Section 1 – Introduction

Administration

- Company addresses & locations
- Scope of activities

Document Control

- List of effective pages
- Amendment process

Policy

- Safety
- Quality
- Environmental
- Fatigue
- Health & Safety
- Drugs and alcohol

Responsibilities

- Chief Executive
- Chief Pilot
- Remote base manager(s)
- Maintenance Controller
- Ground crew
- Safety Management Controller
- Pilot

Section 2 – Operations and Maintenance

General Operating Procedures

- Handling of controls
- Carriage of passengers (e.g. persons performing an essential task, farmers, forestry owners)
- Equipment to be carried
- Recording of flight time
- Fuel requirements
- Fuelling and de-fuelling
- Use of flight tracking devices
- Flight following requirements
- Pilot fatigue risk management

- Use of mobile telephones
- Use of safety belts and harnesses
- Night operations
- Meteorological conditions
- Flight tracking / flight following (devices) / distress escalation
- Automatic recording of TIS
- SOPs to be documented

Airstrips and Helipads

- Standards required
- Risk assessments

Agricultural Operations

- Loading limitations
- Low Level operations
- Third Party risk
- HSNO compliance
- GPS usage / coverage

Maintenance

- Maintenance planning & procedures
- Maintenance programmes
- Release to Service
- Checks following maintenance
- Pilot maintenance & authorisation
- Support equipment

Emergency Procedures

- Accidents and incidents
- Emergency situation action plan

Section 3 – Quality and Risk Management
Quality System

- Quality assurance process
- Quality indicators
- Corrective/preventative actions
- Management Reviews
- Internal Audit

Risk Management

- Hazard identification & reporting
- Hazard controls
- Measuring control effectiveness

Section 4 – Training and Competency

- Induction training
- Aircraft type ratings
- Agricultural Rating
- E Cat Instructor requirements
- Competency assessments
- Continuation training
- Wire avoidance
- Emergency situation training

Section 5 – Records

- Daily Flight Records
- Pilot Logbooks
- Technical Log
- Statistical returns
- Pilot fatigue risk management
- Retention of GPS data files
- Training
- QA and risk assessment records

Section 6 – Forms