



## 2018 SM4 SAFETY RESOURCES AND DIRECT SERVICES

# Community of Excellence





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## 2018 SM4 Program at a Glance - Safety Resources and Direct Services

Developed in cooperation with leading aviation safety experts, SM4 safety services are designed to enhance and support existing safety programs.

### Level I: Complimentary Resources

Monthly Aviation Safety eBulletin, Online Resources, Safety Posters, Video Library and more.

Visit [www.sm4.global-aero.com](http://www.sm4.global-aero.com)

### Level II: Global Client

#### Aviation & Marine Safety Solutions International

- Introductory Risk Profile
- *Webinars*: SMS for Executives & Senior Managers, Understanding Safety Performance and Measurements, and Enterprise Risk Management / SMS Harmonization

#### Baldwin Aviation

- SMS Recurrent Live Training Webinar
- Safety Officer Training Webinar

#### Convergent Performance

- 60 Minute Manager's Course on Level IV Professionalism, Fit 4 Duty™, and Aviation Maintenance Never Events®
- *eLearning*: Aviation Maintenance Never Events® (AMNE), Pilot Reliability Certification 100/200, and Aviation Professionalism Mastery (APM)

#### DARTdrones

- Discounted Registration on all Open Enrollment Training Courses
- Preferred Pricing on all Other Products and Services

#### Fireside Partners Inc.

- Virtual ERP Readiness Experience

#### MedAire

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

#### Prevailance Aerospace

- Executive Security Training

#### 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*)

### Level III: Vista Elite Client

#### Baldwin Aviation

- SMS Technology Subscription
- How to Improve Your Safety Culture
- Pre-Audit Support and Gap Analysis
- Safety Culture Survey

#### Convergent Performance

- Global War on Error (GWOE): Aggressive Error Reduction Initiative
- Fit4Duty™ Fatigue Risk Management System (F4D FRMS)

#### Fireside Partners Inc.

- Tactical Emergency Response Plan (TacERP)
- Aviation ERP Educational Tabletop and SWOT Analysis
- 24/7 Aviation Emergency Services Agreement

#### 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*)

# Level II: Global Client

As a Global Aerospace client you are eligible to take advantage of one Level II safety services from each partner at no cost (excluding light aircraft clients). That's up to ten services per policy year! Go to [www.sm4.global-aero.com/partners/level-2-services](http://www.sm4.global-aero.com/partners/level-2-services) to select your services and you will be contacted directly by our SM4 Partners to learn more.

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

### **1. Introductory Risk Profile:**

- Provides Operators with an accurate depiction of their state of risk preparedness and tolerability based upon a customized Risk Profile Questionnaire (RPQ).
- Target audience: Part 91 and FBO Operators.

### **Introductory Interactive Webinars**

#### **2. SMS for Executives & Sr. Managers:**

- Safety Management System (SMS) as applied to the needs and understanding from the Executive/Accountable Executive point of view.
- Includes critique of the Operational Manual(s) structure and content to meet regulatory updates.
- Target audience: Operators such as Part 91, 135 aircraft operators; Public Aircraft Operations; Part 145 Repair Stations/MROs; Part 139 Airports or Airfield Operators; FBO/Ground Handlers and OEMs.

#### **3. Understanding Safety Performance and Measurements:**

- Understanding Safety performance tools such as Safety Performance Indicators (SPI) and Targets (SPT) and how they should be developed and used to meet internal safety policy and objectives and industry standards, such as IS-BAO and IS-BAH.
- Target audience: Operators that have an SMS and are looking to better understand how to evolve their SMS and meet the more stringent requirements of IS-BAO and IS-BAH.

#### **4. Enterprise Risk Management (ERM) /Safety Management System (SMS) Harmonization:**

- Target audience: Operators such as Part 91, Part 135 aircraft operators; Public Aircraft Operations; Part 145 Repair Stations/MROs; Part 139 Airports or Airfield Operators; FBO/Ground Handlers and OEMs.

## **BALDWIN AVIATION**

### **Aviation Safety Management Support**

Companies must register with Baldwin in order to track the number of enrollments that have been provided on a complimentary basis (one per company).

#### **1. SMS Recurrent Live Training Webinar:**

- To meet ICAO/FAA and other industry standards.
- Upon completion of the training session, participants will receive a Training Certificate.

#### **2. Safety Officer Training Webinar**

- Designed as a refresher or for newly appointed Safety Managers
- Upon completion of the training session, participants will receive a Training Certificate

## **CONVERGENT PERFORMANCE**

### **Human Factors and Performance Improvement**

**1. 60 Minute Manager's Course:** Level IV Professionalism, Fit 4 Duty™, and Aviation Maintenance Never Events®.

**2. 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).

# Level II: Global Client

## DARTDRONES

### Safety and Training for Unmanned Aircraft Systems

#### 1. Discounted Registration on all In-Person and Online Training Courses

- Experienced flight instructors provide hands on training in over 40 cities
- View complete listing of available courses at [www.dartdrones.com/global-sm4](http://www.dartdrones.com/global-sm4)

#### 2. Preferred Pricing on all Customized Training and Consulting Services

## FIRESIDE PARTNERS

### Emergency Response and Family Assistance

#### 1. Virtual ERP Readiness Experience & Report-Out/Post-Consult Report:

- Web-based experiential exercise and customized post-exercise consultation.
- Includes video and live role-play to assess the effectiveness of your ERP.
- Tests current ERP in simulated “field” conditions.
- Includes advanced aspects of corporate preparedness.
- Provides a road map to improve your ERP 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: (1 aircraft per company)

- Full access to 24/7 Medical and Security assistance, MedAire portal, *Trip Ready* App, Risk Analysis and Travel Alerts.
- Reduced pricing on medical equipment.

#### 2. Management of Inflight Illness & Injury Training: (1 enrollment per company)

- MedAire’s signature crew medical training course.
- Provides flight crewmembers the knowledge and skills to recognize & manage in-flight medical emergencies.
- Courses conducted at global locations.

## PREVAILANCE AEROSPACE

### Upset Recovery Training & Executive Security Training

#### 1. Executive Security Training - 1/2 day course:

- Anticipating, identifying and avoiding threats in domestic/international locations.
- Guidelines for conduct in high-risk environments.
- Skills development associated with defeating restraints and psychological fortitude in the event of Kidnap for Ransom.
- Training held quarterly at Prevailance headquarters in Virginia Beach, VA.

## PULSAR INFORMATICS

### Fatigue Risk Management Solutions

#### 1. Fatigue Risk Management Live Webinar Training:

- Focuses on the key aspects of Fatigue Risk Management:
  - Identification of fatigue causal factors.
  - Likely fatigue hot spots in flight operations.
  - Mitigation strategies.
  - Overview of tools and procedures for managing fatigue on and off duty.

#### 2. Two Month Trial of Aviation Fatigue Meter™:

- Fleet Insight and Fatigue Meter Pro Planner for the flight department’s scheduling and safety personnel.
- Evaluate FRMS within its operational workflow.
- At conclusion of trial, the setup and scheduling system integration fees are applied and the production subscription will have a 20% discount.

# Level II: Global Client

## **SATCOM DIRECT**

### **Cyber Security Audit and Consultation**

#### **1. SD Data Center Cyber Audit and Phone Consultation:**

- Comprehensive cyber audit followed by a 30 minute phone debrief consultation.
- Focuses on the security in the cabin and ground network to determine if data is classified and properly protected.

## **SOUTHERN AEROMEDICAL INSTITUTE**

### **Scenario Based Hypoxia Training**

#### **1. DeSat Scenario Based Hypoxia Training Program: (1 pilot per company)**

- Slow Onset Hypoxia Training within the High Altitude Chamber.
- Incorporates flight simulators (Garmin G1000) and ATC communication to recreate accurate scenario based training.
- 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.

**Select your 2018 Level II services, visit:**

[www.sm4.global-aero.com/partners/level-2-services](http://www.sm4.global-aero.com/partners/level-2-services)

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

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# 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 service from each partner and one Level III safety service per policy year at no cost. Clients who qualify for Commercial Elite are also eligible for the Level III services. However, larger flight departments may need to negotiate service and pricing directly with the SM4 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. SMS Technology Subscription customized for YOUR aircraft operation with Data Analysis and Reporting:

- Cloud Based, flexible, weekly updates, intuitive and easy to use backed by a “Back Office” safety team 24/7.
- SMSLite™: Easy to use software designed for capturing, analyzing and distributing safety data.
- SMSPrime™: Comprehensive SMS Software Program including a complete set of customized manuals.

#### 2. How to Improve Your Safety Culture:

- This PDP approved 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.
- Target Audience: Leadership Management, Safety Management.
- Upon completion of the training session, participants will receive a Training Certificate (Travel Expenses additional).

#### 3. Pre-Audit Support and Gap Analysis:

- For customers needing guidance and support in preparation for external or internal audits.
- 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.

#### 4. Safety Culture Survey:

- An automated safety culture survey.
- The results will reveal a combination of four profiles in terms of people and their behaviors.
- Measures an organizations safety culture as well as how it is reflected in their application processes.
- Baldwin will perform an in-depth analysis of the results, discuss with you the results and trends and help you develop an action plan.

## CONVERGENT PERFORMANCE

### Human Factors and Performance Improvement

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

- Pre- and post-hazard/safety analysis survey.
- Six eLearning enrollments (APM, PRC 100/200, or MRC).
- Four pre-recorded webinars (or two live ones), plus one live 30 minute Q&A session – topics picked based on results of survey.
- One year subscription to “Sustain the Gain” monthly newsletter - includes continuous improvement resources (12 Posters, 12 Take Two for You articles, and 4 videos).
- 15% additional discount on future webinars, eLearning, or subscription services.

# Level III: Vista Elite Client

## CONVERGENT (continued)

### 2. Fit4Duty™ Fatigue Risk Management System (F4D FRMS)

- 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 newsletter (12 Posters, 12 Take Two for You articles, and 4 videos).

## FIRESIDE PARTNERS

### Emergency Response and Family Assistance

#### 1. Tactical Emergency Response Plan (TacERP)

- Interactive, electronic, procedures focused ERP.
- Accessible anytime, anywhere via mobile device, tablet or PC.
- Automatically link to documents and checklists throughout a response.
- Manage notifications with links to your contacts phone numbers.
- No proprietary software needed and compatible with industry requirements.
- Aligns best practice and usability with an accident milestone and tiered response.
- Development process includes multiple iterative steps for review.
- Includes first year of quarterly updates. Annual update plan offered at reasonable cost.

#### 2. Aviation ERP Educational Tabletop & SWOT Analysis:

- On-site Aviation ERP Educational Tabletop.
- Scenario-based discussion examines the Aviation ERP and focuses on solutions to enhance the crisis decision-making skills of core executives.
- Comprehensive written After Action Report provides recommendations for consideration and inclusion and is valuable for IS-BAO and similar audits as a demonstration of an evolving safety program.
- Economical travel expenses are the only cost, all services are fully subsidized.

### 3. 24/7 Aviation Emergency Response Services Agreement: *First-time customers*

- One year of 24/7 access to the Fireside Partners Emergency Operations Center (EOC) response resources:
  - On-site Rapid Response Team
  - Notification of Emergency Contacts/Families & Family Assistance
  - Public Relations Support
  - Remains repatriation and return
  - Personal effects recovery and return
  - Global and social media tracking
- Corporate Flight Departments also receive inclusive 24/7 international flight monitoring, attended to by licensed pilots and dispatchers at the Fireside EOC.
- Operators of larger fleets (e.g. Part 135 Charter/Management companies) pay a reasonable fee for flight monitoring based on fleet size. Fireside EOC will also activate and participate (remotely) in one customer internal drill/exercise upon request, with no additional cost.

## PREVAILANCE AEROSPACE

### Upset Recovery Training & Executive Security Training

#### 1. Upset Prevention and Recovery Training: (any experience level)

Extra 330LX training platform and highly experienced CFIs and former military instructor pilots teach proven recovery techniques.

##### *UPRT Flight Academics:*

- Three hours of classroom training examining 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, aerodynamics review, case studies and recovery procedures.
- Three one-hour briefs prior to flight covering training objectives. Fights 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 all-attitude, dynamic aerobatic aircraft designed with the highest safety margins in the industry.

# Level III: Vista Elite Client

## **PREVAILANCE** (continued)

- 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 mastered by pilot - skills are fully transferable to the aircraft you fly.

### *Personalized UPRT Video with Cockpit, Wing, and Tail Footage*

- Videos provided from three perspectives.
- Synced with cockpit audio to allow for further review of learning objectives.

## **PULSAR INFORMATICS**

### **Fatigue Risk Management Solutions**

#### **1. Aviation Fatigue Meter™ Fleet Insight™:**

- Service based on operations up to ten aircraft.
- 12 month subscription free, including integration costs.
- 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 scheduling software to proactively evaluate fatigue across the entire operations schedule.
- User accounts are provided for the schedulers, dispatchers, and safety personnel.
- Setup of the service for interaction with your scheduling system.
- Web based training to learn the system and fatigue risk management basics.
- Users have access to Fatigue Meter Pro Planner for dedicated fatigue planning outside the scheduling system and/or post flight assessments.

## **SOUTHERN AEROMEDICAL INSTITUTE**

### **Scenario Based Hypoxia Training**

#### **1. DeSat Scenario Based Hypoxia Training Program:**

- Two pilot enrollments per company.
- Slow Onset Hypoxia Training focused on small groups within the High Altitude Chamber incorporating flight simulators (Garmin G1000) and ATC communication to recreate accurate scenario based training.
- 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.