

Civil Aviation Directives: 02-02
(Issue: 01)

Date of issue: 1st June 2024

Subject: Air Cargo including Dangerous Goods Safety Management

Applicability: This Directive is applicable to all entities that accept, handle, store and carry dangerous goods on aircraft entering and leaving a port within the Sultanate of Oman, and inclusive of all aircraft transiting the Oman FIR.

Effective Date: This Directive is effective from 1st July 2024.

Requirement and compliance timeline: All references are applicable from the effective date, except specific references 8.1, 8.2 and 12.1 are effective from 31st December 2024.

Remark: For any question concerning the technical content of this Directive, please contact the Flight Safety Department, Ground Operations and Dangerous Goods Section.

Reference Document: CAR-92 - Civil Aviation Regulation - Dangerous Goods

Note: Contents of this CAD will be incorporated in the next amendment of CAR 92.



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CAD 2-02

Air Cargo including Dangerous Goods Safety Management

Effective: 1st July 2024

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1. Background

During the oversight activities conducted during the last two years 2022-2023, a few findings and observations were recorded concerning handling of Dangerous Goods shipments. Additionally, during the same period, a few reports were also received from the relevant entities.

Through the Safety Oversight Program and reports received, it was identified that there were delays pertaining to the collection of shipments by the consignee, which results in risk and non-compliance to Oman variations stipulated in the regulation.

2. Applicability

2.1. This CAD prescribes the requirements applicable to:

- (i). The acceptance, handling, storage and carriage of dangerous goods on aircraft entering and leaving a port within the Sultanate of Oman and inclusive of all aircraft transiting the Oman FIR.
- (ii). This CAD and any other Addenda, or Acceptable Means of Compliance published shall be complied with by all of the following:
 - (a) Oman operators;
 - (b) Foreign operators;
 - (c) Crew-members;
 - (d) Passenger handling staff and Travel Agents;
 - (e) Designated Postal operators;
 - (f) Ground Handling agents;
 - (g) Shippers, Freight forwarders (including those who are involved in processing of cargo and mail other than dangerous goods), Warehouse personnel;
 - (h) Courier companies;
 - (i) Security screeners; and
 - (j) Airport operators.

3. Effective date

This Civil Aviation Directive shall be effective from 1st July 2024.

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4. Reference document

- (i). ICAO Technical Instructions- The Safe Transport of Dangerous Goods by Air – Doc 9284 (as amended).
- (ii). The Sultanate of Oman Law Article 27.
- (iii). CAR 92 (as amended).
- (iv). CAR-OPS 1, 2 and 3, Subpart R (as amended)

5. Requirement and Compliance Timeline

5.1. Section A - Introduction and Scope

5.2. Short title, extent and application

These directives shall be referred to as the “Civil Aviation Directives (CAD)” and applicable to all entities referred to in para 2.1.

5.3. The purpose of this Civil Aviation Directives is:

- (i). to support CAA on its efforts to prevent recurrence of Dangerous Goods occurrences and reducing the risk of hidden, mis-declared and undeclared Dangerous Goods;
- (ii). to mandate all entities to ensure accurate declaration of cargo and in particular Dangerous Goods;
- (iii). to support CAA to improve its overall control on air transportation of cargo and Dangerous Goods through continuous oversight and occurrences investigation to safeguard Civil Aviation operations in Oman against willful misconduct.

5.4. Dangerous Goods and Cargo continuous monitoring program

- (i). Entities shall ensure that Oman variations are in full compliance when requesting for an approval to export or import Dangerous Goods to, from, through or over the Territory of the Sultanate of Oman;
- (ii). Emphasizing on the documentation and implementation of the radiation protection program by all involved entities.
- (iii). Strengthen the oversight activities in the cargo operations stream;

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6. Editing practices used in this Civil Aviation Directive:

- (i). **'Shall'** is used to indicate a mandatory requirement and may appear in CARs.
- (ii). **'Should'** is used to indicate a recommendation.
- (iii). **'May'** is used to indicate discretion by the Authority, or the industry as appropriate.
- (iv). **'Will'** indicates a mandatory requirement and is used to advise of action incumbent on the Authority.

7. Terminology(s) (Definitions and Acronyms)

'All entities' mean any person, air operators, aerodrome operators, ground handling agents, shippers, freight forwarders, Cargo Agents, training providers and packaging suppliers involved in the transport of dangerous goods by air within the Sultanate of Oman.

'Approval' means an authorization issued by the Competent Authority as defined in these Regulations.

'Cargo' is any property carried on an aircraft other than mail and accompanied or mishandled baggage.

'COMAT' means Operator material carried on an operator's aircraft for the operator's own purposes.

'Competent Authority' means the Public Authority for Civil Aviation (CAA) designated by the Civil Aviation Law (as amended) to be responsible for the supervision and development of the national civil aviation affairs within the Sultanate of Oman.

'Consignee' means any person, organization or government, which is entitled to take delivery of consignments.

'Consignment' means one or more packages of dangerous goods accepted by an operator from one shipper at one time and at one address meant for one consignee.

'Dangerous goods' mean articles or substances which are capable of posing a hazard to health, safety, property or the environment and which are shown in the list of dangerous goods as prescribed in ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air and the IATA Dangerous Goods Regulations.

'Dangerous goods accident' means an occurrence associated with and related to the transport of dangerous goods by air which results in fatal or serious injury to a person or major property damage.

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'Dangerous Goods incident' means an occurrence other than a dangerous goods accident associated with and related to the transport of dangerous goods by air, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardize the aircraft or its occupants is also deemed to be a dangerous goods incident.

'Dangerous Goods Regulations (DGR)' mean the current edition of the document published annually by the International Air Transport Association (IATA).

'Designated postal operator' means any governmental or non-governmental entity officially designated by a Universal Postal Union (UPU) member country to operate postal services and to fulfil the related obligations arising from the acts of the UPU Convention on its territory.

'Exception' means a provision in these Regulations, which excludes a specific item of dangerous goods from the requirements normally applicable to that item.

'Exemption' means an authorization issued by the Competent Authority providing relief from the provisions of these Regulations.

'Flight crew' means a licensed crew member charged with duties essential to the operations of an aircraft during a flight duty period.

'Freight Forwarder' means a person or an organization who offers service of arranging the transport of cargo by air.

'Ground Handling Agent' means an agency, which performs on behalf of the operator some or all of the operator's functions including receiving, loading, unloading, transferring, or other processing of passengers or cargo.

'Mail' means dispatches of correspondence and other items tendered by, and intended for delivery to, postal services in accordance with the rules of the Universal Postal Union (UPU).

'Mis-declared' means dangerous goods offered for transport by air where:

(a) they are incorrectly described on the Shipper's Declaration, such that had they been correctly described, they would not have been acceptable for carriage; or

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(b) They are found after acceptance check has been completed and do not comply with the Regulations.

'Operator' means a person, organization or enterprise engaged in or offering to engage in an aircraft operation.

'Shipment' means the specific movement of a consignment from origin to destination.

'Shipper' means the person who signs the contract of carriage with operator for the carriage of goods.

'State of Destination' means the State in the territory of which the consignment is finally to be unloaded from an aircraft.

'State of Origin' means the country in the territory of which the cargo was first loaded on an aircraft.

'State of the Operator' means the State in which the operator's principal place of business is located or, if there is no such place of business, the operator's permanent residence.

'Suspension' means temporary postponement of the Entity Dangerous Goods Certification.

'These Regulations' mean all of the requirements of the current ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air (Doc 9284-AN/905 as amended), IATA Dangerous Goods Regulations and as stated in CAR-92 (as amended).

'Technical Instructions' mean the current edition of the document published by the International Civil Aviation Organization and entitled the "Technical Instructions for the Safe Transport of Dangerous Goods by Air" (reference number: Doc 9284-AN/905).

8. Section B - General Directives

8.1. Effective 31st December 2024, Air Operators shall issue Air Waybill stock only to CAA Dangerous Goods certified entities. This shall include Freight forwarders and cargo agents who are involved in processing of cargo and mail other than dangerous goods.

8.2. Effective 31st December 2024, all General Cargo including Dangerous Goods identified as "not restricted" in the air waybill, shall be offered for air transport only by a CAA Dangerous Goods Certified entity. The list of certified freight forwarders shall be maintained by the Cargo acceptance entity Oman SATS in coordination with the CAA Flight Safety Department.

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Note: In the event of a Non-CAA certified DG Freight Forwarder/Cargo Agent attends to offer general cargo, there must be a valid contractual agreement between these entities and a CAA certified Freight Forwarder stating the agreed roles and responsibilities of both parties.

- 8.3.** The Handling Information box of the Air Waybill shall bear the certificate number issued to the certified entity by the CAA.
- 8.4.** All National Air Operators shall strengthen and reinforce the auditing system affecting all ground handling service providers subcontracted.
- 8.5.** As part of the Management of External interfaces, all Omani Air operators shall strengthen the SMS implementation in cargo operations including Dangerous Goods area in consideration of the subcontracted ground handling service provider(s).
- 8.6.** The Non-Compliance to the applicable requirements to transport Dangerous Goods is subject to sanctions and penalties specified in the Sultanate of Oman Civil Aviation law, Royal Decree No. 76/2019 (available in the CAA website), – Articles 62, 63 and 68. Entities must be compliant with all restrictions and conditions mentioned in the approval, certificate granted as per this Civil Aviation Directive. A non-compliance to the aforementioned is an offence to these Regulations.
- 8.7.** All national Air operators are required during the upcoming oversight cycle to strength and reinforce the auditing and inspections activities to the outstation subcontracted ground handling service provider in the cargo including Dangerous Goods and ground operations streams with providing to the CAA the system to be deployed to address the aforementioned by 1st May 2024.
- 8.8.** The certification requirements stated in CAR 92. 455 applies for the Freight Forwarder and Cargo Agent.

9. Section C – Directives on Arms, Ammunitions, Explosives and Radioactive Material

- 9.1.** In accordance with DGR State Variation OMG 4, Ammunitions, Class 1 explosives (exclude division 1.4S and empty Arms) shall be collected as soon as possible and not more than 6 hours and Class 7 radioactive material shall be collected as soon as possible and not more than 12 hours from the time of arrival of flight. Initiation of prior arrangements shall be the responsibility of the concerned entity(ies) and to ensure compliance with regard to the escort with Royal Oman Police.

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9.2. The carriage of arms, ammunitions, explosives and all other Class 1 Dangerous Goods shall be in strict compliance with CAR 92, ICAO Technical Instructions Doc 9284, Supplement to Technical Instructions and as per the Oman variations as amended.

9.3. The storage of Class 1 shipments at Oman airports and freight forwarders/cargo agent's warehouse is strictly prohibited.

9.4. All entities shall arrange escort with appropriate competent authority(ies) within the reasonable timeframe in order to prevent any non-compliance in the storage of explosives.

10. Section D – Directives on Dangerous Goods (other than Arms, Ammunitions, Explosives and Radioactive Material)

10.1. All Classes of Dangerous Goods other than Arms, Ammunitions, Class 1 explosives and Class 7 radioactive material, must be collected as soon as possible from the time of arrival of flight and not more than 7 days from the time of arrival of the flight. In order to avoid any delay in collection of the Dangerous Goods and to ensure smooth and timely delivery, consignee must arrange to take necessary pre-arrival clearance in advance from all relevant authorities.

11. Section E – General Directives

11.1. Effective 1st May 2024, all entities shall document and implement an accurate tracking system to follow up the status of the shipment.

11.2. Effective 1st May 2024, cargo imports section shall set up and implement a system to alert the consignee/airlines as a minimum of two days before the end of the 7 days stated in the DGR State Variation OMG-07.

11.3. The operator shall be responsible to coordinate with the shipper to return any unclaimed Dangerous Goods shipment(s) to the State of Origin without any delay.

11.4. The shipper of Dangerous Goods must provide a written undertaking to re-ship the consignment at the shipper's cost and risk enforcement action if the shipment is not cleared and received by the consignee within the timeframe mentioned in 9.1 and 10.1.

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11.5. Re-shipment of undelivered Dangerous Goods from Oman shall be carried out by the operator/ground handling agent or CAA approved freight forwarder(s) *within 3 days from the time the shipment was not picked up in the given timeframe in paras 9.1 and 10.1*, as applicable, in full compliance with these Regulations and CAR 92 (as amended).

12. Section F – Directives related to the processing of General Cargo, Lithium Batteries and Portable Electronic Devices containing batteries.

12.1. Effective 31st December 2024, all General Cargo including Dangerous Goods identified as “not restricted” in the air way bill, shall be offered for air transport only by a CAA Dangerous Goods Certified entity. The list of certified freight forwarders shall be maintained and updated by the Cargo acceptance entity Oman SATS in coordination with the CAA Flight Safety Department.

12.2. Lithium batteries including when contained in or packed with equipment must be kept away from extended exposure to inclement weather, which includes but not limited to direct sunlight, excessive heat and humidity during acceptance, storage, handling and loading.

12.3. Reference to ICAO Technical Instructions Part 8, Chapter 1 Portable electronic devices containing batteries should be carried as carry-on baggage.

12.4. No person or entity shall accept portable electronic devices containing batteries in checked baggage. However, if carried as checked baggage: (ICAO T.I. Table 8-1)

- (i). measures must be taken to prevent unintentional activation and to protect the devices from damage; and
- (ii). the devices must be completely switched off (not in sleep or hibernation mode) if the batteries exceed:
- (iii). for lithium metal batteries, a lithium content of 0.3 grams; or
- (iv). for lithium ion batteries, a Watt-hour rating of 2.7 Wh.

12.5. Electronic devices, such as electronic flight bags, personal entertainment devices, and credit card readers, containing lithium metal or lithium ion cells or batteries and spare lithium batteries for such devices carried aboard an aircraft by the operator for use on the aircraft during the

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flight or series of flights, provided that the batteries meet the provisions of ICAO Technical Instructions Table 8-1, Item 1), Provisions for Dangerous Goods carried by Passengers or crew.

- 12.6.** Spare lithium batteries must be individually protected so as to prevent short circuits when not in use. Conditions for the carriage and use of these electronic devices and for the carriage of spare batteries must be provided in the operations manual and/or other appropriate manuals as will enable flight crew, cabin crew and other employees to carry out the functions for which they are responsible.

13. Section G - Exceptions for Dangerous Goods of the operator

The provisions of these Instructions do not apply to the Referenced in CAR 92.120 (4) and CAR OPS – See AC OPS and IEM OPS-1.1260 and the ICAO Technical Instructions PART 1 Chapter 2 ;2.2 and IATA DGR 2.5 (as amended).

14. Section H - Radiation Protection Programme

- 14.1.** This applies to the transport of radioactive material by air, including transport that is incidental to the use of the radioactive material. Transport comprises all operations and conditions associated with and involved in the movement of radioactive material; these include the design, manufacture, maintenance and repair of packaging, and the preparation, consigning, loading, carriage including in-transit storage, unloading and receipt at the final destination of the radioactive material and packages. ICAO T.I. 1-6-1, a graded approach is applied to the performance standards in these Instructions that are characterized by three general severity levels:

- (i). routine conditions of transport (incident free);
- (ii). normal conditions of transport (minor mishaps); and
- (iii). accident conditions of transport.

- 14.2.** These directives do not apply to any of the following:

- (i). Radioactive material implanted or incorporated into a person or live animal for diagnosis or treatment;
- (ii). Radioactive material in or on a person who is to be transported for medical treatment because the person has been subject to accidental or deliberate intake of or

contamination from radioactive material, taking into account the necessary radiological protection measures with respect to other passengers and crew, subject to approval by the operator;

- 14.3.** The transport of radioactive material must be subject to a radiation protection programme, which must consist of systematic arrangements aimed at providing adequate consideration of radiation protection measures.
- 14.4.** Doses to persons must be below the relevant dose limits. Protection and safety must be optimized in order that the magnitude of individual doses, the number of persons exposed and the likelihood of incurring exposure must be kept as low as reasonably achievable, economic and social factors being taken into account, within the restriction that the doses to individuals are subject to dose constraints. A structured and systematic approach must be adopted and must include consideration of the interfaces between transport and other activities.
- 14.5.** The nature and extent of the measures to be employed in the programme must be related to the magnitude and likelihood of radiation exposure. The programme must incorporate the requirements documented in this chapter 9 and Programme documents must be available, on request, for inspection by the relevant competent authority.
- 14.6.** For occupational exposure arising from transport activities, where it is assessed that the effective dose either:
- (i). is likely to be between 1 and 6 mSv in a year, a dose assessment programme via workplace monitoring or individual monitoring must be conducted; or
 - (ii). is likely to exceed 6 mSv in a year, individual monitoring must be conducted.
- 14.7.** When workplace monitoring or individual monitoring is conducted, appropriate records must be kept.

Note: For occupational exposure arising from transport activities, where it is assessed that the effective dose is most unlikely to exceed 1 mSv in a year, no special work patterns, detailed monitoring, dose assessment programmes or individual record-keeping need be required.

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14.8. In the event of a nuclear or radiological emergency during the transport of radioactive material, provisions, as established by relevant national such as the environmental and health authority and/or international organizations, must be observed to protect people, property and the environment. This includes arrangements for preparedness and response established in accordance with the national and/or international requirements and in a consistent and coordinated manner with the national and/or international emergency arrangements.

14.9. The arrangements for preparedness and response must be based on the graded approach and take into consideration the identified hazards and their potential consequences, including the formation of other dangerous substances that may result from the reaction between the contents of a consignment and the environment in the event of a nuclear or radiological emergency.

Note: Guidance for the establishment of such arrangements is contained in Preparedness and Response for a Nuclear or Radiological Emergency, IAEA Safety Standards Series No. GSR Part 7, IAEA, Vienna (2015); Criteria for Use in Preparedness and Response for a Nuclear or Radiological Emergency, IAEA Safety Standards Series No. GSG-2, IAEA, Vienna (2011); Arrangements for Preparedness for a Nuclear or Radiological Emergency, IAEA Safety Standards Series No. GS-G-2.1, IAEA, Vienna (2007), and Arrangements for the Termination of a Nuclear or Radiological Emergency, IAEA Safety Standards Series No. GSG-11, IAEA, Vienna (2018).

14.10. Personnel must be appropriately trained in the radiation hazards involved and the precautions to be observed in order to ensure restriction of their exposure and that of other persons who might be affected by their actions.

14.11. The radiation exposure of transport and storage personnel must be so controlled that none of them are likely to receive a radiation dose in excess of that permitted for members of the public. In special cases, arrangements may be made with the competent authority for radiological control to have such personnel classified as radiation workers and to comply with the necessary provisions.

14.12. All relevant transport and storage personnel must receive such instructions as are necessary concerning the hazards involved and the precautions to be observed.

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14.13. Special considerations shall be taken by all entities and personnel involved in the transport of radioactive material with reference to Resolution no. 79/2023, The Regulation of Radiation Protection, dated 25th June 2023. However, the most restrictive Regulation shall be applicable.

14.14. Paragraphs from 14.1 to 14.14 of this section, shall be documented in the appropriate documents by all concerned entities. All amendments shall be submitted to CAA for approval no later than 1st May 2024.

15. Section I - Non-Compliance

In the event of non-compliance with any limit in these Instructions applicable to dose rate or contamination:

- (i). The shipper, freight forwarder consignee, operator and any organization involved during transport, who may be affected, as appropriate, must be informed of the non-compliance:
 - (a). By the operator if the non-compliance is identified during transport; or
 - (b). By the consignee if the non-compliance is identified at receipt;
- (ii). The shipper, operator or consignee, as appropriate, must:
 - (a). take immediate steps to mitigate the consequences of the non-compliance;
 - (b). investigate the non-compliance and its causes, circumstances and consequences;
 - (c). take appropriate action to remedy the causes and circumstances that led to the non-compliance and to prevent a recurrence of causes and circumstances similar to those that led to the non-compliance;
 - (d). Communicate to the relevant competent authority(ies) the causes of the non-compliance and the corrective or preventative actions taken or to be taken;
 - (e). The communication of the non-compliance to the shipper and relevant competent authority(ies), respectively, must be made as soon as practicable and it must be immediate utilising the quickest manner, whenever an emergency exposure situation has developed or is developing.



16. Section J - Monitoring program

Refer: CAR 92.520 Regulatory Action Chart

The criteria for Inclusion into the schedule, outlines the criteria which shall be applied for the decision-making process on those entities that have been identified during the conduct of Dangerous Goods occurrence investigation or oversight activities, whereby, official action is required for the purpose of inclusion into the CAA Cargo and Dangerous Goods monitoring program. At the discretion of CAA and subject to severity of the Dangerous Goods occurrence and non-compliance including Oman state variations and safety circulars the CAA may not follow the sequence of level of actions stated in the safety action matrix herein, wherefore, may directly issue a warning or include the concerned entity into the CAA reinforced Dangerous Goods and Cargo surveillance; or may decide to take other actions as per CAR 92 and CAR 12 (as amended).

Upon completion of the Dangerous Goods occurrence investigation, oversight activities the concerned entity;

- (i). shall receive Official Notification of Non-Compliance with CAA Civil Aviation Regulations, addressed to the Dangerous Goods Post holder of the concerned Entity.
- (ii). shall acknowledge receipt of the CAA Official Notification of Non-Compliance with CAA Civil Aviation Regulations by means of official letter endorsed by the Dangerous Goods Post holder or in case of absence his deputy.

17. Section K - Corrective and Preventive Action (CAPA)

Entities subject to cargo oversight activities shall without delay submit their CAPA to CAA considering the following;

- (i). using the entity's letterhead.
- (ii). the CAPA details the sequence of events, addresses the seriousness of the occurrence, implementable and includes a method or a process for implementation and compliance monitoring within a specified timeframe. The below mentioned parameters must be adhered to:

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For each action mentioned in the CAP the following steps must be reflected:

- (a). Review, Amend, Approve and Implement the updated procedure or manual.
 - (b). The designated entity/department to undertake the action
 - (c). Realistic deadline for implementation as per the table
 - (d). Progress of achievement to be monitored
 - (e). Evidence to be provided
 - (f). Status of the action
 - (g). Monitoring the efficiency of the action taken by means of spot check, supervision, oversight, audit, inspection...etc.
- (iii). the CAPA is submitted as per the CAA system provided to the entities subject to audit.
- (iv). a Senior Manager of the entity endorses the CAPA.

Delay in submitting the Corrective and Preventive Action may result in legal adverse consequences.

18. Conclusion

All entities in Oman are required to review and apply the necessary amendments to their current relevant process and procedures to safeguard the transportation chain in the cargo operations area.

19. Remark: For any question concerning the technical content of this Directive, please contact the Flight Safety Department.

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20. Attachment 1

Safety Action Matrix

Phase 1	Parameters	Actions to be taken	Monitoring
An occurrence other than a dangerous goods accident associated with and related to the transport of dangerous goods by air, not necessarily occurring on board an aircraft, which results in injury to a person, property damage, fire, breakage, spillage, leakage of fluid or radiation or other evidence that the integrity of the packaging has not been maintained. Any occurrence relating to the transport of dangerous goods which seriously jeopardizes an aircraft or its occupants is also deemed to be a dangerous goods incident. (This may involve Forbidden, Undeclared and mis- declared dangerous goods).	More than 3 occurrences a year per entity.	Action shall be taken as per Regulatory action chart CAR 92.520 and CAR 12	Monitor the safety standards quarterly.
Non-respect of CAA Oman State variation by Omani and Foreign operators.	3 delays in the collection of shipment within one year.	Action shall be taken as per CAR 12	
Non-compliance with the Sultanate of Oman Civil Aviation Law.	Level 1 finding	Action as per CAR 92 and CAR 12	
Non-compliance with the CAA CAR-92.	Recurrent findings within a period of certification or surveillance cycle (2 years) or non-respect of Oman state variation with level 2 findings raised.	Action as per CAR 92.520 Regulatory action chart	
Non-adherence to CAA Audit/Inspection findings and the given timeframe for rectification and compliance.	Recurrent findings within a period of certification or surveillance cycle (2 years) or non-respect of Oman state variation with level 2 findings raised.	Action as per CAR 92.520 Regulatory action chart	

Note: This CAD will be incorporated in the next amendment of CAR 92.