

Office:

Check student balances when they walk in for lessons;

- Open their QB account and make sure they do not owe money or have a \$0 balance. If they do, collect payment for past due before flight; or if it's a \$0 balance, ask them if they would like to make a new block payment or pay standard rate for the flight when they land. If you see a student has under \$300 left on account, they will likely exceed their remaining balance in 1 flight, so inform them they are low and ask if they would like to make a new block payment.
- Staying ahead of student balances is much easier than catching up after the fact.

Sunset Flight

- Please make sure all flights booked that OVERLAP Sunset times are charged for sunset. I have seen several flights on the schedule booked at sunset that did not pay for Sunset. It looks like online orders and vendors that select a time at sunset but did not pay for it are not being contacted for the additional payment or to be moved to a different time.

Private Flights

- Please be sure to try to sell PRIVATE flights when making phone orders. Also, make sure to list on the schedule whether it is a private (P) or non-private (NP) flight.

Write NOTES on SF Chatter

- We have had a lot of reschedules due to weather as well as cancellations, no-shows, and other things which warrant notes on Salesforce. We recently had a Eureka get refunded when the guy was a no call-no show because no notes were left on Salesforce, therefore the office staff that were in the next day assumed it was a WX cancellation and refunded the guy in full. *No notes were added for the refund either.*

- Do not assume that text messages and emails will be looked up and read (Even though they should).

- On that same note, before issuing any refunds if there are no notes, always check emails, text messages and schedulepointe for additional information. Refunds cannot be undone. Gather as much information as possible before moving forward with a refund and make sure to notate salesforce.

Charter Quotes – 2nd Pilot: Afterhours; Standby and overnight costs

Explain purpose of “Manual” entry vs standard

Show how amount calculates.

Do not manually enter costs on charter quote, only quantities in ‘data entry’

All Staff:

-If you move aircraft into the hangar for inclement weather such as we did this last storm, we need to make sure to Alert Atlantic so they don't have a panic attack when they see it. Please inform Brady, Steve, Stephen or Tommy so we may inform Atlantic.

Also, please try to NEATLY and Very Carefully, position helicopters between EC130/AStar and WEST WALL of hangar. We do not want to block any additional space in the hangar. ALWAYS HAVE SPOTTERS WHEN DOING THIS (more than 1 if available). Do not overlap blades (This could be very bad if we were to have an earthquake and the blades flap up and down)



Reminder/Update for staff not present at last meeting:

Time off Requests: We try to keep everyone's schedule the same each week, however, schedules may change without notice due to limited staffing and factors such as employees with time off, out sick, or other reasons that shifts may need to be filled.

For this reason, PRIOR TO THE SCHEDULE BEING PUBLISHED, if you plan to be unavailable AT ANY TIME, please submit a time off request. If you DO NOT request the time off, and the schedule is then published, it is not guaranteed you will be given the requested time off.

Once the schedule has been published, you will not need to request time off for your published scheduled days off.

Pilots:

Cancelling Flights Due to WX, Fatigue, performance or any other factors

If you are uncomfortable flying a flight due to weather, fatigue, performance or ANY other factors, please do not hesitate to remove yourself from the flight. Please contact Brady, Tommy or Steve to determine if the flight needs to be cancelled entirely or if an alternate option is available. You will not be punished or looked down upon in any way if you turn down a flight. We just want to make sure management is aware and that no alternative options (Within safe reasoning) are available before cancelling

Heavy Rain or potential hail conditions

We recently had storms with intermittent hail that was not forecasted or shown on METARs. We do not want to fly through hail or Heavy Rain. Light rain is not a big deal but heavy rain drastically wears the Robinson Rotor Blades. Avoid flying under large cells on radar, or in visible heavy precipitation. If hail is forecasted, reported, or suspected; do not fly. Talk to Steve or Brady regarding these issues if they arise.

Covers on Helicopters

Blade Tie Downs when in box

Sun Shades – Stick to window – Keeps heli cooler – don't just drape over dash

4WC Costs more - use last – make sure students know it has a higher rental cost before flying it with them

Park Helicopters on the east side of the box as much as possible. Do not put helicopters up against the far west side of the box as it can interfere with the other hangar when they are moving globals in and out

SAFETY TOPICS

Check your emails for email notifications from PRISM. Some training or important safety information may be sent to your email and will request a “read & initial” acknowledgment.

Brady / Stephen

- 741LS Issues:
- 721BB Issues:
- 47CD:
- 19UP
- N130CZ

Office:

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Landing Sites

- Do not book Landing tours and allow passengers to have people meet them at the landing site. DO NOT GIVE OUT ADDRESS OR LOCATIONS FOR LANDING SITES WITHOUT APPROVAL BY BRADY.

All Staff:

Ladders are required by Atlantic to be chained to the wall. Please make sure to chain and lock the ladders to the metal beam where we store them. They should be chained in a way that they cannot tip forward or slide out from underneath. [REDACTED]

Issues coming back from vacation

OCZ was filthy. Was sent on a production then had a tour two days later. Windows and doors never cleaned. Greasy handprints on all the doors and windows.

Dual controls for OCZ were left on the ground in a duffle bag in front of the tires for the ATV. Hopefully no one ran these over. That is not where they are supposed to go. They go in the duffle bag, on the metal rack by the oil locker.

Stacked up boxes in the hangar. Pilots should make part of their daily duties to empty trash cans in the hangar as well as throw out empty boxes.

Dirty Helicopters. OCZ, 93P, 7CD all very dirty. Had to really scrub the bugs to get them off which tells me they had been on for a few days. The longer you let them dry on the more difficult it is to get them off. Helicopters should be getting cleaned daily

Pilots:

Fuel Weight Calculations on Gyronimo/Manifests

Fuel weight is calculated on a value you enter in settings.

This weight is different for AV Gas vs Jet A. (6lbs/gal AVG vs 6.7lbs/gal JetA)

Only one value can be entered so needs to be changed if you switch between R44's and Turbines

Covers on Helicopters

Reminders:

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Safety Committee Meeting:

-How far do we want to take this SMS. Are we meeting a requirement or do you want me to go full bore implementation of safety standards. Discuss measures of PPE; Fall Risk; grounding aircrafts for mx concerns; general operations

-The SMS is not a one man job. Everyone in this meeting will need to assist with the management of safety standards, respond to HazReps and or Risk Assessments when they are assigned to you; and also conduct internal evaluations when I assign them to you. If you are not able to do these within your department, we need to discuss options as to who we can use for these tasks. This is the purpose of the Safety Committee.

-Discuss “list of periodic requirements”. Make sure we are checking off all the boxes and assigning tasks to the appropriate committee members

-I feel we need to discuss options of having an on-duty mechanic at least 5 days a week in Burbank. Situations such as the stinger strike may be acceptable for some but not for all as clearly demonstrated in this hazrep. This particular event had a published required inspection and was returned to service by the DOM without such inspection being performed. I myself, 135 Chief Pilot; and President of the company inspected the aircraft, and the DOM via photos and videos; however, that does not technically meet the requirement, and someone has called us out for it so next time, the aircraft will be grounded until a proper inspection is completed.

--Annual SMS Training – ALL Staff will be required to retake the SMS Training as per our periodic requirements. Please discuss this with employees who are under your department and please make sure I have ALL STAFFS contact information to create them logins for Prism. EVERY employee will be required to do these trainings annually and will have to be reading/responding to emails sent to them via prism. If I do not get what I need from someone, I will be going to the committee member that is the head of their department to ensure any documentation, read and sign documents, training or information I request is completed.

-DOM/President: I am unable to find our Change list

-Goals Objectives and SPT's. Anyone have any to add? Discuss SPT listed in hazrep below. These are rather informal keep in mind. Just goals that show we are properly utilizing SMS.

-We will need to publish the minutes from this meeting to ALL Staff. At future meetings, if anyone has anything they would like to add to the address to staff, just let me know and I will add them before publishing. Meeting minutes will be published to the safety locker and sent out to all staff as "Read & Sign". This will come in place of Monthly Meetings for all staff. We will still need to set up an Annual All Staff Meeting. This includes MX Team (Under Orbic Payroll) & Fire Crew. We can do this via zoom, in person or a combination of both.

-The PRISM SMS Safety Locker has lots of folders that are empty. I will work on getting all of our documents uploaded. For Example, the executive statement was not uploaded.

I will also need to add folders for all pilots and staff to log training and upload training certificates. That being said, We need to determine and compile a list for each department as to who we have for employees that need to be included in this. For Seaview – Who is on Orbic Air Payroll? Contract employees to be left out of SMS? What about contract employees working under Orbic on Fire? Contract and direct employees in Australia?

I ask that Maintenance & Fire assist me in putting together a list of "Orbic Employees" so I can make certain I have everyone covered with these off-site locations.

Haz Rep

The company's SMS is not working effectively. Employees don't use it, no internal audits, and no monthly safety meeting.

A recent example: A company pilot has a tail strike during 135 training. (Was there a report filed? Was there corrective actions taken? Was the helicopter inspected by a licensed mechanic? Were the rest of the company pilots notified that the helicopter had experienced a tail strike?)

Just because it didn't make news or cost the company big money doesn't mean it wasn't far way from any of that, we are all very happy that there was no injury or monetary loss due to this incident.

There are plenty more examples to pull from but that's not the point. Please let this be the push to using the SMS program for all the small things to all the big things and in the end it's good for the company to show a record of actually using the program.

This is not directed at any individual or company position, please don't interpret this as an attack. It's meant to be constructive criticism.

Addressing the HazRep:

A Company instructor that was conducting the training flight in which the tail skid strike occurred was instructed to complete a incident report for the tail skid strike. Safety committee has communicated with each other regarding the number of and frequency of safety meetings with all staff. Per Orbic Air's SMS, Safety committee must convene monthly and deliver meeting notes to all staff. An "all staff" text message is used for company communications as needed regarding all Orbic Air part 91 and 135 operations in lieu of formal communication on a monthly basis. Safety committee will continue to discuss important "urgent" topics as needed with the text messages or in person meeting, and safety office will ensure to distribute monthly committee meeting minutes. The Safety Officer and President will conduct a follow up evaluation on the effectiveness of communication standards in 3 months.

A separate incident report has been filed for the tail skid strike. The strike will be addressed on that report and final assessment will be distributed to all staff.

With regards to the inspection of the aircraft after the tail skid strike, a visual inspection was conducted by the chief pilot, safety officer and company president under the supervision of the director of maintenance via video conference. Tail rotor and associated components, Tail Skid, Tail Rotor Guard, Vertical & Horizontal Stabilizers, Stabilizer attach points, tail cone, and tail cone attach points were all visually inspected and it was determined this was a mild scrape of the skid with no bending, cracking nor buckling of any components. The director of maintenance found this suitable to authorize the aircraft to return to service. Upon submission of this HazRep submitted anonymously, the safety committee decided to ground the aircraft until a certified mechanic inspected the aircraft. Though the DOM authorized the return to service and was confident in this decision, the grounding and reinspection of the aircraft was done to address the concern of the individual who submitted the HazRep.

"Internal Audits" or internal evaluations are to be conducted monthly by the safety officer as appointed by the director of operations. Though evaluations have been conducted, proper logging and filing of the the evaluations to the SMS Library has been insufficient. The Safety officer and Director of Operations, along with the Company President, will set a Safety Performance Target to ensure a minimum of 1 evaluation is conducted Monthly and filed to the SMS Library. The Safety Committee will discuss the efficiency of this SPT at each monthly meeting over the next 6 months to ensure the target has been met. Internal evaluations are to be filed in the SMS library.

It is the Goal of the Company to provide a safe and satisfactory work environment and with this report, areas in need of improvement have been identified and the safety committee will be tasked to improve these issues in reporting and distribution of information. With the new SPT for more thorough and more frequent internal evaluations, accompanied with the follow-up on safety committee meetings, the safety committee feels we can successfully resolve the concerns stated in the HazRep.

Known MX Issues

- 741LS Issues:
- 721BB Issues:
- 47CD:
- 19UP
- N130CZ

Office:

Check student balances when they walk in for lessons; Getting busy with students again

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- Standby/Afterhours: Always plan minimum of 15 minutes between departures on Quote. 30 Minutes if known fuel stop. Often shorting afterhours costs because we are not account for time in between departures. Standby & Afterhours: billed in 30 minute increments. Round up, not down

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Landing Sites

Do not book Landing tours and allow passengers to have people meet them at the landing site. DO NOT GIVE OUT ADDRESS OR LOCATIONS FOR LANDING SITES WITHOUT APPROVAL BY BRADY.

Payments on QB

Lots of payments missing their Payment Method (Amx, V, MC, Disc, Cash). Please pay attention to this. Same with Names and Invoice numbers for receipts and qb entries. ENTER FULL DETAILS BEFORE SAVING. Always enter QB # on clover.

New QB Accounts

When setting up a new QB Account; SET name displayed as to Last Name, First Name. Correct any accounts that you see this on. If you do not know how to do this, see me and I will show you.

Baskets: Make sure baskets are prepped and ready for pilots. This is every office staffs job, not just one person. Have seen a lot of not work related activities taking place up front while baskets are not set up.

All Staff:

Ladders are required by Atlantic to be chained to the wall. Please make sure to chain and lock the ladders to the metal beam where we store them. They should be chained in a way that they cannot tip forward or slide out from underneath. [REDACTED]

Maintain clean facility and equipment. It is the job of all orbic employees to make sure our work space including hangar and office is clean and tidy. Please take out full or smelly trash cans; throw out empty boxes; pick up trash on hangar floor; wipe up oil or other fluid spills in hangar. Pilots: please keep aircrafts clean. Windshields should be cleaned as part of preflight prep for daily operations.

All staff need to understand proprietary information regarding Orbic Air. (Brady?)
Please do not share information about Orbic or Orbic Operations with anyone who is not an Orbic Employee.
Former Orbic Employee's who may be working for other companies specifically

Pilots:

Fuel Weight Calculations on Gyronimo/Manifests

Fuel weight is calculated on a value you enter in settings.

This weight is different for AV Gas vs Jet A. (6lbs/gal AVG vs 6.7lbs/gal JetA)

Only one value can be entered so needs to be changed if you switch between R44's and AStar

Covers on Helicopters – Anytime Aircraft will be sitting for several hours. Its very Hot out, this will save the interiors

Reminders:

Blade Tie Downs when in box

Sun Shades – Stick to window – Keeps heli cooler – don't just drape over dash; New Sunshades on Rack right of oil cabinet if needed

Park Helicopters on the east side of the box as much as possible. Do not put helicopters up against the far west side of the box as it can interfere with the other hangar when they are moving globals in and out

Scheduling and Shifts

ALL shifts require availability for a **14** hour duty day.

Shift designation **only** refers to scheduling priority. Priority changeover is 14:30.

If nothing is on the schedule, your office hours are below. This time will allow for pilot duties such as aircraft & hangar cleaning, restocking, video processing, etc.

AM 1 shift	Office 9:30 – 18:00
AM 2 shift	Office 10:00 – 14:00
PM 1 shift	Office 12:00 – 19:00
PM 2 shift	Office 14:00 – 18:00
Standby	2 hours office pay

ALL shifts - 2 hour call-in when not in office (1 hour travel – 1 hour Aircraft Prep). If you are assigned one of these shifts, **DO NOT block yourself off on the schedule.**

Lunch Breaks – You may block yourself on Schedulepointe as “Lunch” on busy days to ensure sufficient time to take your required 30 minute lunch break

Each pilot is responsible for checking Schedulepointe every night after business hours for the next day, to ensure the next day's flight times.

Each pilot must report for flights as follows:

Flight Instruction – 30 min prior

Tours / Charter – 1 hour prior

Time Off Requests

All pilots must submit time off request by the 15th day of the previous month to be guaranteed time off. *This includes partial-day time off requests.* Late submissions will be subject to pilot availability. **DO NOT block yourself off on the schedule.**

Shift Changes

- Once the pilots schedule is posted, it is fixed and cannot be changed without management approval.
- **DO NOT** make shift changes on Schedulepointe without permission.
- Shift changes can only be approved by management.

Flight Priority

The Business always has priority. Flights will be assigned by CSR's according to shift assignment. It is not up to the pilot to change flights based on their preferences. If there needs to be a schedule adjustment it will be up to management. Pilot should not make any changes at their own discretion.

Maintenance Squawks: Send text message with MX Squawks WHEN THEY OCCUR, to Stephen, Luke, Brady, Steve Gould, Brian & Tommy

ALL NIGHT FLIGHTS – Require operational control approval: BB, Brian, Steve

Older Notes:

New Prism Frats - Old Frats have since been removed. New charter Pilots; We will do a separate training for completing Frats. Frats required for all 135 flights.

Sentry Radar – ADSB vs WiFi

Closing out Aircrafts: Flight cert & Schedulepointe daily before leaving Orbic

AD for Tip Caps

How to MEL

SAFETY TOPICS

Check your emails for email notifications from PRISM. Some training or important safety information may be sent to your email and will request a “read & initial” acknowledgment.

Educate personal on the what SMS is to be used for - What to file hazard reports for or not.

Checklist suggested – Does this fall into SMS? – decided to pass on the checklist (See next line)

PowerPoint training for the SMS to the staff – Some more of a formal training in person training with Orbic Air Burbank Staff.

Education appears to be needed among staff. Explain how to appropriately narrate a hazard report

Be more diligent on issues such as fod, slip hazards, Security doors left unlocked etc. Focus on HAZREPS for items that are a hazard and not an operational issue I.e. BP Hazrep tour pax. That should be a spoken conversation between pilots and DO

Management to keep information discussed among management within management unless determined that all staff is need-to-know.

Employees to keep proprietary within the company. Do not discuss orbic operations among students or other outsiders.

Known MX Issues

- 741LS Issues: Will be on Time Out until 1BB reaches overhaul
- 721BB Issues: Sprag Clutch Failure
- 47CD: Will return when 9UP reaches overhaul
- 19UP:
- N337AC



SMS Training Information

All Staff:

Orbic Air is now utilizing PRISM ARMOR for our Safety Management System (SMS)

Each employee is going to be given a log-in for the Prism Armor website and we ask that each of you please log-in and begin to utilize the functions of our SMS.

To log-in please go to this website:



Your Log-in credentials will be your personal email address. If you have an Orbic Air company email, this will be your log-in. The generic password will be Orbic1.

If your Log-in does not work – See Tommy to reset password*

Once you have logged in. Please proceed to the top right corner of the page and select *"Change Password"* and set your personal password.

Once Logged in, there is an online training course that needs to be completed by all staff. Please click this link to complete the course if you have not already completed it:



Please submit the certificate received at the end of the course to Tommy.

If you have completed the course and received the certificate, you may disregard this notice.

After receiving this memo, you will be requested to mark the document as *"Read & Initial"* to confirm you have received the document.