AIRLINE COINS

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Based on PIA Operation Manual

Last Updated 1st July 2016

Routine Operation

- Check Validity of Licenses and Documents.
- Check Technical Log, Flight Log and Debrief Reports.
- Contents of Debrief Report (Ref: OM 5.1.X Debrief Report).
- Minimum Cabin Crew for Flight (Ref: OM 6.1.X Cabin Crew).
- Policy for Cockpit Visits (Ref: OM 14.1 Admissions to the Flight Deck).
- Policy for Jump Seats (Ref: OM 14.3 Use of Jump Seats).
- Flight & Duty Limits (Ref: OM 23.2 Maximum Flight / Duty Time Limitations).

Rostering Considerations

- Flight crew with less than 100 hours accumulated after the endorsement of a type rating shall not be paired to operate a flight (Ref: OM 4.1.X Pairing of Inexperience Pilots).
- Crew pairing has to be in compliance with medical restrictions (Ref: OM 4.1.X Duties of Scheduling Department).
- Check the requirements of Standby Duty Coverage (Ref: OM 4.1.X Standby Duty Period / Policy).
- Meaning of “Available” in Roster (Ref: OM 4.1.X Standby Duty-Scheduling).

Flight Planning

- Take into account the most probable expected runway when selecting a destination alternate using company planning minima. Once airborne, approach chart minima of Jeppesen Airway Manual shall be applicable (Ref: OM 8.3.X Alternate Weather Minima).
- Takeoff alternate has to be specified in operational flight plan (Ref: OM 8.3.X Takeoff Alternate).
- Check RFF categories for aerodromes of departure, destination, destination alternates and ETOPS/EDTO alternates (Ref: OM 8.3.X Rescue and Fire Fighting Categories).
- Every flight shall be planned in such a way that it will proceed at or above MOCA / MORA of the planned route in case of one engine failing. This can be achieved by either using drift down procedures or limiting the takeoff gross weight to meet the MOCA / MORA requirement along the planned route. An “Adequate” en-route alternate has to be available within 60 mins flight time (still air) at normal single engine cruise speed for non-ETOPS/EDTO flights. (Ref: OM 8.0.X Route Planning Principles).

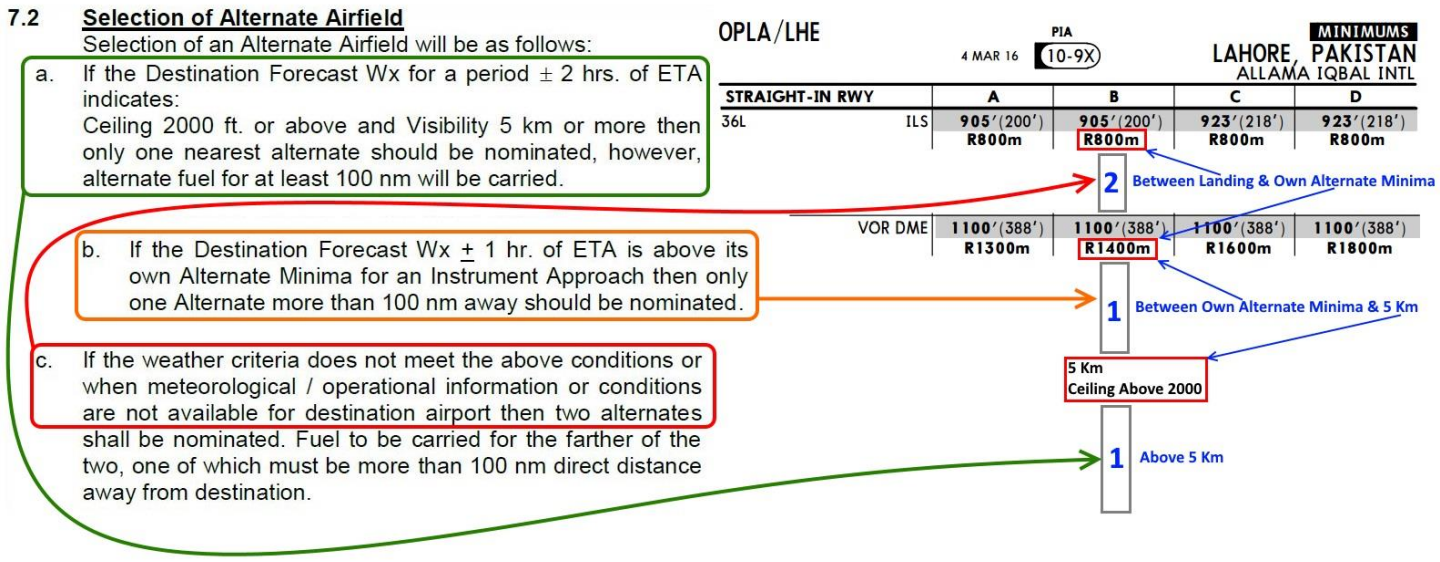
- Details covering operations to uncontrolled airfields (without an operating control tower) are published in the form of Route and Navigation bulletins for specific airfields. These bulletins cover applicable procedures and limitations such as ATC procedures, operating minima, airfield information etc. (Ref: OM 8.4 Operation to uncontrolled airfield).

- Check approach category for straight-in and circling approaches (Ref: OM 8.3.X Aeroplane Approach Category).

- Check ATC flight plan validity period for the flight.

- Irrespective of the alternate airport designated in the ATC flight plan, conditions permitting, the flight may be diverted, in order of preference, to:
    1. Next Destination.
    2. Company Preferred.
    3. As advised by company / agent when they are informed about diversion and reason.
    4. In case of emergency or land ASAP condition, any suitable aerodrome taking into account the urgency of situation (Ref: OM 8.3.X Inflight Diversion to Alternate Aerodrome).

Fuel Policy



- Captain may use his discretion to uplift extra fuel, if in his view such fuel is required for the safe conduct of the flight and will not cause operating limits to be exceeded. This amount is to be mentioned on:
    1. Remarks column of flight plan (Reason for extra uplift).
    2. Trim sheet (calculations in accordance with current actual fuel on board).
    3. Captain's Debrief Report (Ref: OM 7.3.X Captain's Authority).

- Refueling with passengers onboard is not permitted unless a flight crew member or a ground engineer is present. Subject to this provision, refueling operations may take place with precautions mentioned in OM. Local rules and regulations may require additional precautions, and the captain should check with the ground engineers, or fuel supplier, at outstations before commencing such operation (Ref: OM 7.6.X Refueling with Passengers Onboard, Boarding or Disembarking the Aeroplane).

- Before start of refueling with passengers, flight crew must:

    1. Establish communication with:
        a. Ground engineer.
        b. ATC, ensuring that the fire service is alerted.
        c. Cabin crew, informing them about the beginning and ending of refueling.
    2. Switch ON, NO SMOKING sign.
    3. Switch OFF, FASTEN SEAT BELT sign.
    4. ARM, EMERGENCY EXITS LIGHT switch.
    5. Be prepared to initiate passenger evacuation when necessary (Ref: OM 7.6.X Refueling with Passengers Onboard, Boarding or Disembarking the Aeroplane).

- If it becomes apparent that the predicted fuel remaining at destination will be less than the required minimum corrective action must be taken. This corrective action may involve any of the following:

    1. Reducing consumption for the remainder of the flight by:
        a. Flying at a more fuel economical speed.
        b. Flying at a more economical flight level.
        c. Flying a more direct routing.

    2. Selecting an alternate airfield closer to the intended destination (100 NM limit applicable at the preflight planning stage does not apply in flight).

    3. Should none of these actions be possible, an enroute technical stop for refueling should be made (Ref: OM 7.7.X Insufficient fuel remaining (Enroute)).

- If at any time it is known that the aeroplane may land with fuel less than “Reserve Fuel” (Alternate + Holding) at destination, ATC must be informed by declaring “Minimum Fuel” & fuel remaining in minutes. A diversion to alternate may not be initiated if landing at destination is assured (weather at destination above its own alternate minima, and expected to remain so until after Expected Approach Time). Any time fuel endurance is expected to go below 30 minutes, a fuel emergency must be declared to ATC (MAYDAY, FUEL) along with reporting fuel remaining in minutes (Ref: OM 7.1 Inflight Fuel Monitoring and Low Fuel).

Oxygen Policy

- Supplemental oxygen to be carried if:

    1. Cabin pressure altitude is between 10,000 and 13,000 feet, for any period in excess of 30 minutes for:
        a. All crew members
        b. 10% of passengers

    2. Cabin pressure altitude is higher than 13,000 feet, for any period for:
        a. All crew members
        b. All passengers

    3. An aeroplane is operated at flight altitudes at which the atmospheric pressure is less than 25,000 feet or if operated at flight altitudes at which the atmospheric pressure is more than 25,000 feet but cannot descend safely within four minutes to a flight altitude at which the atmospheric pressure is equal to 13,000 feet. In this case there shall be no less than a 10-minute supply for the occupants of the passenger compartment. (Ref: OM 15.6.X Policy and 11.3.X Oxygen Requirements)

- As a policy, PIA does not operate passenger flights with unpressurized cabin (Ref: OM 8.2.X Selection of Cruising Levels)

Passenger Handling

- Passenger handling is the responsibility of PIA station staff and/or the contracted local handling agent. The responsibility extends until the Captain accepts the release of the aeroplane, doors are closed and the boarding ramps / steps withdrawn. At that point the passengers become the responsibility of the Captain. In the event of a prolonged delay after boarding, the Captain having considered all relevant factors, shall decide whether they shall remain on board or disembark in co-ordination with company. (Ref: OM 11.0 General Responsibility).

- Should any passenger become unruly, violent or disruptive during the flight; it is the responsibility of cabin crew to act under the instruction of Captain against such type of passengers (Ref: OM 11.7 Passenger Misconduct).

- A Captain's Debrief must be made whenever any passenger is excluded from a flight. It must state the complete details of the incident, name and address of the excluded passenger and names and addresses of at least two independent witnesses who are willing to give evidence, if required to do so (Ref: OM 11.1.X Liability).

- If a passenger fails to show up after previously checking in with baggage, then offloading of his baggage will commence 10 minutes before STD. On domestic stations his offloaded baggage will be physically shown to the Captain. Traffic Staff will then obtain a signature from Captain on the Passenger Offloading Proforma, together with a written confirmation that he acknowledges the physical existence of the offloaded baggage (Ref: OM 11.2.X Offloading Missing Passenger Baggage).

- In case of extreme exigency, where APU/GPU are not available, passengers boarding and cargo loading may be accomplished with one engine running after exercising necessary precautions. This is for all aeroplanes except ATR with engine #1 running (Ref: OM 16.4.X Prior to Taxi).

Ground Handling

- Company staff is the primary channel of communication with outstation handling agents. (Ref: OM 13.0.X Policy).

- Whenever a Captain is required to countersign any document for handling charges, goods, or other services, he should print his name by his signature and also his staff number (Ref: OM 13.0.X General Responsibility).

- In extreme circumstances the Captain may decide to depart with insufficient catering for the actual number of passengers on board, but in this event he should explain the situation to the passengers, and record his reasons for doing so on the Flight Log (Ref: OM 13.1.X Catering).

Medical Issues

- Cabin crew must inform Captain when seal on the Emergency Medical Kit has been broken, so that it can be mentioned in the Technical Log and Debrief Report (Ref: OM 11.8 Illness, Birth and Suspected Death).

- Whenever a passenger is given therapeutic oxygen, it must be recorded in the Technical Log (Ref: OM 11.3.X Use of Oxygen).

- Permissible limit of pregnancy is up to 27 weeks. In case of non-provision of the mandatory documents (MEDIF and Ultra-Sound Report showing gestational age of fetus), boarding will be refused. Connecting passengers arriving by other Interline Carriers are exempted on assumption that necessary checks have been conducted by the respective carrier. (Ref: OM 11.6 Carriage of Pregnant Passengers).

Security Issues

- Establish a means by which the cabin crew can discreetly notify the flight crew in the event of suspicious activity or security breaches in the cabin. Senior cabin crew member shall follow arrangements made prior to departure regarding use of interphone, cockpit entry and discreet code (Ref: OM 14.1.X Locking of the Flight Deck Door).

- If crime is committed on board:

    1. Captain may perform an unscheduled landing due to security situation onboard.

    2. Captain (in urgent cases) may arrange a preliminary inquiry until official personnel take control.

    3. Captain (if necessary) may start a search of clothes and belonging to safeguard pieces of evidence.

    4. After landing, report the case to the local police and other agencies in coordination with Station Manager.

    5. Submit a written report and any witness proforma to authorities as soon as possible.

    6. Advise Flight Dispatch as soon as possible if away from home country (Ref: OM 10.0.3.X Crime on Board, Policy and Reporting).

- In the event that a Flight / Cabin Crew is assaulted by a passenger:

    1. Call security agencies on arrival.

    2. If required to institute legal proceedings:
        a. Lodge a police report.
        b. Flight crew will inform DFO.
        c. Cabin crew will inform Director Airport Services through G.M Airport Services.
        d. GMCC / GM Airport Services will advise PIA legal and security department who will then assist crew.

    3. Company will provide legal assistance, including cost, to crew assaulted by passengers whilst on duty in flight (Ref: OM 10.1.X Assault by Passengers on Crew Members).

- Take precautionary measures to avoid Sabotage and Hijacking (Ref: OM 10.2 Prevention of Sabotage and Hijacking).

- Follow “Red Warning Procedures” for positive bomb threats / sabotage (Ref: OM 10.4 & 10.5 Sabotage / Bomb Threats – On Ground / In Flight).

Firearms & Weapons

- Carriage of weapons and ammunition in the cabin or on the flight deck is prohibited. Weapons and ammunition must be stored separately in the baggage hold.

- Captain must be informed about:

    1. Numbers of Weapons.
    2. Quantity of Ammunition.
    3. Storage Location.

- The above restrictions include firearms and ammunition carried by security and police officers on official escort duties. In case of air guards permitted by the state, captain shall be notified prior to departure with information, that includes number of authorized armed personnel onboard and their location (Ref: OM 12.4 Carriage of Firearms and Other Weapons).

Dangerous Goods

- NOTOC must be kept readily available in flight for reference in the event of an incident.

- It should be passed on to the joining pilots in the event of crew changes at transit stops. In case crew taking over is not possible due to a longer turn-around, the leaving crew should leave a message to refer to the ship's papers left onboard which will contain the NOTOC (Ref: OM 12.3.X Notification to Captain NOTOC).

- For Dangerous Good Incidents During Flight:
    1. Consider landing as soon as possible.
    2. Switch "No Smoking" signs ON.
    3. Consider switching OFF non-essential electrical power.
    4. Recirculation fans OFF (where technically possible).
    5. All air-conditioning packs to full flow.
    6. If necessary, follow aeroplane emergency procedure for fire-fighting and smoke removal.
    7. Consult the dangerous goods manual.
    8. For goods carried inside the cargo compartment, determine the source of smoke/fire/fumes. Consult the NOTOC and attempt to identify relevant item.
    9. Time permitting, consult Company's Operations Control (Ref: OM 12.3.5.X Incidents During Flights).

- For Dangerous Good Incidents On Ground:
    1. Disembark passengers and crew before opening any cargo compartment door.
    2. Inform ATC, ground personnel and emergency services of the nature of the dangerous goods items and its loading positions according to the NOTOC.
    3. Make an entry in the Technical Log (Ref: OM 12.3.5.X Incidents On Ground).

- Captain shall notify the Director Corporate Safety and HSE (Health, Safety & Environment) department, and will supply a written air safety report to the effect in case of a dangerous good accident or incident (Ref: OM 12.3.X Reporting of Dangerous Goods Accidents & Incidents).

De-icing & Anti-icing

- The authority to decide whether de-icing or anti-icing is necessary lies generally with the Captain (Ref: OM 19.1.X Operation in Icing Conditions (Cold Weather) Policy).

- Takeoff is not Authorized:
    1. In freezing rain.
    2. During heavy falls of wet snow (temperatures around $0^{o}C$).
    3. If snow, ice or frost has accumulated on the aeroplane during taxi (Ref: OM 19.1.X Takeoff).

- After takeoff in slush it may be advisable to delay gear retraction since the slipstream and vibrations caused by the rotating wheels may help to remove slush (Ref: OM 19.1.X Takeoff).

- Whenever flying in areas where icing may be expected, the anti-icing system should be used in anticipation of icing conditions rather than waiting for actual icing to occur (Ref: OM 19.1.X In-Flight).

Preflight Procedures

- Before each departure (in addition to standard takeoff briefing and departure briefing as per SOP) an emergency briefing must be given by the CM1 containing at least the following items:
    1. Malfunctions and actions before / after V1.
    2. Speed / Configuration for Obstacle Clearance.
    3. Intentions if return to landing is unavailable due to weather at the departure airfield.
    4. Overweight landing and Evacuation (Ref: OM 16.2.X Emergency Briefing).

Trim Sheet Issues

- Following standard weights can be used for load sheets:
    1. Hand Baggage –> 5 Kg.
    2. Adults (Male / Female) –> 75 Kg.
    3. Children –> 38 Kg.
    4. Infants –> 15 Kg (Ref: OM 12.1.X and 13.0.X Standard Passenger Weights).

- Where a manual load and trim sheet is prepared, it should be checked that the signature and license number of the person who completed that load / trim sheet is on the document (Ref: OM 12.1.X Manual Load Sheets).

- International mail has loading priority over all other cargo and shall be carried only in the cargo holds. Captain shall be advised of any mail being carried by the annotation of the letter “M” in the section of the load sheet showing load breakdown (Ref: OM 12.2.X Carriage of Mail).

- If the Captain suspects that weight or balance of an aeroplane is grossly in error, either by virtue of its handling qualities or lack of performance he should make arrangements for weighing all cargo and baggage at destination. Make an entry in the Technical Log Book to request download of DFDR data within 24 hours of landing (Ref: OM 12.0.X Suspected Inaccurate Cargo and Baggage Weight).

Takeoff Considerations

- Recommended wake separation at takeoff is 2 minutes behind a heavy aeroplane (Ref: OM 19.2.3.X General Guidelines).

- A Line Captain may allow a First Officer to carry out a take-off provided:
    1. Takeoff RVR / Visibility is 800 meters or more.
    2. Crosswind component does not exceed 15kts.
    3. TOGW does not exceed 90% of allowed Maximum TOGW.
    4. Runway is not contaminated.
    5. TRIs may allow takeoffs in weather conditions below the minima mentioned above (Ref: OM 14.0.3.X F/O Takeoff and Landing Restrictions).

Climb & Cruise Procedures

- Monitor Engine Power settings throughout climb and not get involved in non-essential paper work e.g. filling of log books, etc. (Ref: OM 1.3.6.X Captain's Supervision & Co-ordination of Flight Duty / Captain Duties During Flight).

- In the vicinity of an airfield, during descent and climb and in areas where traffic is dense, keep paper work, map readings etc. to the minimum necessary. Paper work shall be done during cruise only (Ref: OM 6.5.1.X Avoidance of Aeroplane Collision – Look Out).

- Before TOD cabin crew will inform if any defects have been entered in the Cabin Defect Log (Ref: OM 16.7.X Cruise).

- Change in cruise strategy requires an entry in the debrief. e.g. Minimum time cruise instead of ECON cruise (Ref: OM 16.7.X Cruise Control).

Approach & Landing Procedures

- A Line Captain may allow a First Officer to carry out a landing provided:
    1. Crosswind component does not exceed 15kts.
    2. Cloud base is such that either the runway or its lighting is visible from not less than:
        a. 1000 feet above the runway threshold for a non-precision approach.
        b. 500 feet above the runway threshold for a precision approach.
    3. Runway is not contaminated
    4. TRIs may allow landings in weather conditions below the minima mentioned above (Ref: OM 14.0.3.X F/O Takeoff and Landing Restrictions).

- If a partial failure of lighting is reported, the following applies:
    1. Partial unserviceability of up to 50% e.g. every second or third light of any visual aid unserviceable: No effect. However, the complete failure of the first half of the runway lights has to be considered as total failure.
    2. Unserviceability in excess of 50%: Visual aid has to be considered as unserviceable (Ref: OM 17.5.X Visual Aids).

- If high and low intensity approach lights are reported to be unserviceable follow prescribed ALS (Approach Lighting System) minima. The applicable minimum visibility for planning purposes shall be increased by 900m to minima of at least 1500m. On some airfields where local conditions do not allow or necessitate the installation of approach lights, corresponding minima are specifically constructed and published on the chart. These minima may be used without increment. (Ref: OM 17.5.X Approach Lights).

- Recommended wake separation on approach is:
    1. 3 nm for medium behind medium.
    2. 4 nm for heavy behind heavy.
    3. 5nm for medium behind heavy (Ref: OM 19.2.3.X General Guidelines).

- The APU, if available should be started prior to commencing a CAT II/III approach in actual conditions (Ref: OM 18.3.1.X Use of APU).

- At any stage of the final approach, the PF may call “Visual” if he has the landing area clearly in view. Thereafter the PM need not call “One Hundred Above” or “Minimum” (Ref: OM 17.6.1.X Pilot Monitoring).

- If Friction Coefficients and Braking Actions are issued, the Friction Coefficient reflects the more accurate value for assessment of the actual conditions and shall be applied in the first place (Ref: OM 19.0.X Reporting of Braking Conditions).

- For determination of the maximum acceptable crosswind, the lowest reported Friction Coefficient of Braking Action value shall be used. On runways covered with a deposit of less than 25%, the application of these limits is at the discretion of the Captain. Width of cleared or treated runways shall not be less than 30m/100 feet (Ref: OM 19.0.X Operational Limitations).

- After landing and clearing the runway no clean-up actions will be undertaken until both pilots have confirmed the taxi route and instructions (Ref: OM 16.12.X Clearing the Runway After Landing).

ATC, Company, Cabin & PA Communications

- When radio communication fails:
    1. Attempt to make contact on another radio set if available.
    2. If unable, try to contact on any appropriate radio frequency or 121.5 MHZ.
    3. A relay through other stations (including another aeroplane) should be attempted.
    4. Follow procedures for the country which is being over flown or use the standard ICAO procedures.
    5. Listen to VOR frequencies, sometimes ATC transmit on these when communication failure is recognized.
    6. Be familiar with Light Signals (Ref: OM 21.10 Loss of Communication Procedures).

- All PIA company frequencies, handling frequencies and HF service providers can be found in the Flight Dispatch Manual (Ref: OM 9.3.X Flight Crew to Company General Policy)

- Engineering monitors the Company Operations Control VHF frequency and can be accessed using the call sign “Line 1 or Line 2” (as applicable) if technical assistance is required (Ref: OM 9.3.X Flight Crew to Company General Policy).

- Pre-flight briefing to cabin crew is required on every flight. Suggested contents of briefing are:
    1. Introduction of Crew.
    2. Time (Taxi / Flight) and Altitude (Cruise).
    3. Enroute Weather and Anticipated Turbulence.
    4. Destination Weather.
    5. Security Code and Emergency Procedures.
    6. Special Instructions (Ref: OM 9.1.X Preflight Briefing).

- Use Standard Phraseology for Commands to Cabin Crew (Ref: OM 21.11.X Standard Commands)

- PA announcements should be done in coordination with cabin crew. Following rules may be helpful:
    1. Do not disturb passengers with routine announcements during night or while movies are being shown.
    2. Introduce yourself before the first announcement.
    3. Stick to the facts, use direct and simple expressions and known geographical names for position reports.
    4. Do not use technical terms which the passengers might not understand.
    5. Avoid expressions like “Going Down”, “Final Approach”, “Bad Weather” or “Heavy Turbulence”, that might make nervous passengers even more anxious.
    6. Be cautious in using humor, passengers might disagree on what is funny.
    7. Avoid expressing opinions.
    8. At scheduled departure time, if flight is delayed by more than 5 minutes (give reasons for the delay and approximate duration). Delay shall not be mentioned repeatedly. After one announcement and one apology, further information should refer to “Remaining Flight Time” or “ETA” only. (Ref: OM 9.4.X Coordination and Presentation of Information).

Technical Issues

- Captain shall not accept aeroplane for service if MEL requirements are not met unless:
    1. A waiver forwarded to the Captain in writing has been granted by CAA.
    2. Following correct entries are made in the Tech Log:
        a. Exact statement of the problem.
        b. Fact that a waiver has been granted (possibly including special conditions).
        c. Expected weather for the intended flight if applicable.

  Final decision regarding execution of that flight still rests with Captain (Ref: OM 13.2.X Minimum Equipment List).

- Cabin crew will inform Captain about reporting cabin defects in Cabin Log. An entry will also be made in the Tech Log stating, “Please Check Cabin Defect Log for Fresh Entries” (Ref: OM 13.2.X Cabin Defect Log).

- In the event that technical assistance is unavailable, Captain’s authority to certify the Tech Log is restricted to the following:
    1. Refueling.
    2. Pre-departure inspection and transit checks (Ref: OM 13.3.X Stations without an Authorized Engineer).

- Exceptionally, a flight may be operated without autopilot at Captain’s discretion after considering:
    1. Workload and fatigue.
    2. ATC Environment.
    3. Weather Conditions.
    4. MEL Restrictions etc. (Ref: OM 15.1.X Autopilot).

- Recorded data which Captain decides may be valuable for the reconstruction of a special event can be safeguarded for a potential investigation as follows:

    1. FDR: If Captain wants to safeguard stored data in case of a serious incident, an entry must be made in the Technical Log: “Remove Flight Data Recorder for investigation”.

    2. CVR: To safeguard the CVR, its circuit breaker can be pulled out but an entry must be made in the Technical Log: “Remove Cockpit Voice Recorder for Investigations” (Ref: OM 15.2.8 Recorders / Policy).

- In order to assure technical inspection to be carried out for damage when aircraft structure is exposed to abnormal stresses like severe turbulence, lighting strikes etc:

    1. Flight recorder “EVENT” button shall be pressed.
    2. An entry shall be made in the Technical Log (also state gear position in case of turbulence).
    3. Exceedance of engine power limits is also to be noted in Tech Log (Ref: OM 19.3.4.X Maintenance Action).

Incidents & Accidents

- Occurrences (Accidents and Incidents) are required to be reported and notified to:
    1. Nearest Authority (Ref: OM 1.3.X General Responsibilities of the Pilot in Command).
    2. DGCA on an Air Safety Report Form (Ref: OM 10.7.1.X Immediate Notification).
    3. Company Operations Control (Ref: OM 1.3.X Duties of the Pilot in Command).
    4. Corporate Safety Division on an Air Safety Report (Ref: OM 10.8.X Reporting).
       Note: Operations Control will liaise with company personnel to inform concerned regulatory authorities.

- It is essential that reports are received with least delay possible. If an Air Safety Report is raised for a flight on which the originator is night-stopping elsewhere, the report should be given to the station staff that has instructions to forward copies immediately on receipt. Originator should retain a copy and annotate the DBR accordingly (Ref: OM 5.2.2.X Air Safety Reports).

- In an emergency situation that necessitates action in violation of local regulation and/or procedures, notify and submit (if required by the state of occurrence) a report to:
    1. Local authority
    2. Authority of State of Operator (Ref: OM 1.3.X Duties of the Pilot in Command).

- Whenever any ATC assistance is asked by flight crew e.g. flight control anomaly, longer vectors to complete QRH procedures, fuel problem or an early approach and landing, it is directly reported to PCAA by ATC. Once reported by ATC, it becomes an occurrence. Therefore, raising an ASR (Air Safety Report) becomes mandatory in order to raise MOR (Mandatory Occurrence Report) to PCAA to complete the required reporting process (Ref: Safety Bulletin, FLTOPS/Safety/12/Thu Aug 04 2016).

Adverse Weather

- Volcanic Ash, Wind shear, Turbulence, Icing and Runway Conditions (Ref: OM 19.0 Adverse Weather)

Diversion Procedures

- Flights may be diverted due to:
    1. Weather.
    2. Technical issues.
    3. Medical emergency.
    4. Operational reasons (Ref: OM 16.10.X Diversion Policy).

- When a diversion is anticipated, following factors should be considered regarding the suitability of the airport:
    1. Weather: Actual weather and TREND at the available alternates.
    2. Fuel: Availability of fuel at alternates and time required for refueling.
    3. Parking Space: Alternate may be severely congested due to previous diversions.
    4. Ground Handling Facilities: Efficiency of handling facilities and capacity of the airport terminals (Ref: OM 16.10.X Diversion Policy).

- When an in-flight diversion is planned to another PIA destination, the Captain shall ensure that as much prior notice as possible is given to that station. Time and workload permitting, following details should be included:
    1. ETA at the airport
    2. Number of passengers on board.
    3. Expected duration at the alternate airport.
    4. Any maintenance requirements.
    5. Any medical assistance required (Ref: OM 16.10.X Diversion to another PIA Destination).

- Upon arrival at the alternate aerodrome with company support:

    1. Captain shall consult Company staff for the best course of action to minimize passenger inconvenience.

    2. Crew must never leave the airport for their accommodation until:
        a. Suitable arrangements have been made for the well-being of the passengers.
        b. Security and maintenance of the aeroplane is ensured (Ref: OM 13.4 Diversions to Airfields with Company Support).

- When an in-flight diversion takes place to an airfield where no company support is expected, details of contractual handling agent should be obtained from Company Flight Control directly or through ATC (Ref: OM 16.10.X Diversion to an Airfield where No Company Support is Expected).

- Upon arrival at the alternate aerodrome without company support:

    1. Captain should liaise with contracting agent staff using the same guidelines as if they were company staff.

    2. Contact Company Operations Control (Ref: OM 13.5 Diversions to Airfields without Company Support).

    3. Familiarize with administrative and payment procedures on airfields without company support (Ref: OM 13.6 Charges and Administrative Procedures).

Layover Issues

- During outstation layovers:
    1. Flight and Cabin crew are under the supervision of the Captain and must be contactable, as their services, within reason, may be needed to cover disruptions caused by diversions or rescheduling.

    2. Flight and Cabin crew are responsible to the Captain, and should not make direct contact with the Station Manager other than with his/her explicit permission.

3. If Captain is away from the hotel, he shall authorize the First Officer to act on his behalf.

4. Under normal circumstances, crew will reside only at the accommodation provided to them by the Company where they may be readily contacted by phone or written messages (Ref: OM 4.0.X Contacts with the Company).

- At outstations, reporting will be made to Captain. If he is not available, then to Station Manager (Ref: OM 4.0.X Contacts with the Company).

Random Periodic Spot Checks

- Regulatory authority inspectors may carry out random periodic spot checks.

- These personnel may attempt to gain access to the aeroplane without production or display of an ID card. A possible motive for this action is to place objects of questionable nature on board in order to assess the security-mindedness of Air Crew.

- If an aeroplane is subjected to inspections in this way, the occurrence should be noted on the Captain's Debrief Report (Ref: OM 10.1.X Regulatory Authority Inspector – Random Inspections).

  Note: As a policy don't allow anyone on board who is not needed especially one without an ID card.

Non Routine Flights

- Special Flights, Test Flights and Ferry Flights (Ref: OM Chapter 22 Special Flights).

NON NORMAL OPERATION

Tyre Failure

- Tyre failure in the V1 minus 20 to V1 range: Unless debris from the tyres have caused serious engine anomalies it is far better to get airborne, reduce the fuel load and land with a full runway length available (Ref: OM 21.4.2.X Above 80/100 Knots & Below V1).

Land ASAP Conditions

- In the following cases, a landing must be effected at the nearest practicable airfield:
    1. Any fire on board, including engines, if fire-fighting is not possible or not effective.
    2. Smoke of unknown origin.
    3. Failure of an engine on a two engine aeroplane.
    4. Second engine failure on an aeroplane with three or more engines.
    5. One main source of electrical power remaining.
    6. Dual hydraulic failure.
    7. Structural damage.
    8. Red (Positive) Bomb Threat.

Practicable Airfield in the above context means an airfield where a safe landing for the respective aeroplane type in the actual configuration can be made, considering runway and weather conditions, but disregarding repair facilities, commercial passenger handling facilities, etc. If two or more possibilities exist, the nearest airfield in terms of flight time should normally be selected. In case of malfunctions (other than those emergency cases listed above), the Captain must decide whether a landing shall be made at the nearest suitable airfield or whether the flight can safely proceed (Ref: OM 21.0.X Choice of Airspace/Airfields).

Engine Shutdown in Air

- Pilot Flying will retard the affected throttle and Pilot Monitoring will guard the unaffected one.

- Pilot Monitoring will select fuel lever OFF and Pilot Flying will guard the unaffected one (Ref: OM 21.0.X Throttle and Fuel Lever).

Emergency Descent

- Once the aeroplane has leveled off, Captain must announce on the PA "**Purser to Cockpit".** This is an indication to the cabin crew that it is now safe to move about in the cabin (Ref: OM 21.6.X Explosive Decompression / Emergency Descent).

Emergency Landing

- Amount of preparation that can be made for an emergency landing or ditching depends on the time available before landing. Preparations must be thorough as time permits (Ref: OM 21.8.X Emergency Landing).

- When an emergency landing or ditching is imminent, the Captain (or his delegate) shall announce:
    1. 2 minutes prior to touchdown: **"Cabin Crew Take Positions for Landing / Ditching".**
    2. 30 seconds before touchdown: **"Brace for Impact"** (Ref: OM 21.8.X Announcements).

Overweight Landing

- Overweight landings are authorized under:
    1. Abnormal conditions.
    2. Emergency conditions.
    3. Technical malfunction.
    4. Safety reasons.
    5. Conditions resulting in less enroute fuel consumption. However, this should never be planned (Ref: OM 21.8.X Overweight Landing).

- Review overweight landing check list prior to the approach and record the landing in the Technical Log. If possible, mention weight and rate of descent at touchdown (Ref: OM 21.8.X Overweight Landing).

Landing Gear Malfunction

- Instead of belly landing, landing on even one wheel or even a leg without wheel is preferred. Land on paved surface instead of grass or soft surfaces. It is unlikely that low fly past in front of tower will add much to information derived from flight deck indications. Only do so if there is a good reason to (Ref: OM 21.8.5.X Landing Gear Not Locked Down).

- Don’t request foam carpet for an emergency landing with a defective landing gear, if, however, the service is available and is offered without delay by ATC, then Captain may elect to use it (Ref: OM 21.8.X Foam Carpets).

- Fire chief’s frequency can be taken from ATC if required (Ref: OM 21.8.X Communication with Airport Fire Services).

Evacuation

- The suitability of an exit should be evaluated before it is used. Some considerations are:
    1. Height above the ground.
    2. Its proximity to a fire.
    3. Its relationship to waves or the water line (Ref: OM 21.2.X Evacuation Procedure).

- Standard evacuation announcement is made by the Captain or designated crew member as: **“EVACUATE EVACUATE (LH / RH / FWD / REAR / ALL AVAILBLE) EXITS”** (Ref: OM 21.2.X Evacuation Procedure).

- Passengers evacuating ahead of the wing should be directed beyond the nose of the aeroplane while those evacuating behind the wing should be directed beyond the tail. They should remain assembled in a group (Ref: OM 21.2.X Evacuation Procedure).

- Consider removing emergency equipment (like fire extinguishers, first aid kits, flashlights, megaphones, emergency radios etc.) that could be of use following evacuation (Ref: OM 21.2.X Conduct Following Evacuation).

- Survivors should remain in the vicinity of the aeroplane unless there is a definite reason to believe that search and rescue efforts will not locate them (Ref: OM 21.2.X Conduct Following Evacuation).

Ditching

- Before ditching, time available should be used to remind the passenger of evacuation equipment and procedures (Ref: OM 21.9 Ditching).