



2017 SM4 SAFETY RESOURCES AND DIRECT SERVICES

Community of Excellence





Community of Excellence

2017 SM4 Program at a Glance - Safety Resources and Direct Services

Level I: Complimentary Industry Resources

Monthly Aviation Safety eBulletin

SM4 Website Resources

- Program News & Events
- Aviation Safety Library
- Direct Access to Partners
- PDF Safety Posters
- Podcast and Training Video Library



www.sm4.global-aero.com

Level II: Global Client

Aviation & Marine Safety Solutions International

- Risk Profile
- Technical Publications Diagnostic
- Enterprise Risk Management / SMS Webinar

Baldwin Aviation

- Safety Culture Survey
- SMS Recurrent Training
- How to Improve Your Safety Culture
- Just Culture - Not As Simple As It Seems

Convergent Performance

- Safety Culture, Organization Compliance, or Level IV Professionalism Survey
- 60 Minute Manager's Course on Level IV Professionalism, Fit 4 Duty™, and Aviation Maintenance Never Events®
- Safety Promotions Campaign
- Aviation Maintenance Never Events® (AMNE), Pilot Reliability Certification 100/200, and Aviation Professionalism Mastery (APM) eLearning courses

Fireside Partners Inc.

- Virtual ERP Readiness Experience

MedAire

- MedLink Services Trial Offer
- Management of Inflight Illness & Injury Training

Prevailance Aerospace

- Unusual Attitude Training (UAT)

Pulsar Informatics

- Fatigue Risk Management Webinar Training
- 2-Month Trial of Aviation Fatigue Meter™

Satcom Direct

- SD Data Center Cyber Audit and Phone Consultation

Southern Aeromedical Institute

- DeSat Scenario Based Hypoxia Training Program (1 pilot)

Unmanned Safety Institute

- Small UAS Safety Ground School™ (Part 107 preparatory course with advanced flight safety add-ons)
- Discounted USI Products and Services

Level III: Vista Elite Client

Baldwin Aviation

- SMSlite™ Safety Management Software
- SMSprime™ Comprehensive SMS Program
- SMS - From the Top Down
- Pre-Audit Support and Gap Analysis
- Safety Manager Support Services
- SMS Statement of Conformity

Convergent Performance

- NEGATE: Never Events Gap Analysis Tool and Evaluation for Maintenance
- Global War on Error (GWOE): Aggressive Error Reduction Initiative
- Fit4Duty™ Fatigue Risk Management System (F4D FRMS)

Fireside Partners Inc.

- Introductory Service #1: Aviation ERP Educational Tabletop and SWOT Analysis
- Introductory Service #2: 24/7 Aviation Emergency Services Agreement
- Innovation Service Level: The Digital Emergency Response System (Digital ERS)
- Advanced Service Option: The Emergency Response Program Accelerator

Prevailance Aerospace

- Upset Prevention and Recovery Training

Pulsar Informatics

- Aviation Fatigue Meter™ Fleet Insight™

Southern Aeromedical Institute

- DeSat Scenario Based Hypoxia Training Program (*2 pilots*)

The **SM4 Safety Program** has revolutionized the way insurance specialists help their clients achieve higher levels of operational safety.

Level II: Global Client

Through the SM4 Safety Program, we provide our clients with access to a selection of cutting edge safety support services. Developed in cooperation with leading safety experts, the services are designed to help enhance and support existing safety programs.

All Global Aerospace clients are eligible to take advantage of one of our Level II safety services per policy year at no cost. We will work closely with you and your safety management team to discuss your service selection details.

AVIATION & MARINE SAFETY SOLUTIONS INTERNATIONAL Safety, Security and Regulatory Compliance for Commercial Operators

1. Risk Profile: An introductory Risk Profile that will provide operators with an accurate depiction of their state of risk preparedness and tolerance based upon a customized risk profile questionnaire (RPQ). The target audience is: 14 CFR Part 91 and Part 135 aircraft operators; Part 145 Repair Stations/MROs or FBOs with Maintenance; Part 139 Airports or Airfield Operators; and unregulated FBO/Ground Handlers.

2. Technical Publications Diagnostic: An introductory Technical Publications (Operational Manual) Diagnostic. Diagnostic will provide a critique of the Operational Manual(s) structure and content as follows: form or style, format, numbering system, ease of use, distribution and internal sharing capabilities and ease of revision and updating to meet regulatory (if applicable) updates. The target audience is: 14 CFR Part 91 and Part 135 aircraft operators; Public Aircraft Operations; Part 145 Repair Stations/MROs; Part 139 Airports or Airfield Operators; and unregulated FBO/Ground Handlers.

3. Enterprise Risk Management/SMS Webinar: An introductory interactive webinar on the topic of Enterprise Risk Management (ERM) and Safety Management System (SMS) harmonization. The target audience is: 14 CFR Part 91 and Part 135 aircraft operators; Public Aircraft Operations; Part 145 Repair Stations/MROs; Part 139 Airports or Airfield Operators; and unregulated FBO/Ground Handlers. FBO/Ground Handlers.

BALDWIN AVIATION Aviation Safety Management Support

1. Safety Culture Survey: An automated safety culture survey will be provided. The survey was developed with subject matter experts on SMS, human factors, polling and modeling. The results will reveal a combination of four profiles in terms of people and their behaviors. It will provide a platform for measuring and interpreting an organization's safety culture as well as a look at how their safety culture is reflected in their applications processes. Summary follow-up report will be provided.

2. SMS Recurrent Training: To meet ICAO/FAA and other industry standards, Baldwin will provide a live webinar training session (one per Global client) to meet this requirement. Upon completion of the training session, participants will receive a Training Certificate. At client's request, SMS recurrent and other safety related training can be conducted onsite at a cost to be determined.

3. How to Improve Your Safety Culture: This half-day course helps organizations identify strategies for getting their existing safety culture from where it is today to where they want it to be. Baldwin's Safety Culture Model and assessment tools help to lay the ground work for the process. Audience: Leadership Management, Safety Management. Upon completion of the training session, participants will receive a Training Certificate (Travel Expenses additional).

4. Just Culture - Not As Simple As It Seems: This half-day course delves into the three behaviors associated with Just Culture--human error; at risk behavior; and reckless behavior. It explores how we humans think about risk and the appropriate way to manage these behaviors in the workplace. Audience: Leadership Management, Safety Management. Upon completion of the training session, participants will receive a Training Certificate (Travel Expenses additional).

Level II: Global Client

CONVERGENT PERFORMANCE

Human Factors and Performance Improvement

- 1. Survey:** One Survey per year with recommendations report, options include: Safety Culture, Organizational Compliance, or Level IV Professionalism
- 2. 60 Minute Manager's Course:** Level IV Professionalism, Fit 4 Duty™, and Aviation Maintenance Never Events®
- 3. Safety Promotions Campaign:** Including two posters, two publications, and two short videos on Personal Error Reduction (GWOE)
- 4. eLearning:** One enrollment in the Aviation Maintenance Never Events® (AMNE), Pilot Reliability Certification 100/200, and Aviation Professionalism Mastery (APM) eLearning courses (enrollment is all four of the complete courses)

FIRESIDE PARTNERS

Emergency Response and Family Assistance

- 1. The Virtual ERP Readiness Experience & Report-Out/Post-Consult Report:** Exclusive web-based experiential exercise and customized post-exercise consultation. The ERP Readiness Experience combines video, live role-play interaction, and instructional guidance to assess the effectiveness of the current aviation emergency response plan. Targeted to operators that have a basic ERP document and are seeking an opportunity to test it in simulated "field" conditions. Includes advanced aspects of organizational (corporate) preparedness and is designed to provide a higher-level road map of where and how the current ERP can be developed and improved to meet the expectations of shareholders, government agencies, and the public.

MEDAIRE

Comprehensive Medical, Security and Travel Assistance

Services available to new MedAire customers only.

- 1. MedLink Services - 5 Month Trial Offer:** One aircraft per company has full access to 24/7 Medical and Security assistance, MedAire portal, *Trip Ready* App, Risk Analysis and Travel Alerts with reduced pricing on medical equipment. (At conclusion of trial, MedAire will offer competitively priced membership package to Global customers).
- 2. Management of Inflight Illness & Injury Training:** One student enrollment per company is invited to attend MedAire's signature crew medical training course. Programs are designed to give flight crewmembers the knowledge and skills to recognize and manage in-flight medical emergencies. Courses conducted at global locations. Reduced training cost for additional students

PREVAILANCE AEROSPACE

Upset Recovery Training

- 1. Unusual Attitude Training (UAT):** This course is designed for corporate pilots to enhance basic airmanship skills in dynamic flight regimes using the premier training aircraft: the Extra 330LX. Participants will experience high AOA flight, deep stalls and unusual attitudes. Training includes the following:

Unusual Attitude Academic Refresher Training:

- Two hours of Flight Academics focused on the history of LOC-I, causal factors, a review of basic aerodynamics, recovery techniques, examining LOC-I mishaps and how these incidents happen to experienced and skilled pilots.

Airborne UAT:

- One hour of UAT in an all-attitude, dynamic and aerobatic aircraft designed with the highest safety margins in the industry. Curriculum designed to prepare each pilot for the worst case scenario while airborne.

Level II: Global Client

PULSAR INFORMATICS

Fatigue Risk Management Solutions

1. Fatigue Risk Management Webinar Training Session: Live seminar style webinar that focuses on the key aspects of Fatigue Risk Management, identification of fatigue causal factors, likely fatigue hot spots in flight operations, mitigation strategies, and an overview of tools and procedures for managing fatigue on and off duty.

2. 2-Month Trial of Aviation Fatigue Meter™: Fleet Insight and Fatigue Meter Pro Planner will be enabled for the flight department's scheduling and safety personnel to trial over a two month period to evaluate FRMS within its operational workflow. At conclusion of trial, if moving into production, the setup and scheduling system integration fees are applied and the production subscription will have a 20% discount.

SATCOM DIRECT

Cyber Security Audit and Consultation

1. SD Data Center Cyber Audit and Phone Consultation: SD Data Center's Cyber Audit will be focusing on the security in the cabin. Without an assessment of the cabin and ground network, it can't be determined if passenger data is understood, classified, and properly protected. Most flight departments aren't given the assistance and training they need to properly make those determinations and to assist in reducing risk to the passengers and cabin. SD will offer their comprehensive cyber audit followed by a 30 minute phone consultation to debrief the findings.

SOUTHERN AEROMEDICAL INSTITUTE

Scenario Based Hypoxia Training

1. DeSat Scenario Based Hypoxia Training Program: One pilot enrollment per company is invited to attend this comprehensive Slow Onset Hypoxia Training focusing on small groups within the High Altitude Chamber incorporating flight simulators (Garmin G1000) and ATC communication to recreate accurate scenario based training. Training includes the following:

- 1/2 Hour of Lecture - "Slow Onset Hypoxia"
- 1/2 Hour of Pre Flight Orientation - Introduction to Flight Simulator and Oxygen Mask
- One Hour of Flight - High Altitude Chamber Training
- 1/2 Hour Post Flight Review - Review Oxygen Saturation and Flight Video

UNMANNED SAFETY INSTITUTE

Safety and Training for Unmanned Aircraft Systems

1. Small UAS Safety Ground School™ (Part 107 preparatory course with advanced flight safety add-ons): Unlimited enrollments per company in modules 1-4 of the eight modules included in USI's Small UAS Safety Ground School, a self-paced online course (24 hours) that sets a sturdy foundation of required aeronautical knowledge for remote pilots operating UAS weighing up to 55lbs MGTOW. Global clients will have access to a dedicated portal for the training. The curriculum meets and exceeds all aeronautical knowledge factors outlined by the FAA for the Unmanned Aircraft General (UAG) examination to those who intend to obtain a Remote Pilot Certificate (RPC).

2. Discounted USI Products and Services: All Global Aerospace clients are eligible for a 15% discount on all USI products and services related to their individual UAS programs.

Level III: Vista Elite Client

Our Vista Elite clients, who meet the highest operating and safety standards, are eligible to take advantage of one Level II and one Level III safety service per policy year at no cost. We will work closely with you and your safety management team to discuss your service selections. Clients who qualify for Commercial Elite are also eligible for the Level III services. However, these larger flight departments may need to negotiate service and pricing directly with the SM4 Safety Partner.

BALDWIN AVIATION

Aviation Safety Management Support

Benefit contributions may vary based on size of operation. Software subscriptions are eligible for the introductory first year only.

1. SMSlite™ Safety Management Software: Designed for organizations that meet the ICAO/FAA SMS standards. Program includes implementation of an easy-to-use solution for capturing, analyzing and distributing safety data with the ability to truly customize forms and provide real-time reporting. Baldwin's advanced technology is updated weekly based on client feedback and regulatory requirements. Baldwin's latest enhancement includes the QuickRisk™ Safety Profile - a real-time automated safety data compilation providing seamless monitoring and trending.

2. SMSprime™ Comprehensive SMS Program, including complete set of customized manuals: Holistic SMS program based on ICAO/FAA SMS standards that is designed for organizations wanting to raise the bar on efficiency and efficacy with their safety program. Includes all required compliant manuals, tools and support with initial and on-going customization and maintenance of the manuals, as well as SMS training, Audit preparation and support, and Fatigue Risk Management.

3. SMS - From the Top Down: This NBAA PDP approved course will acquaint participants with the principles of SMS, and help them to transform their current safety program into a fully functioning, living, breathing SMS. This course is designed from a leadership perspective, and will be of interest to management, flight/maintenance personnel, and safety officers who wish to further develop a formal SMS. NBAA will provide certificates upon completion of course.

4. Pre-Audit Support and Gap Analysis:

For customers needing guidance and support in preparation for external or internal audits, Baldwin will provide expertise in the following areas:

- 1 Day on-site (US / Canada)
- Webinar/Phone Support throughout audit period
- Audit Checklist Verification
- Comprehensive Manual(s) Review/Recommendations
- Safety Data Collection and Reporting Review/Recommendations

5. Safety Manager Support Services: Program designed to support the Safety Manager through direct onsite instruction, unlimited telephone and email-based consultations. Key attributes of this service are:

Onsite (1 day):

- Review client's safety program
- Employee Interviews
- Half day Safety Manager Workshop
- Employee Interviews
- Out briefing and Post- visit report

Ongoing Support during Benefit Period:

- 24/7 access to BAI's Safety Manager
- 24/7 telephone and email support
- Provide annual summary and assessment of client's safety program and data. Provide recommendations for enhancing their Safety program.

Level III: Vista Elite Client

BALDWIN AVIATION (continued)

6. SMS Statement of Conformity

Baldwin's Statement of Conformity (SOC) is a structured, non-complex approach to conforming to ICAO/FAA SMS guidelines utilizing contemporary virtual technology in lieu of an on-site audit. Our reputation rests on the SOC being an honest and thorough assessment, by an industry certified safety professional, of the organization's SMS maturity. This is accomplished via a web-based evaluation of the SMS and related activities to include personnel interviews, document review, and safety tool utilization. The assessment results are provided to the operator via a formal letter, that indicates the organization's SMS performance level. Available to organizations who are actively engaged in their SMS program.

CONVERGENT PERFORMANCE

Human Factors and Performance Improvement

1. NEGATE: Never Events Gap Analysis Tool & Evaluation for Maintenance

- One-day, one-site Aviation Maintenance Never Events® gap analysis, up to 10 personnel interviews, and online AMNE survey
- Report including risk-based recommendations for immediate improvement
- 25% discount on future licensing of Never Events Gap Analysis Tool and Evaluation
- Multi-day or multi-site options available for an additional fee
- This option is only available based upon availability and mutually agreed upon schedules

2. Global War on Error (GWOE): Aggressive Error Reduction Initiative

- Pre- and post-hazard/safety analysis survey
- 6 eLearning enrollments (APM, PRC 100/200, or MRC)
- Series of four pre-recorded webinars (or two live ones), plus one live 30 minute Q&A session (presenter based on availability of schedules) – topics picked based on results of survey
- One year subscription to the "Sustain the Gain" monthly improvement newsletter that includes continuous improvement resources to use in your department (a total of 12 Posters, 12 Take Two for You articles, and 4 short videos)
- 15% additional discount on future webinars, eLearning, or subscription services

3. Fit4Duty™ Fatigue Risk Management System (F4D FRMS)

- Series of six pre-recorded webinars (Introduction, Fatigue, Nutrition and Hydration, Stress, Aging, and Exercise)
- Simplified doctrine statement for your organization
- Policy guidance and templates for FRMS implementation
- Gap analysis survey
- Roles and Responsibilities for key personnel
- Scheduling guidelines and recommended practices
- One year subscription to the "Sustain the Gain" monthly improvement newsletter (a total of 12 Posters, 12 Take Two for You articles, and 4 short videos)

FIRESIDE PARTNERS

Emergency Response and Family Assistance

The programmatic view of an Emergency Response Program realizes the critical value of a central planning document as well as the requisite resources and trained personnel that make the Plan actionable when you need it.

The Plan describes the methodologies to confirm that an emergency has occurred, assesses the magnitude of its impact on the organization, and outlines a strategy for confronting it. The additional Program elements allow you to deploy the necessary resources and people to respond quickly, appropriately, and effectively.

Fireside's 2016 Level 3 services provide solutions to develop your Program, and therefore providing the ability to *make good on what is in your plan*.

1. Introductory Service #1 Aviation ERP Educational Tabletop and SWOT Analysis:

Customer provides current Emergency Response Plan (ERP); Fireside then conducts an Aviation ERP Educational Tabletop on-site at the customer location. This methodical, scenario-based discussion thoroughly examines the Aviation ERP and focuses on solutions to enhance the crisis decision-making skills of core executives and significantly advances the customer's emergency preparedness.

A SWOT Analysis and After-action Report is produced to identify the Aviation ERP Strengths, Weaknesses, Opportunities and Threats uncovered during the

Level III: Vista Elite Client

Educational Tabletop. A written report is provided, along with recommendations for consideration and inclusion. This resource is quite valuable in IS-BAO and similar type audits as a demonstration of an organic and evolving safety program.

Economical travel expenses are the only cost, all services are fully subsidized.

2. Introductory Service #2 24/7 Aviation Emergency Response Services Agreement:

Customer selecting this option for the first time will receive an entire year of around the clock accessibility and availability of the Fireside Partners Emergency Operations Center (EOC), its response resources, and the dedicated commitment to respond with the following support as required:

- On-site Rapid Response Team
- Notification of Emergency Contacts/Families
- Family Assistance
- Public Relations Support
- Remains repatriation and return
- Personal effects recovery and return
- Key relationships with Federal Agencies
- Global and social media tracking

Included is the integration of the Fireside Partners processes and dedicated resources into the customer ERP. Corporate Flight Departments will also receive inclusive 24/7 international flight monitoring, attended to by licensed pilots and dispatchers stationed at the Fireside Aviation Resource and Response Center (ARRC) at no additional charge.

Operators of larger fleets (e.g. Part 135 Charter/Management companies) pay a reasonable fee for flight monitoring based on size. The Fireside EOC will also activate to participate in one customer internal drill/exercises upon request, without an additional activation cost.

This service is available for the first 12 months for first-time customers. For subsequent years, operators may enter the Innovation Level. For example, if the Digital ERS is also coupled with Fireside's 24/7 Emergency Services Agreement, an operator then has the ultimate solution for a comprehensive Emergency Response Program.

3. Innovation Service Level: The Safety 1st Digital Emergency Response System (Digital ERS)

Fireside Partners Inc., A3P Technologies, and the Safety 1st program have joined forces to introduce the Digital Emergency Response System, the ultimate dashboard solution for aviation operators. Previously only accessible by large Federal Agencies and airlines with larger budgets, cutting edge technology like the Digital ERS offers instant world-wide notification to key staff and access to a custom Digital Command Center via smart phone, tablet or laptop connection in the event of an emergency.

The Digital Command Center features in part:

- Checklist Status Panel
- Team Communications Panel
- ERP Activity Panel showing the most recent participant activity
- Command Bar tool with a timer
- Instant Messaging application for exchanging secure messages
- Mishap Report links
- Recall Roster following everyone who is participating and responding
- Communications Log
- Documents Library (to replace that big ERP binder on your shelf)
- Contact List
- Share Tool for looping new contacts into the process as necessary
- Chronological sequencing

Fireside adds the ERP content and integration oversight to ensure that customer's Digital ERS system is populated with the relevant content from your ERP. Service Option #3 offers access for four (4) users, set-up, and content integration for the first full year of Digital ERS preparation and use.

This service is available for the first year of service. For subsequent years, operators can build upon their Digital ERS system by entering the ERP Accelerator Program.

4. Advanced Service Option: The ERP Accelerator Program

This program is intended for Vista Elite customers who have used Fireside benefits in the past, and now have specific requests or unique needs that fall outside the listed services. Some examples include:

- Host an internal or regional Safety Stand-down event

Level III: Vista Elite Client

- Conduct a realistic emergency drill with evolving live-action events
- Close the risk loop on your international flights using the Fireside SAFE® product for every annual international flight. Fireside's Pilots and Aircraft Dispatchers back-up your scheduling department for after hours and weekend operations

ERP Accelerator provides the consultative time and expertise of a Customer Experience specialist at no cost; he or she will work with you to develop the best service option for the continual development of your Emergency Response Program. The ERP Accelerator helps to ensure that your program continues to develop efficiently and effectively. This service has demonstrable value in IS-BAO and similar type audits as a demonstration of an organic and evolving safety program.

PREVAILANCE AEROSPACE

Upset Recovery Training

1. Upset Prevention and Recovery Training: The Prevailance Aerospace Upset Prevention & Recovery Training (UPRT) course trains flight crews to recognize and recover from unusual attitudes and aircraft upsets. This course is designed for every pilot, at any experience level. Prevailance Aerospace uses the safest training platform – the Extra 330LX - and highly experienced CFIs and former military instructor pilots to teach proven recovery techniques. You will experience dynamic maneuvering and unusual attitudes and develop recovery skills that are fully transferable to the aircraft you fly on a daily basis. Training includes the following:

UPRT Flight Academics:

- Three hours of dedicated classroom training which examines the history of LOC-I and upset recovery development, transfer of skills from an Extra 330LX to your aircraft, regulations associated with stall and spin training, human factors to include surprise and startle, a review of basic aerodynamics, case studies and recovery procedures. Three one-hour briefs take place prior to each designated flight and cover each training objective to the point of comprehensive understanding. All flights are designed with a methodical approach that increases stress and skills development for the most effective learning.

Airborne UPRT Training (Available as FAA Part 141 or Part 161)

- Three hours of UPRT training in an all-attitude, dynamic aerobatic aircraft designed with the highest safety margins in the industry. Curriculum includes slow flight and high AOA maneuvering, stalls, accelerated stalls and high angle of bank turns. Dynamic maneuvering is scenario based and includes varied unusual attitudes with both stalls and spins. Recovery from spins is demonstrated and then mastered by each pilot and develop recovery skills that are fully transferable to the aircraft you fly on a daily basis. Training includes the following

Personalized UPRT Video with Cockpit, Wing, and Tail Footage

- Videos from three perspectives are synced with cockpit audio to allow for further review of learning objectives. Each pilot receives a copy for their own professional development.

PULSAR INFORMATICS

Fatigue Risk Management Solutions

Service is based on operations up to ten aircraft – 12 month subscription free including integration costs.

1. Aviation Fatigue Meter™ Fleet Insight™: Technology originally developed for NASA and the Department of Defense, Aviation Fatigue Meter™ turns a complex fatigue science into actionable information. Fleet Insight™ interfaces with popular scheduling software platforms to proactively evaluate fatigue across the entire operations schedule, easily identifying fatigue hotspots in schedules and enabling the exploration and design of optimal fatigue countermeasures. User accounts are provided for the schedulers, dispatchers, and safety personnel.

- Setup of the service for interaction with your scheduling system
- Web based training for users to learn the system and fatigue risk management basics
- Users also have access to Fatigue Meter Pro Planner for dedicated fatigue planning outside the scheduling system and or post flight assessments.

Level III: Vista Elite Client

SOUTHERN AEROMEDICAL INSTITUTE

Scenario Based Hypoxia Training

1. DeSat Scenario Based Hypoxia Training Program: Two pilot enrollments per company are invited to attend this comprehensive Slow Onset Hypoxia Training focusing on small groups within the High Altitude Chamber incorporating flight simulators (Garmin G1000) and ATC communication to recreate accurate scenario based training. Training includes the following:

- 1/2 Hour of Lecture - "Slow Onset Hypoxia"
- 1/2 Hour of Pre Flight Orientation - Introduction to Flight Simulator and Oxygen Mask
- One Hour of Flight - High Altitude Chamber Training
- 1/2 Hour Post Flight Review - Review Oxygen Saturation and Flight Video