

## Appendix B: Operator Standards — Regulatory Cross Reference Index

AC120-92A  
Appendix 1  
SMS  
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### SECTION 1: CORPORATE ORGANIZATION AND MANAGEMENT

1	1.0	MANAGEMENT SYSTEM		
1	1.1	ORGANIZATION		
1	1.1.1	The Operator shall possess either: a valid Air Operator Certificate (AOC) and Operations Specifications (Ops Specs), or valid Management Specifications (MSpecs) issued by the National Aviation Authority (NAA). The Ops Specs or MSpecs and the associated documentation shall identify the scope of authorizations, limitations and restrictions, and the managers accountable for the AOC, Ops Specs and MSpecs operations.	91.1003 – ALL 91.1005 – ALL 91.1015 – ALL 119.5 – ALL 119.7 – ALL 119.9 – ALL 119.21(a) 119.21(a)(4) 119.21(a)(5) 119.21(b) 119.2(c) 119.23(b)(1) 119.23(b)(2) 119.23(b)(3) 119.25 – ALL 119.37 – ALL 119.41 – ALL 119.43 – ALL 119.49 - ALL	
1	1.1.2	The Operator shall have a documented policy that emphasizes the organization’s responsibility for complying with the laws, regulations, policies and procedures of the States in which operations are conducted.	135.21(a) 135.21(c) 91.1023(a) 91.1023(c)	
1	1.1.3	The Operator shall have a management system in place that ensures the organization has clearly defined lines of authority and responsibility for the establishment of processes to identify the minimum regulatory requirements, and a documented procedure to ensure regulatory compliance.	135.23(s) 91.1025(r)	
1	1.1.4	The Accountable Executive or a designated representative shall have overall accountability and responsibility for the effectiveness of the management system. This Accountable Executive shall possess absolute authority over control of resources necessary to finance, implement and enforce policies and procedures within the organization.	135.23(s) 91.1025(r)	1.2
1	1.1.5	The Operator shall ensure that the minimum required management positions, as required by the NAA, are filled with individuals who meet the minimum regulatory requirements, and are approved by the NAA.	119.69 – ALL 119.71 – ALL	
1	1.1.6	The Operator shall assign responsibility for compliance with governing regulations and internal standards to managers and individuals, as required by the complexity of the organization, who are qualified, trained, and approved or authorized by the Operator.	135.23(a) 91.1025(r)	

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1	1.1.7	The Operator shall appoint an individual whose responsibility <b>is to manage, monitor, and coordinate</b> the implementation and continuing oversight of the Safety Management System (SMS) <b>processes</b> . In this capacity the individual shall report to the Accountable Executive or designated representative who is accountable for the effectiveness of the system.	135.23(s) 91.1025(r)	1.3
1	1.1.8	<b>The Operator must document the competency requirements for the position identified in 1.1.7. The individual appointed must meet those requirements.</b>	135.23(s) 91.1025(r)	4.1, 4.1.1
<b>1</b>	<b>1.2</b>	<b>MANAGEMENT COMMITMENT</b>		
1	1.2.1	The Operator shall document a corporate policy, signed by the Accountable Executive, that commits the organization to <b>ensure</b> safety and quality are core values and a priority in all phases of the operation.	135.23(s) 91.1025(r)	1.1, 1.2
1	1.2.2	The Operator shall include safety and quality in the duties and responsibilities at all levels of management. <b>This shall be identified in job descriptions.</b>	135.23(s) 91.1025(r)	1.1, 1.2
1	1.2.3	The Operator shall continually seek ways to improve and refine the organizations safety and quality commitment and culture. This shall be accomplished by:	135.23(s) 91.1025(r)	1.1, 1.2
1	1.2.3A	<ul style="list-style-type: none"> <li>Documenting the requirement for all personnel to fully comply with all governing statutes and regulations.</li> </ul>	135.23(s) 91.1025(r)	1.2
1	1.2.3B	<ul style="list-style-type: none"> <li>The conduct of periodic reviews, by Top Management and the Accountable Executive, of the safety and quality systems. This review shall validate the suitability of policies and procedures, and update or revise them as necessary</li> </ul>	135.23(s) 91.1025(r)	1.1, 1.2
1	1.2.3C	<ul style="list-style-type: none"> <li>Establishing a method of communicating to the entire organization, the importance of meeting safety, quality, statutory, and regulatory requirements</li> </ul>	135.23(s) 91.1025(r)	1.2
1	1.2.3D	<ul style="list-style-type: none"> <li>Establishing a safety policy</li> </ul>	135.23(s) 91.1025(r)	1.1, 1.2
1	1.2.3E	<ul style="list-style-type: none"> <li>Ensuring that safety objectives are established, managed, remain current, and are updated or revised as necessary.</li> </ul>	135.23(s) 91.1025(r)	1.2
1	1.2.3F	<ul style="list-style-type: none"> <li>Ensuring the availability of the resources needed to manage and maintain the safety and quality systems.</li> </ul>	135.23(s) 91.1025(r)	1.2
<b>1</b>	<b>1.3</b>	<b>RESPONSIBILITIES AND AUTHORITIES</b>		
1	1.3.1	The Accountable Executive shall ensure the authorities and responsibilities are defined, documented, <b>and communicated throughout the organization.</b>	119.43(c) 135.23(a) 91.1025(r)	1.2
1	1.3.2	The Accountable Executive shall appoint an individual who is responsible for oversight of each specific function of the operation. This individual shall be responsible for developing, implementing, maintaining and integrating (in conjunction with other functions) processes and procedures for his/her specific function. Further, this responsible individual shall keep the Accountable Executive informed on the performance of and need for improvement of the management system.	135.23(s) 91.1025(r)	
1	1.3.3	The Accountable Executive shall establish clearly defined lines of succession, for those times when the managers and supervisors are not readily available or are absent from the workplace.	135.23(s) 91.1025(r)	

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			119.69(d)(3)	
1	1.3.4	Responsible individuals shall be held accountable for quality and safety results, <b>and</b> shall ensure compliance with applicable rules, regulations and organizational standards. They shall identify deficiencies, develop, implement and verify preventive and corrective measures. They shall communicate as appropriate with the appropriate regulatory authorities regarding issues related to safety and quality.	135.23(s) 91.1025(r)	
<b>1</b>	<b>1.4</b>	<b>INTERNAL COMMUNICATION</b>		
1	1.4.1	The organization shall have defined internal communication processes that are able to effectively communicate organizational, operational, safety and quality messages and information in a format that ensures comprehension by the appropriate personnel and adheres to all relevant regulatory requirements.	135.23(s) 91.1025(r) 135.81 – ALL	
<b>1</b>	<b>1.5</b>	<b>CORRECTIVE / PREVENTIVE ACTION</b>		
1	1.5.1	The management system shall have documented corrective and preventive action procedures to eliminate or mitigate to as low a level as practical, any quality and/or safety deficiency that is identified.	135.23(s) 91.1025(r)	3.3.1
1	1.5.2	Corrective and preventive action shall ensure that the causes and effects of actual and potential non-conformances are mitigated, remedied and/or eliminated	135.23(s) 91.1025(r)	3.3.1
1	1.5.3	The management system shall have a documented procedure that specifies the individuals responsible for:	135.23(s) 91.1025(r)	
1	1.5.3A	<ul style="list-style-type: none"> <li>Reviewing non-conformities, noncompliance and deficiencies</li> </ul>	135.23(s) 91.1025(r)	
1	1.5.3B	<ul style="list-style-type: none"> <li>Determining the root cause of the non-conformities</li> </ul>	135.23(s) 91.1025(r)	
1	1.5.3C	<ul style="list-style-type: none"> <li>Evaluating the need for corrective action</li> </ul>	135.23(s) 91.1025(r)	
1	1.5.3D	<ul style="list-style-type: none"> <li>Implementing the appropriate corrective measures to <b>prevent</b> a recurrence</li> </ul>	135.23(s) 91.1025(r)	
1	1.5.3E	<ul style="list-style-type: none"> <li>Assigning an individual responsible for implementation of corrective and/or preventive actions</li> </ul>	135.23(s) 91.1025(r)	
1	1.5.3F	<ul style="list-style-type: none"> <li>Monitoring and tracking the results of the actions</li> </ul>	135.23(s) 91.1025(r)	
1	1.5.3G	<ul style="list-style-type: none"> <li>Mitigating regulatory action</li> </ul>	135.23(s) 91.1025(r)	
1	1.5.3H	<ul style="list-style-type: none"> <li>Verifying that corrective or preventative actions have been implemented and are effective</li> </ul>	135.23(s) 91.1025(r)	
<b>1</b>	<b>1.6</b>	<b>CORPORATE MANAGEMENT REVIEW</b>		
1	1.6.1	At regular intervals (not to exceed one year) the Accountable Executive shall conduct a review of the management system to assess its adequacy and suitability. This review shall evaluate the systems effectiveness, determine required improvements, and the need for changes to the safety	135.23(s) 91.1025(r)	

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		management system, and implement appropriate corrective and preventive actions. This review shall include, but not be limited to:		
1	1.6.1A	<ul style="list-style-type: none"> <li>• Safety policy</li> </ul>	135.23(s) 91.1025(r)	
1	1.6.1B	<ul style="list-style-type: none"> <li>• Safety objectives</li> </ul>	135.23(s) 91.1025(r)	
1	1.6.1C	<ul style="list-style-type: none"> <li>• Organizational and internal reporting structure</li> </ul>	135.23(s) 91.1025(r)	
1	1.6.1D	<ul style="list-style-type: none"> <li>• Individual authorities and responsibilities</li> </ul>	135.23(s) 91.1025(r)	
1	1.6.1E	<ul style="list-style-type: none"> <li>• Company and organizational</li> </ul>	135.23(s) 91.1025(r)	
1	1.6.1E. a	<ul style="list-style-type: none"> <li>○ Policies</li> </ul>	135.23(s) 91.1025(r)	
1	1.6.1E. b	<ul style="list-style-type: none"> <li>○ Processes</li> </ul>	135.23(s) 91.1025(r)	
1	1.6.1E. c	<ul style="list-style-type: none"> <li>○ Procedures</li> </ul>	135.23(s) 91.1025(r)	
1	1.6.2	Records from management reviews shall be maintained.	135.23(s) 91.1025(r)	
<b>1</b>	<b>1.7</b>	<b>PROVISION OF RESOURCES</b>		
1	1.7.1	The Accountable Executive shall ensure sufficient resources are available to implement and sustain effective quality and safety systems.	135.23(s) 91.1025(r)	1.2
1	1.7.2	The Accountable Executive shall ensure all functions within the organization are filled with competent individuals with the minimum knowledge, experience, qualifications, and demonstrated skills appropriate for the position.	135.23(a) 135.23(s) 91.1025(r) 119.69 – ALL 119.71 – ALL	
1	1.7.3	The Accountable Executive shall ensure position responsibilities and qualifications requirements are documented, practical, appropriate, and achievable. This includes all positions regardless of technical and regulatory proficiency requirements.	135.23(a) 135.23(s) 91.1025(r)	
1	1.7.4	The Accountable Executive shall ensure all personnel maintain their competency through continuing education and training. All personnel required to meet regulatory requirements for their position must remain qualified.	135.23(s) 135.243 – ALL 135.244 – ALL 135.245 – ALL 135.247 – ALL 135.293 – ALL 135.295 – ALL 135.297 – ALL 135.299 – ALL	

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			135.301 – ALL 135.337 – ALL 135.338 – ALL 135.341 – ALL 135.343 – ALL 135.351 – ALL 135.429(a) 135.505 – ALL 91.1025(r) 91.1065 – ALL 91.1067 – ALL 91.1069 – ALL 91.1071 – ALL 91.1099 91.1107 – ALL 91.1111 91.1429(a)	
1	1.7.5	The organization shall maintain accurate records on all personnel, <b>to include</b> qualifications, experience, education and training.	91.1027(a)(3)(i) 91.1027(a)(3)(ii) 91.1027(a)(3)(iii) 91.1027(a)(3)(iv) 91.1027(a)(3)(v) 91.1027(a)(3)(vi) 91.1027(a)(3)(vii) 91.1027(a)(3)(viii) 91.1027(a)(3)(ix) 91.1027(a)(3)(x) 91.1027(a)(4)(i) 91.1027(a)(4)(ii) 91.1027(b) 91.1073(c) 135.63(a)(4)(i) 135.63(a)(4)(ii) 135.63(a)(4)(iii) 135.63(a)(4)(iv) 135.63(a)(4)(v) 135.63(a)(4)(vi) 135.63(a)(4)(vii) 135.63(a)(4)(viii) 135.63(a)(4)(ix) 135.63(a)(4)(x)	

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			135.63(a)(5) 135.63(b) 135.323(c)	
<b>1</b>	<b>1.8</b>	<b>OPERATIONAL SAFETY AND PLANNING CONTROL</b>		
1	1.8.1	The Operator shall have documented processes and procedures to identify, evaluate and implement mandates from external sources, such as original equipment manufacturers, regulatory agencies, etc., in its planning and decision processes.	135.23(s) 91.1025(r)	
1	1.8.2	The Operator shall establish documented processes and procedures to identify the minimum regulatory requirements, prior to each flight operation, and a documented procedure to ensure regulatory compliance for:	135.21 – ALL 135.23 – ALL 91.1023 – ALL 91.1025 - ALL	
1	1.8.2A	<ul style="list-style-type: none"> <li>• Flight Crew</li> </ul>	See ORG 1.8.2	
1	1.8.2B	<ul style="list-style-type: none"> <li>• Airplane</li> </ul>	See ORG 1.8.2	
1	1.8.2C	<ul style="list-style-type: none"> <li>• Flight Operations, and</li> </ul>	See ORG 1.8.2	
1	1.8.2D	<ul style="list-style-type: none"> <li>• Passengers</li> </ul>	See ORG 1.8.2	
<b>1</b>	<b>2.0</b>	<b>DOCUMENTATION AND RECORDS MANAGEMENT</b>		
<b>1</b>	<b>2.1</b>	<b>OPERATIONAL DOCUMENTATION</b>		
1	2.1.1	The organization shall ensure all documents used in the conduct of business are identifiable, concise, legible, current and understandable by those who use them.	135.21(a) 135.21(g) 135.23(s) 91.1023(a) 91.1023(g) 91.1025(r)	1.5
1	2.1.2	The organization shall ensure all documents are easily retrievable, useable and presented logically.	135.21(g) 135.23(s) 91.1023(g) 91.1025(r)	1.5
<b>1</b>	<b>2.2</b>	<b>CONTROL OF DOCUMENTS</b>		
1	2.2.1	The Operator shall have a master library and a system for document control and retention.	135.23(s) 91.1025(r)	
1	2.2.2	The Operator shall have documented processes and procedures to ensure all documentation and manuals are kept current. This shall include, but not be limited to:	135.21(a) 135.23(s) 91.1023(a) 91.1025(r)	1.5
1	2.2.2A	<ul style="list-style-type: none"> <li>• Review, update and approval</li> </ul>	See ORG 2.2.2	
1	2.2.2B	<ul style="list-style-type: none"> <li>• Identification of revision, status and changes</li> </ul>	See ORG 2.2.2	
1	2.2.2C	<ul style="list-style-type: none"> <li>• Distribution and control</li> </ul>	See ORG 2.2.2	
1	2.2.2D	<ul style="list-style-type: none"> <li>• Prevention of the unintended use of obsolete documents and application of suitable</li> </ul>	See ORG 2.2.2	

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		identification to them if they are retained for any use		
1	2.2.2E	<ul style="list-style-type: none"> <li>Regulatory authority approval as required</li> </ul>	See ORG 2.2.2	
1	2.2.3	The Operator shall have a documented process and procedure for controlling and disseminating externally acquired and used documents.	135.23(s) 91.1025(r)	
1	<b>2.3</b>	<b>CONTROL OF RECORDS</b>		
1	2.3.1	Records shall be established and maintained to provide evidence of conformity to requirements.	135.63 – ALL 135.439 – ALL 135.507 – ALL 91.1027 – ALL 91.1113 91.1439 – ALL	1.5
1	2.3.2	Records shall be legible, readily identifiable and retrievable.	135.23(s) 91.1025(r)	1.5
1	2.3.3	A documented procedure shall be established to define the controls needed for the identification, storage, protection, retrieval, retention time and disposition of records.	135.23(s) 91.1025(r)	1.5
1	2.3.4	The documented procedure shall define the method for controlling records that are created and/or retained by suppliers, vendors, or other outside agencies.	135.23(s) 91.1025(r)	1.5
1	2.3.5	Records shall be available for review, inspection, and audit by regulatory authorities, and other entities in accordance with contract or regulatory requirements.	135.73 135.63 – ALL 91.1019 – ALL 91.1025(r) 119.59 – ALL	
1	2.3.6	The Operator shall have a system for backing up all electronic records and files.	135.23(s) 91.1025(r)	1.5
1	2.3.7	The Operator shall have a system for protecting all paper records and files against loss and/or destruction.	135.23(s) 91.1025(r)	1.5
1	<b>3.0</b>	<b>SAFETY MANAGEMENT SYSTEM</b>		
1	<b>3.1</b>	<b>SAFETY POLICY</b>		
1	3.1.1	The Operator should have an integrated, comprehensive, and documented Safety Management System for its entire organization, and should incorporate procedures to identify and maintain compliance with current safety-related legal, regulatory, and statutory requirements.	135.23(s) 91.1025(r)	1.0
1	3.1.2	Top management should define the Operator's safety policy and communicate the expectations, objectives, commitments, and accountabilities to all employees.	135.23(s) 91.1025(r)	1.1
1	3.1.3	The Operator should integrate and interface safety and quality within its organization. Because Safety Management Systems use a quality approach to manage safety, both the safety and quality policy statements may be combined. However, if they are not combined, they should be consistent and interfacing.	135.23(s) 91.1025(r)	1.0
1	3.1.4	The Operator should have a safety management plan that meets the safety objectives described in its safety policy.	135.23(s) 91.1025(r)	1.0

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1	3.1.5	The Operator <b>should</b> specify the processes needed for the Safety Management System and the application of these processes throughout the operator's organization. <b>The Operator should:</b>	135.23(s) 91.1025(r)	1.0
1	3.1.5.A	<ul style="list-style-type: none"> <li>Determine criteria and methods needed to ensure that both the operation and control of these processes are effective, and determine the interaction of these processes.</li> </ul>	135.23(s) 91.1025(r)	1.0
1	3.1.5.B	<ul style="list-style-type: none"> <li>Ensure the availability of resources and information necessary to support the operations, monitoring, measuring, and analysis of these processes.</li> </ul>	135.23(s) 91.1025(r)	1.0
1	3.1.5.C	<ul style="list-style-type: none"> <li>Implement actions necessary to achieve planned results and continual improvement of these processes.</li> </ul>	135.23(s) 91.1025(r)	1.0
1	3.1.6	The Operator <b>should document and communicate</b> the roles, responsibilities, and <b>authorities</b> with regard to safety throughout its organization.	135.23(s) 91.1025(r)	1.2
1	3.1.7	The Operator <b>should</b> integrate compliance with regulatory, legal, and Safety Management System requirements. To ensure compliance, these requirements will be clearly and consistently conveyed to all employees. The organization also will establish and maintain a procedure to identify applicable requirements, including a procedure for controlling and disseminating externally-acquired safety-related information and data.	135.23(s) 91.1025(r)	1.0
1	3.1.8	<b>Reserved.</b>		
1	3.1.9	The Operator <b>should</b> have a clearly defined policy that encourages non-punitive reporting of unintentional or inadvertent errors. This policy shall be supported from the highest levels of management and clearly articulated in the appropriate documents and manuals. The only exception to the non-punitive policy will be for those personnel committing errors that are the result of: willful violations of law or company policy, any event where there was intentional disregard for safety, any event or condition that involves criminal activity, substance abuse, controlled substances, alcohol or intentional falsification, willful misconduct or gross negligence.	135.23(s) 91.1025(r) 91.1021(a)	3.1.6
1	3.2	<b>SAFETY RISK MANAGEMENT (SRM)</b>		
1	3.2.1	The Operator <b>should</b> identify the critical characteristics of its systems and operational environment and apply this knowledge to the identification of hazards, risk decision-making, and the design of risk controls.	135.23(s) 91.1025(r)	2.0
1	3.2.2	Safety Risk Management <b>should</b> be applied to initial system design and reviewed as changes occur to the organization's operational environment to maintain safe operations.	135.23(s) 91.1025(r)	2.0
1	3.2.3	The Operator <b>should</b> analyze its operational environment to gain an understanding of critical design and performance factors, processes, and activities to identify hazards.	135.23(s) 91.1025(r)	2.1, 2.1.1
1	3.2.4	The Operator <b>should</b> identify, describe, and document the <b>hazards in its operations that are likely to cause death, serious physical harm, or damage to equipment or property</b> in sufficient detail to determine associated <b>level of risk and risk acceptability</b> .	135.23(s) 91.1025(r)	2.1.2
1	3.2.5	The Operator <b>should</b> determine and analyze the severity and likelihood of potential events associated with identified hazards, <b>and will identify risk factors associated with unacceptable levels of severity or likelihood</b> .	135.23(s) 91.1025(r)	2.2, 2.2.1
1	3.2.6	The Operator <b>should</b> assess <b>risk associated with each identified hazard</b> and define acceptance procedures and levels of management that can make safety risk acceptance decisions. The organization shall define the decision-making processes to determine risk acceptability and	135.23(s) 91.1025(r)	2.2.2

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		requirements for risk controls.		
1	3.2.7	The Operator <b>should</b> design and implement a risk control for each hazard for which there is an unacceptable risk, <b>to reduce risk to acceptable levels</b> . For each <b>risk control</b> the residual or substitute risk shall be analyzed before implementation.	135.23(s) 91.1025(r)	2.2.3
<b>1</b>	<b>3.3</b>	<b>SAFETY ASSURANCE</b>		
1	3.3.1	The Operator <b>should develop and maintain a means to</b> monitor, measure, and <b>verify</b> the <b>safety performance of the organization</b> and <b>to validate the</b> effectiveness of risk controls.	135.23(s) 91.1025(r)	3.0, 3.1
1	3.3.2	The Operator <b>should</b> collect, analyze and manage the data necessary to demonstrate the effectiveness of organizational processes and the SMS.	135.23(s) 91.1025(r)	3.1
1	3.3.3	Products and services received from contractors <b>should</b> be monitored to ensure conformity to the SMS. The Operator <b>should</b> have a process for ensuring the safety and quality of a product, system or function that is outsourced. The system of control and oversight <b>should</b> be defined or referenced in the Operator's SMS.	135.23(s) 91.1025(r)	3.1.1
1	3.3.4	The Operator <b>should</b> perform regularly scheduled internal audits of safety-related operational processes. These <b>should</b> include oversight audits as a means of managing and ensuring the safety and quality of outsourced products, systems or functions. These audits <b>should</b> be used in determining the conformance and effectiveness of safety-related controls that are currently in place.	135.23(s) 91.1025(r)	3.1.2, 3.1.3
1	3.3.5	The Operator <b>should</b> include the results of audits by oversight organizations ( <b>regulatory authority</b> ) and other <b>third-party organizations</b> in its analysis of data.	135.23(s) 91.1025(r)	3.1.4
1	3.3.6	The Operator <b>should</b> establish procedures to collect data and investigate incidents, accidents, and instances of potential regulatory noncompliance to identify potential new hazards or risk control failures.	135.23(s) 91.1025(r)	3.1.5
1	3.3.7	The Operator <b>should</b> perform an assessment of the output of its Analysis of Data to assess the performance and effectiveness of risk controls in the organization's operational processes and the SMS, and to identify the root causes of non-conformances and potential new hazards.	135.23(s) 91.1025(r)	3.1.7
1	3.3.8	The Operator <b>should</b> take action to eliminate the causes, or potential causes of identified non-conformances identified during analysis to prevent recurrence. The process also shall include a method to prioritize, track, implement, and determine the effectiveness and verification of all actions taken.	135.23(s) 91.1025(r)	3.3, 3.3.1
1	3.3.9	Top Management <b>should</b> conduct regular reviews of the SMS, including outputs of Safety Risk Management; Safety Assurance; and Lessons Learned. Top Management shall determine the reporting requirements (inputs) to support this function. Management reviews shall include assessing the effectiveness of an organization's operational and safety performance, effectiveness of risk controls, conformance to SMS expectations, and the objectives of the safety policy and the need for possible changes. Action items from previous Management Reviews also shall be reviewed. Top Management shall document the outputs of the Management Review.	135.23(s) 91.1025(r)	3.1.8, 3.3, 3.3.2
1	3.3.10	The Operator <b>should</b> use the outputs of the Management Review to continually improve the effectiveness of the SMS and of safety risk controls through the use of the safety and quality policies, objectives, audit and evaluation results, analysis of data, and corrective and preventive actions.	135.23(s) 91.1025(r)	3.3.2

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1	3.3.11	The Operator should develop and maintain a process to identify changes within the organization or its operational environment which may affect established processes and services and to describe the arrangements to assure safety performance before implementing changes.	135.23(s) 91.1025(r)	3.2
<b>1</b>	<b>3.4</b>	<b>SAFETY PROMOTION</b>		
1	3.4.1	Top Management should promote the growth of a positive safety culture by communicating the safety-related responsibilities for the organization's personnel including clear and regular communication of safety policy, goals, objectives, and standards.	135.23(s) 91.1025(r)	3.3.2
1	3.4.2	Top Management should communicate the output of the organization's SMS including rationale behind controls, preventative or corrective actions to its employees.	135.23(s) 91.1025(r)	4.2
1	3.4.3	Top Management should promote the growth of a positive safety culture through the organization's policies by assuring that employees receive initial and recurrent training commensurate with their positions. The organization also shall evaluate and document the effectiveness of training.	135.23(s) 91.1025(r)	4.1, 4.1.1, 4.1.2
1	3.4.4	Reserved.		
<b>1</b>	<b>4.0</b>	<b>QUALITY ASSURANCE</b>		
<b>1</b>	<b>4.1</b>	<b>QUALITY SYSTEMS</b>		
1	4.1.1	The Operator shall have a documented quality management process that defines and establishes the Operator's quality policy and objectives	135.23(s) 91.1025(r)	
1	4.1.2	The Operator's documented quality assurance process shall encompass the following elements, as applicable:	135.23(s) 91.1025(r)	
1	4.1.2.A	<ul style="list-style-type: none"> <li>Monitoring and measurement of service providers</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.2.B	<ul style="list-style-type: none"> <li>Inspection and testing methods</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.2.C	<ul style="list-style-type: none"> <li>Monitoring of equipment including calibration and measurement</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.2.D	<ul style="list-style-type: none"> <li>Internal audits (self-audits as required by this Program) and external audits (third-party audits);</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.2.E	<ul style="list-style-type: none"> <li>A documented system for collecting and monitoring corrective and preventive action(s)</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.2.F	<ul style="list-style-type: none"> <li>The use of appropriate statistical analysis, when required, to measure the effectiveness of the process</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.2.G	<ul style="list-style-type: none"> <li>Appropriate training provided to designated employees on the elements of the quality assurance program to include their roles and responsibilities</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.2.H	<ul style="list-style-type: none"> <li>Systems for reporting / collecting from employees' information relative to quality-related errors occurring in the workplace</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.2.I	<ul style="list-style-type: none"> <li>Defined methods for analyzing process-related errors for root-cause factors that provide input to the corrective action reporting process</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.3	The quality systems shall include, but not be limited to:	135.23(s)	

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			91.1025(r)	
1	4.1.3.A	<ul style="list-style-type: none"> <li>Basic process control of the elements that make up that section</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.3.B	<ul style="list-style-type: none"> <li>Documentation of process control for the elements of that section</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.3.C	<ul style="list-style-type: none"> <li>Internal audit system of those elements</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.3.D	<ul style="list-style-type: none"> <li>External evaluation of vendors / suppliers associated with those elements</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.3.E	<ul style="list-style-type: none"> <li>Measurement of processes for reliability and effectiveness</li> </ul>	135.23(s) 91.1025(r)	
1	4.1.3.F	<ul style="list-style-type: none"> <li>Independent audit (third party) of the elements of each section</li> </ul>	135.23(s) 91.1025(r)	
<b>1</b>	<b>4.2</b>	<b>INTERNAL EVALUATION PROGRAM</b>		
1	4.2.1	The Operator shall perform regularly scheduled internal audits of its operational processes. The evaluation process shall be an ongoing function that identifies deficiencies, develops corrective and preventive actions, and performs follow-up evaluations that measure the effectiveness of interventions. The audit cycle should never exceed 24 months.	135.23(s) 91.1025(r)	3.1.2
1	4.2.2	The internal evaluation process shall be an independent function that has straight-line reporting responsibility to senior management and/or the Safety Department.	135.23(s) 91.1025(r)	3.1.3
<b>1</b>	<b>4.3</b>	<b>EXTERNAL EVALUATION PROGRAM</b>		
1	4.3.1	The Operator shall have independent third-party audits conducted in accordance with the requirements of this program.	135.23(s) 91.1025(r)	3.1.4
<b>1</b>	<b>5.0</b>	<b>EMERGENCY / CONTINGENCY MANAGEMENT</b>		
<b>1</b>	<b>5.1</b>	<b>PLANNING</b>		
1	5.1.1	The Operator shall develop and implement procedures that it will follow in the event of an accident or incident or operational emergency. The emergency response plan, or process, shall address, at a minimum, the following events:	135.23(s) 91.1025(r)	1.4
1	5.1.1.A	<ul style="list-style-type: none"> <li>Major or Catastrophic Accident</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.A.1	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Substantial damage to the aircraft, or</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.A.2	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Serious or fatal injury to one or more persons, or</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.A.3	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Substantial damage to property</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.B	<ul style="list-style-type: none"> <li>Missing aircraft</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.C	<ul style="list-style-type: none"> <li>Emergency airborne or potentially hazardous situation</li> </ul>	135.23(s)	1.4

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			91.1025(r)	
1	5.1.1.D	<ul style="list-style-type: none"> <li>Hijacking</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.E	<ul style="list-style-type: none"> <li>Bomb threat/terrorist act</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.F	<ul style="list-style-type: none"> <li>Reportable incidents to the <b>appropriate agency e.g., NTSB</b></li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.G	<ul style="list-style-type: none"> <li>Facility Accident/Incident</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.G .1	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Substantial damage to Operator property, loss of life or serious injury caused by an event not covered by A, F, or H of this section</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.H	<ul style="list-style-type: none"> <li>Aircraft damaged</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.H .1	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>Minor damage on the ground, no loss of life, minor injury to person(s)</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.I	<ul style="list-style-type: none"> <li>Environmental event</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.J	<ul style="list-style-type: none"> <li>Health-related event</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.K	<ul style="list-style-type: none"> <li>Employee welfare following a major event</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1.L	<ul style="list-style-type: none"> <li>Business Continuity/Recovery Plan</li> </ul>	135.23(s) 91.1025(r)	1.4
1	5.1.1. M	<ul style="list-style-type: none"> <li>Managing events that occur outside of its country</li> </ul>	135.23(s) 91.1025(r)	1.4
<b>1</b>	<b>5.2</b>	<b>PREPARATION</b>		
1	5.2.1	The Operator shall conduct periodic training and orientation on the Operator's emergency response plan for all employees. As a minimum, those employees that are directly involved in the management of the emergency response plan shall attend the training and orientation.	135.23(s) 91.1025(r)	1.4
1	5.2.2	The Operator shall conduct an emergency response exercise, on at least an annual basis, in order to evaluate the effectiveness of the Operator's emergency response plan and to take appropriate corrective action to improve the Operator's emergency response readiness. The results of the annual emergency response exercise shall be documented in the Management Review required by this Standard.	135.23(s) 91.1025(r)	1.4
<b>SECTION 2: FLIGHT OPERATIONS</b>				
<b>2</b>	<b>1.0</b>	<b>FLIGHT OPERATIONS ORGANIZATION AND MANAGEMENT</b>		
<b>2</b>	<b>1.1</b>	<b>AIR OPERATOR CERTIFICATE (AOC) AND GOVERNMENT SUPERVISION</b>		

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2	1.1.1	The Operator shall have a current copy of its Air Operator Certificate (AOC) available for inspection.	119.59(b)(1)(i) 135.63(a)(1) 135.73	
2	1.1.2	The Operator shall have available a list of the National Aviation Authority (NAA) personnel responsible for the oversight of its operation.	135.23(s) 91.1025(r)	
<b>2</b>	<b>1.2</b>	<b>ORGANIZATION STRUCTURE AND RESPONSIBILITIES / GENERAL MANAGEMENT</b>		
2	1.2.1	The Operator shall display in its Operations Manual (OM) an Operator organizational chart.	135.23(s) 91.1025(r)	
2	1.2.2	The Operator shall list in its OM all management personnel required by the NAA.	135.23(a) 135.77	
2	1.2.3	The Operator shall list in its OM the duties and responsibilities of the management personnel required by the NAA.	135.23(a)	
2	1.2.4	The Operator shall list in its OM or otherwise document the duties and responsibilities of additional managers and supervisors.	135.23(s) 91.1025(r)	
<b>2</b>	<b>1.3</b>	<b>HUMAN RESOURCE POLICIES</b>		
2	1.3.1	The Operator shall provide each employee documented <b>human resource</b> policies and procedures.	135.21(d) 135.21(d)(1) 91.1023(d) 91.1023(d)(1)	
<b>2</b>	<b>2.0</b>	<b>LINE OPERATIONS</b>		
<b>2</b>	<b>2.1</b>	<b>MANAGEMENT POLICIES AND PROCEDURES</b>		
<b>2</b>	<b>2.2</b>	<b>FLIGHT / CABIN CREW RESPONSIBILITIES</b>		
2	2.2.1	The Operator's OM shall document line-oriented procedures and responsibilities for the PIC.	135.23(s) 91.1025(r)	
2	2.2.2	The Operator's OM shall document line-oriented procedures and responsibilities for the SIC.	135.23(s) 91.1025(r)	
2	2.2.3	The Operator's OM shall document line-oriented procedures and responsibilities for any Flight Attendant/ <b>Cabin Server</b> .	135.23(s) 91.1025(r)	
<b>2</b>	<b>2.3</b>	<b>FLIGHT / CABIN CREW COMPOSITION, QUALIFICATIONS, FLIGHT TIME LIMITATIONS AND SCHEDULING</b>		
2	2.3.1	The Operator shall have documented procedures to maintain Flight and Duty Time and Rest records.	135.23(s) 135.63(a)(4)(vii) 135.63(a)(5) 91.1027(a)(3)(vii) 91.1027(b)	
2	2.3.2	The Operator shall have documented procedures to prevent Flight and Duty Time non-conformity.	135.23(s) 91.1025(r)	

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2	2.3.3	The Operator shall document training and other non-flight duty time in the Flight and Duty records.	135.23(s) 91.1025(r)	
2	2.3.4	The Operator shall have documented procedures to ensure that flight crews receive the required rest periods per calendar quarter.	135.23(s) 135.263(b) 135.267(a)(1) 135.267(a)(2) 135.267(f) 135.269(a)(1) 135.269(a)(2) 135.269(d) 135.271(a)(1) 135.271(a)(2) 135.271(i) 91.1025(r) 91.1057(c) 91.1057(g) 91.1057(j) 91.1059(a)(1) 91.1059(a)(2) 91.1061(a)(1) 91.1061(a)(2)	
2	2.3.5	The Operator shall document fatigue countermeasures to ensure adequate crewmember rest and alertness when operating across multiple time zones.	135.23(s) 91.1059(c) 91.1061(c)	
2	2.3.6	The Operator shall have documented procedures to ensure that only trained, qualified and authorized crewmembers are assigned to each flight.	135.4 (a) – ALL 135.12 135.25(d)(3) 135.95 – ALL 135.99 – ALL 135.101 135.107 135.109 – ALL 135.111 135.243 – ALL 135.244 – ALL 135.245 – ALL 135.247 – ALL 135.293 – ALL 135.297 – ALL 135.299 – ALL	

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			135.301 – ALL 91.1031 – ALL 91.1053 – ALL 91.1055 – ALL 91.1065 – ALL 91.1069 - ALL	
2	2.3.7	The Operator shall define minimum flight crew pairing standards, and develop the procedures to ensure that no crew is assigned to a flight that does not meet these standards.	135.23(s) 91.1055 - ALL	
2	2.3.8	The Operator shall specify in the crewmember’s qualification records, the number of aircraft types, and aircraft-type derivations, that a flight crewmember may operate.	135.23(s) 91.1025(r)	
2	2.3.9	The Operator shall document its policy regarding the use of part-time or contract crewmembers.	135.23(s) 91.1025(r)	
2	2.3.10	The Operator shall document procedures to ensure that adequate and NAA-approved rest facilities are provided as required by the NAA onboard the aircraft when any augmented crewmember is utilized.	135.269(b)(5) 91.1061(b)(1)	
2	2.3.11	<b>Reserved.</b>		
<b>2</b>	<b>2.4</b>	<b>FLIGHT PREPARATION AND PREFLIGHT</b>		
2	2.4.1	The Operator shall document the duties and responsibilities of each flight crewmember during flight preparation and planning.	135.23(s) 91.1025(r)	
2	2.4.2	The Operator shall document procedures for flight crew in the event an aircraft discrepancy is discovered during preflight.	135.23(f) 135.65(b) 91.1025(e)	
<b>2</b>	<b>2.5</b>	<b>GROUND HANDLING</b>		
2	2.5.1	The Operator shall have documented ground-handling procedures to prevent personal injury and/or aircraft or property damage.	135.23(s) 91.1025(r)	
2	2.5.2	The Operator shall have documented procedures for flight crew to supervise aircraft ground-handling personnel <b>and procedures, including fueling. A flight crewmember shall ensure that the fuel truck is equipped with the emergency equipment required by the NAA and is properly grounded.</b>	135.23(s) 91.1025(r)	
2	2.5.3	The Operator shall have documented procedures to ensure proper fueling procedures and fuel grades are followed.	135.23(j) 91.1025(i)	
2	2.5.4	The Operator shall have documented procedures for flight crew to ensure the operation of line vehicles, and other vehicles operating, or parking near aircraft, to prevent personal injury and/or aircraft, or property damage.	135.23(s) 91.1025(r)	
<b>2</b>	<b>2.6</b>	<b>AIRSPACE RULES</b>		
2	2.6.1	The Operator shall have a documented flight release process and procedures to ensure each aircraft meets the airspace operational equipment requirements in accordance with the rules under which	135.23(s) 91.1025(r)	

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		each flight is to be conducted.		
<b>2</b>	<b>2.7</b>	<b>IN-FLIGHT</b>		
2	2.7.1	The Operator shall provide each crewmember with a NAA-accepted or -approved (as applicable) normal operations checklist.	135.83(a)(1) 135.83(b)(1) 135.83(b)(2) 135.83(b)(3) 135.83(b)(4) 135.83(b)(5) 135.83(b)(6) 91.1033(a)(1) 91.1033(b)(1) 91.1033(b)(2) 91.1033(b)(3) 91.1033(b)(4) 91.1033(b)(5) 91.1033(b)(6)	
2	2.7.2	The Operator shall provide each crewmember with documented aircraft-specific and operator-specific standard operating procedures.	135.23(s) 135.83(a)(1) 135.83(a)(2) 135.83(a)(5) 135.83(b)(1) 135.83(b)(2) 135.83(b)(3) 135.83(b)(4) 135.83(b)(5) 135.83(b)(6) 135.83(c)(1) 135.83(c)(2) 135.83(c)(3) 135.83(c)(4) 91.1025(r) 91.1033(a)(1) 91.1033(a)(2) 91.1033(b)(1) 91.1033(b)(2) 91.1033(b)(3) 91.1033(b)(4) 91.1033(b)(5) 91.1033(b)(6) 91.1033(c)(1)	

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			91.1033(c)(2) 91.1033(c)(3) 91.1033(c)(4)	
2	2.7.3	The Operator shall have a documented policy regarding PIC assignment and which seat the SIC may occupy.	135.23(s) 135.109(a)(1) 135.109(a)(2) 135.109(b) 91.1025(r) 91.1031(a)(1) 91.1031(a)(2) 91.1031(b)	
<b>2</b>	<b>2.8</b>	<b>NON-NORMAL / ABNORMAL OPERATIONS, HANDLING OF INCIDENTS / ACCIDENTS</b>		
2	2.8.1	The Operator shall provide each crewmember with NAA-accepted or -approved abnormal and emergency checklists.	135.83(a)(1) 135.83(a)(2) 135.83(b)(1) 135.83(b)(2) 135.83(b)(3) 135.83(b)(4) 135.83(b)(5) 135.83(b)(6) 135.83(c)(1) 135.83(c)(2) 135.83(c)(3) 135.83(c)(4) 91.1033(a)(1) 91.1033(a)(2) 91.1033(b)(1) 91.1033(b)(2) 91.1033(b)(3) 91.1033(b)(4) 91.1033(b)(5) 91.1033(b)(6) 91.1033(c)(1) 91.1033(c)(2) 91.1033(c)(3) 91.1033(c)(4)	
<b>2</b>	<b>3.0</b>	<b>FLIGHT CREW TRAINING AND EXAMINATION</b>		
<b>2</b>	<b>3.1</b>	<b>ORGANIZATION STRUCTURE AND MANAGEMENT CONTROL</b>		
2	3.1.1	The Operator and/or NAA-approved training provider shall document all qualified instructors and	135.23(s)	

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		list the subjects for and aircraft in which they are approved to provide training.	91.1025(r)	
2	3.1.2	The Operator and/or NAA-approved training provider shall document all qualified Check Airmen and list the aircraft and/or simulators in which they are approved and the checks that may be accomplished.	135.23(s) 91.1025(r)	
2	3.1.3	The Operator shall utilize a Level C or above simulator (when available) for all flight training and checking other than a line check or a line quality assurance program.	135.23(s) 91.1025(r)	
<b>2</b>	<b>3.2</b>	<b>INSTRUCTORS, EXAMINERS, LINE CHECK AIRMAN</b>		
2	3.2.1	The Operator and/or NAA-approved training provider shall document that all instructors and Check Airmen have received training relative to their duties and responsibilities.	135.339 – ALL 135.340 – ALL 91.1093 – ALL 91.1095 – ALL	
2	3.2.2	The Operator and/or NAA-approved training provider shall document all ground and flight training administered by instructors and Check Airmen in their respective Flight and Duty records.	135.323(c) 91.1073(c)	
<b>2</b>	<b>3.3</b>	<b>EXAMINATION / CERTIFICATION</b>		
2	3.3.1	The Operator shall have a documented procedure to ensure that each crewmember has received and successfully completed the required oral and flight examinations.	135.293 – ALL 91.1065 – ALL	
2	3.3.2	The Operator shall have a documented procedure to ensure that each crewmember has completed the required The Operator shall have a documented procedure to ensure that the Operator and/or NAA-approved training provider shall have a designated room or facilities in which to conduct ground training hat each crewmember has received and successfully completed the required oral and flight examinations training events before assignment to flight duties.	135.293 – ALL 135.297 – ALL 135.299 – ALL 135.301 – ALL 135.323(a)(2) 91.1065 – ALL 91.1069 – ALL 91.1071 – ALL 91.1073(a)(2)	
<b>2</b>	<b>3.4</b>	<b>FACILITIES, TRAINING AIDS AND EQUIPMENT</b>		
2	3.4.1	The Operator and/or NAA-approved training provider shall have a designated room or facilities in which to conduct ground training.	135.323(a)(2) 91.1073(a)(2)	
2	3.4.2	The Operator and/or NAA-approved training provider shall ensure that any technical training aids and equipment utilized are adequately maintained, current and are approved / authorized by the regulator/operator. The currency of the device shall be documented and available for inspection.	135.323(a)(2) 91.1073(a)(2)	
<b>2</b>	<b>3.5</b>	<b>GROUND TRAINING SYLLABUS</b>		
2	3.5.1	The Operator's ground-training manual and program shall be approved by the NAA.	135.323(a)(1) 135.324 - ALL 135.325 - ALL 135.341(a) 91.1073(a)(1) 91.1075 - ALL	

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			91.1077 – ALL 91.1097(a)	
2	3.5.2	The Operator shall document <b>in its Internal Evaluation Program its procedures for oversight of a training provider’s ground training program.</b>	135.23(s) 91.1025(r)	
2	3.5.3	The Operator shall have documented procedures to ensure flight crewmembers are trained in RNP requirements and aircraft equipment.	135.293(a)(2) 91.1065(a)(2)	
2	3.5.4	The Operator shall include in its NAA-approved training program, instruction in Crew Resource Management.	135.23(s) 91.1073(f)	
<b>2</b>	<b>3.6</b>	<b>SIMULATOR AND / OR AIRPLANE TRAINING SYLLABUS</b>		
2	3.6.1	The Operator shall ensure that its flight-training manual has been approved by the NAA.	135.323(a)(1) 135.324(b)(1) 135.324(b)(2) 135.324(b)(3) 91.1073(a)(1) 91.1075(a) 91.1075(b)(1) 91.1075(b)(2) 91.1075(b)(3) 91.1075(c) 91.1075(d)	
2	3.6.2	The Operator shall <b>document in its Internal Evaluation Program its procedures for oversight of a training provider’s flight training program. This documentation shall include provisions for review of completed individual training accomplishments as well as provisions for on-site inspection/oversight of training in progress.</b>  A. The Operator shall have a process to ensure any training conducted by a training provider is conducted in accordance with the Operator’s approved training program. B. The Operator shall conduct an evaluation of the training provider at least every two years or as required by the NAA. All discrepancies found during the evaluation shall be fully documented and the provider shall provide, in writing, their proposed resolution of these discrepancies.	135.23(s) 91.1025(r)	
2	3.6.3	The Operator shall include in its NAA-approved training program, instruction and evaluation in Crew Resource Management during simulator and flight training.	135.23(s) 91.1073(f)	
2	3.6.4	<b>Reserved.</b>		
2	3.6.5	<b>Reserved.</b>		
<b>2</b>	<b>4.0</b>	<b>TECHNICAL OPERATIONS</b>		
<b>2</b>	<b>4.1</b>	<b>AIRPLANE PERFORMANCE</b>		
2	4.1.1	The Operator shall have documented procedures to ensure that aircraft are not dispatched to or from any airport that is beyond the performance capabilities of the aircraft in accordance with the	135.363 – ALL 135.364	

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		rules under which the flight is being conducted.	135.365 – ALL 135.367 – ALL 135.369 – ALL 135.371 – ALL 135.373 – ALL 135.375 – ALL 135.377 135.379 – ALL 135.381 – ALL 135.383 – ALL 135.385 – ALL 135.387 – ALL 135.389 – ALL 135.391 – ALL 135.393 – ALL 135.395 135.397 – ALL 135.398 – ALL 135.399 – ALL 91.1037 – ALL 91.1025(o)(1) 91.1025(o)(2) 91.1025(o)(3) 91.1025(o)(4) 91.1025(o)(5) 91.1025(o)(6) 91.1025(o)(7) 91.1025(o)(8) 91.1025(o)(9)	
2	4.1.2	The Operator shall have documented procedures to ensure that flight crewmembers are trained in calculating aircraft performance. This should include performance certification standards and requirements.	135.345(a)(2) 135.345(a)(8) 135.345(b)(2) 135.345(b)(7) 135.345(b)(8) 135.345(b)(9) 135.351(b)(2) 91.1065(a)(2) 91.1065(a)(3)	
<b>2</b>	<b>4.2</b>	<b>NAVIGATION AND FACILITIES</b>		
2	4.2.1	The Operator shall have documented procedures to ensure that an aircraft meets departure, en route	135.161(b)(1)	

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		and terminal navigation requirements applicable to their operating authority.	135.161(b)(2) 135.165(a)(1) 135.165(a)(2) 135.165(a)(3)(i) 135.165(a)(3)(ii) 135.165(a)(4) 135.165(b)(1) 135.165(b)(2) 135.165(c) 135.165(g)(1) 135.165(g)(2) 135.165(g)(3) 91.1025(r)	
<b>2</b>	<b>4.3</b>	<b>CERTIFICATION AND EQUIPMENT REQUIREMENTS</b>		
2	4.3.1	The Operator shall have documented procedures to ensure that all aircraft meet the type certification and equipment requirements of the applicable NAA rules under which the flight will be conducted.	135.25(a)(1) 135.25(a)(2) 135.25(d)(1) 135.25(d)(2) 135.143 – ALL 135.144 – ALL 135.145 – ALL 135.147 135.149 – ALL 135.150 – ALL 135.151 – ALL 135.152 – ALL 135.153 – ALL 135.154 – ALL 135.155 – ALL 135.157 – ALL 135.158 – ALL 135.159 – ALL 135.161 – ALL 135.163 – ALL 135.165 – ALL 135.167 – ALL 135.169 – ALL 135.170 – ALL 135.171 – ALL 135.173 – ALL 135.175 – ALL	

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			135.177 – ALL 135.178 – ALL 135.179 – ALL 135.180 – ALL 91.1045 – ALL	
2	4.3.2	The Operator shall have documented procedures to ensure that flight crewmembers are aware of any MEL/CDL deferrals and to what extent they may affect flight operations.	135.23(g) 135.23(i) 135.143(b) 135.179 – ALL 91.1025(f)	
2	4.3.3	The Operator shall have documented procedures to ensure that the required survival equipment is onboard the aircraft and is within the applicable inspection cycle, prior to flight release authorization, for the intended flight operation.	135.167 – ALL 135.177 – ALL 135.178 – ALL 91.1025(r) 23.1411 – ALL 23.1415 – ALL 25.1411 – ALL 25.1415 – ALL 25.1423 – ALL	
2	4.3.4	<b>Reserved.</b>		
<b>2</b>	<b>5.0</b>	<b>INTERNATIONAL OPERATIONS</b>		
<b>2</b>	<b>5.1</b>	<b>DOCUMENTATION</b>		
2	5.1.1	The Operator shall document its authorized areas of operation in its manual system.	135.23(c) 91.1025(b)	
2	5.1.2	The Operator shall have current reference library sufficient to cover the authorized areas of operation.	135.81 – ALL 91.1025(r)	
2	5.1.3	The Operator shall have documented procedures to retain all international flight documentation in accordance with its policy or applicable NAA rules.	135.23(s) 135.63(c) 135.63(c)(1) 135.63(c)(2) 135.63(c)(3) 135.63(c)(4) 135.63(c)(5) 135.63(c)(6) 135.63(c)(7) 135.63(c)(8) 135.63(d) 91.1025(r) 91.1027(c) 91.1027(c)(1)	

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			91.1027(c)(2) 91.1027(c)(3) 91.1027(c)(4) 91.1027(c)(5) 91.1027(c)(6) 91.1027(c)(7) 91.1027(c)(8) 91.1027(d)	
2	5.1.4	The Operator shall have documented procedures to ensure all international flight documentation conforms to applicable NAA rules.	135.23(s) 91.1025(r)	
2	5.1.5	The Operator shall have documented international procedures training for crewmembers.	135.23(s) 91.1025(r)	
2	5.1.6	The Operator shall have processes and procedures regarding the use of third-party flight planning and/or handling services including the scope of the services provided and means to identify and correct any deficiencies in these services.	135.23(s) 91.1025(r)	
<b>2</b>	<b>5.2</b>	<b>COMPLIANCE WITH INTERNATIONAL REQUIREMENTS</b>		
2	5.2.1	The Operator shall document its processes and procedures to comply with applicable State(s) regulatory requirements.	135.3(a)(2) 91.702 91.703 – ALL 91.705 – ALL 91.706 – ALL 91.707 – ALL 91.709 – ALL 91.1025(r)	
2	5.2.2	The Operator shall document its processes and procedures to comply with applicable State(s) immigration requirements.	19 CFR Part 122	
2	5.2.3	The Operator shall document its processes and procedures to comply with applicable State(s) security requirements.	49 CFR Part 1540 49 CFR Part 1544	
2	5.2.4	The Operator shall document its processes and procedures to comply with applicable State(s) agriculture requirements.	19 CFR Part 122	
2	5.2.5	The Operator shall document its processes and procedures regarding the international transportation of minors.	19 CFR Part 122	
<b>2</b>	<b>5.3</b>	<b>OVERWATER OPERATIONS</b>		
2	5.3.1	The Operator shall have a documented policy that prohibits the release of a flight if preflight planning indicates it will have a “wet footprint” considering the possible loss of one powerplant and/or a loss of pressurization.	135.23(s) 91.1025(r)	
2	5.3.2	The Operator shall have documented processes and procedures to ensure compliance with NAA ETOPS operations requirements, if authorized.	135 Appendix G – ALL 91.1025(r)	

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### SECTION 3: OPERATIONAL CONTROL

<b>3</b>	<b>1.0</b>	<b>ORGANIZATION AND MANAGEMENT</b>		
<b>3</b>	<b>1.1</b>	<b>MANAGEMENT SYSTEMS</b>		
3	1.1.1	The Operator shall have a system and/or procedures for the exercise of control over the initiation, conduct, termination and continuance of a flight, according to the authorizations and regulatory guidance of the NAA. Included in <b>these procedures</b> shall be the name of the individual responsible for the operational control of each flight.	135.77 135.79 – ALL 91.1011 – ALL 91.1029 – ALL	
3	1.1.2	The Operator shall list in the appropriate NAA authorizations, manual or manual system those individuals having operational control authority.	135.23(a) 135.77 91.1025(r)	
3	1.1.3	The Operator shall have documented processes and procedures to be followed by designated personnel to ensure operational control within the system. Operational control procedures shall comply with the applicable regulations and may be exercised in one of the following ways:	135.79 – ALL 91.1029 – ALL	
3	1.1.3.A	<ul style="list-style-type: none"> <li>• At any time by the individual or individuals listed in the NAA-approved authorizations.</li> </ul>	See OPC 1.1.3	
3	1.1.3.B	<ul style="list-style-type: none"> <li>• Other personnel may be authorized to perform tasks to maintain and monitor operational control, but shall not be authorized to make independent operational control decisions outside the documented processes and procedures.</li> </ul>	See OPC 1.1.3	
3	1.1.4	The Operator shall ensure appropriate management personnel coordinate and communicate on matters involving operational control.	135.23(s) 91.1025(r)	
3	1.1.5	The Operator shall ensure all personnel with authority and responsibility for the exercise and/or monitoring of operational control have ready access to appropriate safety information.	135.23(s) 91.1025(r)	
3	1.1.6	The Operator shall have documented processes and procedures to ensure oversight of every satellite base from which it operates.	135.23(s) 91.1025(r)	
<b>3</b>	<b>2.0</b>	<b>MANUALS AND DOCUMENTATION</b>		
3	2.0.1	The Operator shall have a company manual system that meets the requirements of the NAA and this Standard.	135.21 – ALL 91.1023 – ALL	
<b>3</b>	<b>3.0</b>	<b>QUALITY ASSURANCE</b>		
3	3.0.1	The Operator shall have, as part of an Internal Evaluation Program, a process of quality assurance of operational control procedures and processes.	135.23(s) 91.1025(r)	
<b>3</b>	<b>4.0</b>	<b>TRAINING PROGRAMS</b>		
3	4.0.1	The Operator must establish a training program, in accordance with the NAA, for any person to whom it will grant the ability to perform operational control tasks, within the limits of the Operator’s documented processes and procedures, on behalf of the Operator.	135.23(s) 91.1025(r)	
<b>3</b>	<b>5.0</b>	<b>HIRING – QUALIFICATIONS – LICENSING - CERTIFICATION</b>		
3	5.0.1	The Operator shall have a documented policy regarding the qualifications of dispatch personnel.	135.23(s) 91.1025(r)	
<b>3</b>	<b>6.0</b>	<b>RECORDS RETENTION</b>		
3	6.0.1	The Operator shall have a procedure for retaining records related to its exercise of operational	135.23(s)	

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		control.	91.1025(r)	
<b>SECTION 4: AIRCRAFT MAINTENANCE</b>				
<b>4</b>	<b>1.0</b>	<b>ORGANIZATION AND MANAGEMENT SYSTEM</b>		
<b>4</b>	<b>1.1</b>	<b>MANAGEMENT</b>		
4	1.1.1	The Operator shall have a maintenance program administered by a Maintenance Manager who meets the requirements of and has been approved by the NAA, as applicable. The requirements of <b>the maintenance program</b> shall be defined, documented, and communicated throughout the company via controlled media.	119.69(a)(3) 119.69(c) 119.69(d)(1) 119.69(d)(2)(i) 119.69(d)(2)(ii) 119.69(d)(2)(iii) 119.69(d)(2)(iv) 119.69(d)(2)(v) 135.23(a) 91.1413(b)(1) 91.1413(b)(2) 91.1025(r)	
4	1.1.2	The Maintenance Manager shall have responsibility and accountability for the effectiveness of the maintenance program. This individual shall have the authority over and control of the resources required to implement and enforce policies and procedures related to maintenance.	135.23(a) 91.1025(r)	
4	1.1.3	As required by the NAA, the operator shall appoint a quality assurance or chief inspector function within the maintenance department. This position shall be accepted or approved as required by the NAA. The quality assurance or chief inspector function shall:	135.23(s) 91.1025(r) 91.1413(b)(2)	
4	1.1.3.A	<ul style="list-style-type: none"> <li>• Have responsibility over the inspection aspects of the maintenance program</li> </ul>	135.23(a)	
4	1.1.3.B	<ul style="list-style-type: none"> <li>• Be listed in the mandatory manuals, or documents according to the NAA requirements</li> </ul>	135.23(a)	
4	1.1.3.C	<ul style="list-style-type: none"> <li>• Be established at the appropriate organizational level to avoid conflicts of interest</li> </ul>	135.23(s) 91.1025(r)	
4	1.1.4	The Operator shall establish the aircraft maintenance and inspection programs in accordance with the requirements of the NAA.	135.419 – ALL 135.425 – ALL 91.1109 – ALL 91.1411	
<b>4</b>	<b>1.2</b>	<b>ORGANIZATION</b>		
4	1.2.1	The operator either must possess or have documented procedures to acquire the necessary tools, equipment, facilities, and personnel to accomplish the work performed in accordance with its accepted or approved maintenance and inspection programs.	135.423(a) 135.423(b) 135.425(b) 91.1423(a) 91.1423(b) 91.1425(b)	
4	1.2.2	The maintenance organization shall have a system for ensuring the quality of any maintenance that	135.413(b)(2)	

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		is outsourced. This system shall ensure contractor and sub-contractor compliance with NAA, the Operator and OEM requirements are met. The system of control and oversight shall be defined in appropriate company documentation.	135.425(a) 135.431(a) 135.431(b) 135.431(c) 91.1425(a) 91.1431(a) 91.1431(b) 91.1431(c)	
4	1.2.3	The organization shall include oversight audits as a means of ensuring the safety, quality, and compliance with OEM, the Operator and NAA requirements of outsourced functions and products.	135.431(a) 91.1431(a)	
<b>4</b>	<b>1.3</b>	<b>MAINTENANCE PERSONNEL</b>		
4	1.3.1	All persons with Airworthiness or Return to Service Authority shall be properly certificated to NAA requirements and that their certificates and/or ratings are in compliance with the Airworthiness and Return to Service Authority granted.	135.435(a) 135.435(b) 135.443(b)(3) 135.443(c) 135.443(d) 91.1443(a)(1) 91.1443(a)(2) 91.1443(b)(3) 91.1443(c) 91.1443(d)	
4	1.3.2	All persons of a supervisory or management position shall be properly certificated in accordance with NAA requirements.	135.435(a) 135.435(b) 135.443(b)(3) 135.443(c) 135.443(d) 91.1443(a)(1) 91.1443(a)(2) 91.1443(b)(3) 91.1443(c) 91.1443(d)	
4	1.3.3	The Operator shall have a documented process to ensure company maintenance technicians performing maintenance, preventive maintenance, or alterations are properly certificated in accordance with NAA requirements for the type of work they perform. If the operator utilizes non-certificated technicians, there shall be procedures for the qualification, supervision, and surveillance of any maintenance, preventive maintenance, or alterations performed by these technicians.	135.435(a) 135.435(b) 91.1025(r)	
<b>4</b>	<b>1.4</b>	<b>INSPECTION PERSONNEL</b>		
4	1.4.1	The Operator shall have documented processes and procedures to ensure all persons performing required inspections are certificated in accordance with NAA regulations, properly trained and	135.429(a) 135.433	

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		qualified for the type inspection(s) they perform.	91.1111 91.1429(a)	
4	1.4.2	The Operator shall have documented procedures to prevent Required Inspection Item (RII) inspectors from inspecting their own work or specific work on which they have conducted training.	135.427(b)(7) 135.429(c) 91.1427(b)(7) 91.1429(c)	
<b>4</b>	<b>2.0</b>	<b>DOCUMENTATION / RECORDS / MANUALS</b>		
<b>4</b>	<b>2.1</b>	<b>GENERAL</b>		
4	2.1.1	The Operator shall have documented processes and procedures to ensure all aircraft maintenance records are in compliance with NAA requirements.	135.439 – ALL 91.1113 91.1439 – ALL	
4	2.1.2	The Operator shall have a documented process to ensure compliance with all applicable Airworthiness Directives.	135.439(a)(2)(v) 91.1439(a)(2)(v)	
4	2.1.3	The Operator shall have documented processes and procedures to review Service Bulletins and Letters published by the aircraft, engine, propeller, and appliance manufacturers.	135.23(s) 91.1025(r)	
4	2.1.4	The Operator shall have documented processes and procedures for reporting failures, malfunctions, and defects to the NAA, as required.	135.415 – ALL 135.417 – ALL 91.1415 – ALL 91.1417 – ALL	
4	2.1.5	The Operator shall have documented processes and procedures to ensure both MEL and non-MEL deferred items are tracked and controlled. These shall include at a minimum: <ul style="list-style-type: none"> <li>• A master list of either MEL or non-MEL deferrals on each aircraft.</li> <li>• The time limitations of each MEL or non-MEL deferred item.</li> <li>• A projected repair time for each item.</li> <li>• Procedures for extending time limits for MEL deferred maintenance.</li> <li>• Procedures for extending non-MEL deferred items.</li> </ul>	135.179 – ALL 91.1115 – ALL	
<b>4</b>	<b>2.2</b>	<b>AIRCRAFT CERTIFICATION DOCUMENTS</b>		
4	2.2.1	For each aircraft type, the operator shall maintain a current copy of the appropriate Type Certificate Data Sheets (TCDS) and Supplemental Type Certificate (STC) Data Sheets or demonstrate the ability to access the appropriate TCDS from the NAA.	135.23(s) 91.1025(r)	
4	2.2.2	The Operator shall have a documented process to ensure the current aircraft registration, Certificate of Airworthiness, and radio station license (if applicable) document is onboard each aircraft prior to flight operation.	135.23(s) 135.25(a)(1) 135.25(d)(1) 91.1025(r)	
<b>4</b>	<b>2.3</b>	<b>AIRFRAME / ENGINE / PROPELLER / APPLIANCE RECORDS (LOG BOOKS)</b>		
4	2.3.1	The Operator shall have documented processes and procedures to ensure Airframe, Engine, Propeller, and Appliance Records are properly completed, maintained, and retrievable in	135.439 – ALL 91.1113	

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		accordance with NAA requirements.	91.1439 – ALL	
4	2.3.2	The Operator shall maintain records of all major repairs and alterations, to include any instructions for continued airworthiness, in accordance with the requirements of the NAA, and the control of records and control of documents procedures.	135.439 – ALL 91.1113 91.1439 – ALL	
4	2.3.3	The Operator shall have documented processes and procedures to ensure the appropriate Airworthiness Certificate, Airworthiness Release Certificate, and Statement of Conformity documents are properly completed as required by the NAA.	135.443 – ALL 91.1443 – ALL	
<b>4</b>	<b>2.4</b>	<b>MANUFACTURERS MAINTENANCE MANUALS</b>		
4	2.4.1	The Operator shall have documented processes and procedures to ensure that maintenance manuals recommended by the aircraft, engine, propeller, and appliance manufacturer are available and current.	135.23(s) 135.421(a) 135.421(b) 135.421(c)(1) 135.421(c)(2) 135.421(d) 91.1025(r)	
<b>4</b>	<b>3.0</b>	<b>MATERIALS, HOUSING, AND FACILITIES</b>		
<b>4</b>	<b>3.1</b>	<b>MATERIALS MANAGEMENT</b>		
4	3.1.1	The Operator shall have documented processes and procedures in place for materials management that meet the requirements of the state NAA, and other agencies. These processes and procedures shall be described in the required manuals, and as a minimum shall incorporate the following requirements.	135.23(s) 91.1025(r)	
4	3.1.1.A	<ul style="list-style-type: none"> <li>Audits and an approval process for all suppliers of parts and materials to insure parts and materials meet NAA airworthy standards as required.</li> </ul>	135.23(s) 91.1025(r)	
4	3.1.1.B	<ul style="list-style-type: none"> <li>Receiving inspection insuring proper receipt of part/material/service ordered and compliant with NAA airworthiness standards.</li> </ul>	135.23(s) 91.1025(r)	
4	3.1.1.C	<ul style="list-style-type: none"> <li>Proper traceability acceptable, to the state NAA requirements, maintained on all parts.</li> </ul>	135.23(s) 91.1025(r)	
4	3.1.1.D	<ul style="list-style-type: none"> <li>Suspected Un-Approved Parts Program that incorporates training of parts and maintenance personnel and includes a system of reviewing Approved vendors, who may be the subject of a SUPS notification.</li> </ul>	135.23(s) 91.1025(r)	
4	3.1.1.E	<ul style="list-style-type: none"> <li>Proper parts and materials storage according to environmental conditions, packaged properly, segregated i.e. customer parts, and inventory controlled. Suspected un-approved parts stored in a separate secure quarantined area.</li> </ul>	135.23(s) 91.1025(r)	
4	3.1.1.F	<ul style="list-style-type: none"> <li>Proper Shelf-Life inspection program for consumables and synthetic and rubber parts or materials as may be required by the individual material, or part manufacturer or aircraft, engine, propeller, or appliance manufacturer.</li> </ul>	135.23(s) 91.1025(r)	
4	3.1.1.G	<ul style="list-style-type: none"> <li>Proper tagging and or certifications to identify serviceable parts, materials, reparable parts, rejected parts and materials, and parts removed from an aircraft.</li> </ul>	135.23(s) 91.1025(r)	
4	3.1.1.H	<ul style="list-style-type: none"> <li>Procedures for handling, quarantine, destruction, and disposal of rejected parts and</li> </ul>	135.23(s)	

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		materials in accordance with applicable NAA requirements.	91.1025(r)	
4	3.1.1.I	<ul style="list-style-type: none"> <li>Proper shipping and packaging of aircraft parts and materials to preclude damage from shipping.</li> </ul>	135.23(s) 91.1025(r)	
<b>4</b>	<b>3.2</b>	<b>DANGEROUS GOODS / HAZARDOUS MATERIALS</b>		
4	3.2.1	The Operator shall have processes and procedures to ensure federal and local requirements for the proper storage and disposal of Dangerous Goods / Hazardous Materials and waste.	135.23(p)(1)(iv) 91.1025(r) 171.3(a) 171.3(b)(1) 171.3(b)(2) 171.3(b)(3)(i) 171.3(b)(3)(ii) 171.3(b)(3)(iii) 171.3(c) 172.700 29 CFR 1910	
4	3.2.2	The Operator shall have an acceptable training program that encompasses the required elements of the state NAA, Environmental Agencies, and shall include:	135.503 – ALL 135.505 – ALL 135.507 – ALL 91.1085	
4	3.2.2.A	<ul style="list-style-type: none"> <li>Dangerous Goods / Hazardous Materials recognition, handling, and safety for all employees who do, or may come in contact with Dangerous Goods / Hazardous Materials.</li> </ul>	135.503 – ALL 135.505 – ALL 91.1085	
4	3.2.2.B	<ul style="list-style-type: none"> <li>Training for all maintenance, parts, and ground support personnel for Air Carriers “Will Transport / Will Not Transport” Dangerous Goods/Hazardous Material policy.</li> </ul>	135.503 – ALL 135.505 – ALL	
4	3.2.3	The Operator shall ensure the availability of Material Safety Data Sheets (MSDS) to all personnel and shall provide the related safety equipment for handling those materials.	135.23(s) 91.1025(r)	
<b>4</b>	<b>3.3</b>	<b>FACILITIES AND EQUIPMENT</b>		
4	3.3.1	The Operator shall have documented processes to ensure the maintenance facility is adequate for the level of work performed.	135.423(b) 135.425(b) 91.1423(b) 91.1425(b)	
4	3.3.2	The maintenance facilities shall comply with all applicable environmental, health and safety standards.	135.23(s) 91.1025(r)	
4	3.3.3	The Operator shall have a documented process to ensure Measuring and Test Equipment (MTE), tooling, and equipment is calibrated as required to acceptable industry standards, properly stored, maintained, and serviced. There shall be a process to ensure non-owned (mechanic owned) MTE, tooling, and equipment is properly calibrated, stored, maintained, and serviced.	135.23(s) 91.1025(r)	
<b>4</b>	<b>4.0</b>	<b>MAINTENANCE PROGRAMS</b>		
4	4.0.1	The operator shall have a documented maintenance and inspection program for each type of aircraft	135.419 – ALL	

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		that meets the minimum requirements of the NAA, and shall be either accepted or approved by the NAA.	135.425 – ALL 91.1109 – ALL 91.1411 91.1425 – ALL	
4	4.0.2	The Operator shall have an active analysis and surveillance program, as required by the NAA, for any aircraft it operates that is type-certificated for ten or more passenger seats. Any required auditors, to include vendor-assigned auditors, shall be trained in accordance with the processes and procedures in the Operator's analysis and surveillance training program.	135.431(a) 135.431(b) 135.431(c) 91.1431(a) 91.1431(b) 91.1431(c)	
4	4.0.3	The Operator shall have an aging aircraft inspection program that conforms to the regulations of the NAA and the guidance provided by the applicable manufacturer. A description of the program shall be contained in the company inspection program, maintenance manual, or other appropriate documentation.	135.422 – ALL 91.1025(r)	
<b>4</b>	<b>5.0</b>	<b>TRAINING PROGRAMS</b>		
4	5.0.1	The Operator shall have an NAA-approved (as applicable) documented initial and recurrent training program for all maintenance personnel.	135.23(s) 91.1111	
<b>SECTION 5: CABIN OPERATIONS</b>				
<b>5</b>	<b>1.0</b>	<b>ORGANIZATION AND MANAGEMENT</b>		
5	1.0.1	The Operator shall have documented policies and procedures regarding the assignment of cabin personnel.	135.107 135.273(c)(1)(i) 135.273(c)(1)(ii) 135.273(c)(1)(iii) 135.273(c)(1)(iv) 135.273(c)(2) 91.1062 – ALL	
5	1.0.2	The Operator shall have documented policies and procedures regarding the duties, responsibilities, <b>limitations</b> and authority of <b>cabin personnel</b> managers.	135.23(s) 91.1025(r)	
5	1.0.3	The Operator shall have documented policies and procedures regarding the responsibilities, authority, and interfaces between the pilot-in-command, second-in-command, and assigned cabin personnel.	135.23(s) 91.1025(r)	
<b>5</b>	<b>2.0</b>	<b>MANUALS AND DOCUMENTATION</b>		
5	2.0.1	The Operator shall have documented policies and procedures regarding the duties, responsibilities, limitations, and other requirements for cabin personnel. <b>This training shall be appropriate to the specific aircraft type and duty assignment of these personnel and shall include operational, safety and security procedures.</b>	135.23(s) 91.1025(r)	
5	2.0.2	The Operator shall have documented policies and procedures regarding the use of flight attendants, to include duty time limitations and rest requirements.	135.273(b) – ALL 135.273(c) – ALL 91.1062 – ALL	

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<b>5</b>	<b>3.0</b>	<b>TRAINING PROGRAMS</b>		
5	3.0.1	The Operator shall have a documented training program for its cabin personnel, including medical and security personnel. <b>This training shall be appropriate to the specific aircraft type and duty assignment of these personnel and shall include operational, safety and security procedures.</b>	135.23(s) 91.1025(r)	
5	3.0.2	<b>Reserved.</b>		
5	3.0.3	The Operator shall provide documented training <b>for pilots and cabin personnel</b> regarding the safe handling and storage of food for cabin personnel.	135.23(s) 91.1025(r)	
5	3.0.4	The Operator shall provide documented training <b>for cabin personnel and pilots</b> regarding the use of any available medical equipment carried or installed in the aircraft.	135.23(s) 91.1025(r)	
5	3.0.5	<b>Reserved.</b>		
5	3.0.6	<b>Reserved.</b>		
<b>5</b>	<b>4.0</b>	<b>FLIGHT ATTENDANTS</b>		
5	4.0.1	The Operator shall use qualified flight attendants when required by the operation and/or aircraft type in accordance with applicable NAA regulations.	91.1097 – ALL 91.1105 - ALL 135.107 135.341 – ALL 135.349 – ALL	
5	4.0.2	If the Operator uses flight attendants, whether or not they are required by applicable NAA regulations, they shall be fully trained and qualified in accordance with the Operator’s NAA-approved flight attendant training program.	135.341 – ALL 91.1097 – ALL	
<b>5</b>	<b>5.0</b>	<b>CABIN SERVERS</b>		
5	5.0.1	When the Operator elects to use a cabin server, the Operator shall document that the cabin server cannot perform safety-related duties, and require written acknowledgement by the cabin server of such limitations.	135.23(s) 91.1025(r)	
5	5.0.2	When a cabin server is utilized, the Operator shall have documented policies and procedures to ensure that the passenger safety briefing delivered to passengers clearly indicates the cabin server cannot perform safety-related duties and that the flight crew is responsible for ensuring their safety.	135.23(s) 91.1025(r)	
5	5.0.3	When a cabin server is utilized, the Operator shall have documented policies and procedures to ensure the cabin server is listed as a passenger on all flight documents.	135.23(s) 91.1025(r)	
<b>5</b>	<b>6.0</b>	<b>MEDICAL PERSONNEL</b>		
5	6.0.1	The Operator shall have documented policies and procedures to ensure any medical crewmembers, required for the flight, are fully trained and qualified for the operation and the aircraft type in accordance with the applicable NAA regulations.	135.23(s) 91.1025(r)	
5	6.0.2	The Operator shall have documented policies and procedures to ensure that any medical crewmembers, when transported in the absence of other passengers, are appropriately documented as either passengers or crew in accordance with the applicable NAA regulations.	135.23(s) 91.1025(r)	
<b>5</b>	<b>7.0</b>	<b>SECURITY PERSONNEL</b>		
5	7.0.1	The Operator shall use fully trained and qualified security personnel, including Armed Security	135.23(s)	

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		Officers, when required by the State authority.	91.1025(r)	
5	7.0.2	If security personnel are not required by the State authority, and the operator elects to use them, they shall be fully trained and qualified to perform their duties in the aircraft environment.	135.23(s) 91.1025(r)	
5	7.0.3	The Operator shall have documented policies and procedures to ensure that security personnel, when transported in the absence of other passengers, are documented as a passenger on appropriate flight documents.	135.23(s) 91.1025(r)	
<b>5</b>	<b>8.0</b>	<b>OTHER SAFETY REPRESENTATIVES</b>		
5	8.0.1	When other safety representatives are used or are required by the aircraft certification documents or Aircraft Flight Manual (such as an evacuation crewmember), the Operator shall have documented policies and procedures regarding the duties and responsibilities of that representative, and require written acknowledgement by the safety representative of the safety-related limitations associated with their duties.	135.23(s) 91.1025(r)	
<b>5</b>	<b>9.0</b>	<b>USE OF JUMP SEATS</b>		
5	9.0.1	The Operator shall have documented policies and procedures regarding the conditions in which installed aircraft jump seats may be used by cabin personnel.	135.23(s) 91.1025(r)	
5	9.0.2	The Operator shall have documented policies and procedures to ensure jump seats are utilized in accordance with NAA regulations, State authorities, and aircraft manufacturer limitations.	135.23(s) 91.1025(r)	
<b>SECTION 6: AIRCRAFT GROUND HANDLING &amp; SERVICING</b>				
<b>6</b>	<b>1.0</b>	<b>ORGANIZATION AND MANAGEMENT</b>		
6	1.0.1	The Operator shall have documented processes and procedures to ensure that only responsible personnel with the appropriate qualifications are allowed to perform any of the ground handling functions.	135.23(s) 91.1025(r)	
6	1.0.2	The Operator shall document the personnel assigned to ground handling management and ensure they have the appropriate authority to make changes within the system.	135.23(s) 91.1025(r)	
6	1.0.3	The Operator shall have a documented procedure to communicate ground operations policies, procedures, corrective actions, operations alerts, lessons learned and other relevant information.	135.23(s) 91.1025(r)	
6	1.0.4	The Operator shall have documented processes and procedures to ensure compliance with all applicable environmental health and safety standards during ground operations.	135.23(s) 91.1025(r)	
<b>6</b>	<b>2.0</b>	<b>MANUALS AND DOCUMENTATION</b>		
6	2.0.1	The Operator shall have documented procedures for ground operations that include definitions, authorities and responsibilities.	135.21(a) 91.1023(a)	
6	2.0.2	The Operator shall have documented policies and procedures regarding training, transportation (if applicable), recognition and handling of dangerous goods.	135.23(p) – ALL	
6	2.0.3	The Operator shall have documented policies and procedures that describe interface, authorities and responsibilities for compliance with local airport operations and regulations.	135.23(s) 91.1025(r)	
<b>6</b>	<b>3.0</b>	<b>TRAINING PROGRAMS</b>		
6	3.0.1	The Operator shall have a documented initial and recurrent training program that addresses the recognition, handling and transportation of dangerous goods, and specific emergency response for	135.503 – ALL 135.505 – ALL	

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		the release of dangerous goods.	135.507 – ALL	
6	3.0.2	The Operator shall have a documented initial and recurrent training program that addresses all relevant tasks and procedures for ground handling to include:	135.23(s) 91.1025(r)	
6	3.0.2.A	<ul style="list-style-type: none"> <li>• Ergonomics, specifically baggage and cargo handling proper lifting techniques</li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.B	<ul style="list-style-type: none"> <li>• Proper use of personal protective equipment</li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.C	<ul style="list-style-type: none"> <li>• Aircraft and ground vehicle fueling and servicing</li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.D	<ul style="list-style-type: none"> <li>• The operation of all ground vehicles relevant to ground handling</li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.E	<ul style="list-style-type: none"> <li>• The regulations, policies and procedures of the specific airports of operation</li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F	<ul style="list-style-type: none"> <li>• Aircraft ground handling and servicing:</li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.1	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Directing movement of aircraft</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.2	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Parking aircraft</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.3	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Aircraft ground power, engine and propeller operation</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.4	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Tie down of aircraft</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.5	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Taxiing of aircraft</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.6	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Servicing of oxygen systems</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.7	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Debris hazards at the airport</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.8	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Ground vehicle operation on airports</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.9	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Ground operations in conditions conducive to aircraft icing</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.10	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Ground operations in conditions conducive to aircraft icing</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
6	3.0.2.F.11	<ul style="list-style-type: none"> <li> <ul style="list-style-type: none"> <li>○ Painting, marking, and lighting of vehicles used in support of aircraft operations on an airport</li> </ul> </li> </ul>	135.23(s) 91.1025(r)	
<b>6</b>	<b>4.0</b>	<b>GROUND HANDLING VENDORS — AWAY FROM HOME BASE</b>		
<b>6</b>	<b>4.1</b>	<b>ORGANIZATION MANAGEMENT</b>		

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6	4.1.1	The Operator shall have policies and procedures to ensure that <b>vendor</b> personnel have the appropriate qualifications, authority and responsibility to perform ground handling.	135.23(s) 91.1025(r)	
<b>6</b>	<b>4.2</b>	<b>AUDIT AND QUALITY ASSURANCE</b>		
6	4.2.1	The Operator shall have documented processes and procedures for auditing, tracking and trending of <b>ground handling</b> vendors and a means to implement quality assurance methods.	135.23(s) 91.1025(r)	
6	4.2.2	The Operator shall have documented processes and procedures to ensure that a <b>ground handling vendor</b> employs proper maintenance and servicing techniques / intervals for all ground servicing equipment.	135.23(s) 91.1025(r)	
6	4.2.3	The Operator shall have documented processes and procedures to ensure that a <b>ground handling vendor</b> employs proper calibration and maintenance of all calibration critical instruments, tools, gauges and monitoring methods.	135.23(s) 91.1025(r)	
6	4.2.4	The Operator shall have documented processes and procedures to ensure quality control of goods and services provided by contract ground handling providers	135.23(s) 91.1025(r)	
<b>6</b>	<b>4.3</b>	<b>Management of Ground Handling Vendors</b>		
6	4.3.1	The Operator shall have documented policies, procedures and a method for <b>oversight of</b> ground handling <b>vendors</b> .	135.23(s) 91.1025(r)	
6	4.3.2	The Operator shall have documented policies to ensure that contract ground handling personnel used by the Operator meet the minimum training and qualifications required in paragraph 3.0 in this section of the Standard.	135.23(s) 91.1025(r)	
<b>6</b>	<b>4.4</b>	<b>SAFETY PROGRAMS AND RISK CONTROL</b>		
6	4.4.1	The Operator shall have documented policies, procedures and controls related to safety for ground handling <b>vendors</b> that includes acknowledgement and signature of relevant polices and procedures.	135.23(s) 91.1025(r)	
<b>6</b>	<b>5.0</b>	<b>PROGRAMS</b>		
<b>6</b>	<b>5.1</b>	<b>PARKING OF AIRCRAFT</b>		
6	5.1.1	The Operator shall have documented policies and procedures regarding the parking of aircraft related to airport sites, considering safety and security concerns.	135.23(s) 91.1025(r)	
<b>6</b>	<b>5.2</b>	<b>TOWING OF AIRCRAFT</b>		
6	5.2.1	The Operator shall have documented policies and procedures regarding towing of aircraft.	135.23(s) 91.1025(r)	
<b>6</b>	<b>5.3</b>	<b>TAXIING OF AIRCRAFT</b>		
6	5.3.1	The Operator shall have documented policies and procedures regarding non-flightcrew taxiing of aircraft, as applicable.	135.23(s) 91.1025(r)	
<b>6</b>	<b>5.4</b>	<b>FUELING AND SERVICING OF AIRCRAFT</b>		
6	5.4.1	The Operator shall have documented policies and procedures regarding the fueling and servicing of aircraft, <b>including procedures to ensure the fueler's quality control program meets industry standards.</b>	135.23(s) 91.1025(r)	
<b>6</b>	<b>5.5</b>	<b>DIRECTING MOVEMENT OF AIRCRAFT</b>		
6	5.5.1	The Operator shall have documented policies and procedures for marshalling and direction of	135.23(s)	

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		aircraft movement.	91.1025(r)	
<b>6</b>	<b>5.6</b>	<b>BAGGAGE LOADING</b>		
6	5.6.1	The Operator shall have documented policies and procedures regarding weighing and loading aircraft baggage.	135.23(b) 91.1025(a)	
<b>6</b>	<b>5.7</b>	<b>QUALITY ASSURANCE</b>		
6	5.7.1	The Operator shall have documented processes and procedures for auditing, tracking and trending of ground operations.	135.23(s) 91.1025(r)	
6	5.7.2	The Operator shall have documented processes and procedures to ensure proper maintenance and servicing techniques / intervals for all ground servicing equipment.	135.23(s) 91.1025(r)	
<b>6</b>	<b>5.8</b>	<b>AIRCRAFT DE-ICING AND ANTI-ICING</b>		
6	5.8.1	The Operator shall have documented policies and procedures regarding aircraft anti-ice/de-ice operations.	135.227 – ALL 91.1025(r)	
<b>SECTION 7: CARGO OPERATIONS</b>				
<b>7</b>	<b>1.0</b>	<b>ORGANIZATION AND MANAGEMENT</b>		
7	1.0.1	The Operator shall have documented policies and procedures describing the responsibilities and authority of managers and assigned aircrew (to include loadmasters and cargo handlers) in the Operations Manual required by this Standard.	135.23(s) 91.1025(r)	
<b>7</b>	<b>2.0</b>	<b>LOADING CARGO</b>		
7	2.0.1	The Operator shall have a documented training program to qualify aircrew (including loadmasters) in cargo handling, loading and transportation.	135.23(s) 91.1025(r)	
7	2.0.2	The Operator shall have a documented audit process regarding the use of contract cargo handlers and loadmaster services.	135.23(s) 91.1025(r)	
7	2.0.3	The Operator shall have documented policies and procedures for completing load manifests as required by the NAA.	135.63(c) – ALL 135.63(d) 91.1027(c) – ALL 91.1027(d)	
<b>7</b>	<b>3.0</b>	<b>MANUALS AND DOCUMENTATION</b>		
7	3.0.1	The Operator shall have documented policies and procedures regarding the duties, responsibilities, limitations, for flight crewmembers and cargo loadmasters.	135.23(s) 91.1025(r)	
7	3.0.2	The Operator shall maintain loadmaster records to include training and qualification.	135.23(s) 91.1025(r)	
<b>7</b>	<b>4.0</b>	<b>TRAINING PROGRAMS</b>		
7	4.0.1	The Operator shall have a documented, current initial and recurrent training program for its flight crew and cargo loadmasters, to include cargo inspection and loading procedures, and hazmat notification, recognition, and acceptance/rejection procedures according to the Operator’s NAA-approved Dangerous Goods / Hazardous Materials carrying status.	135.23(s) 91.1025(r)	
7	4.0.2	The Operator shall provide documented training specific to the cargo and aircraft being utilized.	135.23(s) 91.1025(r)	

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7	4.0.3	The Operator shall provide documented training regarding the use of an emergency response plan for cargo spills and other non-standard events for flight crew and cargo loadmasters.	135.23(s) 91.1025(r)	
7	4.0.4	The Operator shall provide documented training regarding safety and security to flight crew and cargo loadmasters.	135.23(s) 91.1025(r)	
<b>SECTION 8: OPERATIONAL SECURITY</b>				
<b>8</b>	<b>1.0</b>	<b>ORGANIZATION AND MANAGEMENT</b>		
8	1.0.1	The Operator will have sufficient personnel in place, either directly employed by the Operator or by contractual agreement, to administer its security program, in accordance with the requirements of the State authority/authorities. The Operator must state in its documentation the name of the person(s) who it has designated to be the primary and alternate (if any) Security Coordinators as required by any State authority.	135.125	
<b>8</b>	<b>1.1</b>	<b>ORGANIZATION</b>		
8	1.1.1	The Accountable Executive shall appoint a Security Coordinator who has the responsibility and authority over the Operator's Security Program. The Operator must list in its documentation the name of the person(s) designated to be the primary and alternate (if any) Security Coordinator(s) as required by any State authority.	135.125	
<b>8</b>	<b>1.2</b>	<b>MANAGEMENT</b>		
8	1.2.1	The Operator's management must have knowledge of the State security requirements and assist the Security Coordinator in the execution of the Security Program.	135.125	
8	1.2.2	The Operator shall screen, train and test all employees in accordance with State requirements and/or the Operator's security policies and procedures.	135.125	
<b>8</b>	<b>2.0</b>	<b>MANUALS AND DOCUMENTATION</b>		
8	2.0.1	The Operator must include either in its NAA-required manual, or in a separate document, those security process and procedures that its personnel will follow to assure compliance with any State or Operator mandated security procedures. The manual or other document must include guidance on the reporting of security anomalies or deficiencies to the Operator's security management personnel.	135.125	
<b>8</b>	<b>3.0</b>	<b>QUALITY ASSURANCE</b>		
8	3.0.1	The Operator shall have a documented process in its Internal Evaluation Program to test or evaluate the effectiveness of its security program. The tests or evaluations must be documented to include any deficiencies found and the corrective action taken. All future testing or evaluations performed by the Operator must include a focused look at any deficiencies identified in its previous testing or evaluations.	135.125	
8	3.0.2	The required testing and evaluation must be conducted by a person authorized by the Operator, with a "need to know." The results of any security program tests and/or evaluations must be maintained at the highest level of confidentiality, and must not be available or disclosed to any person or entity.	135.125	
<b>8</b>	<b>4.0</b>	<b>TRAINING PROGRAMS</b>		

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8	4.0.1	The Operator will conduct initial and annual recurrent basic security training for all employees to consist of at least the following elements:	135.125	
8	4.0.1.A	<ul style="list-style-type: none"> <li>Facility security</li> </ul>	135.125	
8	4.0.1.B	<ul style="list-style-type: none"> <li>Aircraft security</li> </ul>	135.125	
8	4.0.1.C	<ul style="list-style-type: none"> <li>Client/customer confidentiality</li> </ul>	135.125	
8	4.0.1.D	<ul style="list-style-type: none"> <li>Workplace violence</li> </ul>	135.125	
8	4.0.2	The Operator shall maintain security training records for all employees.	135.125	
<b>8</b>	<b>5.0</b>	<b>CONTRACT SERVICES</b>		
8	5.0.1	If the Operator utilizes contract security services for either facilities or aircraft security, the services used must be bonded, insured, and have a formal security personnel training program approved by the Operator.	135.125	
8	5.02	All contract security service personnel used by the Operator must have a full ten (10) year background check completed consisting of at least the minimum requirements for Operator employee background checks.	135.125	
<b>8</b>	<b>6.0</b>	<b>ACCESS CONTROL</b>		
8	6.0.1	The Operator will specify in its NAA-required manual or other document, the processes and procedures used to ensure controlled access to its facilities (including data storage facilities), the aircraft under its control, and airport operations areas.	135.125	
8	6.0.2	The Operator shall have policies and procedures regarding ramp access of ground transportation vehicles, ensuring that any “through the fence” transportation is escorted and marshaled.		
<b>8</b>	<b>7.0</b>	<b>AIRCRAFT</b>		
8	7.0.1	The Operator shall have documented policies and procedures either in its NAA-required manual or other documentation, describing the procedures used for securing aircraft under its control.	135.125	
<b>8</b>	<b>8.0</b>	<b>CARRIAGE OF PROHIBITED ITEMS</b>		
8	8.0.1	The Operator will provide information to passengers regarding prohibited items that may not be carried aboard a commercially operated aircraft.	135.125	
8	8.0.2	The Operator shall have documented policies and procedures for the handling and disposition of any prohibited item carried by a passenger.	135.125	
8	8.0.3	If the Operator accepts the carriage of firearms aboard its aircraft, the Operator must have documented procedures to:	135.125	
8	8.0.3.A	<ul style="list-style-type: none"> <li>Ensure that all passenger firearms are unloaded and properly secured so as not to be used as a weapon onboard the aircraft</li> </ul>	135.125	
8	8.0.3.B	<ul style="list-style-type: none"> <li>Ensure that all persons such as law enforcement personnel or personal bodyguards, who the Operator has approved to carry a firearm aboard its aircraft have been properly briefed regarding the safety precautions required for the carriage and use of firearms in an aircraft</li> </ul>	135.125	
8	8.0.4	Reserved.		
<b>8</b>	<b>9.0</b>	<b>PASSENGERS AND CABIN BAGGAGE</b>		

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8	9.0.1	The Operator shall have documented policies and procedures to ensure that passengers embarking are properly identified.	135.125	
8	9.0.2	The Operator shall have documented policies and procedures to ensure only authorized passenger baggage is loaded on the aircraft.	135.125	
<b>8</b>	<b>10.0</b>	<b>SECURITY REQUIREMENTS</b>		
8	10.01.	The Operator shall have a documented Security Program. This Security Program shall include all State regulatory elements.	135.125	
8	10.02	The Operator shall maintain records for at least three years on all employees' who have received training in accordance with the Operator's Security Program.	135.125	
<b>8</b>	<b>11.0</b>	<b>DRUG AND ALCOHOL SCREENING</b>		
8	11.01	The operator shall have an Anti-drug and Alcohol Misuse Education and Prevention Program for all employees.	135.23(s) 91.1047 – ALL	
8	11.02	The Operator shall have a drug and alcohol testing program for employees assigned to safety-sensitive positions as required by the NAA.	135.251 – ALL 135.255 – ALL	
8	11.03	If a drug and alcohol testing program is not required by the NAA, the operator will conduct pre-employment, random, reasonable suspicion, post-accident, return to duty, and follow-up testing, as applicable, for all employees in safety-sensitive positions.	14 CFR Part 40	
<b>8</b>	<b>12.0</b>	<b>EMPLOYEE BACKGROUND CHECKS</b>		
8	12.0.1	The Operator shall have documented processes and procedures for conducting a full 10-year background check on all employees. The background check for criminal convictions shall have no time limitation.	135.125 91.1051 – ALL	
8	12.0.2	The Operator shall have documented processes and procedures for conducting a full 10-year background check on all contract employees, regardless of whether they are employed directly by the Operator or through an employment agency. The background check for criminal convictions shall have no time limitation.	135.125	
<b>8</b>	<b>13.0</b>	<b>FACILITY SECURITY</b>		
8	13.01	The Operator shall have documented processes and procedures to maintain security of its facilities and property.	135.125	
<b>8</b>	<b>14.0</b>	<b>PASSENGER CONFIDENTIALITY</b>		
8	14.01	The Operator shall have documented policies and procedures regarding passenger and customer confidentiality.	135.125	
<b>SECTION 9: PASSENGER HANDLING &amp; SAFETY</b>				
<b>9</b>	<b>1.0</b>	<b>CUSTOMER TRIP COORDINATION / CUSTOMER INTERACTION</b>		
9	1.0.1	The Operator shall have documented policies and procedures to ensure safety of flight situations are disclosed and coordinated with the customer. This may include, but is not limited to:	135.23(s) 91.1025(r)	
9	1.0.1.A	<ul style="list-style-type: none"> <li>• Duty time</li> </ul>	135.23(s) 91.1025(r)	

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9	1.0.1.B	<ul style="list-style-type: none"> <li>• Baggage constraints</li> </ul>	135.23(s) 91.1025(r)	
9	1.0.1.C	<ul style="list-style-type: none"> <li>• Airport limitations</li> </ul>	135.23(s) 91.1025(r)	
9	1.0.1.D	<ul style="list-style-type: none"> <li>• Aircraft capabilities, and</li> </ul>	135.23(s) 91.1025(r)	
9	1.0.1.E	<ul style="list-style-type: none"> <li>• Weather consideration</li> </ul>	135.23(s) 91.1025(r)	
9	1.0.2	The Operator shall have documented policies and procedures regarding the appropriate interaction between crewmembers and passengers.	135.23(s) 91.1025(r)	
<b>9</b>	<b>2.0</b>	<b>PASSENGER LOADING / UNLOADING</b>		
9	2.0.1	The Operator shall have documented policies and procedures regarding the loading and unloading of passengers. Consideration items should include weather, fueling, and passenger physical / mental condition.	135.23(s) 91.1025(r)	
9	2.0.2	<b>Reserved.</b>		
<b>9</b>	<b>3.0</b>	<b>IN-FLIGHT</b>		
9	3.01	The Operator shall have documented policies and procedures regarding in-flight customer safety and convenience standards. These procedures shall take into consideration: response to health emergencies, in-flight passenger mobility, passenger service items, passenger briefing of onboard equipment and service items.	135.23(s) 135.117 – ALL 91.1025(r) 91.1035 – ALL	
<b>SECTION 10: DANGEROUS GOODS / HAZARDOUS MATERIALS – WILL CARRY OPERATOR</b>				
<b>10</b>	<b>1.0</b>	<b>ORGANIZATION AND MANAGEMENT</b>		
10	1.0.1	The Operator shall have documented policies and procedures regarding assignment of flight crew and cargo loadmasters, including the use of contract personnel, for all Dangerous Goods (DG) / Hazardous Materials (Hazmat) carriage.	135.23(s)	
10	1.0.2	The Operator shall have documented policies and procedures regarding responsibilities, authority, and interfaces between the pilot-in-command, second-in-command, and assigned cargo loadmasters.	135.23(s)	
<b>10</b>	<b>2.0</b>	<b>INSPECTING AND LOADING CARGO</b>		
10	2.0.1	The Operator shall have documented policies and procedures for a crewmember or company representative to inspect all DG / Hazmat and packaging before it is placed onboard the aircraft.	135.23(p)(1)(i) 135.23(p)(1)(ii)	
10	2.0.2	The Operator shall have documented policies and procedures to ensure the pilot in command is notified when DG / Hazmat is placed onboard the aircraft and is provided appropriate documentation in accordance with State regulations.	135.23(p)(2)(iv)(C) 175.33 – ALL	
10	2.0.3	The Operator shall have a documented, current initial and recurrent training program for its flight crew and cargo loadmasters, to include cargo inspection and loading procedures, and DG / Hazmat notification, recognition, and acceptance/rejection procedures according to the Operator's NAA-approved DG / Hazmat carrying status.	135.503 – ALL 135.505 – ALL 135.507 – ALL	
10	2.0.4	The Operator shall have a documented audit process for contract cargo handling and loading when	135.23(s)	

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ACSF Ref.		Abbreviated Item Description	FAR Ref.	SMS Component Ref.
Section	Para			
		utilized.		
<b>10</b>	<b>3.0</b>	<b>HAZARDOUS MATERIALS</b>		
10	3.0.1	The Operator shall hold the appropriate NAA authorization regarding its will-carry status.	119.49(a)(13)	
<b>10</b>	<b>4.0</b>	<b>MANUALS AND DOCUMENTATION</b>		
10	4.0.1	The Operator shall have documented policies and procedures regarding the duties, responsibilities, and limitations for flight crew and cargo loadmasters.	135.23(s)	
10	4.0.2	The Operator shall have documented policies and procedures regarding the retention of DG / Hazmat records for a minimum of 90 days.	135.23(s)	
<b>10</b>	<b>5.0</b>	<b>TRAINING PROGRAMS</b>		
10	5.0.1	The Operator shall have a documented initial and recurrent training program regarding DG / Hazmat notification, recognition, and acceptance procedures in accordance with NAA and State requirements for its employees.	135.503 – ALL 135.505 – ALL	
10	5.0.2	The Operator shall provide documented training specific to the cargo loading, and security, to include weight and balance training for the types of cargo, and the specific types of aircraft being utilized.	135.503 – ALL 135.505 – ALL	
10	5.0.3	The Operator shall provide documented training regarding the use of an emergency response plan for cargo spills and other non-standard events for flight crew and cargo loadmasters.	135.503 – ALL 135.505 – ALL	