



## 2016 SM4 SAFETY RESOURCES AND DIRECT SERVICES

# Community of Excellence





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## 2016 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

#### SM4 Safety Partners & Subject Matter Experts

Aviation & Marine Safety Solutions International

Baldwin Aviation

Convergent Performance

Gray Stone Advisors

Fireside Partners Inc.

Medaire

Prevailance Aerospace  
*(coming 2017)*

Unmanned Safety Institute

### 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

#### Convergent Performance

- eLearning
  - Pilot Reliability Certification
  - Maintenance Reliability Certification
  - Fit 4 Duty - Introduction and Stress

#### Fireside Partners Inc.

- Virtual ERP Readiness Experience

#### MedAire

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

#### 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
- SAVVYdoc™ Manual Management Software
- Pre-Audit (IS-BAO, SAS, ARG/US, Wyvern) Support and GAP Analysis
- Safety Manager Support Services
- Flight Data Management (FDM) / Flight Operations Quality Assurance (FOQA)

#### Convergent Performance

- Developing and Enhancing your Safety Management System
- NEGATE: Never Events Gap Analysis Tool and Evaluation for Maintenance
- Global War on Error (GWOE): Aggressive Error Reduction Initiative
- Safety Officer Survival (SOS) Package
- Fit4Duty™ Fatigue Risk Management System (F4D FRMS)
- Customized Training and Consulting

#### 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

# 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 the IS-BAO standard for SMS recurrent training, 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.

# Level II: Global Client

## CONVERGENT PERFORMANCE

### Human Factors and Performance Improvement

#### 1. eLearning (up to 4 enrollments per company, any combination of courses)

- **Pilot Reliability Certification 101** level course
- **Pilot Reliability Certification 201 or 202** level course

Comprehensive human factors curriculum programs that provide individual aviators with a powerful and enduring understanding of the causes of human error.

- **Maintenance Reliability Certification 101** level course

Learn proven principles of error control and tailor them specifically for maintenance technicians and logistical support personnel, focusing on the unique environment and demands of the aviation support professions.

- **Fit 4 Duty - Introduction and Stress**

Fatigue Risk Management Systems program specifically for business aviation and charter operations. Deep content, low overhead model that leverages the unique aspects of these operational environments.

## 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.

## 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. 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.

## MEDIAIRE

### 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

# 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. The services selected must be from two different participating SM4 Safety Partners. 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

Services 1 & 2 are based on operations with up to two aircraft.

**1. SMSlite™ Safety Management Software:** Designed for organizations that are IS-BAO registered or meet the ACSF, ARG/US Platinum or Wyvern advanced audit criteria. 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.

**2. SMSprime™ Comprehensive SMS Program, including complete set of customized manuals:** Holistic SMS program provides all required compliant manuals, tools and support with initial and on-going customization and maintenance of the manuals as well as Audit Preparation and Support, and Fatigue Risk Management. Benefit contributes to the annual cost. Actual prices determined by size of operation.

**3. SAVVYdoc™ Manual Management Software:** Proprietary document management software makes the drudgery of maintaining manuals and documents easy. Submit manual changes online, notify team review members and simultaneously have Baldwin review the changes prior to publication. Includes production of one manual.

### 4. Pre-Audit (IS-BAO, SAS, ARG/US, Wyvern) Support and Gap Analysis:

For customers needing guidance and support for IS-BAO registration and who already have established standards in place, SMS and training requirements, Baldwin will assist with the audit preparation process. Baldwin will provide expertise in the following areas:

- 1 Day on-site / Phone and Webinar support through audit
- Internal Audit Checklist
- Regulatory Requirements

- Audits Standards Compliance
- Comprehensive Manual(s) Review/Recommendations
- 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 during the policy period. Key attributes of this service are:

Onsite (1 days):

- Review client's safety program and data, employee interviews.
- Half day Safety Manager Workshop
- Out briefing (1 Hr.) and Post- visit report

Ongoing Support During Vista Elite Engagement:

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

### 6. Flight Data Management (FDM) / Flight Operations Quality Assurance (FOQA)

Data from the operators aircraft is uploaded to a secure server and analysts review data for exceedances or anomalies. If an exceedance or anomaly is found, it is referred to a specially trained pilot analyst for review and analysis from an operational perspective. This unique process ensures that the maximum information is gained from the data. Monthly reports provide the operator with clear information on the flight operations. Trend data within the monthly report is provided to show critical safety trends allowing early mitigation. Hardware/software configuration for one aircraft included. Set-up and ongoing monthly fee are additional.

# Level III: Vista Elite Client

## CONVERGENT PERFORMANCE

### Human Factors and Performance Improvement

#### 1. Developing and Enhancing your Safety Management System:

- SMS Implementation Field Guide and customized policy letter
- SMS Lift – internally facilitated training and engagement program
- “Foundations of Threat and Error Management” webinar-style training session
- Up to 16 hours of Technical Writing expertise for creation of new SOPs, Checklists, and Training Guides, or a review and update of existing ones (interchangeable with an additional 60 minute customized webinar, if desired)

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

- Mitigate the six most costly and common “Never Events” – Wrong Fluid, Wrong Person, Wrong Part, Improper Movement, Lost Tool, and Unsecured panel/door – through the pre-recorded Aviation Maintenance Never Events webinar series; includes subscription for up to 25 attendees and two 30 minute Q&A sessions scheduled at your convenience
- Continuous improvement tool for Aviation Maintenance Never Events® prevention, 1-year license
- One hour “Quality Assurance Personnel Training” webinar-style session
- Report (up to 10 pages) including risk-based recommendations for immediate improvement
- 25% discount on future licensing of Never Events Gap Analysis Tool and Evaluation

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

- Pre and post-hazard/safety analysis survey
- 6 eLearning enrollments (any combination of MRC 100 level and PRC 100, 200 levels)
- Series of four pre-recorded webinars, plus two live 30 minute Q&A sessions (one with Pat Daily and one with Tony Kern) – topics determined based on results of survey and discussion with leadership
- One year subscription to the “Sustain the Gain” monthly improvement newsletter that includes continuous improvement resources to use in your department (a total of 6 Posters, 12 Take Two for You articles, and 6 short videos)
- 15% additional discount on future live or pre-recorded webinars, eLearning courses, or subscription services as long as you remain a Global customer (does not apply to live workshops)

#### 4. Safety Officer Survival (SOS) Package

- “Creating a Customized Safety Data Collection Initiative,” “Foundations of Threat and Error Management,” and “Turning Safety Policy into Daily Initiatives” live or pre-recorded webinar-style training session; 60 minutes each for a total of three hours of training
- Safety culture survey and report with recommendations for implementing new changes
- One year subscription to the “Sustain the Gain” monthly improvement newsletter that includes continuous improvement resources to use in your department (a total of 6 Posters, 12 Take Two for You articles, and 6 short videos applicable to the SOS topic)

#### 5. 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, and roles and responsibilities for key personnel
- Gap analysis survey, scheduling guidelines and recommended practices
- One year subscription to the “Sustain the Gain” monthly improvement newsletter (a total of 6 Posters, 12 Take Two for You articles, and 6 short videos applicable to the F4D topic)

#### 6. Customized Training & Consulting

Let us help you solve your unique challenges through our wide array of performance optimization solutions.

- Consultation with SMEs to develop a customized solution
- Assistance with technical manuals, SOPs, checklists, job descriptions, and change management plans
- Gap Analysis of current culture, maintenance, operations, personnel and management, and existing in-house training programs
- Continuous improvement 2–5 minute videos on a variety of topics
- eLearning, Webinar-style, and Live training – customized or off-the-shelf

# Level III: Vista Elite Client

## **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 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

# Level III: Vista Elite Client

- 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
- 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.