



GENEVA AIRPARK SA LINE SERVICING PROCEDURES

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Line Servicing Procedures

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III AMENDMENT RECORD

Amendment Number	Amendment Date	Details	Incorporated By	Date Incorporated

IV DISTRIBUTION LIST

- Copy No. 1 Accountable Manager (hardcopy)
- PDF Copy Accessible on intranet and website for contracted CAMO's



Line Servicing Procedures

PART 1

MANAGEMENT

1.1 CORPORATE COMMITMENT BY THE ACCOUNTABLE MANAGER.

LINE SERVICING ORGANISATION EXPOSITION

This Exposition and any associated referenced manuals define the organisation and procedures upon which the approval is based, as required by 145.A.70 and its associated Acceptable Means of Compliance (AMC) and Guidance material (GM).

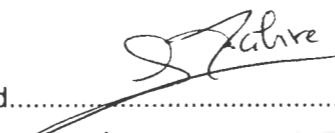
These procedures are approved by the undersigned and must be complied with, as applicable, when work/orders are being progressed under the terms of the approval.

It is accepted that these procedures do not override the necessity of complying with any new or amended regulation published by EASA from time to time where these new or amended regulations are in conflict with these procedures.

It is understood that this organisation is not an EASA approved organisation in the sense of EC 2042/2003 Annex II. However, the procedures outlined in Part 145 are being followed and work standards maintained.

The scope of work shall not exceed the scope of work as defined in paragraph 1.9. It shall be observed for all servicing tasks performed, regardless of the country of registration. All servicing tasks are performed under the supervision of the Captain.

Depending on the country of registration, the servicing tasks may be formally requested by a CAMO or its equivalent.

Signed.....
Dated.....1 November 2012
Accountable Manager SOPHIE MABIRE



Line Servicing Procedures

1.2 SAFETY AND QUALITY POLICY.

The Safety and Quality Policy should as a minimum include a statement committing the organisation to:

- Recognise safety as a prime consideration at all times
- Apply Human factors principles.
- Encourage personnel to report maintenance related errors/incidents to meet EASA Part-145 requirements.
- Recognise that compliance with procedures, quality standards and regulations is the duty of all personnel.
- Recognise the need for all personnel to cooperate with the Quality Auditors



Line Servicing Procedures

1.3 MANAGEMENT PERSONNEL

Accountable Manager	Sophie Mabire	Deputy	Noël Zancanaro
Maintenance Manager	Noël Zancanaro	Deputy	Jean Morhardt
Hangar Manager	Noël Zancanaro	Deputy	Jean Morhardt
Quality Manager	Sophie Mabire		

1.4 DUTIES AND RESPONSIBILITIES OF MANAGEMENT PERSONNEL

1.4.1 ACCOUNTABLE MANAGER.

The General Manager is the designated Accountable Manager.

1. The Accountable Manager is responsible for ensuring that maintenance carried out by the approved organisation meets the standards required by the EASA.
2. He/she is responsible for ensuring that the necessary finance, manpower resources and facilities are available to enable the company to perform the maintenance to which it is committed for contracted operators, and any additional work which may be undertaken.
3. He/she is responsible for establishing and promoting the safety and quality policy specified in 145.A.65.
4. He/she is responsible for nominating the senior person for monitoring of the quality system.
5. He/she is responsible for ensuring the competence of all personnel including management personnel has been assessed.



Line Servicing Procedures

1.4.2 MAINTENANCE MANAGER.

1. The Maintenance Manager is responsible for ensuring that the organisation has :-
 - Facilities appropriate to the planned work
 - Office accommodation appropriate to the management of the planned work
 - A working environment appropriate to the tasks being undertaken
 - Storage facilities for parts, tools, equipment and materials
 - Sufficient competent personnel to plan, perform, supervise, inspect and certify the work being performed
 - Tools, equipment and materials to perform the planned tasks
 - All necessary maintenance data as required
 - Procedures for notifying the Accountable Manager whenever deficiencies emerge which require his attention in respect of finance and the acceptability of standards.
2. The Maintenance Manager ensures that maintenance procedures are established and published within the organisation, to achieve good maintenance practices and compliance with EASA requirements and for establishing a Quality System for the organisation to ensure that work is accomplished to the highest standards of airworthiness and workmanship.
3. The Maintenance Manager is responsible for ensuring that all maintenance is correctly certified and that records of maintenance carried out are retained safely and securely for the statutory period. Unless previously reported by the Operator, the Maintenance Manager is responsible for reporting to the manufacturer and to the EASA any condition of the aircraft (or a component), which could hazard safety.



Line Servicing Procedures

1.4.3 HANGAR MANAGER.

The Hangar Manager is responsible for :

1. The satisfactory completion of all work required by contracted operators and customers, in accordance with the work specification.
2. Ensuring that the organisation's procedures and standards are complied with when carrying out Line Servicing tasks.
3. Ensuring, through the workforce under his/her control, that the quality of workmanship in the final product is to a standard acceptable to the organisation and EASA.
4. Ensuring the competence of all personnel engaged in maintenance by establishing a programme of training and continuation training using:
 - Internal and external sources.
 - On-the-job instruction and evaluation.
 - Examination/testing as necessary
5. Keeping a record of all training and experience of maintenance-related personnel.
6. Ensuring that all sub-contract orders are correctly detailed and that the requirements of the contract/order are fulfilled in respect of inspection and quality control.
7. Responding to quality deficiencies in the area of activity for which he/she is responsible, which arise from independent quality audits.



Line Servicing Procedures

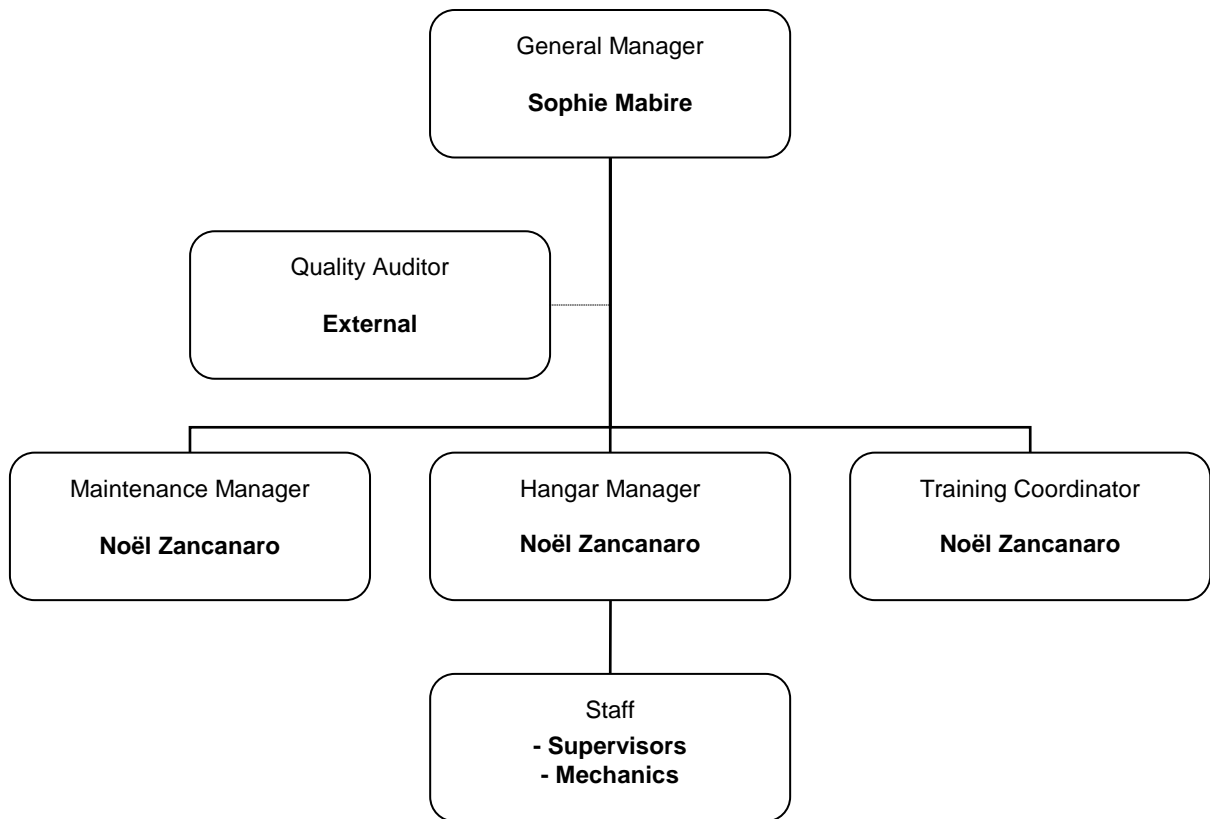
1.4.4 QUALITY MANAGER.

1. The Quality Manager is responsible for establishing an independent quality system to monitor compliance with EASA requirements.
2. He/she is responsible for implementing a quality audit programme in which compliance with all maintenance procedures is reviewed at regular intervals, in relation to each type of aircraft (or component) maintained, and any observed non-compliances or poor standards are brought to the attention of the person concerned via his/her manager.
3. The Quality Manager has direct access to the Accountable Manager the event of any reported discrepancy not being adequately attended to by the relevant person, or in respect of any disagreement over the nature of a discrepancy.
4. With specific reference to the approval, the Quality Manager is responsible for:
 - Assessing sub-contractors for extension of the quality system, and maintaining the expertise necessary to be able to do so.
 - Assessing external specialist services required to be used by the company in the performance of maintenance.
 - Preparing standard practices and procedures for use within the organisation, derived from approved sources, and keeping them up to date.
 - Fault analysis in respect of aircraft undergoing maintenance so that any adverse trends are identified and responded to promptly.



Line Servicing Procedures

1.5 MANAGEMENT ORGANISATION CHART





Line Servicing Procedures

1.6 LIST OF CERTIFYING STAFF

1.6.1 'BASE' CERTIFYING STAFF

Reserved

1.6.2 'LINE' CERTIFYING STAFF

Reserved

1.6.3 COMPONENT CERTIFYING STAFF

Reserved

1.6.4 TASK TYPE AUTHORISED STAFF

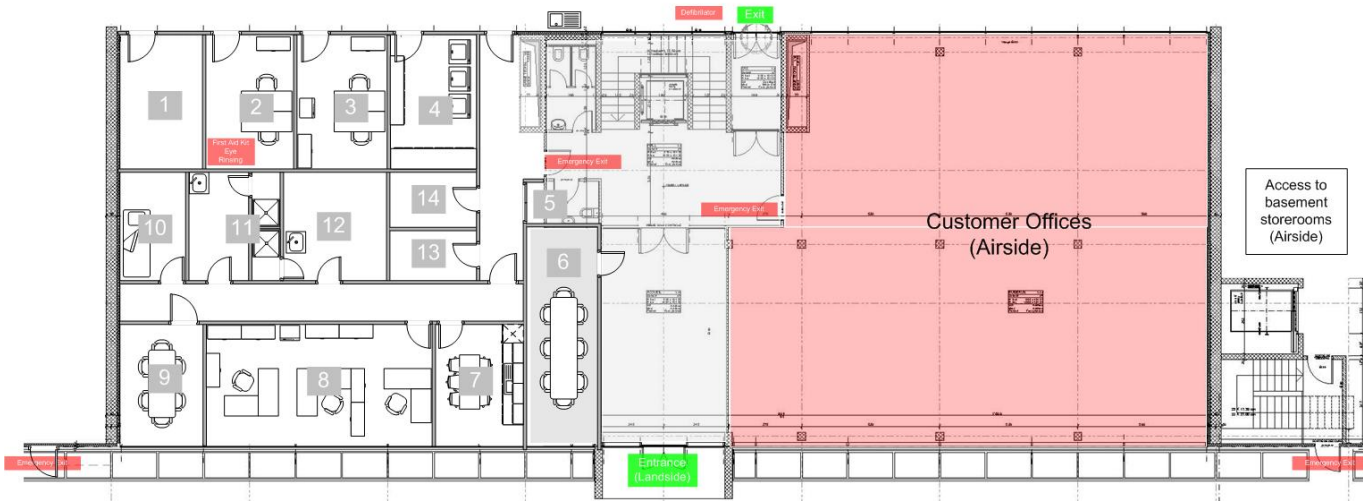
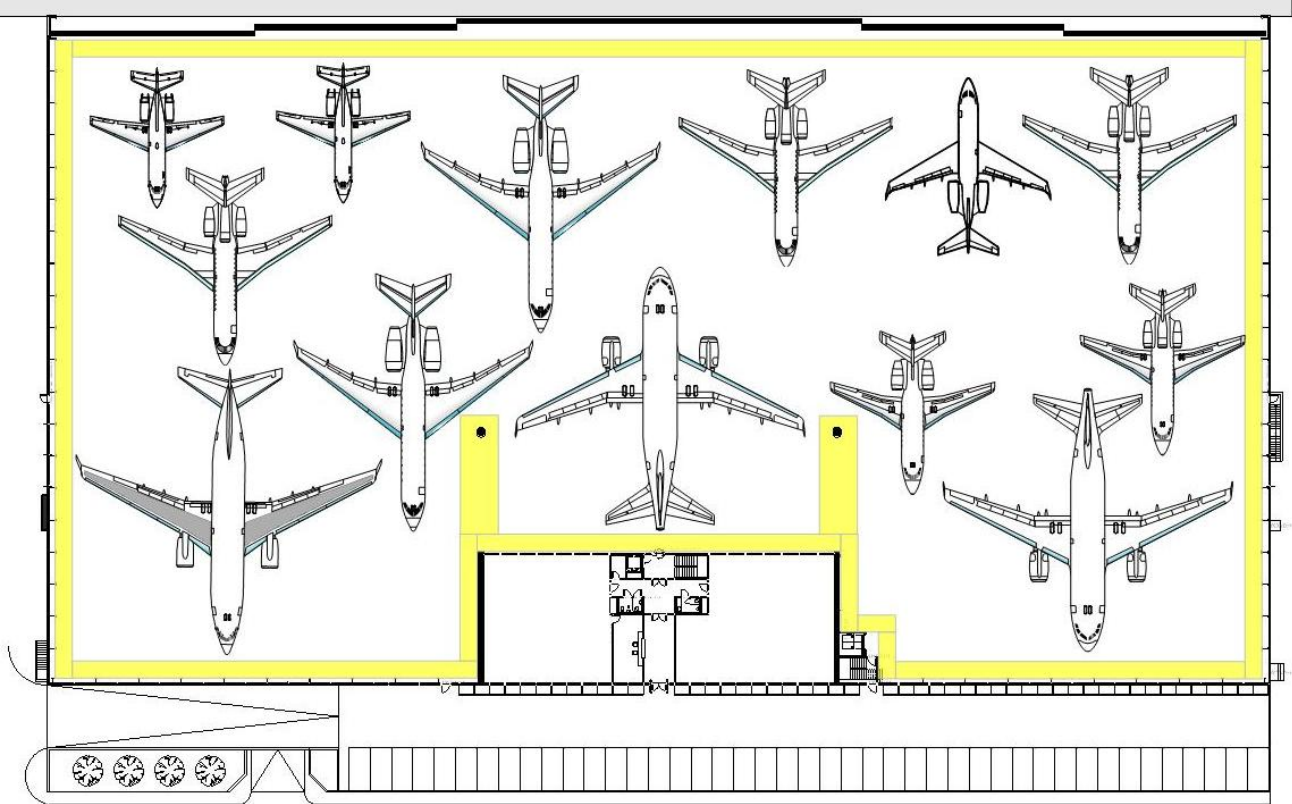
In accordance with 1.9.1

1.7 MANPOWER RESOURCES

The goal of Manpower Resources is to ensure the availability of sufficient qualified and not fatigued persons is present.

Fatigue is managed with the rostering and the Hangar Manager is responsible for sufficient rest time between shift assignments.

1.8 FACILITIES



- | | |
|------------------------------|-----------------------------|
| 1 Commercial store | 8 Administrative Office |
| 2 Line Office | 9 Conference Room (Airside) |
| 3 Hangar Manager | 10 Staff Day Room |
| 4 Laundry | 11 Lockers F |
| 5 IT Room | 12 Lockers M |
| 6 Conference room (Landside) | 13 Restroom F |
| 7 Break Room | 14 Restroom M |



Line Servicing Procedures

1.9 ORGANISATIONS SCOPE OF WORK

1.9.1 Aircraft Maintenance; Line Servicing

Tasks to be performed during pre-flight in accordance with the appropriate aircraft ground service manual:

- a. Checking and servicing tire pressure
- b. Draining fuel sumps
- c. Servicing the engine oil level (post-flight)
- d. Replenishment of all system fluids and gases.

Airbus

A320 Series

Boeing

B737 Series

Bombardier

BD-100

BD-700 Series

CL-600-2B16 Series

Cessna

C525 Series

C500, 550, 560 Series

C680 Series

C750

Dassault

F2000 Series

F50 Series

F900 Series

F7X

Embraer

EMB-145 Series

Gulfstream

G-1159 Series

GIV, GIV-X,

GV, GV-SP

G650

Hawker Beechcraft Corporation

B200 Series

F90 Series

HS.125 Series

Learjet

Learjet 30 Series

Learjet 45

Learjet 60

Piaggio

P-180 Series

NOTE: Tasks falling outside this envelope are considered Line Maintenance activities and will only be performed as a subcontractor of a Maintenance Organisation or under a Single Event Authorisation.



Line Servicing Procedures

1.9.2 Engine Maintenance

Reserved

1.9.3 Component Maintenance

Reserved

1.9.4 Specialised Services

Reserved

1.9.5 Additional Significant Activities

Reserved

1.10 Training

All staff will undergo initial and recurrent training per the training syllabus in Appendix D. Training is recorded on Form GAP-GS-002 and kept by the Training Coordinator.

1.11 Exposition Amendment Procedures

Whenever significant changes to personnel or procedural changes occur, this MOE shall be amended as soon as possible and the holders on the distribution list shall be notified,

1.11.1 Person Responsible for Amending the Exposition

The Maintenance Manager is responsible for the amendment of this exposition.



Line Servicing Procedures

1.12 Acronyms

AC	Aircraft	HGS	Head-Up Guidance System
AD	Airworthiness Directive	H/T	Hard Time
ADD	Acceptable Deferrable Defect	I/A/W	In accordance with
AFM	Airplane Flight Manual	IFR	Instrument Flight Rules
AMC	Acceptable Means of Compliance	IMC	Instrument Meteorological Conditions
AML	Aircraft Maintenance Log	IPC	Illustrated Parts Catalog
AMM	Aircraft Maintenance Manual	LVO	Low Visibility Operations
AMO	Approved Maintenance Organization	MCM	Maintenance Control Manual
AMP	Aircraft Maintenance Program	MEL	Minimum Equipment List
AOC	Air Operator Certificate	MMEL	Master Minimum Equipment List
AOG	Aircraft On Ground	MTBF	Mean Time Between Failure
ATL	Aircraft Technical Log	MTBR	Mean Time Between Removal
CAI	Continued Airworthiness Instructions	MSI	Maintenance Significant Item
CAM	Continued Airworthiness Manager	NMD	Non-Mandatory Directive
CAME	Continued Airworthiness Management Exposition	NTO	Non-technical Objection
CAMO	Continued Airworthiness Management Organization	O/C	On Condition
C/F	Carried Forward	OEM	Original Equipment Manufacturer
CG	Centre of Gravity	OM	Operating Manual
CofA	Certificate of Airworthiness	PFC	Pre-flight check
CRS	Certificate of Release to Service	PMI	Principal Maintenance Inspector
C/M	Condition Monitored	PO	Purchase Order
DDL	Deferred Defect Log	RI	Rectification Interval
EASA	European Aviation Safety Agency	RIE	Rectification Interval Extension
EFB	Electronic Flight Bag	SAMM	Supplemental AMM
EVS	Enhanced Vision System	SEA	Single Event Authorization
FAA	Federal Aviation Administration	SIPC	Supplemental IPC
FOD	Foreign Object Damage	SB	Service Bulletin
GAP	Geneva Airpark SA	SL	Service Letter
HOR	Highlight of Revisions	STC	Supplemental type certificate
HOTR	Highlight of Temporary Revisions	TCCA	Transport Canada
HUD	Head-Up Display	TCDS	Type certificate data sheet
		TR	Temporary Revision
		VMC	Visual Meteorological Conditions
		VFR	Visual flight rules



Line Servicing Procedures

1.13 Definitions

For the purpose of this manual:

Aircraft Maintenance Organization	means the contracted Part 145 Aircraft Maintenance Organization. This contract is the formal contract between the operators and the Part-145 Organization
Competent Authority	means the authority under which the aircraft is registered.
Component	means engine, propeller, part or appliance
Computerized Records System	means a software based administration of maintenance tasks
Continuing Airworthiness	means all of the processes ensuring that, at any time in its operating life, the aircraft complies with the airworthiness requirements in force and is in a condition for safe operation
Continuing Airworthiness Instructions	means inspection task instructions issued by Type Certificate, Supplementary Type Certificate holders or an organization that publishes such data in accordance with Part-21, or issued by the competent authority or instructions defined by the owner or the operator and approved by the competent authority.
Customer	means the Owner or Operator or his authorized representative. See also Operator.
Cycle; engine	means an engine start, acceleration to > 80% N1 and shutdown.
Daily Servicing	means servicing systems as a result of the pre-flight inspection
Defect Rectification	means the correction of defects reported by the flight crew.
Defect; Cosmetic	means any defect not affecting the operational aspects; see also Non-Safety related
Defect; Operational	means a failure of a system either an operational failure, unsatisfactory functional check by annunciation or indication outside limitations.
Engineer or F/E	means a person with at least 3 years of experience on similar aircraft who also flies as an on-board technician
Flight Time	means time between take-off and landing
Landing	means when the aircraft is set down and comes to a complete stop. Touch and goes are counted as a landing. Aborted take-offs are subject to additional maintenance checks i/a/w the AMM.



Line Servicing Procedures

1.13 Definitions, cont'd

Line Maintenance	should be understood as any maintenance that is carried out before flight to ensure that the aircraft is fit for the intended flight. For further detailed definition, refer to EASA AMC 145.A.10.
Line Station	means an organisation staffed with contracted qualified personnel working in accordance with the procedures of an Aircraft Maintenance Organization.
Maintenance	means any one or combination of overhaul, repair, inspection, replacement, modification or defect rectification of an aircraft or component, with the exception of pre-flight inspection
Maintenance Organization	means an organization providing aircraft maintenance services but not approved for the aircraft type but with equivalent know-how and skilled personnel
Maintenance Program	means the manual detailing the procedures and tasks of the (MP) maintenance schedule to maintain the airworthiness
Maintenance Schedule	means the OEM chapter 5, MPD or similar document detailing the scheduled and unscheduled maintenance tasks
Maintenance Manager	means the Technical Coordinator
Maintenance Technician	means a person with at least 3 years of experience on similar aircraft
Operator	means the owner, lessee, operator and/or its CAMO. See also Customer
Original Equipment Manufacturer	is either the manufacturer of the airframe, powerplant and/or appliance as well as equipment installed under an STC or its equivalent.
Part 145 Maintenance Organization	means a maintenance organization approved under EASA or FAA Part 145.
Principal Contract	means a contract established to discharge all functional responsibilities of continued airworthiness management to an organization appropriately approved under this OTAR Part.
Pre-flight inspection	means the inspection carried out before flight to ensure that the aircraft is fit for the intended flight. See also Daily Servicing.
Post-flight inspection	means the inspection carried out after the flight. It may entail servicing tasks and Defect Rectification.



Line Servicing Procedures

1.13 Definitions, cont'd

Staff	means employees of this company involved in aircraft moving, servicing or performing maintenance tasks.
Servicing Tasks	means tasks described in either the aircraft ground servicing manual or the AMM Chapter 12, forming part of the pre- or post-flight inspection as detailed in the aircraft flight manual or the CAME pre- or post-flight procedures. <u>Servicing task do not require a CRS. Ref Part M Art 2 (h) Definitions</u>
Technical Coordinator	means the nominated person in Appendix 1 responsible for the continued airworthiness and/or his/her Deputy



PART 2

PROCEDURES



Line Servicing Procedures

2.0 WORK ORDER ACCEPTANCE

Refer to OP-M 2.0, Operating Procedures

2.1 SUPPLIER EVALUATION AND SUBCONTRACT CONTROL PROCEDURE

Refer to OP-M 2.1, Operating Procedures.

2.2 ACCEPTANCE / INSPECTION OF AIRCRAFT COMPONENTS AND MATERIALS FROM OUTSIDE CUSTOMERS.

Refer to OP-M 2.2, Operating Procedures.

2.3 STORAGE, TAGGING AND RELEASE OF AIRCRAFT COMPONENTS AND MATERIAL TO AIRCRAFT MAINTENANCE.

Refer to OP-M 2.3, Operating Procedures.

2.4 ACCEPTANCE OF TOOLS AND EQUIPMENT

Refer to OP-M 2.4, Operating Procedures.

2.5 CALIBRATION OF TOOLS AND EQUIPMENT

Refer to OP-M 2.5, Operating Procedures.

2.6 USE OF TOOLING AND EQUIPMENT BY STAFF (including alternate tools)

Refer to OP-M 2.6, Operating Procedures.

2.7 CLEANLINESS STANDARDS OF MAINTENANCE FACILITIES

Refer to OP-M 2.7, Operating Procedures.

2.8 MAINTENANCE INSTRUCTIONS AND RELATIONSHIP TO AIRCRAFT / COMPONENT MANUFACTURER'S INSTRUCTIONS INCLUDING UPDATING AND AVAILABILITY TO STAFF

Refer to OP-M 2.8, Operating Procedures.

2.9 REPAIR PROCEDURE

Reserved



Line Servicing Procedures

2.10 AIRCRAFT MAINTENANCE PROGRAMME COMPLIANCE

Reserved

2.11 AIRWORTHINESS DIRECTIVES PROCEDURE

Reserved

2.12 OPTIONAL MODIFICATION PROCEDURE

Reserved

2.13 MAINTENANCE DOCUMENTATION IN USE AND ITS COMPLETION

Work cards are supplied by the Customer and returned duly signed for processing.

Copies will held by GAP for 24 month.

Refer to OP-M 2.13, Operating Procedures.

2.14 TECHNICAL RECORDS CONTROL

Reserved

2.15 RECTIFICATION OF FAULTS ARISING DURING 'BASE' MAINTENANCE

Reserved

2.16 RELEASE TO SERVICE PROCEDURE (CRS)

In accordance with the contracted Maintenance Organisation's MOE delegated under the Single Event Procedure (SEA) issued by the AMO.

Refer to OP-M 2.16, Operating Procedures

2.17 RECORDS FOR AN OPERATOR

All records of work performed are copied and kept at GAP for 24 month.

The originals are sent to the Maintenance Organisation.

Refer to OP-M 2.17, Operating Procedures

2.18 REPORTING OF DEFECTS TO COMPETENT AUTHORITY / OPERATOR / MANUFACTURER

The Pilot in Command or the Operator shall be notified at once and will then proceed i/a/w the applicable regulations for his operation.

Refer to OP-M 2.18, Operating Procedures



Line Servicing Procedures

2.19 RETURN OF DEFECTIVE AIRCRAFT COMPONENTS TO STORE

Any part removed from an aircraft shall be identified i/a/w with the procedure of the contracting Maintenance Organisation.

Refer to OP-M 2.19, Operating Procedures

2.20 DEFECTIVE COMPONENTS TO OUTSIDE CONTRACTORS

Refer to OP-M 2.19, Operating Procedures

2.21 CONTROL OF COMPUTER MAINTENANCE RECORDS SYSTEM

Reserved

2.22 CONTROL OF MAN HOURS PLANNING VERSUS SCHEDULED MAINTENANCE WORK

The Maintenance Manager schedules Staff on a monthly basis in order to cover airport operating hours with two shifts.

Overtime is regulated by directives from the Canton et République de Genève and are audited on a regular basis.

2.23 CONTROL OF CRITICAL TASKS

Reserved



Line Servicing Procedures

2.24 SPECIFIC MAINTENANCE PROCEDURES

a. Aircraft Towing

Aircraft towing will be performed by trained Staff. This training is given by the Hangar Foreman.

The following requirements must always be ensured during towing:

- Manufacturer instructions (GSM, AMM, AFM),
- All aircraft have to be towed with the appropriate towing vehicle and tow bars applicable to the aircraft type.
- The towing speed must relate to the ambient conditions.
- During towing and moving of aircrafts inside the hangar and near obstacles there have to be trained staff checking the wings left and right and the tail for free movement and to prevent collisions.
- When tow turn limits have been exceeded, Staff will immediately report it to the Maintenance Manager.

He has to undertake the necessary action/inspection to make sure that the landing gear, the steering mechanism and the stops have not been damaged.

b. Cleaning

Refer to Work Cards for general instructions and products:

- Outside cleaning
 - Fuselage, rinsing or dry cleaning
 - Windows
 - Leading edges
- Interior cleaning
 - Woodwork
 - Upholstery

c. Handling and control of waste materials



Line Servicing Procedures

2.24 SPECIFIC MAINTENANCE PROCEDURES cont'd

Waste material is to be disposed of in accordance with the Geneva Airport instructions and the waste disposal and recycling facilities.

- Solids
 - Metal
 - Wood
 - Plastics

- Liquids
 - Fuel
 - Hydraulic oil
 - Grease
 - Detergents

The cleaning of the hydrocarbon separator is being subcontracted and performed on a regular basis. In case of a major fuel spill, it will be serviced as part of the clean-up.

e. Aircraft Taxying

Not applicable

f. Engine Ground Runs

Not applicable

g. RVSM Maintenance Tasks

Not applicable



Line Servicing Procedures

2.25 PROCEDURES TO DETECT AND RECTIFY MAINTENANCE ERRORS

The purpose of this procedure is as an additional safety precaution for the company that prevents errors (Human Factors), recurrent errors and safety relevant incidents.

Refer to OP-M 2.25, Operating Procedures

2.26 SHIFT/TASK HANDOVER PROCEDURES

Reserved

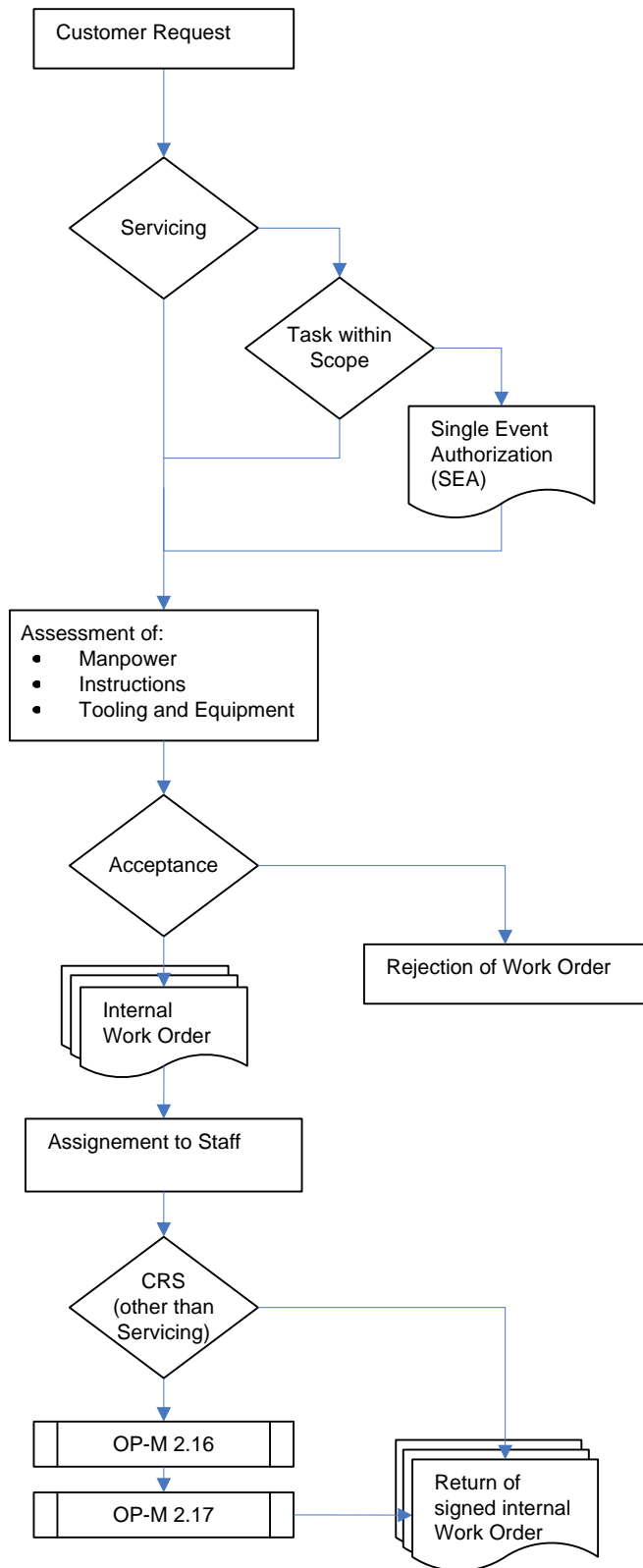
2.27 PROCEDURES FOR NOTIFICATION OF MAINTENANCE DATA INACCURACIES AND AMBIGUITIES TO THE TYPE CERTIFICATE HOLDER

Reserved

2.28 PRODUCTION PLANNING PROCEDURES

Reserved

Work Order Acceptance



Maintenance Manager

Will ensure that the Customer request is within the capabilities of available Staff.

- The Customer request shall be in writing for all tasks other than Servicing.
- The Customer is responsible to meet the regulations applicable to his aircraft and supply the work cards and parts.

Servicing tasks are detailed in 1.9.1

Line Station Scope of Approval(s) (Appendix 5.3)

Tasks outside the Line Station Scope require an SEA. It will be organized by the Customer.

Assessment of:

Manpower

- qualified
- licensed (if required)
- trained
- recent experience.

Work Cards

- applicable to make and model
- Current and complete

Tooling and Equipment

- per work cards
- In serviceable condition

Will issue an Internal Work Order and instruct the Staff performing the work

For task(s) outside our capability, the Customer shall be informed as soon as possible.

Issue of the CRS under the Line Station Approval or SEA by the qualified and authorized Staff

2.16 Release to service procedure

2.17 Records for the operator

Review and Billing

Supplier Evaluation and Subcontract Control Procedure

Check for the following:

- Qualification
- Staff
- Part 145 Approval (if required)
- Approval Schedule

Assessment for adequacy of

- installations
- staff
- parts inventory
- housekeeping
- training other than type training

Review of subcontractors and parts suppliers

Satisfactory

Maintenance Contract

- Scope of work
- Responsibilities
- Documentation

Remedy of discrepancies possible in timely manner

Satisfactory

Termination of selection process

A

B

Maintenance Manager

A copy of the Approval shall be filed with in the MOE master.

This assessment shall focus on the quality standards other than periodically audited section under Part 145 through the competent authority and QM audits, i.e. actual quality of work performed.

Particular attention shall be paid to training on variants of aircraft model that do not entail a type certificate change (rating) or installation by STC process.

This review shall ensure that parts can be supplied or repaired in a timely manner from acceptable sources. It shall also assess the parts quality.

Maintenance Manager

AMO Representative

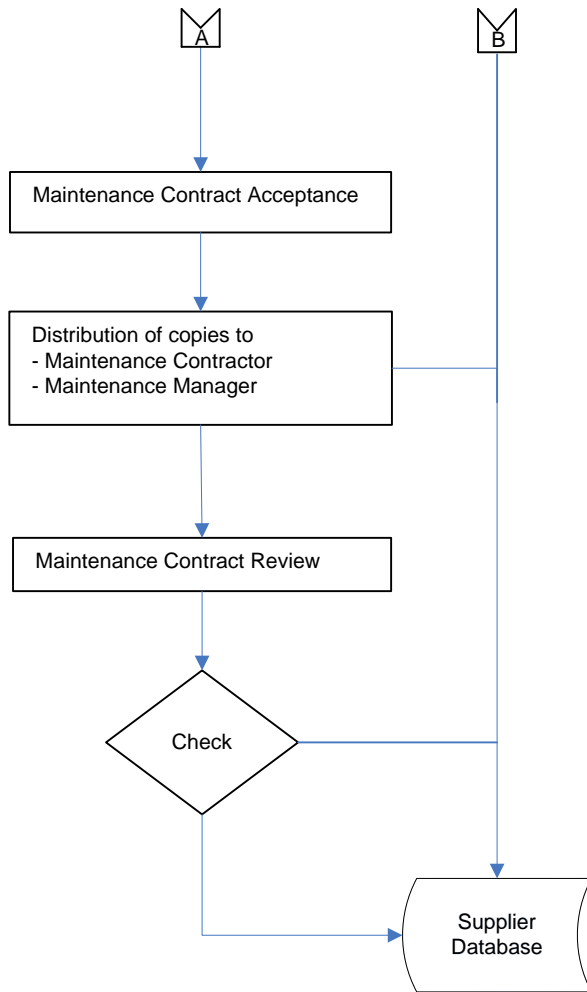
The scope of work to be included in the maintenance contract shall depend on the previous findings.

The draft Maintenance Contract shall be reviewed by both parties and signed upon agreement.

NOTE:

The above procedure applies also when adding an aircraft to the fleet.

Maintenance Contractor Selection Procedure, cont'd



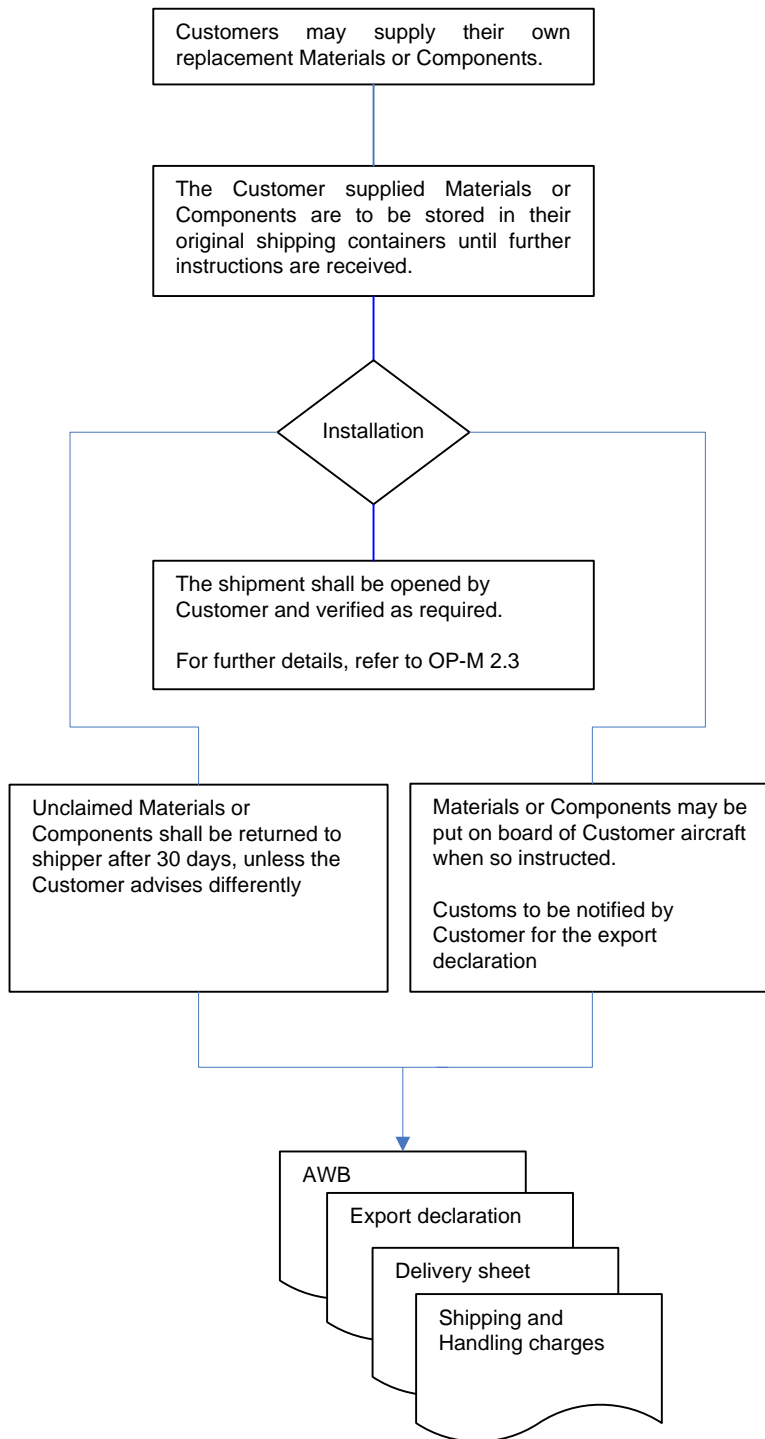
Maintenance Manager

A copy shall be filed in the MOE per Contractor with the appropriate annexes

The Maintenance Contract shall be reviewed periodically as detailed in the QM

- Updating of database
- Contact names and details
 - Next contract review due
 - Reason for discontinuation

Acceptance / Inspection of Aircraft Components and Materials from Outside Customers



Maintenance Manager

Customer shall inform the Maintenance Manager with the details of the drop shipment and instructions. E-mail is the preferred method, verbal instructions to be confirmed in e-mail to customer.

The Customer is responsible for the customs declaration

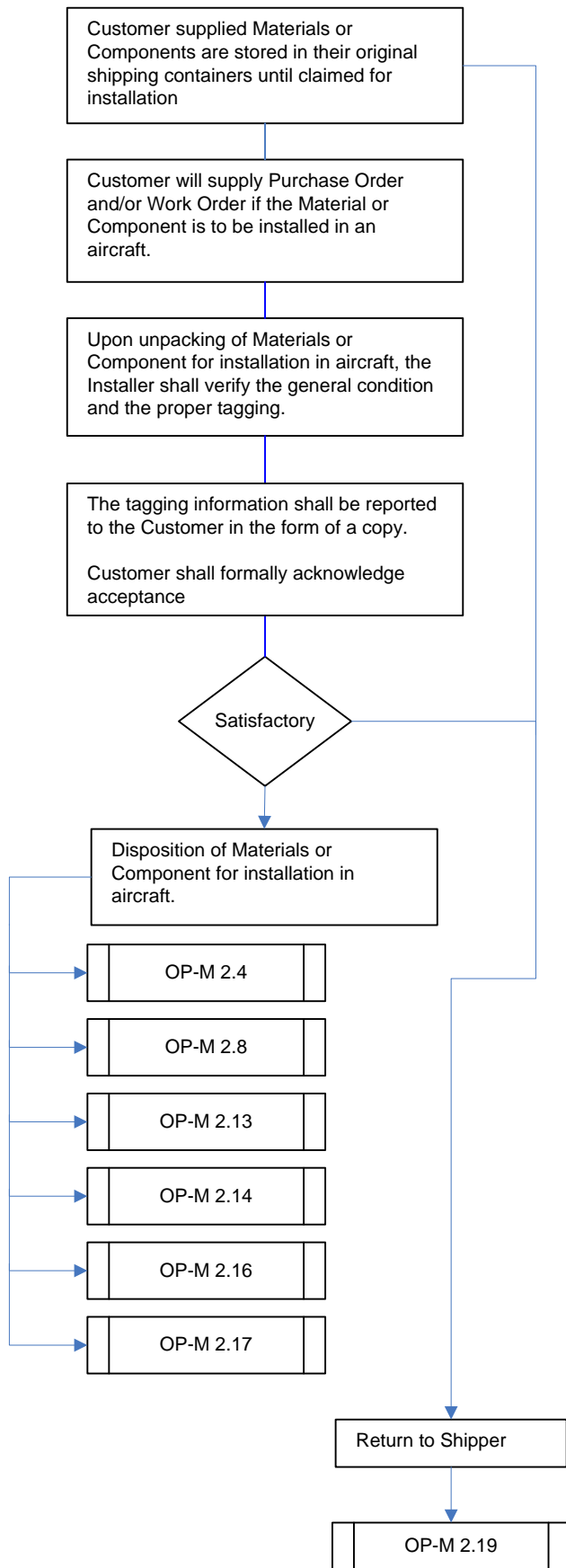
All unclaimed material is to be shipped, freight collect, to shipper or Customer.

Prior to shipping, the Customer shall be notified by e-mail and/or phone.

Shipping and handling charges will be invoiced at cost.

Copies to be kept in Administration office

Storage, Tagging and Release of Aircraft Components and Material to Aircraft Maintenance



Customer

Inform the Maintenance Manager of requested actions.
Without Customer instructions, the shipping shall be returned i/a/w OP-M 2.3

Maintenance Manager

Will instruct / delegate to staff on duty

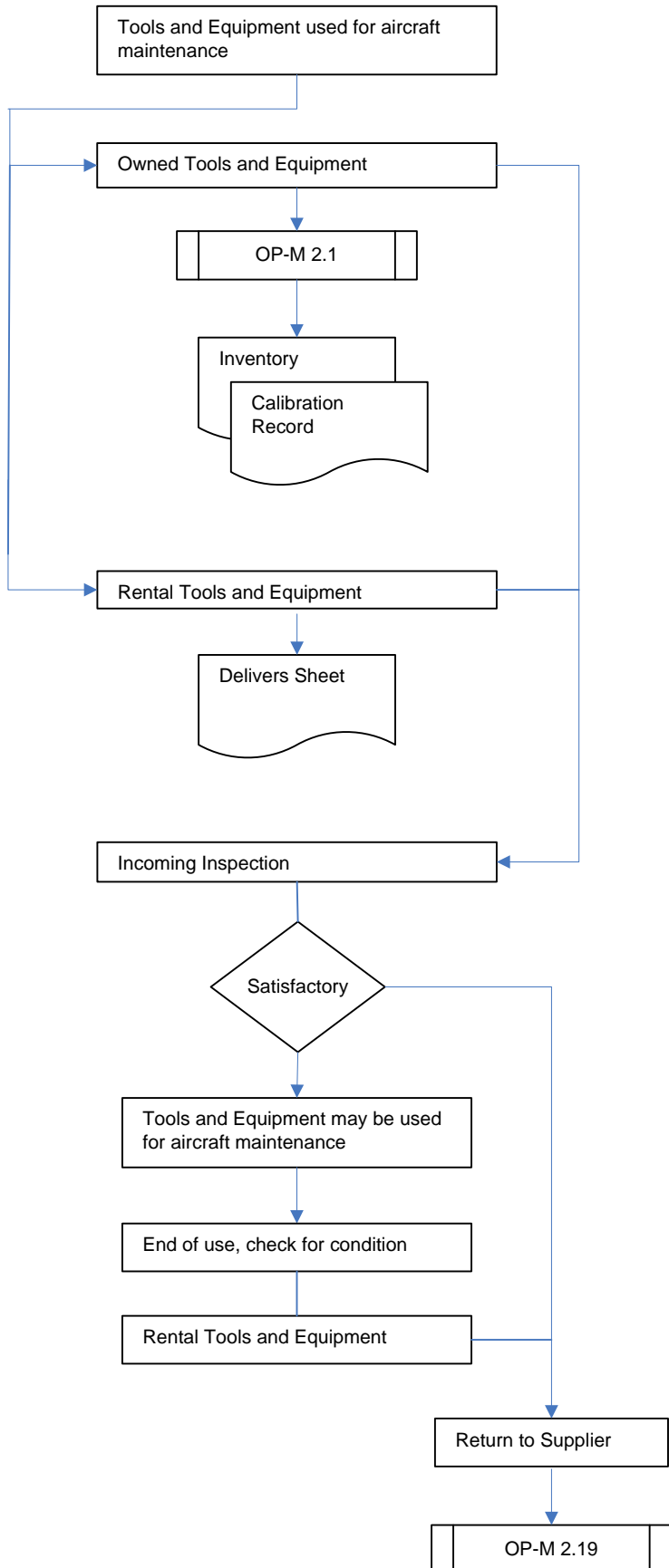
Note: This is to ensure that the Materials or Components meets the Country of Registration's requirement.

Customer

Issues the maintenance Work Order and all required data, tools and any other relevant details in writing.

- 2.4 Acceptance of tools and equipment
- 2.8 Maintenance instructions and relationship to aircraft/aircraft component manufacturers' instructions including updating and availability to staff
- 2.13 Maintenance documentation in use and completion of same
- 2.14 Technical record control
- 2.16 Release to service procedure
- 2.17 Records for the operator
- 2.19 Return of defective aircraft components to store

Acceptance of Tools and Equipment



Maintenance Manager

Will initiate purchase of Tools and Equipment as required for the tasks.

The supplier shall be checked

The General Manager will issue the Purchase Order

Upon reception, the tools or equipment will be added to the inventory list and a calibration date and frequency established.

Customer

Will provide rental tools and equipment. He is responsible for the Supplier Evaluation i/a/w the CAME/MOE

Customer supplied Tools and Equipment are stored in their original shipping containers until used for aircraft maintenance

Maintenance Manager

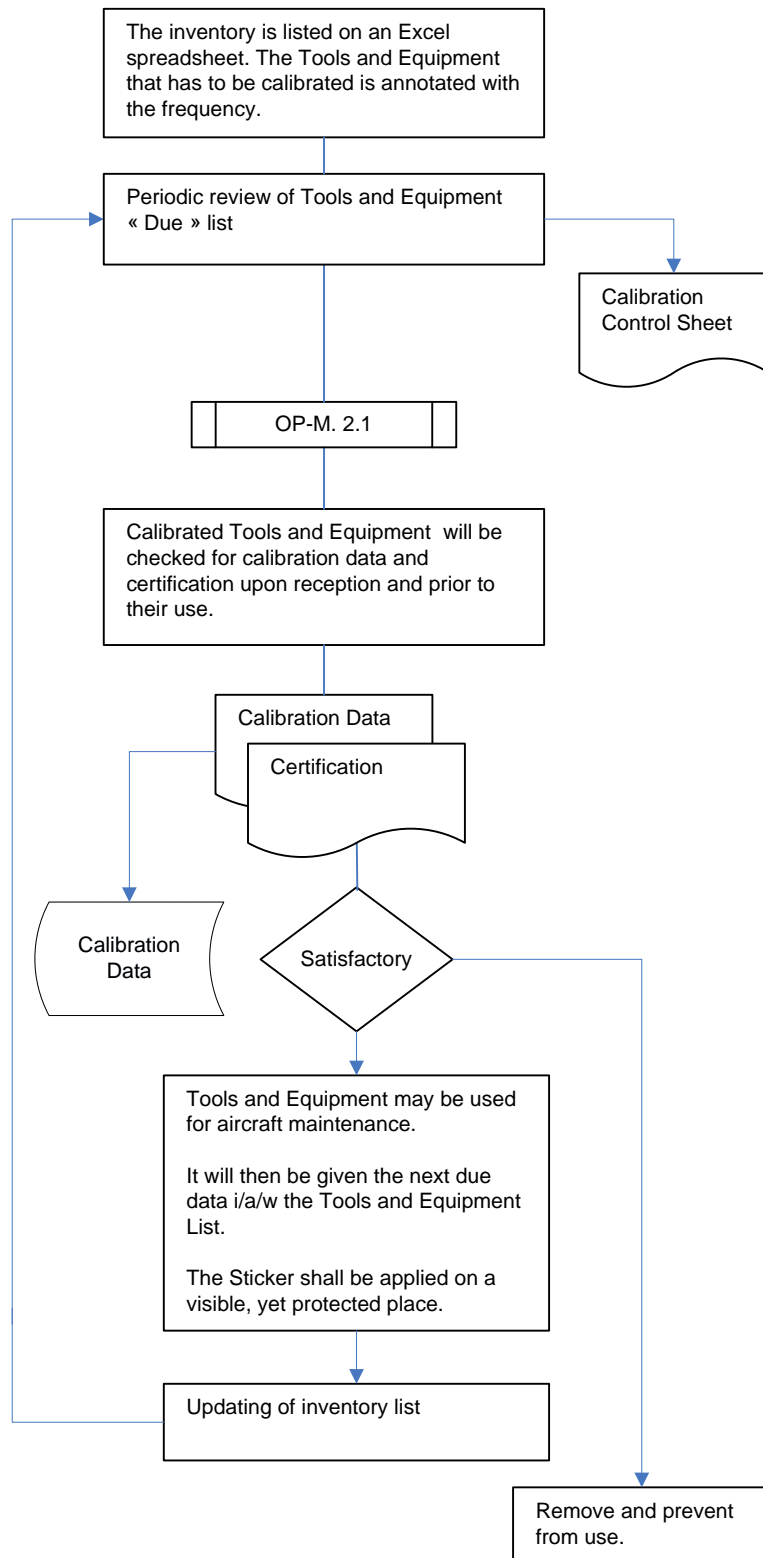
Will instruct / delegate to staff

Upon unpacking of Tools or Equipment for use on aircraft, the Installer shall verify the general condition and the proper identification.

2.19 Return of defective aircraft components to store

Calibration of Tools and Equipment

Maintenance Manager



Will review the calibration due dates on monthly basis. This review will be signed off on a control sheet with name, date and signature

Initiates the periodic calibration.

Will instruct / delegate to staff

Will send for calibration to selected organization.

The calibration data shall be compared with the previous calibration and the trend noted.

If required, the calibration may have to be performed at a different frequency.

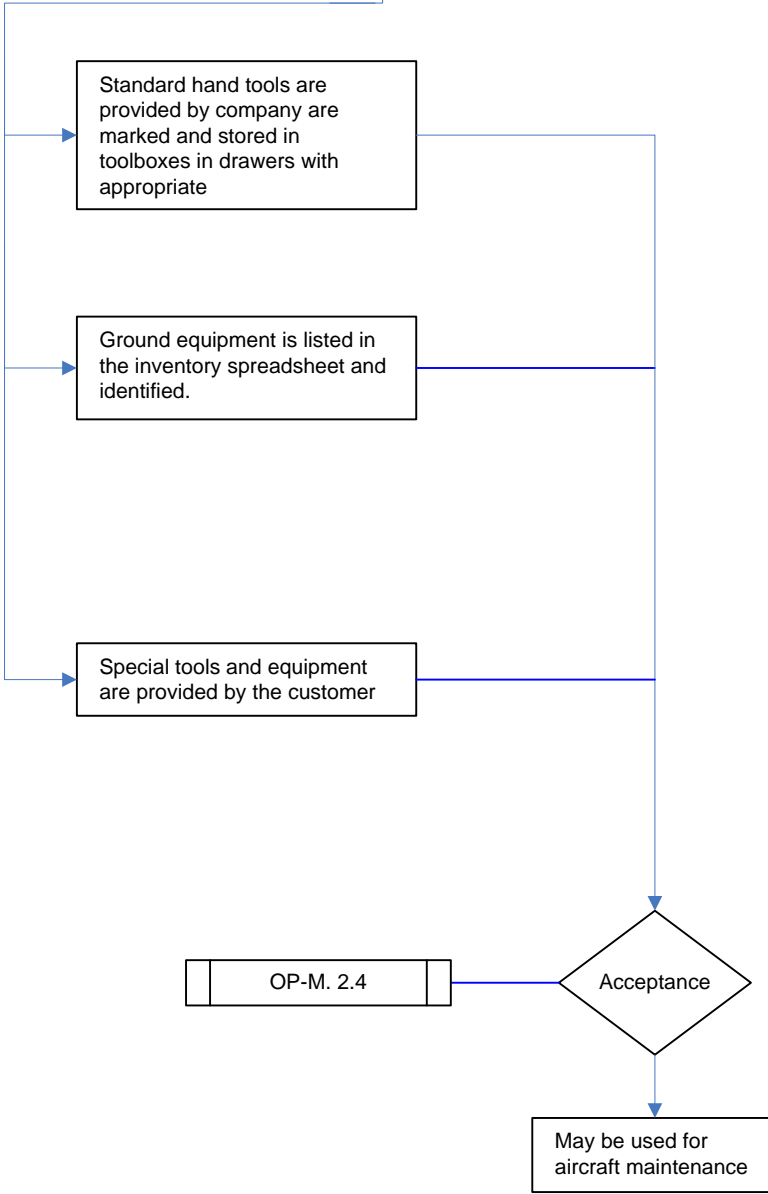
Will place unsatisfactory Tools and Equipment in quarantine, and or dispose of in order to prevent its use for aircraft maintenance by adequately tagging it « NOT FOR USE ON AIRCRAFT ».

Use of Tooling and Equipment by Staff (including alternate tools)

Maintenance Manager

The Tools and Equipment required for aircraft maintenance is provided on the relevant work instructions.

Will ensure that adequate tools and equipment is available to staff.



Will initiate the periodic review of the inventory

Standard Tools:

- after use, Staff checks inventory for completeness
- prior to use, Staff will check
- the Maintenance Manager will delegate an independent check will be performed on a monthly basis for completeness and condition.

Ground equipment:

- shall be checked for cleanliness and condition.
- Required repairs are to be reported back to the Maintenance Manager

Inventory:

- shall be checked at the beginning of the calendar year for completeness..

Prior to their use, tools and equipment subject to calibration shall be checked for next calibration due by Staff.

Equipment shall be checked for general condition.

Unsatisfactory conditions shall be reported to the Maintenance Manager

Cleanliness Standards of Maintenance Facilities

General Appearance and Safety Related Issues

General Appearance

Safety Related Issues

Maintenance Manager

Appearance of the hangar and equipment is a culture issue and the Maintenance Manager will ensure that the Staff is aware, takes immediate corrective action and reports unsafe conditions.

He will initiate or delegate to Staff the general maintenance of the hangar in particular but not limited to:

Floor:

- removal of any foreign object
- removal any spillage of any fluid
- power pits, proper operation of the trap door and electrical and compressed air components.
- condition of grounding equipment
- Water taps for leakage
- Periodic cleaning of the floor and windows

Equipment:

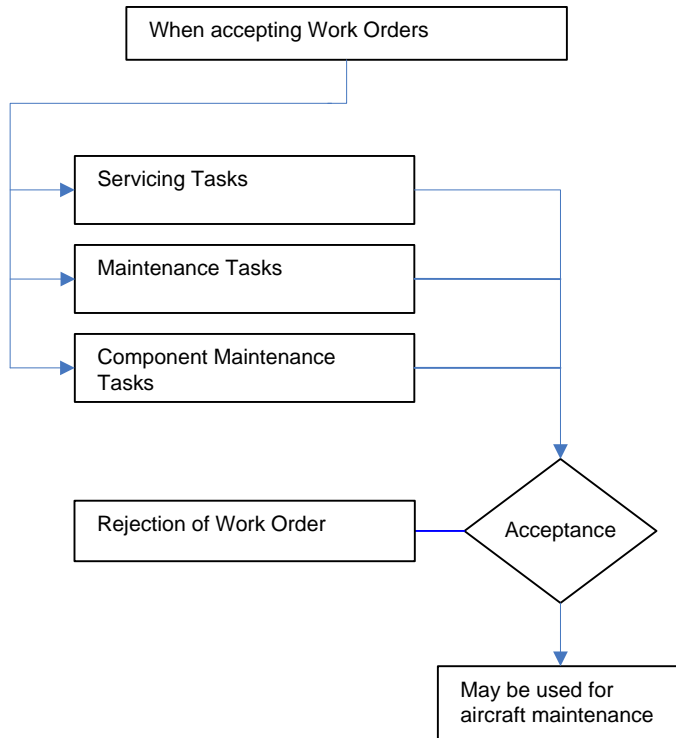
- door operation with main focus on the safety features
- fire fighting equipment and defibrillator for general condition and inspection date
- lighting and heating elements, visual check from ground floor

Note Smoke and Infrared radiation detection and the associated alarm system is maintained by subcontractor.

The same is applicable to the defibrillators located throughout the building

Maintenance Instructions and Relationship to Aircraft / Component Manufacturer's Instructions Including Updating and Availability to Staff

Maintenance Manager



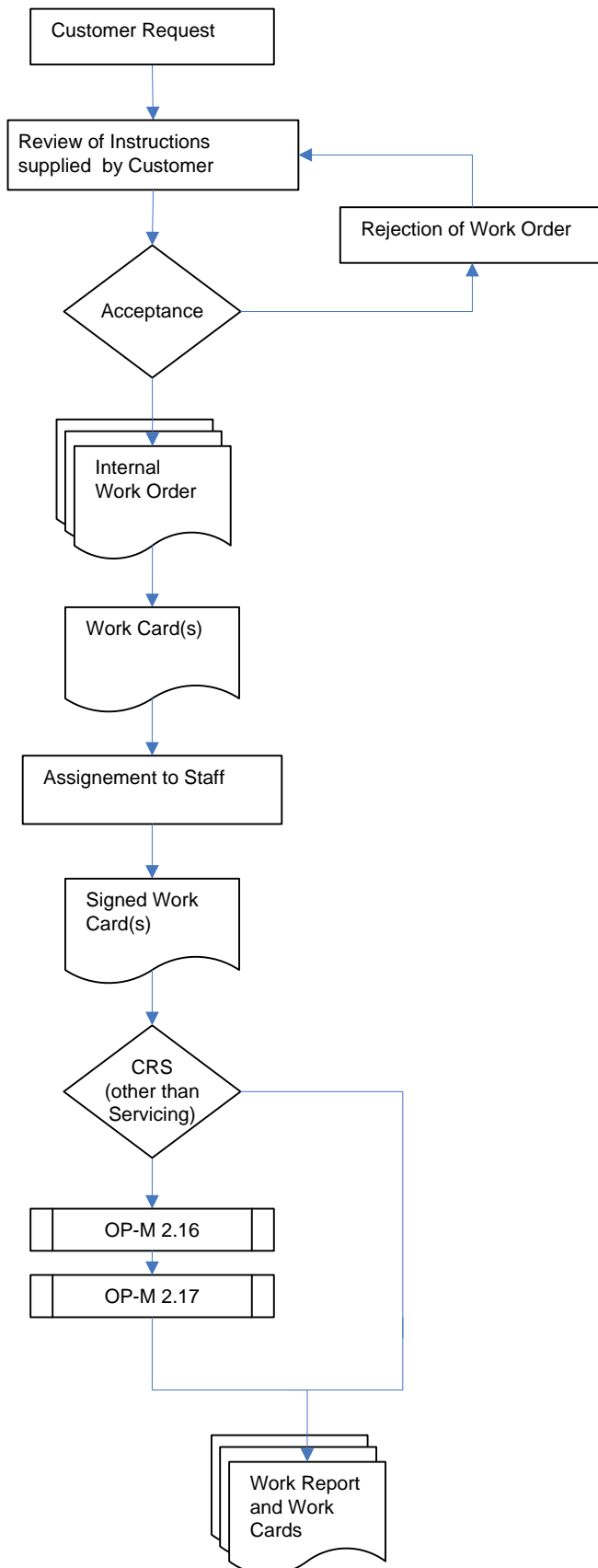
Will ensure that the Customer supplies the relevant work cards i/a/w the the CAMO/AMO CAME/MOE procedures.

NOTE Geneva Airpark will not hold or own any AMM, IPC or other Maintenance Documentation.
They must be provided by Customer.

Will review or initiate the review of the work cards to the following but not limited to these aspects prior to commencing any work:

- Applicability to Aircraft, Engine, Propeller and/or Appliance
- Revision date for plausibility
- Completeness, especially in view of referenced additional work cards
- Special Tool and Equipment requirements
- Scope of work is not exceeded with respect to the servicing task or maintenance task detailed in the Single Event Authorization

Maintenance Documentation in use and its Completion



Maintenance Manager

Will ensure that the Customer supplies the Manual, Work Cards and/or Instruction for Continued Airworthiness.

It will be checked for:

- Mak and Model
- Date of revision
- Number of pages

After review of Documentation, the work is assigned to Staff for performance and completion of work.

The work is signed by the person performing the work

The signed work card(s) are returned to the Maintenance Manager

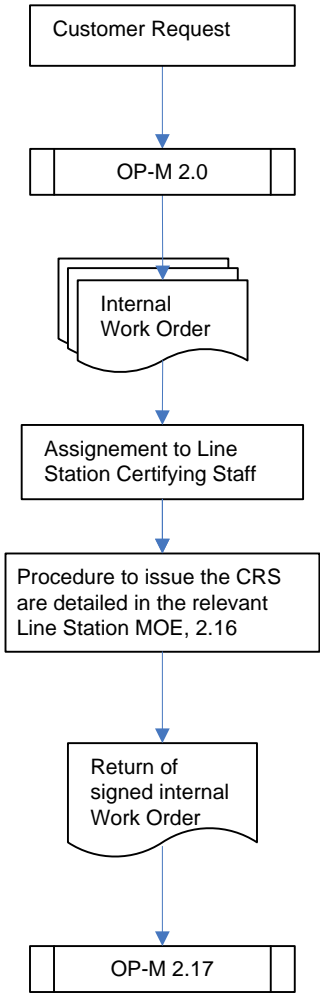
Review of completed Work Cadr(s)

Work package will be returned to Cusotmer

Copies will kept for 24 month

Release to Service Procedure

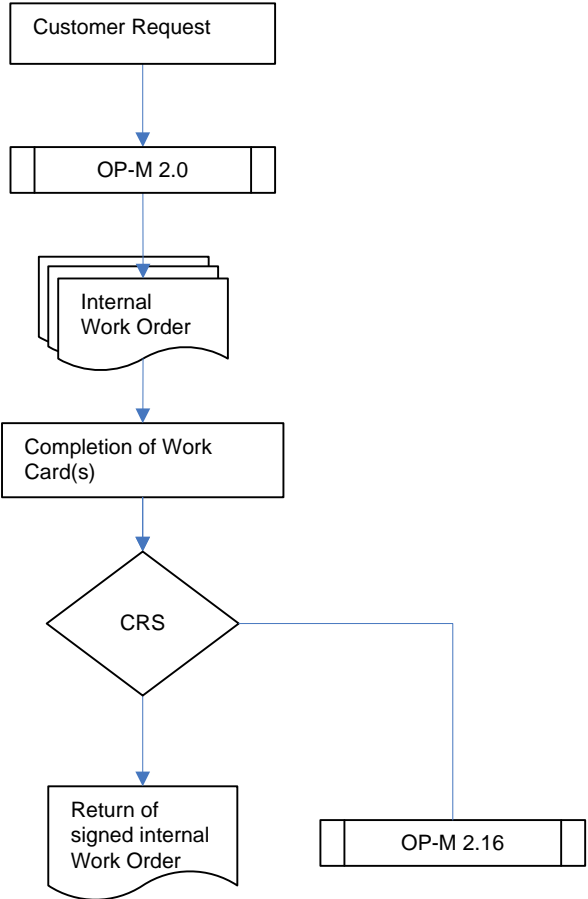
Maintenance Manager



2.0 Work Order Acceptance

Records for an Operator

Maintenance Manager



2.0 Work Order Acceptance

Only the Staff performing the work will sign the work that was performed.

Issue of the CRS under the Line Station Approval or SEA by the qualified and authorized Staff in accordance with the Line Station MOE or the Single Event Authorization procedure issued by an AMO

2.16 Release to Service Procedure

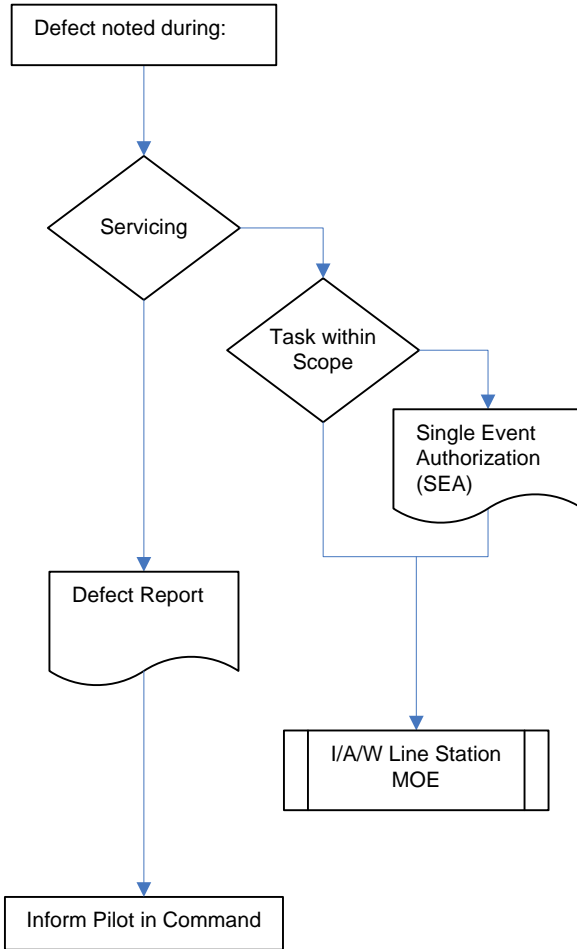
The completed forms are returned to the Customer.

The work package will be copied and kept on file for 24 month at the Maintenance Manager's office.

If a CRS is involved, the will be stored in accordance with the Line Station MOE.

Reporting of Defects to Competent Authority / Operator / Manufacturer

Maintenance Manager



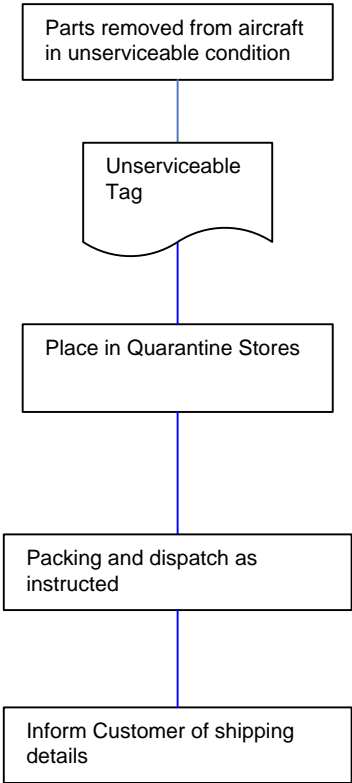
Staff performing servicing or maintenance tasks shall report any discrepancy noted during the performance of an assigned task to the Maintenance Manager.

In case of servicing tasks, he will inform the Pilot in Command with a copy of the Defect Report

In case of maintenance tasks, the procedure laid down in the relevant Line Station MOE must be followed.

NOTE: GAP will not inform the any Competent Authority or Manufacturer on its own. It is the Customer / Operator responsibility.

Return of Defective Aircraft Components to Store



Maintenance Manager

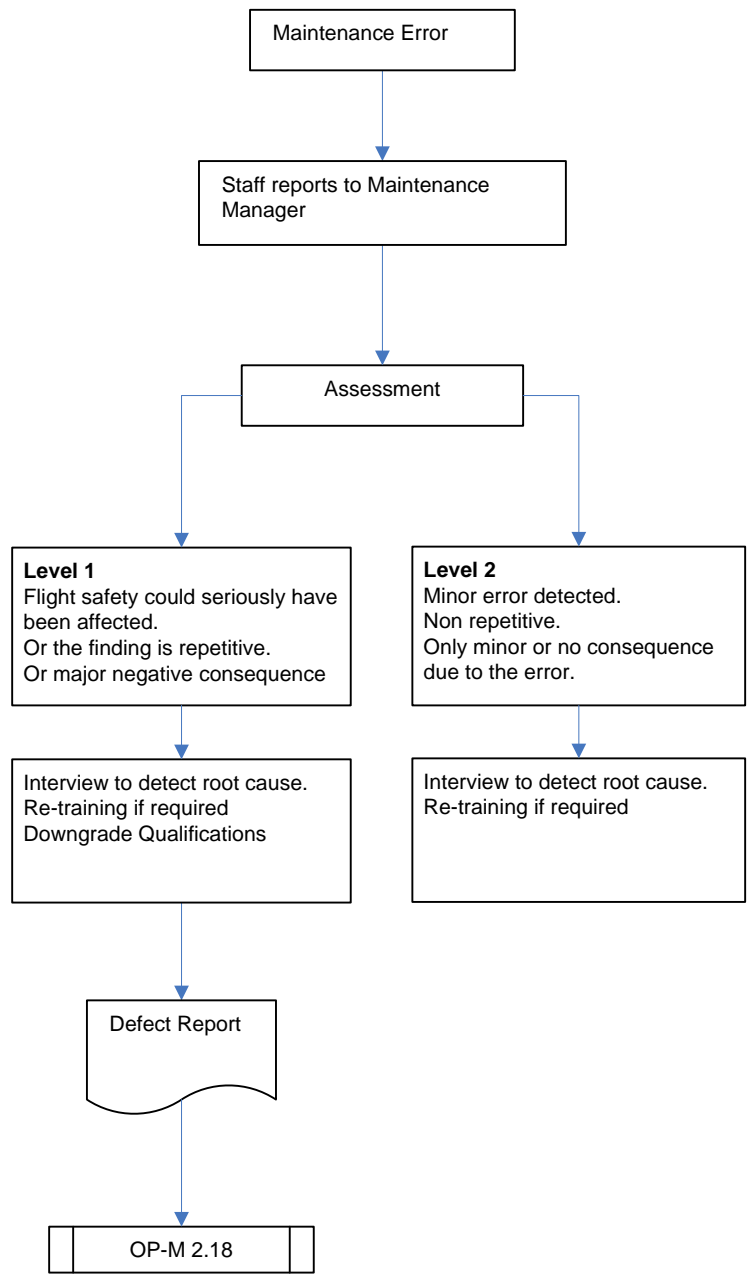
Staff having been assigned the maintenance task will tag the removed component as soon as possible.

The Maintenance Manager will contact the Customer or Operator for disposition instructions.

Customer

Instructs GAP with shipping details

Procedures to Detect and Rectify Maintenance Errors



Maintenance Manager

Will encourage all Staff to report errors

Assessment of:

Staff

- qualification
- trained
- recent experience.

Work Cards

- applicable to make and model
- Current and complete

Tooling and Equipment

- per work cards
- In serviceable condition

Completion of Defect Report

2.18 Reporting of Defects to Competent Authority / Operator / Manufacturer



PART 3

QUALITY SYSTEM PROCEDURES



Line Servicing Procedures

3.1 QUALITY AUDIT OF ORGANISATION PROCEDURES

- a. Company Audit Policy
- b. Definition of the Quality System
 - Independence
 - Access to Accountable Manager
 - Composition and functions of management quality group
- c. Annual Review of Maintenance Procedures
- d. Audit programme - Adequate and satisfactory facilities
 - Compliance with approved procedures
 - Dates and timescales
 - Audit of suppliers and Subcontractors

3.2 QUALITY AUDIT OF AIRCRAFT AND / OR EQUIPMENT

- a. System description and initiation of corrective action (see 3.3)
- b. Audit programme
 - Auditing of standards
 - Product samples (aircraft and / or components)
 - Dates and timescales
- c. Auditing methods - Sampling - "Trail" audits.

3.3 QUALITY AUDIT REMEDIAL ACTION PROCEDURE

- a. Quality audit report feedback system
- b. Accountable Manager / senior management review meeting
- b. Corrective action and timescale
- c. Remedial action
- d. Corrective action
- e. Management responsibilities for corrective action and follow-up
- f. Quality audit and feedback records

3.4 CERTIFYING & B1/B2 SUPPORT STAFF QUALIFICATION AND TRAINING PROCEDURES

Reserved

3.5 CERTIFYING STAFF AND B1/B2 SUPPORT STAFF RECORDS

Reserved



Line Servicing Procedures

3.6 QUALITY AUDIT PERSONNEL

- Nominated personnel
- Allocated man-hours (if not full-time)
- Independence of quality audit personnel
- Experience, training and competence of quality audit personnel

3.7 QUALIFYING QA Auditors

- Experience (duration and technical), training and competence requirements
- Assessment procedures: Examination & Test
- Continuation training: Programmes & Procedures

3.8 QUALIFYING QA ASSISTANTS

- Experience (duration and technical), training and competence requirements
- Assessment procedures: Examination & Test
- Continuation training: Programmes & Procedures

3.9 AIRCRAFT OR COMPONENT MAINTENANCE TASKS, EXEMPTION PROCESS CONTROL

Reserved

3.10 CONCESSION CONTROL FOR DEVIATION FROM THE ORGANISATION'S PROCEDURES

- System for approval and control of concession
- Concession criteria
- Request procedure
- Evaluation, response and approval

3.11 QUALIFICATION PROCEDURE FOR SPECIALISED ACTIVITIES SUCH AS NDT, WELDING ETC.

Reserved

3.12 CONTROL OF MANUFACTURERS' AND OTHER MAINTENANCE WORKING TEAMS

Reserved



Line Servicing Procedures

3.13 HUMAN FACTORS TRAINING PROCEDURE

- Aims and objectives
- Categories of staff to be trained
- Duration
- Requirements for trainers
- Training methods and syllabus
- Continuation training

3.14 COMPETENCE ASSESSMENT OF PERSONNEL

- Personnel to be assessed i/a/w 145.A.30
- Assessment procedures – training, qualifications, supervision, assessors
- Management competence assessment
- Assessment records



PART 4

OPERATORS



Line Servicing Procedures

4.0 CONTRACTING OF OPERATORS

In order to provide Line Service for large aircraft registered in an EASA memberstate, the CAMO may subcontract certain servicing tasks to Geneva Airpark in accordance with the procedures laid out in the operator's CAME.

A contract shall establish the contact persons, responsibilities and procedures. The CAMO will also supply the required Work Cards.

The CAMO may perform audits in accordance with their CAME.

Non EASA memberstate aircraft may be contracted in the same manner.

4.1 CONTRACTED OPERATORS

The contracted Operators are held at administration.

4.2 OPERATOR PROCEDURES AND PAPERWORK

Tasks outside the Line Servicing scope shall be handled through a Part-145 Organization.

These are in particular but not limited to:

- Aircraft maintenance per Part M Article 2 (h), Definitions
- Spares management procedures
- Aircraft external damage control identification and control
- Reporting of unairworthy conditions

4.3 OPERATOR RECORDS COMPLETION

Upon completion of the requested work, the completed work cards will be handed over to the Pilot in Command.

For procedure details, refer to 2.17, Records for the Operator. Deviation to this procedure shall be part of the Line Servicing contract.



PART 5

APPENDICES



Line Servicing Procedures

Part 5 APPENDICES

Appendix A SAMPLE OF DOCUMENTS

Appendix B LIST OF CONTRACTED PART-145 ORGANISATIONS

Appendix C LIST OF SUBCONTRACTORS

Appendix D TRAINING SYLLABUS



Line Servicing Procedures Appendix A

SAMPLE DOCUMENTS

Aircraft Ground Services

GAP-GS-001 Rev 0.0

Training Record

GAP-GS-001 Rev 0.0



Line Servicing Procedures Appendix A

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Line Servicing Procedures Appendix B

LIST OF CONTRACTED PART-145 ORGANISATIONS

Reserved



Line Servicing Procedures Appendix B

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Line Servicing Procedures Appendix C

LIST OF SUBCONTRACTORS

Reserved



Line Servicing Procedures Appendix C

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Line Servicing Procedures Appendix D

Training Syllabus

KNOWLEDGE LEVELS — LINE SERVICING PERSONNEL

The basic knowledge for shall be at least to Level 1 as detailed in Part 66 Appendix I for Category A maintenance staff for a familiarization with the principal elements of the subject.

Objective:

- The applicant should be familiar with the basic elements of the subject.
- The applicant should be able to give a simple description of the whole subject, using common words and examples.
- The applicant should be able to use typical terms.

Classroom Training

1.0 Standard Aviation Practices Training

1.1 Safety Precautions-Aircraft and Workshop

Aspects of safe working practices including precautions to take when working with electricity, gases especially oxygen, oils and chemicals.

Instruction in the remedial action to be taken in the event of a fire or another accident with one or more of these hazards including knowledge on extinguishing agents.

Knowledge of hazardous fluids

1.2 Workshop Practices

Care of tools, control of tools, use of workshop materials;

Dimensions, allowances and tolerances, standards of workmanship;

Calibration of tools and equipment, calibration standards.

1.3 Aircraft Handling and Storage

Aircraft marshaling

Aircraft taxiing/towing and associated safety precautions;

Aircraft chocking, securing and associated safety precautions;

Electrical, hydraulic and pneumatic ground supplies.

Effects of environmental conditions on aircraft handling and operation.

1.4 GAP Internal Procedures

Stores procedures;

– Internal GAP procedures per OP-M

Interface with aircraft operation;

– GAP Work Order procedures

2.0 Human Factor Training

2.1 Factors Affecting Performance

Fitness/health;

Stress: domestic and work related;

Time pressure and deadlines;

Workload: overload and underload;

Sleep and fatigue, shiftwork;

Alcohol, medication, drug abuse.



Line Servicing Procedures Appendix D

- 2.2 Physical Environment**
 - Noise and fumes;
 - Illumination;
 - Climate and temperature;
 - Motion and vibration;
 - Working environment.

- 2.3 Tasks**
 - Physical work;
 - Repetitive tasks;
 - Visual inspection;
 - Complex systems.

- 2.4 Communication**
 - Within and between teams;
 - Work logging and recording;
 - Keeping up to date, currency;
 - Dissemination of information.

- 2.5 Human Error**
 - Error models and theories;
 - Types of error in maintenance tasks;
 - Implications of errors (i.e accidents)
 - Avoiding and managing errors.

- 2.6 Hazards in the Workplace**
 - Recognising and avoiding hazards;
 - Dealing with emergencies.

- 3.0 Aircraft System Training**

- 3.1 Fuel Systems (ATA 28) 0.5 hrs**
 - System lay-out;
 - Fuel tanks;
 - Supply systems;
 - Dumping, venting and draining;
 - Cross-feed and transfer;
 - Indications and warnings;
 - Refueling and defueling

- 3.2 Hydraulic Power (ATA 29) 0.5 hrs**
 - System lay-out;
 - Hydraulic fluids;
 - Hydraulic reservoirs and accumulators;

- 3.3 Ice Protection (ATA 30) 0.25 hrs**
 - De-icing / Anti-icing
 - De-icing fluids



Line Servicing Procedures Appendix D

3.4 Landing Gear (ATA 32) 0.5 hrs

Construction, shock absorbing;

- Extension and retraction systems: normal and emergency;
- Indications and warning;
- Wheels, brakes, antiskid and auto-braking;
- Tires;
- Steering.

3.5 Oxygen (ATA 35) 0.5 hrs

System lay-out: cockpit, cabin;

- Sources, storage, charging and distribution;
- Supply regulation;

3.6 Turbine Engines (ATA 72) 1.0 hrs

Constructional arrangement and operation of turbojet, turbofan, turboshaft and turbopropeller engines;

4.0 Practical Training

4.1 Aircraft Handling and Storage; General

Aircraft marshaling

4.2 Aircraft Handling and Storage; Type Specific

Aircraft towing

- Securing before towing (gear pins and covers)
- Use of towbarless tractors

Ground Supplies

- Electrical
- Hydraulic
- Pneumatic (if applicable)

Servicing (ATA 12)

Fluids, airframe

- Fuel
- Hydraulic
- De-Icing
- Engine oil

Gases

- Oxygen
- Nitrogen



Line Servicing Procedures Appendix D

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