PROCEDURES FOR SHARING OF CIVIL AVIATION SAFETY INSPECTORS WITHIN THE EAC PARTNER STATES

1.0 PURPOSE

This Order is issued to provide information and guidance to the Authority on the procedures to be used within the East African Community Partner State for sharing technical experts, conducting of cross-boarder oversight functions, the experts’ credentials, and ethics and personal conduct.

2.0 REFERENCE

2.1 Memorandum of Understanding concerning cooperation in the enhancement of aviation safety, security, air navigation and capacity building within the East African region (“the MOU”) signed by the Kenya, Uganda and Tanzania on 12th November 2004;
2.2 Protocol for the Establishment of the East African Community Civil Aviation Safety and Security Oversight Agency;
2.3 CAA-O-AWS017 Civil Aviation Safety Inspector Qualifications Training and Duties –Airworthiness;
2.4 CAA-O-OPS 032 Civil Aviation Safety Inspector Qualifications Training and Duties –Operations Inspectorate.
2.5 CAA-O-AGA005 Civil Aviation Aerodrome Inspector Qualifications Training and duties

3.0 BACKGROUND

3.1 Partner States signed an MOU concerning cooperation in the enhancement of aviation safety, security, air navigation and capacity building. The MOU calls for sharing of aviation technical expertise, equipment and facilities.

3.2 The East African Community Partner States have established the Civil Aviation Safety and Security Oversight Agency (CASSOA) with an objective to assist Partner States in meeting their safety and security oversight obligations and responsibilities under the Chicago Convention;

3.3 The Protocol establishing CASSOA identifies functions of the Agency including coordinating civil aviation safety and security oversight activities amongst Partner States and planning and facilitating the sharing between Partner States of technical experts and facilities in civil aviation.

3.4 In order for the Partner States to be able to provide the wide range of oversight functions/activities effectively and efficiently, it is hereby established a system for the States to share the qualified technical staff available in the region. The sharing is coordinated by CASSOA.
4.0 TECHNICAL STAFF TO BE DESIGNATED TO CONDUCT INSPECTIONS IN THE REGION

4.1 Article 9(2)(h) of the Protocol for establishing CASSOA requires the Agency to coordinate with the Partner States the designation of aviation inspectors and to assign such inspectors as required to conduct inspections.

4.2 The technical staff and in particular the aviation safety and security inspectors will remain employees of the respective civil aviation authorities, but are available to CASSOA, when meeting the requirement of paragraph 4.3, for use to conduct safety oversight functions in any or on behalf of the Partner State requiring their service.

4.3 The inspectors meeting the requirements of CAA-O-AWS017, CAA-O-OPS032 and CAA-O-AGA005 Civil Aviation Safety Inspector Qualifications, Training and Duties – Airworthiness, Civil Aviation Safety Inspector Qualifications, Training and Duties – Operations Inspectorate and Civil Aviation Safety Inspector Qualifications, Training and Duties – Aerodrome Inspectorate respectively; is available for use by CASSOA in supporting Partner States oversight obligations.

4.4 CASSOA with the assistant of the respective Partner State will maintain current records of all the inspectors available for use in the region and to this the respective civil aviation authority shall ensure data on the inspectors are made available to CASSOA timely and regularly.

5.0 RESPONSIBILITIES OF REQUESTING AUTHORITY

5.1 The requesting State will be responsible for:

5.1.1 Travel and living expenses of the inspector/officer at the rates approved by the Board; and

5.1.2 Issuing formal delegation of authority document specified in section 8 below, authorising to enter, to inspect, to require production of documents and to conduct checks and furnish reports or participating in investigations;

5.2 The inspector/officer deployed to a requesting Authority is deemed to be an Inspector of that Authority for the tasked work.

5.3 The requesting Authority will be responsible to implement the recommendations made by the Inspector once a report is presented. Action taken shall be copied to CASSOA.

6.0 RESPONSIBILITIES OF PROVIDING AUTHORITY

6.1 The inspectors remain employees of the providing Authority and it will remain responsible for their salaries and benefits.

6.2 The providing Authority will be responsible for the training, ab-initio and continuation/recurrency of the inspector. CASSOA may supplement the training as necessary and wherever possible.

6.3 The providing Authority will ensure the availability of the inspector as a matter of priority when requested for an inspector or officer by the Agency.

7.0 INSPECTORS PERSONAL ETHICS AND CONDUCT

7.1 Purpose

7.1.1 This section contains direction and guidance for Inspectors pertaining to principles of ethics and conduct as they affect the performance of duties, either in their States or under the direction of CASSOA in a sharing system.
7.1.2 The outline provided hereunder is only a guide as all circumstances that an Inspector may encounter cannot possibly be covered. As Inspectors are always in the public eye, they are expected to exercise good judgment and professional behaviour at all times while on and off duty.

7.1.3 Unique Responsibilities of Inspectors: Inspectors are exposed to a number of circumstances that are critical to their positions and which are not pertinent to other Civil Aviation Authority (CAA) job functions. The Inspector has the critical position of frequently interpreting and evaluating the quality of training programs, operations and maintenance manuals, pilot and mechanic performance, and overall safety activities. It is imperative that all Inspectors be sensitive to the responsibilities and demands of their positions and be objective and impartial while performing their duties. Inspectors must also be sensitive to actual as well as perceived appearances of any conflict that could disrupt the effectiveness or credibility of the Authority/CASSOA and oversight mission.

7.1.4 Other Requirements: Inspectors are required to comply fully with the standards of conduct as set forth by this section; and with those set forth in the respective Partner States Government and Authority publications.

7.2 On-the-Job Ethics and Conduct

7.2.1 The conduct of an Inspector has a direct bearing on the proper and effective accomplishment of official job functions and responsibilities. Inspectors are required to approach their duties in a professional manner and to maintain that attitude throughout their activities. Through their conduct, Inspectors working in direct contact with operators, and with the public, bear great responsibility in the determination of public perception of the respective Authorities, the East African Community and CASSOA.

7.2.2 All Inspectors must observe the following rules of conduct:

a) Report for work on time and in a condition that will permit performance of assigned duties;

b) Render full and industrious service in the performance of their duties;

c) Maintain a professional appearance, as appropriate, during duty hours;

d) Respond promptly to directions and instructions received from their supervisor;

e) Exercise courtesy and tact in dealing with co-workers, supervisors and members of the public;

f) Obtain approval of all absences from duty;

g) Conserve and protect Authority/CASSOA property, equipment, and materials (Inspectors may not use or permit others to use Authority/CASSOA equipment, property, or personnel for other than official business);

h) When duties concern the expenditure of public funds, have knowledge of and observe all applicable legal requirements and restrictions;

i) Safeguard classified information and unclassified information that should not be given general circulation as required by the Authority/CASSOA;

j) Observe the various laws, rules, regulations, and other authoritative instructions, including all rules, signs, and instructions relating to personal safety;

k) Uphold with integrity the public trust involved in the position to which assigned;

l) Report known or suspected violations of law, regulations, or policy through appropriate channels;

m) Not engage in private activities for personal gain or any other unauthorized purpose while on public property;
n) Give any supervisor or official conducting an official investigation or inquiry all information and testimony about all matters inquired of, arising under the law, rules, and regulations administered by the Authority;

o) Not use illicit drugs or abuse alcohol or other substances;

p) Not participate in telephone eavesdropping (Advance notice must be given whenever any other person is placed on the line for any purpose whatsoever). An advance verbal warning must be given when an automatic recording device or a speaker telephone is used. The use of recording devices, portable or otherwise, on telephones shall be limited to areas involving air safety.

q) Not make irresponsible, false, or defamatory statements that attack, without foundation, the integrity of other individuals or organisations. Inspectors are accountable for the statements they make and the views they express.

7.3 Outside Employment, Financial Interests and Gifts

7.3.1 Business Interests: Inspectors and their immediate families should seek clarification and guidance before engaging in any airline or other business activity for which the Authority has oversight responsibility. If an Inspector holds any interest that may give the appearance of impropriety, the Inspector should immediately inform his Authority for guidance.

7.3.2 Conflict of Interest: Inspectors who wish to participate in outside aviation activities, such as flight instruction, commercial flying, or any other aviation-related activity, should seek clarification and approval from their respective Authority.

7.3.3 Public Speaking: Teaching or instructing at colleges, universities, or vocational schools may be acceptable for Inspectors, but should be coordinated and approved by the Authority.

7.3.4 Fund Raising: Inspectors may not participate in fund raising or soliciting donations from any business or activity for which their office is assigned oversight responsibility. Exceptions to this requirement may exist for donation of prizes/gifts for speakers in aviation safety seminars arranged under the aviation safety program. They should, however, seek official approval.

7.3.5 Gifts: Inspectors should not accept or give out gifts if he/she knows that the gift will give the appearance of a conflict of interest in his/her responsibilities.

7.4 Dress

7.4.1 Inspectors should be aware that their personal appearance affects their professional image; therefore, they should adhere to the guidelines below:

a) On visits to air operator facilities, Inspectors should dress formally, taking into account the Authority dress code, culture and environment of the place;

b) During pilot proficiency checks in aircraft or simulators, the formal wear is recommended, regardless of air operator practices.

c) During training Inspectors dress should be compatible with the air operator's practice but should lean towards formality.

d) During in-flight inspection, the sight of a non-uniformed person moving in and out of the flight deck can be disturbing to hijack-conscious passengers. For this reason, Inspectors should maintain a low profile, dress conservatively, restrict movements between cabin and flight decks and wear the Credential badge.
When conducting inspection duties at an airport, the Credential badge/Airport Security Pass must be used to access restricted areas and shall be worn at all times on the ramp and air-side of the terminal.

8.0 INSPECTORS CREDENTIALS

8.1 This section contains information for Inspectors concerning the types of Inspector credentials and the Inspector eligibility requirements to be issued with the credentials. This section also contains direction and guidance to be used by Inspectors when using the credentials during the performance of inspector tasks.

8.2 Types of Credentials: The Authorities shall maintain two types of credentials –

8.2.1 CAA Inspector Credentials that identifies the Inspector employed by that Authority as an “Authorised Person” authorised to perform the duties and exercise the powers under the Civil Aviation (Air Operator Certification and Administration) Regulations, the Civil Aviation (Approved Maintenance Organisation) Regulations, Civil Aviation (Aerodromes) Regulations respectively and all other relevant regulations of the various Civil Aviation Regulations; and

8.2.2 CAA Inspector Credentials issued to visiting inspectors from another Partner States to enable them carry out specified functions/assignments. These credentials could be limiting in their duration, however, they should enable the Inspector to function as an Inspector of the credential issuing Authority.

8.3 The Credentials should enable the inspectors to enter restricted areas at any airport in East African Community without any addition Airport Pass as well as any facility, aircraft cabin/cockpit.

8.4 Eligibility Requirements: Inspectors assigned to positions involving air transportation inspections and surveillance and qualified as per CAA-O-AWS017, CAA-O-OPS032 and CAA-O-AGA005 are eligible to receive the CAA credential.

8.5 Issuance Procedures

8.5.1 Each Partner State may specify their own procedure for expediting the issuance of the Credentials.

8.5.2 The issued Credentials are controlled document and a record of the issued Credentials must be maintained indicating the name of the Inspector and the serial number of the issued Credential.

8.5.3 If the Credentials is lost, stolen, or damaged, the inspector should report the occurrence immediately to the inspector's supervisor and to the issuing authority.

8.6 Use of Credentials

8.6.1 Although the credentials contain the general authorisation for the inspector to conduct oversight work functions, specified work functions may only be performed after the inspector has been authorised by an appropriate supervisor and has satisfied the training and qualification requirements specified in CAA-O-AWS017, CAA-O-OPS032 and CAA-O-AGA005.

8.6.2 The CAA Inspector Credential identifies an individual as an “authorised Person” for the purposes of the Civil Aviation Regulations and authorises that individual to perform the duties and exercise the powers under the regulations. These official duties include but not limited to the conduct of ground or facility inspections, auditing, surveillance, and cockpit or cabin en route inspections.

8.6.3 The CAA Inspector Credential are also recognised as Airport Security pass. They authorise an inspector to be given free and uninterrupted access to restricted areas at airports governed by the Civil Aviation Regulations while the inspector is performing official duties to the extent stated on the credential. An inspector must display
his/her Credential on an outer garment to be permitted entry into airport secured areas, and while working in these areas.

8.6.4 Although the CAA Inspector Credential is an authorisation for inspectors to be in secured areas, for physical barriers such as locked doors and gates, an inspector may need to seek local assistance to gain access. Inspectors should ask at the time of entry if the operator has any specific security program practices and procedures that need to be followed. Inspectors approaching security screening points should not bypass that screening unless prior arrangements are agreed upon generally or in particular by the relevant security authority.

9.0 PARTNER STATES REQUEST FOR INSPECTOR(S)

9.1 The request could be by phone, email or facsimile message to the Technical Coordinator (TC) CASSOA. In any case the request should be followed up by a duly completed Form submitted to the Technical Coordinator of CASSOA.

9.2 The request should be submitted well in advance to give time for CASSOA to consult and find out the relevant inspector(s) to carry out the required activity.

9.3 Once the personnel is/are identified, travel arrangements will be advised to the requesting CAA who will make the required payment to cover the costs involved. The cost recovery will be based on the following principles –

9.3.1 Cost of return air ticket which is most economical; and

9.3.2 Subsistence allowance based on the approved EAC CASSOA rates of USD 300 per night.

9.4 The payment may be made through CASSOA account or direct to the inspector(s) whichever will be appropriate.

9.5 The requesting CAA will also prepare the Inspectors Credentials to be used by the Inspector(s) while on-site.

10.0 RESPONSIBILITIES OF THE INSPECTORS

10.1 The assigned Inspector(s) is required to observe personal ethics and conduct detailed in this Order as well as any requirements which may be issued by the requesting CAA.

10.2 It should be born in mind that the inspector(s) will be undertaking the activities assigned on behalf of the requesting State and that at the time they will be working as ‘employees’ of that authority.

10.3 The assigned Inspector(s) upon completion of the task must produce report in accordance with the guidance issued by the requesting State and a copy of which should be submitted to the Technical Coordinator of CASSOA.

Civil Aviation Authority