

ANC23FA008

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Attachment 10

Guardian Flight Standards Manual [Excerpts]

November 11, 2023



FLIGHT STANDARDS MANUAL

This manual is current through
Revision – Original
8-2-2022

Our mission is to provide safe, compassionate & efficient air medical transportation.

3.2 SCHEDULING

Note: All scheduling will comply with the Flight Time and Rest Requirements of 14 CFR 135. If there is a conflict between a published GFL schedule and 14 CFR 135 then the regulation will take precedent. If the pilot determines that a conflict exists then the pilot shall call the responsible ACP, PMOC, Chief Pilot and/or Director of Operations to deconflict the schedule.

NORMAL SCHEDULING

The Guardian Flight Chief Pilot for each airframe is responsible for the scheduling of those Guardian Flight pilots. The duties of normal pilot scheduling are usually delegated to the Guardian Flight Assistant Chief Pilots (ACPs). GFL ACPs will ensure that the schedule is current and updated.

Guardian Flight pilots will be assigned to normally scheduled rotations of one of the following:

- two weeks on, two weeks off;
- one week on, one week off; or
- another rotation approved by the Chief Pilot or designee.

GFL ACPs shall have the normally scheduled shifts assigned prior to the 1st day of the preceding month. Example: the December schedule shall be completed prior to November 1. This is to ensure that pilots can see their scheduled off days and, if applicable, any additional shifts they have requested and been assigned.

Prior to assigning a pilot to a shift, GFL ACPs shall verify:

1. The pilot holds an appropriate and current FAA Medical Certificate.
 - a. An appropriate FAA Medical Certificate is either a Class 1 or Class 2 medical dependent on type of operation the pilot is qualified for within GFL.
 - b. A copy of the medical certificate must be uploaded to the pilot's personnel tab in FDT and the "medical" section updated to show the appropriate class, dates and limitations (if any).
2. Any required training and qualification segments have been completed and the records uploaded into the pilot's personnel tab in FDT. The "Master Training and Tracking" section must be updated to show the current training and checking status.
3. The pilot has not, and is not scheduled to, violate the flight time and rest limitations of 14 CFR 135.267

Guardian Flight pilots shall not accept an assignment for duty that violates these requirements or any 14 CFR 135 regulations.

3.3 PILOT TRAINING

All pilot training shall be conducted in accordance with the most recent and current FAA Approved Guardian Flight Training Manual. Pilots are expected to become familiar with all available information in preparation for a training or checking event. Guardian Flight will place special emphasis on ADM (Aeronautical Decision Making), SRM (Single Pilot Resource Management), CRM (Crew Resource Management), Stall/Spin awareness, positive aircraft control, Runway Incursion Avoidance, Checklist Usage, and adherence to the company policies, procedures, as well as all applicable FAA rules and regulations.

ONLINE PILOT TRAINING MODULES

Pilots will be assigned online training modules every month. These modules are required to be completed in the month they are assigned. If this training is not completed by the end of the due month, the pilot will be pulled from scheduled shifts until the training is completed. Repeat offenses may result in further discipline in accordance with the Human Resources employee discipline policy.

SCHEDULING FOR RECURRENT PILOT TRAINING

FAA required pilot training will be scheduled in accordance with 14 CFR 135 requirements. Unless otherwise approved by the Guardian Flight training department and/or the respective Assistant Chief Pilot, the required pilot training will be scheduled in the month prior to the due month. Guardian Flight will attempt to schedule pilot recurrent training during a pilot's normally scheduled shift. In circumstances where this is not possible the pilot will be required to attend recurrent training during a normally scheduled off time. The Guardian Flight Training Department, in conjunction with the Assistant Chief Pilot, will work with all pilots in an attempt to schedule training during a period that works for Everyone involved.

MULTIPLE CONSECUTIVE TRAINING/ CHECKING FAILURES

If a pilot fails a training or checking event on two successive attempts then the pilot will either be placed into a comprehensive retraining process or employment may be terminated. This comprehensive retrain process may consist of the following:

1. Being placed into an initial/recurrent/remedial training class for a final attempt to complete the required training
2. Conducting a final evaluation to determine future training and checking requirements. Pilot Improvement plan as directed by the Chief Pilot and ACP.

4.2 START OF SHIFT DUTIES

The pilot shall report to the aircraft at the start of their scheduled shift to perform the start of shift duties as stated below.

Start of shift duties

- 1) Report to the airport to perform the following duties:
 - a. Call dispatch to report fit for duty and discuss the following:
 - i. The possibility of any upcoming flights
 - ii. Which aircraft is assigned to the PIC
 - iii. The medical team on shift and their status
 - iv. The weather status (green/yellow/red) for the shift
 - v. Any other pertinent information concerning the aircraft
 - vi. Any other information or special instructions
 - b. Pre-flight inspection of the assigned aircraft
 - i. Complete all necessary maintenance paperwork required by the GFL GMM and ensure the aircraft is airworthy IAW the AFM, MEL, Status Board, Flight Docs, and the DMR.
 - c. Daily Brief with the on-duty medical crewmembers to include:
 - i. Weather status for the shift
 - ii. Any known operational limitations
 - iii. Any other pertinent information for the shift
- 2) Log into Flight Duty Tracker to input their daily status and scheduled duty day
 - a. Pilot must also verify compliance with appropriate rest, flight and duty time regulations and limitations
 - b. If a conflict is noted, the pilot shall call the Pilot Manager On Call (PMOC) or Alaska Pilot Manager On Call (AKOPS) to discuss the possible conflict and appropriate resolution

Satellite Phone Communication

Guardian Flight utilizes satellite radio/phones for in-flight communications. Company policy requires that the satellite radio be monitored unless it interferes with the safety of the flight. This system should only be used for communication with dispatch, for communication between medical crew and hospital/medical director.

4.5 COMMUNICATION WITH MEDICAL CREWMEMBERS

One of the ways that medevac flying is different from most other flying is the CRM and interactions required with the medical crewmembers. Guardian Flight embraces the team approach to acceptance of a flight request. To this extent GFL has adopted a “All to go, 1 to say no” policy. This means that after the pilot has made a “go” decision for weather and aviation factors, but prior to any flight, the pilot and medical crewmembers shall discuss the safety of the current mission. This conversation will differ depending on the specifics of the mission, but a few constants will remain:

1. The pilot will brief the weather for the current mission
2. The medical crewmembers will brief any operational requirements or limitations that are required for the patient.
3. Any questions that remain concerning the safety of the mission clarified

Start of shift Crew Briefings

At the start of the shift, the pilot will brief the medical crewmembers on duty. If the medical crewmembers are timed-out when the pilot comes on shift, the medical crewmembers will call the pilot to receive the briefing when they come out of time-out. This briefing may be completed via phone call; however, it is preferred to be conducted in person. This brief must include:

1. Weather Status for the shift
 - a. If there are adverse weather conditions please brief the specifics of this with the crew
2. Aircraft Status
3. Any known operational limitations for the shift
4. Any other pertinent information for the shift

Pre-Flight Crew Briefings

Prior to departure, the pilot and the medical team shall brief the following items:

14CFR135 Required Passenger Briefing: If any medical crewmembers have not received documented 180M training the pilot shall give a full 135CFR required passenger briefing. If all medical crewmembers have received documented 180M training this is not required unless another passenger is onboard the aircraft.

Weather: This is the current green/yellow/red terminology for departure, enroute, destination and alternate, if applicable. If the destination airport is yellow, then discuss potential alternate airports with the medical team and dispatch prior to departure.

Terrain: The highest terrain elevation within 5 nm of your planned route of flight.

Altitudes: The planned cruise altitude and highest cabin altitude, compared to the highest terrain.

Approach: (how you plan to approach the destination and/or alternate). A simple statement stating how the pilot plans to approach the destination, (VFR/visual approach, vectors, an instrument approach, or any combination of those). If an instrument approach is used, the specific approach does not necessarily have to be named unless the crew requests it.

Risk: The risk value as determined by the Guardian Flight risk assessment tool. The total value should be stated, followed by the individual factors that led to the total value, if requested.

Limitations / Delays: Discuss any patient needs with the med crew (lower cabin altitude, etc.), if an item is MEL'd discuss how it might affect the flight, discuss any anticipated delays and any other issues that you or the flight crew may feel are pertinent to the flight.

Post Flight Crew Debriefings

After each flight, the pilot shall debrief with the medical crewmembers and communication specialist. This brief may include:

1. Abnormal events that occurred during transport
2. Communications errors
3. Clarification of questions that arose during transport
4. Process errors
5. Positive aspects of the transport

4.8 RISK ASSESSMENT (RA)

It is imperative to ascertain the risk involved with flight operation to determine the safety of the flight. At GFL a risk assessment found on the Baldwin Aviation Website is used to translate the amount of risk associated with each flight into a number. This number must be determined accurately and communicated to the communications specialist prior to every flight.

If the risk assessment is calculated at a 3 or lower, it is the crew's decision as to whether to proceed with the flight. If the risk assessment is 4, the PIC must contact the PMOC (Pilot Management on Call) or Alaska Ops Manager on Call (AKOPS) and discuss the flight with them to determine whether to proceed with the flight. A risk assessment of 5 also requires consult with PMOC. This conversation will focus on attempts to mitigate the risk back to a 4. If the risk is not able to be mitigated to a 4, the flight will likely be cancelled. Acceptance of a flight in RA 5 is only at the agreement of both the pilot(s) AND PMOC. If the RA is 4 or 5, the pilot must relay to the communications specialist that a conversation with PMOC has occurred and that either:

- both are in agreement with the go determination or;
- No-go decision has been made.

NOTE: 14CFR 91 reposition flights outside of a scheduled 14-hour duty period require a call to PMOC for approval. PMOC notification is also required If anticipated flight time totals exceed the following during any 24-hour window:

- 7.5 hours or greater for single pilot operations or
- 9.5 hours or greater for dual pilot operations

4.18 CHECKLIST PHILOSOPHY

Use of a company provided checklist is mandatory for every flight. The pilot may deviate from the checklist in the interest of safety or to meet the demands of an abnormal situation and/or emergency; however caution must be exercised. The checklist is not all-inclusive and it does not address all aspects of flying the aircraft. The pilot is responsible for knowing the use of the different aircraft systems and how they interact.

During single pilot operations the pilot will accomplish the required items and then use the checklist to verify that all steps have been properly accomplished. If a flow is published in the aircraft specific SOP for a particular checklist that flow shall be accomplished as written.

During two pilot operations when a PIC and SIC crew is being utilized the “Do-Verify” method will be used. In an emergency situation the “Challenge-Do-Verify” method shall be used.

Emergency situation checklist philosophy:

- 1) Ground operations:
 - a. If applicable the memory items will be completed. Stop the aircraft. Then the appropriate checklist will be completed. Next, advise ATC of your situation.
- 2) Flight operations from the surface to 1500' AGL:
 - a. Fly the aircraft. Complete the memory items. Fly the aircraft to at least 1500' AGL (if able) prior to starting and completing the appropriate checklist.
Declare the emergency or situation to ATC and if appropriate advise:
 - i. Nature of the emergency
 - ii. Souls on board
 - iii. Fuel remaining
 - iv. Intentions
 - v. Request crash/fire/rescue (if applicable).
- 3) Flight operations above 1500' AGL:
 - a. Fly the aircraft. Complete memory items. Complete the appropriate checklist.
Advise ATC of your situation and declare an emergency if applicable.