

# Company Operations Manual Template

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## Introduction

The company operations manual template has been produced to assist operators in meeting the requirements of the Air Navigation (Isle of Man) Order 2015 as amended, by providing a framework for the development of a company operations manual which can be tailored to the individual operators' requirements.

The operator may wish to use this template and insert the appropriate information under each Section/Subsection. All Sections are applicable to IOM Registered Aircraft.

Subsections may not be applicable, and those contained in this template are not a definitive list.

Additional elements which the IOM Aircraft Registry suggests might be considered 'best practice' will be clearly annotated as recommended.

The company operations manual should be presented in a form that can be easily used by all personnel to perform their duties safely and we recommend that the manual observes human factors principles

## General Principles

The company operations manual template has been produced using Microsoft Word and pre-defined styles.

Each header is coded with a particular font, colour, size and spacing.

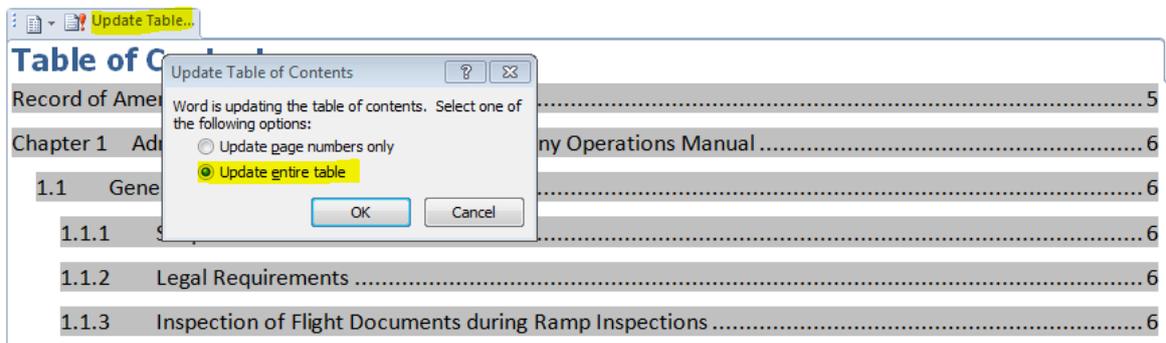
Each header style will include the appropriate numbering system for each chapter, for example, heading 1 should be used at the beginning of each chapter. Heading 2 should be used for each main heading within a chapter, (e.g. 1.1, 1.2, 1.3 etc). Heading 3 should be used for the sub-heading with each heading (e.g. 1.1.1, 1.1.2, 1.1.3 etc).

## Table of Contents

The company operations manual template includes an 'example table of contents' which can only be used provided the entire manual is re-published in its entirety at each amendment.

If individual pages are amended, and the intention is to only issue those individual pages in hard copy, then a bespoke table of contents must be created by the operator. The bespoke table of contents must include; page number, effective date and amendment number for each individual page.

If the operator decides to use the 'example table of contents' in the company operations manual template, because the template uses pre-defined heading styles, click on the table, press 'update table', select 'update entire table' and press OK (see below). Word will automatically search the document and update the table using the headers throughout the table.



### Editorial Notes

Interspersed throughout the template are Editorial Notes.

The Editorial Notes are provided to give guidance to the operator on certain aspects that must be considered.

The Editorial Notes must be removed from the final company operations manual.

### Content Notes

Contents Notes are included to give further guidance on what should be included in a particular section/paragraph.

The Contents Notes must be removed from the final company operations manual.

### 'Operator'

Where the word 'Operator' is included, it should be replaced with the operators' company name.

### Cross Referencing

Some cross reference hyperlinks have been included in the responsibilities of the pilot in command. When the sub-chapter or paragraph number associated with the cross reference is altered, the cross reference field must be updated to match the new reference. (Right click on the cross reference, and select 'Update Field'.

### Chapter 9 – Ground Operations

The Marshalling Signals extracted from ICAO Annex 2, Tenth Edition, July 2005 include both fixed wing and helicopter signals. The operator may wish to remove this chapter completely if the information is published elsewhere (some chart providers include marshalling signals within their in product), or the operator considers the inclusion of the marshalling signals is not required.

### Technical Writing Organizations

Should an operator wish to use a contracted technical writing organisation to produce their company operations manual, the responsibility for ensuring the manual meets the requirements of the Air Navigation (Isle of Man) Order 2015 as amended, remains with the operator.