considered if any:

- a. ECAM/EICAS/Master Warning comes ON.
- b. If the aeroplane is dispatched with a known defect which may activate ECAM/EICAS/Master Warning, but which in itself does not warrant a STOP call, the Captain may wish to ignore the warning.

Note: *The speed of 80/100 Knots is not critical and chosen to help the Captain make the decision and avoid unnecessary stops at high speeds.*

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13.42.6 RTO above 80/100 knots and below V1.

13.42.6.1 Rejected Take-off (RTO) Above 80/100 Knots and Below V1

A high-speed rejected take-off is a critical manoeuvre. Above 80/100 knots, the take-off shall only be rejected for serious malfunctions or conditions that make continued flight unsafe.

The decision to reject the take-off shall be limited to the following:

- a. Engine fire, severe damage, or sudden loss of thrust
- b. Any condition for which there is a clear indication that the aeroplane will not fly safely.
- c. Take-off configuration warning
- d. Master Warning / ECAM / EICAS indicating a condition requiring immediate action

At or near V1, the take-off should only be rejected for engine fire, engine failure, or any condition that renders the aircraft unsafe to fly.

Note-1: **Nose Gear vibration should not lead to a rejected take-off above 80/100 Kts.**

Note-2: *In case of a tire failure in the V1 minus 20 to V1 range, unless they have caused serious engine anomalies it is far better to get airborne, reduce the fuel load the land with the full runway length available.*

Note-3: *Flight control jamming will most likely be detected at 80/100 knots check or at rotation. When felt at 80/100 Kts, the take-off should be rejected, while after V1 the take-off must be continued, using PM assistance if necessary.*

Note-4: *The call of V1, has precedence over any other call.*

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13.42.7 Engine Failure after V1

13.42.7.1 The PF shall establish a safe climb out and plan for a landing at a suitable airfield as stated in the pre-flight briefing. One of the following solutions should be considered:

- a. Climb to the appropriate engine out acceleration altitude, level off, accelerate and configure the aeroplane for maneuvering. Climb to MSA or the altitude advised by ATC at maneuvering speed. Proceed towards a convenient holding area or as advised by ATC.
- b. Follow the special engine out procedures if published in the Jeppesen Route Manual as it provides safe obstruction clearance in case of an engine failure.
- c. Follow the normal SID or part of it, as contained in the ATC clearance if aeroplane gross weight and climb performance permits and obstruction clearance is not in doubt.
- d. Follow any route over known obstruction free area at the Captain's discretion. Should an engine fail during climb to cruising altitude, a landing at the airfield of departure shall normally be made. ATC shall be notified and advised of the Captain's intention as soon as possible following an engine failure. No action shall be taken below 400 feet except as mentioned in the FCOM.

13.42.8 Engine Fire Warning after V1

13.42.8.1 An engine fire warning during take-off shall be treated in the same manner as an engine failure during takeoff. The captain shall determine the appropriate time to shut down the affected engine. The primary priority shall be to maintain control of the aeroplane .

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13.42.9 Engine Over Limit in Temperature Inversion

- 13.42.9.1 Whenever an engine over limit warning occurs while an inversion is forecast or reported, or in the Captain's view the inversion was a contributory factor, record the fact in the Tech Log. If possible, record the OAT increase through any inversion.
- 13.42.9.2 Monitoring of aeroplanes performance and flight path takes precedence over recording of any data.

13.42.10 Tires and Brakes Problems

- 13.42.10.1 Experience has shown that blown tires or structural failures of landing gears during take-off may cause severe damage to other aircraft parts, such as wings, flaps, fuselage, engines, hydraulic and electrical systems. In cases of suspected or reported failures of this type, it is recommended:
- Performance permitting, leave the landing gear extended, to avoid further complications such as jammed gear, wheel well fire or an explosion.
 - Request ATC for an inspection of the take-off area to check for evidence of possible damage and to avoid hazards caused by debris on the runway.

Note: *While ATC may be requested to visually examine the aeroplane for external damage during normal manoeuvre, low passes over the control tower should not normally be made.*

- Low landing weights are more favourable for landing with damaged landing gear, but dumping of fuel, where possible is not advisable if a risk of fire exists. It will depend on the situation whether an emergency evacuation shall be planned and performed. Additionally, precautionary measures may be advisable depending on the situation. The critical area around the landing gear should be avoided as far as possible for at least 20 minutes after landing.
- Captains should be cautious in continuing the flight as damage may not show up immediately, but the aeroplanes condition may deteriorate if flight is continued.

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13.43 Inability to Retract Landing Gears

- 13.43.1 If the Landing Gears cannot be retracted after take-off, the flight may, at Captain's discretion, land at the nearest suitable airfield or continue to the planned destination. If the decision is made to continue the flight, consideration shall be given to:
- Weather enroute.
 - Terrain enroute.
 - Aeroplane performance (including the possibility of subsequent engine failure).
 - Trip length.
 - Increased fuel consumption.
 - Any further restrictions stipulated in the FCOM.

13.44 Engine Failure During Cruise

- 13.44.1 In case of an engine failure enroute, a landing shall be made at the nearest practicable airport. Captains shall exercise their good judgment over the selection made. In the event of a system failure the recommendations of the FCOM should be followed.
- 13.44.2 In all cases re-planning must be carried out and it must be ensured that the flight proceeds at or above the MOCA/MORA. Drift down procedures as contained in the FCOM must be followed.

Note: *On EDTO sectors, the EDTO segment shall not be entered unless all requirements relating to the equipment serviceability are met.*

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13.45 Engine Out Approaches and Missed Approaches

- 13.45.1 The lowest possible one-engine out minima depend on the certification of the aeroplane type. It is PIACL policy that engine-out approaches shall not be made to minima below CAT I, unless there is no other option.
- 13.45.2 It is the Captain's prerogative, taking into consideration such factors as weather, runway conditions, additional technical problems, actual weight, etc. to select a higher minima than that published for the approach.
- 13.45.3 If possible, an airport should be selected with weather conditions of at least circling minima, and runway where flight path assistance is provided.

13.46 Single Engine Missed Approach

- 13.46.1 The missed approach procedure published on the approach chart is normally based on a climb gradient of 2.5%.
- 13.46.2 If obstacles exist around the airport a higher climb gradient may be required. This will be published in the applicable Jeppesen missed approach procedure.
- 13.46.3 For such critical airfields, engine out minima may additionally be published in the Jeppesen Route Manual based on climb performance, maximum landing weight and standard conditions for temperature and pressure.
- 13.46.4 The acceleration altitude for all engines and engine out missed approaches will be the Jeppesen published missed approach altitude.
- 13.46.5 Generally a 2.5% gradient will, in almost all cases, be exceeded during an all-engine missed approach. However, Captains should make an adjustment to the minima for an approach if they consider that the required missed approach gradient will not be met under conditions of degraded aircraft performance example engine, flaps, landing gear malfunctions etc.

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13.47 Explosive Decompression/Emergency Descent

- 13.47.1 During flight at high altitudes, all Flight Crew members must be prepared for an explosive decompression of the cabin. In case of such an eventuality, an emergency descent must be initiated immediately to protect passengers due to the limited availability of emergency oxygen. Be aware that an emergency descent exposes the aeroplane, its occupant and other aeroplane in the area to further hazards. (The oxygen requirement and escape routes involving high terrain are calculated by Operations Engineering and charts are inserted in the Jeppesen Route Manual, where required).
- 13.47.2 If an emergency descent is made, the aim must be to bring the aeroplane down rapidly to an altitude where the passengers can breathe normally. Ensure that there is no serious damage to the aeroplane structure before commencing a high-speed descent.
- 13.47.3 Do not make a steeper descent than the situation warrants. The descent shall be initiated to an altitude not below 10000 feet or the minimum off route altitude (MORA) whichever is higher.
- 13.47.4 For detailed guidance relating to flight crew action, functions and tasks sharing refer to the aeroplane specific FCOM.
- 13.47.5 Once the aeroplane has leveled off, the Captain must announce on PA **“LCC to Cockpit”**. This is an indication to the cabin crew that it is now safe to move about in the cabin. No cockpit call to the cabin crew shall be made until the aircraft has leveled off at a safe altitude.

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13.48 Terrain Avoidance Maneuver

- 13.48.1 A GPWS/EGPWS activated terrain alerts shall require an aggressive pitch up maneuver by recall, by the flight crew to extract maximum performance from the aeroplane. The exception to this need shall only be when flight crew is visual with the ground/terrain and the threat. Aeroplane specific FCOM or SOP crew actions and task sharing shall be adhered to until the imminent threat is removed. (For fleet wise GPWS/EGPWS callouts refer to [Annex-8](#) in Chapter-8 of this Manual).

13.49 Emergency Landing

13.49.1 General

- 13.49.1.1 The amount of preparation that can be made for an emergency landing or ditching depends on the time available before landing. In case of an anticipated emergency landing the Captain shall summon the LCC to cockpit by announcing:

“LCC to Cockpit Immediately”

- 13.49.1.2 Preparations must be as thorough as time permits. The following should be accomplished:
- For a ditching, complete the ditching procedures.
 - Announcements as outlined.
 - Review the general evacuation plan, including the operation of seatbelts, doors, slides, emergency exits, life vest, and life raft.

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- 13.49.1.3 Designate able bodied and willing passengers to primary and alternate exits with briefing.
- Assign competent people to aid children and handicapped passengers.
 - Place hand baggage, loose items that cannot be stowed securely, and potentially dangerous personal articles in lavatories and lock the doors from outside.
 - Turn OFF the galley power.
 - Secure the galley and glass divider curtains open.
- 13.49.1.4 Whether on land or water an emergency landing can result in sudden and violent forces acting on the aeroplane before it comes to a complete stop. Seatbelts must not be unfastened until the aeroplane has come to a complete stop.
- 13.49.1.5 If time permits prior to an emergency landing that may require an aeroplane evacuation, the LCC shall brief the passengers on the exits to be used. Consideration should be given to the type of emergency in progress, and passengers must be instructed not to use certain exits, if they are liable to be hazardous. For an emergency landing on land, two adult males should be assigned to precede any other passengers down each slide and instructed to hold this slide in position and assist other passengers. This is important in strong or gusty winds.

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13.49.2 Announcements

13.49.2.1 The following announcements are provided for use as conditions indicate. When an emergency landing or ditching is imminent, the Captain (or his delegate) shall announce two minutes prior to touchdown:

“Cabin Crew take position for Landing”

“Cabin Crew take position for Ditching”

13.49.2.2 Thirty (30) seconds before touchdown, Captain or designated crew member shall announce.

“Brace, Brace, Brace”.

13.49.2.3 Once the Captain has decided to evacuate the aeroplane.

“Evacuate, Evacuate, Evacuate”.

13.49.2.4 The cabin crew will direct the passengers to the available evacuation exits by shouting.

“Open seatbelts, Leave everything, This way”.

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13.50 Hard Landing

- 13.50.1 Normal sink rates during touchdown are between 120 to 180 feet per minute. Touchdown with sink rates of 360 to 420 feet per minute, while less comfortable and are often mistakenly called “Hard Landing”. The expression “Hard Landing” in the technical sense refers only to a landing with a sink rate of 600 feet per minute or higher.
- 13.50.2 During certification, FAA regulations require the demonstration of landing with such a sink at maximum certificated landing weight. Hard landings in the sense of a technical definition must be reported in the aeroplane Technical Log.

13.51 Overweight Landing

- 13.51.1 Overweight landings are authorized under abnormal conditions e.g. in case of a technical malfunction or due to safety reasons, which make an unforeseen landing necessary. The Captain should ensure that the actual touchdown is made with the minimum rate of descent commensurate with safety.
- 13.51.2 Up to a maximum certified Take Off weight landings with sink rates of up to 360 feet per minute or less usually do not require an overweight landing inspection. Refer to applicable FCOM for further information.
- 13.51.3 In the event of a declared emergency, the Captain may take any action deemed necessary, including disregarding any landing weight limitation. An overweight landing must be recorded in the aeroplane Tech Log mentioning the aeroplane weight and the rate of descent at touchdown (if possible).
- 13.51.4 Overweight landing shall never be planned. Where enroute fuel consumption has been less than expected and an overweight landing is a possibility, pilot should review the overweight landing checklist prior to the approach. In this case overweight landings are authorized must be entered in the aeroplane Tech Log as outlined above.

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13.52 Landing Gears not Locked Down

- 13.52.1 If one or more wheels fail to lock down, the landing should be made on the remaining wheels, even if only on one leg, in preference to an attempted belly landing. No attempt should be made to lock down any part of the landing gear by a “brush landing”.
- 13.52.2 Research indicates that any part of the landing gear – even a leg without wheels – then can be used to keep the aeroplane from rubbing along the ground considerably lessen the risk of fire.
- 13.52.3 Such a landing, or one with the landing gear retracted, should always be made on a paved surface rather than on grass or other soft surfaces. Access for fire and rescue services is easier, and it has been shown that there is less likelihood of component or structural damage.
- 13.52.4 The fire hazard from sparks caused by sliding contact between the fuselage and a paved surface is considerably less than, from broken fuel lines, if engine nacelles etc. are ripped off after digging into soft surface or striking underlying obstructions.
- 13.52.5 It is unlikely that a low fly past of the control tower will add much to information derived from the flight deck indications. A low fly-past should only be undertaken when there is good reason to believe that knowledge of the state of the landing gear can be improved from such a maneuver.

Note: *For further information see “Tyre and Brake Problems” at Para 13.42.10 in this Chapter.*

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13.53 Foam Carpets

- 13.53.1 It is Company policy not to request a foam carpet for an emergency landing with defective landing gear. There is little evidence that this practice has any advantage for large commercial aeroplanes. Pre-planning and special equipment are necessary. Foam carpeting operation may take one hour or more and may severely deplete the crash facilities and manpower available for any subsequent fire emergency.
- 13.53.2 A foam blanket does not reduce the ignition potential of titanium sparks, and its efficiency is affected by weather conditions. Friction reduction is negligible. If, however, the service is available and offered without delay by ATC, the Captain may elect to use it.

13.54 Communication with Airport Fire Services

- 13.54.1 At several airfields, direct R/T contact is available between the aeroplane which has completed a declared emergency landing and the officer in charge of airport fire services. A Captain who wishes to use this service should inform ATC, who will advise the appropriate frequency and call sign. It must not be used until the aeroplane has landed and stopped, and in no way invalidates other existing emergency landing procedures.

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13.55 Evacuation

13.55.1 General

13.55.1.1 For specific crew assignments during an evacuation, refer to aircraft type FCOM.

13.55.1.2 The need for most emergency evacuations comes about with little or no warning. As a result, such an evacuation is conducted without the benefit of specific briefing. This means that its success depends on each crew member's knowledge of evacuation assignments and related considerations.

13.55.2 Assessment of Need for Evacuation

13.55.2.1 An emergency evacuation shall always be initiated whenever a situation with risk of fire occurs in connection with take-off, landing, taxiing or even with the aeroplane parked on the tarmac.

13.55.2.2 The Captain shall give clear orders when he wants an evacuation to be started. However, if no order is received from the flight deck due pilots being incapacitated and the necessity of an immediate evacuation is evident; the LCC may initiate evacuation immediately.

13.55.2.3 If the Captain decides that evacuation is not required, he shall advise the Cabin Crew by PA announcement.

13.55.2.4 Every evacuation shall be carried out as quickly as possible. Passengers shall be instructed to leave the aeroplane without their belongings and directed to a position which is a safe distance away.

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13.55.3 Communication with the Cabin

- 13.55.3.1 Whether an evacuation is planned or unplanned, early advice to the cabin occupants is essential.
- 13.55.3.2 If the need for an evacuation cannot be determined immediately, the Captain should announce **“Cabin Crew at Stations”**.
- 13.55.3.3 If the Captain determines that the possibility of an evacuation no longer exists, he should announce **“Cabin Crew and passengers remain seated”**
- 13.55.3.4 Any abnormal occurrence on the ground that does not require an evacuation but that could be of concern to cabin occupants, such as a very sudden stop or an unusual sound, should be explained promptly to prevent any undesirable reaction on the part of Cabin Crew or passengers. After such an occurrence and before continuing, the Captain should check the door warning lights for assurance that an evacuation has not begun.
- 13.55.3.5 If no Flight Crew member has provided the necessary direction, the LCC should attempt to contact the flight deck, either by interphone or in person to obtain instructions. An evacuation must not be initiated while the aeroplane is moving.

13.55.4 Evacuation Assignments

- 13.55.4.1 Crew member duties specified in the Evacuation Drills are to be accomplished when ordered by the Captain. The evacuation assignments are in the emergency chapter of the FCOM and in Cabin Crew Emergency Manual (SEP).
- 13.55.4.2 Each Crew member shall be able to accomplish from memory the duties specified in the evacuation assignments, for his or her station, and be familiar with assignments of other crew members.

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13.55.5 Evacuation Procedure

- 13.55.5.1 The Standard aeroplane evacuation announcement is made by the Captain or designated crew member as follows: "Evacuate Evacuate, Evacuate (LH/RH/FWD/REAR/ALL Available) exits". Additional instructions should be included as conditions warrant.
- 13.55.5.2 When the command to evacuate is given, the evacuation must be conducted aggressively. The hazard to passengers and crew may increase as time passes. Variations from standard procedures should be avoided unless a specific condition clearly indicates a non-standard course of action.
- 13.55.5.3 The suitability of an exit should be evaluated before it is used. Some considerations are height above the ground, its proximity to a fire, or its relationship to waves or the water line. If an exit is not safe to use, passengers should be directed to another exit. As each passenger reaches an exit, he must be urged to move rapidly through it and onto the slide or, in the event of ditching, into the life raft or the water.
- 13.55.5.4 If the evacuation is conducted on land, passengers should be instructed to clear the bottom of the slide, move without delay as far away as possible, and remain assembled in a group. Passengers evacuating ahead of the wing should be directed beyond the nose of the aeroplane. Passengers evacuating behind the wing should be directed beyond the aircraft tail. This is intended to reduce the exposure of persons to a wheel or fuel explosion.

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13.55.6 Conduct Following Evacuation

- 13.55.6.1 As soon as the evacuation has been completed the Captain should direct activities as necessary to ensure the general welfare of the passengers and crew. Injured persons should be given all available aid and comfort. If there is a physician or trained nurse among the passengers, he or she should be asked to assist.
- 13.55.6.2 While the primary object of an aeroplane evacuation is to offload all occupants promptly, consideration should also be given to removing emergency equipment that could be of use following the evacuation, such as fire extinguishers, first aid kits, flashlights, megaphones and the emergency radio. This consideration is particularly important if the evacuation is accomplished away from an airport, in a remote area, or in extremes of temperature.
- 13.55.6.3 On land, if the aeroplane is not hazardous, it may be reboarded to remove items that could improve the passenger comfort, such as first aid kits, life rafts, beverages, food, shoes, coats, and blankets.
- 13.55.6.4 All crew members should mix with the passengers and reassure them that arrangements for their welfare are underway. Crew members should not group together or disassociate themselves from the passengers.
- 13.55.6.5 Survivors should remain in the vicinity of the aeroplane unless there is definite reason to believe that search and rescue efforts will not locate it.
- 13.55.6.6 First aid instructions are in each first aid kit. Survival instructions are in a survival booklet which, together with a first aid kit, is in the accessory kit attached to each life raft.
- 13.55.6.7 When all that is possible has been done concerning the welfare of the passengers and crew, the Captain should take whatever precautions he can to safeguard the aeroplane and its contents.

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- 13.55.6.8 When rescue assistance arrives, the Captain should oversee the orderly transfer of responsibility for the care of passengers from his own and his crew's jurisdiction. Until this is accomplished, the primary responsibility of the Captain and his crew is the welfare of the passengers. This must have priority over all other duties and responsibilities.
- 13.55.6.9 Following an accident, it is important to enlist the co-operation of airport officials and the police to ensure that vital evidence is not lost by interference with the wreckage before the arrival of the official investigating team.

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13.56 Ditching

13.56.1 General

13.56.1.1 Before ditching, all available time should be used to remind the passengers of evacuation equipment and procedures. For ditching, at least two adult males should be assigned to each exit. Evacuating passengers from the aeroplane, if needed. Exits should not be opened until the aeroplane has come to a complete stop.

13.56.1.2 Operations of slides is prescribed in the FCOM.

13.56.1.3 The brace position is to be assumed on the command:

“Brace, Brace, Brace”.

13.56.1.4 Initial contact can be expected to occur in approximately 30 seconds.

13.56.1.5 Survival after ditching largely depends on how rapidly rescue is affected. Therefore, it is important that ground stations be advised as soon as possible of any occurrence that could result in ditching.

13.56.1.6 If possible, ditch near the surface vessels. The Captain should also consider requesting any other aeroplane to remain in the area as an escort, as it could be helpful in directing rescuers to ditched aeroplane. The Captain should determine the full assistance potential from any sources.

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13.56.2 Determining the Ditching Heading

13.56.2.1 The recommended direction of ditching is dependent on wind direction and velocity as well as sea state. Weather and sea condition should be determined from whatever source are available. If independent information is not available, wind and sea state may be assessed as follows:

- a. **Wind direction.** Waves move and break downwind. Spray from wave tops move downwind and is reliable indicator of wind direction.
- b. **Wind speed.** The following conditions can be used as a guide:
 - i. A few white crests, 8 to 17 knots.
 - ii. Many white crests, 17 to 26 knots.
 - iii. Streaks of foam on water, 23 to 35 knots.
 - iv. Spray from waves, 35 to 43 knots.

13.56.3 Sea State

13.56.3.1 Primary swells can best be identified from altitudes of 10,000 to 12,000 feet. Surface condition can best be assessed at approximately 500 feet.

13.56.3.2 When there are no swells. Ditching should be made into wind.

13.56.3.3 When surface wind is greater than 35 knots, ditching should be made into wind regardless of the direction of swell. Ditching into upslope of the swell should be avoided.

13.56.3.4 When the surface wind is less than 35 knots, ditching should be parallel to the swell and as nearly into the wind as possible.

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13.56.4 Technique

- 13.56.4.1 If possible, the ditching should be accomplished while engine power is available to permit maneuvering to a favorable touchdown area. During a ditching at night, the landing light should be used to illuminate the surface of the sea. The final approach and landing should be made with gears up and full flaps using VRef as target speed. The landing gear warning should be silenced.
- 13.56.4.2 Touchdown should be made with the slowest forward speed and lowest rate of descent consistent with adequate control. The pitch attitude should be about 10° nose up. This provides optimum planning action and load distribution over the bottom of the fuselage. The wings should be level with the surface of the sea, not with the horizon. See the FCOM for specific aeroplane type procedures. The aeroplane should not be allowed to fall through to touchdown from a stall. This would result in severe impact, which could collapse the bottom of the fuselage, followed by an abrupt deceleration caused by nose burying itself in the sea.

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13.56.5 Evacuation following a Ditching

- 13.56.5.1 After the aeroplane has come to a stop, the life raft shall be deployed from the available exit. Immediately following inflation, the raft should be:
 - a. Attached to a secure part of the aeroplane structure using the mooring line.
 - b. Boarded by at least two adults.
- 13.56.5.2 If possible, persons should be transferred directly from the aeroplane into the life raft. The importance of doing so depends on the sea state, the weather, and the extent of personal injuries. If unable to board the raft directly from the aeroplane, passengers should be instructed to inflate their Life Vest as they leave the aeroplane. People on the wing should hold onto wing lifeline. Those in the water should hold onto a life raft heaving line to avoid drifting or being washed away.
- 13.56.5.3 The first Crew Member to board the raft should ensure raft inflation, assist in the boarding of other persons and hold the raft away from damaged aeroplane structure.
- 13.56.5.4 Persons in raft should assist other persons aboard preferably at boarding station. It may be quite difficult for a person to board the raft from water without help. People in the raft should sit with their backs against the rail and their feet towards the center. No one should be allowed to stand. Sharp objects, including shoes, that could damage the raft should be removed or otherwise disposed off. Personal movement should be restricted.
- 13.56.5.5 When all persons are onboard the raft, the lanyard should be cut. The sea anchor should be deployed promptly. All loose equipment should be secured when it is not in use, so that it is not lost or washed overboard.
- 13.56.5.6 Raft should be tied together only in a very calm sea. This will provide a larger target for search and rescue units and permit optimum distribution of rations and equipment. If there is any appreciable wave motion the raft should be separated to avoid hazards of collision and upset.

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13.57 Emergency Authority – Flight Crew Members

13.57.1 Any of the operating flight crew members can assume the charge from remaining flight crew members in the following circumstances.

- a. Incapacitation.
- b. Other crew member under influence of alcohol.
- c. Conduct which would endanger the safety of group, passengers or aeroplane.
- d. Illegal conduct of flight which includes:
 - i. Crossing borders without ATC permission.
 - ii. Root level deviations without any explicit reason.
 - iii. EGPWS or TCAS warning not complied with.

Note-1: *The flight crew members exercising this authority shall challenge the other crew member twice before taking over control.*

Note-2: *The authority to be exercised only in extreme situations and the written chronicle of events is to be submitted to DFO immediately after landing through most expeditious means.*

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Annex-13A | ON GROUND ANNOUNCEMENT BY CAPTAIN

On Ground (Mandatory)

After boarding of passengers and before pushback, Captain is to make a brief PA announcement to welcome passengers by covering the following points:

- a. Flight Time
- b. Cruising Altitude
- c. Enroute and Destination Weather

Ladies and Gentlemen. Assalam-o-Alaikum

This is your Captain, a very warm welcome onboard PIAL's flight PK _____, from _____ to _____ (if flight is delayed, then reason for delay and announce regrets for the delay).

Our flight time today is _____ hours, _____ minutes.

We will be cruising at an altitude of _____ feet.

Weather en-route is _____ (fine, clear, cloudy, partly cloudy etc.) so you can expect a fairly smooth/slightly turbulent flight.

Destination weather is expected to be _____ (fine, clear, cloudy, partly cloudy etc) at our time of arrival.

My cabin crew will look after you and we wish you a pleasant flight.

Thank you for your attention.

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Annex-13B | ANNOUNCEMENT BY CAPT. JUST BEFORE TOD

Just Before Top of Descent (TOD) (Mandatory)

Before initiating descent, Captain shall again make brief PA announcement covering following:

Ladies and Gentlemen. Assalam-o-Alaikum

Your Captain, once again, we are about to commence our descent, weather at destination is _____ (fine, clear, cloudy, partly cloudy, rain etc.) and the temperature on ground is _____

Our expected landing time is _____ subject to traffic.

Thank you for flying with PIACL.

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Annex-13C | STANDARD COMMANDS | COCKPIT TO CABIN

Standard Commands		
Command	Medium	Action by Cabin Crew
Cabin crew, prepare for departure, arm the door slides and cross check	PA	Arm doors and cross check
Cabin Crew take your seats for take off	PA	Secure yourself in jump seat
Cabin crew take your seats for landing	PA	Secure yourself in jump seat,
Cabin Crew, prepare for arrival, disarm the door slides and cross check	PA	Disarm the Door Slides and Cross Check
LCC to Cockpit	PA	Safe to enter the cockpit after decompression
Cabin Crew and Passengers remain seated (Inflight)	PA	Severe Turbulence
LCC to Cockpit immediately	PA	Declaration of Emergency

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Planned Emergency Landing or Ditching		
Command	Medium	Action by Cabin Crew
Cabin Crew take position for Landing	PA	Secure self at stations- final checks for Emergency Landing or Ditching
Cabin Crew take position for Ditching		
Brace, Brace, Brace	-	Close to impact during Emergency Landing or Ditching
Cabin Crew at your stations	PA	Standby for Evacuation
Evacuate, Evacuate, Evacuate	PA	Evacuate passengers through the available exits
Cabin Crew and Passengers remain seated (On ground)	PA	Evacuation not Required

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CHAPTER-14 **COMPANY REGULATIONS**

14.1 Company Regulations and Policies

- 14.1.1 M/s Pakistan International Airlines is a Regular Public Transport (RPT) and Charter (if required) Operator, conducting Commercial Air Transport operations in line with the Air Operator Certificate (AOC) issued by CAA, Pakistan.
- 14.1.2 PIACL Regulations are based on mandatory international, national and local regulations and must be used for the planning and execution of all Company flights. Should it be observed that Company Regulations inadvertently violate official rules and regulations, the latter shall be followed. Any such discrepancy must be reported via the Flight Log or Captain's Debrief.

14.2 Compliance with Policies and Procedures – Applicability

- 14.2.1 Under routine conditions strict compliance is required with all policies, rules, regulations and procedures laid down in the Company Manuals. However:
- a. No rules or regulations can be the substitute for situational awareness.
 - b. Nothing in this Manual, however carefully outlined and precisely described can replace the exercise of good judgment and the application of conservative operating practices if conditions so dictate.
 - c. For emergency situations all instructions are guiding principles. The Pilot-in-Command (PIC) has the authority to deviate from them when and if the situation dictates. However, such deviations may be made only in the interests of flight safety.

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14.3 Air Crew Knowledge and Preparation

14.3.1 All Crew members shall remain thoroughly familiarized with Civil Aviation Rules 1994 (CARs), Pakistan Civil Aviation Act 2023, Air Navigation Orders (ANOs), Government Regulations pertaining to Flight Operations and instructions that are issued in the Operations Manual, Bulletins and FCIs etc.

14.3.2 In addition all aircrew shall:

- a. Be familiar with the duties to be performed on the respective type of aeroplane.
- b. Be familiar with the handling of the aeroplane system for normal and emergency operation, especially regarding the differences between aeroplane of the same type.
- c. Be familiar with:
 - i. Emergency equipment and procedures.
 - ii. Carry all equipment necessary for flight duty.

14.4 General Cooperation

14.4.1 All Crew members shall:

- a. Always co-operate closely with other crew members to ensure the highest possible standard of safety and efficiency in the preparation and conduct of a flight.
- b. Co-operate with all other personnel involved with the actual flight, such as the ground staff to comply with the Company operating policy.
- c. In case of crew shift or relief, he shall give full information to the next crew for all aspects of the flight progress so far.

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14.5 Compliance with Rules/Regulations and Orders

14.5.1 All aircrew serving with PIACL shall:

- a. Comply with Company orders, regulations and procedures, and may be subject to disciplinary action in case of violations, omissions and irregularities.
- b. To make PIACL flights safe, efficient and economical it is expected that all Company personnel will strictly comply with all regulations instructions and orders issued which are relevant to their duties.
- c. Aircrew observing any deviation or departure from prescribed normal, or emergency procedures will immediately bring such deviations to the attention of the Pilot-in-Command (PIC) and their respective superiors.
- d. Report any details (in general or in particular) which are unsafe impractical or inconsistent with Company standards or procedures which could be improved. Such reporting offers the double benefit of Company sharing of experience and the chance to adopt corrective measures. Therefore, information about such incidents should be as complete as possible and it shall normally be forwarded via established Company channels. Non-reporting may be detrimental to safety.
- e. The Pilot-in-Command is responsible for ensuring that significant events relating to safety will be reported without delay to Operations Control in Karachi, to enable the safeguarding of essential data, and the adoption of immediate measures for potential corrective actions.
- f. Situations may arise where a crew member considers it necessary to report an incident or deviation from normal procedure etc. but wants to remain anonymous. Under these circumstances he/she should contact the Director Quality Assurance / Director Corporate Safety and HSE either personally or in writing. After analysis and discussions, they will advise the crew member concerned of potential further developments. If the crew member wishes to maintain anonymity, this shall be guaranteed.

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14.6 Company Publications

14.6.1 General

- 14.6.1.1 All PIACL Flight Crew shall handle all material belonging to the Company with due care. They should ensure that their personal Manuals and other Company documents (paper or on Ipads) are kept current. Any loss, damage or neglect of Company material caused by careless handling must be paid for or made good by the person responsible.
- 14.6.1.2 To ensure effective communication of operationally relevant information throughout the Flight Operations management systems and operational personnel, the respective designated officials shall be responsible to communicate all relevant information by appropriate means such as Crane Crew Software System ,emails, circulars bulletins, intranet etc. and ensure acknowledgements accordingly.
- 14.6.1.3 Publications are controlled documents and are distributed in accordance with the guidelines given below. Each Publication shall have an authorized Distribution List.

14.6.2 Scope of Operation Manuals

- 14.6.2.1 The PIACL Operations Manual (OM-A) contains instructions covering that part of the Company's Operations which relate to the Flight Operations Department. The operational procedures are based on the latest technical data and operational experience available at the time of publication.
- 14.6.2.2 Air Crew and Flight Operations personnel are required to abide by laid down instructions and procedures and any deviation should be reported to the Company as soon as possible with reason for such deviation.
- 14.6.2.3 Should any individual consider that all or any part of a procedure or instruction needs amendment, he should notify his respective Chief Pilot in writing, detailing the proposed changes and reasons.

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14.6.2.4 These shall cover any amendments, amplifications or extension of procedures published in the specific aeroplane FCOM, or the introduction of new SOPs to cover specific operations. Information of a more general nature may be disseminated in the form of:

- a. Flight Crew Instructions (FCIs).
- b. Circulars/ Memoranda.
- c. Safety Alert Bulletins.
- d. Admin Orders and Office Orders.

Note: *Aircraft type specific operating manual for PIACL aeroplane is the Flight Crew Operating Manual (FCOM).*

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14.6.3 PIACL Operations Manuals

14.6.3.1 The general conditions under which PIACL operates its aeroplane are contained in the PIACL Operation Manuals which include:

- Operations Manual (OM-A, OM-B, OM-C and OM-D).
- Flight Crew Operating Manual (FCOM).
- Flight Dispatch Manual.
- Quick Reference Handbooks (QRH).
- Jeppesen Airway Manual.
- Weight and Balance Manual or Station Loading Guides.
- Safety Management System (SMS) Manual.
- Security Manual.
- Flight Crew Training Manual and Training Policy.
- Cabin Crew Safety Equipment and Procedures Manual.
- Minimum Equipment List (MEL), Dispatch Deviation Guides (DDG).
- Runway Analysis Manual or TOGW (Take Off Gross Weight) Charts.

Note: *The Flight Dispatch Manual (FDM) is a sub part of the Operations Manual Part A (OM Part A). It adheres to all relevant regulations and the terms outlined in the applicable Air Operator Certificate. The FDM defines the systems, policies, and procedures related to Flight Dispatch and Operational Control, as well as the roles and responsibilities of the Flight Operations Officer (FOO).*

14.6.3.2 As part of the FCOM, each fleet may publish “Supplementary” operational information relevant to its own aeroplane type. This shall be in the form of:

- Operations Engineering Technical/Information Bulletins.
- Flight Crew Bulletins.
- Training Bulletins.

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- d. Standards Bulletins.
- e. Routes and Navigation Bulletins.
- f. Standards Operating Procedure (SOPs).

14.6.3.3 These shall cover any amendments, amplifications or extension of procedures published in the specific aeroplane FCOM, or the introduction of new SOPs to cover specific operations.

14.6.3.4 Information of a more general nature may be disseminated in the form of:

- a. Flight Crew Instructions (FCIs).
- b. Memoranda.
- c. Safety / Alert Bulletins.
- d. Admin Orders and Office Orders.

14.6.4 Flight Crew Documents/Accessories

14.6.4.1 Each Crew Member shall carry the following:

- a. Crew Licences.
- b. Competency Certificate with appropriate ratings.
- c. Valid PCAA Medical.
- d. Additional pair of glasses (if applicable).
- e. Valid passport with required visa (if applicable).
- f. Company ID.
- g. Certificates of vaccination (if applicable).
- h. Serviceable and easily accessible flashlight /torch.
- i. iPads (Updated).

Note: *Each flight crew member is responsible to ensure that only updated and valid documents and Manuals are carried.*

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14.6.5 Operations Manual – OM (Part-A)

- 14.6.5.1 All general PIACL policies and procedures for Flight Operations which are of permanent nature are contained in the Operations Manual.
- 14.6.5.2 It must be clearly understood that the policies in this Operations Manual (e.g. fuel planning) reflect minimum requirements in the interest of safe operations. The Captain may apply a policy in a more restrictive sense if the prevailing circumstances require, or he deems a higher safety standard is justified in any specific situation.
- 14.6.5.3 Whenever a conflict exists between the Operations Manual and any other Company publication, the Operations Manual shall take precedence. However, aircraft-specific SOPs and FCOM procedures shall take precedence over OM-A where differences arise due to aircraft type, system design, or manufacturer requirements. Such differences are considered intentional and controlled. In case of any ambiguity, SOPs must be adhered to. Flight Crew shall advise their Deputy Chief Pilot only in case of any ambiguity, unintended conflict, or procedural inconsistency not clearly addressed by approved SOPs or FCOM.
- 14.6.5.4 Wherever an amendment is issued to the Operations Manual, Flight Crew shall receive a copy/e-copy of the amendment.

14.6.6 Flight Crew Operating Manual (FCOM)

- 14.6.6.1 The Standard Operating Procedures (SOPs) are considered part of FCOM.
- 14.6.6.2 Instructions and detailed procedures for the technical operation of each aeroplane type are contained in the relevant Flight Crew Operating Manual (FCOM).
- 14.6.6.3 Amendments to the applicable aeroplane FCOM, normally originates from the aeroplane manufacturer and distributed to manual holders after receipt by PIACL.
- 14.6.6.4 Wherever an amendment is issued to the FCOM, Flight Crew shall receive a copy/e-copy of the amendment.

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14.6.7 Flight Crew Training Manual

14.6.7.1 Instructions and detailed procedures pertaining to training matters are included in the Flight Crew Training Manual and Training Policy.

14.6.8 Air Operator Certificate (AOC)

14.6.8.1 Air Operator Certificate (AOC) or equivalent document authorizes the Operator to conduct Commercial Air Transport Operations in accordance with specified conditions and limitations. Details on the AOC includes:

- a. Operator identification (name and location).
- b. Date of issue and period of validity.
- c. Description of types of operations authorized.
- d. Type(s) of aeroplane authorized for operations.
- e. Authorized areas of operation or routes.
- f. Exemptions, deviations and waivers (listed by name).
- g. Special authorizations, to include, as applicable.
 - i. Low Visibility Procedures (LVP) and Low Visibility Takeoff (LVTO).
 - ii. CAT II and/or III approaches; Head-up Displays (HUD) and Enhanced Vision Systems (EVS) operations (if such systems are used to gain operational benefit).
 - iii. GPS approaches.
 - iv. EDTO/ETOPS.
 - v. RVSM Operations.
 - vi. NAT HLA Operations.
 - vii. RNAV/RNP Operations, to include approved applications and, when applicable, the associated approved RNP levels required to operate within a defined airspace.
 - viii. Transport of Dangerous Goods (if AOC authorization is required for the transport of dangerous goods).
 - ix. Electronic Flight Bag (EFB) operations (if approval for such operations is required by the Authority).

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14.6.9 Jeppesen Airways Manual

14.6.9.1 Jeppesen Airway Manuals are now available on the iPad in Jeppesen FD PRO. The Airway Manual contains specific information pertaining to PIACL specific area of operation. As well as general briefing information, active Airway Manuals contain the latest:

- a. Alternative priority listing.
- b. Navigation Report.
- c. Detailed changes or anomalies in the navigation data either in the Operations Manual's database or the Operational Flight Plan.
- d. Company NOTAMs.
- e. Airfield Categorization Performance Information.
- f. Company Communication.
- g. Company Notes where required.
- h. Identified hazards.
- i. Engine Failure during take-off procedures.
- j. Weather information.

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14.6.10 Jeppesen Airways Manual Amendments

- 14.6.10.1 Jeppesen FD PRO active subscribers shall receive a weekly amendment every Friday with very few unscheduled updates. The Flight Crew is responsible for updating Jeppesen FD PRO before every departure as per EFB Manual.
- 14.6.10.2 Amendments requiring immediate inclusion will be placed in the Company NOTAMs. Amendments of a non-urgent nature will be incorporated in a monthly amendment. Company NOTAMs that are of a permanent nature will be included in the following monthly amendment cycle.

14.6.11 Flight Operations Departmental Library

- 14.6.11.1 For reference by crew, the following documents are available on the CREW APP.
- Operations Manual (Part A).
 - FCOM and QRH.
 - Approved Aeroplane Flight Manual.
 - Jeppesen Airway and Route Manual.

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14.6.12 Aeroplane Onboard Library

14.6.12.1 Fully amended copies of those manuals appropriate to the specific aeroplane type will also be maintained in each aeroplane/ iPad library.

14.6.12.2 Each Aeroplane library shall contain a copy of the following:

- a. Operations Manual (Part A) – on iPad.
- b. FCOM (Normal/Abnormal Checklist) – on iPad.
- c. Weight and Balance Manual – on iPad.
- d. MEL/CDL – on iPad and paper copy.
- e. DDPG / DDG / Operational and Maintenance – on iPad and paper copy.
- f. Security Manual – on iPad.
- g. Maximum Take-off Gross Weight Charts (Airport Analysis) – on iPad.
- h. Jeppesen Route Manual – on iPad.
- i. Flight Information File – on iPad
- j. ETOPS/EDTO Guide and NAT OPS Bulletin – on iPad.
- k. Dangerous Goods Manual – on iPad.
- l. De-Icing/Anti-icing hold over timetable – on iPad.
- m. Emergency Response Guide (ERG) – ICAO Doc 9481 for aeroplane incidents involving dangerous goods – on iPad.
- n. AOC – on iPad and Paper Copy.
- o. Ops Specs – on iPad and Paper Copy.
- p. Escape Route for Engine Failure and Pressurization Failure Charts (if applicable) – on iPad and Paper Copy along with Flight Information File.

Note: *PIACL is exempted from carrying the Cabin Crew SEP Manual as part of the onboard library by PCAA as the Manual is to be carried by individual cabin crew members. Required onboard Manuals and documents may be available in an EFB device or iPad which is registered in JDM program.*

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14.7 General Crew Conduct

- 14.7.1 The public's confidence in an Airline is highly dependent on its impressions of the crew's appearance and conduct. Therefore, crew members should present a clean and smart appearance and act in a disciplined and mature manner, which is most likely to reflect positively on the Company. When wearing the PIACL uniform in public while on duty, the crew must not only make sure it is clean and pressed but also meets the Company uniform regulations.
- 14.7.2 Display of PIACL ID is Mandatory within PIACL premises and whilst performing any Company duties.
- 14.7.3 When on duty and in uniform, the Captain is responsible for ensuring the correct appearance of all his crew members.

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14.8 Crew Uniform

14.8.1 All flight crew members are required to be in uniform when sitting at the Flight Controls. Crew is to maintain following protocol for uniform, whenever employed on flying duties:

- White full/half sleeves uniform shirt.
- Authorized epaulettes.
- Authorized wing.
- Authorized Uniform Cap.
- Black uniform necktie.
- Black uniform trousers.
- Black belt.
- Black Socks and Black shoes.

Note-1: *For winters and international flights black uniform blazer is compulsory. This requirement applies to all flights except during summer on Gulf and Far-East routes. No unauthorized coats are allowed.*

Note-2: *Black Jacket shall only be only worn by crew when operating to Northern Areas and Quetta airfields.*

Note-3: *Winter Uniform remains implemented from 1st November till 1st March of every year.*

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- 14.8.2 The Regulation on wearing shoulder epaulettes is given below:
- All contractual Captains shall **wear three (3) stripes** until such time they have cleared their route check and have been authorized to fly their first flight in command by DFO/CPCT.
 - The contractual Captains shall **wear four (4) stripes with star** or any variation thereof, as per the standard uniform policy in vogue at that time, while flying in command on ATR aircraft.
 - All regular **Captains/Contractual PIACL retired Captains on ATR**, shall continue to wear the uniform as per existing policy.

14.8.3 Dress Code – Non-Flying Duties and Office Visits

The dress code while performing official non-flying duties or during any visit to office shall be as follows:

- All crew members shall adhere to a smart casual dress code.
- The following attire is not permitted: T-shirts, jeans, polo shirts, joggers, sandals, or slippers.

14.8.4 Dress Code – Deadhead Travel

- Crew members shall travel in civilian attire while on deadhead duty. The following attire is not permitted: T-shirts, jeans, polo shirts, joggers, sandals, or slippers.
- An exception is permitted for pilots positioning immediately prior to operating a flight or following an operating flight, or where required by regulatory or local requirements (e.g. Jeddah, Dubai).

14.9 Interaction with Social Media

- 14.9.1 When talking with passengers, authorities, superiors, colleagues and any outside agencies, crew members should

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always remember to be tactful and polite. On duty as well as off duty, flight personnel should be discreet while discussing Company matters, especially irregularities.

- 14.9.2 Sharing pictures of snags, aircraft exterior especially after a malfunction, EICAS/ECAM/CAP messages, pictures of Tech Log may inadvertently find their way onto social media. Such pictures on social media can cause misgivings amongst our customers. Crew is to refrain from sharing such pictures.

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14.10 Immigration Processing

- 14.10.1 All crew members shall cooperate with immigration authorities and keep their personal documents i.e. Passport/CNIC/PIACL Card readily available for presentation upon request. Furthermore, all crew members operating on international flights shall either sign General Declaration (GD) or marked their digital attendance through IBMS2 during departure and / or arrival if required by immigration authorities.

14.11 Deadheading Travel Policy

- 14.11.1 Crew is required to abide by the following policy when traveling deadhead with or without family:
- Deadhead crew shall check out from hotel, 30 minutes before pick-up time.
 - Crew are themselves responsible for pick and drop if they are staying at any hotel other than the PIACL contracted hotel at International stations. No transport / pick and drop request shall be entertained for such arrangements.
 - Deadhead crew must first allow the operating crew and thereafter, the deadhead crew in seniority, to place the luggage and board the transport.
 - Operating Captain has the authority to refuse pick and drop or travel of any crew on violating the discipline.

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14.12 Flight Crew Licences

14.12.1 General

- 14.12.1.1 Any person who acts as a Flight Crew member of an aeroplane registered in Pakistan must be the holder of an appropriate valid Licence granted or rendered valid by the PCAA entitling him to perform his duties. The flight crew are personally responsible for maintaining the validity of their Licences and personal documents.
- 14.12.1.2 A person who is not the holder of such a Licence but holds the appropriate temporary authority may act as Pilot of an aeroplane registered in Pakistan for the purpose of undergoing training, provided that the Captain of the flight is a holder of an appropriate Licence. The term “an appropriate Licence” when used within this section means a Licence and rating which entitles the holder thereof to perform the function which he is required to undertake in relation to the aeroplane concerned and the flight on which it is engaged.
- 14.12.1.3 PCAA may refuse to issue, renew, or extend the validity of any Licence, and has the power to revoke or suspend any Licence, if it is found that the applicant or the holder does not meet the required standard or violates any of the provisions of the Civil Aviation Rules.
- 14.12.1.4 It is the responsibility of the Licence holder to ensure, prior to each flight that his Licence, medical, competency checks, and other training requirements are current, and that none of them shall expire during the projected period of that flight.
- 14.12.1.5 In case the Licence formalities are not completed due to crew negligence, he shall not be entitled for M/s PIACL’s guaranteed flying allowance during the period he is removed from flying duties, apart from a disciplinary action and recovery of penalty from the concerned crew, if imposed.

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14.12.2 Licence Renewals

- 14.12.2.1 Renewal of Flight Crew Licences is the responsibility of the individual crew member, but is coordinated through the Manager Crew Licensing, who will advise DGM Crew Scheduling the requirements 60 days prior to the expiry date. The crew are to complete the application by obtaining the necessary forms and signatures, which should then be returned not less than 21 days prior to expiry.
- 14.12.2.2 As per current PEL, PCAA regulation, the Airline Transport Pilot Licence (ATPL) and Commercial Pilot Licence (CPL) are valid for five (05) years, whereas the Instrument Rating (IR) is valid for one (01) year. Renewal is initiated by the Manager Crew Licensing with a procedure approved by PCAA for renewal of such Licences.
- 14.12.2.3 Proficiency checks shall be performed twice within any period of one year, any two such checks which are similar and which occur within a period of four consecutive months shall not alone satisfy this requirement.
- 14.12.2.4 If crew members have not received renewal forms within four weeks of the renewal date, or the renewed Licence within one week of renewal date, he/she should contact Manager Crew Licensing.

14.13 Authority to Operate

- 14.13.1 Dual type ratings are strictly prohibited by PCAA. All the appropriate elements or components of different equipment, equipment location, or safety procedures on currently operated aeroplane types or variants shall be included in differences and familiarization training programs.
- 14.13.2 Existing PCAA Licence holders whose Licences are due for renewals must not operate any PIACL flight after expiry date.

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14.13.3 Newly joined crew must not operate a PIACL aeroplane for flight or Line Training purposes until they are in possession of a Under Supervision (U/S) Permit from PCAA for flight and Line Training purposes only. This Under Supervision Permit is normally valid for three months. It is not necessary to hold any Under Supervision Permit from PCAA for the purpose of Dead Heading, familiarization or observation flights prior to flight and Line Training.

14.13.4 Newly joining crew should not operate a PIACL aeroplane for operation purposes (i.e. after release to the line following final line check) until they are in possession of a PCAA Licence with valid type rating.

Note-1: *In most cases, it is expected that a PCAA Licence has been issued before the expiry of the "Permit" for flight and line training, at which point the Licence replaces it and becomes the Authority to operate for flight/line training, and line operations.*

14.13.5 Crew transferring to another type must not operate the new type for flight or even for Line Training purposes until they are in possession of a temporary authority (under supervision permit) from PCAA to operate for those purposes only. This authority is normally valid for three months.

Note 2: *In most cases it is expected that crew will have had their Licence returned to them with the Type Rating endorsed before the expiry of the three-month temporary authority for flight and line training and line operations.*

14.13.6 Flight crews are to advise Manager Crew Licensing and Crew Scheduling if they reach on stages listed above without having received the prescribed authorization.

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14.14 Cockpit Crew Headset Replacement Policy

- 14.14.1 Headset will be issued initially to all pilots at no cost.
- If a new headset is issued, it will be replaced on completion of FIVE years from the date of initial issue. A pilot may get headset replaced without any cost, if required after five years.
 - After five years, if the pilot fails to return the headset after being issued a new headset, a charge of (approx. 20% of last procurement price of PIACL) will be deducted from salary.
 - Clause in Para (b) above, is not applicable if the headset is lost and replaced after SEVEN years or more.
 - Headset Lost:** Cost of the headset will be recovered from the pilot's salary on pro-rata basis as per Table 14-1 given below, based on last procurement price of PIACL.
 - Headset Damaged:** If desired, the pilot can be provided with substitute repaired/used/new (if available) headset upon return of damaged headset. Repair charges will be at rate of 30% of the last procurement price of PIACL.
 - Repaired Headset:** If a repaired headset is issued to a pilot, it can be replaced by repaired /used/new (if available) after two years free of cost.

Table 14-1 : Cockpit Crew Headset Replacement Policy	
Duration Used	Deduction (% of the Initial Cost)
Less than one year	100%
After one year	80%
After two years	60%
After three years	40%
After four years	20%
After five years	Free of Cost

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14.15 Retirement Age – Flight Crew

- 14.15.1 The normal retirement age for PIACL flight crew is 60 years. Crew members after retirement may be re-hired depending on the Company policy and requirements, up to the age limit of 65 or as specified by PCAA/Gazette Notification/Company Admin Order subject to medical fitness and other recency requirements.

14.16 Smoking Policy

- 14.16.1 Government of Pakistan prohibits smoking indoors at all public places. Smoking may be undertaken only at designated places/ areas. M/s PIACL abides by all the Government of Pakistan regulations in this regard.
- 14.16.2 Smoking onboard all PIACL aeroplane is strictly prohibited.
- 14.16.3 Civil Aviation Rules (CARs 1994) Rule-115, prohibits smoking onboard an aircraft – on ground and during flight. Flight Standards, PCAA, ANO-011-FSXX-3.0 further elaborates on the CARs Rule-115. Penalties for smoking onboard the aircraft, as promulgated by PCAA become applicable if such a violation is reported.
- 14.16.4 DFO may take disciplinary action, including the imposition of penalties, against any crew member found to have violated the smoking prohibition on board the aircraft.
- 14.16.5 Therefore, all crew members shall refrain from smoking onboard the aircraft and in public places. Crew members, when attired in the Company uniform or in PIACL offices and transport, must always refrain from smoking.
- 14.16.6 Crew members are free to smoke in coffee shops/airport areas and restaurants which are reserved/designated for smokers.

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14.17 Water Bottles in the Cockpit

14.17.1 Water bottles may be used on the flight deck, provided they are properly closed and secured when not being used.

14.17.2 At no time should water bottles be left unsecured in the cockpit. Cockpit crew must ensure that water bottles are personally removed from the cockpit at the end of the flight.

14.18 Crew Baggage Lost, Mishandled or Damaged

14.18.1 Reporting Procedure

14.18.1.1 A crew member whose baggage is damaged or mishandled when he/she is traveling on Company duty either as a member of the operating crew or as a ticketed passenger shall immediately report the damage or mishandling to the station staff.

14.18.2 Applicability of Procedure

14.18.2.1 The above procedures and claims settlement do not apply to crew traveling for purposes other than duty travel, when procedures applicable to passengers will apply.

14.18.2.2 All claims for compensation for damaged or mishandled baggage when traveling on duty on other carriers shall be lodged with the carrier. The assistance of PIACL Station Managers may be sought in such instances. Refer to Admin Order No. 17/2001 Chapter 2, Para 2 for further details.

14.19 Leave Entitlement Policy (Cockpit & Cabin Crew)

14.19.1 Details of Leave entitlement policy for cockpit and cabin crew is given in the PIACL Policy and Procedures Manual

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14.20 Handling of Audits

14.20.1 General

14.20.1.1 Flight Operations Department shall address findings that result from audits of Flight Operations functions, which ensures:

- a. Identification of root cause(s).
- b. Development of corrective action as appropriate to address the finding(s).
- c. Implementation of corrective action in appropriate operational areas.
- d. Evaluation of corrective action to determine effectiveness.

14.20.2 Conduct of Audits

14.20.2.1 Chief Pilot Standards Inspection (CPSI) shall be responsible for coordinating the conduct of audits, corrective actions and addressing the findings. All divisions shall nominate a focal person to report to CP Standards Inspection for the conduct of audit and thereafter closing of findings.

14.20.2.2 All divisions shall be responsible for preparing, conducting and closing the audit observations of their area of responsibility.

14.20.2.3 CP Standards Inspection along with DCP QC FO (Deputy Chief Pilot Quality Control Flight Operations) shall liaise with GM CQSA for all audit requirements.

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14.20.3 Procedure for Audits

14.20.3.1 **Initiating Corrective and Preventive Actions.** Corrective/preventive actions are taken to eliminate the causes of nonconformance and to prevent their recurrence. Corrective and preventive actions should be initiated as a result of:

- Repetitive passenger complaints of similar nature.
- Any weak areas identified based on the analysis of customer feedback, Departmental Quality function, Management Reviews, or Internal Quality Audits.
- Suggestions received through SAFE Card, My PIA, Human Resource or through any confidential source.
- Repetitive operational failures of similar nature or any critical operational failures; and
- Identification of improvement opportunities.

Note: *The initiators fill in the Root Cause and Preventive Actions (RCPAs) and send them to the Quality function of the respective department.*

14.20.3.2 **Nomination of the Problem Solving/Quality Coordinators.** The respective Departmental Quality function is responsible to study the nature of the problem and nominate the most appropriate person or team that can study the root causes in detail and can propose the most efficient solution to the problem.

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14.20.3.3 Study of Problem and Root Cause Analysis. The team investigates the causes of the problem. The investigation process includes:

- a. Interviewing the persons concerned and gathering their views about the possible causes of non-conformities.
- b. Observing and examining the concerned processes and related records.
- c. Study of the historical trends / data.
- d. After identifying the root-cause, the team works out the possible solutions and propose the solutions for trial implementation.
- e. Root cause investigation shall be based on a formal report submitted by an independent investigator preferably from Departmental Quality Assurance Section or any suitable experienced Officer/Manager.
- f. Report shall address at least three levels of WHY to identify the actual reason behind the deviation. Based on the approved root cause, the concerned departmental head / process owner shall initiate actions to address the root cause to prevent recurrence.

14.20.3.4 Report Writing. The team leader compiles a brief report. This report points out both the root causes and their solutions. These must be reviewed by the Departmental Quality functions and then be approved by the respective head of the Division.

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14.20.3.5 **Implementation of Corrective Action.**

- a. The respective Quality Control (QC) or Quality Assurance (QA) functions review the financial implications of the corrective action. The approval for the financial implication is sought from the competent authorities. With the approval of the financial resources, the case is sent to the respective departmental head. The departmental head / respective GM process it for execution of the corrective action.
- b. The QA / DQC (Departmental Quality Control) notes down any amendment or changes to any of the SOPs and sends the document Change Request to the Document Control function of the respective department.

14.20.3.6 **Follow-Up and Verification**

- a. When a corrective action is decided upon, it is implemented on trial basis and the Departmental QC closely monitors the results. Further alterations, adjustments or changes in the measures should be made during the trial period until satisfactory results are attained. The magnitude of corrective action depends on the nature of non-conformity and its effect on the quality of products/services.
- b. Verification of Corrective Action: It is the responsibility of the process owners, their incharge, departmental QC function to ensure implementation of corrective action and enable verification by CQA on behalf of GM S&QA (Safety and Quality Assurance) to ensure that the respective corrective action is implemented correctly, standardized, and that no further issues arise afterwards.
- c. Implementation of the corrective action shall be completed immediately or within maximum of six months of identification/ recording of root cause. Deviations from this are authorized by the respective Departmental Head and/or CEO as applicable.
- d. Corrective actions relating to regulatory violations and high-risk safety issues shall be initiated within 48 hours of identification of the violation/issue.

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14.20.3.7 Preventive Action. It is the responsibility of the DQC/QA to seek out the need to take further preventive actions to reduce the risks in other similar situations at airports, offices, and/or travel agent's facilities etc. The management of each Department determines potential non-conformities, and their causes and actions required to prevent recurrence of the same. Areas requiring preventive actions are also identified through SAFE Card, My PIA, Human Resource or any other confidential source. Preventive actions are implemented, and records of results are maintained. Preventive actions are also reviewed by the management to determine effectiveness of the actions

14.21 Management review of significant issues

Significant issue arising from flight operations quality assurance activities and safety risk management process shall be placed on the agenda of the management review committee (MRC). To ensure appropriate review, resolution and continual improvement.

14.22 Audit Planning and resources

Flight operations audits shall be planned and scheduled at defined intervals in accordance with regulatory requirements and operator's management system. The quality assurance function shall ensure that audits are conducted within the planned intervals and that sufficient qualified personnel and resources are available to implement and maintain the audit program.

14.23 Outstation Information to Pilots

14.23.1 The Operations Manager or Station Manager (in case Operations Manager is not posted at that station) shall keep the Captain informed of any possible irregularities with ground handling and should request his decision on all problems which may influence flight safety, the schedule and the workload of the aeroplane flight crew.

14.23.2 The traffic agent shall supply the Captain with the latest estimated zero fuel weight when available.

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14.24 Carriage of ZAMZAM

Crew members may carry one Zamzam water bottle (5L PET) per person from JED and MED, subject to any applicable local restrictions. No more than one bottle shall be carried per person. The bottle shall be carried as a checked baggage in the cargo compartment only.

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Annex-14A | EFB – GADGETRY & INTERNET ALLOWANCE

A.1 Gadgetry and Internet Allowance

- A.1.1 As all the aeronautical manuals, documentation, correspondence, NOTAMS, weather reports and Flight plans etc. are now downloaded by crew in digital format, crew is entitled to a Gadgetry and Internet Allowance. Moreover, aircraft performance calculations are also accomplished via Performance tools like OPT / Flysmart / FOS PDF and ground trainings have also progressed to eLearning modules.
- a. Internet allowance shall be credited along with the salaries of operational pilots only.
 - b. Gadgetry allowance will be disbursed in lump sum every three years which shall cover the cost of:
 - i. iPad (WiFi + Cellular, as defined in the undertaking).
 - ii. Protective Case for the iPad.
 - iii. Power Bank 20,000 mAh.
- A.1.1 As all the aeronautical manuals, documentation, correspondence, NOTAMS, weather reports and Flight plans etc. are now downloaded by crew in digital format, crew is entitled to a Gadgetry and Internet Allowance. Moreover, aircraft performance calculations are also accomplished via Performance tools like OPT / Flysmart / FOS PDF and ground trainings have also progressed to eLearning modules.
- A.1.2 The above-mentioned allowances shall be imbursemented against an undertaking for usage and policy in Flight Operation functions and correspondence. Crew shall contact the EFB administrator to acquire the undertaking form.
- A.1.3 Upon receipt of the undertaking from a flight crew, an intimation to payroll will be sent by Flight Operations Technical Division for the release of the said allowance.

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- A.1.4 In case of a Pilot becoming non-operational due to some reason i.e., long grounding, exceedance of stipulated training period or long sickness etc. Flight Operations Crew scheduling division (after approval from CPPS) will intimate the payroll to halt the internet allowance of the individual.
- A.1.5 Crew shall acquire a brand-new iPad of defined model from any renowned authentic vendor.
- A.1.6 Set the name of the device as your name on ATPL/CPL. For registration, email the device info to the EFB administrator: Hold the iPad vertically (portrait orientation) take a screenshot of Name, Model Name, Model Number, Serial Number and IMEI by accessing:
- A.1.7 Settings>General>About. Email this screenshot along with the purchase receipt and P# to: efb.admin@piac.aero The iPad will be registered with PIACL Flight Operations Department. Registering the iPad with the Company will be required mandatorily. Once registered the device will be transformed to EFB under the ownership of Company by granting access to operational aviation apps.
- A.1.8 Private content and non-aviation apps must not be installed. EFB usage is permitted for performing official operational duties only, it must not be used for private activities. Private applications or data will become an additional load which will slow down the EFB, affecting its performance. For allowed apps and EFB policy refer to PIACL EFB PPM.
- A.1.9 The EFB will be controlled and monitored by the admin via MDM tool (Mobile Device Management). In the unlikely event of iPad not registered with the Operator within 25 days of the imbursement of the allowance, the same amount will be deducted from the next salary.
- A.1.10 At foreign airports for seamless connectivity, cockpits crew will be provided with 4G Wi-Fi devices. The write-off policy will be after 3 years, thereafter the crew will be allowed to keep the iPad and Gadgetry allowance will be given again for purchasing the latest version of the hardware.-----xxx-----

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