

ANC23FA008

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Attachment 18

Email Correspondence between HP Investigator and
Guardian Flight LLC Director of Safety

November 16, 2023

On October 2, 2023, the human performance investigator asked the Guardian Flight LLC Director of Safety the following via email:

"I am still trying to confirm the following passage from the Guardian Flight Standards Manual Chapter 3 "Administration,"

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.*

You said this might be a recent change to the manual that was not in effect when the prior to the Hawaii Life Flight accident occurring. Can you please confirm when the section was in place?"

Later that same day, the Director of Safety replied:

"Yes, this was in place prior to the accident.

However, though this language is in the Flight Standards Manual, we need to recognize this manual was first published, October 31, 2022, and I'm not confident we had fully implemented this process throughout Guardian Flight. Additionally, our incident pilot would not have been identified as a potential remedial training candidate, until his next check ride, January/February 2023."