

ANC23FA008

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Attachment 14

Guardian General Operations Manual [Excerpts]

November 11, 2023

2.15 Pilot in Command

1. The Pilot in Command of the aircraft is at all times directly responsible for, and is the final authority as to, the operation of that aircraft. Prior to flight, each Pilot in Command is responsible for familiarizing him or herself with all available information concerning that flight, including the current maintenance inspection status of the aircraft.
2. Each pilot who has not flown over a route and into an airport within the preceding 90 days will, before beginning the flight, become familiar with all available information required for the safe operation of that flight required by §135.299(c).
3. ALWAYS operates the aircraft in a safe, comfortable and efficient manner.
4. Reports for duty being adequately rested and in proper dress. Each pilot shall at the beginning of his or her assigned shift, if not already activated for a mission should contact the Communication Center to verify that he or she and his or her assigned aircraft are ready for a flight or report to the shift change meeting held by the Communications Center.
5. Notifies Ops Control as soon as practical in the event he or she is unable show up for or complete a scheduled shift.
6. Unless assigned to be stationed at the aircraft hangar, the Pilot in Command shall report to the aircraft within 20 minutes of being activated for flight.
7. When stationed at the aircraft hangar, the Pilot in Command shall report to the aircraft within 5 minutes of being activated for a flight.
8. For each flight, obtains briefing information from the Communications Center regarding purpose of the flight, destination, special instructions, and release.
9. Responsible for certain aspects of Operational Control including:
 - a. Obtain access to the necessary information for the safe conduct of the flight (such as weather, NOTAMS, and airport analysis).
 - b. File a flight plan with an appropriate FAA facility or company flight plan (considering such factors as altitude, terrain, weather, range, aircraft weight, fuel requirements, airport facilities and navigational aids).
 - c. Ensures the altitude and route to be flown is free of both terrain and other potential hazards.
10. Provide Operation Risk Management number to the Communications Center.
11. Receive Flight Release from Communications Center.
12. Ensure that pilot is in compliance with flight and rest requirements before departing on a flight.
13. Cancels and or delays flight assignments for weather or safety reasons.

14. Closes flight plans.
15. Contacts Communications Center prior to and at the end of each flight segment. At the conclusion of the mission notify dispatch of the appropriate current aircraft status information.
16. Ensures that a proper flight kit is aboard including pertinent and current aeronautical charts. For IFR operations, each pertinent navigational enroute, terminal area, and approach chart and other material as required by §135.83(a).
17. Ensures aircraft is properly inspected before flight as described by applicable AFM. A proper inspection shall include verifying all aircraft discrepancies are closed or on MEL and maintenance deferrals are not exceeding or will not exceed due dates during flight.
18. Ensures proper loading, securing, and distribution, of cargo and passengers and determines that weight and center of gravity is within prescribed limitations per applicable AFM. For multi-engine aircraft, ensures that the aircraft has been weighed in compliance with §135.185.
19. Direct and assist in the active loading of passengers and cargo.
20. Complete company Load Manifest as required for each FAR Part 135 flight segment.
21. Ensures that proper emergency equipment is on board the aircraft.
22. Operates aircraft at favorable altitudes taking into account turbulence, oxygen requirements and comfort of passengers during flight.
23. Responsible for refueling and parking of assigned aircraft after each flight.
24. Maintains a valid pilot's certificate and a 1st or 2nd class medical certificate. Some bases require 1st class medical certification due to hospital contractual requirements and/or eligible on demand operations – check with your Chief Pilot.
25. Meets the training and checking requirements of 14 CFR Part 135.
26. Immediately notifies the Chief Pilot (or the Director of Operations if the Chief Pilot is unavailable) in writing of any change in pilot certification and/or medical certificate status.
27. Immediately notifies the Chief Pilot (or the Director of Operations if the Chief Pilot is unavailable) in writing of any drug and/or alcohol related citation, arrest or conviction.
28. Notifies the Chief Pilot (or the Director of Operations if the Chief Pilot is unavailable) whenever a medical deficiency exists that would affect the safety of flight.
29. Notifies the Director of Operations or the Chief Pilot whenever a regulatory or policy deviation may have occurred.

30. Updates aircraft and base copies of the Company General Operations Manual, aircraft documentation and navigational chart publications as directed by the Chief Pilot and/or the Director of Operations.
31. If a flight is going to be delayed or cancelled for a mechanical irregularity, weather or any other Pilot in Command decisions, it is the Pilot in Command's responsibility to contact the Communications Center as soon as possible.
32. The Pilot in Command will notify on-call Ops Control immediately any time a flight request cannot be completed for any reason and send an email to the Chief Pilot and Director of Operations within 24 hours with a brief explanation of the inability to complete the flight request.
33. The Pilot in Command, if needed, may assign emergency evacuation duties to Company medical attendants. For passengers needing additional aid in the event of an aircraft evacuation the Pilot in Command may assign a medical attendant or passenger to such passengers in need.
34. The Pilot in Command must be highly knowledgeable of the Company General Operations Manual, Federal Aviation Regulations, Flight Manuals etc.
35. Supervises flight planning and flight preparation of the Second in Command if an SIC has been assigned to the flight.
36. Ensures all passengers have been given a proper safety briefing.
37. Ensures all maintenance discrepancies are written properly and communicated to the Director of Maintenance or his designee, as well as the Communication Center.
38. The on-duty Pilot in Command will stay with the aircraft when maintenance functions are being performed away from a Guardian Flight maintenance base, unless permission to leave is granted from the Chief Pilot or the Director of Operations.
39. Completes required Company documentation including GPS Mileage Forms and Duty Logs.
40. The Pilot in Command is ultimately responsible for the safety of his or her passengers. He or she may delegate functions to other trained personnel but retains responsibility. He or she shall ensure all passengers are briefed before each flight in accordance with 14 CFR Part §135.23(k) as described by the passenger briefing section of this manual. If there is a passenger on board in need of assistance, in the event of evacuation, an attendant (or passenger) shall be assigned to that person and be briefed on procedures by the Pilot in Command to aid that individual.