

CEN23MA034

OPERATIONAL FACTORS/HUMAN PERFORMANCE

Attachment 19

Commemorative Air Force SMS Manual - November 2023

November 22, 2023

SAFETY MANAGEMENT SYSTEM (SMS)

This regulation was created to assist Unit Staff Officers and volunteers in performing their duties.

CAFR 60-4 November 2023

This Regulation applies to all Unit Staff Officers and CAF Members.

Approval:

President



COMMEMORATIVE
AIR FORCE

Preface

SAFETY POLICY

This Regulation prescribes the policy and procedures for the Safety Management System (SMS) in the CAF. CAF members must use and comply with this manual. We have adopted the FAA's Safety Management Voluntary Program (SMSVP), which serves as the outline for this regulation.

The manual is available at <https://www.cafoperations.org/document-resources>
If unable to download, contact Rita McNew [REDACTED]

Objectives

The number one responsibility of everyone in the Commemorative Air Force is to prevent injury and damage to equipment. Our folks on the flying side can identify hazards in the maintenance areas, and those on the maintenance side can point out the dangers in operations. My policy is to review this regulation together every year and concentrate on things we can do better; this will reduce risk and contribute to higher morale and Esprit de corps.

Commitment

You will always have my full support if you operate professionally following our Policies and Procedures. If you are unable, I will talk with you and try to avoid revoking your membership. Your most important duty is to keep our operations safe, stop dangerous activities on the spot, and openly and honestly report unsafe events and hazards. You can tell me or any supervisor, email me, or call in on the phone if you are away from the Unit. You can be assured that such reports will be thoroughly investigated non-punitively; any member of the maintenance and operations teams can call a "knock it off" and stop dangerous situations with imminent risk - ask for help when you need it!

If the solution/mitigation can't be applied because of inadequate resources, I will find a way to fund the solution or change the environment, equipment, policy, or procedures.

We get some bad storms here, and it is possible something could happen at the airport that would require an emergency response not only by the local first responders but we may need to transition into an emergency mode as well. In case of an emergency, the senior staff led by me or the senior employee on duty will convene the senior staff and direct the actions to maximize the safety of our people and airplanes. This simple Emergency Response Plan has been tested and proven effective; the FAA, NTSB, and local first responders have testified our plan works.

IF the PLANE isn't Right! we don't go!
If the Pilot isn't Right! we don't go!
If the Weather isn't Right! we don't go!
Safety is #1

Hank Coates
President/CEO Commemorative Air Force
Cell [REDACTED]

Publications Management

Purpose

This Regulation was created to assist Unit Staff Officers and volunteers in performing their duties safely.

Who Should Use this Regulation?ⁱ All CAF Members should use this Regulation.

Changes:

Any CAF Member, Unit Staff Officer, or employee may recommend changes to any CAF publication. Recommendations may be submitted in any format; however, the document must be identified by number, title, and date. The office of primary responsibility will evaluate recommendations within thirty (30) days, and the individual or Unit will be notified of action taken.

Number	Date	Date Distributed	Number of Pages
Original	November 2023	November 2023	24
1			
2			
3			

No. of Printed Pages - 24

OPR: Chief Aviation Officer

Approved by: President

Distribution: All Unit Staff Officers, CAF members
upon request, and Headquarters Staff as
required

Changes and Revisions

PAGE	Change		PAGE	Change		PAGE	Change		PAGE	Change		PAGE	Change
1	original		21	original									
2	original		22	original									
3	original		23	original									
4	original		24	original									
5	original												
6	original												
7	original												
8	original												
9	original												
10	original												
11	original												
12	original												
13	original												
14	original												
15	original												
16	original												
17	original												
18	original												
19	original												
20	original												

Table of Contents

Preface	1
Publications Management	2
Table of Contents	4
Definitions	5
Our Safety Management System	6
Policy and Objectives	6
Accountability, Authority and Responsibilities	7
Emergency Response Planning	7
Safety Risk Management.....	9
Hazard identification:	9
Policies and Procedures	10
Safety Assurance	10
Safety Promotion	12
Training and Education	12
Communication.....	12
Appendix A: Safety Officer (SO) Job Description	14
Appendix B: Hazard Report Form	16
Appendix C: Hazard Report Log	17
Appendix D: Emergency Response Plan (ERP)	18
Appendix E: Aircraft Contingency Plan (ACP)	20
Appendix F: General Training Form	23

Definitions

- **Hazard** means a condition that could foreseeably cause or contribute to an aircraft accident as defined in Title 49 of the Code of Federal Regulations (49 CFR) part 830, § 830.2.
- **Risk** means the composite of predicted severity and likelihood of the potential effect of a hazard.
- **Risk control** means a means to reduce or eliminate the effects of hazards.
- **Safety Assurance (SA)** means processes within the SMS that function systematically to ensure the performance and effectiveness of safety risk controls and that the organization meets or exceeds its safety objectives through the collection, analysis, and assessment of information.
- **Safety Management System (SMS)** means the formal, top-down, organization-wide approach to managing safety risk and assuring the effectiveness of safety risk controls. It includes systematic procedures, practices, and policies for the management of safety risk.
- **Safety objective** means a measurable goal or desirable outcome related to safety.
- **Safety performance** means realized or actual safety accomplishment relative to the organization's safety objectives.
- **Safety policy** means the CH's documented commitment to safety, which defines its safety objectives and the accountabilities and responsibilities of its employees in regard to safety.
- **Safety promotion** means a combination of training and communication of safety information to support the implementation and operation of an SMS in an organization.
- **Safety Risk Management (SRM)** means a process within the SMS composed of describing the system, identifying the hazards, and analyzing, assessing, and controlling risk.

Our Safety Management System

The format for this document is a list of SMS components and under each of those are appropriate policies, regulations, and guidelines which when combined with this document is our Safety Management System. We must understand that our policies and procedures are the basis of our safety program; safety is not a regulation with rules to follow. The effectiveness of our program is proportional to how well we follow the rules. Following the rules will ensure we can:

- Actively look for unsafe conditions in our operations
- Develop corrective actions to reduce the risks
- Monitor to be sure we have appropriately controlled those risk

All the documents herein are available online at the site indicated in each section. Here are the links:

- CAF: [REDACTED]
- CAF member's site: [REDACTED]
- Operations site: [REDACTED]

Policy and Objectives

Our policies as explained above are the key to our SMS which will allow us to accomplish our goals: *maintaining and flying airplanes without injury to people or damage to airplanes and equipment.*

It is important to note that when most people talk about safety in our industry, they talk about flight safety. *Flying scores, the highest in any risk assessment of what we do*, but it isn't the only area where we have risk.

There are significant risks that need Mitigation/Management in each area of our operations:

- Flight Safety
- Ground/Industrial Safety
- Flight line safety (Marshalls)
- Explosive Safety (Pyro Detachments)

During maintenance activities or when aircraft are being moved, there is the potential for increased risk and temporary hazards. Everyone is responsible for watching for these and stopping imminent danger immediately. *These operations score high in risk assessment.*

The administrative areas in hangars (gift shops, offices etc..) have very few hazards. *Even though these areas pose the smallest risk*, those who work there should be cautious of the typical trip and fall hazards. If there is something in the administrative areas that those who

work there can't take care of, they should call the unit Safety Officer (SO) for assistance. The Hazard Reporting Forms (Appendix C) are available in all work areas.

Accountability, Authority and Responsibilities

- The top of our pyramid for safety accountability is the President/CEO; his authority comes from the General Staff (Board of Directors).
 - The CEO/President's Safety responsibilities are elements of his executive performance requirements. He must manage all risk within the organization to minimize losses and protect employees and members.
- The Chief Aviation Officer (ACO) is also the HQ Director of Safety (DOS) and is the point of contact for unit safety officers. His authority comes from the President/CEO.
 - The ACO and DOS qualifications, responsibilities are listed in CAFR 60-1 Appendix A
- The Unit Safety Officer is the point of contact for unit members and is required to be a member of the unit staff. His authority is designated to the position in CAF regulations: the Safety Officer is elected by the unit staff officer election process. He has a Chain of Command position below the Unit Leader.
 - The SO job description with duties and responsibilities is in Appendix A.
- The following guidance gives the big picture:

[CAFR 21-1](#) explains the CAF's administrative structure and the employees' and volunteers' duties and responsibilities.

[UNIT MANUAL SECTION 2](#) explains unit safety officers' duties, responsibilities, and qualifications. They are included in Appendix A.
(CAF Home Page/Members/CAF Documents)

Emergency Response Planning

Bad things happen, and sometimes things happen at the airport where we operate that would require an emergency response not only by the local first responders, but it may mean we need to transition into emergency mode too. The President/CEO has approved this regulation and considers the potential of a serious emergency where we operate a real one that we should be prepared for.

The HQ Senior Staff and Elected Unit Officers are responsible for and empowered to manage emergencies at their locations. It is important to remember the airport emergency response teams and the local first responders are the only ones authorized at the location of an aircraft accident. Airport emergencies other than an aircraft accident that impact our facilities will similarly have

the first responders take charge of the scene. We will follow their directions, but we will also manage our people and property.

Every CAF unit and HQ must have an Emergency Response Team (ERT) to manage emergencies. These teams are formed from the senior managers as the core and other managers and members added as supplemental members as required by the Team Leader. The President of the CAF will be the team leader at HQ and the Unit Leaders at the unit level. The unit leader must convene the Unit Staff for the purpose of establishing the ERT core and supplemental members. When selecting team members consider availability, expertise, and experience. Sometimes the title of a staff member (Operations officer, Maintenance officer etc.) may not be the best criteria for selecting the representative for each functional area. Consider availability to respond; members who live out of the local area might make getting the full team together quickly. Similarly, the number of team members and their expertise is the team leader's responsibility to ensure the team can manage the emergency. The team member positions and responsibilities below are meant to be a starting point for your ERP and standardizes minimum composition for major accidents that has been proved to be functional and effective.

- Team Leader: team leadership, leader-to-leader communications, approve public relations and media releases
- Executive Assistant: manage communications and notifications with the Airport and local first responders and authorities. Establish contact with their ERTs.
- Administration: notify members on site of their responsibilities, manage the ERC
- Safety: reporting, management of the Response Plan, deliver aircrew and aircraft records when requested
- Operations: for accidents/Incidents involving unit aircraft gather aircrew records, notify NTSB, FAA, and Insurance Company, request Party Status
- Maintenance: for accidents/Incidents involving unit aircraft gather aircraft records
- Public Relations and media coordination: coordinate all outgoing with the team leader

The location for ERT activities, the Emergency Response Center (ERC) will be established by the unit leader during development of the Response Plan. It should have adequate telephones and other office equipment for multiple members to function simultaneously. The location, telephone numbers and a list of ERT members and the functional area they represent need to be given the airport and local authorities so they can put the information in their response plans.

The Emergency Response Plan in Appendix D is in Word to allow easy additions to make it fit each unit's needs.

Safety Risk Management

Hazard identification:

Anonymous Flight Safety/Ground Hazard Reporting program
(CAF Operations Site: Safety Tip button)

Contact information for the Chief Aviation Officer is published in regulations, on the CAF Open Web site, in Flight Safety Newsletters, and all electronic correspondence.

NOTE: History has shown that direct reporting to the Chief Aviation Officer is the preferred reporting process in the CAF and is very active.

Contact Information for Operations Safety reporting
(CAF Operations site: CAF Regulation 60-1)

Aircraft Mishap Report Form CAF 603, called Incident Accident Report
(CAF Operations site: Forms/Pilot Forms/CAF 603)

Ground Safety Mishap Report
(CAF Operations Site: Safety Tip button)

Hazard Reporting Forms

The SO must maintain a Hazard Log (Appendix C) to record the safety issues people find and report on the Hazard Reporting Form (HRF). If hazards are identified without the HRF, the Safety Officer will record the details on a HRF or other document and enter it in the hazard report log. Reporting immediately and face-to-face is an indicator of a positive Safety Culture, but a record of the hazards and mitigations are necessary for trend analysis and possible widespread mitigation application.

Safety Risk Assessment and Mitigation

The SO and the CAO will present reported hazards at recurring senior leader staff meetings. At the HQ, the appropriate safety committee will be brought into the assessment process. These meetings allow senior leaders to evaluate risk and assess day-to-day operations and analyze reported risk. The considerations include:

- Identifying the hazards (in addition at HQ, the CAO will present the quarterly hazard logs received from the units)
- Deciding who may be harmed and how
- Evaluating the risks and deciding on control measures
- Recording the findings on a Hazard Report form
- Reviewing the risk assessment, and the mitigations with the Unit Leader, (President/CEO), the Senior Staff, and appropriate committees (Flight Safety Committee, Stan Eval Committee, Flight Evaluation Board, Stan Eval Committee)

- and Ad Hoc committees that require specific expertise)
- Deciding if long term, repeating or widespread mitigations should be incorporated into CAF policies and procedures.

Unit Safety Offices follow the duties as shown in Appendix A which requires the Quarterly Hazard Log reporting to the CAO.

Policies and Procedures

CAF Regulations and Manuals (CAF Operations site)

CAFR 60-1 Procedures for all CAF Flight Operations

CAFR 60-2 Procedures for Aircrew Qualifications, Documentation & Training

CAFR 60-3 CAF Drug and Alcohol Testing Program

CAFR 60-4 Safety Management System (SMS)

CAFR 66-1 Aircraft Maintenance Policies and Procedures

CAF Guides and Specialty Documents (CAF Member's site)

CAF Safety Policy Letter from the President/CEO

Safety Guidelines for CAF Pyro Units

Marshaller's Training Manual and guides

HQ Ground/Industrial Safety Guide

Safety Assurance

Safety Performance Monitoring

At the HQ the Safety Assurance process in this section is an ongoing process where the CAO presents the information at the quarterly General Staff (Board of Directors) meetings. In addition to the GS members the President/CEO and the HQ senior staff are attending which gives a comprehensive body for high level and practical analysis and performance monitoring.

At the Unit, the SO will talk with the DOM, the DO daily, and those working in the hangars. That is a luxury of a small organization, but caution is required to avoid minimization and normalization of deviations. Daily contact is not a task but how things are in a small organization. The SO, DOM, and DO must inform each other of issues that may develop and

affect department morale.

An open and frequent communication benefit is the timeliness of corrective action; however, this can become a trap if safety issues have no formal tracking. The Hazard Reports and Hazard Log must be used as the formal record of unsafe conditions and corrective actions.

Safety Performance Assessment

The annual Safety Measurement Meeting (SMM) is the forum where the senior staff sets the safety goals for the upcoming year in the format of Safety Performance Indicators (SPI); these are simple statements of goals with measurable criteria. Additionally, this meeting is where previous SPIs are reviewed, and achievements are documented in electronic or written minutes. The SPIs are indicators of safety and health in general terms but should also be looked at in the context of morale and production (Safety Culture Indicators). The following SPIs will be considered as goals every year, and appropriate percentages will be applied before the SMM (additional goals should be added in any measurable format):

Number of minor incidents

Number of serious mishaps

Number of hazard reports

Number of report closures

Number and frequency of safety meetings

Number of Safety Stand down days (should be after the Safety Measurement Meeting so that minutes can be shared with everyone in a discussion format)

Number of people who have not completed annual SMS training

Number of safety audits

Safety Audits and Surveys

Our safety audit assesses processes and procedures to give us confidence that everything is done correctly, and that people follow our policies and procedures.

Audits should be carried out by someone independent of the process being audited

Audits should look at the following:

-- the effectiveness of processes

-- Identify corrective and preventive actions

-- Check on any follow-up and continuous improvement from previous reports

NOTE: An essential area of the audit is the identification, analysis, and follow-up of safety issues; review the Hazard Log to check that mitigations are in place and working.

Management Review and SMS Improvement

Our improvement plan is built upon the Safety Measurement Meeting. The Unit Leaders and all senior staff must attend and participate in reviewing the Hazard Reporting activity, the Safety Performance Program, and the audit results. Even though this meeting is an annual meeting, the Unit Leader must ensure the senior staff is engaged with each other continuously and improvements to our SMS are made as necessary.

Safety Promotion

Training and Education

Safety Training is common to all and is given at annual Ground School. The training is based on a review of this manual. The SO will provide the safety training and document when and where it was given, the length of training, the names of those present (crews and maintenance), and who the trainer was; use the General Training Form in Appendix F. The SO will manage make-up training; if someone else provides the training, the substitute will show his knowledge of and understanding of the elements of the SMS in this Operating Manual. The SO will document all make-up training in the same manner as the initial training. The core of the training follows, but it is essential to include a discussion of "current safety events" in the museum and the Warbird industry. The near misses are equally as crucial as the accidents. Training program topics:

- Review this manual in its entirety
- Safety management as a system in the CAF and our unit (processes and policies)
- Minutes of the last Safety Measurement Meeting
- Hazards identified and eliminated/mitigated during the year
- Everyone is responsibility for a safe operation
- Safety reporting (why, what, and how)

We have training requirements for our pilots in the 60 series regulations and for Maintenance in CAFR 66-1. The Operations Officer and the Maintenance Officer also conduct in-unit training.

(CAF Operations site: Documents/Document Resources/CAF Regulations)

Training guides and procedure requirements exist for Explosive Safety (PYRO), Flight Line Safety (Marshalls), and Industrial/Ground Safety.

(Member's site: Safety Button)

The Unit Safety Officers conduct periodic Safety Meetings and Training as directed in their duties in the Unit Manual – included in Appendix A.

All units and the HQ staff review this regulation annually as stated in the Safety Policy.

Communication

Safety communication is about letting people know the safety issues and what is being done about them. In our daily activities, the number of members on-site is small. The best way to keep people informed is face-to-face; if important information needs to be released immediately, the SO can have everyone gather to discuss the issue. The crew members who aren't present will receive the information in an email. The maintenance people who miss the ad hoc meeting will be updated at the morning maintenance meeting when they return. The training and education processes (above) work well for getting the word out and providing forums for group discussion. The CAO will:

- Coordinate with the President/CEO to update his Safety Policy letter at least annually
- Ensure Safety and policy news and updates are published in the bi-weekly "On the Fly"

newsletter and in the monthly National Publication "Dispatch."

- Test the Anonymous Safety Reporting System before the annual membership meeting and include its status and effectiveness in the annual Safety Update
- Review the Unit Safety Officer duties in the Unit Manual section 2 (Appendix A), 60-4 and the Safety Guides and brief updates at the membership meeting
- Include safety updates at weekly Senior Staff meetings

Appendix A: Safety Officer (SO) Job Description

The Safety Officer job description has been developed to give new Safety Officers a good idea of the responsibilities and duties of the position. The following duties are the basis of the Unit Safety Program, and Unit Manual section two gives the authority to safety officers to run the program. The safety officer is a member of the unit's senior staff, and the Unit Leader's responsibilities include support of the safety program.

- Work directly with the Unit's Operations Officer to ensure safe aircraft ground operations during flight activities
- Work with the Unit's Maintenance Officer to ensure safe maintenance activities
- Act as the Unit's contact for members on Safety issues or concerns
- Ensure the Unit's facility and aircraft have adequate fire protection available for expected exposures
- Ensure the Unit's facility and, when applicable, the Unit's aircraft have adequate first aid protection available
- Ensure the Unit's facility has Personal Protective Equipment (PPE) for expected exposures
- Ensure that all hazardous materials (including oils, solvents, paints, and batteries) are properly stored, recycled, or disposed of
- Ensure that all hazardous materials in the Unit's facility are reviewed to ensure that proper procedures are developed for their use and that appropriate PPE is available
- Ensure that only qualified personnel perform marshaling and fire guard duties
- Ensure that only qualified personnel operate aircraft tugs or forklift trucks
- Ensure the safe condition of tools, equipment, and facilities
- Ensure that the Unit's facility has a written Emergency Action Plan in place. (Include: Fire, Injury, Chemical Spill, Evacuation, and Natural Disaster)
- When holding events for the public (airshows, aircraft displays, paid aircraft rides, dances, or dinners) at a Unit's facility, ensure that the public's safety is included in all event planning.
- Conduct Unit safety meetings and safety training as necessary.

- Conduct periodic (Monthly or Quarterly) documented Safety Inspections of the Unit's facility.
- Conduct investigations into any accidents, incidents, or near misses at the Unit's facility or with the Unit's aircraft.
- Report all accidents and incidents to the CAF's Chief Aviation Officer. (Report by telephone as soon as possible and follow up with an appropriate written report.) Reporting includes sending a copy of hazard control logs on a quarterly basis.

Appendix B: Hazard Report Form

Date of event	Local time
Location:	
Name of Reporter	Section / Organization

Please fully describe the safety issue:

Include your suggestions on how to prevent similar occurrences.

--

Actions to prevent the issue from occurring in the future or mitigate its consequences?

--

Resources required	
Date Closed	OSO Signature

Appendix C: Hazard Report Log

Issue (hazard)	What is the result (consequence)	How bad is the result	How likely is it to occur	What action are we taking (Who and when)	Follow-up (if applicable)

Appendix D: Emergency Response Plan (ERP)

Purpose: This basic ERP standardizes the minimum content of Unit Emergency Response Plans. Units (which includes HQ) are encouraged to make additions to personalize their plan. The team member positions and responsibilities below will be a starting point for your ERP and standardize minimum composition for major accidents.

Initial report received by _____

Date / Time _____

What Happened?

Notify the Unit Leader and ask if he wants to activate the ERT and where the team should report. Make the ERT notification or have someone do it; ensure that CAF Headquarters is notified quickly.

CAF HQ: President/CEO [REDACTED]

For Aircraft Accidents notify **Jim Lasche** [REDACTED] (primary) or **Bob Heath** [REDACTED] [REDACTED] (alternate). Review the aircraft accident contingency plan (below) as an initial agenda item when the team assembles.

TEAM MEMBER PHONE NUMBERS AND RESPONSIBILITIES

1. Unit Leader's Cell _____

- Duties and Responsibilities: leader-to-leader communications, manage the ERT, approve public relations and media releases

2. Executive Assistant: Name _____ Cell _____

- Duties and Responsibilities: Manage communications and notifications with the airport, local first responders, and the authorities declaring the emergency; Establish contact with their ERTs.

3. Administration: Name _____ Cell _____

- Duties and Responsibilities: notify unit members on site of their responsibilities (Shelter, evacuate, etc.), make sure copies of this ERP are immediately available to ERT members as they arrive, manage the ERC

4. Safety: Name _____ Cell _____

- Duties and Responsibilities: Assist the Team Leader, reporting, management of the Response Plan, and deliver aircrew and aircraft records when requested

5. Operations: Name _____ Cell _____

- Duties and Responsibilities: for accidents/Incidents involving unit aircraft, start the Aircraft Accident Contingency Plan (Appendix E), gather aircrew records and manifest, notify NTSB, FAA, and Insurance Company, request Party Status

6. Maintenance: Name _____ Cell _____

- Duties and Responsibilities: for accidents/Incidents involving unit aircraft, gather aircraft records

7. Public Relations/Media: Name _____ Cell _____

- Duties and Responsibilities: Coordinate with HQ Public Relations/Media, liaison with Airport Public Relations or authority declaring the emergency, and Media, keep Team Leader informed, coordinate all outgoing with the team leader and HQ

PHONE NUMBERS

Airport Operations: _____

Airport Crash Rescue: _____

Police Department: _____

Department of Public Safety _____

Sheriff's office: _____

NTSB: (844) 373-9922

FAA FSDO: _____

Insurance: (office) [REDACTED] 7 (Greg's Cell #) [REDACTED]

REMOTE LOCATIONS: Identify our contacts with these agencies:

Local Police/Sheriff Dept: _____

Coroner's Office/Representative: _____

Nearest CAF Unit and POC: _____

Appendix E: Aircraft Contingency Plan (ACP)

If at an uncontrolled field or offsite location – Dial 911 and report the Emergency

- When first responders arrive at the scene be prepared to offer aircraft specific information that will help them in the event of a rescue i.e., door, hatch, and chopping locations as well as number of souls on board the aircraft.
- Notify the CAF Chief Aviation Officer (CAO):
Primary - Jim Lasche [REDACTED] - Alt Bob Heath [REDACTED]
 - The CSAO will tell you if the ERT at HQ has been activated
 - Be prepared to provide all known information to include crew, Passenger manifest and injuries/fatalities. The CAF CAO will provide you with guidance on NTSB and FAA notifications, and media and insurance reporting procedures.
 - If there is major damage, injuries, or fatalities the CAF CAO or a designated representative will be traveling to the scene as soon as possible.

If at a controlled airport

- The FAA and NTSB notifications may have been completed. However, the PIC is responsible to make these notification immediately, and if unable, the CAO will ensure the notifications are made.
 - **NTSB Response Operations Center** at (844) 373-9922.
 - An FAA accident investigator from the local FSDO will always report to the scene. If there are injuries and/or fatalities you can expect a NTSB representative to arrive on scene.
 - ❖ Be sure to get names and contact information from both parties.

******Do Not speak with the media on or off camera other than to let them know that the proper authorities have been notified and will be arriving shortly.***

******Do Not Post photos or comments on social media – even if someone else has already done so and you feel compelled to refute***

- Unit follow up requirements that will need to be supplied:
 - Aircraft records to include Weight & Balance, logbooks, load plans, and passenger manifests
 - Individual pilot information to include certificates and recent training
 - A contact list with phone numbers of personnel involved and witnesses
 - Have the PIC fill out a CAF Form 603

Aircraft Incident: For CAF reporting purposes please report all Aircraft damage (no matter how minor) to the CAO and complete a CAF Form 603

Ground Incident: Report all Ground incidents to the CAF CAO and complete a CAF Form 603

Providing Notification to NTSB

Immediately report it to the **NTSB Response Operations Center** at (844) 373-9922.

In the case of an aviation accident or incident, operators should consult Part 830 of the National Transportation Safety Board (NTSB) Regulations which are summarized below. It is important to become familiar with these regulations so that the proper reports and notifications can be made following an accident or incident.

In general, all accidents and certain incidents must be reported immediately to the nearest NTSB office. Enforcement action can be taken against the operator if notification is not made in a timely manner.

Accidents

In Part 830, the NTSB defines an accident as: an occurrence associated with the operation of an aircraft which takes place between the time any person boards the

aircraft with the intention of flight and when all such passengers have disembarked, in which:

- any person suffers death or serious injury,
- in which the aircraft receives substantial damage.
 - ❖ Substantial damage means damage or failure which adversely affects the structural strength, performance, or flight characteristics of the aircraft. This type of damage would normally require major repair or replacement of the affected component.
- There are certain items that are not considered “substantial damage” by the NTSB. These include:
 - Engine failure or damage limited to an engine if only one engine fails or is damaged
 - Bent fairings or cowling
 - Dented aircraft skin or small punctured holes in the skin or fabric
 - Ground damage to rotor or propeller blades
 - Damage to landing gear, wheels, tires, flaps, engine accessories, brakes, or wingtips

Incidents

The NTSB defines an incident as an occurrence other than an accident, associated with the operation of an aircraft, which affects or could affect the safety of operations. While many incidents do not need to be reported to the NTSB, there are serious incidents that must be reported.

- The Unit DO should review the *full list of reportable incidents*, but the following are a few common examples:
 - Damage to property, other than the aircraft, estimated to exceed \$25,000 for

-
- repair (including materials and labor) of fair market value in the event of total loss, whichever is less
 - In-flight fire
 - Flight control system malfunction or failure
 - Complete loss of information, excluding flickering, from more than 50% of an aircraft's electronic cockpit displays, such as EFIS
 - ACAS resolution advisory issued when an aircraft is being operated under an IFR flight plan and compliance with the advisory is necessary to avoid a collision, or if the aircraft is operating in Class A airspace
- *When a reportable incident occurs, the pilot should immediately report it to the NTSB Response Operations Center at (844) 373-9922. In many cases, the pilot will be directed to complete Form 6120.1, the Pilot/Operator Aircraft Accident Report, which can be found on the NTSB web site in PDF format. The completed form must be submitted to the NTSB via email, mail or fax.*

Appendix F: General Training Form

Category of Training: Emergency____ SMS ____ CRM _____	
Other: _____	
Aircraft type _____ Model _____ N # _____	
Name and signature of Instructor _____	
Date of Training _____ Location _____	
Time spent _____	
Name	Email Address