

OPERATIONS MANUAL

COASTAL HELICOPTERS, INC.
8995 YANDUKIN DRIVE
JUNEAU, ALASKA 99801

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DATE	November 5, 2013
REVISION	13-02

Operational Control means the exercise of authority over initiating, conducting or terminating a flight. Coastal Helicopters Inc. at all times retains full responsibility of Operational Control of all company flights, both Part 135 and Part 91. This responsibility is not transferable, and cannot be superseded by any other contract or agreement. Pilots who fail to adhere to company procedures may be acting contrary to the FAR's and may be subject to enforcement action by the FAA.

The following personnel have full Operational Control authority at Coastal Helicopters Inc. with respect to control for all flights, maintenance, and business practices in accordance with FAR 135:

President— Bob Berto

General Manager — Michael H. Wilson

Director of Maintenance — Mark E. Johnson

Director of Operations — Robert Michael Rawson

Chief Pilot — Dustin J. Carroll

Operational Control responsibilities may be delegated to other trained and qualified personnel. The following personnel have limited Operational Control at Coastal Helicopters Inc.:

- **Flight Coordinators** — Flight Coordinators are authorized to initiate flights and terminate flights. Flight Coordinators shall be trained and qualified and a current list of Flight Coordinators shall be kept in the Dispatch Office.
- **Pilots** — Pilots are authorized to conduct and terminate flights. A current list of Pilots (with certificate numbers) shall be kept in the Dispatch Office.

Initiating Missions — Missions are typically initiated by Coastal Helicopters Inc.'s Flight Coordinators or Operational Control. Pilots shall not initiate a mission on their own accord.

Conducting and Terminating Missions — Missions are conducted in joint agreement and coordination between the Pilot and Flight Coordinators. Both the Pilot and Flight Coordinators must agree that the mission can be conducted safely before a mission begins. During the mission both the Pilot and Flight Coordinator will monitor and reassess the conditions to ensure that the mission can continue safely. Either the Pilot or Flight Coordinators can terminate a mission when they are not confident that the flight can continue safely. The Pilot and Flight Coordinators will work together to decide

whether a flight should divert to a new location, return to previous landing site, or land, but ultimately the pilot has the final decision in this matter. See Section Four for flight locating procedures and specific emergency notification procedures.

PASSENGER BRIEFING

Before each takeoff each pilot in command of an aircraft carrying passengers shall ensure that all passengers have been orally briefed on:

1. Smoking;
2. Use of seat belts;
3. Location and means for opening the passenger entry door and emergency exits;
4. Location of survival equipment;
5. Location and operation of fire extinguishers;
6. Approaching and exiting the helicopter safely;
7. If applicable, use of life vests, procedures for ditching and emergency exit from the helicopter in the event of a water landing.

Briefing cards will be available for each passenger to review. These briefing cards will be located in each aircraft the company operates.

Medical personnel assisting in air ambulance operations will be briefed prior to a mission on special operations including, but not limited to the installation, removal, and use of the stretcher and oxygen as well as storage devices for any medical supplies needed for a particular mission.

FLIGHT IN DETERIORATING WEATHER AND/OR FLAT LIGHT AND/OR WHITE OUT CONDITIONS

All Coastal Helicopters pilots will use the following procedures when operating in areas of reduced visibility and ceilings: pilots will stay low and slow down to a speed that will allow them to avoid obstacles or obstructions. If conditions worsen to personal, company, or FAA minimums, they will turn around. If conditions have deteriorated behind them they will find a place to land and wait for improvements to the weather. If over Flat Light Conditions (where altitude above the surface is not possible to discern due to overcast or low light) and you find it necessary to turn around; do not fly away from objects (shoreline, trees, rocks or other debris) being used for VFR flight. Angle away from those objects and at a slow airspeed; turn back towards the reference items being careful to maintain a constant altitude. Do not cross flat water unless you can see the other side and can maintain company and personal minimum altitudes. Under no circumstances will the pilot fly into IMC conditions.

OPERATIONAL CONTROL MANUAL

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The Director of Operations has the responsibility of maintaining Operational Control at Coastal Helicopters. He may delegate other personnel to fulfill the daily responsibility of Operational Control, but retains overall responsibility for the program.

All pilots will be assigned an experience level with Coastal Helicopters from 1-6 by the Director of Operations and/or Chief Pilot. If management is not present to assign a particular flight, pilots are expected to only accept flights that meet the criteria associated with their experience level on the following table.

The Director of Operations and/or Chief Pilot may assign a flight to a pilot at a higher level than their current experience level. As a pilot gains experience working for Coastal Helicopters, Inc. (CHI), they will be given more challenging jobs and their Basic Qualification Level will be increased. The first of every month the Pilot Qualification List will be checked by the Director of Operations and/or Chief Pilot to make sure it is current and any changes will be made at that time.

If a request is made for a flight to an unfamiliar location and management is not available to assign the flight, the flight coordinator and most senior pilot on duty (seniority is based on total time with CHI) will need to determine where on the list of criteria the proposed landing site will fall and make the pilot assignment. It is always better to error on the side of safety and assign a pilot that may have a higher qualification level than one that has a lower qualification level.

Coastal Helicopters Basic Pilot Qualification Criteria

Pilot	Ceiling and Visibility	Landing Area		Minimum Alt Above Snow or Water (Poor surface reference)	Maximum Landing Altitude	Landing Areas
		Max Sustained Wind	Gust Spread			
E-1	1000' and 3 miles	20 kts	10 kt	1500'	4000'	Large improved areas with minimal obstructions and smooth surfaces, glacier landings (ice).
E-2	800' and 2 miles	25 kts	15 kt	1000'	4000'	Large improved areas with minimal obstructions and smooth surfaces, glacier landings (ice) or snow landings without white out potential.
E-3	500' and 1 mile	30 kts	20 kt	800'	6000'	Large open areas and improved helipads with minimal obstructions, glacier landings (ice) or snow landings without white out potential.
E-4	300' and 1 mile	35 kts	25 kt	500'	8,000'	Open ridges and mountain tops, glacier/snow, power lines, winter mountain work with additional training in recognition of cornices, muskeg ponds and potential avalanche hazards - improved areas with white out potential.
E-5	1/2 mile	45 kts	25 kt	300'	9,000'	All remote sites, mountain tops with white out potential, (ski operations and geological work).
E-6	1/2 mile	50 kts	30 kt	300'	10,000'	All remote sites, mountain tops with white out potential, plus one skid and toe-in landings.

FLIGHT COORDINATOR REFERENCE MANUAL

COASTAL HELICOPTERS, INC.
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FLIGHT RISK ASSESSMENT

Every flight, local or otherwise, will have a Flight Risk Assessment initiated by a trained Flight Coordinator and completed jointly by the FC and the pilot.

- ⚠ The Pilot-in-Command (PIC) and the Flight Coordinator share equal responsibility in determining whether or not the flight will be dispatched. The PIC and FC acknowledge agreement with the Risk Assessment by their initials on the RA form. If either the PIC or FC does not agree with a section of the RA, the flight is a "No Go," until the issue is addressed to their satisfaction and cleared by the appropriate party prior to launching the flight.

If the pilot is not present to complete the form (i.e., departing from a location other than Juneau), or is only available by phone or radio, the form may be completed remotely and the FC's initials should be documented in the box "Completed By."

FLIGHT RISK ASSESSMENT					
Pilot	Date:	Completed by:		Cleared by:	
		GO	NO GO		
Pilot Qualification Pilot ID'd and Pilot Qual (double check meets weather minimums)	Weather (Within Pilot Qual Level)			OC	If any section is "no go'd," it may be cleared by the respective party if the reason is satisfactorily resolved.
	Landing Area (Within Pilot Qual Level)			OC	
	Pilot			P	
	Route Familiarity			OC, E+	
	New landing Zone			OC, E+	
	New Job Task			OC	
	30 min pre Sunrise / w/ 30 min of Sunset			OC	
Flight Coordinator	Pilot (must talk to pilot before flt)			P, FC, O	
On Duty:	Management (must talk to mgt. before flt)			MGT	
Operational Control	OC = Operational Control E+ = E4, E5, E6 level Pilot O = Originator P = Pilot FC = Flight Coordinator MGT = Management ONLY (not flying mission)				
FC and OC ID'd					

FLIGHT RISK ASSESSMENT INSTRUCTIONS

WEATHER

The PIC and FC should both acknowledge that the weather meets the pilot's experience level. This is based on weather at base and the landing site, rather than weather enroute. If no landing site weather is available, utilize the closest reporting stations. If the weather does not meet the pilot's basic qualification level, the flight should be considered a NO GO until cleared by OC.

⚠ A current list of pilots and their experience levels is kept in operations.



COASTAL HELICOPTERS
Dog Camp Standard Operating Procedures
May 2016

The purpose of this document is to provide a reference for operations at the Blue Kennels (BK) dog camp that are in compliance with Coastal Helicopters Inc., (CHI) company policies and applicable regulations.

GO/NO GO DECISIONS

The person in Operational Control at CHI will make all decisions for flight operations in support of BK operations.

WEATHER

Weather will be provided to CHI operations hourly by BK personnel at dog camp. If the weather significantly deteriorates or improves between the regular weather reports these changes will be related to CHI operations, whereas the person in Operational Control will make all decisions for flight operations in support of BK operations.

Each weather report provided by BK employees will be documented by operations appropriately.

TRAINING FOR BLUE KENNELS' PERSONNEL

- ☐ New and returning personnel are required to spend time training with CHI personnel on the ground in Juneau, where they will receive an aircraft indoctrination, safety briefing and participate with CHI tour personnel in actively loading and unloading a minimum of 4 tours each. This training will be documented and retained by CHI.
- ☐ Items that will be included in the training include:
 - ☐ Checking cargo compartments for freight
 - ☐ Cargo door/latch operation on specific cargo areas to be used
 - ☐ Fuel key and the possibility of it dangling outside the aft cargo door
 - ☐ Passenger door operations including "pocket" door
 - ☐ Ballast location and procedure for removal and reloading with appropriate groups
 - ☐ Operation of passenger seat belts and headsets
 - ☐ Proper method for securing and use of child safety seats
 - ☐ Procedure for stool and placement on stake prior to helicopter departure
 - ☐ Procedure for stool used for glacier landings on extended returns
 - ☐ Approaching/conducting operations around a running helicopter
 - ☐ Communication with pilot (visual and radio)
 - ☐ Receiving visual and thumbs up from pilot prior to departure
 - ☐ Passenger control
 - ☐ Keeping manifested groups with the same helicopters on returns
 - ☐ Hazmat
 - ☐ Not removing tie downs/tail rotor blocks from aircraft
 - ☐ Visual check of helicopter prior to departure (seat belts hanging out, latches, etc.)
 - ☐ ***For those performing slinging support: sling operations/safety including use of belly hook and hand signals
- ☐ Additional training by CHI personnel at dog camp may be performed as needed.
- ☐ Additional training on the ground in Juneau may be required on a case by case basis as deemed necessary by CHI management.

AGREEMENT FOR SERVICES

This AGREEMENT FOR SERVICES is entered this _9th_ day of _August_, _2012_, by and between Coastal Helicopters, Inc., an Alaska corporation, whose address is 8995 Yandukin Drive, Juneau, Alaska (here after CHI) and Blue Kennels, whose address is Box 33423, Juneau Alaska, 99803 (here after Blue Kennels).

16. **Operating Policy and Procedures**. Blue Kennels and CHI will jointly develop a policy and procedure manual. The policy and procedure manual will provide details for day-to-day operation and coordination between the companies as well as emergency response guidelines.

21. **Weather Calls**. Weather calls for tour operation will be determined by CHI management.