Unmanned aircraft systems —
Part 3: Operational procedures

Aéronefs sans pilote —
Partie 3: Modes opératoires
Contents

Foreword ................................................................. v
Introduction ............................................................... vi

1 Scope ..................................................................... vii
2 Normative references ............................................... 1
3 Terms and definitions .............................................. 1
4 Abbreviated terms .................................................. 2

5 Safety and security .................................................. 2
5.1 General ............................................................. 2
5.2 Safety management system requirements .................. 3
5.2.1 Safety policy .................................................... 3
5.2.2 Safety risk management (SRM) ........................... 3
5.2.3 Safety assurance .............................................. 3
5.2.4 Safety promotion ............................................ 3
5.3 Security ............................................................ 3

6 Data protection — Operator requirements .................. 3

7 Operator .................................................................. 4
7.1 Documentation .................................................... 4
7.1.1 Documents held by the UAS operator .................... 4
7.1.2 Documents to be available at the point of operations . . 5
7.2 Insurance ............................................................ 5

8 Airspace ............................................................... 5
8.1 Compliance with airspace regulations ...................... 5
8.2 Airspace information ............................................. 5
8.3 Operations above 500 ft (150 m) ............................. 6
8.4 Special zones above flight level (FL) 600 .................... 6

9 Facility and equipment and requirements .................. 6
9.1 Registration ......................................................... 6
9.2 UA identification .................................................. 6
9.3 Compatibility ....................................................... 6

10 Operations .......................................................... 6
10.1 Flight operations ................................................ 6
10.2 Operational plan — Flight planning ......................... 7
10.3 Flight preparation ................................................ 7
10.3.1 Pre-flight inspections ...................................... 7
10.3.2 Communication planning .................................. 8
10.4 In flight operations .............................................. 8
10.4.1 Responsibilities of the remote pilot in command (RPIC) . 8
10.4.2 Operational limitations ..................................... 9
10.4.3 Handovers ..................................................... 9
10.4.4 Multiple UA operation .................................... 9
10.4.5 Autonomous operations ................................... 10
10.4.6 Communication ............................................ 10
10.4.7 Operations at night ......................................... 10
10.4.8 Surface/ground operations ............................... 11
10.4.9 Journey log ................................................... 11
10.4.10 Abnormal and contingency procedures ............... 11
10.5 Additional operator responsibilities ....................... 12
10.5.1 Oversight of contracted service providers ............ 12
10.5.2 Personnel qualification and management .............. 12

11 Maintenance ......................................................... 15
<table>
<thead>
<tr>
<th>Section</th>
<th>Title</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.1</td>
<td>General</td>
<td>15</td>
</tr>
<tr>
<td>11.2</td>
<td>Hardware updates</td>
<td>15</td>
</tr>
<tr>
<td>11.3</td>
<td>Software updates</td>
<td>15</td>
</tr>
<tr>
<td>11.4</td>
<td>Service release</td>
<td>15</td>
</tr>
<tr>
<td>11.5</td>
<td>Configuration management</td>
<td>16</td>
</tr>
<tr>
<td>Annex A</td>
<td>Privacy etiquette</td>
<td>17</td>
</tr>
<tr>
<td>Bibliography</td>
<td></td>
<td>18</td>
</tr>
</tbody>
</table>
Foreword

ISO (the International Organization for Standardization) is a worldwide federation of national standards bodies (ISO member bodies). The work of preparing International Standards is normally carried out through ISO technical committees. Each member body interested in a subject for which a technical committee has been established has the right to be represented on that committee. International organizations, governmental and non-governmental, in liaison with ISO, also take part in the work. ISO collaborates closely with the International Electrotechnical Commission (IEC) on all matters of electrotechnical standardization.

The procedures used to develop this document and those intended for its further maintenance are described in the ISO/IEC Directives, Part 1. In particular, the different approval criteria needed for the different types of ISO documents should be noted. This document was drafted in accordance with the editorial rules of the ISO/IEC Directives, Part 2 (see www.iso.org/directives).

Attention is drawn to the possibility that some of the elements of this document may be the subject of patent rights. ISO shall not be held responsible for identifying any or all such patent rights. Details of any patent rights identified during the development of the document will be in the Introduction and/or on the ISO list of patent declarations received (see www.iso.org/patents).

Any trade name used in this document is information given for the convenience of users and does not constitute an endorsement.

For an explanation of the voluntary nature of standards, the meaning of ISO specific terms and expressions related to conformity assessment, as well as information about ISO's adherence to the World Trade Organization (WTO) principles in the Technical Barriers to Trade (TBT) see www.iso.org/iso/foreword.html.

This document was prepared by Technical Committee ISO/TC 20, Aircraft and space vehicles, Subcommittee SC 16, Unmanned aircraft systems.

Any feedback or questions on this document should be directed to the user's national standards body. A complete listing of these bodies can be found at www.iso.org/members.html.
Introduction

This document outlines requirements for unmanned aircraft (UA) operational procedures which, when applied together with any other current and future standard on unmanned aircraft systems (UAS) form a robust UA safety and quality standard. This document applies to all commercial UAS regardless of size, categorization, application or location and represents the international best practice for the safe operation of all commercial UAS. This document is structured in a way to provide a logical pathway from core principles to specific requirements, and the detail has been espoused in Annex A for reference.