Notice of Proposed Amendment (NPA)

Regulation- Proposed Changes

CAR-100

Safety Management

Part II

Safety Management System

Directorate General of Civil Aviation Regulations

Aviation Safety Regulations Department

Date of Issue: 9/18/2025

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Ref: NPA-CRD No: 01 -2025 to RMT.2024-21 to CAR-100

Date of Issue: 8/31/2025

1. EXPLANATORY NOTE

1.1. General

The Civil Aviation Authority (CAA) has developed this Notice of Proposed Amendment (NPA) to highlight the new revision of CAR-100. This revision establishes updated measures for the implementation of standards and requirements for **Safety Management System** as stipulated in ICAO Annex 19 (Amendment 2).

In line with these updates, the regulation has been fully restructured to ensure alignment with ICAO provisions and supporting guidance.

- **Entry to Force Date: 1-Jun-26**
- **Applicability Date: 1-Jun-26**

1.2. Reason for Change

There are a number of factors that have determined the need for and timing of this amendment:

☒ Any amendment to an Annex of the Chicago Convention or Documents and Manuals based thereon (ICAO SARPs).

☐ Any amendment to foreign source regulation, which has been adapted into an Omani Civil Aviation Regulation.

☐ Evidence indicating that current requirements may be inadequate to appropriately address an identified safety risk, such as:

- ☐Outcomes of a safety risk management for new Hazards,
- ☐ Current safety risk controls are not adequately effective,
- ☐Elimination of safety risks for which the Regulation was designed;

☐ Petitions from any interested party or requests from industry stakeholders.

☒ Any other reason to be specified by the Directorate General of Civil Aviation Regulation.

- ☐New technology or scientific data;
- ☒Required reviews;
- ☐Statutory mandates;
- ☐Lawsuits
- ☐Recommendations from other external agencies/government bodies;
- ☒Other operational and environmental demands;
- ☐When it is no longer relevant, applicable or effective

1.3. Description of Changes

This new issue of CAR 100 is designed to implements the changes and updates introduced by Amendment 2 to ICAO Annex 19 (Safety Management) and to align local regulations with international standards and enhance the effectiveness of safety management systems for service providers.

The main changes fall into three key categories: expanded applicability, an enhanced SMS framework, and updated terminology.

1.3.1. Expanded Applicability

The new CAR 100 expands its applicability to include additional aviation service providers; this is a direct result of ICAO's push to extend SMS requirements to more complex and international operations. The regulation now explicitly applies to:

- **Certified Remotely Piloted Aircraft System (RPAS) Operators** authorized to conduct international operations.
- **Approved maintenance organizations** providing service to RPAS Operators; and
- **Operators of Certified Heliports**.

1.3.2. Enhanced SMS Framework

The issue introduces new and updated requirements within the SMS framework to strengthen how safety is managed and monitored.

- **System Description and Interfaces:** A significant change is the requirement for service providers to define the scope of their SMS using a **system description**. The regulation also mandates that hazard identification processes must explicitly include **hazards related to internal and external interfaces.** This ensures that safety risks are managed not just within an organization, but also at the points where it interacts with other aviation entities.
- **Safety Performance Measurement:** The regulation updates the standards for safety performance measurement and monitoring to align with the new ICAO framework; this moves away from the previous concept of an "acceptable level of safety performance" and now requires service providers to establish a clear means to:
    1. Measure and monitor the safety performance of their organization.
    2. Measure and monitor progress toward achieving their safety objectives.
    3. Validate the effectiveness of their safety risk controls.

1.3.3. Updated Terminology and Structure

- **Definitions:** Several definitions have been updated, including those for Safety Management System (SMS), Safety Objective, and Safety Performance, to ensure consistency with the ICAO document.

These changes reflect a move toward a more proactive, data-driven, and interconnected approach to aviation safety management.

2. Notice of Proposed Amendment (NPA) – Public Consultation

In order to ensure broad engagement and gather relevant feedback, this **Notice of Proposed Amendment (NPA)** is hereby issued for consultation to all service providers in Sultanate of Oman.

- A **Comment Form** is included with the consultation details and must be completed and submitted to:
  - **Mail:** Safety Regulation Department (SRD)
  - **Attn:** Acting Director General for Civil Aviation Regulation
  - **Email:** ✉ *Safety.Regulations@caa.gov.om*
- **Consultation Timeline:**
  - **Consultation Period:** 6 weeks
  - **Effective Start Date:** 09/21/2025
  - **Closing Date for Comments:** 10/30/2025
- ***Important:***
  - Comments must be submitted **using the prescribed Comment Form**.
  - Submissions received **after the closing date** or **not in the prescribed format** may not be considered.

3. Comment Response Document (CRD)

- All comments received during the consultation period will be formally reviewed by RWG and relevant Department.
- Responses to all comments will be compiled in a **Comment Response Document (CRD)**.
- The **CRD** will detail:
  - The comments received,
  - CAA responses and justifications,
  - Any revisions made to the proposed regulation text as a result of stakeholder input.
- The CRD may also include a list of all persons and/or organisations that provided comments, in line with transparency and consultation best practices.

Rawya Nasser Hamed Al-Adawi

Aviation Safety Regulations Department Director

- Attached Notice of Proposed Amendment
- Attached Comment Response Document

Attached Notice of Proposed Amendment

CAR-100
Safety Management

Part II
Safety Management System

- *CAR-100 Part II* ***Safety Management System*** *(Draft) attached:*

Notes on the presentation of the amendment to CAR-100.

The text of the amendment is arranged to show deleted text with a line through it and new text highlighted with grey shading, as shown below:

~~**Text to be deleted is shown with a line through it.**~~	**text to be deleted**
New text to be inserted is highlighted in grey shading.	**new text to be inserted**
~~**Text to be deleted is shown with a line through it**~~ **followed by the replacement text which is highlighted in grey shading.**	**new text to replace existing text**

Note: *This presentation method may not be applied where amendments exceed* ***40% revision of the regulation****, in which case a fully reissued consolidated draft regulation is provided.*

TEXT OF AMENDMENT

TO THE CAR-100 - Safety Management

Part II - Safety Management System

Table of Contents

Acronyms

The following terms or acronyms may be used in any manual or document published by the CAA. Reproduction in part or whole is allowed without prior approval. The Document Control Office reserves the rights to include such a listing in any CAA manual or document prior to publishing.

AFIS	Aerodrome Flight Information Service
AMC	Acceptable means of compliance
ATS	Air traffic service(s)
CAA	Civil Aviation Authority
ERP	Emergency response plan
GM	Guidance material
ICAO	International Civil Aviation Organization
IFPDSP	Instrument Flight Procedure Design Service Provider
OPS	Operations
RPAS	Remotely piloted aircraft system(s)
SA	Safety assurance
SARPs	Standards and Recommended Practices (ICAO)
SM	Safety management
SMS	Safety management system
SO	Safety Objective
SPI	Safety performance indicator
SRM	Safety risk management

FOREWORD

The Civil Aviation Requirements for the establishment of a Safety Management System have been issued by the Civil Aviation Authority of Oman (hereinafter referred as the CAA or "the Authority") under the provisions of the Civil Aviation Law of the Sultanate of Oman.

This CAR has been modelled upon similar regulations implemented by other member states and includes the subject matter endorsed within ICAO Annex 19 – Safety Management.

CAR-100 Part II prescribes the requirements for the establishing and managing a safety management system.

Amendments to this Regulation shall be issued in the form of complete revised pages as part of updated editions.

No provision of this CAR is intended to transfer to the State, the safety responsibilities of the aviation service provider. This includes functions related to, or in direct support of, the safe operation of aircraft.

The editing practices used in this document are as follows:

(1) 'Shall' is used to indicate a mandatory requirement.
(2) 'Should' is used to indicate a recommendation
(3) 'May' is used to indicate discretion by the Authority, or the industry as appropriate.
(4) 'Will' indicates a mandatory requirement and is used to advise of action incumbent on the Authority.

Entry into Force

a) This issue 2 of CAR-100 hereby supersedes and cancels issue 1 of CAR-100 (dated 30th September 2021) as the primary regulatory text. This issue 2 shall become applicable on 1st June 2026.

b) The Authority is currently developing separate AMC and GM document for this Issue 2 of CAR-100; these new documents will be promulgated in the near future to provide comprehensive guidance and acceptable methods for compliance with the revised regulatory requirements.

*** Note: The use of the male gender implies the female gender and vice versa.*

SUBPART A – GENERAL

CAR 100.001 Definitions

Accident. An occurrence associated with the operation of an aircraft which, in the case of a manned aircraft, takes place between the time any person boards the aircraft with the intention of flight until such time as all such persons have disembarked, or in the case of an unmanned aircraft, takes place between the time the aircraft is ready to move with the purpose of flight until such time as it comes to rest at the end of the flight and the primary propulsion system is shut down, in which:

a) a person is fatally or seriously injured as a result of:

— being in the aircraft, or
— direct contact with any part of the aircraft, including parts which have become detached from the aircraft, or
— direct exposure to jet blast, except when the injuries are from natural causes, self-inflicted or inflicted by other persons, or when the injuries are to stowaways hiding outside the areas normally available to the passengers and crew; or

b) the aircraft sustains damage or structural failure which:

— adversely affects the structural strength, performance or flight characteristics of the aircraft, and
— would normally require major repair or replacement of the affected component, except for engine failure or damage, when the damage is limited to a single engine, (including its cowlings or accessories), to propellers, wing tips, antennas, probes, vanes, tires, brakes, wheels, fairings, panels, landing gear doors, windscreens, the aircraft skin (such as small dents or puncture holes), or for minor damages to main rotor blades, tail rotor blades, landing gear, and those resulting from hail or bird strike (including holes in the radome); or

c) the aircraft is missing or is completely inaccessible.

Note 1: For statistical uniformity only, an injury resulting in death within thirty days of the date of the accident is classified, by ICAO, as a fatal injury.

Note 2: An aircraft is considered to be missing when the official search has been terminated and the wreckage has not been located.

Note 3: The type of unmanned aircraft system to be investigated is addressed in Note 3 to CAR13.070 of CAR 13.

Note 4: Guidance for the determination of aircraft damage can be found in Appendix F of CAR 13.

Accountable executive: A single, identifiable person having responsibility for the effective and efficient performance the service provider's SMS.

Aeroplane. A power-driven heavier-than-air aircraft, deriving its lift in flight chiefly from aerodynamic reactions on surfaces which remain fixed under given conditions of flight.

Aircraft. Any machine that can derive support in the atmosphere from the reactions of the air other than the reactions of the air against the earth's surface.

Authority*:* means the Civil Aviation Authority as established under the Civil Aviation Law by the Sultanate of Oman.

Hazard: A condition or an object with the potential to cause or contribute to an aircraft incident or accident.

Helicopter. A heavier-than-air aircraft supported in flight chiefly by the reactions of the air on one or more power-driven rotors on substantially vertical axes.

Human performance. Human capabilities and limitations which have an impact on the safety and efficiency of aeronautical operations.

Incident. An occurrence, other than an accident, associated with the operation of an aircraft which affects or could affect the safety of operation.

Note: The types of incidents which are of interest for safety-related studies include the incidents listed in CAR 13, Appendix D.

Operational Personnel: Personnel involved in aviation activities who are in a position to report safety information.

Note: Such personnel include, but are not limited to: flight crews; air traffic controllers; aeronautical station operators; maintenance technicians; personnel of aircraft design and manufacturing organisations; cabin crews; flight dispatchers, apron personnel and ground handling personnel.

Safety: The state in which risks associated with aviation activities, related to, or in direct support of the operation of aircraft, are reduced and controlled to an acceptable level.

Safety data. A defined set of facts or values collected, for reference, processing or analysis which could be used to maintain or improve safety.

Safety information. Safety data processed, organized or analysed in a given context to support safety management and the development of safety intelligence.

Safety Management System (SMS): A systematic approach to managing safety, including the necessary organisational structures, accountabilities, responsibilities, policies and procedures.

Safety Objective. A statement of a desired safety outcome.

Safety oversight. A function performed by a State to ensure that individuals and organizations performing an aviation activity comply with safety-related national laws and regulations.

Safety Performance. A State or a service provider's measurable effect on safety achievement.

Safety Performance Indicator: A metric used to measure and monitor a State or a service provider's safety performance, including the progress towards achieving a safety objective.

Safety Risk: The predicted probability and severity of the consequences or outcomes of a hazard.

***Safety performance target*.** The State or service provider's planned or intended target for a safety performance indicator over a given period.

Safety risk. The predicted probability and severity of the consequences or outcomes of a hazard.

Serious injury. An injury which is sustained by a person in an accident and which:

a) requires hospitalization for more than 48 hours, commencing within seven days from the date the injury was received; or

b) results in a fracture of any bone (except simple fractures of fingers, toes or nose); or

c) involves lacerations which cause severe haemorrhage, nerve, muscle or tendon damage; or

d) involves injury to any internal organ; or

e) involves second or third degree burns, or any burns affecting more than 5 per cent of the body surface; or

f) involves verified exposure to infectious substances or injurious radiation.

State of Design. The State having jurisdiction over the organization responsible for the type design.

State of Manufacture. The State having jurisdiction over the organization responsible for the final assembly of the aircraft, remote pilot station, engine or propeller.

State of Registry. The State on whose register the aircraft is entered.

State of the Operator. 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.

Surveillance. The State activities through which the State proactively verifies through inspections and audits that aviation licence, certificate, authorization or approval holders continue to meet the established requirements and function at the level of competency and safety required by the State.

CAR 100.005 Applicability

a) CAR-100 Part II prescribes the requirements applicable to the following service providers:

1. Approved training organisations in accordance with CAR-ORA that are exposed to safety risks related to aircraft operations during the provision of their services;
2. Certified operators of aeroplanes or helicopters authorised to conduct international commercial air transport in accordance with CAR OPS-1, and CAR OPS-3;
3. Certified remotely piloted aircraft system (RPAS) operator authorised to conduct international operations in accordance with CAR/regulation for RPAS;
   Note: When maintenance activities are not conducted by an approved maintenance organisation in accordance with CAR/regulation for RPAS, they are included in the scope of the operator's SMS;
4. Approved maintenance organisations providing services to operators of aeroplanes or helicopters engaged in international commercial air transport in accordance with CAR 145;

   Note: Approved foreign maintenance organizations providing services to operators subject to this regulation and intending to obtain or maintain CAA approval shall establish and maintain SMS. Acceptance of such an SMS by the CAA may be based on the acceptance of the SMS by the organization's parent State authority, provided that the parent State's safety oversight system is recognized as meeting ICAO SARPs.
5. Approved maintenance organisations providing services to operators authorised to conduct international RPAS operations in accordance with CAR/regulation for RPAS;
6. Organizations responsible for the type design of aircraft, engines or propellers in accordance with CAR 21;
7. Organizations responsible for the type manufacture of aircraft, engines or propellers in accordance with CAR 21;
8. ATS providers in accordance with CAR 172;
9. Aerodrome Flight Information Service (AFIS) providers in accordance with CAR 179;
10. Instrument Flight Procedure Design Service providers (IFPDSP) in accordance with CAR 173;
11. Operator of certified aerodrome or certified heliport in accordance with CAR 139, Part I and Part II, respectively; and
12. International general aviation operators of large or turbojet aeroplanes in accordance with CAR OPS-2.

b) Service providers not listed above but engaged in activities related to, or in direct support of, the safe operation of aircraft shall at a minimum establish and implement safety risk management in accordance with Subpart B, section 2: safety risk management; for these service providers, implementation of the full SMS framework is encouraged, but only the establishment and implementation of safety risk management remain mandatory.

c) Enforcement mechanisms in response to non-compliance with the provisions of this regulation shall be determined and applied in accordance with CAR 12.

CAR 100.010 General Requirements

a) Compliance with safety regulations to obtain a licence, certificate, authorization or approval provides the foundation for the implementation of an SMS.

b) The SMS of each service provider addressed under CAR 100.001, (a) of this CAR shall:

1. be established and managed in accordance with the framework elements contained in Subpart B.

2. cover a defined scope of products and services; and.

3. be supported by a system description, including the identification of relevant organizational interfaces.

Note 1: The way in which an SMS is established and managed differs from one service provider to another and depends on many variables, including, but not limited to, size and complexity.
Note 2: Guidance on the development of a system description and the management of interfaces is provided in the relevant AMC & GM.

c) The service provider shall document all processes required to establish and manage the SMS.

d) Each service provider addressed under CAR 100.001 shall develops a plan to facilitate SMS implementation.

e) In the establishment and management of an SMS, specific consideration should be given to human performance implications.

f) Service providers with multiple approvals requiring an SMS may choose to include them all under the scope of a single SMS.

g) Service providers may choose to integrate their SMS with other management systems.

h) The SMS shall be acceptable to the Authority.

SUBPART B —FRAMEWORK FOR SAFETY MANAGEMENT SYSTEM (SMS)

CAR 100.100 General

a) This subpart specifies the framework for the implementation and maintenance of an SMS; the framework comprises four components and twelve elements as the minimum requirements for SMS implementation:

1. Safety policy, objectives and resources (SMS Component 1)
   - 1.1 Management commitment
   - 1.2 Safety accountability and responsibilities
   - 1.3 Appointment of key safety personnel
   - 1.4 Coordination of emergency response planning
   - 1.5 SMS documentation
2. Safety risk management (SMS Component 2)
   - 2.1 Hazard identification
   - 2.2 Safety risk assessment and mitigation
3. Safety assurance (SMS Component 3)
   - 3.1 Safety performance measurement and monitoring
   - 3.2 The management of change
   - 3.3 Continual improvement of the SMS
4. Safety promotion (SMS Component 4)
   - 4.1 Training and education
   - 4.2 Safety communication

b) In the context of this subpart as it relates to service providers, an “accountability” refers to an “obligation” that may not be delegated, and “responsibilities” refers to functions and activities that may be delegated.

c) Detailed explanations of the above mentioned four components and twelve elements of the SMS framework are contained in the following sections.

Section 1: Safety Policy, Objectives, and Resources

CAR 100.105 Management commitment

a) The service provider shall define its safety policy in accordance with international and national requirements. The safety policy shall:

1. reflect organizational commitment regarding safety, including the promotion of a positive safety culture;
2. include a clear statement about the provision of the necessary resources for the implementation of the safety policy;
3. include safety reporting procedures;
4. clearly indicate which types of behaviours are unacceptable related to the service provider's aviation activities and include the circumstances under which disciplinary action would not apply;
5. be signed by the accountable executive of the organization;
6. be communicated, with visible endorsement, throughout the organization; and
7. be periodically reviewed to ensure it remains relevant and appropriate to the service provider.

b) Taking due account of its safety policy, the service provider shall define safety objectives. The safety objectives shall:

1. form the basis for safety performance measurement and monitoring as required by 100.140;
2. reflect the service provider's commitment to maintain or continually improve the overall effectiveness of the SMS;
3. be communicated throughout the organization; and
4. be periodically reviewed to ensure they remain relevant and appropriate to the service provider;
5. considered safety objectives established at the authority level, where appropriate.

Note: Guidance on setting safety objectives is provided in the relevant AMC & GM.

CAR 100.110 Safety accountabilities and responsibilities

The service provider shall:

a) identify the accountable executive who, irrespective of other functions, is accountable on behalf of the organization for the implementation and maintenance of an effective SMS;

b) clearly define lines of safety accountability throughout the organisation, including a direct accountability for safety on the part of senior management;

c) identify the responsibilities of all members of management, irrespective of other functions, as well as of employees, with respect to the safety performance of the organization;

d) document and communicate safety accountability, responsibilities and authorities throughout the organisation; and

e) define the levels of management with authority to make decisions regarding safety risk tolerability.

CAR 100.115 Appointment of key safety personnel

a) The service provider shall appoint a safety manager as post holder SMS, who is responsible for the implementation and maintenance of the SMS. The Post Holder SMS shall be accepted by the authority.

Note: The responsibilities for the implementation and maintenance of the SMS may be assigned to one or more persons, fulfilling the role of safety manager, as their sole function or combined with other duties, provided these do not result in any conflicts of interest. Guidance is contained in the relevant AMC & GM.

b) The appointed Safety Manager shall have direct access to the accountable executive to ensure that the accountable executive is kept properly informed on safety matters.

c) The appointed Safety Manager shall possess specific competencies; these include demonstrated safety management experience, operational experience relevant to the certificate holder's services, and a technical background sufficient to understand the complexities of the system. Additionally, he shall exhibit strong analytical, problem-solving, and communication skills, coupled with a comprehensive understanding of human factors principles.

CAR 100.120 Coordination of emergency response planning

The service provider required to establish and maintain an emergency response plan for accidents and incidents in aircraft operations and other aviation emergencies shall ensure that the emergency response plan is properly coordinated with the emergency response plans of those organizations it must interface with during the provision of its products and services.

CAR 100.125 SMS documentation

a) The service provider shall develop and maintain an SMS manual that describes its:
   1. safety policy, objectives and resources;
   2. SMS requirements;
   3. SMS processes and procedures; and
   4. accountability, responsibilities and authorities for SMS processes and procedures.

b) The service provider shall develop and maintain SMS operational records as part of its SMS documentation.

Note: The SMS manual and SMS operational records may be in the form of stand-alone documents or may be integrated with other organizational documents (or documentation) maintained by the service provider.

Section 2: Safety Risk Management

CAR 100.130 Hazard identification

a) The service provider shall develop and maintain a process to identify hazards, including hazards related to internal and external interfaces, associated with its aviation products or services.

b) Hazard identification shall be based on a combination of reactive and proactive methods.

CAR 100.135 Safety risk assessment and mitigations

The service provider shall develop, and maintain a process that ensures analysis, assessment, and control of the safety risks associated with identified hazards.

Note1: Guidance on the use of analysis methods to support safety risk assessment can be found in the relevant AMC & GM.

Note 2: In order to reduce the overall risk in the aviation system, when managing safety risks, it is beneficial to consider the impact on aviation safety from risk management strategies implemented in other domains (for example, security, facilitation, economics and environment) and vice versa.

Section 3: Safety Assurance

CAR 100.140 Safety performance measurement and monitoring

The service provider shall establish means to:

a) measure and monitor the safety performance of the organization;

b) measure and monitor the progress towards achieving its safety objectives; and

c) validate the effectiveness of safety risk controls.

Note: An internal audit process is one means to monitor compliance with safety regulations and validate the effectiveness of safety risk controls. Guidance on safety performance measurement and monitoring, including the internal audit process, the establishment of safety performance indicators, qualitative means and the appropriate use of safety performance targets, is contained in the relevant AMC & GM.

CAR 100.145 Management of change

The service provider shall develop, document, implement and maintain a process to identify changes that may affect the level of safety risk associated with its aviation products or services and to identify and manage the safety risks or hazards that may arise from those changes.

CAR 100.150 Continual improvement of the SMS

The service provider shall monitor and assess its SMS processes to maintain or continually improve the overall effectiveness of the SMS.

Section 4: Safety Promotion

CAR 100.155 Training and education

a) The service provider shall develop and maintain a safety training programme that ensures that personnel are trained and competent to perform their SMS duties.

b) The scope of the safety training programme shall be appropriate to each individual's involvement in the SMS.

CAR 100.160 Safety communication

The service provider shall develop, and maintain formal means for safety communication that:

a) ensures personnel are aware of the SMS to a degree commensurate with their positions;

b) conveys safety-critical information;

c) explains why particular safety actions are taken to improve safety; and

d) explains why safety procedures are introduced or changed.

- END -

Attached Comment Response Document

CAR-100

Aerodrome Certifications, Design and Operation

Stakeholder: Click or tap here to enter text

# ID	CARs Reference	Subject/ Comment (s)	CAA Response
1			☐Not Accepted ☐ Accepted ☐ Partially accepted ☐Noted **Justification (if any):**
2			☐Not Accepted ☐ Accepted ☐ Partially accepted ☐Noted **Justification (if any):**