

MAAC POLICY AND PROCEDURES DOCUMENT (MPPD)



This Policy and Procedure Document describes official MAAC policy for a given subject and provides direction to the membership on recommended procedures to be followed in compliance with stated policy. To ensure that you have the latest version always check the MAAC [Web Site](#).

1.0 Title. MPPD 28 – MAAC Maximum Weight Policy.

2.0 Purpose. To ensure uniform compliance with the Canadian Aviation Regulations, the MAAC Special Flight Operations Certificate (SFOC) and MAAC Safety Code.

3.0 Definitions Glossary of Terms.

Anti-collision lighting - typically an omnidirectional rotating or flashing red beacon of sufficient intensity (brightness) to be seen by approaching full-scale pilots in daylight conditions. This light can be affixed to either the top or bottom of the aircraft. Additional position lights and markers are optional.

Crew – in general terms is any person, whether a MAAC member or not, who is involved in the modelling activity of their own free will. The crew can include non-modelling/flying/operational support staff such as ground/event/parking staff, family/friends as “helpers/spotters”, emergency/first aid providers or food vendors provided they are briefed on and aware of the modeling or RPAS activities occurring.

Spotter – is a person assigned the role of coordinating model movements with other modellers, for member and model safety. Normally a single spotter is assigned to each modeller, however a single spotter per flight line or modelling station is acceptable. The spotter watches the models and cannot normally be assigned the role of Visual Observer (VO). A spotter **can** be assigned the role of watching for approaching bystanders.

Visual Observer (VO) – is a trained crew member who assists the modeller/pilot in ensuring the safe conduct of a flight under MAAC VLOS. They are assigned the role of scanning the sky in all directions for approaching full-scale aircraft and providing timely warnings or advisories to any other modellers (Detect and Avoid responsibilities (DAA)). RPAS VO must be trained or briefed to the standard listed in the SOC or site rules. In some instances, a VO must be a MAAC member with RPAS Certification. A VO may also be assigned the role of RPIC for a flight line, Air Boss or other communication duties with ATC but cannot be assigned any other roles if RPAS are airborne.

Direct supervision – means an interaction between a MAAC member with full authority and legal responsibility for the overall operation of a model, and another person, usually a student, who is manipulating the controls of the model. This may be accomplished in

any number of means such as a “buddy-box” or otherwise, provided in all cases the person providing direct supervision can assume control or authority for the safe operation of the model with no delay.

RPIC – RPAS Pilot In Command – is a MAAC member, who agrees to provide direct supervision only, to “Students” in accordance with MAAC policy and who possesses:

1. A valid RPAS Advanced pilot certificate or
2. A valid or previously issued Canadian Private pilot license (PPL) or higher (RPL, GPL, ATC and AME are not acceptable) and
3. If required in the Site Operation Certificate or Site rules, a Restricted Operator Certificate – aeronautical issued by ISED (ROC-A).

Student – is any person who is not directly responsible for the overall operation of the model, including any person who does not have the appropriate rating/certification for the type or location of model operation. Generally, this person is manipulating the controls of a model in varying degrees of competency under the direct supervision of another member (example instructor, flight reviewer, RPIC) who assumes all responsibility for safety and any regulatory compliance items.

4.0 Statement of MAAC Policy.

- 4.1 MAAC has implemented a **nationwide policy requiring all MAAC members operating an mRPAS/RPAS to adhere to MAAC policy based on maximum take-off weight as follows:**
 - a) **Less than 250 grams (mRPAS)**
 - b) **250 grams to 25kg (RPAS/sRPAS)**
 - c) **More than 25kg to a maximum of 35kg. (RPAS/sRPAS MAAC SFOC)**
- 4.2 No member shall operate an RPAS with a maximum take-off weight of more than 25kg unless done in accordance with the procedures contained in the MAAC SFOC, this policy and any conditions specified in a SOC.
- 4.3 No member shall operate an RPAS weighing more than 25kg at a MAAC site in **controlled airspace** under the direct supervision of a RPIC, unless at least one member on site has a current advanced RPAS operators’ certificate.
- 4.4 Members who have obtained an individual “higher weight” SFOC from Transport Canada must comply with all MAAC requirements and restrictions to operate RPAS weighing more than 25kg at MAAC SOC sites.
- 4.5 This national weight policy does not assure safety – Clubs or individuals are still fully responsible to ensure they conduct their operations in manners that assure safety for all persons and full-scale aircraft operations. Lower weights or procedures may remain or be required in some circumstances.
- 4.6 MAAC has been given permission by Transport Canada to operate “traditional model aircraft” weighing between 250grams to 25kgs, in accordance with the MAAC

Manufacturer Declaration at approved MAAC SOC sites in controlled airspace. Higher weight limits at these sites are subject to an agreement between MAAC and the respective controlling agencies, in accordance with the terms of this policy and the MAAC weight SFOC (AC903-001-Appendix D -STSC-002). The MAAC manufacturer policy stipulates no members shall contact NAV CANADA of the DND seeking individual or new permission – that policy remains in force.

4.7 In all circumstances, **the maximum RPA weight permitted by MAAC is 35kg.**

5.0 Process and Procedures

5.1 A Club or member must submit any request for higher weight permission at a site to their Zone Director. Permission is site specific – not member by member.

5.2 MAAC will process requests using airspace and other criteria at their sole discretion. Any denials will clearly list the reasons in writing. **In addition to** all other MAAC SOC processes, MAAC will modify an existing SOC, or issue a new SOC provided the Site/Club/Event rules contain the following rules, processes, or information pertaining to operations above 25kg:

- a. **Operations are restricted to Advanced RPAS Certificate holders or under the direct supervision of an RPIC.**
- b. RPAS pilots and any crew must meet the MAAC crew training and fitness requirements (see appendix A).
- c. RPA must meet and comply with MAAC technical requirements (appendix B).
- d. The ground under the flying area must be controlled, with an additional buffer/containment area based on maximum permissible altitude (Appendix C).
- e. Flying operations must conform with MAAC kinetic energy profiles designed to protect unsheltered persons (Appendix D).
- f. RPA operation is restricted to MAAC stipulated weather minimums, and daylight hours only.
- g. The MAAC Manufacturer Declaration (CAR standard 922.04) requirements must be met (see appendix E).
- h. The RPA must be equipped with anti-collision lights (see appendix F)
- i. The RPAS pilot in command, or their delegate, must ensure sufficient communication equipment exists in accordance with the terms in the SOC, to contact other airspace users and the appropriate air traffic control unit. (see appendix G)
- j. Each RPAS pilot has all required declarations readily available while operating the RPAS.

Additionally:

5.3 If the site is in **controlled airspace:**

- a. the maximum approved RPA operation altitude is 400'agl, or the altitude as specified in the controlling agency agreement, whichever is lower.
- b. At least one VO must qualify as an RPIC

6.0 Version

Version 1. Approved by the Board of Directors, May 6, 2024

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Appendix A – MAAC Crew Training and Fitness Requirements – 25 – 35kg.

MAAC has an agreement with [RPAS Center](#) to utilize their advanced ground school program free of charge. Any members who have taken their course have met the MAAC “crew training” requirements to operate an RPAS above 25kg. Those who did not take the RPAS Center course, must read the applicable MAAC Safety Documents (MSD) or MAAC Policy and Procedures Document (MPPD) on these topics.

All members must complete the self-declaration of understanding below. This form once completed must be readily accessible during any RPAS operations above 25kg.

For the purposes of this policy, crew is defined as the RPIC, RPAS pilot, spotter, or visual observer(s) (VO) as appropriate. All MAAC crew involved in RPAS operations above 25kg shall be trained to MAAC standards in the following topics per AC 900-001 1.1(3)(a)(ix)(A) as contained in various MAAC policy:

- a) Application of operational procedures (normal, contingency, and emergency procedures, flight planning, pre-flight and post-flight inspections)
- b) Communication
- c) RPA flight path management, automation
- d) Leadership, teamwork, and self-management
- e) Problem solving and decision-making.
- f) Situational awareness
- g) Workload management
- h) Coordination and handover
- i) CRM (Crew Resource Management)
- j) Crew fitness policy and requirements

I hereby declare that, for the operation described in the MAAC SOC:

- All RPAS crew members have been trained on the topics identified in AC 903-001 Appendix C, Section 1.1(3)(a)(ix)(A).
- A crew fitness policy is in place, and each RPAS crew member self-declares their fitness prior to acting as a member of the flight crew.
- Any external systems or services in use are adequate for the operation.
- The environmental limits in use for the proposed operation are adequate to ensure safe operation of the RPAS(s).

Name of Responsible Person:

Signature:

Date:

You are required to keep this declaration at the site while operating the RPAS.

Appendix B – MAAC RPA Technical requirements – 25 to 35kg

In addition to the MAAC Manufacture declaration technical requirements, the following requirements must be confirmed the by RPAS Pilot in Command (RPAS or RPIC) prior to every flight of an RPA weighing more than 25 kg:

1. **First Person View** (FPV) video transmission or FPV operation of the RPA by the pilot or persons manipulating the controls is **prohibited**. Other onboard cameras or video gear such as Go-pro or similar are permitted, provided they only record and do not transmit a picture or video regardless of transmission frequency. In all instances the RPAS Pilot or RPIC is responsible for ensuring any such video/camera gear has been tested to ensure no adverse effects on the C2 link (RC interference).
2. **Multi-rotor** (3 or more rotors) RPA deriving lift from the rotors are **prohibited**. This includes any hybrid configurations that are capable of vertical take-off/landing and transition to horizontal flight sustained by aerodynamic lift (wings/disc area). Traditional helicopters and tandem helicopters are permitted.
3. An RPA capable of carrying or equipped with any **“payload”**, internally, externally, removeable, or otherwise is **prohibited**. The weight of the RPA must be that required for RPA to be ready to fly only.
4. After entering service (maiden flight), any **modifications** made to the RPA during its lifetime must be documented in the MAAC Manufacturer Declaration “owner manual/operation/maintenance manual” document along with a self-declaration the core operation of the model has either not changed, or if changes in operation have occurred, they have been adequately documented in the RPA “owner/operation/maintenance manual” per the MAAC Manufacturer Declaration.

I hereby declare that the RPAS(s) listed below have been developed, constructed, and verified to meet the technical requirements identified in TCCA STSC-002, found in AC 903-001 Appendix D, to operate in the environment(s) identified in the CONOPS of the attached SFOC – RPAS application. The RPAS Flight Manual, the RPAS Maintenance Procedures, the RPAS Logbook, and the processes for design and manufacturing have been made available to the SFOC – RPAS applicant and are available for inspection or retention by the Minister as required.

| Make | Model |
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Name of Responsible Person:

Title of Signatory:

Email Address:

Signature:

Appendix C – MAAC Flying Area Ground Control and Buffer zones – 25 to 35kg.

Transport Canada STSC-002 standards for RPA operation above 25kg requires additional mitigations for controlling the ground area under our flying areas, as well as increased buffer zones beyond our normal 30m buffer per AC903.001 2.3(i)(h)(k)(g) and (o). All the relevant requirements or restrictions below must be met. MAAC will work with sites to establish viable flying area dimensions or no-fly zones and mitigations per the below on a site-specific basis.

Flying Area Ground Control

1. The entire flying area must have reasonable assurances of “ground control” meaning it is not normally accessible to the **unsheltered public** or any other by-stander which might suddenly/inadvertently appear in the flying area, from any direction. Further, reasonable measures must be in place to ensure any on-site spectators cannot inadvertently enter the flying area or buffer zone. All of this may be accomplished by natural features such as topography, geographical features, or site-specific tools such as signage, physical barriers (ropes) etc.).
2. There must be a viable means to provide reasonable detection of any inadvertent bystander or spectator entry into the ground control or buffer zone areas. If site sight lines are clear, this may be as simple as a spotter being assigned the role to watch for by-standers or having someone monitor spectator movement. In more complex environments with sightline issues this may require placing spotters in key places, and relaying information via radio or similar.
3. Adjacent roads (from paved roadways to dirt farm access roads) inside the flying area must have reasonable protections against use, or a means to control use, or a means to stop/limit RPA activity during use.
4. Any other measures as MAAC determines to ensure safety of people on the ground, associated with higher weight model operation.

Buffer Zone determination (containment area)

1. The MAAC buffer zone area around the flying area, excluding the MAAC “flying field” set up areas, must be increased by extending beyond the edge of the flying area by 100’ plus the site maximum approved Altitude. Meaning if a site is approved to 400’ the buffer zone must be 500’ around the flying area edge.
2. The buffer zone **must be free of unsheltered public** but may contain what MAAC normally considers “items of value” (farm equipment, livestock etc.). MAAC will assess each site individually to ensure an analysis of RPA kinematics and sheltering object strength provides sufficient personal safety. Likewise, MAAC may amend the flying area, or place additional “no-fly zones” around areas to ensure the requisite levels of safety or put in place controls to limit RPA activities to ensure acceptable risk mitigation and regulatory compliance.
3. **NOTE** – Sites approved to high altitudes (1700’) may impose lower altitude restrictions on operations of RPA weighing more than 25kg to keep the containment area manageable. Meaning, sub-25kg RPA may operate up to 1700’ while RPA weighing more than 25kg are restricted to remain below 400’, or similar. Every site will have all restrictions/permission clearly stipulated in the **SOC and site rules**.

Appendix D – MAAC Managing kinetic energy – 25 to 35kg.

Transport Canada STSC-002 standards for RPA operation above 25kg requires additional mitigations for controlling the kinetic energy profile of the RPA. MAAC will work with sites to establish viable flying area rules and procedures per the below on a site-specific basis.

1. Operational procedures must dictate that kinetic energy is never directed toward any uninvolved or unsheltered persons (by-standers/spectators) less than 500 ft from the RPA. This is to be accomplished by flight path and turnaround control such that in the event of an RPA failure, uninvolved people are protected.
2. The following flight profile rules **must** be incorporated in the site rules package:

No person shall arm, make ready for flight or start an RPA weighing more than 25kg, unless restrained in any designated area, and in the event of restraint failure, the RPA is positioned such that the path is away from any unprotected persons (excluding crew).

No person shall conduct a maiden flight, or test flight after repairs, of an RPA weighing more than 25kg if unprotected spectators are present at the site. The site must be limited to MAAC crew only, **or** any spectators must be provided physical shelter of an adequate strength to prevent incursion by the RPA.

When conducting any airborne display manoeuvre, the aircraft shall be positioned and flown in the flying display area along the appropriate flight line, at the minimum MAAC SOC site distance away from any primary spectator area, secondary spectator area, or built-up area.

Notwithstanding the flight line rules, the following RPA flight profiles are **prohibited within 500' laterally** of any area where unsheltered people (excluding crew) are located.

- a. Takeoff or landing at any angle less than 90 degrees from the edge of any spectator area, as established relative to a flight line or lines.
- b. Take off or landing where the crosswind component is 45 degrees or more **to or from** the spectator area as expressed via the flight line, and **strong enough** that in the opinion of the RPAS pilot, RPIC, site safety officer/ED/CD or similar, may constitute an unacceptable risk of an uncommanded flight path immediately after take-off/landing towards the spectator area.
- c. At any altitude, flight in a direction directly towards unsheltered people
- d. Aerobatic maneuvers where any lateral component (except momentary direction changes such as spins, snap rolls, wing overs, hammerheads etc) of the maneuver is in a direction towards unsheltered people.
- e. Formation flight joining or breaking regardless of direction of flight or altitude.

Appendix E – MAAC Manufacturer Declaration

Please refer to the full policy for additional information. The following are the core requirements of the policy that enables MAAC operation in controlled airspace.

To be eligible to be classified as meeting the “MAAC RPAS Manufacturer Declaration”, **the RPAS** must meet the following technical requirements:

- a) RPA that weigh more than 25kg ready to fly must comply with the SFOC and policy,
- b) The RPA must be of a type, quality and construction or assembly method consistent with the commonly accepted definition of “model aircraft” in North America, wherein the MAAC member, using the MAAC safety code and processes, is responsible for any portion of construction or final flight ready assembly. See MAAC policy for a detailed description of the types of acceptable MAAC RPAS/model aircraft and their classifications.
- c) The control system and components must be of a type, and quality meeting Industry Canada approval and otherwise meet MAAC Safety Code and commonly accepted modeling and model industry standards for radio control installation and operation.
- d) The RPAS must not contain any type of “Human-on-the-loop” or other computer control in the control system. For clarity, deactivation, or temporary disabling of any such system is not acceptable – these types of control systems must not be present in the system.
- e) RPA operating in controlled airspace up to 400’AGL, MAAC VLOS meets CAR922.04 requirements provided the RPAS pilot operates in accordance with MAAC VLOS.
- f) The RPA must have performance capability to descend from the maximum altitude approved by the controlling agency to 60’AGL at a rate of 700 feet per minute or greater.**
- g) The RPA or RPAS must have an operable “flight termination” system or design criteria that can be reasonably expected to terminate the flight with minimal delay in the event of a control link failure.
- h) If intended to be flown at night, or if required by the controlling agency during the day, the RPA must have a functioning lighting system to ensure MAAC VLOS requirements are met or to provide enhanced visual detection for full-scale pilots.

Prior to RPAS operation under the “MAAC RPAS Manufacturer Declaration”, **the RPAS pilot shall ensure the RPAS owner** has documentation available at the site/event for each RPA which contains the following information. This may be in electronic or printed format however MAAC highly recommends this information be included in the RPA logbook, either as a separate page entry, an addendum, or as a package of info

- a) RPA Make or manufacturer name,
- b) Model – the specific RPA model designation including the bound/used transmitter.
- c) The RPA category (MAAC Model Aircraft, MAAC Rotary Wing, MAAC Hybrid)
- d) The RPA maintenance program that includes:
 - i. instructions related to servicing and maintaining the RPA and control system,
 - ii. An inspection program to maintain system readiness.
- e) Any weight limits or center of gravity concerns or related special requirements.
- f) Any RPA design features such as limitations on speed, altitude, or operational restrictions,
- g) Any foreseeable weather conditions or limitations affecting RPAS operation,
- h) Any special or unique features of the system that could result in severe injury to crew members during operation.
- i) Any special or unique design features of the system, and the operating procedures, that are intended to protect against injury any person not involved in the operation,

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- j) Any warning information provided to the pilot notifying any degraded system performance,
- k) Any special or procedures for operating in normal or emergency conditions,
- l) Any special assembly, adjustment, or post flight inspection requirements, and
- m) Any available manuals or component operating instructions.
- n) The above records shall be kept by the owner, and any subsequent MAAC owner for the life of the RPAS, or until two years after the RPAS is withdrawn from service and de-registered.

To operate a RPAS under the “MAAC RPAS Manufacturer Declaration”, the **RPAS pilot shall** ensure the following requirements are met:

- a. All other relevant sections of the CAR are met,
- b. The RPAS is operated in compliance with the MAAC Safety Code and any category specific rules or requirements.
- c. The RPAS meets the technical requirements of MAAC policy,
- d. The RPAS shall not be operated in any mode other than “direct manual control”
- e. The pilot shall not operate more than one RPAS at a time.
- f. The pilot shall not operate the RPA unless any equipped onboard flight termination system is operable,
- g. The RPA shall not be operated within 30 meters of any bystander or spectator, under any circumstances and **regardless of altitude**.
- h. The pilot shall not operate an RPAS unless at least one visual observer is present
- i. **Note** - unless required by the controlling agency or stipulated in the site SOC, mRPAS do not require a visual observer.
- j. The RPAS shall not be operated in any weather condition, near terrain or any other condition which could:
 - i. reduce or negate visual detection of approaching full scale aircraft or bystanders,
 - ii. interfere with radio control link range or clarity of reception or
 - iii. negatively affect the performance of the RPA or the control system where safety of operation could be compromised.
- k. The pilot shall only operate a RPA of a type, size or performance capability that can realistically be expected to maintain controlled flight within the lateral and vertical flying area confines specified in the SOC or by the controlling agency,
- l. The RPAS pilot shall report to MAAC without delay any defect, flaw or equipment performance issue that negatively affected meeting any of the technical or operational requirements of this policy.
 - i. The RPAS **shall not** be operated again under this declaration until both MAAC and the RPAS pilot/owner have investigated and agree the noted deficiency has been rectified.
 - ii. Members shall use the MAAC Reportable Occurrence form and MAAC shall respond in writing. Any such record shall be kept for two years from the date of the agreement to cause and remedy.
 - iii. The above records shall be kept by the owner, and any subsequent MAAC owner for the life of the RPAS, or until two years after the RPAS is withdrawn from service and de-registered.

Appendix F - Anti-collision lights

The SFOC requires RPA weighing more than 25kg to be equipped with “*anti-collision lights*” and that they are turned on. There is a SFOC provision for turning the lights off at night, however MAAC is not permitting RPA weighing more than 25kg operation at night so that is not pertinent. Further, the regulations are mostly silent on RPA lighting requirements save 901.39 which applies to generic RPA lighting and RPA pilot VLOS requirements at night below 400’ operations.

After researching the CAR, TC-AIM and industry norms with a view towards ensuring full-scale aviation safety, MAAC had adopted the following **minimum** standard for equipping MAAC RPA with “anti-collision lights”:

1. There shall be **at least one omni-directional rotating or flashing red beacon** (light) affixed to either the top or bottom (or both) of the RPA, provided it is visible in all directions.
2.
 - a. Where you estimate a significant portion (>10%) of the airframe obstructs beacon visibility in a given direction, an additional rotating or flashing red beacon shall be affixed to address any blind spots.
 - b. Beacons can be of any light type, construction, power/source voltage levels or attachment method (permanent or removable).
 - c. Any beacon(s) used shall be of sufficient brightness to be visible to the naked eye at a minimum distance of 30m in broad daylight. (Commonly available red LED with a 60-degree horizontal viewing angle should be at least 200mcd).
 - d. The beacon(s) must be operating anytime RPA flight is conducted under the SFOC provisions. Failure of the beacon(s) during flight must result in descent to below 60’ without delay or if necessary, flight termination. The beacon(s) may be turned off before takeoff if causing a visual distraction/safety concern for the pilot.
3. Members who wish to affix additional lights, such as for scale effects, must ensure that any additional lights conform to aviation norms as follows:
 - a. The left side/wingtip shall display a steady RED position light, normally visible starting from dead ahead to 110 degrees left.
 - b. The right side/wingtip shall display a steady GREEN position light, normally visible starting from dead ahead to 110 degrees right.
 - c. The furthest rearward portion of the airframe shall display a steady WHITE position light, visible from 30 degrees above and below the horizontal plane of the aircraft.
 - d. Steady white “landing lights” may be affixed to the airframe facing forward, provided they are only activated or illuminated when the aircraft is on the landing approach, or below 400’agl.
 - e. Flashing white “landing lights” may be affixed to the airframe facing forward, and activated at any time provided there are at least two lights, and the flashing sequence alternates between landing lights.
 - f. White strobe lights may be affixed to either wingtip or side of the RPA airframe next to the red/green position lights. Members should exercise caution if using actual high intensity/voltage Xenon-type strobe bulbs/systems and guard against any radio frequency interference issues.

Appendix F - Sufficient communication equipment

The SFOC requires any RPA weighing more than 25kg to have “*sufficient communication equipment for the pilot to contact other airspace users and the appropriate air traffic control unit.*”. The CAR and TC-AIM are silent on what they deem to be “*sufficient communication*” therefore MAAC, taking a view of aviation safety, has adopted the following mandatory requirements and optional guidelines:

Mandatory Site requirements.

Unless otherwise specified in a written agreement between MAAC and an Air Navigation Service Provider, MAAC sites located as below shall not permit RPA operations weighing more than 25kg unless the SOC approved communication capabilities exist and are operable:

- Sites on any type of aerodrome,
- Sites within 3nm of an aerodrome listed in the CFS/CWAS and,
- Sites within the “protected airspace” of any low-level airway, air route or commonly used track which are displayed on an aeronautical chart or map.

Mandatory SOC communication capabilities.

Each MAAC site will be assigned specific communication requirements and capabilities depending on site specifics. However, the following apply to all sites:

- Aviation radio operation is defined as the ability or requirement to make broadcasts. In all instances the MAAC member operating an aviation radio must possess a ROC-A.
- Aviation radio monitoring is defined as listening, but not making broadcasts. An ROC-A is optional in these instances.
- Alternate aviation communications may be via telephone (cell or land line) or via visual means such as signal lights, flares, flashing of runway lights, or full-scale pilot actions (rocking wings, flashing landing lights).
- No MAAC RPAS pilot shall operate an aviation radio while also operating an RPA under the MAAC manufacturer declaration. They may monitor aviation frequencies, however.
- Where aviation radio operation is specified, a crew member shall be present, briefed or trained on the requirements and must be positioned to be able to relay any aviation communications directly between MAAC RPAS pilots and the aviation station.
- No MAAC member shall issue advice, instructions or any other information to full scale aviation stations that could be construed as anything other than information.
- ALL MAAC members shall:
 - Comply with instructions received from any Air Navigation Service Provider or their agent (ATC, FSS or similar) whether those services are provided on site or remotely, and
 - Request clarification to any information they do not understand, and
 - comply with any advice, suggestions or other information provided by full-scale aviation stations without delay, or
 - cease all RPAS operations above 400’agl if:
 - they do not understand the information provided, or
 - if they think they have lost situational awareness, or
 - if any communication requirements are no longer met.