



## 2019 SM4 SAFETY RESOURCES AND DIRECT SERVICES

# Community of Excellence





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## 2019 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 [sm4.global-aero.com](http://sm4.global-aero.com)

### Level II: Global Client

#### Baldwin Aviation

- SMS Recurrent Training - Town Hall Webinar
- Safety Officer Training - Town Hall Webinar

#### Convergent Performance

- 60 Minute Manager's Course
- *eLearning*: Pilot Reliability Certification, Aviation Maintenance Never Events®, and Introduction to Professionalism for Aviators

#### 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

- Upset Prevention & Recovery Webinar 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
- Safety Performance Monitoring Program
- Safety Culture Survey
- Aviation Safety Action Program (ASAP)
- FDM/FOQA and SMS Integration
- Aviation Safety Information Analysis and Sharing (ASIAS)

#### Convergent Performance

- Global War on Error (GWOE)
- Fit4Duty™ Fatigue Risk Management System

#### Fireside Partners Inc.

- Tactical Emergency Response Plan (TacERP)
- ERP Team Core Skills Training
- Aviation ERP Educational Tabletop
- 24/7 Enterprise Emergency Response 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

# Level II: Global Client

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

## 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 Training - Town Hall Webinar:

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

#### 2. Safety Officer Training Webinar - Town Hall 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:

- 1 hour pre-recorded course presented by Dr. Tony Kern.
- Course is designed for anyone that is a manager or wants to be a manager. Focusing on management approaches to human performance including professionalism, fitness for duty, and Aviation Maintenance Never Events.

#### 2. eLearning: One enrollment in each of the following courses:

- Pilot Reliability Certification - Pilot.
- Aviation Maintenance Never Events - Maintainer.
- Introduction to Professionalism for Aviators - Manager or potential manager.

## 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:

- 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.

# Level II: Global Client

## MEDAIRE (continued)

### 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. Upset Prevention & Recovery Live Webinar Training:

- Situational readiness for an upset.
- Managing startle
- CRM in an upset

## 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.

## 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 2019 Level II services, visit:

[sm4.global-aero.com/community-of-excellence/level-2-services](http://sm4.global-aero.com/community-of-excellence/level-2-services)

# 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, intuitive and easy to use backed by a “Back Office” safety team 24/7.
- Subscription includes access to Safety Monitor; Status Board (Reminders/ Training Tracker); and other benefits and features.
- Document Management System (optional). FAA/ICAO based Manuals available for customization.

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

- 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. Baldwin Safety Performance Monitoring Program (Baldwin Clients):

- Measure and quantify your Safety Program.
- Quarterly reviews of safety performance by Baldwin Safety SME.
- Safety Statement of Conformity (SOC).

#### 4. Safety Culture Survey:

- A Safety Culture Survey developed via collaboration with FAA, University of Nevada, and Safety SMEs.
- Results will reveal a combination of four profiles in terms of people and their behaviors.
- Measures an organization’s safety culture as well as how it is reflected in their application processes.
- Baldwin will perform an in-depth analysis of the results, review results and trends, and help you develop an action plan.

#### 5. Aviation Safety Action Program (ASAP) (Baldwin Clients):

- Portal with input forms developed.
- ERC Meeting Support.
- Input of data from prior provider (Excel/CSV formats).

#### 6. FDM/FOQA and SMS Integration (Technology) (Baldwin Clients):

- Integrate your FOQA/FDM with your SMS.
- Special Pilot Feedback Forms.
- Combine FOQA/SMS data for your SPIs.

#### 7. Aviation Safety Information Analysis and Sharing (ASIAS) (Baldwin Clients):

- Portal with input forms developed or customized.
- ASIAS MOU Assistance.
- Quarterly Data Export to ASIAS.

# Level III: Vista Elite Client

## CONVERGENT PERFORMANCE

### Human Factors and Performance Improvement

#### 1. Global War on Error (GWOE)

- Six eLearning enrollments in the following three online courses:
- Pilot Reliability Certification - Pilot
- Aviation Maintenance Never Events - Maintainer
- Introduction to Professionalism for Aviators – Manager or potential manager
- One year subscription to “Sustain The Gain” monthly newsletter – includes continuous improvement resources (12 posters and 12 Take Two For You articles)
- Four pre-recorded webinars
- 15% additional discounts on CP products

#### 2. Fit4Duty™ Fatigue Risk Management System

- Six pre-recorded webinars (Introduction, Fatigue, Nutrition & Hydration, Stress, Aging and Exercise).
- Simplified doctrine statement for your organization.
- Handbook that includes policy guidance, templates for FRMS implementation, roles & responsibilities for key personnel and scheduling guidelines & recommended practice.
- One year subscription to “Sustain The Gain” monthly newsletter – includes continuous improvement resources (12 posters and 12 Take Two For You articles).

## 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. ERP Team Core Skills Training:

- Introduction – Overview of an ERP activation and response.
- Milestones - The chronology of a response.
- EOC Director – How to effectively manage an EOC during a response.
- On-Site investigative challenges.
- Business Continuity – How to manage available resources.
- Return to Normal Operations – How to identify when the time is right.
- Economical travel expenses are the only cost, all services are fully subsidized.

#### 3. Aviation ERP Educational Tabletop:

- 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.

#### 4. 24/7 Enterprise 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
- Flight Departments also receive inclusive 24/7 international flight monitoring (up to five aircraft), attended to by licensed pilots and dispatchers at the Fireside EOC.

# Level III: Vista Elite Client

## PREVAILANCE AEROSPACE

### Upset Recovery Training & Executive Security Training

#### 1. Upset Prevention and Recovery Training:

- Six hours of ground training, 3 hours of airborne training in Extra 300 series aircraft, individual debriefs and training video.
- Buy two UPRT programs and get two free at Prevailance Aerospace HQ in Chesapeake, VA.
- One UPRT at your location (includes at-cost ferry flights for Prevailance Aerospace aircraft, hangar fees, landing fees, instructor lodging and any other miscellaneous costs).

## 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.

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