

airMax

Safety Management System

Designed for compliance with the following standards:



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PREFACE

This Safety Management System (SMS) is intended to be a systematic approach to managing safety including the necessary organizational structures, accountabilities, policies and procedures. It outlines the SMS in place at AirMax, LLC. Specific procedures for aircraft or ground emergencies are not intended to be included in this manual, and are part of the specific Aircraft Flight Manual, Emergency Checklists, or Emergency procedures either set in place by, or utilized by this company.

This is not intended to be a stand-alone manual and should be read in conjunction with FAA AC 120- 92, AC 120-59a, AC 120-79, AC 120-82, ICAO Doc 9859, and ICAO Annexes 6, 11, & 14.

This document was developed from the guidelines set forth by IS-BAO AMC 3.2 – Safety Management System.

Nothing contained in this manual is meant to supersede any standing regulation, order or recommendation issued by the FAA or ICAO ruling bodies. In the event a discrepancy is noted, the reader is advised to bring said discrepancy to the notice of AirMax, LLC's Safety representative.

Record of Amendments

Safety Management System

Revision Number	Revision Date	Name	Date of Insertion	Inserted By
Original	5/18/2020			
1	12/07/2021	Terry Henningson	12/07/2021	Linsey Kasper
2	06/01/2024	Tony Ditirro		

Distribution List

Serial Number	Title	Department	Copy Number

AirMax, LLC Company Safety Policy
(Safety Fundamentals and Safety Objectives)

1. **Preamble.**

Safety is the first priority in all our activities. We are committed to implementing, developing and improving strategies, management systems and processes to ensure that all our activities (aviation and non-aviation) uphold a high level of Safety Performance and meet national and international standards.

2. **Our commitment is to:**

- a) **Safety Management System.** Setup an Aviation Safety Department to oversee the development and implementation of a Safety Management System and ensure that the application of said Safety Management System is integral to all our activities.
- b) **Safety Culture.** Develop and embed a Safety Culture in all our activities that recognizes the importance and value of effective Safety Management and always acknowledges that Safety is paramount.
- c) **Safety Accountabilities.** Clearly define for all staff their accountabilities and responsibilities for the development and delivery of Safety Strategy and Performance. Ensure that all staff are provided with adequate and appropriate safety information and training, are competent in safety matters and are only allocated tasks commensurate with their skills.
- d) **Risk management.** Minimize the risks associated with aircraft operations to a point that is as low as reasonably practicable and establish and measure our Safety Performance against realistic objectives and/or targets.
- e) **Applicability.** Ensure that everyone who works for us, works with us, or visits us meets appropriate Safety Standards.
- f) **Resource Allocation.** Ensure that sufficient skilled and trained resources are available to implement this safety policy and continually improve our Safety performance.
- g) **Safety Oversight.** Conduct internal and, when required, external Safety Audits and Management Reviews and ensure that relevant action is taken.

3. **Principles of the Safety Management at AirMax.** The following principles will apply to all active businesses on premises owned or operated on by AirMax.

- The guarantee of a safe operating environment is the key success factor.
- In the daily operations, the principle “Safety First” will apply. All safety-relevant decisions will be taken impersonally and keeping in mind all exogenous business factors.
- The Chief Pilot carries the uppermost responsibility for Safety Management.
- The implementation of Safety Management is an executive function of the line.
- The Safety Officer/Representative supports and supervises the responsible lines in terms of operational planning and implementation in accordance with specifications of the Safety Management System.
- Through training and continued education, all AirMax employees will be empowered to identify and discharge their Safety Responsibilities in their daily work.
- An open and transparent Safety culture will be created and promoted so that we can learn from events and/or near-events, and ensure participants will not hesitate to provide information due to a non- retribution environment that does not punish mistakes.

This Safety System is not just part of our business, but is inherent in everything we do, and critical to the creation of information we need, and the decisions we make, every day.

Jeff Krueger
Director of Operations

A. AIRMAX'S SAFETY PROGRAM

The five major components of the AirMax Safety Program are:

1. A process to prevent accidents and injuries.
2. Safety education and training.
3. A system that allows and encourages the reporting of any identified hazard.
4. A program to assess the effectiveness of the Safety Program.
5. Willingness on the part of everyone in AirMax to embrace and foster a SAFETY CULTURE.

SMS.1 Safety Policy and Goals

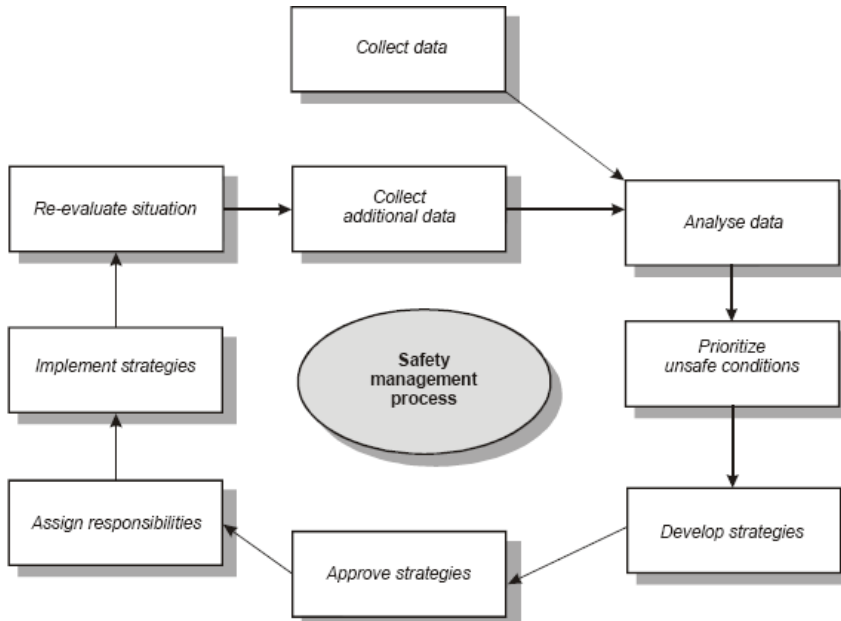
A. Safety Policy

1. AirMax's Management is committed to providing a safe and healthy working environment for all of its passengers, employees, contractors and visitors. To achieve this goal, a proactive safety program shall be developed and incorporated throughout all departments of Flight Operations.
2. Safety should be viewed as an individual responsibility as well as a Flight Operations goal.
3. No objective is so important as to compromise safety.

B. Safety Performance Goals

1. Zero occurrences of preventable injury to persons
2. Zero occurrences of preventable damage to aircraft or property.
3. Zero occurrences of preventable human error. AirMax employees will be capable of conducting a hazard analysis in accordance with Appendix B to the International Standard for Business Aircraft Operators (IS-BAO) - Guidelines for the Conduct of Risk Analysis by Business Aircraft Operators.
4. Employees will report the types of hazards listed in Appendix I
5. Maintenance errors and missed procedures are caught and corrected prior to an unsafe action and flight of the aircraft.
6. Pilot errors and missed procedures are corrected prior to flight when possible and prior to an unsafe action.

The graphic on the following page illustrates the continual process which is at the heart of the SMS program:



The Safety Management process overview: A continuous Safety Cycle loop.

SMS.2 Non Reprisal Policy

AirMax is committed to the safest operation possible. Therefore, it is imperative that we promote uninhibited reporting of hazards, occurrences, and incidents that in any way affect the safety of our operations, employees, passengers, or visitors.

Thus, it is the policy of AirMax to recognize the efforts of individuals who identify and communicate unsafe acts and conditions for the purpose of promoting safety. All communications made by employees pursuant to the reporting process shall be made with the assurance that no retaliation/reprisal shall occur to the employee for submitting any information via the Hazard Identification and Tracking System. The identity of employees who provide information through this system shall be protected to the extent permissible by law and AirMax's Corporate Policy while disseminating flight and ground safety information.

This non-reprisal policy shall not apply to information concerning accidents; criminal offenses; willful and purposeful deviation from regulations, policies, or procedures (PIC deviation authority for in-flight emergencies is excluded); or to information provided by a source other than the employee.

SMS.3 RESPONSIBILITIES

Director of Flight Operations

1. Sustaining conditions that advance the safe operation of company aircraft.
2. Provide the resources in time and money to assure the safe operation of company aircraft.
3. Actively develop, implement, and support the Safety Management System.

Chief Pilot

1. Developing and maintaining Standard Operating Procedures as well as ensuring that a Safety Management System is in place and adhered to.
2. Ensure that all flight operations are conducted in compliance with all safety regulations
3. Administrating the Safety Management System.
4. Validating and addressing safety-risk management deficiencies in an appropriate and timely manner.

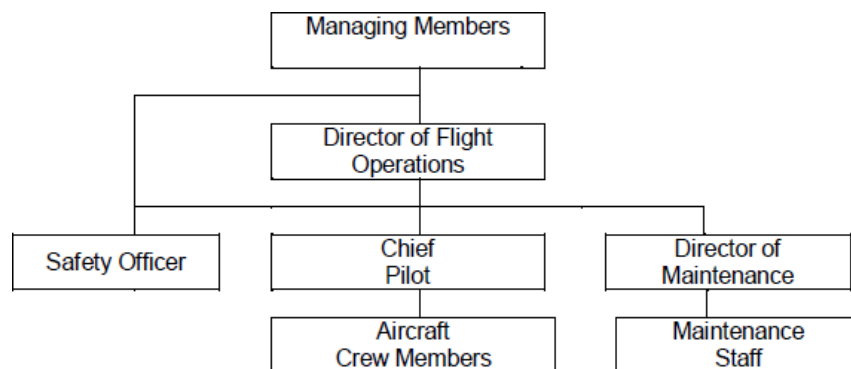
Safety Officer

The Safety Officer is responsible for the development and maintenance of the Safety Program. The Safety Officer will report directly Director of Operations (and/or the Managing Members).

The Safety Officer's responsibilities include:

1. Keeping Flight Operations personnel advised of any identified hazards or unsafe conditions.
2. Monitoring the effectiveness of the Safety program.
3. Updating the Safety program as necessary to conform to changes in the department and to maintain compliance with regulatory changes.
4. Schedule and participate in periodic Safety Audits.
5. Coordinate with AirMax employees on Safety training and training resources.
6. Gather and distribute safety related information from recognized aviation and safety industry sources.
7. Receive and process Hazard and Incident reports to eliminate or mitigate hazards.
8. Investigate accidents, incidents and reported hazards.
9. Recommend mitigations to senior management on matters pertaining to safety hazards.
10. Lead Safety Group.

The organization structure for SMS reporting is as follows:



SMS.4 Safety Group

To benefit from the experiences, ideas and expertise of individuals assigned to different departments within Flight Operations, a safety group with representatives from all departments will be created. Group members will serve on a voluntary basis.

The group members should not limit their input to aviation specific hazards but rather bring to the table any suggestions based upon observations from everyday life and work experiences.

The Safety Group responsibilities include:

1. Observing and noting unsafe or hazardous conditions as they go about their normal duties.
2. Promoting safety within their departments.
3. Setting the example by which others should follow.
4. Reviewing hazard reports.
5. Making recommendations.
6. Investigating accidents and incidents.
7. Benchmarking Safety Practices.

SMS.5 Safety Risk Profile

AirMax's Safety-Risk Profile is a documented overview of the safety-risks and hazards that are generally experienced by Flight Operations. It is documented so that the related risks can be identified, assessed and managed. It is the basis on which the safety management system is developed, implemented, and evaluated. See Appendix V of this SMS for AirMax's Safety Risk Profile

SMS.5.1 Purpose

Risk profiling ensures that resources expended on safety management activities are appropriately targeted and will result in optimum safety performance. At a minimum, all medium to high risks are identified, and risk mitigation or compensation procedures are developed in appropriate sections of the company programs, procedures, and manuals, and are recorded on the risk profile form.

SMS.5.2 Profiling Procedure

Flight Operations uses the risk profiling methods as described in *AMC 3.2 Safety Management System, of the International Standards for Business Aircraft Operations (IS-BAO)*.

A. Safety-risk factors are rated as:

- Low – L.
- Medium – M.
- High - H.
- Rare
- Very Rare

B. Immediate Safety review with upper management will provide references for mitigations that are contained in AirMax's Manual for all risk factors rated **higher than medium**.

C. The risk profile will be reviewed at least annually, and any time the company undertakes significant change in its operations. A review may also take place when there is a deficiency in any element of the Flight Operations Manual or a manager determines the need during the processing of a hazard report as described in SMS.6.

SMS.5.3 Safety-Risk Management

While all areas of risk are considered, those assessed as “medium” or higher in AirMax’s **Safety Risk Profile** receive special attention in the development of the Safety Management System and in managing the day-to-day operations of the flight department.

SMS.5.4 Risks, Hazards, and Mitigation

Attachment I of this section includes a listing of many hazards and risks that are of particular concern to the flight department. As a minimum requirement, those rated medium or higher will describe the tools, processes and procedures developed to mitigate the hazards and risks.

SMS.5.5 How to Conduct a Safety-Risk Profile Review

Refer to the risk profiling methods as described in *AMC 3.2 Safety Management System, of the International Standards for Business Aircraft Operations (IS-BAO)*.

SMS.6 Hazard and Incident Reporting System

1. The success of the Flight Operations Safety Program is dependent upon a practical system to prevent accidents and eliminate hazards. Normally any identified hazard should be reported and corrected at the lowest administrative level and as soon as possible. The hazard should then be reported to any member of the Safety Group for appropriate action using a Hazard/Incident Reporting form.
2. After action is taken to correct any reported hazard or incident, the safety group member will report to management and inform department personnel via the corrective action portion of the report, email or when appropriate by telephone.
3. Recognizing that the submitter of a report may be uniquely qualified to offer corrective action, he is encouraged to do so.
4. It is vital that individuals are comfortable with sharing any information of safety that relates to Flight Operations. Great value is given to participants and information of the reporting system. For these reasons anonymous reporting is appropriate and available. If a Flight Operations employee prepares a report on behalf of another individual, they must honor any request for anonymity and prepare a report accordingly.
5. A Hazard/Incident Report should be submitted whenever the criteria listed in Appendix I of the SMS are met, or as a general rule, whenever an individual observes a situation that they consider as:
 - Unsafe
 - Contrary to established company policy
 - Having the potential to be enhanced from a standpoint of safety

A risk Assessment Code Matrix is included in the appendices of this section to assist in the completion of the Hazard/Incident Report. Additional flight related information may be recorded on the “Flight Operations Incident Form”

SMS.7 Change Management

Change Management is a forward-looking process. The purpose is to proactively identify and prepare for 'change events' that will take place within a flight department. Samples of events that will indicate a need for such a process are:

- The introduction or elimination of an aircraft type.
- The introduction of new maintenance equipment or aircraft equipment.
- Significant change in nature of operation (e.g. dynamic business growth, new operating environment, new facilities, etc.).
- Changes in hiring or scheduling practices.
- Changes to organizational structure; and
- Change in aircraft maintenance arrangements.

SMS.7.1 Responsibility to Report Change

If a person knows of a 'change event', report the 'change event' to the Safety Officer. Identification of 'changes events' will be a Safety Group action item.

SMS.7.2 Processing 'Change Event' Findings

On an as needed basis, the Safety Officer will record summary findings of new Change Events on a single *Hazard/Incident Form*. Next the Safety Officer will report each finding on its own Hazard/Incident Form and process the finding as in SMS.6.

The Safety Audit is an evaluation of AirMax's processes, procedures, and practices as described in the Flight Operations Manual and related documentation. Audits will be conducted for the purpose of identifying areas in which safety performance, safety processes, safety procedures and safety support may be enhanced. Audits will validate AirMax's Safety-Risk Profile, which in turn shall be employed as the basis to evaluate safety performance. Audits may include:

- A. Visits to one or more operating sights.
- B. Interviews with managers and operational staff within or outside of the company.
- C. Document and manual reviews (e.g. for completeness, currency, and appropriateness) and an evaluation of the safety management tools being employed by the company.

SMS.7.3 Manual Amendment Procedures

Distribution of this manual and subsequent revisions will follow the amendment procedures within AirMax's Operations Manual, and the list of Manual Holders. All employees will be emailed a PDF copy of this document and its subsequent revisions.

SMS.8 Safety Audits

There are two types of audits that may take place:

1. IS-BAO Certification or other external audits.
2. Internal audits

SMS.8.1 Internal Audits

This audit will be conducted in accordance with the IS-BAO Internal Evaluation Checklist and Auditing Tool. The checklist/tool will cover all elements of the Flight Operations Manual. Parts of the checklist/tool will be completed at least once per calendar quarter so that the entire checklist/tool is completed at least once per calendar year.

SMS.8.2 Internal Auditors

Two persons will be delegated to conduct internal audits: One pilot from the safety group and one person from the maintenance section to be delegated by the Safety Officer. These designated auditors will conduct audits as a team.

SMS.8.3 Processing Internal Audit Findings

An Auditor will record summary findings on a single Hazard/Incident Form. Next an Auditor will report each finding on its own Hazard/Incident Form and process the finding as in SMS.6. If there are not any audit findings in a given calendar quarter, such will be reported for that calendar quarter.

SMS.9 Operational Preflight Safety Review

In cases where there appears to be unnecessarily high risk or ineffective risk management, an Operational Safety Review may be performed. This is an extraordinary event that is usually undertaken when a potential or actual problem cannot be effectively addressed by processes already in place.

The **Chief Pilot** is responsible for implementing an Operational Safety Review. At the discretion of the Chief Pilot, this type of review will be performed by a person either internal or external to Flight Operations.

An Operational Safety Review is satisfied by performing a safety risk assessment of a specified aspect of the flight department. Examples of issues that a safety review can be used to examine include dispatch procedures, maintenance practices, operations at a particular site, or other operational practices and procedures.

Summary findings from an Operational Safety Review will be recorded on a Hazard/Incident Form. The findings may be used to update the Safety-Risk Profile, Safety Management System, or other processes and procedures.

Criteria for an Operational Preflight Risk tool (Appendix IV):

- New Crew pairing
- Pilot new to aircraft type
- Challenging airport or new airport for crew or runway <5000 feet
- Any MEL items affecting aircraft performance, navigation requirements or mission capability
- If either pilot or management requests an assessment

Appendix I- Incident Reporting Criteria

1. Injury or illness to any individual(s) which occurs in a department workplace or due to contact with a department aircraft, and results in either:
 - Death.
 - Hospitalization.
 - Treatment by a medical professional.
2. Illness of any individual(s) which is potentially the result of exposure to a hazardous substance or potentially infectious material occurring within a department workplace or aboard a department aircraft.
3. An incident which results in damage to aircraft or other property damage involving Flight Operations personnel or property.
4. Any deviation from established laws, regulations, limitations, procedures, or practices by department personnel while performing employment-related duties.
5. An event which indicates a deficiency or an inadequacy in operating procedures or safety controls or equipment.
6. An occurrence which requires submission of a report to the NTSB
7. Unintentional or uncontrolled release of any hazardous chemical in any department workplace.
8. Unintentional fire or indication of a fire in a Flight Operations workplace or aircraft.
9. Any physical incapacitation of a crewmember while performing flight duties.
10. When an emergency is declared during flight.
11. Action by a flight crew which is contrary to an ATC clearance, to include any altitude deviation 300 feet or more from altitude clearance limit or altitude published by ATC and any navigation deviation beyond or outside course clearance issued by ATC.
12. When any of the following events occur during operation of department aircraft:
 - Operation in close proximity to another aircraft which creates a collision hazard.
 - Excursion from a runway/helipad or taxiway hard surface.
 - Runway incursion of an active runway without appropriate ATC clearance.
 - Descent below 500 feet while aligned with and/or landing on the wrong runway.
 - Encounter with severe turbulence or severe icing.
 - Indication of aircraft stall.
 - Lightning strike.
 - Foreign object damage.
 - Wake turbulence encounter which results in severe turbulence effects.
 - Operation of an aircraft exceeding designed operating limitations.
 - Uncontrolled loss of cabin pressurization.
 - GPWS alert – other than day VMC arrival at home station.
 - TCAS resolution advisory.
 - Aircraft Windshear Event.
 - Landing beyond 3000' past the runway threshold
 - Touchdown greater than $V_{ref} + 10$.
 - Landing with less than Minimum Fuel for type of aircraft.

