IOSA Audit Handbook

Tables and Mandatory Observations

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13th Edition

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1. Introduction

The Interlinked ISARPs lists are used for cross-checking and harmonising assessments with common operational elements across all applicable disciplines, e.g., Dangerous Goods provisions contained in FLT, GRH, CGO and SEC elements.

□ The checklists for Mandatory Observations (MO) are now part of this document; they outline the elements to be observed for each MO, and indicate the associated ISARP.

2. Applicability

△ The IAH - Interlinks and Repeated ISARPS is published to correspond to a particular edition of the IOSA Standards Manual (ISM). The IAH - Interlinks & Repeated ISARPS and Mandatory Observation Checklists, Edition 13 corresponds to the ISM Ed 13.

3. Layout

3.1 The layout is divided into multiple sections, each requiring a different strategy.

3.2 Section 1 contains SMS (and some SeMS) repeated ISARPs. The instructions on their use is given within the section.

3.3 Section 2 contains ISARPs related to Performance Based Compliance/Conformity. The instructions on their use are given within the section.

□ 3.4 Section 3 contains ISARPs related to Auditing Effectiveness. The instructions on their use are given within the section.

△ 3.5 Section 4 contains the inter-linked ISARPs. The listed ISARPs are generally arranged in one or more of the following types:

- link directly to a specific function: Human Factors, Crew Resource Management, Dangerous Goods (DG), etc;
- have a requirement which is *"associated"* with the above specific functions;
- have a *"Reverse requirement",* e.g., "If the Operator does **not** transport Dangerous Goods …".

Note:

*Certain ISARPs which contain more than one specification are repeated in multiple interlinked tables, to ensure that each auditor can review **all** assessments which could link to the discipline being audited.*

3.5 Sections 5 & 6 contain the list of standards relating to Parallel Conformity and Active Implementation, respectively, with their relevant dates.

□ 3.6 Sections 7 contains the MO checklists. The use of the MO checklists is detailed in the IAH Procedures and Guidance Sec 4.6.

4. Use of Interlinked ISARPs and Repeated Provisions

See IAH - Procedures and Guidance

5. Modification Status

All changes in this document are listed in the revision highlights table. For easier orientation, the following symbols identify any changes made within each section:

- ☐ Addition of a new item.
- △ Change to an item.
- ⊗ Deletion of an item.

6. Record of Revisions

Edition Number	Issue & Effective Date
4	Apr 2011
5	Jun 2011
6	Aug 2012
7	Oct 2013
8	Aug 2014
9	Jun 2015
9 Rev 1	Jun 2015
10	Jun 2016
11	Jun 2017
12	Jun 2018
13	Jun 2019

7. Record of Temporary Revisions

Temporary Revision Number	Issue/Effective Date
Nil	-----

8. Revision Highlights

Significant Changes	Comments
Interlinked Tables	Various changes
MO Checklists	Migrated from ISM after updating to ISM-13
Editorial	Few editorial changes

9. List of Effective Pages

Pages	Effective
1-	Sep 2019

10. Distribution

Electronic distribution only, via public website, **www.iata.org/iosa**.

E. & O.E.

Section 1 SMS and Repeated ISARPs

Table 1.1 – Overall SMS Control ISARP: this must be assessed as a non-conformity if any other SMS ISARP in Tables 1.2 or 1.3 is a non-conformity								
	ORG 1.1.10							

△

Table 1.2 – ORG SMS ISARPs that must be assessed as a non-conformity if any other ISARP in the same line is a non-conformity								
Define the authorities and responsibilities of mgt & non-mgt personnel	ORG 1.3.1	FLT 1.3.1	DSP 1.3.1A	MNT 1.2.1	CAB 1.2.1	GRH 1.2.1	CGO 1.2.1	
Personnel trained for SMS duties	ORG 1.6.5	FLT 2.5.1	DSP 2.5.1	MNT 1.12.6	CAB 2.4.1	GRH 2.3.1	CGO 2.3.1	
Hazard Ident. Program	ORG 3.1.1	FLT 1.12.1	DSP 1.12.1	MNT 1.12.1	CAB 1.11.1	GRH 1.11.1	CGO 1.11.1	
Safety Risk Assessment and Mitigation	ORG 3.1.2	FLT 1.12.2	DSP 1.12.2	MNT 1.12.2	CAB 1.11.2	GRH 1.11.2	CGO 1.11.2	
Operational Reporting System	ORG 3.1.3	FLT 1.12.3	DSP 1.12.3	MNT 1.12.3	CAB 1.11.3	GRH 1.11.3	CGO 1.11.3	
Setting perf. measures	ORG 3.2.1	FLT 1.12.5	DSP 1.12.5	MNT 1.12.5	CAB 1.11.5	GRH 1.11.5	CGO 1.11.5	
QA program with auditing	ORG 3.4.1	FLT 1.10.1	DSP 1.10.1	MNT 1.10.1	CAB 1.9.1	GRH 1.9.1	CGO 1.9.1	
Significant issues for review	ORG 3.4.4	FLT 1.10.3	DSP 1.10.3	MNT 1.10.3	CAB 1.9.2	GRH 1.9.3	CGO 1.9.3	

Table 1.3 – ORG SMS ISARPs which do not have additional assessment links								
	ORG 1.1.3	ORG 1.1.12	ORG 1.2.1	ORG 1.2.3	ORG 1.4.2	ORG 1.5.2	ORG 2.1.5	ORG 3.2.2
	ORG 3.3.1	ORG 3.3.3	ORG 3.3.10	ORG 3.3.11	ORG 3.3.13	ORG 4.1.1	ORG 4.1.4	---

Table 1.4 – Non-SMS ORG ISARPs that are repeated in other disciplines: refer to IAH - Procedures & Guidance for the methodology of assessing these standards								
Mgt system to ensure control	ORG 1.1.1	FLT 1.1.1	DSP 1.1.1	MNT 1.1.1	CAB 1.1.1	GRH 1.1.1	CGO 1.1.1	-----
Post Holders or Acc. Mgr.	ORG 1.1.4	FLT 1.1.2	-----	MNT 1.1.3	CAB 1.1.2	GRH 1.1.2	CGO 1.1.2	SEC 1.1.2
△ Delegation/Managerial Continuity	ORG 1.3.2	FLT 1.3.3	DSP 1.3.2A	MNT 1.2.2	CAB 1.2.2	GRH 1.2.2	CGO 1.2.2	SEC 1.3.2
Liaison with regulatory bodies/OEM	ORG 1.3.3	FLT 1.3.4	DSP 1.3.3	MNT 1.2.3	CAB 1.2.3	-----	-----	SEC 1.3.3
Exchange of relevant info.	ORG 1.4.1	FLT 1.4.1	DSP 1.4.1	MNT 1.5.1	CAB 1.3.1	GRH 1.3.1	CGO 1.3.1	SEC 1.4.1
Facilities, workspace, eqpt.	ORG 1.6.1	FLT 1.5.1	DSP 1.5.1	MNT 1.4.1	CAB 1.4.1	GRH 1.4.1	CGO 1.4.1	-----
Positions on basis of knowledge, etc.	ORG 1.6.2	FLT 1.5.2	DSP 1.5.2	MNT 1.4.2	CAB 1.4.2	GRH 1.4.2	CGO 1.4.2	-----
Mgt & control of dox	ORG 2.1.1	FLT 1.6.1	DSP 1.6.1	MNT 1.6.1	CAB 1.5.1	GRH 1.5.1	CGO 1.5.1	SEC 1.6.1
Dox processes and control	ORG 2.1.3	FLT 1.6.4	DSP 1.6.4	MNT 1.6.3	CAB 1.5.3	GRH 1.5.3	CGO 1.5.3	SEC 1.6.3
Mgt & control of operational records	ORG 2.2.1	FLT 1.8.1	DSP 1.8.1	MNT 1.8.1	CAB 1.7.1	GRH 1.7.1	CGO 1.7.1	SEC 1.8.1
Electronic records	ORG 2.2.2	FLT 1.8.3	DSP 1.8.3	MNT 1.8.2	CAB 1.7.2	GRH 1.7.2	CGO 1.7.2	SEC 1.8.2
Confidential Safety Reporting	ORG 3.1.4	FLT 1.12.4	DSP 1.12.4	MNT 1.12.4	CAB 1.11.4	GRH 1.11.4	CGO 1.11.4	-----
Addressing findings from audits	ORG 3.4.3	FLT 1.10.4	DSP 1.10.4	MNT 1.10.2	CAB 1.9.3	GRH 1.9.2	CGO 1.9.2	SEC 1.10.2
Audit planning and sufficient resources	ORG 3.4.10	FLT 1.10.2	DSP 1.10.2	MNT 1.10.5	CAB 1.9.4	GRH 1.9.4	CGO 1.9.4	SEC 1.10.3B
Outsourcing - contract with measurable specifications	ORG 3.5.1	FLT 1.11.1	DSP 1.11.1	MNT 1.11.2	CAB 1.10.1	GRH 1.10.1	CGO 1.10.1	SEC 1.11.1
Monitor outsourced functions	ORG 3.5.2	FLT 1.11.2	DSP 1.11.2	MNT 1.11.7	CAB 1.10.2	GRH 1.10.2	CGO 1.10.2	SEC 1.11.2
Monitor ext service providers by auditing	ORG 3.5.3	FLT 1.11.5	DSP 1.11.5	MNT 1.11.8	CAB 1.10.3	GRH 1.10.3	CGO 1.10.3	-----
Eqpt meets technical specs	ORG 3.6.1	FLT 1.11.3	DSP 1.11.3	-----	CAB 1.10.4	GRH 1.10.4	-----	-----

Table 1.5 – SMS ISARPs that are Recommended Practices. The ORG SMS ISARP must be assessed as a non-conformity if any other ISARP in the same line is a non-conformity. This table (5) does not link to any other table (1-4).								
ESP personnel trained for SMS duties	ORG 1.6.6	FLT 2.5.2	DSP 2.5.2	MNT 1.12.7	CAB 2.4.2	GRH 2.3.2	CGO 2.3.2	
FDA Program	ORG 3.7.1	-----	-----	-----	-----	-----	-----	

Section 2 Performance-based Conformity/Compliance

The standards in Column 4 titled “Affected Standards” may be assessed conventionally, or by using the provisions of Performance-based Conformity/Compliance (PBC); in the latter case, this section shall apply.

The utilization of PBC to assess the standards in Column 4 is acceptable provided the operator is in conformity with the Primary Requirements and the Secondary Requirements, given in the first two columns, for that particular row; conformity with the standard in Column 3 is desirable. As an example, DSP 4.3.5 could be assessed under PBC only if DSP 4.6.2 and DSP 4.6.5 are in conformity (not an N/A).

1. Primary Requirements	2. Secondary Requirements	3. Desired Requirements (Recommended Practice)	4. Affected Standards				5. Subject
DSP 4.6.2	DSP 4.6.4	DSP 4.6.3	DSP 4.1.1	DSP 4.1.2	DSP 4.1.4	DSP 4.1.5	Altn. Airports
DSP 4.6.2	DSP 4.6.5	DSP 4.6.3	DSP 4.3.5	DSP 4.3.6	DSP 4.3.7	DSP 4.3.8	Fuel Planning
			DSP 4.3.9	DSP 4.3.10	DSP 4.3.11	DSP 4.3.13	
DSP 4.6.2	---	DSP 4.6.3	DSP 4.6.6				EDTO/ETOPS

Section 3 Auditing Effectiveness

Table 3.1 – Overall Control Auditing Effectiveness ISARP: this must be assessed as a non-conformity if any other ISARP in Tables 3.2 have missing effectiveness criteria								
	ORG 1.7.1							

Table 3.2 – ORG Auditing Effectiveness ISARPs where effectiveness criteria must be assessed as not present if any other ISARP in the same line has the corresponding effectiveness criteria not in place								
Risk Assessment & Mitigation program	ORG 3.1.2	FLT 1.12.2	DSP 1.12.2	MNT 1.12.2	CAB 1.11.2	GRH 1.11.2	CGO 1.11.2	
FDA program	ORG 3.3.13							
Wet Lease, code share, etc. monitoring	ORG 3.5.4							

Section 4 Interlinked ISARPs

Aircraft Electronic Navigation Data Capabilities				
1. Primary Requirements				
FLT 1.11.4A	FLT 3.5.2	DSP 1.11.4	MNT 2.10.1	

Aircraft with more than 19 Passenger Seats				
1. Primary Requirements				
△ DSP 3.5.2	DSP 3.5.3	MNT 1.9.1 Table 4.11 (vii)		

Aircraft with Three or More Engines				
1. Primary Requirements				
DSP 4.1.2 (ii)	DSP 4.2.3			

Aircraft Technical Log (ATL)				
1. Primary Requirements				
FLT 3.5.1 (i)	FLT 3.8.1	FLT 3.8.2	MNT 3.2.1 Table 4.6	MNT 3.2.2

Aircraft Tracking				
1. Primary Requirements				
DSP 3.5.1	DSP 3.5.2	DSP 3.5.3		
2. Associated Requirements				
△ DSP 1.3.6		DSP 1.8.4 Table 3.4 (xix)		

	Alternate Airports				
	1. Primary Requirement				
□	FLT 3.5.1	FLT 3.11.5	DSP 4.1.4	DSP 3.2.9C	
	2. Fuel Planning for Alternates				
△	FLT 3.14.15	DSP 4.3.7	DSP 4.3.8	DSP 4.3.13	
	3. En Route Alternate Airports				
△	FLT 3.7.8	FLT 3.11.10	FLT 4.1.3	FLT 4.2.3	
△	DSP 3.6.5B	DSP 4.2.2	DSP 4.2.3	DSP 4.5.1	DSP 4.5.2
□	DSP 4.5.3	DSP 4.5.4	DSP 4.5.5		
	4. Alternate Airports (Takeoff Alternate)				
	DSP 4.1.1	DSP 4.1.2			
	5. Alternate Airports (Second Destination Alternate)				
	DSP 4.1.5	DSP 4.3.9			
	6. Alternate Airports (No Alternate)				
	FLT 3.7.9	DSP 4.1.4	DSP 4.1.7	DSP 4.3.10	DSP 4.3.11
	7. Alternate Airports (Associated & General Requirements)				
□	FLT 1.6.6 Table 2.1 (vii) (c)	FLT 1.7.1 Table 2.2 (vi)(h)	FLT 3.11.68	FLT 4.1.1	
	DSP 3.2.9B	DSP 3.6.5A	DSP 3.6.5B	DSP 4.5.3	

	Anti/De Icing				
	1. Primary Requirements				
	FLT 3.9.6	DSP 3.4.1	DSP 3.4.3	GRH 4.2.1	GRH 4.2.2
	GRH 4.2.3	GRH 4.2.4	GRH 4.2.5		
	2. Associated Requirements				
△	FLT 2.2.16A		FLT 4.1.2 (xii)	DSP 1.5.5 Table 3.5 (xxiv)	DSP 1.5.7 Table 3.5 (xxiv)
	DSP 1.7.1 Table 3.2 (v)	DSP 2.1.1 Table 3.5 (xxiv)	DSP 2.2.2 Table 3.5 (xxiv)	DSP 2.3.1 Table 3.5 (xxiv)	GRH 2.2.3
△	GRH 2.2.6				
	3. Anti/De Icing (Reverse Requirement)				
	FLT 3.9.7				

Cabin Crew – More than One Cabin Crew Member				
1. Primary Requirements				
CAB 2.2.9	CAB 2.2.13	CAB 2.3.3	CAB 3.1.2	

Cargo – Assessment Categories				
All ISARPS starting with: (NOTE: see Dangerous Goods section for Operators not carrying DG (Reverse Requirement))				
1. "If the Operator transports revenue cargo, ..."				
CGO 1.1.1	CGO 1.1.2	CGO 1.2.1	CGO 1.2.2	CGO 1.3.1
CGO 1.4.1	CGO 1.4.2	CGO 1.5.1	CGO 1.5.3	CGO 1.7.1
CGO 1.7.2	CGO 1.11.1	CGO 1.11.2	CGO 1.11.3	CGO 1.11.4
CGO 1.11.5	CGO 2.2.4	CGO 3.1.4	CGO 3.2.11	CGO 3.7.1
CGO 3.7.2				
2. "If the Operator transports revenue or non-revenue cargo, ..."				
□ GRH 3.4.6	GRH 3.7.4			
CGO 1.6.1	CGO 1.6.3	CGO 1.6.4	CGO 1.9.1	
CGO 1.9.2	CGO 1.9.3	CGO 1.9.4	CGO 1.10.1	CGO 1.10.2
CGO 1.10.3	CGO 2.1.1	CGO 2.1.2	CGO 2.1.4	CGO 2.1.5
△ CGO 2.1.6	CGO 2.2.2		CGO 2.3.1	CGO 3.1.1
CGO 3.1.3	CGO 3.2.17	CGO 3.2.18	CGO 3.5.1	CGO 3.5.2
CGO 3.7.3	CGO 3.7.4	CGO 3.7.6	CGO 3.7.7	SEC 3.7.1
3. "If the Operator transports dangerous goods as revenue or non-revenue cargo, ..."				
□ CGO 1.6.2	CGO 2.2.1	CGO 2.2.3	CGO 3.2.1	CGO 3.2.2
CGO 3.2.3	CGO 3.2.4	CGO 3.2.5	CGO 3.2.6	CGO 3.2.8
CGO 3.2.9	CGO 3.2.10	CGO 3.2.12	CGO 3.2.13 **(utilizing cargo aircraft ...)**	CGO 3.2.14
4. "(Reverse Requirement) If the Operator conducts passenger flights, but does NOT transport revenue cargo, non-revenue cargo and/or mail, ..."				
GRH 3.4.13				
5. "(Reverse Requirement) If the Operator transports revenue or non-revenue cargo, and does NOT transport dangerous goods,....."				
FLT 2.2.13	FLT 3.9.9	GRH 1.6.5	GRH 2.2.2	CGO 1.6.3
CGO 2.2.2				

Carriage of Weapons Onboard				
1. Primary Requirements				
△ FLT 3.9.4		SEC 3.3.1	SEC 3.3.2	SEC 3.3.3
2. Prevention of Unauthorized Weapons Onboard				
CAB 3.4.15	SEC 2.1.5 (ii)	SEC 3.1.3		

Circling Approaches				
1. Primary Requirements				
FLT 3.11.65 (iii)	FLT 3.11.69			

Commence or Continue beyond				
1. Fuel related				
FLT 3.7.2				
2. Operating Conditions related				
FLT 3.7.9	FLT 4.2.1	DSP 3.2.8	DSP 3.2.9B	DSP 3.6.5A
DSP 4.1.7	DSP 4.2.2	DSP 4.2.3		
3. Weather related				
FLT 3.9.6 (ii)	FLT 3.11.58	FLT 3.11.65	FLT 3.11.62	FLT 3.11.63
FLT 3.11.67				

Crew Resource Management (CRM)				
1. Primary Requirements				
FLT 2.2.14	FLT 2.2.30	FLT 2.2.31 (iii)	FLT 3.11.16	CAB 2.2.8
2. Associated Requirements				
FLT 1.7.1 Table 2.2 (vii), (d)	FLT 1.8.2 (i) Table 2.3 (xi)	FLT 2.1.10 Table 2.2 (vii), (d)	FLT 2.1.1B Table 2.6 (ii), (iii), (viii), (a), (b)	FLT 3.4.1 Table 2.3 (xi)
DSP 1.5.5 Table 3.5 (ix)	DSP 1.5.7 Table 3.5 (ix)	DSP 1.7.1 Table 3.2 (vii), (d)	DSP 2.2.2 Table 3.5 (ix)	DSP 2.3.1 Table 3.5 (ix)
CAB 1.6.1 Table 5.1 (vii) (f)	CAB 2.1.1B Table 5.2 (ii)	CAB 2.1.1B Table 5.2 (iii)		
3. Joint Training - FLT and CAB				
FLT 2.2.9	CAB 2.2.10			
4. Joint Training - FLT and DSP				
FLT 2.2.15	DSP 2.4.1			

	Dangerous Goods				
	1. Primary Requirements				
	FLT 2.2.12	FLT 2.2.24 <AC>	FLT 3.9.8	DSP 2.2.4	DSP 3.7.3
△	CAB 2.2.7	GRH 1.6.3	GRH 1.6.4	GRH 2.1.1 ii)	
	GRH 2.2.1	GRH 3.3.4	GRH 3.3.7	GRH 3.3.8	GRH 3.4.2
	GRH 3.4.3	GRH 3.4.4	GRH 3.4.5	GRH 3.4.6	GRH 3.4.10
	GRH 3.4.11	GRH 3.6.5	CGO 1.6.2	CGO 2.2.1	CGO 2.2.3
△		CGO 3.2.1	CGO 3.2.2	CGO 3.2.3	CGO 3.2.4
	CGO 3.2.5	CGO 3.2.6	CGO 3.2.8	CGO 3.2.9	CGO 3.2.10
	CGO 3.2.11	CGO 3.2.12	CGO 3.2.13	CGO 3.2.14	CGO 3.2.17
	CGO 3.2.18				
	2. Associated Requirements				
	ORG 4.1.10				
	FLT 1.2.1 (vii) (i)	FLT 1.4.2 (vii)	FLT 1.6.6 Table 2.1 (x)	FLT 1.7.1 Table 2.2 (ix)	FLT 3.4.1 Table 2.3 (xii)
	DSP 1.5.5 (ii) Table 3.5 (x)	DSP 1.5.7 (ii) Table 3.5 (x)	DSP 1.7.1 Table 3.2 (ix)	DSP 2.2.2 Table 3.5 (x)	DSP 2.3.1 Table 3.5 (x)
	CAB 1.6.1 Table 5.1 (iii)	CAB 1.6.1 Table 5.1 (v)	CAB 1.6.1 Table 5.1 (vii)	GRH 1.6.6	GRH 1.6.7
△	GRH 1.6.8		GRH 3.1.1	GRH 3.3.1 (iii)	
□	CGO 1.6.1 Table 7.1 (ii)	CGO 1.6.1 Table 7.1 (iii)	CGO 3.1.4		
	3. Reverse Requirements				
	FLT 2.2.13	FLT 3.9.9	GRH 1.6.5	GRH 2.2.2	GRH 3.1.2
	CGO 1.6.3	CGO 2.2.2			

	Designated Common Language				
	1. Primary Requirements				
□	FLT 1.5.3 (vii)	FLT 1.7.2	FLT 3.1.1	FLT 3.1.2	
	CAB 1.6.6	CAB 3.1.3			
	2. Associated Requirements				
	FLT 2.2.19				

Electronic Databases				
1. Primary Requirements				
ORG 3.3.5	ORG 3.4.14			

Emergency Equipment				
1. Emergency Equipment				
FLT 2.2.8	FLT 3.8.7B	FLT 3.8.9 <AC>	FLT 3.8.10	
CAB 2.1.5	CAB 2.2.4			
2. Associated Requirements				
DSP 3.7.1	MNT 2.1.1	CAB 3.4.12		

Escape Slides				
1. Primary Requirements				
FLT 3.13.11	CAB 2.2.5	CAB 3.2.4		
2. Associated Requirements				
FLT 3.13.3 (iii)	FLT 3.13.4 (v)	CAB 3.3.3 (iii)		

Extended Diversion Time Operations (EDTO)				
1. Primary Requirements				
FLT 3.11.10	DSP 4.1.2 (iii)	DSP 4.3.13 (i)	DSP 4.5.1	DSP 4.5.2
DSP 4.5.3	DSP 4.5.4	DSP 4.6.2 (Perf Based)	DSP 4.6.3 (Perf Based)	DSP 4.6.6 (Perf Based)
MNT 2.8.1	MNT 2.8.2	MNT 2.8.2 Table 4.5		
2. Associated Requirements				
FLT 1.2.1 (vii) e)	FLT 1.8.2 Table 2.3 (ii)	FLT 3.4.1 Table 2.3 (ii)	FLT 4.2.2 (viii)	
DSP 1.5.5 (ii) Table 3.5 (xxv)	DSP 1.5.7 (ii) Table 3.5 (xxv)	DSP 2.2.2 Table 3.5 (xxv)	DSP 2.3.1 Table 3.5 (xxv)	

Flight and Cabin Crew Training – AQP/ATQP/EBT				
1. Primary Requirements				
FLT 2.1.1A (vii)	FLT 2.1.1B	CAB 2.1.1A (vi)	CAB 2.1.1B	
FLT 2.1.1B Tables 2.6 - 2.8	CAB 2.1.1B Tables 5.2 - 5.3			
2. Associated Requirements				
FLT 2.2.8	FLT 2.2.9	FLT 2.2.11	FLT 2.2.12	FLT 2.2.13
FLT 2.2.14	FLT 2.2.16A	FLT 2.2.16B	FLT 2.2.17	FLT 2.2.18
FLT 2.2.26	FLT 2.2.27	FLT 2.2.30	FLT 2.2.31	FLT 2.2.32
FLT 2.2.33	FLT 2.2.34	FLT 2.2.35	FLT 2.2.37	FLT 2.2.40
FLT 2.2.42	FLT 2.2.43	FLT 2.3.1 (iv)	FLT 2.3.2	FLT 2.3.4
FLT 2.3.6	FLT 2.4.1	FLT 2.4.3	CAB 2.1.3	CAB 2.1.4
CAB 2.2.2	CAB 2.2.3	CAB 2.2.4	CAB 2.2.5	CAB 2.2.6
CAB 2.2.8	CAB 2.2.9	CAB 2.2.10	CAB 2.2.11	CAB 2.2.12
CAB 2.3.3	CAB 2.3.4			

Fatigue Risk Management System (FRMS)				
1. Primary Requirements				
FLT 3.4.3A	FLT 3.4.3B	FLT 3.4.3C	CAB 3.1.4A	CAB 3.1.4B
CAB 3.1.4C				

Flight and Cabin Crew Duty Time Limits				
1. Primary Requirements				
FLT 3.4.2	FLT 3.4.3A	FLT 3.4.4	CAB 3.1.5	CAB 3.1.6
2. Associated Requirements				
FLT 3.3.1	FLT 1.8.2 Table 2.3 (xiv)	CAB 1.6.1 Table 5.1 (viii)		

Flight Deck Door (Strengthened and Conventional)				
1. Primary Requirements				
△ FLT 3.13.16	FLT 3.13.17	FLT 3.13.18	MNT 1.9.1 Table 4.11 (xxvi)	MNT 1.9.2 Table 4.14 (iv)
CAB 3.3.2				
2. Reverse Requirements				
FLT 3.13.19				

Flight Documentation – Onboard Library				
1. Primary Requirements				
FLT 1.6.1	FLT 1.6.6 Table 2.1	FLT 3.9.8		

Flight Operations Assistant (FOA)				
1. Primary Requirements				
△ DSP 1.3.2B	DSP 1.3.7	DSP 1.5.7	DSP 1.5.9	DSP 1.7.4
DSP 1.8.6	DSP 2.1.2	DSP 2.1.7	DSP 2.2.2	DSP 2.2.4 (carriage of DG)
DSP 2.3.1	DSP 3.2.2	DSP 3.2.4	DSP 3.2.7	DSP 3.6.1
DSP 3.7.2	DSP 3.7.3			
2. Associated Requirements				
△ FLT 1.7.1 Table 2.2 (i) c)	FLT 2.1.10 Table 2.2 (i) (c)	DSP 1.3.1B (iii)	DSP 1.3.5 (ii) (c)	DSP 1.3.5 Table 3.1
DSP 1.5.7 (ii) Table 3.5	DSP 1.8.2	DSP 2.1.1 Table 3.1	DSP 2.2.2 Table 3.5	DSP 2.3.1 Table 3.5
GRH 3.3.8				

Flight Operations Officer (FOO)				
1. Primary Requirements				
FLT 2.2.15	DSP 1.3.4 (i)	DSP 1.3.5	DSP 1.3.6	DSP 1.3.7
DSP 1.5.4	DSP 1.5.5	DSP 1.5.6	DSP 1.5.7	DSP 1.5.9
DSP 1.7.4	DSP 1.8.6	DSP 1.8.8	DSP 1.8.9	DSP 2.1.2
DSP 2.1.7	DSP 2.2.2	DSP 2.2.3	DSP 2.2.4 (carriage of DG)	DSP 2.3.1
DSP 2.3.3	DSP 2.3.4	DSP 2.4.1	DSP 3.2.2	DSP 3.2.4
DSP 3.2.5 (ii)	DSP 3.2.6	DSP 3.2.7	DSP 3.6.1	DSP 3.7.2
DSP 3.7.3	DSP 4.3.14	DSP 4.3.16		
2. Associated Requirements				
△ FLT 1.7.1 Table 2.2 (i) c)	FLT 2.1.10 Table 2.2 (vi) (g)	DSP 1.3.1B	DSP 1.3.2B	DSP 1.3.5 Table 3.1
DSP 1.5.5 (ii) Table 3.5	DSP 1.5.7 (ii) Table 3.5	DSP 1.7.1 Table 3.2 (vi) (d)	DSP 1.8.2	DSP 2.1.1 Table 3.1
DSP 2.1.1 Table 3.5	DSP 2.2.2 Table 3.5	DSP 2.3.1 Table 3.5	GRH 3.3.8	

Licensed Flight Operations Officer (FOO)				
1. Primary Requirements				
DSP 1.5.4	DSP 1.8.9			

Fuel Planning				
1. Primary Requirements				
DSP 4.3.1	DSP 4.3.2	DSP 4.3.5	DSP 4.3.6	DSP 4.3.7
DSP 4.3.8	DSP 4.3.9	DSP 4.3.10	DSP 4.3.11	DSP 4.3.12
DSP 4.3.13	DSP 4.3.14	DSP 4.3.16		
2. Associated Requirements				
FLT 2.2.10 iv)	FLT 3.7.1	FLT 3.7.2	FLT 3.14.15	FLT 3.14.16
FLT 3.14.17	FLT 4.2.2 (vi)			
3. Performance Based				
DSP 4.6.2	DSP 4.6.3	DSP 4.6.5		

Fueling Operations with Passengers/Crew Onboard				
1. Primary Requirements				
△ FLT 3.9.2	CAB 3.2.2		GRH 4.1.2	GRH 4.1.5
⊗				

GPWS				
1. Primary Requirements				
FLT 1.11.4B	FLT 3.14.9	MNT 1.9.1 Table 4.11 (xii)		
2. Associated Requirement				
FLT 1.8.2 Table 2.3 (iii)	FLT 2.2.33	FLT 2.2.38 (ii)	FLT 3.4.1 Table 2.3 (iii)	

Human Factors/Performance				
1. Primary Requirements				
FLT 1.12.4	FLT 2.1.35 (i) (d)	FLT 2.2.9	FLT 2.2.14	FLT 2.2.15
FLT 3.4.2	DSP 2.2.3	DSP 2.4.1	MNT 1.3.2	MNT 1.12.4
MNT 4.5.1	CAB 1.11.4	CAB 2.2.8	CAB 2.2.10	
GRH 1.11.4	GRH 2.1.2	CGO 1.11.4	CGO 2.1.2	
2. Associated Requirements				
ORG 3.1.4	FLT 1.7.1 Table 2.2 (vii) d)	FLT 1.7.4 (i)	FLT 1.8.2 (i) Table 2.3 (xi)	
FLT 2.1.10 Table 2.2 (vii) (d)	FLT 3.4.1 (i) Table 2.3 (xi)	DSP 1.5.7 Table 3.5 (ix)	DSP 1.7.1 Table 3.2 (vii) (d)	DSP 1.12.4
△	MNT 1.7.1	CAB 1.6.1 Table 5.1 (vii) (f)	CAB 3.1.7	

Instrument Flight Rules (IFR)				
1. Primary Requirements				
FLT 3.10.1	DSP 3.2.9B			
2. Associated Requirements				
FLT 3.10.2	DSP 1.7.1 Table 3.2 (i) (c)			

	International Operations				
	1. Primary Requirements				
△	FLT 3.3.5	FLT 3.13.18			
	DSP 3.7.1	GRH 3.7.2	GRH 3.7.3	CGO 3.2.9	CGO 3.7.7
	2. ISARPS Associated with the Security of International Flights				
□	SEC 3.4.1 (i)	SEC 3.4.2	SEC 3.6.1	SEC 3.6.3	SEC 3.6.6
	SEC 3.6.7	SEC 3.6.10			

Line Qualifications/Evaluations				
1. Primary Requirements – Flight Crew				
FLT 2.3.1	FLT 2.3.3	FLT 2.4.1		
2. Associated Requirements				
FLT 3.3.10 (ii)				
3. Primary Requirements – Dispatch Personnel				
DSP 2.3.1				
4. Primary Requirements – Cabin Crew				
CAB 2.3.1	CAB 2.3.2	CAB 2.3.3	CAB 2.3.4	

Live Animals and/or Perishable Cargo Shipments				
1. Primary Requirements				
CGO 3.1.4	CGO 3.3.1	CGO 3.3.2	CGO 3.3.3	CGO 3.3.4
2. Associated Requirements				
CGO 1.6.1 Table 7.1 (iii)				

	Long-Range and Over-water Flights				
	1. Long-Range Over-Water Flight (Primary Requirements)				
△	FLT 2.4.1 Table 2.5 (v)	DSP 1.4.2 (iv)	DSP 1.7.1 Table 3.2 (vi) (f)	DSP 4.1.5 (iv)	MNT 1.9.1 Table 4.11 (xx) & (xxi)
	2. Long-Range Over-Water Flight (Associated Requirements)				
	FLT 3.10.5 (i) (a)				

Routes over Difficult Terrain and/or into Special Airports				
1. Primary Requirements				
FLT 2.4.1	FLT 3.3.10			
2. Associated Requirements				
FLT 3.4.1 Table 2.3 (ix)	FLT 4.2.2 (xii)	DSP 1.5.5 Table 3.5 (xvii)		

Low Visibility Operations				
1. Primary Requirements				
FLT 2.2.34	FLT 3.3.3	FLT 3.11.9		
2. Associated Requirements				
FLT 1.2.1 (vii) (a) and (b)	FLT 3.6.4			

	Multi Type/Variant Crew Qualifications				
	1. Primary Requirements				
	FLT 2.4.3	FLT 3.3.7	FLT 3.4.6	CAB 2.1.5	
	2. Associated Requirements				
□	FLT 3.7.10	DSP 4.3.16			

	Operations with or without Cabin Crew				
	1. Primary Requirements				
	FLT 3.8.8	FLT 3.9.3	CAB 3.4.2	CAB 3.4.5	CAB 3.4.6
△	CAB 3.4.8	CAB 4.2.1	MNT 1.9.1 Table 4.11 (iii)		

	Operations with Supernumeraries				
	1. Primary Requirements				
	FLT 1.3.10	FLT 2.2.42	FLT 2.2.44	FLT 3.8.8	FLT 3.8.10
	FLT 3.13.4	FLT 3.13.6	FLT 3.13.8	FLT 3.13.12	FLT 3.13.13
	FLT 3.13.14	FLT 3.14.5	SEC 3.4.2		
	2. Associated Requirements				
△	FLT 2.2.8 (ii)	MNT 1.9.1 Table 4.11 (xvi) & (xvii)			

	Performance Calculations				
	1. Primary Requirements				
	FLT 3.11.68	FLT 4.1.1	FLT 4.1.2	FLT 4.1.3	

	Psychoactive Substances				
	1. Primary Requirements				
	FLT 1.5.7	FLT 1.5.8	DSP 1.5.9	CAB 1.2.6	
	2. Associated Requirements				
⊗					

	Receiving Process				
	1. Primary Requirements				
□	MNT 4.5.6	MNT 4.6.5	MNT 4.9.1 Table 4.9 (xi)		

	Re-Dispatch/Reduced Contingency Fuel Flight Planning				
	1. Primary Requirements				
△	DSP 3.2.9B (ii)		DSP 4.3.6	DSP 4.3.7 (iv)	
□	**2. Associated Requirements**				
□	DSP 4.1.4				

Screening/Security Controls for Passenger Flights				
1. Primary Requirements				
SEC 3.4.1	SEC 3.4.2	SEC 3.4.3	SEC 3.4.4	
2. Associated Requirements				
SEC 1.5.3	SEC 1.11.4	SEC 2.1.1	SEC 3.4.5	SEC 3.4.7
SEC 3.6.3	SEC 3.6.10	SEC 3.8.1		
3. Associated Requirements – if the Operator controls or manages...				
SEC 4.3.1	SEC 2.1.5	SEC 3.9.2		

Screening Requirements for Domestic Passenger Flights				
1. Primary Requirements				
SEC 3.4.1	SEC 3.6.2	SEC 3.6.11		

Screening Requirements for Baggage and Cargo				
1. Primary Requirements				
CGO 3.7.2	CGO 3.7.3	CGO 3.7.4	CGO 3.7.6	CGO 3.7.7
SEC 3.6.1	SEC 3.6.2	SEC 3.6.3	SEC 3.6.6	SEC 3.6.10
SEC 3.6.11	SEC 3.7.1			
☐ **2. Associated Requirements**				
☐ GRH 3.7.4				

Security Training for Crew				
1. Primary Requirements				
☐ FLT 2.2.42	CAB 2.2.12	SEC 2.1.1	SEC 2.1.4	
2. Associated Requirements				
☐ FLT 1.8.2 Table 2.3 (xiii)	SEC 2.1.2	SEC 2.1.6	SEC 2.1.7	

	Shared Responsibility System for Ops Control of Flights				
	1. Primary Requirements				
△	FLT 2.2.15	DSP 2.4.1	DSP 3.2.5 (iii)	DSP 3.2.6	DSP 3.6.1
	2. Associated Requirements				
	DSP 1.3.4 (i), (ii)	DSP 1.3.5 (i)	DSP 4.3.14		

	Special Navigation Procedures				
	1. RVSM - Primary Requirements				
△	FLT 2.2.18	FLT 3.11.8A		MNT 2.11.1	
	2. RVSM - Associated Requirements				
	FLT 1.2.1 (vii) (f)	FLT 3.4.1 Table 2.3 (ii)	FLT 3.11.32 (ii) (c)	FLT 4.3.1 (iii)	
	3. MNPS - Primary Requirements				
△	FLT 2.2.18	FLT 2.4.2	FLT 3.11.11	FLT 4.3.1	
	4. MNPS - Associated Requirements				
	FLT 1.2.1 (vii) (g)				
	5. PBN/RNP/RNAV - Primary Requirements				
□	FLT 2.2.18	FLT 3.11.1	FLT 3.11.8B	FLT 4.3.1	
	6. PBN/RNP/RNAV - Associated Requirements				
□	FLT 1.2.1 (vii) h)	FLT 3.11.2	FLT 3.4.1 Table 2.3 (iii)		
	7. AMU - Primary Requirements				
	FLT 2.4.2	FLT 3.11.11			
□	**8. PBCS - Primary Requirements**				
□	FLT 4.3.1	FLT 3.11.8C			
□	**9. PBCS - Associated Requirements**				
□	FLT 3.4.1 Table 2.3 (iii)				

	Supplemental Oxygen				
	1. Primary Requirements				
△	FLT 3.11.49	FLT 4.3.5	MNT 1.9.1 Table 4.11(i) & (ii)	DSP 4.4.1	CAB 1.6.1 Table 5.1 (iv) & (vii)
△	CAB 4.2.24 Table 5.4 (xii)	CAB 3.4.3	CAB 3.4.12	CAB 3.4.13	CAB 3.4.14
	2. Associated Requirements				
△	FLT 1.7.1 Table 2.2 (vi) (e)	DSP 1.7.1 Table 3.2 (vi) (g)			
□	CAB 2.2.5				

Training Flights				
1. Primary Requirements				
FLT 2.1.12 (iv)	FLT 2.1.35 (i) (g)	FLT 2.2.38	FLT 2.2.39	FLT 2.2.41
2. Reverse Requirements				
FLT 2.1.47				

	Unit Load Devices (ULDs)				
	1. Primary Requirements				
		CGO 1.6.4	CGO 3.2.5	CGO 3.5.1	CGO 3.5.2
	2. Associated Requirements				
△	MNT 1.9.1 Table 4.11 (xxiv)		GRH 3.3.4 (x)	GRH 3.4.14	
	CGO 1.6.1 Table 7.1 (iv)	CGO 2.2.3	CGO 3.2.4	CGO 3.2.12	CGO 3.2.13 (ii)

VFR				
1. Primary Requirements				
FLT 3.10.2	DSP 3.2.9A			

Volcanic Ash				
1. Primary Requirements				
FLT 2.2.16B	FLT 3.11.38 (v)			

Section 5 ISARPs Containing the Parallel Conformity Option

ISARP Number	Subject	Date of Expiry
ORG 3.3.13	Flight Data Analysis	31 Aug 2021
DSP 4.2.3	Second Engine Failure on Planes with >3 Engines	31 Aug 2020
DSP 4.3.7	Contingency Fuel	31 Aug 2020
DSP 4.3.12	Final Reserve Fuel	31 Aug 2020

Section 6 ISARPs Containing the Active Implementation Option

ISARP Number	Subject	Projected Date for Full Conformance
FLT 3.7.9	PSR for Isolated Airport Operations	31 Aug 2020
FLT 3.14.16	Minimum Fuel Declaration	31 Aug 2020
FLT 3.14.17	Fuel Emergency	31 Aug 2020
DSP 3.5.1	Aircraft Tracking Capability	31 Aug 2020
DSP 3.5.2	Automated Tracking of Aircraft	31 Aug 2020
DSP 3.5.3	Tracking in Oceanic Areas	31 Aug 2020
DSP 4.1.7	Isolated Airport Operations	31 Aug 2020
DSP 4.3.13	Additional Fuel	31 Aug 2020

Section 7 Mandatory Observations

MO-1-FLT: Line Flight Operations

Applicability: The following group of checklists are intended to be used for the observation of flight crew line activities, procedures, flight deck systems/equipment; such observation includes interviews of flight crew and other relevant flight operations personnel.
Valid for the ISM Edition 13.

Note:

The checklists contain a listing of ISARPs that are relevant to line flight operations. It is recommended that these checklists be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of line flight operations (it typically will not be possible to accomplish all listed observations).

Flight Preparation			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Preflight preparation duties/responsibilities	Yes ☐ No ☐	FLT 3.5.1	
Accessibility/use of ATS flight plan	Yes ☐ No ☐	FLT 3.7.5	
Accessibility/use OFP; accepted by PIC	Yes ☐ No ☐	FLT 3.7.6 FLT 3.7.7	
Availability/use of taxi/takeoff/climb/landing performance information/data	Yes ☐ No ☐	FLT 4.1.1	
Determination of relevant aircraft performance factors	Yes ☐ No ☐	FLT 4.1.2	
Determination of en route aircraft engine-out performance	Yes ☐ No ☐	FLT 4.1.3	
Determination of relevant airport operational requirements	Yes ☐ No ☐	FLT 3.6.2	
Determination of relevant airport RVR requirements/associated limitations	Yes ☐ No ☐	FLT 3.6.4	
Determination of relevant approach/landing RVR requirements*	Yes ☐ No ☐	FLT 3.6.5	
Consideration of relevant airport conditions/ facilities	Yes ☐ No ☐	FLT 4.2.1	
Determination of minimum dispatch/departure fuel	Yes ☐ No ☐	FLT 3.7.1	
Determination of safe usable fuel	Yes ☐ No ☐	FLT 3.7.2	
Requirement for IFR Flight Plan	Yes ☐ No ☐	FLT 3.10.1	
Identification of en route alternate airports	Yes ☐ No ☐	FLT 3.7.8	
Calculation/use of PSR (isolated airport operations)	Yes ☐ No ☐	FLT 3.7.9	
☐ Flight crew fuel state awareness*	Yes ☐ No ☐	FLT 3.7.10	
*** Recommended Practice**			

Flight Deck Systems/Documentation			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Flight deck instrumentation/ navigation/communication systems	Yes ☐ No ☐	FLT 4.3.1	
OM crew duties/responsibilities published in designated common language(s)	Yes ☐ No ☐	FLT 1.7.2	
Content/accessibility of onboard library (could be in EFB)	Yes ☐ No ☐	FLT 1.6.6	
Use of EFB systems/devices*	Yes ☐ No ☐	FLT 3.5.3	
*** Recommended Practice**			

Preflight Procedures/Activities			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Use/application of ATL/CDL/MEL; entry of information in accordance with OM	Yes ☐ No ☐	FLT 3.8.1 FLT 3.8.2	
PIC option to reject aircraft for airworthiness/ maintenance issues	Yes ☐ No ☐	FLT 3.8.3	
Aircraft exterior inspection; safety-critical areas	Yes ☐ No ☐	FLT 3.8.6 FLT 3.8.7A	
Flight deck emergency equipment/systems inspection	Yes ☐ No ☐	FLT 3.8.7B	
Cabin emergency equipment/systems inspection	Yes ☐ No ☐	FLT 3.8.8	
Cargo/supernumerary compartment(s) inspection (cargo aircraft only)	Yes ☐ No ☐	FLT 3.8.9	
Validation of navigation database	Yes ☐ No ☐	FLT 3.5.2	
Coordination for potential cabin evacuation		FLT 3.9.2	
Preparation/acceptance of load sheet	Yes ☐ No ☐	FLT 3.7.3	
Flight crew notification of onboard weapons	Yes ☐ No ☐	FLT 3.9.4	
Operations in ground icing conditions; de-/anti-icing procedures	Yes ☐ No ☐	FLT 3.9.6 FLT 3.9.7	
Notification/acceptance of onboard dangerous goods	Yes ☐ No ☐	FLT 3.9.8	

Flight Crew Operations (applicable in more than one phase of flight)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Flight crew responsibilities/duties defined	Yes ☐ No ☐	FLT 1.3.8	
Flight crew demonstrates familiarity with: • Duties/responsibilities; • Relevant state regulations; • Authorized operations; • Relevant sections of OM.	Yes ☐ No ☐	FLT 2.2.7	
Flight crew demonstrates knowledge of areas, routes, route segments, airports to be used in operations	Yes ☐ No ☐	FLT 2.3.1	
PIC demonstrates responsibility for safety of flight; ensures compliance with checklists	Yes ☐ No ☐	FLT 1.3.6	
Designation of primary PIC (when flight crew includes more than one qualified PIC)	Yes ☐ No ☐	FLT 1.3.7	
Use of current OM; proper interpretation, application of OM and related checklists.	Yes ☐ No ☐	FLT 1.7.1 FLT 1.7.4	
Crew member use of designated common language(s)	Yes ☐ No ☐	FLT 2.2.19 FLT 3.1.1 FLT 3.1.2	
Flight crew compliance with seat belt/safety harness requirements	Yes ☐ No ☐	FLT 3.12.2	
Flight deck jump seat occupancy	Yes ☐ No ☐	FLT 3.13.2	
Control/role/use of supernumeraries	Yes ☐ No ☐	FLT 1.3.10	
Application of CRM/TEM principles/skills to flight management	Yes ☐ No ☐	FLT 2.2.14 FLT 2.2.30 FLT 3.11.16	
Terrain awareness procedures/maneuvers	Yes ☐ No ☐	FLT 2.2.33	
Application of flight crew task sharing/prioritization	Yes ☐ No ☐	FLT 3.11.18	
Flight crew crosscheck/confirmation when performing critical actions	Yes ☐ No ☐	FLT 3.11.20	
Flight crew use of standardized verbal callouts	Yes ☐ No ☐	FLT 3.11.21	
Management of flight automation; use of level appropriate for conditions	Yes ☐ No ☐	FLT 3.11.22	
Procedures for transfer of aircraft control	Yes ☐ No ☐	FLT 3.12.3	
Adherence to sterile flight deck	Yes ☐ No ☐	FLT 3.11.17	
Procedures for flight crew members leaving duty station	Yes ☐ No ☐	FLT 3.12.4	
Flight deck entry door operation; procedures for personnel entry, monitoring of area outside door	Yes ☐ No ☐	FLT 3.13.16 FLT 3.13.17 FLT 3.13.18	
Prevention of unauthorized flight deck entry (no flight deck entry door)	Yes ☐ No ☐	FLT 3.13.19	
Flight/cabin crew communication/coordination	Yes ☐ No ☐	FLT 3.13.3	
Flight/cabin crew safety announcements	Yes ☐ No ☐	FLT 3.13.6	

Flight Crew Operations (applicable in more than one phase of flight)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Flight/cabin crew notification prior to takeoff/landing	Yes ☐ No ☐	FLT 3.13.8	
Procedures for transport of passengers/ supernumeraries	Yes ☐ No ☐	FLT 3.13.14	
Application of altitude awareness/actions in accordance OM procedures	Yes ☐ No ☐	FLT 3.11.28	
Visual vigilance for conflicting traffic	Yes ☐ No ☐	FLT 3.11.3	
Adherence to minimum altitudes	Yes ☐ No ☐	FLT 3.11.4	
ATC communications; use of standard phraseology	Yes ☐ No ☐	FLT 3.10.4	
English language proficiency in communication with ATC	Yes ☐ No ☐	FLT 2.2.20	
Use of oxygen masks/supplemental oxygen	Yes ☐ No ☐	FLT 3.11.49	
Conduct of departure/approach briefings that include: • Aircraft technical status (unless previously reviewed/briefed); • Normal/non-normal considerations; • Flight deck jump seat occupant briefing.	Yes ☐ No ☐	FLT 3.11.23	
Determination of airport operating minima	Yes ☐ No ☐	FLT 3.6.3	
Determination of airport RVR requirements/ associated limitations	Yes ☐ No ☐	FLT 3.6.4	
Conduct of low visibility operations	Yes ☐ No ☐	FLT 3.11.9	
Use/setting of barometric altimeter	Yes ☐ No ☐	FLT 3.11.29	
Barometric altimeters referenced to QNH for takeoff/approach/landing	Yes ☐ No ☐	FLT 3.11.30	
Barometric altimeter conversion/corrections*	Yes ☐ No ☐	FLT 3.11.31 FLT 3.11.32	
Operations near adverse weather/environmental conditions	Yes ☐ No ☐	FLT 3.11.38	
Wind shear awareness/avoidance	Yes ☐ No ☐	FLT 3.11.39	
Wake turbulence awareness/avoidance	Yes ☐ No ☐	FLT 3.11.40	
Compliance with aircraft operating limitations	Yes ☐ No ☐	FLT 3.11.46	
Compliance with wind component limitations	Yes ☐ No ☐	FLT 3.11.47	
Computation of relevant aircraft performance	Yes ☐ No ☐	FLT 3.11.51	
Runway incursion prevention/risk reduction	Yes ☐ No ☐	FLT 3.12.7	
Recording of required flight information	Yes ☐ No ☐	FLT 3.2.1	
*** Recommended Practice**			

Taxi/Takeoff/Climb/Cruise Operations (as applicable to flight observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Determination of safe all-engine climb gradient*	Yes ☐ No ☐	FLT 4.1.4	
Compliance with turn-after-takeoff altitude limitations	Yes ☐ No ☐	FLT 3.11.48	
Procedures for VFR partial operations	Yes ☐ No ☐	FLT 3.10.2	
Monitoring of radio frequencies	Yes ☐ No ☐	FLT 3.10.5	
Monitoring of navigation performance	Yes ☐ No ☐	FLT 3.11.1	
Verification of navigation accuracy	Yes ☐ No ☐	FLT 3.11.2	
Conduct of specialized navigation operations	Yes ☐ No ☐	FLT 3.11.11	
△ Conduct of RVSM operations	Yes ☐ No ☐	FLT 3.11.8A	
☐ Conduct of PBN operations	Yes ☐ No ☐	FLT 3.11.8B	
☐ Conduct of PBCS operations	Yes ☐ No ☐	FLT 3.11.8C	
Conduct of EDTO	Yes ☐ No ☐	FLT 3.11.10	
In-flight fuel management procedures	Yes ☐ No ☐	FLT 3.11.6 FLT 3.11.7 FLT 3.14.15 FLT 3.14.16 FLT 3.14.17	
Monitoring destination/alternate airport weather conditions	Yes ☐ No ☐	FLT 3.11.5	
Uncontrolled airspace/airport operations	Yes ☐ No ☐	FLT 3.10.6	
*** Recommended Practice**			

Descent/Approach/Landing Operations (as applicable to flight observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Prohibition of flight crew transfer of duties below 10,000 ft	Yes ☐ No ☐	FLT 3.12.5	
△ Compliance with descent rate restrictions at low altitudes	Yes ☐ No ☐	FLT 3.11.50A	
☐ Limitation of vertical speed to maximum 1500 fpm for last 1000 ft climbing/descending to an assigned altitude/flight level*	Yes ☐ No ☐	FLT 3.11.50B	
Determination of conditions for approach/landing	Yes ☐ No ☐	FLT 3.11.58	
Adherence to approach/landing operating minima	Yes ☐ No ☐	FLT 3.11.62 FLT 3.11.63	
Assessment of landing factors/computation of landing distance*	Yes ☐ No ☐	FLT 3.11.68	
Application of stabilized approach criteria	Yes ☐ No ☐	FLT 3.11.59	
Missed approach/go-around from unstabilized approach	Yes ☐ No ☐	FLT 3.11.60	
Landing in touchdown zone	Yes ☐ No ☐	FLT 3.11.61	
Visual approach operations	Yes ☐ No ☐	FLT 3.11.64	
Non-ILS approach operations	Yes ☐ No ☐	FLT 3.11.65	

Descent/Approach/Landing Operations (as applicable to flight observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Non-ILS approach operations; final segment profile	Yes ☐ No ☐	FLT 3.11.66	
ILS approach operations	Yes ☐ No ☐	FLT 3.11.67	
Circling approach operations	Yes ☐ No ☐	FLT 3.11.69	
*** Recommended Practice**			

Non-Normal/Abnormal and Emergency Operations (as applicable to flight observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Flight-cabin crew communication during non-normal/abnormal/emergency situations*	Yes ☐ No ☐	FLT 3.13.5	
Communication procedures for abnormal/ emergency situations	Yes ☐ No ☐	FLT 3.14.11	
Flight crew execution of normal/non-normal/ emergency procedures	Yes ☐ No ☐	FLT 3.14.3	
Rejected takeoff procedures/considerations	Yes ☐ No ☐	FLT 3.14.6	
Engine fire/failure after V1 procedures	Yes ☐ No ☐	FLT 3.14.7	
TCAS/ACAS RA procedures	Yes ☐ No ☐	FLT 3.14.8	
GPWS/terrain alert/warning procedures	Yes ☐ No ☐	FLT 3.14.9	
Emergency descent procedure	Yes ☐ No ☐	FLT 3.14.10	
Circuit breaker re-set procedures	Yes ☐ No ☐	FLT 3.14.14	
Flight-cabin crew emergency evacuation procedures (with cabin crew)	Yes ☐ No ☐	FLT 3.14.4	
Flight crew emergency evacuation procedures (without cabin crew)	Yes ☐ No ☐	FLT 3.14.5	
Medical emergency procedures	Yes ☐ No ☐	FLT 3.14.12	
Flight crew incapacitation procedures	Yes ☐ No ☐	FLT 3.14.13	
*** Recommended Practice**			

Passenger Operations Without Cabin Crew			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Flight crew communications with passengers/ supernumeraries	Yes ☐ No ☐	FLT 3.13.4	
Flight crew preflight safety equipment briefing to passengers/supernumeraries	Yes ☐ No ☐	FLT 3.8.10	
Flight crew procedures for ensuring passenger/ supernumerary access to emergency oxygen (no cabin crew)	Yes ☐ No ☐	FLT 3.13.12	
Flight crew acceptance/handling of passengers that require special handling	Yes ☐ No ☐	FLT 3.9.3	
Flight crew arming/disarming of entry doors (no cabin crew)	Yes ☐ No ☐	FLT 3.13.11	
Flight crew procedures for ensuring passengers/ supernumeraries seated/restrained (no cabin crew)	Yes ☐ No ☐	FLT 3.13.13	

MO-2-FLT: Flight Simulator Training Operations

Applicability: The following group of checklists are intended to be used for the observation of instructor/flight crew training activities, procedures, simulator systems/equipment, facilities; such observation includes interviews of instructor(s), flight crew and other relevant personnel.
Valid for the ISM Edition 31.

Note:

This checklists contain a listing of ISARPs that are relevant to flight simulator operations. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of flight simulator operations (it typically will not be possible to accomplish all listed observations).

Flight Training Program Elements (in accordance with operator's training requirements)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Simulator training consistent with Training Manual	Yes ☐ No ☐	FLT 2.1.10	
Training information provided to flight crew members in preparation for an evaluation	Yes ☐ No ☐	FLT 2.2.28	
Objectivity/no undue external interference in perform-ance of training/evaluation	Yes ☐ No ☐	FLT 2.1.2	
Training/evaluation reflects current policies/ procedures/aircraft modifications	Yes ☐ No ☐	FLT 2.1.3	
△ Instructors/evaluators/line check airmen are standardized, meet required qualification/performance standards	Yes ☐ No ☐	FLT 2.1.20	
Instructor/evaluator demonstrates competence to ad-minister flight training	Yes ☐ No ☐	FLT 2.1.35	
Simulator configuration consistent with aircraft type	Yes ☐ No ☐	FLT 2.1.45	
Documented minimum simulator serviceability levels for type of training/evaluation to be conducted	Yes ☐ No ☐	FLT 2.1.46	
Training in application of CRM/TEM principles/skills to flight management	Yes ☐ No ☐	FLT 2.2.30 FLT 3.11.16	

Use of authorized documents in training/evaluation	Yes ☐ No ☐	FLT 2.1.14	
Training/evaluation in performance of normal/ non-normal procedures/maneuvers	Yes ☐ No ☐	FLT 2.2.27	
Training in aircraft upset prevention and recovery	Yes ☐ No ☐	FLT 2.2.17	
Simulators at level to support ZFTT	Yes ☐ No ☐	FLT 2.1.47	
Training/evaluation in flight crew operation of aircraft systems/limitations.	Yes ☐ No ☐	FLT 2.2.11	
Training/evaluation in operations in adverse weather/environmental conditions	Yes ☐ No ☐	FLT 2.2.16A	
Training using LOS profile	Yes ☐ No ☐	FLT 2.2.31	
Training in normal/non-normal procedures/maneuvers	Yes ☐ No ☐	FLT 2.2.26	
Training/evaluation in Wind shear avoidance/recovery from predictive/actual Wind shear	Yes ☐ No ☐	FLT 2.2.32	
Training in terrain awareness procedures/maneuvers	Yes ☐ No ☐	FLT 2.2.33	
Training in low visibility operations	Yes ☐ No ☐	FLT 2.2.34	
Training/evaluation in response to TCAS/ACAS alerts	Yes ☐ No ☐	FLT 2.2.35	

Preflight Preparation (as applicable to training observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Preflight preparation duties/responsibilities	Yes ☐ No ☐	FLT 3.5.1	
Use/applicability of OFP	Yes ☐ No ☐	FLT 3.7.6	
Determination of relevant airport RVR requirements/associated limitations	Yes ☐ No ☐	FLT 3.6.4	
Determination of relevant approach/landing RVR requirements*	Yes ☐ No ☐	FLT 3.6.5	
Determination of minimum dispatch/departure fuel	Yes ☐ No ☐	FLT 3.7.1	
Use/application of ATL/CDL/MEL; entry of information in accordance with OM	Yes ☐ No ☐	FLT 3.8.1	
*** Recommended Practice**			

Flight Crew Operations (as applicable to training observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
PIC demonstrates responsibility for safety of flight; ensures compliance with checklists	Yes ☐ No ☐	FLT 1.3.6	
Instructor/flight crew use of designated common language(s)	Yes ☐ No ☐	FLT 2.2.19 FLT 3.1.1	
Flight crew use/interpretation of OM and related checklists.	Yes ☐ No ☐	FLT 1.7.1 FLT 1.7.4	
Flight crew compliance with seat belt/safety harness requirements	Yes ☐ No ☐	FLT 3.12.2	
Flight crew task sharing/prioritization	Yes ☐ No ☐	FLT 3.11.18	
Flight crew crosscheck/confirmation when performing critical actions	Yes ☐ No ☐	FLT 3.11.20	

Flight Crew Operations (as applicable to training observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Flight crew use of standardized verbal callouts	Yes ☐ No ☐	FLT 3.11.21	
Management of flight automation; use of level appropriate for conditions	Yes ☐ No ☐	FLT 3.11.22	
Procedures for transfer of aircraft control	Yes ☐ No ☐	FLT 3.12.3	
Application of altitude awareness/actions in accordance OM procedures	Yes ☐ No ☐	FLT 3.11.28	
Adherence to minimum altitudes	Yes ☐ No ☐	FLT 3.11.4	
ATC communications; use of standard phraseology	Yes ☐ No ☐	FLT 3.10.4	
English language proficiency in communication with ATC	Yes ☐ No ☐	FLT 2.2.20	
Use of oxygen masks/supplemental oxygen	Yes ☐ No ☐	FLT 3.11.49	
Conduct of departure/approach briefings that include: • Aircraft technical status (unless previously reviewed/briefed); • Normal/non-normal considerations; • Flight deck jump seat occupant briefing.	Yes ☐ No ☐	FLT 3.11.23	
Determination of airport operating minima	Yes ☐ No ☐	FLT 3.6.3	
Determination of airport RVR requirements/ associated limitations	Yes ☐ No ☐	FLT 3.6.4	
Conduct of low visibility operations	Yes ☐ No ☐	FLT 3.11.9	
Use/setting of barometric altimeter	Yes ☐ No ☐	FLT 3.11.29	
Barometric altimeters referenced to QNH for takeoff/approach/landing*	Yes ☐ No ☐	FLT 3.11.30	
Barometric altimeter conversion/corrections	Yes ☐ No ☐	FLT 3.11.31 FLT 3.11.32	
Wind shear awareness/avoidance	Yes ☐ No ☐	FLT 3.11.39	
Compliance with aircraft operating limitations	Yes ☐ No ☐	FLT 3.11.46	
Compliance with wind component limitations	Yes ☐ No ☐	FLT 3.11.47	
Computation of relevant aircraft performance	Yes ☐ No ☐	FLT 3.11.51	
Runway incursion prevention/risk reduction	Yes ☐ No ☐	FLT 3.12.7	
*** Recommended Practice**			

Taxi/Takeoff/Climb/Cruise Operations (as applicable to training observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Compliance with turn-after-takeoff altitude limitations	Yes ☐ No ☐	FLT 3.11.48	
Conduct of specialized navigation operations (LOS scenario)	Yes ☐ No ☐	FLT 3.11.11	
Conduct of EDTO (LOS scenario)	Yes ☐ No ☐	FLT 3.11.10	
In-flight fuel management procedures (LOS scenario)	Yes ☐ No ☐	FLT 3.14.15 FLT 3.14.16 FLT 3.14.17	
*** Recommended Practice**			

Descent/Approach/Landing Operations (as applicable to training observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Compliance with descent rate restrictions at low altitudes	Yes ☐ No ☐	FLT 3.11.50	
Determination of conditions for approach/landing	Yes ☐ No ☐	FLT 3.11.58	
Adherence to approach/landing operating minima	Yes ☐ No ☐	FLT 3.11.62 FLT 3.11.63	
Assessment of landing factors/computation of landing distance*	Yes ☐ No ☐	FLT 3.11.68	
Application of stabilized approach criteria	Yes ☐ No ☐	FLT 3.11.59	
Missed approach/go-around from unstabilized approach	Yes ☐ No ☐	FLT 3.11.60	
Landing in touchdown zone	Yes ☐ No ☐	FLT 3.11.61	
Visual approach operations	Yes ☐ No ☐	FLT 3.11.64	
Non-ILS approach operations	Yes ☐ No ☐	FLT 3.11.65	
Non-ILS approach operations; final segment profile	Yes ☐ No ☐	FLT 3.11.66	
ILS approach operations	Yes ☐ No ☐	FLT 3.11.67	
Circling approach operations	Yes ☐ No ☐	FLT 3.11.69	
*** Recommended Practice**			

Training in Non-Normal/Abnormal and Emergency Operations (as applicable to training observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Standardized flight-cabin crew communication during normal/non-normal/abnormal/emergency situations*	Yes ☐ No ☐	FLT 3.13.5	
Communication procedures for abnormal/ emergency situations	Yes ☐ No ☐	FLT 3.14.11	
Flight crew execution of normal/non-normal/ emergency procedures	Yes ☐ No ☐	FLT 3.14.3	
Rejected takeoff procedures/considerations	Yes ☐ No ☐	FLT 3.14.6	

Training in Non-Normal/Abnormal and Emergency Operations (as applicable to training observed)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Engine fire/failure after V1 procedures	Yes ☐ No ☐	FLT 3.14.7	
TCAS/ACAS RA procedures	Yes ☐ No ☐	FLT 3.14.8	
GPWS/terrain alert/warning procedures	Yes ☐ No ☐	FLT 3.14.9	
Emergency descent procedure	Yes ☐ No ☐	FLT 3.14.10	
Flight-cabin crew emergency evacuation procedures	Yes ☐ No ☐	FLT 3.14.4	
Flight crew incapacitation procedures	Yes ☐ No ☐	FLT 2.2.40 FLT 3.14.13	
*** Recommended Practice**			

MO-3-FLT: Flight Crew Scheduling Operations

Applicability: This checklist is intended to be used for the observation/direct examination of flight scheduling/pairing processes/records; such observation includes interviews of flight crew schedulers and other relevant personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to flight crew scheduling. It is recommended that the checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation/examination of flight crew scheduling operations.

Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Scheduling complies with defined flight crew composition/number of flight crew members based on mission factors	Yes ☐ No ☐	FLT 3.3.1	
Scheduling uses guidance/criteria that prevents pairing of inexperience flight crew members	Yes ☐ No ☐	FLT 3.3.2	
Scheduling tracks/accounts for valid flight crew member medical assessment	Yes ☐ No ☐	FLT 3.3.4	
Scheduling accounts for/complies with age/other restrictions that prohibit assignment of flight crew member as pilot in international flight operations	Yes ☐ No ☐	FLT 3.3.5	
Scheduling requires flight crew member qualification in accordance with Table 2.3 and requirements of State	Yes ☐ No ☐	FLT 3.4.1	
Scheduling tracks/accounts for flight crew member recency-of-experience qualification requirements	Yes ☐ No ☐	FLT 3.3.7	
Scheduling process accounts for PIC qualification on intended routes/airports	Yes ☐ No ☐	FLT 3.3.9	
Scheduling tracks/accounts for PIC qualification for routes/airports that require special knowledge/skills	Yes ☐ No ☐	FLT 3.3.10	
Scheduling accounts for human factors that could affect crew member performance	Yes ☐ No ☐	FLT 3.4.2	

Scheduling includes management of fatigue-related safety risk	Yes ☐ No ☐	FLT 3.4.3A	
Scheduling includes management of fatigue-related safety risk in accordance with an approved FRMS (if applicable)	Yes ☐ No ☐	FLT 3.4.3B	
Scheduling uses defined criteria to determine required flight crew rest periods/calculate duty time limitations	Yes ☐ No ☐	FLT 3.4.4	

MO-4-DSP: Operational Control/Flight Dispatch Operations

Applicability: The following group of checklists are intended to be used for the observation/direct examination of operational control activities, processes, procedures, facilities; such observation includes interviews of operational control/flight dispatch and other relevant personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to operational control/flight dispatch. It is recommended that this checklist be used by auditors as a memory aid tool for assessing implementation of the ISARPs during the observation/examination of operational control/flight dispatch operations (it may not be possible to accomplish all listed observations).

Operational Control Administration (as applicable to operator's operational control system)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Applicability/exercise of operational control authority	Yes ☐ No ☐	DSP 1.3.4	
Responsibilities for individual functions/ duties/tasks	Yes ☐ No ☐	DSP 1.3.5	
Assignment of functional responsibilities/duties to FOO personnel	Yes ☐ No ☐	DSP 1.3.6	
Preparedness to implement emergency actions	Yes ☐ No ☐	DSP 1.3.7	
Operational control personnel have access to information relevant to safe conduct of flights, accident/incident notification procedures	Yes ☐ No ☐	DSP 1.4.2	
Adequate facilities/workspace/equipment for operational control activities	Yes ☐ No ☐	DSP 1.5.1	
Valid license for personnel that perform FOO function (if applicable)	Yes ☐ No ☐	DSP 1.5.4	
Compliance with AOC conditions/limitations by FOO/FOA personnel	Yes ☐ No ☐	DSP 1.7.4	

Flight Coordination/Monitoring (as applicable to operator's operational control system)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
PIC provided with documents/information/data necessary for safe conduct of flight	Yes ☐ No ☐	DSP 3.1.2	
Common flight planning documents used by PIC and FOO/FOA (if applicable)	Yes ☐ No ☐	DSP 3.2.2	
Production/issuance of OFP and ATS flight plan for each flight	Yes ☐ No ☐	DSP 3.2.3	
FOO/FOA assistance to PIC in flight preparation (if applicable)	Yes ☐ No ☐	DSP 3.2.4	
Acceptance of OFP by PIC and (if applicable) FOO	Yes ☐ No ☐	DSP 3.2.5	
Coordination of en route amendments to OFP between PIC and FOO or designated member of management (if applicable)	Yes ☐ No ☐	DSP 3.2.6	
Coordination of changes to ATS flight plan by FOO/FOA (if applicable)	Yes ☐ No ☐	DSP 3.2.7	
Assessment of relevant conditions/ground facilities prior to flight departure	Yes ☐ No ☐	DSP 3.2.8	
Guidance/procedures for control of flights to be conducted under partial VFR; availability of meteorological reports (if applicable)	Yes ☐ No ☐	DSP 3.2.9A	
Procedures for monitoring/assessing meteorological conditions for operational airports	Yes ☐ No ☐	DSP 3.2.9B	
Procedures for monitoring/assessing approach/landing suitability for planned alternate airports	Yes ☐ No ☐	DSP 3.2.9C	
Guidance/procedures/restrictions that ensure flights do not exceed aircraft performance weight limitations	Yes ☐ No ☐	DSP 3.3.1	
Procedures for flights planned to operate in known/suspected ground icing conditions	Yes ☐ No ☐	DSP 3.4.3	
FOO/FOA communication with flight crew/maintenance operations (if applicable)	Yes ☐ No ☐	DSP 3.6.1	
Flight monitoring process; communication with flight crew (if applicable)*	Yes ☐ No ☐	DSP 3.6.2 DSP 3.6.3	
Backup flight monitoring process (if applicable)	Yes ☐ No ☐	DSP 3.6.4*	
Monitoring of destination/alternate airport conditions/information during flight	Yes ☐ No ☐	DSP 3.6.5A	
Monitoring of en route alternate airports conditions/information during flight	Yes ☐ No ☐	DSP 3.6.5B	
Procedures for reporting of inadequate facilities observed during flights to applicable authorities/operational areas of organization	Yes ☐ No ☐	DSP 3.6.5C	
Procedures for flight completion notifications	Yes ☐ No ☐	DSP 3.6.6	
Preparedness to communicate emergency/survival equipment information to SAR centers	Yes ☐ No ☐	DSP 3.7.1	

Flight Coordination/Monitoring (as applicable to operator's operational control system)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Preparedness to provide accident notification to the appropriate authority	Yes ☐ No ☐	DSP 3.7.2	
Access to same dangerous goods information as provided to PIC; preparedness to provide dangerous goods information in event of accident	Yes ☐ No ☐	DSP 3.7.3	
Guidance/procedures for monitoring/assessing en route alternate airports during EDTO	Yes ☐ No ☐	DSP 4.5.4	
*** Recommended Practice**			

Flight Planning (as applicable to operator's operational control system)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Process for selection/designation of takeoff alternate airports	Yes ☐ No ☐	DSP 4.1.1 DSP 4.1.2	
Process for selection/designation of destination alternate airport	Yes ☐ No ☐	DSP 4.1.4	
System/process for selection/designation of second destination alternate airport	Yes ☐ No ☐	DSP 4.1.5	
Process for designation of PSR for isolated airport flights; ensuring safe destination conditions for flight continuation past PSR	Yes ☐ No ☐	DSP 4.1.7	
Process for selection of planned minimum flight altitudes that comply with established safe limits	Yes ☐ No ☐	DSP 4.2.1	
Process that ensures OFP route for twin-engine aircraft permits, for critical engine failure at any point, flight to an airport above minimum altitudes	Yes ☐ No ☐	DSP 4.2.2	
Process that ensures OFP for three/four-engine aircraft permits, for one/two engine failure at any point, flight to an airport with landing	Yes ☐ No ☐	DSP 4.2.3	
Process or procedures to ensure sufficient usable fuel for safe flight completion taking into account unplanned deviations	Yes ☐ No ☐	DSP 4.3.1	
Process or procedures to ensure planned flight usable fuel is based on all relevant data/operating conditions	Yes ☐ No ☐	DSP 4.3.2	
Process or procedures for calculating planned taxi fuel	Yes ☐ No ☐	DSP 4.3.5	
Process or procedures for calculating planned trip fuel	Yes ☐ No ☐	DSP 4.3.6	
Process or procedures for calculating planned contingency fuel	Yes ☐ No ☐	DSP 4.3.7	
Process or procedures for calculating destination alternate fuel for flights that require a single destination alternate airport	Yes ☐ No ☐	DSP 4.3.8	

Flight Planning (as applicable to operator's operational control system)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Process or procedures for calculating destination alternate fuel for flights that require a second destination alternate airport	Yes ☐ No ☐	DSP 4.3.9	
Process or procedures for calculating planned supplemental fuel for flights that require no destination alternate airport	Yes ☐ No ☐	DSP 4.3.10	
Process or procedures for calculating planned isolated airport fuel	Yes ☐ No ☐	DSP 4.3.11	
Process or procedures for calculating planned final reserve fuel	Yes ☐ No ☐	DSP 4.3.12	
Process or procedures for calculating planned additional fuel when required	Yes ☐ No ☐	DSP 4.3.13	
Process/procedures for uplift of discretionary fuel when requested by PIC or PIC/FOO	Yes ☐ No ☐	DSP 4.3.14	
Guidance to increase PIC/FOO fuel awareness; means for PIC/FOO to easily approximate final reserve fuel*	Yes ☐ No ☐	DSP 4.3.16	
Guidance/procedures to ensure sufficient stored breathing oxygen for planned flight in pressurized/unpressurized aircraft	Yes ☐ No ☐	DSP 4.4.1	
Process or procedures to ensure flights operated beyond 60 minutes from an alternate airport are conducted in accordance with applicable requirements	Yes ☐ No ☐	DSP 4.5.1	
Guidance/procedures that ensure flight crew has up-to-date information relative to planned en route alternate airports for flight operations beyond 60 minutes from an en route alternate airport	Yes ☐ No ☐	DSP 4.5.2	
Guidance/procedures for selecting en route alternate airports and specifying on OFP and ATS flight plan for two-engine aircraft EDTO	Yes ☐ No ☐	DSP 4.5.3	
Performance-based method that ensures an acceptable level of safety in complying with alternate airport selection regulations (if applicable)	Yes ☐ No ☐	DSP 4.6.2, 4.6.3 & 4.6.4	
Performance-based method that ensures an acceptable level of safety in complying with fuel planning regulations (if applicable)	Yes ☐ No ☐	DSP 4.6.2, 4.6.3 & 4.6.5	
Performance-based method that ensures an acceptable level of safety in complying with EDTO regulations (if applicable)	Yes ☐ No ☐	DSP 4.6.2, 4.6.3 & 4.6.6	
*** Recommended Practice**			

MO-5-MNT: Management of Maintenance Outsourcing

Applicability: This checklist is intended to be used for the observation/direct examination of monitoring/ oversight processes and documentation/records associated with the outsourcing of maintenance activities; such observation includes interviews of relevant maintenance personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to the management of maintenance outsourcing. It is recommended that this checklist be used by auditors as a memory aid tool for assessing implementation of the ISARPs during the observation/examination of the maintenance outsourcing management process.

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Maintenance agreements exist for all external maintenance service providers	Yes ☐ No ☐	MNT 1.11.1	
Maintenance agreements contain measurable quality/safety standards	Yes ☐ No ☐	MNT 1.11.2	
Listing of all approved maintenance service providers	Yes ☐ No ☐	MNT 1.11.5	
Training and/or training material provided to external maintenance service providers	Yes ☐ No ☐	MNT 1.11.6	
Processes for monitoring all AMO service providers	Yes ☐ No ☐	MNT 1.11.7	
Process for auditing AMO service providers	Yes ☐ No ☐	MNT 1.11.8	
Requirement that aircraft maintenance is performed only by an AMO	Yes ☐ No ☐	MNT 4.1.1	
Process for verifying mandatory information on AMO approval documents	Yes ☐ No ☐	MNT 4.1.3	
Process for verifying State recognition of foreign AMOs (if applicable)	Yes ☐ No ☐	MNT 4.1.5	
Process for verifying responsibilities/regulatory acceptance of AMO managers	Yes ☐ No ☐	MNT 4.2.1	
Process for verifying qualifications/regulatory acceptance of AMO nominated personnel	Yes ☐ No ☐	MNT 4.2.2	
Process for verifying adequacy of AMO maintenance human resources	Yes ☐ No ☐	MNT 4.2.3	
Process for verifying AMO quality assurance programs meet all applicable requirements	Yes ☐ No ☐	MNT 4.3.1	
Process for verifying AMO conducts periodic internal review of quality assurance programs	Yes ☐ No ☐	MNT 4.3.5	
Process for verifying AMO provides mandatory reporting of defects/conditions/failures/ malfunctions	Yes ☐ No ☐	MNT 4.3.7	
Process for verifying AMO personnel are licensed/authorized to sign maintenance release	Yes ☐ No ☐	MNT 4.4.1	
Process for verifying AMO has positive identification of maintenance personnel that are approved to perform/certify maintenance	Yes ☐ No ☐	MNT 4.4.2	

Process for verifying AMO has initial/recurrent training programs for maintenance personnel	Yes ☐ No ☐	MNT 4.5.1	
Process for verifying AMO has program for continuation training at maximum 36 month interval	Yes ☐ No ☐	MNT 4.5.4	
Process for verifying AMO has training/ qualification program for quality assurance auditors	Yes ☐ No ☐	MNT 4.5.5	
Process for verifying AMO has initial/recurrent training program for receiving inspectors	Yes ☐ No ☐	MNT 4.5.6	
Process for verifying training/qualification of AMO personnel authorized to taxi aircraft (if applicable)	Yes ☐ No ☐	MNT 4.5.7	
Process for verifying adequate AMO facilities/ work environment to perform maintenance	Yes ☐ No ☐	MNT 4.6.1	
Process for verifying adequate AMO data/equipment/supplies/parts to perform maintenance	Yes ☐ No ☐	MNT 4.6.2	
Process for verifying adequate AMO storage facilities for parts/tools/equipment/material	Yes ☐ No ☐	MNT 4.6.3	
Process for verifying acceptable AMO shelf-life program for applicable stored items	Yes ☐ No ☐	MNT 4.6.4	
Process for verifying acceptable AMO receiving inspection program	Yes ☐ No ☐	MNT 4.6.5	
Process for verifying adequate AMO parts/materials quarantine area	Yes ☐ No ☐	MNT 4.7.1	
Process for verifying acceptable AMO process for segregating parts	Yes ☐ No ☐	MNT 4.7.2	
Process for verifying acceptable AMO ESD program	Yes ☐ No ☐	MNT 4.7.3	
Process for verifying acceptable AMO methods for storage of sensitive parts/equipment	Yes ☐ No ☐	MNT 4.7.4	
Process for verifying acceptable AMO methods/containers for shipping aircraft components/parts	Yes ☐ No ☐	MNT 4.7.5	
Process for verifying acceptable AMO MPM in accordance with Table 4.9	Yes ☐ No ☐	MNT 4.9.1	
Process for verifying acceptable AMO MPM amendment process	Yes ☐ No ☐	MNT 4.9.2	
Process for verifying acceptable AMO MPM distribution/dissemination processes	Yes ☐ No ☐	MNT 4.9.3	
Process for verifying AMO production of completed/signed maintenance release that certifies maintenance performed in accordance with MPM	Yes ☐ No ☐	MNT 4.10.1	
Process for verifying acceptable AMO tool calibration program	Yes ☐ No ☐	MNT 4.11.1	

MO-6-MNT: Aircraft Part/Component Installation/ Replacement

Applicability: This checklist is intended to be used for the observation of an aircraft component installation/ replacement activity; such observation includes procedures, parts, resources, records, facilities, as well as interviews of relevant maintenance personnel.
Conditions: The activity observed must be performed on the operator's aircraft and include authorized maintenance personnel, appropriate tooling and a part/component that must meet applicable airworthiness standards.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to aircraft part or component installation or replacement. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of an aircraft part/component installation/replacement (it may not be possible to accomplish all listed observations).

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Adequate facilities/workspace/equipment for maintenance activity performed	Yes ☐ No ☐	MNT 1.4.1	
New part/component being installed meets applicable standards of airworthiness (if applicable to activity observed)	Yes ☐ No ☐	MNT 2.3.1	
Used part/component being installed meets applicable standards of airworthiness (if applicable to activity observed)	Yes ☐ No ☐	MNT 2.3.2	
Used life-limited part/component being installed meets applicable standards of airworthiness (if applicable to activity observed)	Yes ☐ No ☐	MNT 2.3.3	
Installation/replacement accomplished using approved data/in accordance with regulations	Yes ☐ No ☐	MNT 2.6.1	
Personnel signing maintenance release are appropriately licensed/authorized	Yes ☐ No ☐	MNT 4.4.1	
Personnel are approved to perform/certify maintenance	Yes ☐ No ☐	MNT 4.4.2	
Availability/use of necessary technical data/equipment/tools/material for maintenance activity performed	Yes ☐ No ☐	MNT 4.6.2	
Production of complete maintenance release for specific maintenance activity performed	Yes ☐ No ☐	MNT 4.10.1	
Proper calibration of tools used in maintenance activity performed	Yes ☐ No ☐	MNT 4.11.1	

MO-7-MNT: AD/SB Management

Applicability: This checklist is intended to be used for the observation/direct examination of AD/SB engineering/planning processes, documentation, records; such observation includes interviews of relevant maintenance personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to the management of ADs and SBs. It is recommended that the checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation/examination of the AD/SB management process.

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
AD/SB process includes identification, planning, accomplishment, certification, recording, follow-up monitoring	Yes ☐ No ☐	MNT 2.5.1	
Planning system includes tracking/forecasting of AD/SB action/limits	Yes ☐ No ☐	MNT 2.2.1	
AD/SB process ensures modifications/repairs accomplished using approved data/in accordance with regulations	Yes ☐ No ☐	MNT 2.6.1	
AD/SB process accomplished/recorded in accordance with MMM	Yes ☐ No ☐	MNT 3.4.1	
Content/retention of AD/SB records are in accordance with requirements of the Authority	Yes ☐ No ☐	MNT 1.8.1	
Records system includes current status of AD/SB compliance, individual aircraft compliance	Yes ☐ No ☐	MNT 3.1.1	

MO-8-MNT: Management/Handling of Aircraft Parts/Components

Applicability: This checklist is intended to be used for the observation/direct examination of parts/component management/handling facilities, processes, documentation, records; such observation includes interviews of relevant maintenance personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to the management and handling of aircraft parts and components. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation/examination of the parts/components management/ handling process.

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Adequate facilities/workspace/equipment for handling of aircraft parts/components	Yes ☐ No ☐	MNT 1.4.1	
Content/retention of parts/components records are in accordance with requirements of the Authority	Yes ☐ No ☐	MNT 1.8.1	
Processes for management of acquisition/ certification/traceability/inventory for aircraft parts/components	Yes ☐ No ☐	MNT 1.11.9	
Control process for ensuring new parts meet applicable standards of airworthiness	Yes ☐ No ☐	MNT 2.3.1	

Control process for ensuring used parts meet applicable standards of airworthiness	Yes ☐ No ☐	MNT 2.3.2	
Control process for ensuring used life-limited parts meet applicable standards of airworthiness	Yes ☐ No ☐	MNT 2.3.3	
Availability/use of necessary technical data/equipment/tools/material for management/ handling of aircraft parts/components	Yes ☐ No ☐	MNT 4.6.2	
Adequate storage facilities for aircraft parts/components	Yes ☐ No ☐	MNT 4.6.3	
Shelf-life program for applicable stored aircraft parts/components	Yes ☐ No ☐	MNT 4.6.4	
Program for ensuring receiving inspection of in-coming aircraft parts/components	Yes ☐ No ☐	MNT 4.6.5	
Secure quarantine area(s) adequate for rejected aircraft parts/components	Yes ☐ No ☐	MNT 4.7.1	
Process for segregating serviceable/ non-serviceable/non-aircraft parts/components	Yes ☐ No ☐	MNT 4.7.2	
ESD program in accordance with manufacturer's instructions and Table 4.8	Yes ☐ No ☐	MNT 4.7.3	
Methods to ensure proper identification/storage of sensitive aircraft parts/components	Yes ☐ No ☐	MNT 4.7.4	
Process for ensuring aircraft parts/components are shipped in suitable containers	Yes ☐ No ☐	MNT 4.7.5	

Onboard Manuals and Documentation			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
OM published in designated common language	Yes ☐ No ☐	CAB 1.6.6	
Cabin crew has direct access to parts of OM with duties/responsibilities relevant to safety/security of cabin operations	Yes ☐ No ☐	CAB 1.6.3	
Cabin crew member OM amendments/revisions are up to date	Yes ☐ No ☐	CAB 1.6.4	
Onboard accessibility of complete version of OM	Yes ☐ No ☐	CAB 1.6.5	
One or more copies of up-to-date practical man-ual on board; cabin crew has immediate access to practical manual (if applicable)	Yes ☐ No ☐	CAB 1.6.7	
Cabin crew communication with flight crew in designated common language	Yes ☐ No ☐	CAB 3.1.3	
Cabin crew procedure to verify baggage and cargo packages/passenger items are stowed or properly secured	Yes ☐ No ☐	CAB 3.2.3	
Cabin crew procedures for arming/disarming ap-plicable cabin door slides/slide rafts	Yes ☐ No ☐	CAB 3.2.4	
Cabin crew seated/safety harness fastened for takeoff/landing, when directed by PIC	Yes ☐ No ☐	CAB 3.2.5	

Onboard Manuals and Documentation			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Cabin crew seated/safety harness fastened for taxi operations, except to perform safety duties*	Yes ☐ No ☐	CAB 3.2.6	
Cabin crew procedures for cabin preparation prior to takeoff/landing	Yes ☐ No ☐	CAB 3.2.7	
Cabin crew procedures for providing safety instructions to passengers	Yes ☐ No ☐	CAB 3.2.8	
Movable service carts/trolleys have operative braking devices; procedures for withdrawal or replacement of unserviceable carts/trolleys	Yes ☐ No ☐	CAB 3.2.9	
Procedures for stowage/securing of movable service carts/trolleys	Yes ☐ No ☐	CAB 3.2.10	
Cabin crew procedures for engaging braking devices of carts/trolleys when left unattended in cabin aisles	Yes ☐ No ☐	CAB 3.2.10	
*** Recommended Practice**			

Emergency Procedures			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Procedures that specify cabin crew functions/ actions for an emergency, emergency evacuation situation	Yes ☐ No ☐	CAB 3.2.1	
Cabin crew procedures for coordinated/ expeditious cabin evacuation during aircraft fueling operations with passengers on board	Yes ☐ No ☐	CAB 3.2.2	

Cabin-Flight Deck Coordination (applicable in more than one phase of flight)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Policy/procedures that define sterile flight deck, address cabin-flight crew communication	Yes ☐ No ☐	CAB 3.3.1	
Policies/procedures for cabin-flight crew that address locking/use of flight deck entry door, cabin crew entry to flight deck	Yes ☐ No ☐	CAB 3.3.2	
Procedures for cabin-flight crew communication/ coordination to address cabin operational situations	Yes ☐ No ☐	CAB 3.3.3	
Cabin crew procedures for safety notifications to flight crew	Yes ☐ No ☐	CAB 3.3.4	
Procedures for standardized cabin-flight crew communication	Yes ☐ No ☐	CAB 3.3.5	
Cabin crew is notified prior to takeoff/ descent/landing	Yes ☐ No ☐	CAB 3.3.7	

Passenger Handling Procedures			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Procedures for addressing passengers that require special handling	Yes ☐ No ☐	CAB 3.4.1	
Procedures that address handling of unruly passengers, crew member interference	Yes ☐ No ☐	CAB 3.4.2	
Procedures that ensure passengers have ready access to emergency oxygen, as applicable	Yes ☐ No ☐	CAB 3.4.3	
Procedures for ensuring passengers seated/seat belt fastened for defined phases of flight/conditions	Yes ☐ No ☐	CAB 3.4.4	
Procedures for ensuring secure infant restraint for defined phases of flight/conditions	Yes ☐ No ☐	CAB 3.4.5	
Procedures that address passengers seated adjacent to emergency exits	Yes ☐ No ☐	CAB 3.4.6	
Guidance/procedures that address control of PED usage	Yes ☐ No ☐	CAB 3.4.8	
Procedures for passenger safety announcements as applicable to the situation	Yes ☐ No ☐	CAB 3.4.10	
Guidance/procedures to communicate smoking restrictions to passengers, address compliance with fasten seatbelt/no smoking signs	Yes ☐ No ☐	CAB 3.4.11	
Procedures for passenger are familiar with cabin emergency equipment/systems	Yes ☐ No ☐	CAB 3.4.12	
Procedures for administration of oxygen from portable bottles/cabin system as applicable to aircraft type	Yes ☐ No ☐	CAB 3.4.13	

Cabin Systems and Equipment (may be observed by inspection of static aircraft)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Safety Information card accessible to each passenger; contains appropriate information/instructions/restrictions	Yes ☐ No ☐	CAB 4.2.1	
Equipped with first aid kits; evenly distributed, accessible*	Yes ☐ No ☐	CAB 4.2.2	
Equipped with medical kit; secure location*	Yes ☐ No ☐	CAB 4.2.3	
Equipped with universal precaution kit*	Yes ☐ No ☐	CAB 4.2.3	
*** Recommended Practice**			

MO-9-CAB: Line Cabin Operations

Applicability: The following group of checklists are intended to be used for the observation of cabin crew line activities, procedures; such observation includes interviews of cabin crew and other relevant personnel. Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to cabin operations. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of line cabin operations (it typically will not be possible to accomplish all listed observations).

Preflight and Preparation			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Designation of a cabin crew leader	Yes ☐ No ☐	CAB 3.1.2	
Cabin crew has received essential operational information/guidance prior to flight	Yes ☐ No ☐	CAB 1.3.2	
Procedures for preflight inspection of cabin emergency systems/equipment	Yes ☐ No ☐	CAB 4.1.1	
Process for cabin crew to report malfunctioning aircraft equipment prior to/after flight	Yes ☐ No ☐	CAB 4.1.2	

Onboard Manuals and Documentation			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
OM published in designated common language	Yes ☐ No ☐	CAB 1.6.6	
Cabin crew has direct access to parts of OM with duties/responsibilities relevant to safety/security of cabin operations	Yes ☐ No ☐	CAB 1.6.3	
Cabin crew member OM amendments/revisions are up to date	Yes ☐ No ☐	CAB 1.6.4	
Onboard accessibility of complete version of OM	Yes ☐ No ☐	CAB 1.6.5	
One or more copies of up-to-date practical manual on board; cabin crew has immediate access to practical manual (if applicable)	Yes ☐ No ☐	CAB 1.6.7	
Cabin crew communication with flight crew in designated common language	Yes ☐ No ☐	CAB 3.1.3	
Cabin crew procedure to verify baggage and cargo packages/passenger items are stowed or properly secured	Yes ☐ No ☐	CAB 3.2.3	
Cabin crew procedures for arming/disarming applicable cabin door slides/slide rafts	Yes ☐ No ☐	CAB 3.2.4	
Cabin crew seated/safety harness fastened for takeoff/landing, when directed by PIC	Yes ☐ No ☐	CAB 3.2.5	
Cabin crew seated/safety harness fastened for taxi operations, except to perform safety duties*	Yes ☐ No ☐	CAB 3.2.6	
Cabin crew procedures for cabin preparation prior to takeoff/landing	Yes ☐ No ☐	CAB 3.2.7	
Cabin crew procedures for providing safety instructions to passengers	Yes ☐ No ☐	CAB 3.2.8	

Onboard Manuals and Documentation			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Movable service carts/trolleys have operative braking devices; procedures for withdrawal or replacement of unserviceable carts/trolleys	Yes ☐ No ☐	CAB 3.2.9	
Procedures for stowage/securing of movable service carts/trolleys	Yes ☐ No ☐	CAB 3.2.10	
Cabin crew procedures for engaging braking devices of carts/trolleys when left unattended in cabin aisles	Yes ☐ No ☐	CAB 3.2.10	

Emergency Procedures			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Procedures that specify cabin crew functions/ actions for an emergency, emergency evacuation situation	Yes ☐ No ☐	CAB 3.2.1	
Cabin crew procedures for coordinated/ expeditious cabin evacuation during aircraft fueling operations with passengers on board	Yes ☐ No ☐	CAB 3.2.2	

Cabin-Flight Deck Coordination (applicable in more than one phase of flight)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Policy/procedures that define sterile flight deck, address cabin-flight crew communication	Yes ☐ No ☐	CAB 3.3.1	
Policies/procedures for cabin-flight crew that address locking/use of flight deck entry door, cabin crew entry to flight deck	Yes ☐ No ☐	CAB 3.3.2	
Procedures for cabin-flight crew communication/ coordination to address cabin operational situations	Yes ☐ No ☐	CAB 3.3.3	
Cabin crew procedures for safety notifications to flight crew	Yes ☐ No ☐	CAB 3.3.4	
Procedures for standardized cabin-flight crew communication	Yes ☐ No ☐	CAB 3.3.5	
Cabin crew is notified prior to takeoff/descent/landing	Yes ☐ No ☐	CAB 3.3.7	

Passenger Handling Procedures			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Procedures for addressing passengers that require special handling	Yes ☐ No ☐	CAB 3.4.1	
Procedures that address handling of unruly passengers, crew member interference	Yes ☐ No ☐	CAB 3.4.2	
Procedures that ensure passengers have ready access to emergency oxygen, as applicable	Yes ☐ No ☐	CAB 3.4.3	
Procedures for ensuring passengers seated/seat belt fastened for defined phases of flight/conditions	Yes ☐ No ☐	CAB 3.4.4	
Procedures for ensuring secure infant restraint for defined phases of flight/conditions	Yes ☐ No ☐	CAB 3.4.5	
Procedures that address passengers seated adjacent to emergency exits	Yes ☐ No ☐	CAB 3.4.6	
Guidance/procedures that address control of PED usage	Yes ☐ No ☐	CAB 3.4.8	
Procedures for passenger safety announcements as applicable to the situation	Yes ☐ No ☐	CAB 3.4.10	
Guidance/procedures to communicate smoking restrictions to passengers, address compliance with fasten seatbelt/no smoking signs	Yes ☐ No ☐	CAB 3.4.11	
Procedures for passenger are familiar with cabin emergency equipment/systems	Yes ☐ No ☐	CAB 3.4.12	
Procedures for administration of oxygen from portable bottles/cabin system as applicable to aircraft type	Yes ☐ No ☐	CAB 3.4.13	

Cabin Systems and Equipment (may be observed by inspection of static aircraft)			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Safety Information card accessible to each passenger; contains appropriate information/ instructions/restrictions	Yes ☐ No ☐	CAB 4.2.1	
Equipped with first aid kits; evenly distributed, accessible*	Yes ☐ No ☐	CAB 4.2.2	
Equipped with medical kit; secure location*	Yes ☐ No ☐	CAB 4.2.3	
Equipped with universal precaution kit*	Yes ☐ No ☐	CAB 4.2.3	

MO-10-GRH: Load Control Operations

Applicability: This checklist is intended to be used for the observation of load control activities, processes, procedures, records; such observation includes interviews of load control and other relevant ground operations personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to the load control process. It is recommended that the checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of load control operations.

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Load control system includes functions necessary to address aircraft load, weight/balance calculation, production of final load sheet	Yes ☐ No ☐	GRH 3.3.1	
Load control system includes process to ensure weight/balance data are current/accurate, taking into account applicable limitations	Yes ☐ No ☐	GRH 3.3.2	
Load control system includes procedures to identify/address passenger loads outside conventional aircraft load allowances*	Yes ☐ No ☐	GRH 3.3.3	
Load control system includes process/method for providing applicable dangerous goods information to PIC	Yes ☐ No ☐	GRH 3.3.4	
Load control system includes procedures that ensure Identification/communication of load items that exceed normal weight allowances*	Yes ☐ No ☐	GRH 3.3.6	
Load control system includes process for providing applicable dangerous goods information to operational control personnel	Yes ☐ No ☐	GRH 3.3.8	

*** Recommended Practice**

MO-11-GRH: Passenger/Baggage Handling Operations

Applicability: This checklist is intended to be used for the observation of passenger/baggage handling activities, procedures, equipment, facilities; such observation includes interviews of passenger/baggage handling and other relevant ground operations personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to passenger and baggage handling. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of passenger/baggage handling operations (it may not be possible to accomplish all listed observations).

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Supervisors are assigned to all passenger/baggage handling operational activities	Yes ☐ No ☐	GRH 3.2.1	
Notification system that ensures information on dangerous goods forbidden on the aircraft is communicated to all passengers	Yes ☐ No ☐	GRH 3.1.1	

	Process for reporting cases of prohibited dangerous goods found in the possession of passengers	Yes ☐ No ☐	GRH 3.1.2	
☐	Procedures for acceptance/handling of battery-operated mobility aids	Yes ☐ No ☐	GRH 3.1.3	
	Policy/procedures for preflight acceptance of passengers that require special handling	Yes ☐ No ☐	GRH 3.1.5	
☐	Procedures for securing an aircraft prior to and during overnight or layover parking	Yes ☐ No ☐	GRH 3.7.1	

MO-12-GRH: Aircraft Loading Operations

Applicability: This checklist is intended to be used for the observation of aircraft loading activities, procedures, equipment; such observation includes interviews of aircraft loading and other relevant ground operations personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to aircraft loading. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of aircraft loading operations.

	Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
	Supervisors are assigned to all aircraft loading operational activities	Yes ☐ No ☐	GRH 3.2.1	
	Aircraft loaded in accordance with loading instructions/weight/balance requirements	Yes ☐ No ☐	GRH 3.4.1	
	Qualified individual is responsible for loading/securing dangerous goods on board the aircraft	Yes ☐ No ☐	GRH 3.4.2	
△	Procedures for transporting dangerous goods to/from the aircraft and for loading/securing dangerous goods on board the aircraft	Yes ☐ No ☐	GRH 3.4.3	
	Procedures for addressing dangerous goods packages/shipments that appear to be leaking or damaged	Yes ☐ No ☐	GRH 3.4.4	
☐	Processes that ensure cargo is protected from unauthorized interference from the point of acceptance after screening or security controls have been applied until departure of the aircraft	Yes ☐ No ☐	GRH 3.7.4	

MO-13-GRH: Aircraft Ground Handling Operations

Applicability: The following group of checklists are intended to be used for the observation of aircraft ground handling activities, procedures, equipment; such observation includes interviews of aircraft ground handling and other relevant ground operations personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to aircraft ground handling. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of aircraft ground handling operations (it may not be possible to accomplish all listed observation activities).

	Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
	Supervisors are assigned to all aircraft ground handling operational activities	Yes ☐ No ☐	GRH 3.2.1	
	Implementation of safety procedures for aircraft ground handling operational activities	Yes ☐ No ☐	GRH 3.2.2	
	Door opening/closing procedures that require GSE positioned outside open cabin access door	Yes ☐ No ☐	GRH 3.2.6	
☐	Procedures for securing an aircraft prior to and during overnight or layover parking	Yes ☐ No ☐	GRH 3.7.1	

	Aircraft Ground Movement Operations			
	Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
△	Procedures completed prior to aircraft arrival at the assigned parking gate or stand	Yes ☐ No ☐	GRH 3.2.2	
△	Procedures completed once the aircraft has stopped at the parking gate or stand	Yes ☐ No ☐	GRH 3.2.3	
☐	Procedures completed prior to aircraft departure from the parking gate or stand	Yes ☐ No ☐	GRH 3.2.7	
☐	Procedure for an aircraft walkaround inspection completed immediately prior to the aircraft de-parting the parking gate or stand	Yes ☐ No ☐	GRH 3.2.8	
☐	Procedures for aircraft pushback or towing operations	Yes ☐ No ☐	GRH 3.2.9	

	GSE Operations			
	Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
△	Practices and procedures for the operation of GSE in aircraft handling operations	Yes ☐ No ☐	GRH 3.5.1	
△	Procedures for the safe operation of passenger boarding bridges*	Yes ☐ No ☐	GRH 3.5.2	
	GSE is serviceable/in good mechanical condition; completed maintenance recorded	Yes ☐ No ☐	GRH 3.5.3	
	*** Recommended Practice**			

Aircraft Fueling Operations			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Establishment of ground-aircraft communication link during aircraft fueling operations	Yes ☐ No ☐	GRH 4.1.2	
Implementation of procedures for addressing fuel spill during aircraft fueling operations	Yes ☐ No ☐	GRH 4.1.3	
Implementation of procedures for establishing fueling safety zone during aircraft fueling operations*	Yes ☐ No ☐	GRH 4.1.4	
Implementation of area safety procedures during aircraft fueling operations	Yes ☐ No ☐	GRH 4.1.5	
Implementation of equipment/environmental safety procedures during aircraft fueling operations*	Yes ☐ No ☐	GRH 4.1.6	
Implementation of procedures for addressing fire during aircraft fueling operations	Yes ☐ No ☐	GRH 4.1.7	
*** Recommended Practice**			

MO-14-CGO: Cargo Acceptance Operations

Applicability: The following group of checklists are intended to be used for the observation of cargo acceptance activities, procedures, documentation, records; such observation includes interviews of cargo acceptance and other relevant cargo operations personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to the cargo acceptance process. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of cargo acceptance operations (it may not be possible to accomplish all listed observations).

General Cargo Acceptance			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Process for ensuring cargo shipments comply with applicable requirements	Yes ☐ No ☐	CGO 3.1.1	
Process for ensuring accuracy of scales used to weigh cargo shipments	Yes ☐ No ☐	CGO 3.1.3	
Acceptance processes for verifying the security status of known cargo, ensuring application of screening/security controls for unknown cargo	Yes ☐ No ☐	CGO 3.7.4	

Acceptance of Dangerous Goods Cargo			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Availability/accessibility of DGR or Technical Instructions where dangerous goods cargo is accepted or handled	Yes ☐ No ☐	CGO 1.6.2	
Dangerous goods acceptance checklist reflects all applicable requirements and identifies the person(s) that performed the checklist	Yes ☐ No ☐	CGO 3.2.1	
Use of dangerous goods acceptance checklist to verify package marking/labeling, documentation compliance	Yes ☐ No ☐	CGO 3.2.2	
Procedures for retention of applicable information associated with dangerous goods shipments	Yes ☐ No ☐	CGO 3.2.3	
Procedures for inspection of dangerous goods shipments prior to acceptance	Yes ☐ No ☐	CGO 3.2.4	
Procedures for ensuring ULDs containing dangerous goods are tagged in accordance with applicable requirements	Yes ☐ No ☐	CGO 3.2.5	
Process for retention of documentation for dangerous goods shipments not accepted due to error/omission by shipper	Yes ☐ No ☐	CGO 3.2.6	
Process for replacement of lost/illegible/ detached dangerous goods labels	Yes ☐ No ☐	CGO 3.2.8	
Transport documents/markings for dangerous goods shipments in English and language required by State of Origin	Yes ☐ No ☐	CGO 3.2.9	
Display of dangerous goods notices	Yes ☐ No ☐	CGO 3.2.11	

Acceptance of Other Special Cargo			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Live animal/perishable cargo acceptance/ handling in accordance with OM	Yes ☐ No ☐	CGO 3.3.1	
Live animal cargo acceptance/handling in accordance with LAR; acceptance checklist is utilized*	Yes ☐ No ☐	CGO 3.3.2	
Perishable cargo acceptance/handling in accordance with PCR/other applicable requirements*	Yes ☐ No ☐	CGO 3.3.3	
Acceptance procedures that ensure live animal cargo shipments have shipper's certification/other required documents*	Yes ☐ No ☐	CGO 3.3.4	
Procedures that ensure human remains/ valuable/fragile/outsized/heavy cargo acceptance/handling in accordance with OM	Yes ☐ No ☐	CGO 3.4.1	
*** Recommended Practice**			

MO-15-CGO: Cargo Handling Operations

Applicability: The following group of checklists are intended to be used for the observation of cargo handling activities, procedures, equipment, facilities; such observation includes interviews of cargo handling and other relevant cargo operations personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to cargo handling. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of cargo handling operations (it may not be possible to accomplish all listed observations).

General Cargo Handling			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Implementation of access control measures at cargo facilities in accordance with applicable security requirements	Yes ☐ No ☐	CGO 3.7.1	
Procedures that ensure persons/vehicles with access to cargo facility are subjected to security controls	Yes ☐ No ☐	CGO 3.7.2	
Availability/accessibility of ULDR or OM with equivalent content where cargo operations are conducted and ULDs are utilized	Yes ☐ No ☐	CGO 1.6.4	
Procedures that ensure ULD-related operations conducted in accordance with W/B manual/ULDR/other applicable requirements	Yes ☐ No ☐	CGO 3.5.1	
Procedures for ensuring ULD cargo loading/securing in accordance with applicable safety requirements	Yes ☐ No ☐	CGO 3.5.2	
Process for ensuring accuracy of scales used to weigh cargo shipments	Yes ☐ No ☐	CGO 3.1.3	
Processes that ensure post-acceptance protection of known cargo from unauthorized interference	Yes ☐ No ☐	CGO 3.7.6	
Process to verify appropriate screening/security controls have been applied to transfer cargo	Yes ☐ No ☐	CGO 3.7.7	

Handling of Dangerous Goods Cargo			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Availability/accessibility of DGR or Technical Instructions where dangerous goods cargo is accepted or handled	Yes ☐ No ☐	CGO 1.6.2	
Procedures for ensuring ULDs containing dangerous goods are tagged in accordance with applicable requirements	Yes ☐ No ☐	CGO 3.2.5	
Process for replacement of lost/illegible/ detached dangerous goods labels	Yes ☐ No ☐	CGO 3.2.8	
Transport documents/markings for dangerous goods shipments in English and language required by State of Origin	Yes ☐ No ☐	CGO 3.2.9	

Handling of Dangerous Goods Cargo			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Procedures that ensure dangerous goods separation from other cargo in accordance with published restrictions	Yes ☐ No ☐	CGO 3.2.10	
Procedures that address damaged/leaking ULDs that contain dangerous goods	Yes ☐ No ☐	CGO 3.2.12	
Procedures that ensure shipments with "Cargo Aircraft Only" labels are transported on cargo aircraft in accordance with applicable requirements	Yes ☐ No ☐	CGO 3.2.13	
Procedures that ensure dangerous goods cargo information is communicated to appropriate person(s) in load control system	Yes ☐ No ☐	CGO 3.2.14	

Handling of Other Special Cargo			
Focus of Observation/Examination	**Observed**	**ISARPs**	**Notes/Comments**
Live animal/perishable cargo acceptance/handling in accordance with OM	Yes ☐ No ☐	CGO 3.3.1	
Live animal cargo acceptance/handling in accordance with LAR; acceptance checklist is utilized*	Yes ☐ No ☐	CGO 3.3.2	
Perishable cargo acceptance/handling in accordance with PCR/other applicable requirements*	Yes ☐ No ☐	CGO 3.3.3	
Procedures that ensure human remains/valuable/fragile/outsized/heavy cargo acceptance/handling in accordance with OM	Yes ☐ No ☐	CGO 3.4.1	
Existence of facilities for storage of dangerous goods and other special cargo shipments	Yes ☐ No ☐	CGO 3.1.4	
*** Recommended Practice**			

MO-16-SEC: Passenger/Baggage Security

Applicability: This checklist is intended to be used for the observation of passenger/baggage handling activities, procedures, equipment, facilities; such observation includes interviews of security and relevant passenger/baggage handling personnel.
Valid for the ISM Edition 13.

Note:

This checklist contains a listing of ISARPs that are relevant to passenger and baggage security. It is recommended that this checklist be used by auditors as a memory aid for assessing implementation of the ISARPs during the observation of passenger/baggage handling operations (it may not be possible to accomplish all listed observations).

Focus of Observation/Examination	Observed	ISARPs	Notes/Comments
Originating passengers/cabin baggage are subjected to screening prior to aircraft boarding	Yes ☐ No ☐	SEC 3.4.1	
Supernumeraries/personal belongings are subjected to screening or other security controls prior to aircraft boarding (if applicable)	Yes ☐ No ☐	SEC 3.4.2	

Screening measures being for transfer and transit passenger and their cabin baggage, as applicable	Yes ☐ No ☐	SEC 3.4.3	
Passenger and cabin baggage security measures based on the various levels of increased security threats	Yes ☐ No ☐	SEC 3.4.4	
Process for protecting passengers/cabin baggage from unauthorized interference after screening until boarding aircraft	Yes ☐ No ☐	SEC 3.4.5	
Implementation of behavior detection practices/ procedures	Yes ☐ No ☐	SEC 3.4.6	
Originating hold baggage is subjected to screening prior to being loaded onto an aircraft for an international flight	Yes ☐ No ☐	SEC 3.6.1	
Originating hold baggage is subjected to screening prior to being loaded onto an aircraft for a domestic flight (if applicable)*	Yes ☐ No ☐	SEC 3.6.2	
Process for protecting hold baggage from unauthorized interference after screening or acceptance by the operator until loaded onto an aircraft	Yes ☐ No ☐	SEC 3.6.3	
Process for ensuring passenger-baggage reconciliation for international flights	Yes ☐ No ☐	SEC 3.6.6	
Secure areas are used for holding mishandled baggage until forwarded, claimed or disposed of	Yes ☐ No ☐	SEC 3.6.8	
Process for ensuring transfer hold baggage has been screened/protected from unauthorized interference prior to being loaded onto an aircraft for an international passenger flight	Yes ☐ No ☐	SEC 3.6.10	
Process for ensuring transfer hold baggage has been screened/protected from unauthorized interference prior to being loaded onto an aircraft for a domestic passenger flight*	Yes ☐ No ☐	SEC 3.6.11	
Application of security controls to inflight catering and other supplies intended for flight	Yes ☐ No ☐	SEC 3.8.1	
*** Recommended Practice**			

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