MARITIME HELICOPTERS INC.

OPERATIONS MANUAL

AIR CARRIER CERTIFICATE (ENRA619D)

This manual issued to: **FAA FSDO COPY**

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Appendices

The page numbers and control dates for the Ops Specs and Minimum Equipment Lists are listed separately in those documents.

OPERATIONS MANUAL DESCRIPTION

The purpose of this manual is to establish fundamental policies and procedures for the commercial operations of Maritime Helicopters Inc. It has been prepared in accordance with the requirements of 14 CFR §135.21 and §135.23. The policies and procedures contained herein supplement the applicable regulations of 14 CFR (the Federal Aviation Regulations or "FAR") and no portion of this manual may be construed as contrary to any regulation, foreign or domestic.

This manual is commonly referred to as the "general operations manual" and may be referred to within this document as the "operations manual", "GOM" and "this manual."

The material in the manual is directive in nature; however compliance is not a substitute for common sense and sound judgment. The procedures in this manual do not preclude Company personnel from exercising initiative in accomplishing their duty or taking any emergency action that they may encounter in the course of their duties.

DISTRIBUTION

The Director of Operations shall maintain the master copy of this manual and is responsible for ensuring that copies and revisions of this manual are made available to ground and maintenance personnel and furnished to flight pilots and the Juneau FAA Flight Standards District Office. A copy of this manual shall be carried onboard each aircraft.

REVISIONS

Revisions to this manual will be issued by the Director of Operations and distributed to all manual holders. It is the responsibility of each person to whom a manual has been issued to maintain the currency of that manual by prompt insertion of revisions. The Director of Operations is responsible for maintaining the currency of the manuals that are carried in each aircraft and is also responsible for periodic inspections of manuals issued to Company personnel to check the status of their currency.

GOM AND OPS SPECS REVISION LOG

Revisions will be issued for this manual as necessary, and will consist of pages that are to be replaced, added, or deleted. After updating his or her manual, the manual holder shall log the revision number on the log below and notify the Director of Operations that the revision was made.

Revisions to the Operations Specifications shall be handled in the same manner.

The manual holder shall use the check boxes in the log below to indicate whether each issued revision consisted of Ops Specs pages or pages for the General Operations Manual (GOM).
Indicate the revision number for GOM revisions next to the check box in the log.

Manual #: __ Assigned to:_______________

REVISION	DATE REVISED	ENTERED BY	REVISION	DATE REVISED	ENTERED BY
☐ OpsSpecs GOM Rev #_			☐ OpsSpecs GOM Rev #_		
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DUTIES AND RESPONSIBILTIES

MANAGEMENT PERSONNEL

Director of Operations.....Robert Fell

Director of Maintenance.....Steve Slade

Chief Pilot.....David Jones

DUTIES AND RESPONSIBILTIES

DIRECTOR OF OPERATIONS

A. Administration of Flight Operations
The Director of Operations (DO) reports directly to the President and is responsible for the flight operations of Maritime Helicopters, Inc. The DO may delegate his specific duties but retains responsibility.

B. Operational Control
The DO is responsible for exercising operational control in accordance with the procedures of Chapter 2 of this manual and Ops Spec A008.

C. Company Manuals and Published Materials
The DO is responsible for the compliance and currency of this manual. The DO is responsible for the distribution of current Company documents and published materials that are needed for operations including but not limited to this manual, Company Ops Specs, Company memoranda, navigational charts, and checklists.

D. Supervision of Employees
The DO directly supervises the Chief Pilot and is ultimately responsible for employment actions of all company personnel.

E. General Company Administration
The DO shall establish and administer Company policies and procedures.

F. Aircraft Fleet List
The DO shall determine the needed aircraft fleet for operations and shall add or delete aircraft from the current aircraft listing.

G. FAA Liaison
The DO is responsible for providing information and response as needed to the FAA Flight Standards District Office in Anchorage. Necessary correspondence includes but is not limited to any change in operations of a regulatory nature, requests for new Operations Specifications, and any necessary reports and correspondence such as the use of emergency authority in accordance with 14 CFR 135.19.

DUTIES AND RESPONSIBILTIES

DIRECTOR OF MAINTENANCE

A. Administration of Aircraft Maintenance Program
The Director of Maintenance (DM) is directly responsible to the President and is responsible for the airworthiness of Company aircraft and for the establishment and administration of the Company aircraft maintenance program. The DM may delegate his specific duties but retains responsibility.

B. Supervision of Employees
The DM shall hire, direct and supervise maintenance personnel and contractual services to perform scheduled and unscheduled maintenance and ensure the ongoing airworthiness of Company aircraft.

C. Compliance Obligations
The DM shall ensure that all aircraft maintenance is conducted in accordance with FAR by qualified personnel who are enrolled in an FAA-approved anti-drug and alcohol misuse prevention program.

D. Aircraft Records
The DM shall ensure the completion and retention of all required records documenting maintenance that is performed on Company aircraft.

E. Provision of Aircraft Documents for Operations
The DM shall ensure the compliance, currency, and availability of documents that are required onboard the aircraft. These include, but are not limited to, the aircraft flight manual, aircraft equipment lists, minimum equipment lists, airworthiness documents, registration, aircraft status report, an aircraft discrepancy report, and the aircraft basic empty weight and CG record.

F. Scheduling of Aircraft
The DM shall coordinate with the DO for the availability of Company aircraft for flight assignments and for needed maintenance. To accomplish this task, the DM shall prepare, update, and make available to the DO the aircraft status reports for the Company fleet.

G. FAA Liaison
The DM is responsible for providing information and response as needed to the FAA Flight Standards District Office in Anchorage. Necessary correspondence includes but is not limited to any change to the Company maintenance program of a regulatory nature, requests for new airworthiness Operations Specifications, and any necessary reports and correspondence such as service difficulty reports and mechanical interruption summary reports.

DUTIES AND RESPONSIBILITES

CHIEF PILOT

A. Supervision of Company Pilots
The Chief Pilot (CP) reports directly to the Director of Operations and is responsible for supervising Company pilots.

B. Operational Control
The CP is responsible for exercising operational control in accordance with the procedures and limitations of Chapter 2 of this manual and Ops Spec A008.

C. Pilot Training Program
The CP is responsible for the Company Training Manual and for administering the training of Company pilots. The CP shall coordinate with the DO and DM when scheduling pilots and aircraft for required training and checking.

E, Pilot Records
The CP is responsible for the ongoing qualifications of Company pilots and shall maintain and ensure the compliance of pilot records and a record keeping system.

F. Scheduling of Pilots
The CP shall schedule the availability of flight crewmembers for flight assignments and shall establish flight crew duty hours. The CP shall prepare a pilot status report for use in daily operations that shows the qualification status of Company pilots and their availability for flight assignment. This report shall be posted or otherwise in plain view in the offices of the CP and of the DO.

PILOT IN COMMAND

A. Flight Assignments and Duty
The Pilot in Command (PIC) reports directly to the Chief Pilot and is responsible for the safe, compliant, and professional conduct when carrying out assigned duties and flight assignments. This responsibility includes the exercise of good pilot decision-making consistent with FAR, this manual, the procedures of the aircraft, and the directives of the DO and CP.

B. Operational Control
The PIC is responsible for exercising operational control in accordance with the procedures and limitations of Chapter 2 of this manual and Ops Spec A008, including the procedures for his or her role for flight assignment, flight release, remote site operations, and the conduct and continuation of all flight assignments. The PIC shall suspend, restrict or terminate any flight assignment any time conditions are unsafe.

C. Readiness for Duty
The PIC is responsible for showing at his or her assigned operations base or remote site in proper dress and within the assigned duty period and shall ensure that his or her physical and mental condition will not impair his or her ability to effectively carry out any given flight assignment.

D. Flight Preparation
The PIC is responsible for a preflight inspection of the aircraft, flight planning and preparation, refueling and loading of the aircraft. In the event the PIC chooses to delegate any of these duties, he or she shall supervise their completion and shall retain responsibility for their compliance and accomplishment.

G. Aircraft Security and Preparation for Future Flight
Upon completion of each flight assignment, the PIC is responsible for securing and protecting the assigned aircraft. The PIC shall arrange for the aircraft's readiness for subsequent flight by checking cabin and exterior cleanliness and the presence of required cockpit and aircraft items that remain in the aircraft.

H. Completion of Flight Documents
The PIC is responsible for completion by the end of each duty period of the documents associated with executing flight assignments, including but not limited to the Helicopter Log and the flight and duty record.

DUTIES AND RESPONSIBILTIES

QUALITY AND SAFETY MANAGER

A. Administration of Safety Management System
The Quality and Safety Manager is directly responsible to the President.

B. Responsible for
The overall implementation of the Safety Management System (SMS) within this company including:

1. Maintaining and improving the Quality, Flight Safety and Health Safety, and Environmental Safety (HSE) programs.
2. Conducting research into new and improved methods of helicopter safety management and accident prevention.
3. Developing and conducting safety training, safety management and accident prevention.
4. Developing and maintaining the Maritime Emergency Procedures Plan, providing guidance to determine location, use, adequacy, and serviceability of firefighting and other safety equipment.
5. Developing and maintaining liaison with other helicopter operators and aviation safety agencies.
6. Ensuring that complete reports of investigations, analysis's, circumstances and causes of accidents and incidents are sanitized and distributed in a timely manner.
7. Providing leadership and direction in Risk Management, Loss Control, and Regulatory Compliance to Safety Programs.
8. Administering the Internal Evaluation Program.
9. Other duties as assigned by the Director of Operations.

OPERATIONAL CONTROL

The policies and procedures in this manual are based on the concept of "Operational Control", i.e. the exercise of authority over initiating, conducting or terminating a flight.

The Director of Operations (DO) is responsible for administering the following policies, and all Company employees are responsible for adherence to these policies.

A. OPERATIONAL CONTROL

1. Maritime Helicopters, Inc. applies a two-tiered approach to operational control.

   a. The first tier of operational control is the assignment of flight crewmembers and aircraft for a flight, or series of flights, for a specific customer by the management and management delegates of Maritime Helicopters. The term *management* applies to the Director of Operations and Chief Pilot. *Management delegates* are the Base Managers in Fairbanks and Kodiak, Homer Lead Pilot and any personnel designated as Assistant Chief Pilot. The *management delegates* must complete Maritime Helicopters, Inc. Operator Specific and Airman Specific training on an annual basis to exercise operational control.

   b. The second tier of operational control involves the decisions made by the PIC in the day-to-day conduct of flight operations. These decisions are based upon the ability of the PIC to conduct the requested mission IAW the MHI Operations Manual, SOP and all pertinent FARs. All PICs, who are current and qualified under the MHI Pilot Training Program, are authorized to initiate flight operations for missions based upon requests directly from customers for which the PIC has been previously assigned by MHI management. These are generally on-demand operations being conducted under a dedicated service contract or operations being conducted for more than one day away from the Homer or Fairbanks base.

   c. All flight operations, excluding maintenance flights, and crew member training, will be conducted IAW Part 135.

OPERATION CONTROL POLICIES (continued)

B. Compliance

All flight operations shall be conducted in accordance with FAR, the Operations Specifications (referred to as "Ops Specs") of Maritime Helicopters, Inc. and the Company Operations Manual ("this manual", "operations manual" or "GOM") and the Company Standard Operating Procedures (SOP). Compliance with these requirements is mandatory.

1. The DO is responsible for maintaining current copies of FAR and master copies of the Company Ops Specs and the Company Operations Manual at the principal operations base.

2. Maritime Helicopters, Inc. publishes a complete set of Company Ops Specs in the same binder as this manual. Copies of this manual are available for use by personnel at the principal operations base and in each aircraft.

3. Company management personnel and pilot employees are responsible through the Company training program for knowing and adhering to FAR, the Maritime Helicopters, Inc. Ops Specs, the contents of this manual and the SOP.

4. The DO shall inform all affected employees within 10 days of any amendments to the Company Ops Specs.

C. Authorized Pilots

Maritime Helicopters, Inc. shall only use currently qualified pilots who are direct employees of the Company.

1. The Chief Pilot and/or Lead Pilot shall publish and update as needed a Pilot Status Report that lists currently qualified Company pilots. This report shall be maintained on the S Drive.

OPERATIONAL CONTROL POLICIES (continued)

D. Business Names and Aircraft

Maritime Helicopters, Inc. shall conduct business exclusively under the business names authorized in Ops Specs A001 and exclusively using aircraft that are in the legal and actual possession of the Company.

1. Maritime Helicopters, Inc. will not conduct aircraft and pilot wet lease operations in behalf of any other certificate holder nor will it conduct any operations involving a wet lease from another aircraft owner.

2. The Director of Maintenance (DM) shall generate the Aircraft Maintenance Forecast Report for each aircraft that is in the Maritime Helicopters fleet. These reports are generated weekly by the "CALM" software and show the maintenance status of available Company aircraft.

E. Exclusive Authority

Maritime Helicopters, Inc. shall exercise operational control authority as described in this manual and Ops Spec A008 and shall retain exclusive responsibility for the operational control actions of its pilots, agents and aircraft.

OPERATIONAL CONTROL

FLIGHT ASSIGNMENT PROCEDURES

A. Initiation of Flight Assignments

1. For Company flights, either Management or Management Delegates shall assign a:

   a) Pilot-in-Command (PIC),
   b) Aircraft,
   c) Flight routing, and
   d) Proposed load.

NOTE: To determine pilot and aircraft status either Management or Management Delegates shall, if he is not otherwise aware, consult the Pilot Status Report and the Aircraft Maintenance Forecast Reports

2. In the event the Base Manager/Lead Pilot is not available, contact either the Director of Operations (DO) or the Chief Pilot (CP) which shall perform the flight assignment tasks.

3. Kodiak, Vessel-based or at a remote site shall be assigned IAW Remote Area Operations described in this chapter.

B. Required Consensus for Continuation of the Flight Assignment

For any proposed flight assignment, the DO, CP or Management Delegate and the PIC are responsible and authorized to independently suspend or terminate the initiation or continuation of a flight assignment under any of the following conditions:

1. If the flight release procedures have not been met; or
2. If any conditions at the time of flight release are not compliant with FAR and the procedures of this manual; or
3. If any conditions are unsafe and pose a hazard to flight.

C. PIC Responsibility During Flight Assignment Operations

The PIC is responsible and authorized to suspend or modify the continuation of a flight assignment to the extent necessary to avoid any conditions that are hazardous to flight. If it is not possible to continue a flight assignment safely, the PIC shall terminate the flight assignment.

OPERATIONAL CONTROL

FLIGHT RELEASE PROCEDURES

A. Pilot Time and Rest Limitations

Each pilot shall maintain a Flight and Duty Record at the operations base and shall review it prior to accepting the first flight assignment of each duty day to ensure that no flight, duty or rest limitations will be exceeded throughout the duty day.

B. Aircraft Limitations and Required Equipment

1. Prior to flight, the PIC shall compare the time limits on the Aircraft Maintenance Forecast Report with the aircraft maintenance Hobbs meter, the Helicopter Log book entries for cycles and RIN, and the calendar date to ensure that no flight will be initiated that cannot be completed before the next scheduled maintenance requirement.

2. Prior to flight, the PIC shall check the Discrepancy and Maintenance Report sections of the Helicopter Log book to ensure that there are no prior mechanical irregularities that have not been cleared by corrective action or deferred within allowable time limits including completion of the proposed flight assignment.

3. The PIC shall confirm the airworthiness of the aircraft by conducting a preflight aircraft inspection for any mechanical irregularities. The PIC shall also ensure that required items for flight are onboard the aircraft, including at least:
   a) Helicopter Log – Engineering Report logbook
   b) Pertinent and current aeronautical charts
   c) Company Operations Manual and Ops Specs
   d) AFM or equivalent documents and their supplements
   e) Basic empty weight and CG record of the aircraft
   f) Required cockpit checklists,
   g) Survival equipment
   h) Seats, seat belts, cargo tie-downs, cargo baskets or slings as required by the load
   i) Passenger briefing cards when carrying passengers
   j) Flashlight with 2 D-cells or equivalent when operating at night
   k) Personal floatation devices when operating on floats
   l) Oxygen if operations will be conducted above 12,000’ for greater than 30 consecutive minutes

OPERATIONAL CONTROL

FLIGHT RELEASE PROCEDURES (continued)

C. Aircraft Limitations and Required Equipment (continued)

1. The PIC shall notify either Management or Management Delegates before any further actions if –
   a) There are any missing required flight items, or
   b) The flight cannot be completed before the next scheduled inspection time or expiration of a deferred maintenance item, or
   c) There are any uncorrected aircraft discrepancies.

D. Pertinent Aeronautical Information

1. The company shall provide at its bases and the pilot shall use current copies of the FAR, the Alaska Supplement, and aeronautical charts for pre-flight planning.

2. If a pilot has not flown over a route within the preceding 90 days, he or she will contact either Management or a Management Delegates to help familiarize him or herself with official route, navigation, terrain, and runway information for the flight using current and official published information and NOTAM's.

E. Airport and Weather Information

1. The Pilot-in-Command is responsible for obtaining a weather briefing prior to all flight operations, either VFR or IFR. The briefing must be obtained from any of the following sources:
   a) National Weather Service or a source approved by the NWS:
      1. NWS offices (Including contract observatories).
      2. Flight Service Stations.
      3. Automated Surface Observing System (ASOS).
      4. Automated Weather Observing System (AWOS).
      5. Alaska Aviation Weather Unit- (NOAA).
      6. CSC DUAT.
      7. Supplementary Aviation Weather Reporting System (SAWRS). (Weather Observers approved by the NWS).
      8. Limited Aviation Weather Reporting Stations (LSWRS). (Weather observations provided by ATC Tower personnel).
   b) U.S. Military Observing Sources.
   c) PIREPS provided by aircraft of the same, or similar, type and size.
   d) Aircraft reports (AIREP) provided by aircraft of the same or similar type and size.

FLIGHT RELEASE PROCEDURES (continued)

e) ICAO member state, authorized meteorological station, or automated observation.

f) Members of the WMO. (World Meteorological Organization).

2. Regardless of how the weather briefing is received, it should contain at least the following areas of information:
   a) Adverse weather.
   b) Synopsis of current weather.
   c) AIRMETS, SIGMETS.
   d) Surface analysis over the route of flight.
   e) Enroute forecast and enroute terminal weather.
   f) Destination forecast and current terminal weather.
   g) Departure forecast and current terminal weather.
   h) Winds and temperature aloft.
3. If the briefing is obtained from a FSS, the following information will also be requested:
   a) PIREPS.
   b) NOTAM information to include GPS NOTAMS (If appropriate)
4. When official weather information is not available, and/or there are no local official observations, the Pilot-in-Command may, under VFR make personal observations of current weather and airport conditions at the point of departure and throughout the flight to determine and maintain operations within required weather and landing area limitations. While enroute the pilot shall obtain official observations and forecasts as soon as they are available. During these operations the Pilot-in-Command should refer to the applicable aviation Area Forecast.
5. When a flight encounters or anticipates encountering hazardous meteorological conditions such as icing, hail, thunderstorms, severe turbulence, etc., the Pilot-in-Command will exercise judgment in conducting the flight to minimize such hazardous conditions. If, in his opinion a deviation from the prescribed route is necessary or advisable, the deviation will be requested and a clearance obtained from the appropriate controlling agency. In addition, if hazardous or potentially hazardous meteorological or an irregularity in a ground communications or navigational facility are encountered during flight, the information will be relayed by the Pilot-in-Command to the nearest FAA communications station.

FLIGHT RELEASE PROCEDURES (continued)

F. Required Fuel, Secured Load, and Weight & Balance

1. Each PIC is responsible for determining the required fuel for each flight assignment including reserve fuel, and is responsible for determining the actual fuel onboard the aircraft. If refueling is required the PIC is responsible for ensuring that the aircraft is refueled with the additional amount required and in a manner consistent with the refueling procedures of this manual.

2. Pilots shall determine the available load for their flight assignments, taking into consideration the operating weight of the aircraft, fuel load, crewmember weights and any aircraft and pilot gear.

3. Pilots are responsible for loading their aircraft, securing the load, and if required, designating passenger seats.

4. Prior to departure, the PIC is responsible for completing the Single Engine/ Dual Engine Weight Log or OAS Load Calculation (Government Contracts only) to assist in determining that the loaded aircraft is within weight and balance limits. Weight and balance calculations shall be determined in a manner consistent with the Aircraft Flight Manual. For multi-engine aircraft the actual center of gravity will be calculated IAW FAR Part 135.63 (c).

G. Flight Plans

1. The PIC is responsible for filing an FAA flight plan through an FAA Flight Service Station via telephone or aircraft radio, or a Company VFR flight plan via telephone, aircraft radio, or in person at the Company operations base or remote site.
   a) FAA flight plans shall list a phone contact so that the FSS can inquire from or relay information to the Company if necessary.
   b) Company flight plans must include at least the information required in an FAA VFR flight plan and an estimated time of arrival at the final point of the flight assignment.

2. Prior to operating a VFR flight exclusively under a Company flight plan, the PIC shall confirm that a designated Company representative will be available for communications and monitoring of the Sky Connect Tracker satellite-based flight following system throughout the duration of the flight. Company flight locating functions shall be performed in accordance with the procedures in this chapter. If a designated Company flight monitor is not able to perform these flight locating functions, the PIC will file an FAA flight service station flight plan.

3. When departing the operations base or remote site on a Company VFR flight plan the PIC shall communicate to the Company flight monitor the actual departure times and confirm the ETA for completion of the flight assignment.

OPERATIONAL CONTROL

CONDUCT AND CONTINUATION OF FLIGHTS

A. While conducting flight assignments, the PIC shall:
Operate the aircraft on the surface and during loading and unloading, and during takeoff and landing in a manner that ensures the safety of persons and property onboard and in the vicinity of the landing area.

1. Use checklist procedures.

2. Observe sterile cockpit procedures by refraining from any unnecessary duties during critical phases of flight. Critical phases of flight include all surface operations involving taxi, takeoff and landing, and all other flight operations conducted below 10,000 feet AGL except cruise.

3. Prohibit any person from manipulating the controls of the aircraft other than another qualified Company pilot.

   a) This does not preclude a Company pilot candidate from manipulating the controls during Company flight training conducted in accordance with the Company training program, or, with the permission of the PIC, an FAA Inspector, a DOI Aviation Safety Compliance Specialist, or another government-designated aviation inspector who is qualified in the aircraft and is checking flight operations.

5 Update airport and weather information using their own observations, and using available communications to access PIREPS, NOTAMS, official weather, and local sources as they become available.

   a). The PIC shall communicate as soon as practicable any potentially hazardous weather conditions or the failure of any navigation or communication facilities if he or she considers that the knowledge of these conditions pose a hazard to other flights.

6. Update the time frame and ETA of the flight plan when it appears that the flight may exceed the latest revised ETA by 30 minutes or more. When operating beyond radio range to the operations base, pilots shall communicate by a relayed message, electronic messaging, or by telephone.

7. Provide customer service when carrying out the flight assignment, whether on the ground or in-flight. Pilots shall accommodate the convenience and comfort of passengers by avoiding abrupt in-flight maneuvers and by informing passengers of anticipated flight conditions.

8. Pilots shall close their VFR flight plan upon completion or termination of their flight assignments.

9. The PIC will complete MHI flight risk assessments daily for each flight, or series of flights, and comply with the requirements of the MHI risk assessment program. The completed risk assessments will be forwarded to MHI operations with the appropriate Daily Flight Log.

OPERATIONAL CONTROL

PROCEDURES FOR REMOTE AREA OPERATIONS

Remote area operations are any operations that require the pilot to be away from either the Homer or Fairbanks base for more than three (3) consecutive duty days. These flight assignments often consist of a series of recurring or similar flight segments over multiple days and they include flights based at remote sites, vessel-based flights, and flights based in Kodiak.

The following additional procedures and limitations apply to remote area operations.

A. Confirm Pilot and Aircraft Currency

Management or a Management Delegates shall:

1. Confirm pilot and aircraft currency for the extended period of the remote area flight assignment; and

2. Instruct the DM to arrange qualified maintenance support for the duration of the flight assignment if any time limitations will require scheduled maintenance; and

3. Instruct the DM and PIC to carry a copy of the aircraft maintenance manual onboard the aircraft if scheduled maintenance is anticipated during the remote area flight assignment, and inform the flight pilot of the arrangements for remote site aircraft maintenance.

B. Brief the PIC

Management or Management Delegates shall:

1. Additionally define the flight assignment in terms of –

   a) Customer contacts,
   b) Location of the remote site base,
   c) Remote aircraft maintenance arrangements,
   d) Duration, routes and loads of the flight assignment,
   e) Normal hours of daily flight operations;

2. Instruct the PIC on available communication procedures including resources for weather and airport information, ground and flight-based communications, electronic messaging options, and communications with the customer;

3. Instruct the PIC on the operational limitations to be observed during the flight assignment; these may include but are not limited to flight and duty times, weather, landing areas, aircraft loads, hazardous materials, flight routes, and the use of Company flight plans; and

4. Instruct the PIC to carry his or her current flight and duty record to the field for the duration of the remote area operations.

OPERATIONAL CONTROL

PROCEDURES FOR REMOTE AREA OPERATIONS (continued)

C. Adherence to Operational Control Procedures

1. The PIC shall observe and comply with Company Ops Specs and operational control procedures including flight release and the conduct and continuation of each flight segment;

2. The PIC shall file Company VFR flight plans with an on-site company representative (e.g. an aircraft mechanic assigned to the remote site) or an FAA flight plan with an FAA flight service station. When this is not practical or possible, the PIC shall ensure that the SOP Tracker transceiver in the aircraft is operational before each flight.

3. The DO, the CP or a Management Delegate shall ensure that a designated flight monitor at the applicable base of operations will be available for communications and monitoring of the Sky Connect Tracker flight following system when the Company conducts remote area operations.

D. Recurring Communication Requirements

1. The PIC shall contact the applicable base of operations by telephone, by satellite phone, by email, or by any other available electronic communications with a current report as often as needed but at least –
   a) Every Wednesday at the end of the duty day; or
   b) When flight operations are likely to exceed the normal daily hours of operations; or
   c) When remote site camp/base locations are changed.
   d) When the conditions, demands, or customer requirements of any proposed flight segment exceed the original definition and limitations of the remote area flight assignment.

2. The PIC's report shall at least include the status of –
   a) Aircraft times,
   b) Pilot flight and duty times,
   c) Completed and upcoming flights, and
   d) Any other information affecting the continuing execution of the flight assignment.

OPERATIONAL CONTROL

FLIGHT LOCATING PROCEDURES

Flight locating procedures shall be provided by:

A. A local Flight Service Station, through the use of a filed FAA flight plan including Company phone contact; or,

B. A designated Company flight monitor through the use of a Company VFR flight plan. These flight locating procedures will be immediately available to the designated flight monitor.

C. In the event a Company aircraft operating on a Company flight plan is more than 60 minutes overdue from the latest ETA, or if an emergency signal is indicated by the Sky Connect Tracker flight following system the following steps shall be taken by the designated flight monitor.

1. Attempt to Contact the Aircraft.

   a). Call on the commonly used aviation radio, SOP Tracker, satellite phone, or use any other means of communication to reach the overdue aircraft.

   b). Contact other Company aircraft, Company personnel at the remote site, the customer or any other operators in the surrounding area and ask them to try to contact the overdue aircraft through their available communication methods.

   c). Call the closest Flight Service Station, identify the flight and request any information and possible FSS contact.

   Kenai Flight Service Station 1-800-992-7433

2. Notify Company management. Identify the aircraft and its location on the Sky Connect Tracker computer display, and explain any pertinent information about the flight

Director of Operations	(907) 227-7602
Chief Pilot	(907) 388-8390
Director of Maintenance	(720) 413-9835

3. If the aircraft has not been located after accomplishing steps 1 and 2 call NTSB and the FAA 24-hour response phone number to report the flight overdue:

   NTSB (907) 271-5001

   FAA (24-Hours) (907) 271-5936

Refer to the Accident Notification chapter of this manual for required information and reporting procedures.

OPERATIONS

GENERAL COMPANY POLICIES

A. Safety
The company shall endeavor to perform all services with the highest degree of safety. Essential elements of safety start with an attitude and awareness for safety in all aspects of Company operations.

B. Compliance
All aspects of the company flight, ground, and maintenance operations shall be conducted in accordance with Federal and State laws and regulations, all local and field ordinances and rules, and the company policies and procedures outlined in this manual. Company personnel who are required to hold FAA-certification or management positions shall remain highly knowledgeable of Federal Aviation Regulations, the Company Ops Specs, this manual, and other information pertinent to their duties.

C. Personal Appearance and Conduct
All company personnel shall perform their duties in a professional and businesslike manner. Employees are expected to present a neat and proper appearance, and conduct themselves in a manner that reflects favorably upon themselves and the company. No one shall use loud, offensive, boisterous language in the presence or hearing of passengers or customers. Personal actions, both on or off duty, reflect on the Company's public image and the wellbeing of fellow employees.

D. Reliability
Reliability is very important to our customers and therefore to the Company. Every effort shall be made to meet departure and arrival times. However, safety shall not be sacrificed to meet any schedule.

E. Use of Alcohol and Drugs
The use of intoxicants by any company personnel while on duty, while under the influence of alcohol, or while under the influence of any drug that adversely affects their faculties in a way that is contrary to safety is prohibited.

1. Pilots, maintenance personnel, and managers are subject to drug and alcohol testing in accordance with the requirements of the Company's anti-drug and alcohol misuse prevention programs.

2. Certain drugs in common use have a marked effect on the nervous system which can be detrimental to a flight pilot's flying ability. Pilots should ask their doctor if any drug he has prescribed or any nonprescription medicines they are taking could have an effect on their judgment or flying ability.

3. No person may drink any alcoholic beverage aboard a company aircraft.

4. Any person who is intoxicated will not be allowed aboard a company aircraft.

OPERATIONS

GENERAL OPERATIONS POLICIES

A. Pilot Fitness
All pilots are responsible for notifying the company of any change in their legal flying status. Further, pilots are cautioned not to accept flights when their physical or mental conditions could be detrimental to the safety of the operations. Pilots known to be suffering mental anguish, anxieties or other problems that would prevent their full concentration and attention to their duties shall not be assigned to any flight.

B. FAA and DOD Inspections and Tests
All company personnel shall cooperate fully with FAA officials during all inspections and tests performed by them.

C. Ramp and Landing Area Safety

1. No helicopter will be operated so near another aircraft as to create a hazard.

2. Horizontal obstacle clearance shall be at least 12 feet from the main rotor disc.

3. All Company personnel shall be alert for any passengers in the ramp area and will advise them that they are not permitted in the area except to enplane and deplane.

4. After every shutdown, and prior to every start, complete a 360 degree walk around inspection of the aircraft.

5. On two bladed systems, displace the main rotor blades at least 30 degrees from the aircraft centerline prior to any start.

D. Comfort and Convenience
Comfort and convenience of the passenger must be a consideration at all times in both ground and in-flight operations. Maneuvers will be made as smooth and gentle as possible and restrict climb and descent rates to angles and rates comfortable to passengers and safety of flight. Abrupt maneuvers should be avoided except in emergencies where necessity demands.

E. Weapons
No passengers may carry a deadly or dangerous weapon aboard company aircraft without written approval from the Director of Operations, except federal or state personnel who are authorized to carry weapons. The PIC is authorized to carry a weapon.

F. Carriage of Drugs
No person shall knowingly be allowed to carry narcotic drugs, marijuana or depressant or stimulant drugs aboard a company aircraft.

G. Scuba Diving
Flight crew personnel will not fly within twenty-four (24) hours after scuba diving.

OPERATIONS

FLIGHT AND DUTY POLICY-PILOTS (FATIGUE MANAGEMENT)

A. Regularly Assigned Duty Periods

It is the policy of Maritime Helicopters, Inc. that pilots will normally receive their flight assignments during a regularly assigned and recurring 14-hour duty period in accordance with FAR §135.267(c).

1. The Chief Pilot shall establish the regularly assigned duty period of each pilot and pilots shall list it on their Flight and Duty Record.

2. Pilots will ensure a minimum of 10 hours of rest prior to accepting any duty time during a regularly assigned period, including those instances when receiving a newly assigned duty period.

3. Pilots shall ensure that all duty is completed within their assigned 14-hour duty period.

B. "8-in-24" Flight Limitations

1. Pilots shall comply with the limitations of FAR §135.267(b) and (d) (also referred to as "8-in-24") under the following circumstance:
   - On the first day of a newly assigned duty period, or
   - In the event that a provision or limitation of §135.267(c) is exceeded due to circumstances beyond the control of the PIC.

2. When observing "8-in-24" duty time limits, Company pilots shall note "8-in-24" on their Flight and Duty Record for the affected dates and demonstrate their compliance on a separate document(s) that shows actual departure and arrival times and actual duty hours.

3. The Director of Operations or Chief Pilot may assign duty within the limits of FAR §135.267(b) & (d) when operations require such assignments.

C. Operational Control (Safety Sensitive) Positions

It is the policy of Maritime Helicopters, Inc. that all personnel exercising Operational Control will be restricted to a 14-hour maximum duty period in accordance with FAR §135.267(c).

1. All Operational Control (Safety Sensitive) personnel will have a minimum of 10 hours of consecutive rest prior to exercising Operational Control.

2. All Operational Control (Safety Sensitive) personnel will have a minimum of 13 days off per calendar quarter.

REFUELING PROCEDURES

A. PIC Responsibility
The PIC is responsible for refueling his or her assigned aircraft. The PIC shall either refuel the aircraft or supervise any ground personnel who are refueling the aircraft.

B. Determine and Confirm Needed Fuel Quantity
Prior to refueling, the PIC shall determine the minimum amount of fuel that is required to complete the flight plus the amount of reserve fuel. After refueling the PIC shall confirm that the aircraft is adequately fueled for the flight assignment.

C. Acceptable Fuel Standards
The PIC shall ensure that –

1. The fuel source is a fuel that is specified in the aircraft flight manual,

2. Refueling will include any necessary fuel additives, and

3. The fuel is filtered between the fuel source and the aircraft.

D. Bonding of Aircraft and Fuel Source
The aircraft and fuel source will be bonded prior to and throughout refueling and a fire extinguisher will be immediately available to the refueler.

1. The aircraft will also be grounded prior to and during refueling if the fueling system is equipped with a grounding wire.

E. Refueling Restrictions
During refueling, there shall be no smoking within 50 feet of the aircraft, and no passengers onboard the aircraft. No person shall operate a radio transmitter or receiver or an electrical device during aircraft refueling. Refueling operations shall not take place anytime there are thunderstorms within 5 miles.

F. Prevention of Contamination
The refueler shall prevent contamination of the fuel tanks from precipitation and foreign debris.

G. Check Aircraft Caps and Covers
The PIC shall check all fuel caps and cover plates after refueling to confirm that they are secured for flight.

REFUELING PROCEDURES (continued)

H. Helicopter Rapid Refueling Procedures (HRR) (Hot refueling)

1. Helicopter Rapid Refueling (HRR) with engines and/or rotors turning require Director of Operations, Chief Pilot or Assistant Chief Pilot approval except under the following conditions:
   a) A possibility exists that the aircraft may not be restarted; or
   b) During Part 133/137 operations; or
   c) Aircraft is conducting short heavy load trips requiring the addition of fuel at short intervals.

2. Helicopter Rapid Refueling (HRR) procedures:
   a) The PIC will ensure the following:
      - A pilot remains at the controls.
      - Engine(s) are at flight idle.
      - Flight controls are fractioned down.
      - No radio calls will be conducted during the fueling operation.
      - All doors and vents that are adjacent to the fuel inlet port should be closed and remain closed during the fueling operation.
      - No passengers are on-board the aircraft during the fueling operation.
      - At least one qualified ground person is available to conduct the operation.
      - A fire extinguisher is available in the fueling area
   b) The qualified ground person will ensure the following is completed after fueling:
      - The bond is removed from the aircraft and fuel source.
      - Fuel filler port is closed correctly.

CARGO STOWAGE AND RESTRAINT

A. PIC Responsibility for Loading
The PIC shall ensure that all cargo is properly loaded and secured in the aircraft. The PIC shall either perform the loading or supervise any ground crew to whom the loading duties are delegated.

B. Secured in Cargo Compartments
All cargo shall be carried in an approved cargo compartment or in the aircraft cabin secured separately from any installed passenger seats to prevent movement during routine ground and flight operations and to protect any passengers.

1. Cargo must not impose any load on seats or floor structure that exceeds the load limitations for those components.

2. Consult the “External Load Operations” chapter of this manual for any loads that are not carried in the aircraft cabin.

3. IAW SAFO 16007 “Cargo Restraint Strap Assemblies” D6 (Double wire round claw hooks) are not authorized for use as a restraint strap.

C. Access to Exits
Cargo shall not be loaded in a manner that prevents use of any required regular and emergency exits.

WEIGHT AND BALANCE

The PIC shall determine prior to each takeoff that the aircraft is loaded within weight and balance limits, and that it will remain within these limits throughout all flight operations. The PIC may not delegate this responsibility. To accomplish this, the following procedures shall be observed:

A. Establishment of Basic Aircraft Weight and Center of Gravity
The Director of Maintenance is responsible for establishing and providing a written statement onboard each aircraft of the current aircraft basic empty weight and center of gravity, and if applicable, the basic empty weight and CG for each applicable seat configuration.

B. PIC Responsibility for Flight Assignments
The PIC shall determine prior to each takeoff that the aircraft is loaded within weight and balance limits, and that it will remain within these limits throughout all flight operations. The PIC may not delegate this responsibility. To accomplish this, the PIC shall observe the following procedures.

1. The PIC shall use the beginning basic weight and C.G. figures provided by the DM when determining the loaded weight and C.G. of the aircraft.

2. The PIC shall use actual scale weights of crewmembers, cargo, baggage and any stowed seats, and shall use either the asked passenger weight plus 10 pounds for each passenger, or shall use actual passenger scale weights.

3. The PIC will determine that the loaded aircraft is within weight and balance limits according to procedures described in the aircraft flight manual.

PASSENGER BRIEFING

A. Oral Briefing
Before each flight carrying passengers, the PIC shall ensure that all passengers have received an oral briefing including at least the following information.

- No smoking allowed onboard
- Use of seat belts
- Seatbacks upright before takeoff and landing (if applicable)
- Location & use of passenger doors and emergency exits
- Location of survival equipment, and location and use of the ELT
- Location and operation of fire extinguishers
- Location and use of personal floatation devices (if applicable)
- Availability of the emergency information cards

B. Required Briefing Cards
The oral briefing shall be supplemented by printed cards with the briefing information in an easily understood format. The PIC shall check the aircraft cabin for adequate copies and convenient locations of the briefing cards prior to flight.

C. Added Briefing for Loading / Unloading During Engine Operations
When operations require loading and unloading of passengers or cargo while the engine is running or the rotors are turning, the PIC shall additionally brief the persons involved about:

- The direction for approaching and departing the aircraft; this will generally be from the front, but always by means of the safest route for existing conditions;
- Avoidance of the tail rotor area at all times;
- Closing doors securely and the need to ensure that seat belts and straps are not hanging out of the aircraft; and
- Carriage of long objects and security of loose objects while under the rotor disc.

Whenever practical a crew member will assist in passenger and cargo loading and unloading.

D. Passengers Needing Assistance

1. The PIC is responsible for identifying and assisting any passengers who may need assistance during routine boarding and exit of the aircraft and shall give the required passenger briefing on a one-to-one basis in a manner compatible with their handicap or limitation.

2. The PIC shall designate an able bodied passenger to assist any passenger who may need assistance during an emergency evacuation. In the event there is no available passenger for assignment, the PIC shall fulfill these duties.

RESTRICTIONS DURING ICING CONDITIONS

A. Known Icing Restriction
No flight shall operate into known icing conditions.

B. Aircraft Inspection to Ensure the "Clean Aircraft Concept"
The PIC, during the routine preflight inspection, shall check to ensure that there is no frost ice or snow adhering to the rotors, windshield, stabilizing and control surfaces, powerplant installation and intakes, airspeed, altimeter, rate of climb, flight attitude instrument system, and around the static air sensing ports.

C. Removal of Frost, Ice and Snow
The PIC shall remove any frost, ice or snow that is detected during the preflight inspection by placing the aircraft in a warm hangar or physically removing the contaminants from the aircraft surfaces (e.g. use of a broom).

D. Restrictions During Ground Icing Conditions
If the persistent weather conditions during the routine preflight inspection or after the removal of any aircraft contaminants are such that frost, ice or snow may reasonably be expected to adhere to the aircraft while the aircraft is on the ground, then the aircraft will not operate as long as those conditions continue.

CUSTOMER'S MANUALS (OPERATIONS MANUALS, AVIATION OPERATIONS GUIDES, OIL AND GAS PRODUCERS GUIDE)

A. In some instances, Maritime Helicopters Inc. aircraft will be contracted to customers that have developed in-house manuals (Operations Manuals, AOGs, OGP, Etc.).

B. Aircraft engaged in such work should have a copy of the appropriate manual(s) aboard at all times. The PIC is required to be familiar with the contents of the customer's manual.

C. When provisions of this manual are in conflict with those contained in the customer's manual, providing the customer's manual is more restrictive, the customer's manual will replace the applicable contents of the document during which time the aircraft is contracted to the customer.

RECENCY CHECKS AFTER ABSENCE

A. Recency Checks shall be conducted prior to a pilot being assigned duties as a flight crewmember when he/she has not flown:

   1. Within the previous 45 days or,

   2. A specific type of aircraft within the previous six months.

B. Recency Checks shall consist of the following:

   1. A review of emergency procedures for the aircraft being flown.

   2. The duration of the flight will be left to the discretion of the Instructor or Chief Pilot conducting the training, however it must include at least 3 take-offs and landings.

C. The Chief Pilot may waive the Recency Check (On a case by case basis) based upon the pilots experience level.

PILOTS FLYING MORE THAN ONE TYPE OF HELICOPTER

A. Pilots conducting FAR Part 135 operations are restricted to flying only one type of helicopter per daily duty period as indicated below:

   1. Bell 412.

   2. Bell 206/Bell 407.

   3. BO105.

AIRWORTHINESS

SCHEDULED MAINTENANCE TIME LIMITS

A. Maintenance Program
The General Maintenance Policy is contained in the Maritime Helicopters, Inc. General Maintenance Manual (GMM). Chapter 4 of this Operations Manual contains extracts of the maintenance policies listed in the General Maintenance Manual. Should a conflict arise between this section and the General Maintenance Manual, the General Maintenance Manual shall take precedence.

B. Helicopter Log and Airworthiness Release for Service

1. The Director of Maintenance shall provide a Helicopter Log – Engineering Report for each Company aircraft. This form is published in a bound log book and may also be referred to as the "Helicopter Log", "Helicopter Log book" and "log book."

2. Aircraft Airworthiness Check.

   A. All aircraft will have an Airworthiness Check performed by a company mechanic in accordance with the applicable Maintenance Manual. This shall be performed on days the aircraft is in service, after the last flight or before the first fight of the day.
   B. When an Airworthiness Check has been completed, the mechanic shall place a green sock over the cyclic indicating to the pilot the check has been performed. It is expected that if a mechanic is physically present, this check shall be performed by the mechanic each flight day.
   C. The mechanic shall also meet with the duty pilot to review the Aircraft Status CALM Report to include any pen and ink changes to ensure awareness of items coming due.
   D. Pilots and mechanics must concur that all items coming due are noted on the Aircraft Status CALM Report and the Items Due section of the Aircraft Log Book.
   E. If maintenance discrepancies are identified during the Airworthiness Check, an appropriate log book entry shall be made by the individual who made the discovery and an appropriately rated mechanic contacted to perform corrective action.
   F. If discrepancies are identified during an Aircraft Status CALM Report review, the aircraft shall immediately be removed from service until an appropriately rated mechanic resolves the discrepancy.
   G. In the absence of a company mechanic, the pilots preflight shall be the equivalent of an aircraft Airworthiness Check. The pilot shall record the preflight / airworthiness check by signing the appropriate section of the Helicopter Log. The pilot shall utilize the preflight section of the appropriate approved Rotorcraft Flight Manual. This check shall include a review of the Aircraft Status CALM Report.
   H. Once the pilot completes an Airworthiness Check or preflight, the aircraft is considered to be ready for flight. A mechanic shall not open any cowling and/or perform any maintenance unless the pilot is notified.

C. PIC Checking Procedures for Scheduled Maintenance Time Limits
Prior to flight, the PIC shall compare the time limits on the Aircraft Status CALM Report with the aircraft maintenance Hobbs meter, the Helicopter Log book entries for cycles and RIN, and the calendar date to ensure that no flight will be initiated that cannot be completed before the next scheduled maintenance requirement.

D. Required Airworthiness Documents on the Aircraft
The PIC shall ensure that the Helicopter Log book and the most current version of the Aircraft Status CALM Report is carried onboard the aircraft.

MECHANICAL IRREGULARITIES

A. Mechanical Irregularity – Definition

1. A mechanical irregularity is the failure or malfunction of any installed aircraft item or equipment that requires repair, replacement, or service to an airworthy condition.

2. The following terms shall be considered synonymous: “aircraft discrepancy”, “mechanical irregularity”, and “squawk.”

3. Notation of a mechanical irregularity on the mechanical irregularity portion of the Helicopter Log renders the aircraft non-airworthy and the maintenance action must either be deferred in accordance with the procedures of an authorized Minimum Equipment List (MEL) or the maintenance action must be completed and recorded prior to initiating flight.

B. Availability and Purpose of the Aircraft Discrepancy Log
The Helicopter Log includes a Discrepancy Report in the bottom left-hand portion of the form and a Maintenance Report in the bottom right-hand portion of the form.

1. The Discrepancy Report portion of the Helicopter Log form shall be used for recording any mechanical irregularities that come to the attention of a flight crewmember or mechanic while the aircraft is on the ground or during flight operations.

2. The Maintenance Report portion of the Helicopter Log form is used for correcting or deferring any mechanical irregularities that have been entered in the Discrepancy Report.

    a) A mechanical irregularity is cleared when the corrective maintenance of the irregularity is completed and recorded in the Maintenance Report portion of the Helicopter Log. The mechanic performing the corrective maintenance shall necessarily sign a new authorization for the aircraft to return to service.

MECHANICAL IRREGULARITIES (continued)

b) Deferring maintenance of a mechanical irregularity may only be done in accordance with the procedures and limitations of an approved Minimum Equipment List (MEL) for the assigned aircraft.

i) The notation of any deferred maintenance that is authorized by an approved MEL must also list the time limit of the deferral in the Maintenance Report portion of the Helicopter Log form.

ii) The Director of Maintenance shall necessarily bring forward and re-enter in a newly issued Helicopter Log book any deferred maintenance items that had been entered in the previous log book but had not been cleared by corrective maintenance action.

C. Recording Mechanical Irregularities

1. The pilot or mechanic who discovers a mechanical irregularity is responsible for recording the irregularity on the Discrepancy Report portion of the Helicopter Log – Engineering Report.
   a) If there is an approved MEL for the aircraft and if the discrepancy is a deferrable item, the mechanic or pilot may choose to defer the corrective maintenance action and shall note the deferral on the Maintenance Report portion of the Helicopter Log – Engineering Report.
      i) The procedure for deferring corrective maintenance of a mechanical irregularity and entering the deferral in the logbook is described in the MEL.
      ii) Some deferrable items may require that a mechanic perform maintenance action on a component or part prior to deferral.

2. The pilot or mechanic who discovers and logs a mechanical irregularity, regardless of whether the irregularity has been deferred, shall notify the Director of Maintenance as soon as practical.

3. Prior to flight the PIC shall determine the status of each irregularity that has been entered on the Discrepancy Report portion of the Helicopter Log – Engineering Report. This may necessarily require examining previous pages of the Helicopter Log book. No aircraft may initiate a flight with any mechanical irregularities if –
   - The mechanical irregularities have not been repaired by corrective maintenance action and their repair is not noted on the Maintenance Report portion of the Helicopter Log form; or
   - There is no approved MEL for the aircraft, or the mechanical irregularities have not been deferred or cannot be deferred according to the limitations of the MEL; or
   - The flight assignment cannot be completed before the expiration of the time limit of a deferred maintenance item.

MECHANICAL IRREGULARITIES (continued)

D. Clearing and Recording of Mechanical Irregularities
A mechanical irregularity shall only be cleared when the corrective maintenance of the mechanical irregularity is completed and the maintenance is recorded in the Maintenance Report portion of the Helicopter Log. The mechanic performing the corrective maintenance action shall necessarily sign a new authorization for the aircraft to return to service.

OBTAINING MAINTENANCE DURING FLIGHT ASSIGNMENTS

A. PIC Authority
The PIC is authorized and responsible for securing needed maintenance when away from the home base if it has not been previously arranged by the Company.

B. PIC Procedures When Obtaining Maintenance Away from Home Base
When exercising this authority, it is the responsibility of the PIC to:

1. Record the mechanical irregularity and contact Company Management.
    a) When contacted, the PIC shall describe the mechanical irregularity and determine whether the Company shall ferry parts or personnel to the aircraft or whether the needed maintenance will be done contractually.
    b) In no case shall the PIC operate the aircraft in a non-airworthy condition.

2. Check the qualifications of the maintenance contractor by informally requesting verification that –
    - The maintenance personnel used are qualified by the minimum required FAA certificates and are enrolled in an approved Anti-drug and AMPP program; or
    - The work is accomplished under appropriate authorization of a repair station certificate.

3. Obtain a written work record of the maintenance that was performed including at least:
    - A complete description of the work and the corrective action
    - The certificate number and signature of the person who performed the maintenance or the repair station certificate number and endorsement signature if the work was done by a certificated repair station
    - Authorization for the aircraft to return to service.

4. Update the Company upon return to the home base and submit the records associated with the contractual maintenance.

EMERGENCY PROCEDURES

EMERGENCY RESPONSIBILITIES AND AUTHORITY

A. Emergency – Definition
Emergency situations are defined as any urgent or distress condition requiring immediate action. Such conditions include but may not be limited to an inflight emergency that requires immediate action or an emergency affecting a flight assignment that involves the safety of persons or property.

B. Emergency Declaration by PIC
The PIC has the responsibility and authority to declare an emergency that affects his or her flight assignment whenever, in the judgment of the PIC, there is an urgent or distress situation.

C. PIC Authority for Necessary Actions
The PIC has the responsibility and the authority to take any necessary action including deviation from FAR in an emergency situation. The authority of the PIC during an emergency situation shall not be compromised or delegated unless he or she is incapacitated.

REQUIRED REPORT AFTER A DECLARED EMERGENCY

A. Notify Company Management
Any time the PIC or any person exercising operational control in behalf of Maritime Helicopters, Inc. has declared an emergency, that person shall notify the Director of Operations as soon as possible and provide a full report of the emergency situation and the actions taken. The Chief Pilot shall be notified if the Director of Operations is not available.
Director of Operations 907-227-7602, Chief Pilot 907-388-8390

B. Report to FAA
The Director of Operations shall report by telephone or in writing the declaration and use of emergency authority exercised by any Company employee as soon as practicable, but no later than 10 working days from the event, to the Anchorage FAA Flight Standards District Office.

EMERGENCY PROCEDURES

IMMEDIATE ACTIONS DURING AN EMERGENCY SITUATION

A. In-flight Emergency Priority
During an in-flight emergency, the primary responsibility of the PIC is to safely fly the aircraft.

B. General Procedures During an Emergency
To support the pilot's management of any type of emergency, whether in-flight or on the surface, Company policy for appropriate pilot action consists of the following sequence of PIC actions (in priority order):

1. Use of emergency checklists
    - Aircraft Flight Manual (AFM) and supplements
    - Aeronautical Information Manual (AIM)
    - This manual

2. Prompt notification and request for assistance
    - Notify FAA, ATC, Maritime Helicopters
    - PAN PAN PAN for urgency
    - MAYDAY MAYDAY MAYDAY for distress
    - Radio identifier and aircraft type
    - Location
    - Nature of emergency
    - Number of persons onboard
    - Remaining fuel
    - Intentions
    - Desired assistance

3. Briefing of Passengers
    - Nature of the emergency situation
    - Appropriate actions to be taken

4. Any additional action necessary to handle the emergency situation

EMERGENCY PROCEDURES

SPECIFIC EMERGENCY SITUATIONS

A. Accident

1. Notification shall be made in accordance with NTSB. Consult the "Accident Notification" chapter of this manual.

2. In the event the PIC is incapacitated or deceased, the Director of Operations shall appoint a company employee to proceed at once to the scene to represent the Company and accomplish the on-site requirements of NTSB 830.

B. Forced Landing

1. The primary responsibility of the PIC after a forced landing is the safety and well-being of the passengers
   a) Assist in the evacuation of the aircraft
   b) Provide for the needs of passengers on the ground using the aircraft survival gear or any other resources readily available.

2. The PIC shall continue to attempt notification of FAA & the Company in order to communicate the nature of the emergency situation and request assistance.

3. The PIC shall stay with the passengers at the location of the forced landing or at the safest location in the immediate vicinity of the forced landing site until assistance is obtained and the PIC is released from any continuing duties at the site by the NTSB or Company.

C. In-flight Emergencies Involving Passenger Behavior

1. In the event an emergency develops that is caused by or directly involves the behavior of a passenger(s), the PIC shall:
   - Use any reasonable means to cope with the situation, including assistance from others on the aircraft;
   - Land the aircraft at the most appropriate location as soon as practicable; and
   - After landing contact appropriate authorities for assistance.

2. The nature of the emergency may determine the most appropriate location for prompt landing and seeking assistance. Examples of passenger-induced emergencies include medical emergencies and passengers whose behavior may threaten the safety of the flight.

ACCIDENT NOTIFICATION

AIRCRAFT ACCIDENT NOTIFICATION

A. Notification Contacts

In the event of an aircraft accident, the senior flight crewmember who is not incapacitated, or the designated flight monitor, or in the absence of an available crewmember or flight monitor a ground crewmember shall immediately and by the quickest means of communication notify Company management:

1. Maritime Helicopters

Homer, Alaska..... 907-235-7771

Director of Operations 907-227-7602

Chief Pilot ……..... 907-388-8390

Safety Officer…….. 907-750-9548

Director of Maintenance 720-413-9835

President..... 907-299-0137

Upon notification of an aircraft accident or notification of an overdue aircraft that is believed to have been involved in an accident, the Director of Operations or his designee shall notify:

2. NTSB.....907-271-5001

Or NTSB / FAA 24-hours 907-271-5936

3. Office hour contacts for these agencies are:

NTSB
222 W. 7th Avenue
Anchorage, AK 99513

FAA FSDO-AL-05
3032 Vintage Park Blvd
Juneau, Alaska 99601
907-586-7532

Notification of NTSB shall be made in accordance with the procedures and definitions of NTSB 830 (49 CFR Part 830) which is re-printed on the following pages of this chapter.

ACCIDENT NOTIFICATION

NTSB 830
(49 CFR Part 830)
NOTIFICATION AND REPORTING OF AIRCRAFT ACCIDENTS OR INCIDENTS AND OVERDUE AIRCRAFT, AND PRESERVATION OF AIRCRAFT WRECKAGE, MAIL CARGO, AND RECORDS

The operator of any civil aircraft, or any public aircraft not operated by the Armed Forces or an intelligence agency of the United States, or any foreign aircraft shall immediately, and by the most expeditious means available, notify the nearest National Transportation Safety Board (NTSB) office1 when:

1 NTSB regional offices are located in the following cities: Anchorage, Alaska; Atlanta, Georgia; West Chicago, Illinois; Denver, Colorado; Arlington, Texas; Gardena (Los Angeles), California; Miami, Florida; Seattle, Washington; and Ashburn, Virginia. In addition, NTSB headquarters is located at 490 L'Enfant Plaza, SW., Washington, DC 20594. Contact information for these offices is available at http://www.ntsb.gov.

(a) An aircraft accident or any of the following listed serious incidents occur:

(1) Flight control system malfunction or failure;

(2) Inability of any required flight crewmember to perform normal flight duties as a result of injury or illness;

(3) Failure of any internal turbine engine component that results in the escape of debris other than out the exhaust path;

(4) In-flight fire;

(5) Aircraft collision in flight;

(6) Damage to property, other than the aircraft, estimated to exceed $25,000 for repair (including materials and labor) or fair market value in the event of total loss, whichever is less.

(7) For large multiengine aircraft (more than 12,500 pounds maximum certificated takeoff weight):

(i) In-flight failure of electrical systems which requires the sustained use of an emergency bus powered by a back-up source such as a battery, auxiliary power unit, or air-driven generator to retain flight control or essential instruments;

(ii) In-flight failure of hydraulic systems that results in sustained reliance on the sole remaining hydraulic or mechanical system for movement of flight control surfaces;

(iii) Sustained loss of the power or thrust produced by two or more engines; and

(iv) An evacuation of an aircraft in which an emergency egress system is utilized.

ACCIDENT NOTIFICATION (cont.)

(8) Release of all or a portion of a propeller blade from an aircraft, excluding release caused solely by ground contact;
(9) A complete loss of information, excluding flickering, from more than 50 percent of an aircraft's cockpit displays known as:
(i) Electronic Flight Instrument System (EFIS) displays;
(ii) Engine Indication and Crew Alerting System (EICAS) displays;
(iii) Electronic Centralized Aircraft Monitor (ECAM) displays; or
(iv) Other displays of this type, which generally include a primary flight display (PFD), primary navigation display (PND), and other integrated displays;
(10) Airborne Collision and Avoidance System (ACAS) resolution advisories issued either:
(i) When an aircraft is being operated on an instrument flight rules flight plan and compliance with the advisory is necessary to avert a substantial risk of collision between two or more aircraft; or
(ii) To an aircraft operating in class A airspace.
(11) Damage to helicopter tail or main rotor blades, including ground damage, that requires major repair or replacement of the blade(s);
(12) Any event in which an operator, when operating an airplane as an air carrier at a public- use airport on land:
(i) Lands or departs on a taxiway, incorrect runway, or other area not designed as a runway; or
(ii) Experiences a runway incursion that requires the operator or the crew of another aircraft or vehicle to take immediate corrective action to avoid a collision.
(b) An aircraft is overdue and is believed to have been involved in an accident.

ACCIDENT NOTIFICATION (cont.)

§ 830.10 Preservation of aircraft wreckage, mail, cargo, and records.

(a) The operator of an aircraft involved in an accident or incident for which notification must be given is responsible for preserving to the extent possible any aircraft wreckage, cargo, and mail aboard the aircraft, and all records, including all recording mediums of flight, maintenance, and voice recorders, pertaining to the operation and maintenance of the aircraft and to the airmen until the Board takes custody thereof or a release is granted pursuant to
§831.12(b) of this chapter.
(b) Prior to the time the Board or its authorized representative takes custody of aircraft wreckage, mail, or cargo, such wreckage, mail, or cargo may not be disturbed or moved except to the extent necessary:
(1) To remove persons injured or trapped;
(2) To protect the wreckage from further damage; or
(3) To protect the public from injury.
(c) Where it is necessary to move aircraft wreckage, mail or cargo, sketches, descriptive notes, and photographs shall be made, if possible, of the original positions and condition of the wreckage and any significant impact marks.
(d) The operator of an aircraft involved in an accident or incident shall retain all records, reports, internal documents, and memoranda dealing with the accident or incident, until authorized by the Board to the contrary.

HAZARDOUS MATERIALS

GENERAL HAZMAT POLICIES

A. Regulatory Authority

1. Maritime Helicopters, Inc. conforms to the hazardous materials regulations and procedures of Title 49 Code of Federal Regulations (49 CFR).
    a) Materials listed in 49 CFR §172.101, the Hazardous Materials Table, are known as “Hazardous Materials” and their transportation is regulated.
    b) The following terms are considered synonymous: Hazardous Materials, Dangerous Goods, Restricted Articles, and Hazmat.

2. The ICAO rules as published by ICAO or IATA may be used for preparation and acceptance of Maritime Helicopters, Inc. hazmat shipments but 49 CFR shall be used for transportation procedures of those shipments.
    a) ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air, as they apply to air transportation within the United States, have been incorporated as a part of 49 CFR.

3. Information for specific hazardous materials shipments must be obtained from the appropriate regulations. Use the MH Rotorcraft External Load HazMat Manual.

B. Training

1. No employee or agent of Maritime Helicopters, Inc. may perform any assigned duties or responsibilities involving the packaging, shipping, acceptance, storage, handling, or carriage of hazardous materials (hazmat) unless they have satisfactorily completed, within the preceding 24 calendar months, the approved Company hazmat training program. Use the MH Rotorcraft External Load HazMat Training Manual.

2. In outlying locations where an agent has not received Company training, the Pilot-in-Command shall act as the receiving agent for hazardous materials.

C. Availability of Hazardous Materials Publications

1. A current copy of the pertinent Hazardous Materials regulations of 49 CFR and the Emergency Response Guidebook shall be maintained and available for use at the Company Operations Base.

2. The Company shall also maintain a supply of authorized hazmat labels at the operations base.

D. Required Signage
The notice required by 49 CFR §175.25 and §175.26 informing customers of hazardous materials restrictions shall be prominently displayed in the passenger and baggage handling facilities and the cargo shipper facilities of Maritime Helicopters, Inc.

GENERAL HAZMAT POLICIES (continued)

E. Special Restrictions and Authorizations
The Maritime Helicopters, Inc. Director of Operations shall authorize the specific acceptance, handling and transportation of:

- Hazmat shipment transported under the authority of 49 CFR §175.310 ("Transportation of Flammable Liquid Fuel; Aircraft Only Means of Transportation")
- Radioactive materials Class 7
- Hazardous wastes (including hazardous substances)

F. Responsibilities

1. Persons offering hazmat for transportation are responsible for properly identifying, describing, and classifying the material as required by 49 CFR. They are also responsible for properly completing the communications, emergency response information, and packaging requirements prior to offering the shipment for transportation.

2. Company employees and agents may rely on the certifications and information provided by the shipper when determining if the shipment is authorized for transportation by air.

3. No Company employee or agent may load, or transport aboard an aircraft any hazmat unless the shipment has met acceptance requirements, package integrity has been verified immediately before loading, and the Pilot-in-Command written notification has been completed.

G. Recognition of Suspected Hazardous Materials
When recognition of a suspected hazardous material is required, the receiving agent shall:

1. Obtain a Material Safety Data Sheet (MSDS) from the shipper, vendor, or manufacturer to see if the material is a classified hazmat; or

2. Read the product label and consult the Hazmat Table (HMT), found in 49 CFR §172.101 to see if the substance or material is designated as a hazardous material.

HAZMAT ACCEPTANCE PROCEDURES

A. General Hazmat Acceptance Policies

1. Any package containing hazmat that is damaged or leaking shall be refused without any further processing.

2. No Company employee shall accept a hazmat shipment unless the material is:
   - Properly described on the shipping papers;
   - The package is marked and labeled as required; and
   - The shipment is authorized to be transported by aircraft in the packaging and condition offered.

3. Acceptance and transportation of hazmat shipments shall comply entirely with the selected regulatory systems under which the shipment has been offered and prepared, either 49 CFR or ICAO. The different regulations cannot be intermingled for any given shipment.

4. If the shipment is offered in accordance with ICAO, the accepting employee or agent must also ensure that the shipper has complied with all applicable U.S. variations to the ICAO Technical Instructions. Shipments prepared according to ICAO must further comply with 49 CFR §171.11.

5. Acceptance policies and procedures are equally applicable to hazmat that is company material (COMAT) and is offered for transportation.

6. Particular attention shall be exercised when accepting for transportation any material from a repair station or part supplier to determine whether the material is subject to hazardous material regulations and shipping procedures.

7. Acceptance and transportation exceptions for certain hazmat items are described in 49 CFR §175.8, §175.9, and §175.10. The conditions and manner of hazmat carriage of these exceptions must be followed to avoid normal hazmat acceptance procedures and documentation.

HAZMAT ACCEPTANCE PROCEDURES (continued)

B. Shipping Paper Procedures
Shipping papers shall be checked to ensure they contain at least the following information:

1. Entries for 49 CFR Shipments (49 CFR 172 Subpart C):
    a) The proper shipping name (supplemented with the technical name if appropriate), hazard class (and division when assigned), UN identification number, and packing group on the shipping papers as authorized in the Hazardous Material Table ("HMT" – 49 CFR §172.101, columns 2,3,4,5). The information shall appear in the described order. Any additional entry requirements shall follow the proper shipping name (49 CFR §172.203).
    b) The total quantity of the material, listed by number of packages and the total weight or volume. (Additionally, the specific package weights or volumes must be within package limits of the HMT, columns 9A, 9B.)
    c) The shipper's name and address and consignee information adequate for transportation.
    d) The shipper's certification statement, signer's name, signature and date.
    e) Emergency response information for each hazmat. An emergency response phone contact for the shipper and the Emergency Response Guide Number from the ERG shall be listed. A Material Safety Data Sheet (MSDS) for the hazmat may be attached to the shipping papers in lieu of the ERG guide number.

2. Entries for ICAO Shipments (ICAO Section 4, IATA Section 8):
    a) The proper shipping name (supplemented with the technical name if appropriate), hazard class (and division when assigned), UN identification number, and UN packing group (when assigned), and the subsidiary risk as authorized in the ICAO Dangerous Goods List (DGL) columns 1,3,2,8,4, or the IATA DGL columns B,C,A,F,D). The information shall appear in the described order.
    b) The quantity and type of packing of the hazmat.
    c) The Packing Instructions number or the Limited Quantity Packing Instruction (with its "Y" prefix) as it appears on the DGL (ICAO DGL columns 9,11; IATA DGL columns G,I,K)
    d) Any additional authorizations or entry requirements for the shipment.
    e) The shipper's name and address and consignee information adequate for transportation.
    f) The shipper's certification statement, an emergency response contact, signer's name, signature and date.

HAZMAT ACCEPTANCE PROCEDURES (continued)

B. Shipping Paper Procedures (continued)

3. Distribution and Record Keeping of Shipping Papers
   a) The shipper must supply at least two completed copies of the shipping papers when the shipment is offered for transportation.
   b) One copy must accompany the shipment
   c) The Company must keep one copy on file for 1 year (365 days) from the day of acceptance if the shipment originates on Maritime Helicopters, Inc.
   d) In the event that the hazmat shipment is COMAT and the shipper has acted as the shipper, the shipping papers shall be retained for 2 years.

C. Packaging Requirements

1. Hazmat shipments shall be inspected to determine they are not leaking, damaged, or distorted.

2. Hazmat packaging must be within the authorized quantity limitations of the regulations:

   For 49 CFR shipments, 49 CFR HMT columns (9A and 9B), §175.75, and §175.310;

   For ICAO shipments, ICAO DGL columns 10,12, or IATA DGL columns H,J,L.

3. Hazmat packaging must meet the general packaging requirements for air transportation as found 49 CFR §173.24, §173.24a, and §173.27.

4. Authorized packaging for the material shall be certified by checking the specific packaging requirements:

   For 49 CFR shipments from 49 CFR HMT columns 8A and 8B and Part 173, and by checking any applicable Special Provisions from HMT column 7 and §172.102;

   For ICAO shipments from ICAO Section 7 or IATA Section 6.

D. Marking Requirements

Hazmat shipments shall be checked to ensure that the following information appears on each package, including outside containers and overpacks, containing hazardous materials: (49 CFR 172 Subpart D, ICAO Section 7, IATA Section 7)

- The proper shipping name and identification number.
- The name and address of either the shipper or consignee.
- Any additional marking requirements specified in the applicable regulations, such as overpack marking and orientation arrows for certain liquid hazmat.

HAZMAT ACCEPTANCE PROCEDURES (continued)

E. Labeling Requirements

1. Hazmat shipments shall be checked to ensure that the following label requirements are met for each package, including outside containers and overpacks, containing hazardous materials: (49 CFR 172 Subpart E, ICAO Section 4, IATA Section 7)
   a). The appropriate risk label(s) for the hazardous material, as specified in:
      49 CFR HMT column 6
      ICAO DGL column 5
      IATA column E.
   b) The Cargo Aircraft Only label ("DANGER - Do Not Load In Passenger Aircraft") for shipments forbidden on passenger aircraft and permitted on cargo only aircraft, or for hazmat shipments packaged in quantities exceeding passenger carrying aircraft limits and within cargo only aircraft limits, as specified in:
      49 CFR HMT columns 9A & 9B
      ICAO columns 10 &12
      IATA columns J & L.
2. An adequate supply of authorized hazardous materials labels shall be available where hazmat is accepted and stored. Lost or destroyed labels shall be replaced in accordance with information provided on the shipping papers and the HMT or DGL.

F. Company Materials – COMAT
The term COMAT is used to refer to company materials that are the property of, and used by Maritime Helicopters, Inc.

1. COMAT that meets the definition of a hazardous material is subject to all applicable regulations that apply to any other hazardous material, with the following exceptions:
   a) 49 CFR §175.8 describes certain exceptions for the transportation of company materials that are
      - Required for operations and are installed in the aircraft; or
      - Materials that are carried as spares for such items when packaged in accordance with 49 CFR §175.8.
2. Company employees and agents who prepare COMAT for shipping must receive additional function-specific training to satisfy the requirements of shipper training in accordance with 49 CFR 172.700.

STORAGE, HANDLING AND LOADING PROCEDURES

A. Storage Incidental to Transport

1. Storage incidental to transport of packages, outside containers, or overpacks containing hazmat shall be done in manner that clearly identifies the materials as hazmat exercising appropriate respect for the identified risks and security of the material. For example, all package labels and markings shall be clearly visible and the materials shall be separated from non-hazmat packages. Storage facilities shall be maintained in a secure manner that prevents unauthorized access.

2. Any hazmat packages, outside containers, or overpacks found to be damaged or leaking shall be immediately isolated with minimal handling, and:
   a) Shall be reported to Company management for necessary incident reporting in accordance with 49 CFR §171.15 and §171.16; and
   b) Shall be returned to the shipper for final disposition, or if the hazmat is COMAT, shall be disposed of properly in accordance with environmental concerns using available local disposal methods.

3. Storage of packages, outside containers, or overpacks containing hazmat shall be done with respect to the compatibility and segregation requirements of 49 CFR §175.78.

4. Packages bearing the poison or etiological agent/infectious substance labels may not be stored in next to or in contact with foodstuffs, or any other edible material intended for consumption by humans or animals.

5. Under the direction of the Director of Operations, any radioactive materials (Class 7) shall be stored with respect to the separation requirements of 49 CFR §175.78.

B. Compatibility

1. Packages, outside containers, or overpacks containing hazmat shall be stored and/or loaded aboard the aircraft in accordance with the table contained in 49 CFR §175.78.

2. Packages bearing the poison or etiological agent/infectious substance labels may not be carried in the same compartment of an aircraft with foodstuffs, or any other edible material intended for consumption by humans or animals.

STORAGE, HANDLING AND LOADING PROCEDURES (continued)

C. Preloading Inspection
Immediately prior to loading, all hazmat shipments shall be inspected for evidence of damage, leakage, and overall package integrity.

1. Damaged or leaking shipments shall not be loaded onboard the aircraft.

2. Lost or detached labels shall be replaced in accordance with information provided on the shipping papers and the HMT.

3. Any hazmat packages that are restricted to cargo-only aircraft operations shall be checked to ensure the presence of a “Cargo Aircraft Only” label and shall not be loaded on passenger aircraft.

D. Loading Location and Quantity Limits

1. Hazmat shall not be loaded in the cockpit of any aircraft.

2. Hazmat shall not be loaded in the cabin of a passenger carrying aircraft. However, any hazmat secured behind any installed seats of a small aircraft shall not be considered to be loaded in the passenger cabin.

3. Except for Radioactive, Class 9, and ORM-D materials, no more than 25 kilograms (55 pounds) net weight of any hazmat, and in addition up to 75 kilograms (165 pounds) of a nonflammable compressed gas, shall be loaded in an inaccessible compartment of a passenger carrying aircraft.
   a) There are no aircraft quantity limits for Class 3 Packing Group III, Class 9 and ORM-D materials,
   b) There are no aircraft quantity limits or location requirements for cargo-only operations in small, single pilot aircraft.

4. Radioactive materials have the most restrictive loading limits for all types of operations and DO authorization and regulatory compliance must be ensured for the carriage of any radioactive materials.

E. Orientation and Securing

1. Hazmat packages shall be secured to prevent any movement in flight that would result in damage to, or change in, orientation of the package.

2. Hazmat shipments marked or labeled to indicate proper orientation shall be loaded and secured in accordance with such marking or labels.
   a). Liquid hazmat without such markings shall be loaded and secured with the closures up.

STORAGE, HANDLING AND LOADING PROCEDURES (continued)

F. Pilot Notification

1. After the aircraft is loaded and prior to departure, the PIC shall be given written notification advising him or her of at least the following information regarding the loaded hazmat shipments:
    a) Basic description, and any additional description if required, including a description that the package(s) may only be carried onboard cargo aircraft if the hazmat is not authorized for transportation on passenger aircraft.
    b) Total number of packages and net quantity or gross weight of each hazmat package.
    c) Location of the hazmat onboard the aircraft.
    d) Confirmation that no damaged or leaking packages have been loaded, as a result of the pre-loading inspection.
    e) Date of the flight
    f) The telephone number of a person not onboard the aircraft from whom information contained in the notification of pilot-in-command can be obtained for the duration of the flight. This requirement does not apply if the phone number is otherwise known to the flight crew or it is independently available in the cockpit of the aircraft.

2. The Company employee, the PIC, or the agent who has conducted the preloading inspection and loaded the aircraft, is responsible for completion of this written notification.

3. Prior to departure and for the duration of the flight, the information on the pilot notification must be available and presented upon request at the point of departure and the intended destination if the Company has a facility or agent at that location.

4. The written notification of loaded hazmat shall be readily available to the PIC for the duration of a flight on which hazmat has been loaded.

5. The pilot notification shall be retained by the Company for a period of 90 days after transportation of the hazmat. Note that if the pilot notification is integrated with the shipping paper, the shipping paper shall be retained for 1 year (365 days) and this requirement is incidentally met.

STORAGE, HANDLING AND LOADING PROCEDURES (continued)

G. Offloading Hazmat Shipments

1. Hazmat shipments shall be inspected for damage or leakage after being unloaded from an aircraft.

2. Any evidence of leakage or damage requires further inspection of the aircraft and any adjoining cargo.

3. Hazmat shipments bearing a poison label require inspection of the aircraft regardless of the inspection results of the hazmat packages.

SPECIAL HAZARDOUS MATERIALS OPERATIONS

A. Transportation of Flammable Liquid Fuel When Aircraft is the Only Means of Transportation

When other means of transportation are impracticable, 49 CFR §175.310 conditionally authorizes the transportation of flammable liquid fuel in quantities exceeding the limits imposed in 49 CFR §172.101, i.e. the Hazmat Table (HMT). These shipments include provisions and conditions for carriage of flammable liquid fuel with passengers, in tanks attached to flammable liquid fuel powered equipment, and in oversized packaging when carried in cargo-only aircraft.

Use of this authority require that Company employees shall –

1. Read and comply with all conditions of 49 CFR §175.310; and

2. Inform the Director of Operations.

B. USDOT Special Permits

Hazardous Material Special Permits are issued by the USDOT for shipments not otherwise authorized in 49 CFR hazmat regulations. These operations require:

1. Transportation of the hazmat shipment must be done in accordance with the conditions and limitations of the Special Permit

2. A copy of the special permit must accompany the shipment.

3. The USDOT-SP special permit number shall be entered on:
   - The shipping paper
   - Notification of the Pilot-in-Command

HAZARDOUS MATERIALS

HAZMAT DISCREPANCY & INCIDENT REPORTS

A. Hazardous Materials Discrepancy Reports

1. A hazardous material discrepancy occurs when a package or baggage is found to contain hazmat that has been improperly described, certified, labeled, marked or packaged. (49 CFR §175.31)
   a) Discrepancies include hazmat shipments that have been improperly certified, or hazmat in shipments or in baggage that has been offered and accepted for transportation as other than hazmat.
   b) A discrepancy is not to be confused with shippers and passengers who may not be aware of hazmat definitions and classifications, and require assistance to recognize their own hazmat items.

2. Any Company employee or agent who discovers a discrepancy shall notify the nearest FAA Security and Dangerous Goods office by telephone with the following information:
   - Name and telephone number of the person reporting the discrepancy.
   - Identify the carrier as Maritime Helicopters, Inc.
   - Specific location of the shipment concerned.
   - Name of the shipper and the shipper's address or the address of the person responsible for the discrepancy if it known.
   - Nature of the discrepancy.

3. Telephone Contacts

FAA Security and Dangerous Goods		(907) 271-5003,
	or	(907) 271-4409 (Mon-Fri 0730-1600)
FAA Duty Officer (24 hours)		(907) 271-5936

4. Company employees or agents who discover a discrepancy shall notify the Director of Operations, or the Chief Pilot in his absence, who shall comply with the required report specified in 49 CFR §171.16.

HAZMAT DISCREPANCY & INCIDENT REPORTS (continued)

B. Hazardous Materials Incident Reports

1. A hazardous materials incident occurs when, as a direct result of transporting a hazmat shipment (including loading, unloading and storage), any of the following events exist:
    - A person is killed;
    - A person receives injuries requiring admittance to a hospital;
    - The general public is evacuated for one hour or more;
    - One or more transportation arteries or facilities are closed for one hour or more;
    - The operational flight plan or routine of an aircraft is altered;
    - There is any fire, breakage, spillage, or suspected contamination from a shipment of radioactive materials or etiologic agents other than a diagnostic specimen or regulated medical waste;
    - There is a release of marine pollutant in a quantity exceeding 199 gallons or 882 pounds; or
    - There is a situation of such a nature (e.g. a continuing danger to life at the scene of an incident) that, in the judgment of the Company, it should be reported, even though it does not meet the description of the above items.
2. Any Company employee or agent who discovers an incident described above shall make an immediate telephone report to the USDOT National Response Center as soon as practicable and within 12 hours after the incidents described above, with the following information:
    - Name of employee or agent making the report;
    - Identify Maritime Helicopters, Inc. as the carrier and give the local address of the operations base;
    - Phone number where person making the report can be reached;
    - Date, time, and location of the incident, accident, or discharge;
    - The extent of injuries, if any;
    - The class or division number, proper shipping name, and quantity of hazmat involved in the incident if such information is available; and
    - Type of incident and nature of hazmat involvement, and whether or not a continuing danger to life exists at the scene, if it can reasonably be determined.

HAZARDOUS MATERIAL REPORTS (continued)

B. Hazardous Materials Incident Reports (continued)

3. TELEPHONE CONTACTS FOR A HAZMAT INCIDENT
   a) Immediate Notification:
      USDOT National Response Center (800) 424-8802, (202) 267-2675
   b) In addition, for an incident involving infectious substance:
      Center for Disease and Prevention (800) 232-0124
   c) For information about response actions and advice for hazmat spills:
      Chemtrec (800) 424-9300

4. Company employees or agents who discover an incident shall notify the Director of Operations, or the Chief Pilot in his absence, who shall comply with the required report specified in 49 CFR §171.16.

C. Written Report, DOT Form F-5800.1 – For All Incidents and Discrepancies

1. Maritime Helicopters, Inc. shall submit a written or electronic Hazardous Material Incident Report on DOT Form F 5800.1 according to the requirements of 49 CFR §171.16, within 30 days of discovery of any of the following:
   - An incident requiring immediate telephonic notification;
   - An unintentional release of any amount of hazardous material or discharge of any quantity of hazardous waste;
   - A specification cargo tank with a capacity of 1,000 gallons or greater containing any hazardous material suffers structural damage to the lading retention system or damage that requires repair of the lading retention system, even if there is no release of hazardous material; or
   - An undeclared hazardous material is discovered.

2. The report shall be submitted to:
   Information System Manager, DHM-63
   Pipeline and Hazardous Materials Safety Administration
   Department of Transportation
   Washington, DC 20590-0001

   For electronic filing: http:/hazmat.dot.gov

3. For incidents involving an aircraft, a copy of the Hazardous Material Incident Report shall also be sent to the FAA Security and Dangerous Goods field office. Contact:
   (907) 271-5003 or (907) 271-4409, Mon-Fri 0730-1600).

There are certain exceptions to the requirement for filing the incident report. Consult 49 CFR §171.16 for complete instructions.

EXTERNAL LOAD OPERATIONS

CLASSIFICATION OF EXTERNAL LOADS

A. Class A Load
Cargo carried on externally installed cargo racks, and the cargo cannot be jettisoned from the aircraft in-flight.

B. Class B Load
Cargo attached to the helicopter by means of a cargo hook and the entire load can be detached from the aircraft in-flight.

C. Class C Load
Cargo that is towed on the surface while attached to the cargo hook of the aircraft and the load can be detached from the aircraft in-flight.

CLASS A LOAD PROCEDURES

A. Cargo Rack Weight Limits
The PIC shall ensure that the total weight contained in any external cargo rack does not exceed the placarded allowable weight for the cargo rack.

B. Secured Loads
The PIC shall ensure that any and all of the load in an external cargo rack is secured to the cargo rack to prevent any shifting incidental to wind conditions, rotor wash, airspeed and normal maneuvers of the aircraft. Small, lightweight items that do not lend themselves to easy securing shall be contained in larger overpacks or covered containers that are secured to the cargo rack.

C. CG Limitations
The PIC shall ensure that any external load in cargo racks is loaded in manner that the total aircraft weight and the longitudinal and lateral C. G. limits are not exceeded.

EXTERNAL LOAD OPERATIONS

POLICIES FOR CLASS B & C LOADS

A. Inspect Hook Operation
Prior to performing any operation involving the cargo hook system, the PIC shall:

1. Inspect the hook for general condition, security and any swiveling mechanisms.

2. Ensure that the hook functions properly when the electrical and manual mechanisms are activated in the cockpit and manually from the ground.

B. Brief Ground Crew
The pilot shall discuss and ensure a common understanding with all of the participating ground crewmen at least the following:

1. General safety precautions while working near a helicopter.

2. Review of the hand signals and their meanings, and the relative position to stand during all phases of the operation including those times when giving hand signals. A two-way radio will be used whenever possible.

3. Review for locking and unlocking the cargo hook from the ground.

4. Procedures for securing and detaching the load while the aircraft is in a hover, if those operations are to be conducted, and a clear understanding of which sides of the load will be used by the helicopter and the ground crew, respectively, in case of an emergency landing.

C. Operating Restrictions

1. No passengers will be carried while performing Class B or C load operations unless the passenger is:
   - A crewmember.
   - Performs an essential function in connection with the external load operation.

2. Class B and C external load operations shall not take place anytime there are thunderstorms within 5 miles.

D. Cargo Hook Malfunctions
If the cargo hook malfunctions in any way during the operation –

1. The PIC shall check the circuit breaker for failure and use the manual release; and

2. All Class B and C external load operations shall be suspended until the mechanical irregularity is cleared.

POLICIES FOR CLASS B & C LOADS (continued)

E. Engine Failure During Hover
If an engine failure occurs during a hover while hooking up a Class B or Class C load, the PIC shall:

1. Release the load, and

2. Maneuver to the preplanned side of the load away from the ground crew while performing the autorotation.

F. Engine Failure During Takeoff
If an engine failure occurs during takeoff with a Class B or Class C load, the PIC shall:

1. Release the load, and

2. Maneuver slightly to either side of the intended track while performing the autorotation to avoid the initial movement of the load.

G. Engine Failure During Flight
If an engine failure occurs during flight with a Class B or Class C load, the PIC shall:

1. Initiate autorotation; and

2. If altitude permits, determine if the load can be safely released in the area below the aircraft without damage to persons or property on the surface; and

3. If release is possible, the PIC shall release the load and maneuver slightly to either side of the aircraft's track before completing the autorotation.

EXTERNAL LOAD OPERATIONS

CLASS B LOAD PROCEDURES

A. Confirm Lifting Capacity and Limits
The PIC shall ensure that the total load can be safely lifted within the limits of the AFM performance charts.

B. Compatibility of Load for Class B Operations
The PIC shall consider the size, shape, weight and method of suspension of the Class B load and their effects on the flight characteristics and controllability of the aircraft. Some common effects include:

- Aerodynamic lift created by flat and lightweight objects, especially as airspeed is increased, and which may require slower airspeeds or added weight.
- Spinning created by lightweight or asymmetrically shaped loads and which must utilize a swiveling mechanism.
- Unstable in-flight characteristics that may require a drag chute to stabilize the load.

C. Safety of Flight Path
No Class B external load operations will be conducted over persons or property that could be injured or damaged if the load were dropped.

CLASS C LOAD PROCEDURES

A. Obstruction Clearance
Prior to and during the towing operation, the PIC shall ensure that obstruction clearance is maintained, especially while in rearward flight.

B. Minimize Ground Resistance
The PIC shall plan each tow in a manner to minimize the ground resistance of the load.

C. Monitor Helicopter Attitude
The PIC shall monitor the attitude of the helicopter, and if it appears that maximum cyclic could be reached, the PIC shall abort the tow.

D. Reduced Speed and Low Acceleration of Movement
The PIC shall initiate each tow operation at a very slow speed and then gradually increase movement of the load until a safe speed is determined.

ELECTRONIC SIGNATURES

ELECTRONIC SIGNATURES

A. Maritime Helicopters, Inc. does not utilize an electronic signature, as defined by AC 00-60B, to attest to, certify, endorse or otherwise authenticate any items in Operations Specification A025 Table 1- Electronic Signatures.

ELECTRONIC RECORDKEEPING

ELECTRONIC RECORDKEEPING

A. Maritime Helicopters, Inc. does not utilize any system of recordkeeping, as defined by AC 00-60B in which records are entered, signed stored, and retrieved electronically in Operations Specification A025 Table 2- Electronic Recordkeeping.

ELECTRONIC MANUALS

A. The Maritime Helicopters, Inc. General Operations Manual is the Master Manual that outlines the Electronic Manual System utilized in Part 133, 135, and 145 operations.

B. Electronic Manual System. Maritime Helicopters, Inc. utilizes the following Electronic Manual System.

1. Approved/accepted documents (printed manuals) are converted into pdf's and then uploaded into the appropriate media for distribution.

2. In order to ensure employees are using the correct document, all approved/accepted documents will contain the following statement on each page. **"UNCONTROLLED COPY WHEN PRINTED. CHECK LOG OF EFFECTIVE PAGES TO VERIFY CURRENT VERSION BEFORE USING"**.

3. Currency. Maritime Helicopters, Inc. utilizes a Master Publication List to ensure all Company approved/accepted documents and manufacturer manuals are current and available to the employee. This list is updated monthly and distributed to all base locations and is accessible via the company portal.

4. Access, Availability, and Distribution. All electronic manuals are distributed to provide access to appropriate personnel via an approved delivery media.

5. MEL Direct Access. Direct Access to all approved electronic MEL's is through delivery media.

C. Delivery Media. Maritime Helicopters, Inc. utilizes the following media to distribute company manuals and documents to its employees:

1. Company portal- http://www.rotor-apps.com/MHI/ .

2. Ipads with Foreflight Dropbox.

3. Ipods.

4. Company computers.

D. Personnel with Authority and Responsibility. The following personnel have the overall authority and responsibility for maintaining the electronic manual system. This includes implementing, modifying, revising and monitoring the delivery media system.

1. Director of Operations. (All Operations Manuals)

2. Chief Pilot. (All Operations Manuals)

3. Director of Maintenance. (All Maintenance Manuals)

4. Assistant Chief Pilot. (All Operations Manuals)

E. Prevention of Unauthorized Access and Data Corruption. Documents stored on any delivery media will not be modified by the user.

F. Revision Control.

1. Communication of Revision Information. Electronic Manuals require no revision control since they are electronic versions of complete printed manuals. When a revision occurs the appropriate electronic manual will be removed from the delivery media and replaced with a complete (newly revised) electronic manual.

2. Revision Status of Each Manual Page. Each page of all approved/accepted manuals must contain the Chapter and/or Section number, page number, revision number, and date of revision.

3. Date and Time Stamp of Printed Information. The printing of pages from any electronic manual should be kept to a minimum. However when printing is needed, date and time stamps are not required since previously used printed documents are to be discarded after use and verification of effective pages is required before each use of printed documents. (See paragraph 4 below)

4. User Responsibility for Current Information. When it becomes necessary to print pages from electronic manuals, the user must refer to the log of effective pages to verify the current version before use. Users will discard any printed manual information after using it to ensure printed information does not become outdated.

5. Distribution and Submission of Electronic Revisions to the FAA.

   a. Electronic manual revisions will be distributed to the FAA via email.

   b. When a manual requires approval/acceptance it will be sent to the FAA vial email in pdf format from personnel that has authority and responsibility (Refer to paragraph C. above). Once approval/acceptance is granted from the FAA (by either a stamp or electronic signature), the Master Publications List will be updated and the electronic manual will be placed into the delivery media.

6. Special Considerations in Displaying Information. In order to prevent electronic manuals being displayed in an unacceptable format, only company provided delivery media is authorized for use.

7. Data Archiving. All approved/accepted manuals that are superseded by revision will be archived electronically by the individuals that have authority and responsibility for those documents.

8. Backup Method. In the event a primary delivery media device fails, the user will either be supplied with another device media or will be given printed manuals. All electronic manuals that are approved/accepted will have an original maintained electronically by the individual that have authority and responsibility for those documents.

G. Listing of Manuals. The following approved/accepted documents are maintained and distributed via the electronic manual system.

1. All Part 135 Ground/Flight Operations Manuals.

2. All Part 135 Pilot Training Manuals. (This does not include Pilot Training Records)

3. All Part 135 Maintenance Manuals.

4. All Part 135 Maintenance Training Manuals.

5. All Part 133 Flight Operations Manuals.

6. All Part 145 Repair Station Manuals.

7. All Minimum Equipment Lists.