

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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			
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 (AE) or a designated representative shall have overall accountability and responsibility for the effectiveness of the management system. The AE shall have 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	5.23	

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	135.23(a) 91.1025(r)			
		organization, who are qualified, trained, and approved or authorized by the Operator.				
1	1.1.7	The Operator shall appoint an individual whose responsibility is to manage, monitor, and coordinate the implementation and continuing oversight of the Safety Management System (SMS) processes. 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	5.25	
1	1.1.8	The Operator must document the competency requirements for the position identified in 1.1.7. The individual appointed must meet those requirements.	135.23(s) 91.1025(r)	4.1, 4.1.1	5.91	
1	1.2	MANAGEMENT COMMITMENT				
1	1.2.1	The Operator shall document a corporate policy, signed by the Accountable Executive, that commits the organization to ensure 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	5.21, 5.23	
1	1.2.2	The Operator shall include safety and quality in the duties and responsibilities at all levels of management. This shall be identified in job descriptions.	135.23(s) 91.1025(r)	1.1, 1.2	5.21, 5.23	
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	5.21, 5.23	
1	1.2.3A	<input type="checkbox"/> Documenting the requirement for all personnel to fully comply with all governing statutes and regulations.	135.23(s) 91.1025(r)	1.2	5.23	
1	1.2.3B	<input type="checkbox"/> 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	135.23(s) 91.1025(r)	1.1, 1.2	5.21, 5.23	
1	1.2.3C	<input type="checkbox"/> Establishing a method of communicating to the entire organization, the requirement to meet safety, quality, statutory, and regulatory	135.23(s) 91.1025(r)	1.2	5.23	
1	1.2.3D	<input type="checkbox"/> Establishing a safety policy	135.23(s) 91.1025(r)	1.1, 1.2	5.21, 5.23	

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	1.2.3E	<input type="checkbox"/> Ensuring that safety objectives are established, managed, remain current, and are updated or revised as necessary.	135.23(s) 91.1025(r)	1.2	5.23	
1	1.2.3F	<input type="checkbox"/> Ensuring the availability of the resources needed to manage and maintain the safety and quality systems.	135.23(s) 91.1025(r)	1.2	5.23	
1	1.3	RESPONSIBILITIES AND AUTHORITIES				
1	1.3.1	The Accountable Executive shall ensure the authorities and responsibilities are defined, documented, and communicated throughout the organization.	119.43(c) 135.23(a) 91.1025(r)	1.2	5.23	
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) 119.69(d)(3)			
1	1.3.4	Responsible individuals shall be held accountable for quality and safety results, and 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)			
1	1.4	Human Resource Policies				
1	1.4.1	The Operator shall provide to each employee current human resource policies and procedures.	135.21(d) 135.21(d)(1) 91.1023(d) 91.1023(d)(1)			
1	1.5	CORRECTIVE / PREVENTIVE ACTION				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	5.75	
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	5.75	
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	<input type="checkbox"/> Reviewing non-conformities, noncompliance and deficiencies	135.23(s) 91.1025(r)			
1	1.5.3B	<input type="checkbox"/> Determining the root cause of the non-conformities	135.23(s) 91.1025(r)			
1	1.5.3C	<input type="checkbox"/> Evaluating the need for corrective action	135.23(s) 91.1025(r)			
1	1.5.3D	<input type="checkbox"/> Implementing corrective measures to minimize the possibility of a recurrence	135.23(s) 91.1025(r)			
1	1.5.3E	<input type="checkbox"/> Assigning an individual responsible for implementation of corrective and/or preventive actions	135.23(s) 91.1025(r)			
1	1.5.3F	<input type="checkbox"/> Monitoring and tracking the results of the actions	135.23(s) 91.1025(r)			
1	1.5.3G	<input type="checkbox"/> Mitigating regulatory action	135.23(s) 91.1025(r)			
1	1.5.3H	<input type="checkbox"/> Verifying that corrective or preventative actions have been implemented and are effective	135.23(s) 91.1025(r)			
1	1.6	CORPORATE MANAGEMENT REVIEW				
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 management system, and implement appropriate corrective and preventive actions. This review shall include, but not be limited to:	135.23(s) 91.1025(r)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	1.6.1A	<input type="checkbox"/> Safety policy	135.23(s) 91.1025(r)			
1	1.6.1B	<input type="checkbox"/> Safety objectives	135.23(s) 91.1025(r)			
1	1.6.1C	<input type="checkbox"/> Organizational and internal reporting structure	135.23(s) 91.1025(r)			
1	1.6.1D	<input type="checkbox"/> Individual authorities and responsibilities	135.23(s) 91.1025(r)			
1	1.6.1E	<input type="checkbox"/> Company and organizational	135.23(s) 91.1025(r)			
1	1.6.1E. a	<input type="checkbox"/> Policies	135.23(s) 91.1025(r)			
1	1.6.1E. b	<input type="checkbox"/> Processes	135.23(s) 91.1025(r)			
1	1.6.1E. c	<input type="checkbox"/> Procedures	135.23(s) 91.1025(r)			
1	1.6.2	Records from management reviews shall be maintained.	135.23(s) 91.1025(r)			
1	1.7	PROVISION OF RESOURCES				
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	5.23	
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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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 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 training and qualification records on all. These records shall include documents to demonstrate: qualifications, 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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
			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) 135.63(a)(5) 135.63(b) 135.323(c)			
1	1.8	OPERATIONAL SAFETY AND PLANNING CONTROL				
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 it planning and decision processes.	135.23(s) 91.1025(r)			
1	1.8.2	The Operator shall establish documented processes and procedures to identify 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	<input type="checkbox"/> Flight Crew	See ORG 1.8.2			
1	1.8.2B	<input type="checkbox"/> Airplane	See ORG 1.8.2			
1	1.8.2C	<input type="checkbox"/> Flight Operations, and	See ORG 1.8.2			
1	1.8.2D	<input type="checkbox"/> Passengers	See ORG 1.8.2			
1	2.0	DOCUMENTATION AND RECORDS MANAGEMENT				
1	2.1	OPERATIONAL DOCUMENTATION				
		The organization shall ensure all documents used in the conduct of business	135.21(a)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	2.1.1	identifiable, concise, legible, current and understandable by those who use them.	135.21(g) 135.23(s) 91.1023(a) 91.1023(g) 91.1025(r)	1.5	5.95, 5.97	
1	2.1.2	The organization shall ensure all documents are easily retrievable, useable and logically.	135.21(g) 135.23(s) 91.1023(g) 91.1025(r)	1.5	5.95, 5.97	
1	2.2	CONTROL OF DOCUMENTS				
1	2.2.1	The Operator shall have a master library and a system for document control and retention that is appropriate to the size and scope of the organization.	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	5.95, 5.97	
1	2.2.2A	<input type="checkbox"/> Review, update and approval	See ORG 2.2.2			
1	2.2.2B	<input type="checkbox"/> Identification of revision, status and changes	See ORG 2.2.2			
1	2.2.2C	<input type="checkbox"/> Distribution and control	See ORG 2.2.2			
1	2.2.2D	<input type="checkbox"/> Prevention of the unintended use of obsolete documents and application of suitable identification to them if they are retained for any use	See ORG 2.2.2			
1	2.2.2E	<input type="checkbox"/> Regulatory authority approval as required	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	2.3	CONTROL OF RECORDS				
1	2.3.1	Records shall be established and maintained to provide evidence of conformity to the requirements of the NAA and the Operator's policies and procedures.	135.63 – ALL 135.439 – ALL 135.507 – ALL 91.1027 – ALL 91.1113 91.1439 – ALL	1.5	5.95, 5.97	

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	2.3.2	Records shall be legible, readily identifiable and retrievable.	135.23(s) 91.1025(r)	1.5	5.95, 5.97	
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	5.95, 5.97	
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	5.95, 5.97	
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	5.95, 5.97	
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	5.95, 5.97	
1	3.0	SAFETY MANAGEMENT SYSTEM				
1	3.1	SAFETY POLICY				
1	3.1.1	The Operator should have a Safety Management System appropriate to the size, scope and complexity of the Operator's operation.	135.23(s) 91.1025(r)	1.0	5.3 (a) (1)	
1	3.1.1 a	The Operator's SMS should ensure compliance with relevant regulatory standards in 14 CFR Part 5, ICAO Annex 19, or NAA equivalent.			5.3(c)	
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	5.21	1.1.1
1	3.1.2 a	Employees throughout the organization should demonstrate awareness of the Operator's system for employee reporting of safety hazards or issues.			DCT	1.1.1
1	3.1.2 b	Employees throughout the organization should demonstrate awareness of unacceptable safety behavior and conditions for disciplinary actions.			DCT	1.1.1
1	3.1.2 c	Employees throughout the organization should demonstrate awareness of their defined safety accountabilities and can relate safety objectives to their jobs.			DCT	1.1.1

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	3.1.3	Taking due account of the Operator's safety policy, the Operator should define safety objectives.	135.23(s) 91.1025(r)	1.0	5.3 (a) (1)	1.1.2
1	3.1.3 a	The Operator's safety objectives should form the basis for safety performance monitoring and measurement.				1.1.2.a
1	3.1.3 b	The Operator's safety objectives should reflect the Operator's commitment to maintain or continuously improve the overall effectiveness of the SMS.				1.1.2.b
1	3.1.3 c	The Operator's safety objectives should be communicated throughout the organization.				1.1.2.c
1	3.1.3 d	The Operator's safety objectives should be periodically reviewed to ensure they remain relevant and appropriate to the Operator.				1.1.2.d
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	5.3 (a) (1)	
1	3.1.5	The Operator should specify the processes needed for the Safety Management System and the application of SMS processes throughout the operator's organization. The Operator should:	135.23(s) 91.1025(r)	1.0	5.3 (a) (1)	
1	3.1.5.A	<input type="checkbox"/> Determine criteria and methods needed to ensure that both the operation and control of these processes are effective, and determine the interaction of SMS processes.	135.23(s) 91.1025(r)	1.0	5.3 (a) (1)	
1	3.1.5.B	<input type="checkbox"/> Ensure the availability of resources and information necessary to support the operations, monitoring, measuring, and analysis of these processes.	135.23(s) 91.1025(r)	1.0	5.3 (a) (1)	
1	3.1.5.C	<input type="checkbox"/> Implement actions necessary to achieve planned results and continual improvement of these processes.	135.23(s) 91.1025(r)	1.0	5.3 (a) (1)	
1	3.1.6	The Operator should identify an Accountable Executive and should define accountability for safety within the Operator's safety policy for the Accountable Executive. The Accountable Executive, irrespective of other functions, should satisfy the following:	135.23(s) 91.1025(r)	1.2	5.23	1.2
1	3.1.6 a	Is the final authority over operations authorized to be conducted by the Operator?				
1	3.1.6 b	Controls the financial resources required for the operations to be conducted by the Operator				
1	3.1.6 c	Controls the human resources required for the Operator's operations (s).				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	3.1.6 d	Retains ultimate responsibility for the safety performance of the Operator's operations				
1	3.1.7	The Accountable Executive should accomplish the following:	135.23(s) 91.1025(r)	1.2	5.3 (a) (1)	1.2.a
1	3.1.7 a	Ensure that the SMS is properly implemented and performing in all areas of the Operator's organization.			5.25(b)(1)	1.2.a
1	3.1.7 b	Develop and sign the Operator's safety policy.			5.25(b)(2)	1.2.a
1	3.1.7 c	Communicate the safety policy throughout the Operator's organization.			5.25(b)(3)	1.2.a
1	3.1.7 d	Regularly review the Operator's safety policy to ensure it remains relevant and appropriate to the Operator.			5.25(b)(4)	1.2.a
1	3.1.7 e	Regularly review the safety performance of the Operator's organization and direct actions necessary to address substandard safety performance. The directives of the Accountable Executive should be tracked and reported upon at the next regular review or as required.			5.25(b)(5), DCT	1.2.a
1	3.1.7 f	The Accountable Executive should have the competencies required by the Operator to perform those functions required of him/her by the SMS processes (i.e. qualifications, training, knowledge, and experience.)				1.2.a
1	3.1.8	The Operator should define accountability for safety within the Operator's safety policy for management personnel, including a direct accountability for safety on the part of senior management. The accountable executive should designate sufficient management personnel who, on behalf of the accountable executive,		1.2, 1.3	5.23(a)(2), 5.25(c)	1.2.b
1	3.1.8 a	Coordinate implementation, maintenance, and integration of the SMS throughout the Operator's organization.			5.25(c)(1)	
1	3.1.8 b	Facilitate hazard identification and safety risk analysis.			5.25(c)(2)	
1	3.1.8 c	Monitor the effectiveness of safety risk controls.			5.25(c)(3)	
1	3.1.8 d	Ensure safety promotion throughout the Operator's organization.			5.25(c)(4)	
1	3.1.8 e	Regularly report to the accountable executive on the performance of the SMS and on any need for improvement.			5.25(c)(5)	
1	3.1.9	The Operator should identify the levels of management with the authority to make decisions regarding safety risk acceptance.	135.23(s) 91.1025(r)	1.2	5.23(b)	1.2.e
1	3.1.9 a	The Operator should clearly define individuals or groups that are performing safety risk management process steps and accepting risk for the process area(s) being assessed.		1.2	DCT	

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	3.1.9 b	The Operators SMS should require that the person/team who performs safety evaluations within the Operator's organization reports directly to executive management to independently validate process area safety performance.		1.2	DCT	
1	3.1.10	The Operator should define accountability for safety within the Operator's safety policy for employees relative to the Operator's safety performance.		1.2	5.23	1.2.c
1	3.1.10 a	The Operator should document and communicate safety responsibilities and authorities throughout the organization.		1.2	5.23(a)	1.2.d
1	3.1.11	The Operator should appoint a safety manager who is responsible for the implementation and maintenance of the SMS.		1.2, 1.3	5.23(c)	1.3
1	3.2	SAFETY RISK MANAGEMENT (SRM)				
1	3.2.1	The Operator should 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	5.51	2.1.1
1	3.2.1 a	Hazard identification should be based on a combination of reactive and proactive methods.				2.1.2
1	3.2.1 b	The process of safety risk assessment and mitigation may include predictive methods of safety data analysis.				2.2
1	3.2.2	Safety Risk Management should be applied to initial system design and reviewed as changes occur to the organization's operational environment to maintain safe operations. To include:	135.23(s) 91.1025(r)	2.0	5.51	3.2
1	3.2.2 1	Implementation of new systems.				
1	3.2.2.2	Revision of existing systems.				
1	3.2.2 3	Development of operational procedures.				
1	3.2.2 4	Identification of hazards or ineffective risk controls through the safety assurance processes.				
1	3.2.3	The Operator should 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	5.53, 5.53 (a) & (b)	

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	3.2.3 a	The Operator should consider the following information when conducting system analysis: (1) Function and purpose of the system. (2) The system's operating environment. (3) An outline of the system's processes and procedures. (4) The personnel, equipment, and facilities necessary for operation of the system.			5.53(b)	
1	3.2.4	Within the context of system analysis, the Operator should identify, describe, and document the hazards in its operations that are likely to cause death, serious physical harm, or damage to equipment or property in sufficient detail to determine associated level of risk and risk acceptability.	135.23(s) 91.1025(r)	2.1.2	5.53 (c)	2.2
1	3.2.5	The Operator should determine and analyze the severity and likelihood of potential events associated with identified hazards, and will identify risk factors associated with unacceptable levels of severity or likelihood.	135.23(s) 91.1025(r)	2.2, 2.2.1	5.55 (a)	2.2
1	3.2.6	The Operator should assess risk associated with each identified hazard and acceptance procedures and levels of management that can make safety risk acceptance decisions. The organization shall define the decision-making acceptability and requirements for risk controls.	135.23(s) 91.1025(r)	2.2.2	5.55 (b)	2.2
1	3.2.6 a	Operator personnel should actively participated in the Safety Risk Management process.			DCT	
1	3.2.6 b	Individual(s) who have the authority to accept risk for the Operator's SRM process should be performing that responsibility.			DCT	
1	3.2.6 c	The Operator's SRM should include specific processes for conducting risk assessment that allows for determination of acceptable safety risk.		2.2.2	5.55(b), DCT	
1	3.2.7	The Operator should design and implement a risk control for each hazard for which there is an unacceptable risk, to reduce risk to acceptable levels.	135.23(s) 91.1025(r)	2.2.3	5.55(c), (d)	2.2
1	3.2.7 a	For each risk control the residual or substitute risk should be analyzed before implementation.			5.55(d)	
1	3.2.7 b	Prior to SRM risk control implementation, the Operator should evaluate that the identified risk will be acceptable with the risk control applied.			5.55(d)	
1	3.3	SAFETY ASSURANCE				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	3.3.1	The operator should develop and maintain processes and systems to acquire data with respect to its operations, products and services in order to monitor the Operator's safety performance.	135.23(s) 91.1025(r)	3.0, 3.1	5.71	3.1.1
1	3.3.1 a	These processes and systems should include a means to validate the effectiveness of safety risk controls.				3.1.1
1	3.3.1 b	The Operator's safety performance should be verified in reference to the safety performance indicators and safety performance targets of the SMS in support of the Operator's safety objectives.				3.1.2
1	3.3.1 c	These processes and systems should include monitoring of operational processes, systems, products and services.		3.1.1	5.71(a)(1)	
1	3.3.1 d	These processes and systems should include monitoring of the operational environment to detect changes. (truncated for space)		3.1.1	5.71(a)(2), DCT	
1	3.3.1 e	These processes and systems should include auditing of operational processes, products, services, and systems. (truncated for space)		3.1.4	5.71(a)(3), DCT	
1	3.3.1 f	These processes and systems should include evaluations of the SMS and operational processes and systems.		3.1.3	5.71(a)(4)	
1	3.3.1 g	These processes and systems should include investigations of incidents and accidents. (truncated for space)		3.1.5	5.71(a)(5), DCT	
1	3.3.1 h	These processes and systems should include investigations of reports regarding potential non-compliance with regulatory standards or other safety risk controls established by the Operator.		3.1.5	5.71(a)(6)	
1	3.3.1 i	These processes and systems should include a confidential employee reporting system in which employees can report hazards, issues, concerns, occurrences, incidents, as well as propose solutions and safety improvements.		3.1.6	5.71(a)(7)	
1	3.3.2	The Operator should develop and maintain processes that analyze the data acquired through the processes and systems identified under paragraph 3.3.1 of this Standard and any other relevant data with respect to its operations, products, and services.	135.23(s) 91.1025(r)	3.1	5.71(b), DCT	
1	3.3.2 a	The Operator should analyze the quality of all relevant data outputs of continuous improvement actions at the appropriate levels of the organization.				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	3.3.2 b	The Operator should review its data analysis 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.				
1	3.3.3	The Operator should establish and implement processes to correct safety performance deficiencies identified in the assessments conducted under Standard 3.3.1.	135.23(s) 91.1025(r)	3.3.1	5.75	
1	3.3.3 a	The operator should have a process to ensure that the Accountable Executive directs actions necessary to address substandard safety performance in the system.			DCT	
1	3.3.3 b	The Operator should have clear documentation that members of management contribute mitigation strategies to correct negative safety trends or potential non-conformance within the system.			DCT	
1	3.3.4	The Operator should conduct assessments of its safety performance against its safety objectives.	135.23(s) 91.1025(r)	3.1.2, 3.1.3, 3.1.8	5.73(a)	
1	3.3.4 a	Safety Performance Assessments should ensure compliance with the safety risk controls established by the Operator.		3.1.8	5.73(a)(1)	
1	3.3.4 b	Safety Performance Assessments should evaluate the performance of the SMS.		3.2	5.73(a)(2)	
1	3.3.4 c	Safety Performance Assessments should evaluate the effectiveness of the safety risk controls and identify any ineffective controls. (truncated for space)		3.2	5.73(a)(3), DCT	
1	3.3.4 d	Safety Performance Assessments should identify changes in the operational environment that may introduce new hazards.		3.2	5.73(a)(4)	
1	3.3.4 e	Safety Performance Assessments should identify new hazards.		3.2	5.73(a)(5)	
1	3.3.4 f	The Operator's evaluation reports should assess whether the organization is meeting its defined safety objectives.		3.2	5.73(b), DCT	
1	3.3.4 g	The Operator should monitor and asses its SMS processes to maintain or continuously improve the overall effectiveness of the SMS.		3.2	5.73(b)	3.3
1	3.3.4 h	These assessments should include reviews by the Accountable Executive.		3.3.2	5.73(a), DCT	
1	3.3.5	The Operator should 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)	3.1.4	5.71 (a) (3)	

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	3.3.6	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)	3.1.5	5.71 (a) (5) & (6)	
1	3.4	SAFETY PROMOTION				
1	3.4.1	The Operator should have a process to develop and maintain a means of communicating safety information that ensures that employees are aware of the SMS policies, processes and tools relevant to their positions and conveys hazard information relevant to the employee's responsibilities.	135.23(s) 91.1025(r)	4.2	5.93(a)(b)	4.2.a
1	3.4.2	The Operator should have a process to develop and maintain a means of communicating safety information that explains why safety actions have been taken and why safety procedures are introduced or changed.	135.23(s) 91.1025(r)	4.2	5.93(c), (d)	4.2.b, 4.2.c, 4.2.d
1	3.4.3	The Operator should provide initial and recurrent training to the Accountable Executive, members of management, and employees to ensure that all individuals attain and maintain the competencies necessary to perform their duties relevant to the operation and performance of the SMS.	135.23(s) 91.1025(r)	4.1, 4.1.1, 4.1.2	5.91, DCT	4.1.1, 4.1.2
1	3.4.3 a	The Operator should have documentation showing the individuals or group who complete the organizational safety risk management related process steps have the competencies (i.e., qualification, training, knowledge, and experience) to properly perform those activities.		4.1	5.91, DCT	
1	3.5	SMS Documentation and Recordkeeping				
1	3.5.1	The Operator should have a process to develop and maintain SMS documentation, in the form of an SMS Manual.			5.95(a)	1.5.1
1	3.5.1 a	The Operator's SMS Manual should describe the Operator's Safety Policy and Objectives.				1.5.1.a
1	3.5.1 b	The Operator's SMS Manual should describe SMS requirements.				1.5.1.b
1	3.5.1 c	The Operator's SMS Manual should describe the Operator's SMS Processes and procedures, including the Operator's Safety Risk Management and Safety Assurance processes and procedures.			5.95(b)	1.5.1.c
1	3.5.1 d	The Operator's SMS Manual should describe the accountability, responsibilities and authorities for SMS processes and procedures.				1.5.1.d
1	3.5.2	The Operator should develop and maintain SMS operations records as part of its SMS documentation.				1.5.2

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	3.5.2 a	The Operator should maintain records of outputs of safety risk management processes. Such records must be retained for as long as the control remains relevant to the operation. These records include: (truncated for space)			5.97(a), DCT	
1	3.5.2 b	The Operator should t maintain records of outputs of safety assurance processes. Such records must be retained for a minimum of 5 years.			5.97(b)	
1	3.5.2 c	The Operator should maintain a record of all SMS training provided for each individual. Such records must be retained for as long as the individual is employed by the certificate holder.			5.97(c)	
1	3.5.2 d	The Operator should retain records of all communications described in 3.4.2 for a minimum of 24 consecutive calendar months.			5.97(d)	
1	4.0	QUALITY ASSURANCE				
1	4.1	QUALITY SYSTEMS				
1	4.1.1	The Operator should 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 should encompass the following elements, as applicable:	135.23(s) 91.1025(r)			
1	4.1.2.A	<input type="checkbox"/> Monitoring and measurement of service providers	135.23(s) 91.1025(r)			
1	4.1.2.B	<input type="checkbox"/> Inspection and testing methods	135.23(s) 91.1025(r)			
1	4.1.2.C	<input type="checkbox"/> Monitoring of equipment including calibration and measurement	135.23(s) 91.1025(r)			
1	4.1.2.D	<input type="checkbox"/> Internal audits (self-audits as required by this Program) and external audits (third-party audits);	135.23(s) 91.1025(r)			
1	4.1.2.E	<input type="checkbox"/> A documented system for collecting and monitoring corrective and preventive action(s)	135.23(s) 91.1025(r)			
1	4.1.2.F	<input type="checkbox"/> The use of appropriate statistical analysis, when required, to measure the effectiveness of the process	135.23(s) 91.1025(r)			
1	4.1.2.G	<input type="checkbox"/> Appropriate training provided to designated employees on the elements of the quality assurance program to include their roles and	135.23(s) 91.1025(r)			
1	4.1.2.H	<input type="checkbox"/> Systems for reporting / collecting from employees’ information relative to quality-related errors occurring in the workplace	135.23(s) 91.1025(r)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	4.1.2.I	<input type="checkbox"/> Defined methods for analyzing process-related errors for root-cause factors that provide input to the corrective action reporting process	135.23(s) 91.1025(r)			
1	4.1.3	The quality systems should include, but not be limited to:	135.23(s) 91.1025(r)			
1	4.1.3.A	<input type="checkbox"/> Basic process control of the elements that make up that section	135.23(s) 91.1025(r)			
1	4.1.3.B	<input type="checkbox"/> Documentation of process control for the elements of that section	135.23(s) 91.1025(r)			
1	4.1.3.C	<input type="checkbox"/> Internal audit system of those elements	135.23(s) 91.1025(r)			
1	4.1.3.D	<input type="checkbox"/> External evaluation of vendors / suppliers associated with those elements	135.23(s) 91.1025(r)			
1	4.1.3.E	<input type="checkbox"/> Measurement of processes for reliability and effectiveness	135.23(s) 91.1025(r)			
1	4.1.3.F	<input type="checkbox"/> Independent audit (third party) of the elements of each section	135.23(s) 91.1025(r)			
1	4.2	INTERNAL EVALUATION PROGRAM				
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	5.71 (a) (3)	
1	4.2.2	The internal evaluation process should 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	5.71 (a) (4)	
1	4.3	EXTERNAL EVALUATION PROGRAM				
1	4.3.1	The Operator should have independent third-party audits conducted in accordance with the requirements of this program.	135.23(s) 91.1025(r)	3.1.4	5.71 (a) (3)	
1	5.0	EMERGENCY / CONTINGENCY MANAGEMENT				
1	5.1	PLANNING				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	5.27	1.4
1	5.1.1.A	<input type="checkbox"/> Major or Catastrophic Accident	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.A. 1	<input type="checkbox"/> Substantial damage to the aircraft, or	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.A .2	<input type="checkbox"/> Serious or fatal injury to one or more persons, or	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.A .3	<input type="checkbox"/> Substantial damage to property	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.B	<input type="checkbox"/> Missing aircraft	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.C	<input type="checkbox"/> Emergency airborne or potentially hazardous situation	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.D	<input type="checkbox"/> Hijacking	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.E	<input type="checkbox"/> Bomb threat/terrorist act	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.F	<input type="checkbox"/> Reportable incidents to the appropriate agency e.g., NTSB	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.G	<input type="checkbox"/> Facility Accident/Incident	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.G .1	<input type="checkbox"/> 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	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.H	<input type="checkbox"/> Aircraft damaged	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.H .1	<input type="checkbox"/> Minor damage on the ground, no loss of life, minor injury to person(s)	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.I	<input type="checkbox"/> Environmental event	135.23(s) 91.1025(r)	1.4	5.27	1.4

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
1	5.1.1.J	<input type="checkbox"/> Health-related event	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.K	<input type="checkbox"/> Employee welfare following a major event	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1.L	<input type="checkbox"/> Business Continuity/Recovery Plan	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.1. M	<input type="checkbox"/> Managing events that occur outside of its country	135.23(s) 91.1025(r)	1.4	5.27	1.4
1	5.1.2	The Emergency Response Plan must be developed as part of the Safety Policy.			5.27	
1	5.1.3	The Emergency Response Plan must be approved by the Accountable Executive.			5.27	
1	5.1.4	The Emergency Response Plan must include the delegation of emergency authority throughout the organization.			5.27(a)	
1	5.1.4 a	The Operator's Emergency Response Plan must clearly identify "proxies" and the assignment and limitations of their authority to perform safety management responsibilities when select individuals are moved from daily into emergency operations.			DCT	
1	5.1.4 b	The identified proxy must understand their defined limitations and authority as documented by the Operator for instances where emergency authority is delegated.			DCT	
1	5.1.5	The Emergency Response Plan must include assignment of employee responsibilities during an emergency.			5.27(b)	
1	5.1.6	The Emergency Response Plan must include coordination of the Operator's emergency response plan with the emergency response plan of other organizations the Operator must interface with during the provision of the Operator's services.			5.27(c)	
1	5.2	PREPARATION			5.27	
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	5.27	

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	5.27	
SECTION 2: FLIGHT OPERATIONS						
2	1.0	FLIGHT OPERATIONS ORGANIZATION AND				
2	1.1	AIR OPERATOR CERTIFICATE (AOC) AND GOVERNMENT SUPERVISION				
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)			
2	1.2	ORGANIZATION STRUCTURE AND RESPONSIBILITIES / GENERAL MANAGEMENT				
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)			
2	1.3	Reserved.				
2	2.0	LINE OPERATIONS				
2	2.1	MANAGEMENT POLICIES AND PROCEDURES				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
2	2.1.1	All policies, instructions, and procedures relevant to the flight crew and the overall operation of the mission shall be described in the appropriate section of the Operations Manual or in other controlled documents.				
2	2.2	FLIGHT / CABIN CREW RESPONSIBILITIES				
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/Cabin Server.	135.23(s) 91.1025(r)			
2	2.3	FLIGHT / CABIN CREW COMPOSITION, QUALIFICATIONS, FLIGHT TIME LIMITATIONS AND				
2	2.3.1	The Operator shall have procedures to maintain Flight and Duty Time and Rest records. These records shall be maintained in accordance with NAA requirements.	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)			
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 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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
			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 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, 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 135.301 – ALL 91.1031 – ALL 91.1053 – ALL 91.1055 – ALL 91.1065 – ALL 91.1069 - ALL			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	Reserved.				
2	2.4	FLIGHT PREPARATION AND PREFLIGHT				
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)			
2	2.5	GROUND HANDLING				
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 ground-handling personnel and procedures, including fueling. A flight crewmember shall ensure that the fuel truck is equipped with the emergency the NAA and is properly grounded.	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)			
2	2.6	AIRSPACE RULES				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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 each flight is to be conducted.	135.23(s) 91.1025(r)			
2	2.7	IN-FLIGHT				
2	2.7.1	The Operator shall provide each crewmember with a NAA-accepted or -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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
			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)			
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)			
2	2.8	NON-NORMAL / ABNORMAL OPERATIONS, HANDLING OF INCIDENTS / ACCIDENTS				
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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
			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)			
2	3.0	FLIGHT CREW TRAINING AND EXAMINATION				
2	3.1	ORGANIZATION STRUCTURE AND MANAGEMENT CONTROL				
2	3.1.1	The Operator and/or NAA-approved training provider shall document all qualified instructors and list the subjects for and aircraft in which they are approved to provide training.	135.23(s) 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)			
2	3.2	INSTRUCTORS, EXAMINERS, LINE CHECK AIRMAN				
2	3.2.1	The Operator and/or NAA-approved training provider shall document that all 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)			
2	3.3	EXAMINATION / CERTIFICATION				

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
2	3.3.1	The Operator shall have a documented procedure to ensure that each crewmember has received and successfully completed the required examinations to ensure qualification.	135.293 – ALL 91.1065 – ALL			
2	3.3.2	The Operator shall have a documented procedure to ensure that each completed the required training and testing 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)			
2	3.4	FACILITIES, TRAINING AIDS AND EQUIPMENT				
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 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)			
2	3.5	GROUND TRAINING SYLLABUS				
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 91.1077 – ALL 91.1097(a)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
2	3.5.2	The Operator shall document in its Internal Evaluation Program its procedures for oversight of a training provider’s ground training program.	135.23(s) 91.1025(r)			
2	3.5.3	The Operator shall have documented procedures to ensure flight crewmembers are trained in the airspace and equipment requirements applicable to their areas of operation.	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)			
2	3.6	SIMULATOR AND / OR AIRPLANE TRAINING				
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 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. 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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	Reserved.				
2	3.6.5	Reserved.				
2	4.0	TECHNICAL OPERATIONS				
2	4.1	AIRPLANE PERFORMANCE				
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 rules under which the flight is being conducted.	135.363 – ALL 135.364 135.165 - 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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
			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)			
2	4.2	NAVIGATION AND FACILITIES				
2	4.2.1	The Operator shall have documented procedures to ensure that an aircraft meets departure, en route and terminal navigation requirements applicable to their operating authority.	135.161(b)(1) 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)			
2	4.3	CERTIFICATION AND EQUIPMENT REQUIREMENTS				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
2	4.3.1	The Operator shall have documented procedures to ensure that all aircraft meet certification and equipment requirements of the applicable NAA rules under 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 135.177 – ALL 135.178 – ALL 135.179 – ALL 135.180 – ALL			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	Reserved.				
2	5.0	INTERNATIONAL OPERATIONS				
2	5.1	DOCUMENTATION				
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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
			91.1025(r) 91.1027(c) 91.1027(c)(1) 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)			
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)			
2	5.2	COMPLIANCE WITH INTERNATIONAL				
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			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS Component Cross Ref.	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021						
ACSF Ref.		Abbreviated Item Description	FAR Ref.			
Section	Para					
2	5.2.5	The Operator shall document its processes and procedures regarding the international transportation of minors.	19 CFR Part 122			
2	5.3	OVERWATER OPERATIONS				
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)			
SECTION 3: OPERATIONAL CONTROL						
3	1.0	ORGANIZATION AND MANAGEMENT				
3	1.1	MANAGEMENT SYSTEMS				
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 these procedures 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 through flight plans, flight following, or flight locating. Individuals exercising operational control shall properly trained.	135.79 – ALL 91.1029 – ALL			
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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021						
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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)			
3	2.0	MANUALS AND DOCUMENTATION				
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			
3	3.0	QUALITY ASSURANCE				
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)			
3	4.0	TRAINING PROGRAMS				
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)			
3	5.0	HIRING – QUALIFICATIONS – LICENSING -				
3	5.0.1	The Operator shall have a documented policy regarding the qualifications of dispatch personnel.	135.23(s) 91.1025(r)			
3	6.0	RECORDS RETENTION				
3	6.0.1	The Operator shall have a procedure for retaining records related to its exercise of operational control.	135.23(s) 91.1025(r)			
SECTION 4: AIRCRAFT MAINTENANCE						
4	1.0	ORGANIZATION AND MANAGEMENT SYSTEM				
4	1.1	MANAGEMENT				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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 the maintenance program 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	<input type="checkbox"/> Have responsibility over the inspection aspects of the maintenance	135.23(a)			
4	1.1.3.B	<input type="checkbox"/> Be listed in the mandatory manuals, or documents according to the NAA requirements	135.23(a)			
4	1.1.3.C	<input type="checkbox"/> Be established at the appropriate organizational level to avoid conflicts of interest	135.23(s) 91.1025(r)			
4	1.1.4	<i>Reserved.</i>				
4	1.2	ORGANIZATION				

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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 maintenance that is outsourced. This system shall ensure contractor and sub-compliance with NAA, the Operator and OEM requirements are met. The control and oversight shall be defined in appropriate company documentation.	135.413(b)(2) 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)			
4	1.3	MAINTENANCE PERSONNEL				
4	1.3.1	All persons with Airworthiness or Return to Service Authority shall be 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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
			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 technicians performing maintenance, preventive maintenance, or alterations are 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)			
4	1.4	INSPECTION PERSONNEL				
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 qualified for the type inspection(s) they perform.	135.429(a) 135.433 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)			
4	2.0	DOCUMENTATION / RECORDS / MANUALS				
4	2.1	GENERAL				
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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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: <input type="checkbox"/> A master list of either MEL or non-MEL deferrals on each aircraft. <input type="checkbox"/> The time limitations of each MEL or non-MEL deferred item. <input type="checkbox"/> A projected repair time for each item. <input type="checkbox"/> Procedures for extending time limits for MEL deferred maintenance. <input type="checkbox"/> Procedures for extending non-MEL deferred items.	135.179 – ALL 91.1115 – ALL			
4	2.2	AIRCRAFT CERTIFICATION DOCUMENTS				
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)			
4	2.3	AIRFRAME / ENGINE / PROPELLER / APPLIANCE RECORDS (LOG BOOKS)				
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 accordance with NAA requirements.	135.439 – ALL 91.1113 91.1439 – ALL			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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. These records shall include maintaining AFM supplements for STC-added equipment.	135.439 – ALL 91.1113 91.1439 – ALL			
4	2.3.3	<i>Reserved.</i>				
4	2.4	MANUFACTURERS MAINTENANCE MANUALS				
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)			
4	3.0	MATERIALS, HOUSING, AND FACILITIES				
4	3.1	MATERIALS MANAGEMENT				
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	<input type="checkbox"/> Audits and an approval process for all suppliers of parts and materials to insure parts and materials meet NAA airworthy standards as required.	135.23(s) 91.1025(r)			
4	3.1.1.B	<input type="checkbox"/> Receiving inspection insuring proper receipt of part/material/service ordered and compliant with NAA airworthiness standards.	135.23(s) 91.1025(r)			
4	3.1.1.C	<input type="checkbox"/> Proper traceability acceptable, to the state NAA requirements, maintained on all parts.	135.23(s) 91.1025(r)			
4	3.1.1.D	<input type="checkbox"/> 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.	135.23(s) 91.1025(r)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
4	3.1.1.E	<input type="checkbox"/> 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.	135.23(s) 91.1025(r)			
4	3.1.1.F	<input type="checkbox"/> 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.	135.23(s) 91.1025(r)			
4	3.1.1.G	<input type="checkbox"/> Proper tagging and or certifications to identify serviceable parts, materials, repairable parts, rejected parts and materials, and parts removed from an aircraft.	135.23(s) 91.1025(r)			
4	3.1.1.H	<input type="checkbox"/> Procedures for handling, quarantine, destruction, and disposal of rejected parts and materials in accordance with applicable NAA requirements.	135.23(s) 91.1025(r)			
4	3.1.1.I	<input type="checkbox"/> Proper shipping and packaging of aircraft parts and materials to preclude damage from shipping.	135.23(s) 91.1025(r)			
4	3.2	DANGEROUS GOODS / HAZARDOUS MATERIALS				
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			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021						
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
4	3.2.2.A	<input type="checkbox"/> Dangerous Goods / Hazardous Materials recognition, handling, and safety for all employees who do, or may come in contact with Dangerous Goods / Hazardous Materials.	135.503 – ALL 135.505 – ALL 91.1085			
4	3.2.2.B	<input type="checkbox"/> Training for all maintenance, parts, and ground support personnel for Air Carriers “Will Transport / Will Not Transport” Dangerous Goods/Hazardous Material policy.	135.503 – ALL 135.505 – ALL			
4	3.2.3	The Operator shall ensure the availability of Safety Data Sheets (SDS) to all personnel and shall provide the related safety equipment for handling those materials.	135.23(s) 91.1025(r)			
4	3.3	FACILITIES AND EQUIPMENT				
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)			
4	4.0	MAINTENANCE PROGRAMS				
4	4.0.1	The operator shall have a documented maintenance and inspection program for type of aircraft that meets the minimum requirements of the NAA, and shall be accepted or approved by the NAA.	135.419 – ALL 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 NAA, for any aircraft it operates that is type-certificated for ten or more Any required auditors, to include vendor-assigned auditors, shall be trained in accordance with the processes and procedures in the Operator’s analysis and training program.	135.431(a) 135.431(b) 135.431(c) 91.1431(a) 91.1431(b) 91.1431(c)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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)			
4	5.0	TRAINING PROGRAMS				
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			
SECTION 5: CABIN OPERATIONS						
5	1.0	ORGANIZATION AND MANAGEMENT				
5	1.0.1	The Operator shall have documented policies and procedures regarding the 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, limitations and authority of cabin personnel 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)			
5	2.0	MANUALS AND DOCUMENTATION				
5	2.0.1	The Operator shall have documented policies and procedures regarding the duties, responsibilities, limitations, and other requirements for cabin personnel.	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			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
5	3.0	TRAINING PROGRAMS				
5	3.0.1	The Operator shall have a documented training program for its cabin including medical and security personnel. This training shall be appropriate to the specific aircraft type and duty assignment of these personnel and shall include operational, safety and security procedures.	135.23(s) 91.1025(r)			
5	3.0.2	Reserved.				
5	3.0.3	Pilots and cabin personnel must have completed training on the safe handling and storage of food.	135.23(s) 91.1025(r)			
5	3.0.4	Pilots and cabin personnel must have completed training on the use of any available medical equipment carried or installed in the aircraft, including the administration of CPR and first aid.	135.23(s) 91.1025(r)			
5	3.0.5	Reserved.				
5	3.0.6	Reserved.				
5	4.0	FLIGHT ATTENDANTS				
5	4.0.1	The Operator shall use qualified flight attendants when required by the 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			
5	5.0	CABIN SERVERS				
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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS Component Cross Ref.	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021		ACSF Ref.				
Section	Para	Abbreviated Item Description	FAR Ref.			
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)			
5	6.0	MEDICAL PERSONNEL				
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 crewmembers, when transported in the absence of other passengers, are appropriately documented as either passengers or crew in accordance with the regulations.	135.23(s) 91.1025(r)			
5	7.0	SECURITY PERSONNEL				
5	7.0.1	The Operator shall use fully trained and qualified security personnel, including Armed Security Officers, when required by the State authority.	135.23(s) 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)			
5	8.0	OTHER SAFETY REPRESENTATIVES				
5	8.0.1	When other safety representatives are used or are required by the aircraft 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)			
5	9.0	USE OF JUMP SEATS				
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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS Component Cross Ref.	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021		ACSF Ref.				
Section	Para	Abbreviated Item Description	FAR Ref.			
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)			
SECTION 6: AIRCRAFT GROUND HANDLING & SERVICING						
6	1.0	ORGANIZATION AND MANAGEMENT				
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)			
6	2.0	MANUALS AND DOCUMENTATION				
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)			
6	3.0	TRAINING PROGRAMS				
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 the release of dangerous goods.	135.503 – ALL 135.505 – ALL 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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021						
ACSF Ref.		Abbreviated Item Description	FAR Ref.			
Section	Para					
6	3.0.2.A	<input type="checkbox"/> Ergonomics, specifically baggage and cargo handling proper lifting techniques	135.23(s) 91.1025(r)			
6	3.0.2.B	<input type="checkbox"/> Proper use of personal protective equipment	135.23(s) 91.1025(r)			
6	3.0.2.C	<input type="checkbox"/> Aircraft and ground vehicle fueling and servicing	135.23(s) 91.1025(r)			
6	3.0.2.D	<input type="checkbox"/> The operation of all ground vehicles relevant to ground handling	135.23(s) 91.1025(r)			
6	3.0.2.E	<input type="checkbox"/> The regulations, policies and procedures of the specific airports of operation	135.23(s) 91.1025(r)			
6	3.0.2.F	<input type="checkbox"/> Aircraft ground handling and servicing:	135.23(s) 91.1025(r)			
6	3.0.2.F.1	○ Directing movement of aircraft	135.23(s), 91.1025(r)			
6	3.0.2.F.2	○ Parking aircraft	135.23(s) 91.1025(r)			
6	3.0.2.F.3	○ Aircraft ground power, engine and propeller operation	135.23(s) 91.1025(r)			
6	3.0.2.F.4	○ Tie down of aircraft	135.23(s) 91.1025(r)			
6	3.0.2.F.5	○ Taxiing of aircraft	135.23(s) 91.1025(r)			
6	3.0.2.F.6	○ Servicing of oxygen systems	135.23(s) 91.1025(r)			
6	3.0.2.F.7	○ Debris hazards at the airport	135.23(s) 91.1025(r)			
6	3.0.2.F.8	○ Ground vehicle operation on airports	135.23(s) 91.1025(r)			
6	3.0.2.F.9	○ Ground operations in conditions conducive to aircraft icing	135.23(s) 91.1025(r)			
6	3.0.2.F.10	○ Ground operations in conditions conducive to aircraft icing	135.23(s) 91.1025(r)			
6	3.0.2.F.11	○ Painting, marking, and lighting of vehicles used in support of aircraft operations on an airport	135.23(s) 91.1025(r)			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
6	4.0	GROUND HANDLING VENDORS — AWAY FROM				
6	4.1	ORGANIZATION MANAGEMENT				
6	4.1.1	The Operator shall have policies and procedures to ensure that vendor personnel have the appropriate qualifications, authority and responsibility to perform ground handling.	135.23(s) 91.1025(r)			
6	4.2	AUDIT AND QUALITY ASSURANCE				
6	4.2.1	The Operator shall have documented processes and procedures for auditing, tracking and trending of ground handling vendors, and to ensure quality control of goods and services provided by ground handling vendors.	135.23(s) 91.1025(r)			
6	4.2.2	The Operator shall have documented processes and procedures to ensure that a ground handling vendor employs proper maintenance and servicing techniques / intervals for all ground servicing equipment.	135.23(s) 91.1025(r)			
6	4.2.3	<i>Reserved.</i>				
6	4.2.4	<i>Reserved.</i>				
6	4.3	Management of Ground Handling Vendors				
6	4.3.1	The Operator shall have documented policies, procedures and a method for oversight of ground handling vendors.	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)			
6	4.4	SAFETY PROGRAMS AND RISK CONTROL				
6	4.4.1	The Operator shall have documented policies, procedures and controls related to safety for ground handling vendors that includes acknowledgement and signature of relevant polices and procedures.	135.23(s) 91.1025(r)			
6	5.0	PROGRAMS				
6	5.1	PARKING OF AIRCRAFT				
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)			
6	5.2	TOWING OF AIRCRAFT				
6	5.2.1	The Operator shall have documented policies and procedures regarding towing of aircraft.	135.23(s) 91.1025(r)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021						
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
6	5.3	TAXIING OF AIRCRAFT				
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)			
6	5.4	FUELING AND SERVICING OF AIRCRAFT				
6	5.4.1	The Operator shall have documented policies and procedures regarding the fueling and servicing of aircraft, including procedures to ensure the fueler's quality control program meets industry standards.	135.23(s) 91.1025(r)			
6	5.5	DIRECTING MOVEMENT OF AIRCRAFT				
6	5.5.1	The Operator shall have documented policies and procedures for marshalling and direction of aircraft movement.	135.23(s) 91.1025(r)			
6	5.6	BAGGAGE LOADING				
6	5.6.1	The Operator shall have documented policies and procedures regarding weighing and loading aircraft baggage.	135.23(b) 91.1025(a)			
6	5.7	QUALITY ASSURANCE				
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)			
6	5.8	AIRCRAFT DE-ICING AND ANTI-ICING				
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)			
SECTION 7: CARGO OPERATIONS						
7	1.0	ORGANIZATION AND MANAGEMENT				
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)			
7	2.0	LOADING CARGO				
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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021						
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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 manifests as required by the NAA.	135.63(c) – ALL 135.63(d) 91.1027(c) – ALL 91.1027(d)			
7	3.0	MANUALS AND DOCUMENTATION				
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)			
7	4.0	TRAINING PROGRAMS				
7	4.0.1	The Operator shall have a documented, current initial and recurrent training 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 / <u>carrving</u> 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)			
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)			
SECTION 8: OPERATIONAL SECURITY						
8	1.1	ORGANIZATION AND MANAGEMENT				

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
8	1.1.1	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			
8	1.2	MANAGEMENT				
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			
8	2.0	MANUALS AND DOCUMENTATION				
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			
8	3.0	QUALITY ASSURANCE				
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			
8	4.0	TRAINING PROGRAMS				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	<input type="checkbox"/> Facility security	135.125			
8	4.0.1.B	<input type="checkbox"/> Aircraft security	135.125			
8	4.0.1.C	<input type="checkbox"/> Client/customer confidentiality	135.125			
8	4.0.1.D	<input type="checkbox"/> Workplace violence	135.125			
8	4.0.2	<i>Reserved.</i>				
8	5.0	CONTRACT SERVICES				
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	5.0.2	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			
8	6.0	ACCESS CONTROL				
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.				
8	7.0	AIRCRAFT				
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			
8	8.0	CARRIAGE OF PROHIBITED ITEMS				
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			

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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	<input type="checkbox"/> Ensure that all passenger firearms are unloaded and properly secured so as not to be used as a weapon onboard the aircraft	135.125			
8	8.0.3.B	<input type="checkbox"/> 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	135.125			
8	8.0.4	Reserved.				
8	9.0	PASSENGERS AND CABIN BAGGAGE				
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			
8	10.0	SECURITY REQUIREMENTS				
8	10.0.1	The Operator shall have a documented Security Program. This Security Program shall include all State regulatory elements.	135.125			
8	10.0.2	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			
8	11.0	DRUG AND ALCOHOL SCREENING				
8	11.0.1	The operator shall have an Anti-drug and Alcohol Misuse Education and Prevention Program for all employees.	135.23(s) 91.1047 – ALL			
8	11.0.2	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	11.0.3	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			
8	12.0	EMPLOYEE BACKGROUND CHECKS				

Appendix B: Operator Standards — Regulatory Cross Reference Index Revision 7 - April 2021				AC120-92B Appendix 1 SMS	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
ACSF Ref.		Abbreviated Item Description	FAR Ref.	Component Cross Ref.		
Section	Para					
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			
8	13.0	FACILITY SECURITY				
8	13.0.1	The Operator shall have documented processes and procedures to maintain security of its facilities and property.	135.125			
8	14.0	PASSENGER CONFIDENTIALITY				
8	14.0.1	The Operator shall have documented policies and procedures regarding passenger and customer confidentiality.	135.125			
SECTION 9: PASSENGER HANDLING & SAFETY						
9	1.0	CUSTOMER TRIP COORDINATION / CUSTOMER INTERACTION				
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	<input type="checkbox"/> Duty time	135.23(s) 91.1025(r)			
9	1.0.1.B	<input type="checkbox"/> Baggage constraints	135.23(s) 91.1025(r)			
9	1.0.1.C	<input type="checkbox"/> Airport limitations	135.23(s) 91.1025(r)			
9	1.0.1.D	<input type="checkbox"/> Aircraft capabilities, and	135.23(s) 91.1025(r)			
9	1.0.1.E	<input type="checkbox"/> Weather consideration	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)			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS Component Cross Ref.	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021						
ACSF Ref.		Abbreviated Item Description	FAR Ref.			
Section	Para					
9	2.0	PASSENGER LOADING / UNLOADING				
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	Reserved.				
9	3.0	IN-FLIGHT				
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			
SECTION 10: DANGEROUS GOODS / HAZARDOUS MATERIALS – WILL CARRY OPERATOR						
10	1.0	ORGANIZATION AND MANAGEMENT				
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)			
10	2.0	INSPECTING AND LOADING CARGO				
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			

Appendix B: Operator Standards — Regulatory Cross Reference Index				AC120-92B Appendix 1 SMS Component Cross Ref.	FAR Part 5 Cross Ref.	ICAO Annex 19 App. 2
Revision 7 - April 2021						
ACSF Ref.		Abbreviated Item Description	FAR Ref.			
Section	Para					
10	2.0.4	The Operator shall have a documented audit process for contract cargo handling and loading when utilized.	135.23(s)			
10	3.0	HAZARDOUS MATERIALS				
10	3.0.1	The Operator shall hold the appropriate NAA authorization regarding its will-carry status.	119.49(a)(13)			
10	4.0	MANUALS AND DOCUMENTATION				
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)			
10	5.0	TRAINING PROGRAMS				
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			