



**Inspectors Guidelines Of  
Ethics And Conduct  
for Egyptian Civil Aviation Inspectors  
'ECASIs'**

**EAC 00-30**

**Inspectors Guidelines Of Ethics And Conduct**

**References:** ICAO Annex1, Framework on Ethics  
ICAO Doc. 10134, Civil Aviation Safety Inspectors  
ICAO Doc. 10070, The Competencies of Civil Aviation Safety  
Inspectors 'CASIs'

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## 1. PURPOSE

- i. This handbook contains direction and guidance for all ECAA Inspectors pertaining to principles of ethics and conduct as they affect the performance of duties.
- ii. Inspectors are expected to always exercise good judgment and professional behavior while on duty.
- iii. Inspectors are required to comply fully with the spirit of the standards of conduct as set forth by this handbook; and with those set forth in Regulations, ECARs, circulars and other procedures as required under the ICAO convention and ECAA regulations.
- iv. All inspectors must be objective and impartial while performing their duties.
- v. Inspectors must also be sensitive to actual as well as perceived appearances of any conflict that could disrupt the effectiveness or credibility of the 'ECAA' mission.

## 2. GENERAL RULES OF CONDUCT

### 2.1 ALL INSPECTORS MUST OBSERVE THE FOLLOWING RULES OF CONDUCT:

- i. Report for work on time and in a condition that will permit performance of assigned Duties
- ii. Render full and industrious service in the performance of their duties
- iii. Maintain a professional appearance, as appropriate, during duty hours
- iv. Respond promptly to directions and instructions received from the director of the directorate.
- v. Exercise courtesy and tact in dealing with co-workers, supervisors, and members of the public.
- vi. Conserve and protect ECAA property, equipment, and materials (Inspectors may not use or permit others to use ECAA equipment, property, or personnel for other than official business.)
- vii. Safeguard classified information and unclassified information that should not be given general circulation as provided by ECAA Order (Inspectors shall not disclose or discuss any classified information or "official use only" information unless specifically authorized to do so.)
- viii. Observe the various laws, rules, regulations, and other authoritative instructions, including all rules, signs, and instructions relating to personal safety.
- ix. Not engage in private activities for personal gain or any other unauthorized purpose while on government property.
- x. In case of examinations or approvals to aviation professionals, maintain a friendly attitude.
- xi. The actions and conduct of an aviation safety inspector are subject to close scrutiny by the personnel they encounter during the performance of an inspection. Inspectors must conduct themselves as aviation professionals at all times when conducting inspections.
- xii. When initiating an inspection, inspectors shall properly identify themselves and ensure that the appropriate operator personnel are fully aware of the type and purpose of the inspection being conducted.

- xii. When observing or evaluating operator personnel during the performance of their assigned duties, inspectors shall not intervene in a manner that could adversely hinder or preclude them from effectively performing their duties.

## 2.2 Standards of Conduct for 'ECASIs'

### 2.2.1 Introduction

The Egyptian Civil Aviation Framework on ethics shall apply to all staff members. This framework shall also apply to all non-staff personnel of ECAA including but not limited to seconded employees. The goal of this framework is to provide standards leading to an effective ethics function within ECAA that is designed to ensure an understanding by all staff members of minimum acceptable standards of behavior. It shall also help to protect staff against retaliation.

### 2.2.2 Principles and Values

All Safety Inspectors of ECAA shall abide at all times during their service by the principles and values set in the below paragraphs

- i. **Integrity**

Safety Inspectors shall maintain the highest standards of integrity, including such qualities as honesty, truthfulness, fairness, impartiality and incorruptibility, in all matters affecting their duties and the interests of ECAA.

- ii. **Loyalty**

Loyalty to the purposes, principles and values of ECAA is a fundamental obligation of all Safety Inspectors. They shall, at all times, discharge their functions and regulate their conduct with the interests of ECAA only in view.

- iii. **Independence**

Safety Inspectors must remain independent of any authority outside ECAA; their conduct must reflect that independence. They shall not seek or receive instructions from any other authority external to ECAA. This applies equally to those on secondment from other entities and to those whose services have been made available from elsewhere.

- iv. **Impartiality**

Staff members, in the performance of their duties, shall act with impartiality, objectivity and professionalism at all times. Impartiality implies tolerance and restraint, particularly in dealing with political or religious convictions. While their personal views remain inviolate, staff members do not have the freedom of private persons to take sides or to express their convictions publicly on controversial matters and which may adversely reflect on their status, either individually or as members of a group. This means that in certain situations, personal views should be expressed only with tact and discretion.

- v. **Tolerance and Understanding**

Tolerance and understanding are basic human values. They are essential for all staff members, who must respect all persons equally, without any distinction whatsoever.

- vi. **Accountability**

Staff members shall be accountable to ECAA for the proper discharge of their functions and for their decisions and actions. They shall submit themselves to scrutiny and cooperate with audits and investigations.

### 2.2.3 Ethical Aspects

**i. Personal Conduct**

All staff members shall conduct themselves at all times in a manner befitting their status as Safety Inspectors and shall not engage in any activity that is incompatible with the proper discharge of their duties with ECAA.

**ii. Mutual Respect**

All staff members have to show mutual respect to each other. They should be open to all legitimate views and opinions and should act impartially, without intimidation and favoritism.

**iii. Conflict of Interest**

Staff members shall perform their duties and conduct their private affairs in a way that preserves and enhances public confidence in their own integrity and that of ECAA and avoids any conflict of interest. A conflict of interest occurs when, by act or omission, a staff member's personal interests interfere with the performance of his or her official duties and responsibilities or with the integrity, independence and impartiality required by the staff member's status as an Inspector. When an actual or possible conflict of interest does arise, the conflict shall be disclosed by staff members to their senior management and resolved in favor of the interest of the ECAA. No staff member shall be actively associated with the management of, or hold a financial interest in, any profit-making business or other concern, if it were possible for the staff member or the profitmaking business or other concern to benefit from such association or financial interest by reason of the staff member's position with the Organization.

**iv. Use and Protection of Information**

Staff members shall exercise the utmost discretion in regard to all matters of official business. They shall not communicate to any person any information known to them by reason of their official position, which has not been made public, except in the course of their duties or by authorization from their top management and they shall not at any time use such information to private advantage.

**v. Respect for Different Customs and Culture**

Staff members must show the utmost respect for cultural diversity in the context of their relations with other staff of the Organization and in their personal conduct. They must, in particular, be sensitive to the local customs of each country to which they are assigned.

### 2.2.4 Misconduct

Misconduct is the non-compliance by staff members, through acts or omissions, with their obligations of Staff Rules, Personnel, Administrative Instructions and other relevant and administrative texts in force with ECARs, EACs & PPMs. Misconduct is also the non-observance of standards of conduct expected from ECAA. Unsatisfactory work performance that is not misconduct should be addressed under the performance management provisions of ECAA. Misconduct has a very broad definition, and does not simply mean non-compliance with financial and staff rules. Crucially, misconduct also extends to any behavior and actions that run counter to the principles and values of work instructions & regulations (such as integrity and impartiality) and to any instances where staff members fail to apply (in their working environment) the ethical standards of- including but not limited to- PPMs (such as mutual respect and conflicts of interest). The following categories of misconduct are given, including but not limited to:

**i. Unethical Conduct:**

A behavior that is contrary to the core values and principles that are enshrined in this framework, and includes discrimination, harassment, including sexual harassment, intimidation, retaliation and abuse of

authority, staying in a conflict of interest situation, corruption, misuse of corporate information and breach of confidentiality, nepotism, be it for personal benefit or for favors to others.

**ii. Unlawful conduct:**

A behavior against the law and includes charges such as theft, fraud, bribery, smuggling, possession or sale of illegal substances and embezzlement, notwithstanding whether or not the staff member was officially on duty at the time when the acts were committed.

**iii. Violation of Established Policies, Standards and Regulations:**

Non-observance, by malice or by gross negligence, of clearly communicated human resource and financial policies, regulations, rules or other instructions or guidelines applicable to specific areas of work such as misrepresentation, false certification or non-disclosure in connection with allowances, benefits and claims.

### **3. DRESS CODE**

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

- i. On visits to air operator facilities, inspector should dress semi-formally (Jacket and tie (optional) for men, dress or slacks for women).
- ii. During pilot proficiency checks in aircraft or simulators, the semi-formal wear noted above is recommended, regardless of air operator.
- iii. During training inspectors dress should be compatible with the air operator's practice but should lean towards formality.
- iv. During in-flight inspection, the sight of a non-uniformed person moving in and out of the flight deck can be disturbing to hijack -Conscious passengers. For this reason, inspectors should maintain a low profile, dress conservatively, restrict movements between cabin and flight decks and wear the Airport Security Pass.

### **4. GENERAL AUDITING STANDARDS**

- i. The concept of auditing is based on the establishment of specific standards as the basis for making an objective evaluation.
- ii. The primary standards that will be applied are the current aviation regulations, mandatory technical guidance and other relevant industry-wide and regional safety standards.
- iii. These regulations and other relevant standards are derived from the ICAO Convention, ICAO Annexes.
- iv. The required credibility of a safety inspector's audit findings is directly related to the basis for making such a finding.
- v. Inspectors should avoid expressing personal opinions to members of the aviation community. This is especially true when the inspector is not sure of the proper answer.
- vii. The basis for making a decision, which will require resolution action by a member of the aviation community, should be, limited to law, regulations, mandatory technical guidance, and relevant safety practices.
- viii. Informal discussions .It is possible that an inspector may make a mistake as to a specific requirement or source document in an informal discussion. If this does happen, the inspector now has an obligation to provide the person with the correct information.
- ix. It is true that an inspector that has credibility with the aviation community can make recommendations that are readily accepted, But the acceptability of an individual inspector's

recommendations should not be the basis for any evaluation decision, If the inspector believes that a specific safety requirement should be published by the ECAA, that individual should submit his or her recommendation, including the proposed terminology, to the relevant ECAA Director for consideration.

- x. Inspector recommendations should be based on the applicable published auditing standards.
- xi. The inspector is cautioned to refrain from making recommendations based solely on personal opinion or past experience.
- xii. ECAA inspector is expected to be in a continuous mode of an “auditor” on behalf of these safety responsibilities, The members of the aviation community will not be expected to make changes to their practices based on inspector personal opinions.
- xiii. **THE AUDITOR IS FACT-FINDER**, as auditors, ECAA inspectors should be continuously comparing the actual manuals, systems, procedures, personnel performance and events to the aviation laws, regulations and technical standards.
- xiv. The members of the aviation community will not be expected to make changes to their practices based on inspector personal opinions, The members of the aviation community will not be expected to make changes to their practices based on inspector personal opinions, The members of the aviation community will not be expected to make changes to their practices based on inspector personal opinions.

## 5. GENERAL INSPECTION GUIDELINES

### 5.1 OBJECTIVE OF AN INSPECTION

- i. The primary objective of any inspection is to determine that a person, an item, or a certain segment of an operation associated with commercial air transport meets at least the same standards that were required for initial certification or approval by the ECAA.
- ii. For inspectors to make these determinations, inspections must be conducted in an orderly and standardized manner.
- iii. To accomplish this, each type of inspection must have individual objectives and be conducted each time in generally the same manner, according to the direction and guidance in this handbook and with appropriate checklists.

### 5.2 CHARACTERISTICS OF AN INSPECTION

#### 5.2.1 GENERAL CHARACTERISTICS

Inspection is a specific event (work activity) which has the following characteristics:

- i. A specific work activity title and Action activity code
- ii. A definite beginning and a definite end
- iii. Specific objectives to be met
- iv. General procedures to be followed
- v. A report of findings if applicable

- vi. Each type of inspection is identified with a specific title. Also, each type of inspection is assigned a specific Action code for the purpose of recording and tracking and for reference in the planning and tracking of inspection activities.

## 5.2.2 DEFINITE BEGINNING AND END

- i. Inspections have a definite beginning and end. They may be scheduled by an inspector for the observation and evaluation of a specific activity, such as a proficiency check, or they may be scheduled for the evaluation of operator documents, manuals, or approved programmes.
- ii. Before going for an audit/ inspection on any operator or organisation, Inspectors shall record in the directorate logbook: the name of the organization being audited, date, time, and record the checklist of the audit thereafter.
- iii. For rostering and scheduling purposes, inspectors shall respect the flow and assignments by the directors of directorates.
- iv. Inspectors shall not go out for inspections more than three times a week unless it is a base audit and with a formal letter by ECAA.
- v. All inspections have to be with a formal letter from the director of the directorate otherwise it is considered a violation from the inspector to contact the operator without a formal letter.
- vi. A specific inspection activity occurs and is completed during one day. This policy applies whether only one inspection element or all possible elements of that inspection are completed in one day. The inspector must generate an inspection report, with any identified safety issues, for that inspection on that day.
- vii. If the inspector does not complete all inspection items, he may return over a series of days to fully complete all elements of that inspection. A separate inspection report shall be entered for each day that the specific type of inspection was conducted. Any safety issues shall be entered in the report on the day those issues were identified.
- viii. Inspections have general procedures that inspectors should follow for standardization purposes. These general procedures are outlined in this applicable PPM part.
- ix. There are checklists for the type of inspection which contains lists of specific items or areas which should be observed and evaluated, during the inspection.
- x. The primary objective of any inspection is to determine that a person, item, or segment of an operation complies or continues to comply with regulations, safe operating practices, and other established standards.
- xi. An inspection is not complete until a report on the results of the inspection has been recorded.
  - This report of inspection results is usually recorded on the Action report.
  - The inspection report is the key element of any inspection.
- xii. Inspectors must be concise, factual, and objective in reporting inspection results.



### 5.2.3 CONDUCTING AN INSPECTION

- i. Due to the complexity of the air transportation industry there are various types of inspections, each type with specific objectives.
- ii. When deciding which type of inspection to conduct, inspectors should consider the objectives of each type of inspection and determine the type most appropriate and effective for a particular situation.
- iii. An inspector's decision to conduct a particular type of inspection may be based on an isolated situation, such as a complaint or an incident, or on some other information that raises a question about compliance with a regulation or safe operating practice.
- iv. In most situations, however, the types of inspections that need to be conducted are determined by the director of the directorate. during the development of inspection programs.
- v. No change or cancelation to any audit/ inspection is permitted unless there's a formal letter from the director of the directorate.
- vi. These determinations are based on the analyses of previously collected surveillance data and other related information.

### 5.2.4 PREPARING FOR AN INSPECTION

- i. Before conducting an inspection, inspectors should to the extent possible, familiarize themselves with an operator's systems, methods, and procedures.
- ii. To obtain this familiarization, inspectors can review those sections of the operator's manuals pertinent to the type of inspection to be conducted.
- iii. Additional familiarization can be obtained by an inspector questioning and discussing the operator's systems, methods and procedures with other inspectors already acquainted with the operator.
- iv. When possible, inspectors should become aware of any previous deficiencies or negative trends by reviewing previous surveillance data pertinent to the type of inspection to be conducted.
- v. Inspectors must be acquainted with the applicable direction and guidance for the type of inspection to be conducted.

### 5.2.5 ADVANCE NOTICE OF AN INSPECTION

- i. Most inspections will cause some disruptions to routine operations. Responsible operators engaged in commercial air transport understand the legal basis for ECAA surveillance and are generally cooperative in responding to the needs of inspectors during the conduct of inspections.
- ii. In case of base audit, Advice the operator at least 30 days in advance and provide the audit checklist to the operator.
- iii. In case of follow up audit advise the operator 15 days in advance with the audit scope checklist.

- iv. In case of unplanned inspections, the organization/ operator has to be notified 72 hours ahead, with a formal letter from the director of the directorate.
- v. The operator has the right to appeal/ or has the right to complain on any inspection/ inspector attitude, Inspectors has to show integrity.
- vi. Operators are required to afford inspectors the opportunity to conduct inspections in a manner that effectively accomplishes the objectives of the inspections.
- vii. Inspectors should, however, arrange their inspection activities so they will result in a minimum amount of disruption to routine operations.

### 5.2.6 LIMITING THE SCOPE OF AN INSPECTION

- i. Each type of inspection has a set of items or areas that inspectors should observe and evaluate during the inspection.
- ii. Sufficient time should be allotted for effective evaluation of all the items or areas.
- iii. The more important consideration is to thoroughly and qualitatively evaluate those items or areas in which the inspector has the time and opportunity to observe.
- iv. In some circumstances, it may be preferable for an inspector to limit the scope of a particular inspection type to ensure the quality of the inspection.
- v. When an inspection is limited in scope, the inspector should provide a comment on how it was limited, and indicate it by either recording the number or types of records or manuals evaluated, recording the general areas evaluated, or by recording the general areas not evaluated.

### 5.2.7 Checklists

- i. Checklists are provided for the purpose of training and standardization.
- ii. These checklists shall be used by inspectors for the systematic accomplishment of evaluation or inspection of a process, procedure or programme;
- iii. These checklists shall be used to convey the extent of their evaluation or inspection to a certification or inspection project coordinator who is responsibility for the larger project;
- iv. Checklists be retained as an item of proof to an investigation report; and As a part of an inspector's informal report to management for the completion of a certification project.
- v. Checklist has to be signed by both parties with finding and comments at the end of the inspection.
- vi. Checklists shall be used by supervisors to evaluate the completeness of the inspector's evaluation or inspection; and shall be retained as a supervisor's item of proof for a personnel performance record. vii. Each ECAA employee is responsible for entry of the official record in to the Inspection database on an on-going basis.

## 5.2.8 CONCLUDING AN INSPECTION

- i. At the conclusion of an inspection, inspectors should usually debrief appropriate operator personnel of the inspection results.
- ii. Persons, items, or areas that were found to meet or exceed standards should also be commented on during the debriefing.
- iii. Checklists have to be signed by both parties with finding and comments at the end of the inspection.
- iv. Post inspection debriefing must include an explanation of any deficiencies that were found during the inspection.
- v. Appropriate operator personnel must be informed of any areas that will require some form of follow up action.
- vi. If it appears that a regulation has been violated, inspectors must inform responsible operator personnel that an investigation into the apparent violation will be initiated.
- vii. When an inspector is unable to debrief the appropriate operator employees on any deficiencies because those employees are not available, the inspector should indicate in the inspection report that the operator was not briefed on the deficiencies.
- viii. Isolated types of deficiencies found during an inspection can often be corrected by operator personnel while the inspection is being conducted.
- ix. Such deficiencies can be adequately resolved and closed out during the post inspection debriefing.
- x. In these cases, however, inspectors should record information about the deficiency and how it was corrected on the inspection report because such information is useful for trend evaluations. xi. The preparation of the inspection report is the final action that must be taken by inspectors to conclude an inspection. All reports on specific types of inspections shall be recorded by report entry.

## 6. Conclusion

- i. The attainment of the standards of conduct for ECASIs requires the highest commitment of all inspectors. ECASIs must be committed to the values, principles and standards set forth herein. They are expected to uphold them in a positive and active manner. They should feel responsible for contributing to the broad ideals to which they dedicated themselves to.
- ii. ECAA has the obligation to implement these standards through policy framework, including rules, regulations and other administrative instruments to preserve independence and impartiality.
- iii. Respect for these standards assures that ECASIs will continue to be an effective instrument in fulfilling its responsibilities and in meeting the aspirations of the authorities