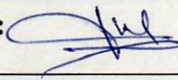
	Civil Aviation Regulatory Commission	Reference Document
	Document Code: 25 RD-02	Issuance/Revision: 1/0
	Management Representative Approval: 	Date of Issuance: 19/03/2017
	Document Title: Enforcement Policy for CARC's Oversight Activities.	

1- Objective:

This enforcement policy is hereby issued to promote the goal of improved aviation safety and security by encouraging compliance with and through the enforcement of Jordan's civil aviation legislative system.

2- Scope:

This enforcement policy is applicable to all CARC entities entrusted with licensing and oversight activities related to Aviation Safety and Security.

3- Definitions:

NA

4- References:

This enforcement policy represents CARC decision making references in the following:

- 1- Civil Aviation Law 41 of 2007.
- 2- Applicable JCARs.
- 3- CARC's organizational vision and mission.

Oversight activities tools.

5- Policy:

CARC's aviation enforcement function supervises and administers the enforcement mandate inherent in Jordan's aviation legislative system. Enforcement and sanctioning powers, provided by a legal framework, have been delegated to Aviation Enforcement inspectors, who have the responsibility and authority to conduct oversight activities.

Accordingly, enforcement is not an option, it is an obligation. Vigorous enforcement action will be taken with respect to all deliberate breaches of the aviation safety and security standards.

5.1 Voluntary Compliance:


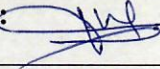
We recognize that voluntary compliance with the regulations is the most progressive and effective approach to aviation safety and security. Voluntary compliance is based on the idea that members of the aviation community have a shared interest, commitment, and responsibility to aviation safety and security, and that they will operate on the basis of common sense, personal responsibility, and respect for others.

5.2 Fairness and Firmness:

We are committed to enforcing the regulations in a fair and firm manner. Concern about potential political consequences should not be taken into consideration when determining the appropriate enforcement action.

We promote and apply a policy of fairness and firmness by:

- 1- Encouraging open communication between alleged offenders and enforcement inspectors, especially in cases where there are mitigating circumstances;
- 2- Providing oral counseling for minor violations where there is no threat to aviation safety and security, as applicable;
- 3- Informing offenders of their right to appeal regarding punitive actions; and
- 4- Ensuring that repeat offenders and those who willfully disregard aviation safety and security are dealt with firmly.

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<p>5.3 Conflict of Interest Inspectors must take measures to prevent real, potential, or perceived conflicts of interest in accordance with the principles of conduct and measures in the Code of Ethics of Public Servants. If it becomes apparent there could be a possible conflict of interest during an oversight activity, the aviation inspector will inform his or her supervisor and request to be removed from the case.</p> <p>5.4 Handling of Complaints Complaints concerning Civil Aviation personnel shall be handled in accordance with CARC's Methodology No. 5/8. In this instance, a complaint is a formal expression of dissatisfaction with a Civil Aviation service, procedure, application of policy, or staff member.</p> <p>5.5 Accessibility of Managers Jordan Civil Aviation Regulatory Commission Enforcement Directors will be accessible to members of the public to explain the Enforcement policy process. Suggestions for improvement of this process are always welcome.</p>		
<p>6- Related Documents:</p> <p>NA</p>		