Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Bundesamt für Zivilluftfahrt BAZL
Office fédéral de l'aviation civile OFAC
Ufficio federale dell'aviazione civile UFAC
Federal Office of Civil Aviation FOCA

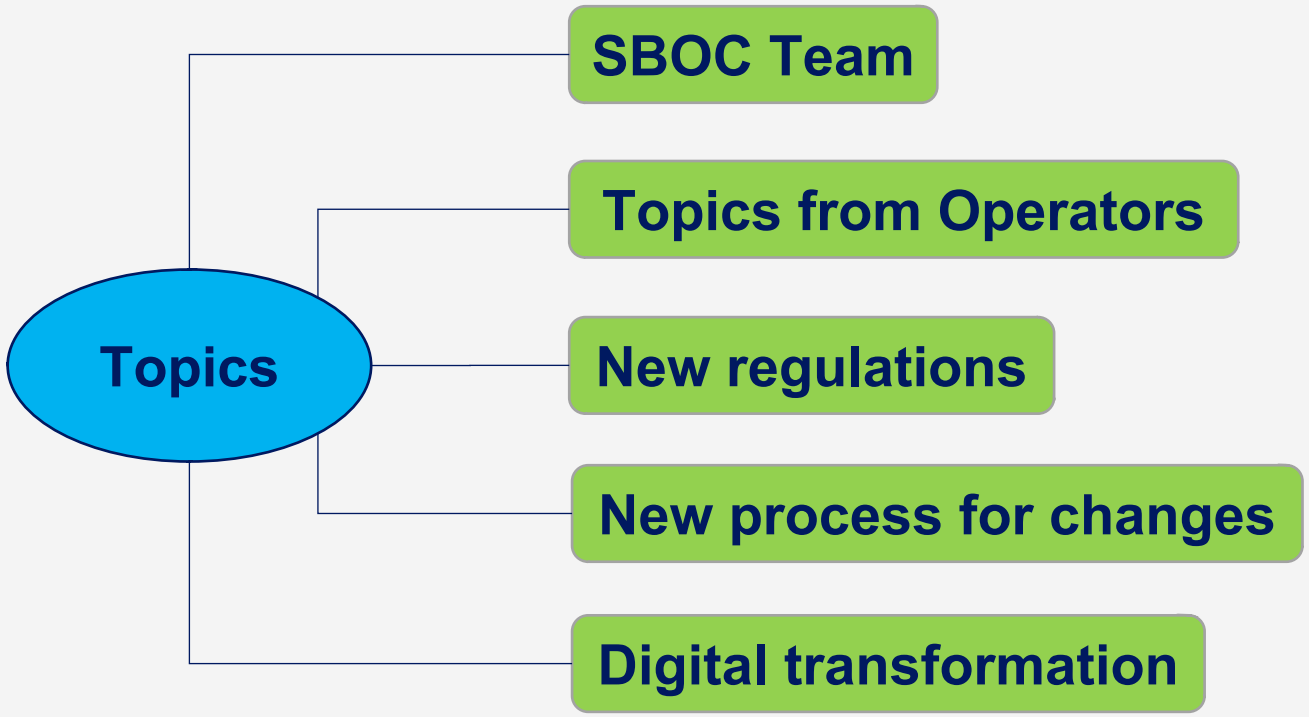
SASOC 2024

SBOC – Complex Aeroplane Operations

Wellauer Roger – Head of SBOC

03 May 2024

Welcome to the SBOC-part of SASOC



Please interrupt at any time if you have a question / comment.

Introduction of SBOC-Team

Lead of section… everything is roger

Roger Wellauer

Head of SBOC

Roger Lüber

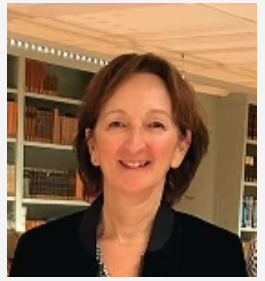
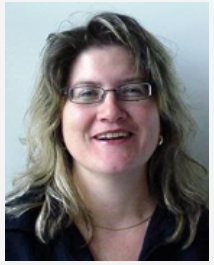
Deputy head of SBOC, Flight operations inspector

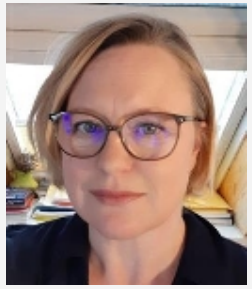
SBOC Ground inspectors & dispatch / admin staff

- Rosanna Cataldo, DG
- Nathalie Hagmann, DG
- Daniela Ruoss, CC
- Karin Lilljeqvist, CC / Dispatch
- Barbara Schaffner, GHSP
- Bettina Klöti, Dispatch
- Michelle Führlinger, CMC/Admin
- Nadim Elsaid, Trainee (until JUN ‘24)
- Tamara Chrüsi, Trainee (from AUG ‘24)
- Isa Häuptli -> left the SBOC team in FEB ‘24

NEW

RETIRED



SBOC Flight operations inspectors

- Thomas Dörr
- Benedikt Fischer
- Gregor Grossenbacher
- Tom Hartmann
- NEW Michael Hüsser
- Erich Kuster
- Heinz Marti
- Raphael Röllin
- NEW Omar Asmin

Topic of interest from operators

Source: Internet

- EBT Evidence based training
  - 4 CH AOC operators are in mixed EBT Phase
  - Expect first full EBT Operator in 2024

- EBT for small operator -> basically open, but
  - EBT is a data driven approach
  - Might be challenging to comply with requirements
  - not recommended / suitable

Source: Internet

New regulations

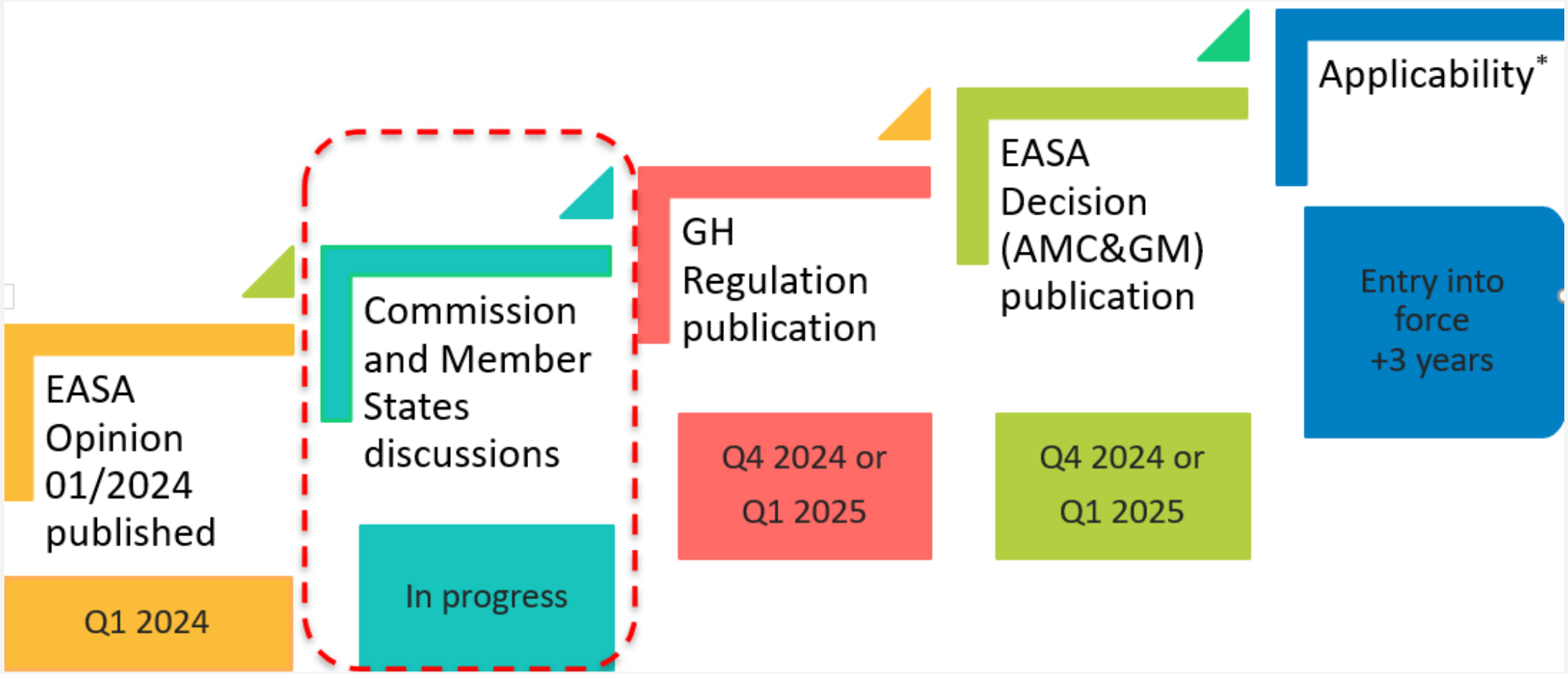
- **Fuel scheme** and **AWO** are implemented since almost 2 years

  ⇨ Any spontaneous feedback about impact of that change at your operations?

- **Further new safety regulation has appeared on the horizon**

  ⇨ New EASA GND Handling regulation

New EASA GND Handling regulation



What will change?

Source: Internet

- Direct oversight by competent authorities over GHSP
- GH organisation are responsible for safe provision of GH services
- Management system including SMS, training, ground support equipment maintenance becomes mandatory
- Declaration regime. No certification, no approvals

What will remain?

- Responsibility to comply with aerodrome procedures applicable to GH organisations.
- Air operators remain responsible for aircraft safety
- Procedures and responsibility for GH services outside EU (ICAO)

Expected Improvements

for Air operators, airport operators

GHSP shall ensure continued compliance with GND Handling regulation -> less audit activities for air operators, aerodrome operators

For competent authorities

Better safety picture over ground handling service providers;
Full oversight responsibilities

e.g. reduce aircraft ground damage

Management system including qualified and competent personnel, maintenance of ground support equipment

Baseline for safety of GH in EU

Mandatory SMS. GH organisation responsible **and accountable** for the safe provision of GH services

Proposed changes to EU 965/2012 Air Ops

- AMC3 ORO.GEN.205 Contracted activities
  - Risk based approach

- ORO.GEN.315 Operational procedures for ground handling
  - The operator may use the operational procedures (industry standards) of the contracted GH organisation as means of compliance

- AMC1 ORO.GEN.315(c)(1) Operational procedures for ground handling
  - Harmonisation of operational procedures between operator and contracted ground handling organisation

Expected Challenges

Source: Internet

- Ensure efficient cooperative oversight of pan-European GH organisations
- Getting the full picture of an organisation as a whole and its safety performance
- Minimize the audit activities by using the safety data, create the basis for a future risk-based oversight
- Find a solution for pan-European GH organisation whose principle place of business is outside the EU (also under cooperative oversight – consultation of MS)
- Harmonisation with ICAO

Handling of Changes

FOCA Website

Changes at Aircraft Operators

It’s all on that page…

Document	Title
GM/INFO	FOCA GM/INFO - ANNEX II - ARO.GEN.330 - Changes@Aircraft Operator (PDF, 923 kB, 04.03.2024)
GM/INFO	FOCA GM/INFO - Guidance for Aircraft Operations (PDF, 539 kB, 28.03.2024)
GM/INFO	FOCA GM/INFO - Changes@Aircraft Operator - Implementation Plan for Aeroplane Operator (PDF, 151 kB, 13.02.2024)
Form	FOCA Form 330 - Changes@Aircraft Operator (PDF, 377 kB, 27.03.2024)

FOCA GM/INFO

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

Federal Department of the Environment, Transport, Energy and Communications DETEC
Federal Office of Civil Aviation FOCA
Safety Division - Flight Operations

FOCA GM/INFO Guidance Material / Information

Guidance for Aircraft Operations

Scope	Aircraft operations
Applies to	Aircraft operators which are • certified by FOCA (CAT operation) or • having declared its operation in Switzerland (SPO/NCC) or • operating a HB-registered aircraft according to Part NCO
Valid from	25.03.2024
Version	ISS1 – REV1
Business object	310.1-17/6
Prepared by	L-SBOC / L-SBHE
Released by	L-SBOC / L-SBHE
Distribution	Internal / External

Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Swiss Confederation

Federal Department of the Environment, Transport, Energy and Communications DETEC
Federal Office of Civil Aviation FOCA
Safety Division - Flight Operations

FOCA GM/INFO Guidance Material / Information

Annex II – ARO.GEN.330 – Changes @ Aircraft Operator

Scope	Air operators
Applies to	Aircraft operators which are - certified by FOCA (CAT operation) or - having declared its operation in Switzerland (SPO/NCC) or - operating an HB-registered aircraft according to Part NCO
Valid from	01.03.2024
Version	ISS1 – REV3
Business object	310.1-17/5
Prepared / Released by	L-SBOC / L-SBHE
Distribution	Internal / External

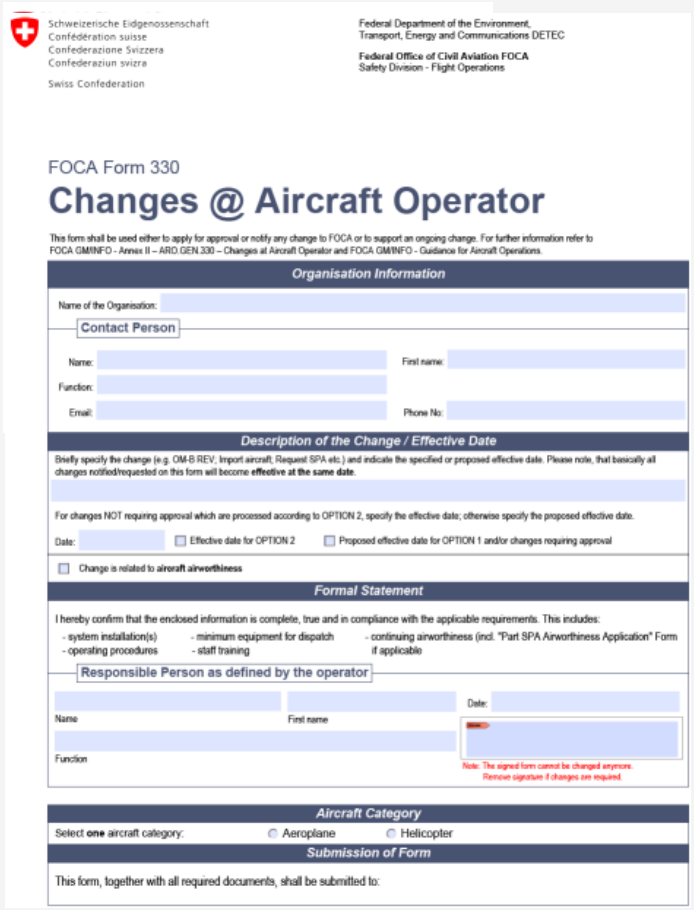
FOCA GM/INFO - **Guidance for Aircraft Operations**

- **contains information** on various specialised topics related to aircraft operations.
- Summarises all GM's related to aircraft operations published by the FOCA, e.g. hints and tipps.

FOCA GM/INFO - ANNEX II - ARO.GEN.330 – **Changes @ Aircraft Operator**

- **describes** how we **process** changes together… SOP for change process

FOCA Form 330



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra
Swiss Confederation

Federal Department of the Environment, Transport, Energy and Communications DETEC

Federal Office of Civil Aviation FOCA
Safety Division - Flight Operations

FOCA Form 330

Changes @ Aircraft Operator

This form shall be used either to apply for approval or notify any change to FOCA or to support an ongoing change. For further information refer to FOCA GM/INFO - Annex II – ARO.GEN.330 – Changes at Aircraft Operator and FOCA GM/INFO - Guidance for Aircraft Operations.

Organisation Information

Name of the Organisation:

Contact Person

Name: First name:

Function:

Email: Phone No:

Description of the Change / Effective Date

Briefly specify the change (e.g. OM-B REV; Import aircraft; Request SPA etc.) and indicate the specified or proposed effective date. Please note, that basically all changes notified/requested on this form will become **effective at the same date**.

For changes NOT requiring approval which are processed according to OPTION 2, specify the effective date; otherwise specify the proposed effective date.

Date: ☐ Effective date for OPTION 2 ☐ Proposed effective date for OPTION 1 and/or changes requiring approval

☐ Change is related to **aircraft airworthiness**

Formal Statement

I hereby confirm that the enclosed information is complete, true and in compliance with the applicable requirements. This includes:

- system installation(s)
- operating procedures
- minimum equipment for dispatch
- staff training
- continuing airworthiness (incl. "Part SPA Airworthiness Application" Form if applicable

Responsible Person as defined by the operator

Name First name Date:

Function

Note: The signed form cannot be changed anymore. Remove signature if changes are required.

Aircraft Category

Select **one** aircraft category: ○ Aeroplane ○ Helicopter

Submission of Form

This form, together with all required documents, shall be submitted to:

FOCA Form 330 – Changes @ Aircraft Operator

- Serves as the entry point for all changes planned / conducted by an air operator for all kind of operations (CAT, SPO, NCC, NCO), which need to be notified to FOCA
- Formal order to start work at FOCA (where applicable)
- Note: Program management by operator becomes a more important task. All changes notified / requested on Form 330 shall become effective at one date.

Type of changes

Changes requiring FOCA approval

ALL

⇨ compliance needs to be verified by FOCA before starting implementation of change

Changes not requiring prior approval (Non-Approval)

Option 1: **BASIC**

⇨ compliance needs to be verified by FOCA before starting implementation of change

Option 2: **ADVANCED**

⇨ compliance verification by FOCA will be conducted on a periodical basis after implementation of change.

Objectives

- Harmonised and **easy change process with FOCA** for all aircraft operator / organisations
- **Reduce administration** as far as possible (e.g. number of FOCA forms / publications)
- **Easy way** to process non approval items
- Enable operator to **further develop** their **document management system** into a **information management system**, e.g. in order to reduce / eliminate ops memos, bulletins etc. which are related to OM
- Set the base line for further digitalisation steps

Challenges

FOCA

- Internal harmonisation
- Keep GM/INFO short and simple without loosing content
- Form 330 in PDF (no web-based tool available)
- Dealing with numerous different industry solutions of document / information management system

Operator

- Understand the new process and its options
- Decide the option for non-approval
- Comply with requirements for document management system (PDF or web based tool)

Implementation

FOCA GM/INFO - Changes @ Aircraft Operator - **Implementation plan for Aeroplane Operator**

- **contains information** about the planned implementation. Will be deleted after the end implementation phase.

One big challenge is technology

Exchange / share information between operators and FOCA

Reasons for challenge (valid for operators / authorities):

- Different documentation and information systems, use of different tools
- Digital transformation ≠ digitalisation ≠ automation
- Today, digital transformation is not a harmonized approach; it takes place mainly driven by providers of tools and manufacturers
- Digitally stored Information lead to more and not less changes and quality of the content and readability of digital information drops

Quo Vadis OM?

yesterday…

today…

tomorrow…

…tomorrow?

Will we still have any document called OM?

Or will the content required in the OM being managed in a digital and inter-connected multi-function information system and provided to the user on demand with different means of communications (e.g. integrated in aircraft system supported by AI)?

Plenum discussion…

What will future information management system and exchange process with FOCA look like?

- What challenges do we face today?
- What do we want?
- Why do we want that we think we want?
- What options do we have to get there?

But first let’s have a break

Goal of discussion…

- Share experiences and potential of innovation
- Raise awareness of the challenges for both operators and authority
- Complete our information about organisations' needs for determining further development on the part of FOCA
- Identify need for further exchange between FOCA and organisations on that issue.

Plenum discussion…

What will future information management system and exchange process with FOCA look like?

- What challenges do we face today?
- What do we want?
- Why do we want what we think we want?
- What options do we have to get there?

Closing SASOC 2024

… for that open and inspiring discussion

… for participating to this SASOC

… for the pleasant and positive cooperation with our SBOC-team

Closing SASOC 2024

Q&A