ADVISORY CIRCULAR

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GACAR Part 175 AIS – ACCEPTABLE MEANS OF COMPLIANCE

Chapter 1 – Introduction

1.1 Purpose.

The purpose of this Advisory Circular (AC) is to assist organizations in the interpretation and implementation of GACAR Part175 concerning the provision of aeronautical information services in the Kingdom of Saudi Arabia and associated requirements.

1.2 Applicability.

This Advisory Circular is applicable to all organizations certified in accordance with GACAR Part175 engaged in the provision of aeronautical information services. This Advisory Circular applies up to the moment when the aeronautical data and/or information are made available by the provider of the aeronautical information service to the next intended user.

1.3 Cancellation.

This is the first version of this Advisory Circular; therefore, it cancels no other Advisory Circulars.

1.4 Related Regulatory Provisions.

This AC should be read in the context of the following provisions:

    (a)   GACAR Part – 175 Aeronautical Information Services.

    (b)   ICAO Annex 15 – Aeronautical Information Services.

    (c)   ICAO Annex 4 – Aeronautical Charts.

    (d)   ICAO Doc10066 – Procedures for Air Navigation Services — Aeronautical Information Management (PANS-AIM)

    (e)   ICAO Doc8126 Aeronautical Information Services Manual.

    (f)   ICAO Doc 8697 Aeronautical chart Manual

1.5 Related Reading Material

The following documents provide additional material related to the provision of AIS;

(a) GACAR Part 1 - Definitions Abbreviations and Editorial Conventions

(b) GACAR Part 5 - Safety Management Systems

(c) Part 170 – Certification - Air Navigation Service Providers

(d) ICAO Annex 19 – Safety Management Systems.

(e) ICAO Doc 9859 Safety Management Manual

(f) ICAO Doc 8400 – Procedures for Air Navigation Services — ICAO Abbreviations and Codes (PANS-ABC)

(g) ICAO Doc 9855 – Guidelines on the Use of the Public Internet for Aeronautical Applications

1.6 Definition of terms used in this AC

Affected parties should refer to Subpart A of GACAR Part 1 for a full listing of defined terms used in GACAR and specifically those related to aeronautical information services. This Advisory Circular may introduce additional definitions to aid in a common understanding of the ideas presented in this document. In cases where the definitions in this document differ from an identical term defined in GACAR Part 1, the definition in GACAR Part1 will prevail when interpreting regulatory requirements.

"Acceptable means of compliance" - means a non-binding standard adopted by GACA to illustrate means to establish compliance with a regulation.

"Aeronautical Information Service Provider" - means the organization responsible for the provision of an aeronautical information service, certified in accordance with GACAR Part175

"Alternative means of compliance" – means an alternative to an existing acceptable means of compliance or to a means of establishing compliance with a regulation for which no associated Acceptable Means of Compliance has been adopted by GACA

"Change management" means - A formal process to manage changes within an organization in a systematic manner, so that changes which may impact identified hazards and risk mitigation strategies are accounted for, before the implementation of such changes

"Just culture" – means a culture in which persons are not punished for actions, omissions or decisions taken by them that are commensurate with their experience and training, but in which gross negligence, wilful violations and destructive acts are not tolerated.

"Occurrence" - means any safety-related event which endangers or which, if not corrected or addressed, could endanger an aircraft, its occupants or any other person.

"Voluntary reports" – means a report concerning occurrences not captured by the mandatory reporting system or other safety related information which is perceived by the reporter as an actual or potential hazard to aviation safety.

1.7 Approval.

This Advisory Circular has been approved for publication by the Assistant President of Aviation Standards Sector of the General Authority of Civil Aviation

1.8 Cancellation

This Advisory Circular shall remain in force until cancelled, suspended or amended.

Chapter 2 – NOTAM

2.1 General

The provision of accurate and timely information concerning the availability of aeronautical facilities is a key feature of an effective air traffic management system. The use of NOTAM in the distribution of such information is an important tool in securing the safe and efficient operation of flights. GACAR Part175.125 identifies the requirements for the provision of such information using NOTAM. This chapter provides further guidance on the issue and content of NOTAM.

2.2 Issuing NOTAM

NOTAM are issued to notify airspace and aerodrome users of important information concerning the availability of aeronautical facilities procedures or services, or of hazards to flight. Examples of issues that may generate the need to take NOTAM action include:

(a)   Hazards to airspace users;

(b)   The closure of operational facilities such as runways, taxiways, etc.;

(c)   Unserviceable communications systems or navigational aids;

(d)   Unusual airspace activities resulting in airspace restrictions;

(e)   Unserviceable lighting;

(f)   The presence of temporary obstructions near an aerodrome.

The full list of issues that require the issue of a NOTAM can be found in ICAO Doc 8126 Chapter 6. For reasons of conciseness and precision, NOTAM are encoded using agreed international terms, although the code is usually sufficiently self-evident to allow the user to identify a hazard.

2.3 Distribution of NOTAM

NOTAM must be communicated by certified aeronautical information service provider using the fastest available means to all addressees for whom the information is assessed as being of direct operational significance, and who would not otherwise have at least seven days' prior notification.

Trigger NOTAM serve to alert those who maintain aeronautical databases that specific changes will be effective soon, usually at the next AIRAC date. A trigger NOTAM contains a brief description of the contents of the amendment or supplement, the effective date and the reference number of the amendment or supplement. It is usually valid for 14 days.

The risk to flight that is posed by ash associated with volcanic eruptions is notified as a special message known as an ASHTAM

A special series NOTAM, named SNOWTAM, is used to notify the presence or removal of hazardous conditions on the movement area due to snow, slush, ice or water associated with these conditions.

Full details concerning the content and distribution of NOTAM ASHTAM, and SNOWTAM are contained in ICAO Annex 15 and Doc 8126 The AIS Manual.

Chapter 3 – The Management of Change

3.1   General

All organizations experience changes due to expansion, contraction, improvement to existing systems, the introduction of new products and services, or the introduction of new equipment or procedures. Hazards may inadvertently be introduced into an operation whenever change occurs.

Safety management practices require that hazards arising from change are systematically and proactively identified and appropriate measures to manage the safety risks are identified, implemented and subsequently evaluated. The significance of this key activity is highlighted in GACAR Part 5 and ICAO Annex 19 which requires services providers to develop and maintain processes to identify changes which may affect the safety of its products or services.

GACAR Part175.027 is concerned with ensuring that service providers carefully consider the impact that changes to functional systems may have on the safe provision of services.

3.2   The role of change management

As systems evolve, sometimes small, incremental changes in the system or in the system's environment can accumulate over time. When changes to systems are made, and periodically thereafter, an organization should review the system, including its operating environment to make sure it continues to meet all its safety performance requirements. It is important that such reviews consider the complete life cycle of the system under consideration; all its components; and the equipment, procedures and human resources that make up the functional system. Reviews should also include the interactions of a system with other systems in use.

3.3   The change management process

A formal change management process must identify changes which may affect established processes, procedures, products and services. All necessary measures to maintain safety performance should be identified and described prior to implementing changes. The result of this process is the reduction in the safety risks resulting from changes to as low as reasonably practical (ALARP).

An effective process for change management must consider the following:

(a) Criticality of systems and activities. Criticality is closely related to safety risk and relates to the potential consequences of equipment being improperly operated or an activity being incorrectly executed. While this is a consideration that should be made during the system design process, it becomes relevant during a situation of change. Systems that have higher safety criticality should be reviewed following change to make sure that corrective actions can be taken to control potentially emerging safety risks.

(b) Stability of systems and operational environments. Changes may be the result of the introduction of new or upgraded systems; changes in the services provided; the award of new commercial contracts; or other changes directly under the control of the organization. Changes in the wider operational environment are also important, such as economic or financial issues, changes in political or regulatory environments, or changes in the physical environment. While these factors are not under the direct control of the organization, it must act to respond to them.

(c) Past performance. Past performance of critical systems is a proven indicator of future performance. Trend analyses should be employed to track safety performance measures over

time and to factor this information into the planning of future changes. Where deficiencies have been found and corrected because of past audits, evaluations, investigations or reports, it is essential that such information is considered to assure the effectiveness of corrective actions.

Organizations wishing further information on the effectiveness of measures for ensuring the safe management of change should contact GACA.

Chapter 4 - Occurrence Reporting

4.1 General

An occurrence is associated with the operation of an aircraft which affects or could affect the safety of operation.

The reporting of aviation safety occurrences is vital to the prevention of aircraft accidents. It contributes to the understanding of where safety risks lie in the aviation system and helps decision makers in organizations to adopt preventative measures. The obligation to report relates to the design of any system and its constituents, any malfunction, technical defect, exceeding of technical limitations, deviations of standards, or other irregular circumstance that has, or may have, endangered the safety of services and but which has not resulted in a serious incident.

GACAR Part175.017 is concerned with the need for AIS Providers to conscientiously report any failings of their functional systems which fall within the criteria for mandatory reporting, and to encourage the reporting of all matters that have the potential to impact safety.

4.2 Occurrence Reporting

The information and safety intelligence needed to support safety improvements largely relies upon individuals reporting occurrences when they happen. Without this information, the realities of aviation safety issues cannot be properly understood and addressed; for this reason, the reporting of safety occurrences contributes to the prevention of accidents. The role of all those required to submit safety occurrence reports is fundamental in ensuring the safety of aviation activities. The obligation for designated persons to report certain occurrences does not prevent other persons from reporting occurrences under the normal operation of their organization safety management system

The occurrences to be reported in the context of mandatory reporting systems are those which may represent a significant risk to aviation safety. When determining which failures of systems and constituents are to be reported, a degree of practicality is required as it is not intended that every failure is reported. Only those that have or may have an impact on the safety of the provision of services are reported.

There is no legal obligation to report occurrences outside the scope of mandatory reporting, however, the reporting of all safety related occurrences should be encouraged. To assist this, organizations should establish voluntary occurrence reporting systems (VORS). In this context, the voluntary reporting systems enable the reporting of any occurrence or safety related information by individuals which are not subject to mandatory reporting. Safety management systems rely on the collection and analysis of safety related information. Therefore, anything that is perceived as having the potential to impact or potentially impact safety should be reported. Reporting an occurrence through the reporting system of their organization – whether mandated or voluntary -should be promoted by organizations and recognised as the normal channel of reporting for aviation professionals

4.3 Key Principles

In developing and improving their occurrence reporting processes, organizations should adopt the following key principles:

(a) Confidentiality - Organizations must take the necessary measures to ensure the appropriate confidentiality of information they collect and to comply with rules on the processing of personal data.

(b) Reporting culture – A 'Just Culture' encourages individuals to report safety-related information but does not absolve individuals of their normal responsibilities.

(c) Prejudice for reporting - Employees and contracted personnel who report or are mentioned in occurrence reports should not be subject to any prejudice by their employer or by the organization for which the services are provided, except in cases of wilful misconduct and where there has been a manifest, severe and serious disregard of an obvious risk and clear failure to take such care as is evidently required in the circumstances.

(d) Use of occurrence reports - Organizations can only use an occurrence report for the purpose for which it has been collected. Organizations are not allowed to make available or use occurrence reports to attribute blame or liability, or for any purpose other than the maintenance or improvement of aviation safety. The exception to this principle is where safety might be endangered, in which case information on occurrences may be shared or used with a view to maintain or improve aviation safety.

(e) Disciplinary action - Disciplinary, administrative or legal proceedings should not be instigated in respect of unpremeditated or inadvertent infringements only because they have been reported as an occurrence, unless where otherwise provided by applicable national criminal law. In the cases where proceedings have been instituted under national law, information contained in occurrence reports must not be used against the reporters or the persons mentioned in occurrence reports

(f) Mandatory and voluntary reporting - Organizations must establish both mandatory and voluntary reporting systems. Such systems should be part of the organization's management/safety management system.

(g) Reporting to GACA - Organizations must report to GACA all mandatory reportable occurrences. Voluntary occurrence reports are desirable but are not required to be reported to GACA.

(h) Occurrence follow up - Occurrence follow up requirements should not jeopardise the quality and thoroughness of an occurrence analysis. It may be detrimental to safety if investigations are rushed to be completed within a short period without properly establishing root cause and determining relevant remedial action.

Chapter 5 – Acceptable & Alternative Means of Compliance

5.1 General

The complexity of the aviation sector makes it impossible to regulate aviation without having different levels of regulatory requirements. While in some cases it is appropriate, and even necessary, to use binding regulations, in other cases some flexibility needs to be provided by the regulatory system, using non-binding standards. This need for a balanced approach has been implemented by many organizations and aviation regulators. In the Kingdom of Saudi Arabia, as with many other states, the regulatory framework includes both primary and secondary legislation, together with standards and means of compliance to the legislation. Where appropriate, further information to assist in the interpretation and implementation of a regulation is also made available.

GACAR Part175.005 requires service providers to seek the approval of GACA before using a means of compliance to a regulation that has not previously been approved. Means of compliance that have been previously approved may be used without prior authorisation and are known as Acceptable Means of Compliance (AMC). The purpose of this chapter is to provide further information to service providers on the use of AMCs in demonstrating compliance with safety regulatory requirements.

5.2 Acceptable Means of Compliance

AMCs are non-binding standards adopted by GACA to illustrate a means to establish compliance with a regulation. AMCs are not of a legislative nature and they do not create additional obligations on service providers who may decide to use the AMC for their own purposes or may use other appropriate means to demonstrate compliance. The use of an AMC by Providers offers several advantages. AMCs are a ready means for organizations to demonstrate full compliance with the relevant regulation. The use of an AMC also provides for legal certainty and contributes to uniform implementation. Furthermore, the adoption of an AMC provides a presumption of compliance with the rules, so that it commits GACA to recognise regulated organizations complying with AMC as complying with the law.

When means other than an AMC are used, these are referred to as Alternative Means of Compliance (AltMoC)

5.3 Alternative Means of Compliance

When a service provider wishes to use an AltMOC, it must, prior to implementing it, provide GACA with a full description of the AltMOC. The description must include any revisions to manuals or procedures that may be relevant, as well as an assessment demonstrating compliance with the requirements of the appropriate regulation. GACA will evaluate all alternative means of compliance proposed by an organization by analysing the documentation provided and, if considered necessary, conducting an inspection of the organization. Provided that the AltMOC are in accordance with the appropriate regulation, GACA will notify the applicant that the AltMOC may be used.

Any issues of uncertainty regarding compliance, and arrangements for determining compliance, should be discussed with GACA at the earliest opportunity.

Chapter 6 – AIP

6.1 General

The promulgation of aeronautical data is a key requirement for flight safety. All ICAO Contracted States are required to promulgate such data in the form of a standard publication, the Aeronautical Information Publication (AIP). GACAR Part175.075 identifies the specifications for the publication of the AIP of Saudi Arabia.

6.2 Publication authority

An AIP is issued by or with the authority of the appropriate State and contains aeronautical information of a lasting character essential to air navigation. In the Kingdom of Saudi Arabia, the AIP is published under the authority of the President of GACA.

6.3 Content and structure

The content and structure of the AIP document are the subject of international agreement and are specified by ICAO in Appendix 2 of Doc10066.

The AIP contains details of regulations, procedures and other information pertinent to the operation of aircraft in the Kingdom of Saudi Arabia. The AIP is the recognised information source for permanent information and long duration temporary changes relating to aeronautical services in Saudi Arabia.

The AIP contains a range of aeronautical data, all of which requires approval by GACA before publication. Data requiring approval is identified in dedicated Advisory Circular.

Full details regarding the content and structure of the AIPs are contained in ICAO Doc10066 PANS AIM. An AIP relating to services provided in the Kingdom of Saudi Arabia must comply with the specifications identified in this document unless otherwise authorised by the President. Any service provider proposing to include information in a format or to a specification that does not meet the requirements of Doc10066 must discuss their proposals with GACA and seek approval at the earliest opportunity and in any case prior to publication.

6.4 Updating information

Information in the AIP must be kept up to date by regular revision in accordance with the Aeronautical Information and Control (AIRAC) cycle. Revisions must be made in sufficient time to allow users of the aeronautical data to make necessary amendments.

Chapter 7 – Personnel

7.1 General

A sufficiency of qualified and competent personnel is a pre-requisite for the delivery of safe aviation services. In addition to the general availability of qualified persons, GACAR Part 175.035 identifies the requirement for there to be appointed a senior person to act in an Accountable Manager role, as well as a group of senior persons responsible for compliance. This chapter offers guidance on the appointment of the Accountable Manager and on the requirement to assure the competence of staff engaged in the delivery of services.

7.2 Accountable Manager

The size, structure and complexity of the service provider, will dictate where in the organization the role of Accountable Manager is identified. The Accountable Manager is the person with overall executive responsibility for operations and is the designated person responsible to GACA in respect of all functions which are subject to regulation. That person must have the authority within AIS provider's organization to ensure that all operations activities can be financed and carried out to the standard required by GACA. The appointment of any individual to the role of Accountable Manager is subject to the acceptance of GACA. Chapter 8 of this AC describes the acceptance of appointment of the director of aeronautical information services.

7.3 Personnel

All service providers are expected to have a sufficient number of competent staffs to discharge their responsibilities according to Part175. To achieve this, Service Providers must establish policies for the recruitment, training and competence of its personnel acceptable to the President. Such personnel must be qualified to perform their allocated tasks and have the necessary skills to ensure they perform their duties to a sufficiently high standard.

(a) Training

The delivery of suitable training to develop and support the competence of staff is a key responsibility of a Provider. Correct and thorough training is essential to optimise compliance and performance. To achieve maximum benefit from such training, the service provider must ensure that all personnel understand the objectives as laid down in the service provider's management system documentation.

Key issues to consider include:

  (i) a full and comprehensive job description for key roles in the organization, identifying where appropriate what activities are safety critical

  (ii) the minimum qualifications required of individual post holders

  (iii) The training required for the role – both initial and ongoing; theory training; "On-the-Job" training; training for unusual occurrences; etc.

  (iv) the arrangements for the identification and delivery of appropriate training.

  (v) training should be proportionate to the role.

(vi)   how is the output of training arrangements validated to ensure it is effective in maintaining standards?

(vii) The service provider must conduct refresher/recurrent training annually.

(b)   Competence

The competence of staff depends upon their training, skills, knowledge and experience, and their ability to apply these to a task safely.

In preparing procedures to ensure the continuing competence of staff, service providers must:

(i)   determine the necessary competence for personnel performing activities supporting services provision;

(ii)   provide training to achieve the necessary competence;

(iii) ensure the suitability of arrangements for ensuring ongoing competence, and the actions to take in the event of failing competence being identified;

(iv)   evaluate the effectiveness of the actions taken;

(v)   ensure that personnel are aware of the importance of their activities and how they contribute to the maintenance of safety and performance standards; and

(vi)   maintain appropriate records of education, training, skills, experience and competency assessment.

Any organization that is in any doubt as to the suitability of its arrangements for the training and competency of its staff should contact GACA as a matter of highest priority for further guidance.

Chapter 8 – Appointment Acceptance of
Director of Aeronautical Information Services

8.1 Background

An applicant for, or a holder of, a certificate as an Air Navigation Services (ANS) / Aeronautical Information Services (AIS) provider is required under GACAR Part 175 to appoint for an accountable manager Director of Aeronautical Information Services to be accepted by GACA President. This AC sets out the information that is required to enable GACA Aviation Standards to consider an application for acceptance and method GACA Aviation Standards may use to assess an application.

8.2 Applications

An application may be made by an Aeronautical Information Services organization that is the holder of an Air Navigation Services (ANS) – Aeronautical Information Services certificate or has applied for such certificate.

The application, in writing, must include:

- The name of the Aeronautical Information Services Organization;
- The name of the person appointed as Director of Aeronautical Information Services;
- Details of the Director of Aeronautical Information Service's relevant qualifications and experience.

The application must address all relevant requirements of GACA Part 175, and in particular should specifically detail the manner in which the certificate holder will ensure that the Director of AIS's functions and duties are performed.

8.3 Acceptance Process

GACA Aviation Standards will consider an application for acceptance in two stages.

An initial assessment will be made of the written application. If it is determined from that assessment that the Director of AIS possesses appropriate qualifications and experience, GACA Aviation Standards will proceed to the second stage, which will be an interview.

8.4 Assessment

GACA Aviation Standards will assess the experience, skills and competencies of anyone nominated for the role of Director of AIS. This assessment will inform GACA's view on the suitability of any nominee. The assessment will consider a range of factors including formal training received; previous experience gained in analogous roles; and knowledge of the provision of aeronautical information skills. GACA's decision

on the acceptability of a nominee for the post of Director is final. The criteria for the assessment are shown in Appendix A

8.5 Acceptance

If GACA Aviation Standards accepts an appointment the applicant will be advised in writing and the Director of AIS will be issued a notice of acceptance of appointment. The notice of acceptance will contain:

- The name of the person accepted by the President as Director of AIS;
- The name of the organization holding an AIS certificate in respect of which the appointment is made;
- Any conditions that the President may impose.

The acceptance is not transferable.

The acceptance will remain valid unless withdrawn by GACA Aviation Standards, a person ceases to occupy the position of Director of AIS, or the Director of AIS ceases to be employed by the AIS certificate holder specified in the notice of acceptance.

An appointment as Director of AIS will normally apply in respect of a single AIS provider. i.e., a person may not be the Director of AIS for more than one certificate holder.

8.6 Rejection of Application

GACA Aviation Standards will notify the applicant in writing if an appointment is not accepted. The advice will state the qualification, experience, or knowledge areas that have been assessed as unsatisfactory.

An unsuccessful applicant may re-apply if additional evidence can be provided to rectify any deficiency in the original application.

Appendix 8A – Director AIS

Assessment Criteria

QUALIFICATIONS	
(1) Basic qualification	Evidence of completion of an AIS basic course must be provided.
(2) Advanced training	Evidence of advanced training must be provided. It is expected that a person appointed as Director of AIS will have completed a number of advanced or refresher courses after gaining the initial qualification. Details of attendance and participation in relevant conferences including papers presented etc. should be included.
RELEVANT EXPERIENCE	
(3) Aeronautical Information Services	Details of the Director of AIS's experience in Aeronautical Information Services domain should be provided.
(4) Supervision & Management	Director of AIS must demonstrate AIS experience in a supervisory role and/or equivalent supervisory or management experience in a related industry. It's expected that the Directors of AIS will be able to demonstrate: (a) Their capability for supervision and management; (b) How they intend to ensure the organization's ongoing operational compliance with GACARs; (c) How they intend to ensure they retain sufficient resources to maintain operational effectiveness and full safety compliance in a commercial environment
(5) Management and regulation	(a) Evidence of management experience preferably in aviation, having regard to the nature of the aeronautical information services operations under GACAR Part 175 certificate; (b) Demonstrated understanding of GACA Regulations and associated legislation having regard to the nature of the aeronautical information services operations under the part 175 certificate; (c) A demonstrated ability to effectively describe the roles and responsibilities of the key personnel positions; (d) Demonstrated ability to maintain effective oversight and operational support of key personnel; (e) An understanding of the requirement to communicate safety related matters to GACA Aviation Standards;
KNOWLEDGE (the following criteria will normally be assessed during an interview)	
(6) Regulatory compliance	(a) Knowledge of the regulatory requirements applicable to civil aviation in Saudi Arabia and in respect of aeronautical information services

	(b) The Director of AIS must demonstrate a thorough knowledge of GACAR Part 175, Aeronautical Information Services
(7) AIS/AIM	Detailed knowledge in the principles and practice of aeronautical information services with the rules contained in ICAO Annexes 15 and 4 and ICAO Docs 10066, 8126 and 8697 is required including: (i) AIS to AIM roadmap and steps; (ii) SWIM; (iii) AIS automation, data set and AIXM; (iv) PANS-AIM;
(8) Navigation Systems	The Director of AIS must demonstrate a thorough understanding of the principles of operation of relevant ground and space-based navigation systems.
(9) Company operating procedures.	The Director of AIS must demonstrate that he is fully conversant with the organization's operations manual. In general, it is expected that except, in matters of detail, the Director of AIS can demonstrate this knowledge without reference to the operations manual. The Director of AIS must demonstrate detailed knowledge of all company operating procedures including: (a) Data management, workflow & control (b) Quality checks and verification before publication (c) Record keeping (d) QMS requirements (e) Automation tools requirements (f) Publishing and standards (g) SLA with originators requirements
(10) Company safety management system	Director of AIS must demonstrate a high standard of knowledge of and a commitment to the principle of a Safety Management System. The Director of AIS must have a thorough knowledge of the company safety management system and be able to discuss action appropriate to typical safety management issues.
(11) Responsibilities as Director of AIS	The Director of AIS must have a thorough understanding of his responsibilities.

Chapter 9 – Acceptance of the AIS Manual.

9.1 Introduction

GACAR175.043 requires all AIS Providers to provide an operations manual that contains details of the services provided and for the use and guidance of its own personnel. The manual must be kept updated and be subject to the document control procedures adopted by the AIS Provider. The President will accept the manual provided he is satisfied that the manual is suitable for use. Once a manual has been accepted, the manual must be managed in accordance with the Provider's document control procedures authorized by GACA. The Provider must supply GACA with a copy of all amendments to the manual without delay and in accordance with arrangements of the supply of such amendments agreed with GACA

9.2 Content of the Manual

The Director AIS must sign at the front of the manual attesting to the accuracy of the information provided and to confirm compliance by all staff with the procedures it contains.

The following items must be included in the manual if it is to be accepted by the President.

(a) The name of the Organization/Service Provider

(b) The names and titles of all senior managers, together with their duties and responsibilities;

(c) The names, titles, and contact details of all staff who will engage routinely with GACA on all matters relating to the production or content of the manual;

(d) An organogram showing clear reporting lines of all staff engaged in the provision or oversight of aeronautical information. The level of detail provided should allow for identification of all safety -critical posts.

(e) Information concerning the range of services provided and to who they are provided.

(f) Information concerning document control procedures that provide for the maintenance of the manual. Maintenance tasks include routine updates to reflect changes in operational or business practices, and to capture changes in national and international regulations. Amendments may also be required in response to a safety concern identified by the President. Arrangements to respond promptly in such cases must be detailed in the manual.

(g) Information regarding procedures for the initial and ongoing training of staff, and arrangements for their continuing competence. This is likely to involve some form of qualitative assessment of performance.

(h) Information regarding the Provider's management systems, and associated procedures, that provide assurance on the collection, storage, processing, publication and distribution of aeronautical information. The President must be satisfied that these systems, including quality control systems, are sufficient to ensure the continuing quality of the information supplied.

Note – the procedures referenced in (f), (g) and (h) above may be included in full in the manual, or their management system reference provided as an alternative.

9.3 Format

The Provider's document control system must ensure that the master copy of the manual is identified. This may be in hard copy or electronic formats. If the manual is held in electronic format the following conditions apply:

(a) The manual should normally be kept on a computer that is dedicated to the function and not used for other functions.

(b) The computer should not normally be dependent on the availability of a network (including the internet) for its correct operation or for access to the reference documents.

(c) A serviceable printer should be available to permit extracts to be printed if required.

(d) The manual should be available for viewing/printing within a reasonable period of the user making the request (a period better than or comparable to the time taken to obtain the information from a conventional printed version of the document, for example).

(e) The computer should comprise hardware and software that is reliable. Security measures should be implemented to ensure that no unauthorized access to the manual or computer configuration is possible, and that no unauthorized changes to the manual are made.

(f) It should be possible for the user readily to establish the identification and version or reference number of the manual.

(g) The manual should normally be kept on non-volatile, non- removable media (e.g. a local hard drive of the computer being used for the purpose).

(h) Where previous versions of the manual are retained and made available to staff, these should normally appear to the user as a discrete document, i.e. amendments to the content should be incorporated into the main body rather than available as separate files.

(i) Document control procedures must ensure that amendments to documents are incorporated as soon as practicable after their effective date.

(j) Contingency arrangements should be established to ensure that the manual can be accessed within a reasonable period in the event that the computer normally used for the task fails or is not available.

(k) Where required, users should be trained to ensure they understand how to access and navigate through the manual.