



## ***THE WINGMAN STANDARD***

Version 3.3

Effective Date: February 5, 2019

Applicable Date: July 1, 2019

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## PREAMBLE

WYVERN's mission is to elevate safety and security worldwide. This edition of *The Wingman Standard* continues with the commitment to hold *Wingman* certified operators to the high standards and recommended practices our corporate clients, brokers, and end-users expect.

Conformance to *The Wingman Standard* demonstrates a rigorous and proactive commitment to safety risk management throughout the organization. Therefore, we continue our focus on identifying hazards and mitigating associated safety risks to the lowest practical level in all aspects of operations. To do this more effectively, the *Wingman* audit protocols related to safety management systems have been enhanced with the WYVERN SMS Certification tools.

This edition of *The Wingman Standard* also provides clarity regarding the international standards to be referenced when conducting *Wingman* certification audits. Beginning with this edition, WYVERN's audit protocols align with ICAO Annex 6, *Operation of Aircraft*, and ICAO Annex 19, *Safety Management*, the standards and recommended practices the ICAO expects all signatory States and operators to abide by.

Being a global leader in safety risk management requires a passionate pursuit of excellence and innovation every day. We are inspired to do this to help you protect the ones you love. So, when you are considering your next flight, remember, when you choose to fly with a WYVERN *Wingman*, you've chosen to fly with the best!

A handwritten signature in cursive script that reads "Sonnie Bates".

Sonnie Bates  
Chief Executive Officer  
WYVERN Ltd

## RECORD OF REVISIONS

Revision	Date	Remarks
Original	July 2003	Original formal issue of The Wyvern Standard, now <i>The Wingman Standard</i> .
1.0	01 August 2007	Added SDMA chart & rotary pilot minimums.
2.0	04 August 2008	Addition of Appendix C to cover special operation missions, language to clarify applicability to non-U.S. operations, and language covering intervening on-site evaluations.
2.2	13 October 2008	Changes in Mountain Airport Take-off minimums
2.3	20 November 2008	Policy statement
3.0	20 August 2009	Changes to SDMA chart, audit cycle, Maintenance training options.
4.0	21 July 2010	Various clarifications to language in sections 1.E.3, 1.E.6 A & B, 2.A.2, 3.F, and Appendix A.2.C.1, A.2.E.1, A.4.C.
5.0	06 July 2011	Numerous language clarifications; including changes to 1.E.3, 1.E.6, 2.A, 2.E, 2.F, 3.D, 3.E, 3.F, 3.J, 4.C.1, Appendix A.1.C, A.2.D, A.2.E, and Appendix B.1.D and B.4.C. Also changed all regulatory references to NAA and removed Appendix C.
6.0	29 May 2013	Language clarifications to 1.A, 1.E.4, and 3.F. Revised WS3.D maintenance training
6.1	13 June 2013	Adjustment to 3.D.3 (b)
Reissue 1.0	20 January 2014	Renamed ' <i>The Wingman Standard</i> '. Clarification of previous wording. Completely reformatted. Added Preamble and Appendix C: Industry Best Practice Resources.
2.0	03 October 2014	Added: 1.5.4.1-4; 2.6; 3.10.1; C(i). Edited: Organization; 1.2.e; 1.3; 1.5.1; 1.5.3; 1.5.4; 2.5.NOTE; 3.5; 3.10; A.2.1.a&b; B.2.1. Moved: {A.1.1; A.1.2; B.1.1; B.1.2} to 2.6. Removed: 1.5.5 Reporting Deviations; 1.6.3 Hijacking Procedures.
3.0	03 February 2015	Reformatted and reduced references to minimal regulatory compliance. Requires adherence to IS-BAO standards and recommended practices. See Applicability.
3.1	06 August 2015	Policy Statement regarding re-audit qualifications, notification protocol reports by request only, and pilot recency requirements for PASS amended.
3.2	22 January 2016	Realigned PIC and SIC experience and recency requirements in Appendix A & B; Redefined "flight segment" under Appendixes; Section A 2.2.1 (SDMA) applied to all operators. Clarification of Applicability in Introduction section.
3.3	5 February 2019	<ol style="list-style-type: none"> <li>1. Clarified international audit standards (ICAO) to be utilized for certification.</li> <li>2. Operator must send audit documents 28 days prior to audit.</li> <li>3. Provide flexibility related to FRATs to allow for other effective methods.</li> <li>4. Clarified maintenance technician training requirements.</li> <li>5. Added biennial training requirements for all flight operations and maintenance personnel (human/organizational factors, SMS, MEL, etc.)</li> <li>6. Revised Appendix C: Industry Best Practices Resources</li> <li>7. Removed the requirement for WYVERN to be added to operator's insurance.</li> <li>8. Improved formatting for ease of reading and use by operators/auditors.</li> <li>9. Reorganized the fixed-wing PIC/SIC requirements chart for ease of use.</li> <li>10. Removed requirement for the operator to add WYVERN to the company ERP notification list. Revised this paragraph for improved clarity.</li> <li>11. Added the Flight Leader Program as an alternative means to certification.</li> <li>12. Increased maximum pilot age to 67 for regions that differ from ICAO, if that pilot is paired with a pilot who is age 60 or less.</li> <li>13. Moved audit program information ahead of the actual standards.</li> <li>14. Renumbered standards in a format that aligned with international coding.</li> <li>15. Revised due dates for remedial action plans.</li> <li>16. Added pilot training requirement to train on each type every 12 months.</li> <li>17. Changed the requirement for fatigue policy to fatigue program.</li> <li>18. Added general requirement that all aircraft must be multi-engine turbine.</li> </ol>



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## INTRODUCTION

### Background

Some of the most sophisticated and effectively run aviation organizations around the world share certain operational traits that govern their policies, systems, programs, processes, and procedures. These are commonly referred to as industry best practices. The following requirements, as set forth in *The Wingman Standard*, are indicative of these best practices.

### Purpose

The purpose of *The Wingman Standard* is to ensure the safety of stakeholders in business aviation. It reflects industry best practice performance expectations for commercial air charter operations. WYVERN is not a regulatory authority; compliance with *The Wingman Standard*, beyond the regulatory requirements of the governing Civil Aviation Authority (CAA) or National Aviation Authority (NAA), is voluntary.

### Policy

WYVERN reserves the right to remove or suspend an Operator from *The Wingman Report* (TWR) at any time due to significant operational changes, in the event of an incident or accident, or for any reason deemed detrimental to the intent and the integrity of *The Wingman Standard*.

### Audit Criteria

This document is *The Wingman Standard*. Operators are evaluated against the criteria contained herein and *ICAO Annex 19, Safety Management Systems*. A demonstrated ICAO Level II Safety Management System (SMS) compliance is a minimum requirement for *Wingman* certification.

Operators are also expected to align their operations with the applicable parts of ICAO Annex 6, *Operation of Aircraft*. WYVERN utilizes these latter standards to assist the operator in identifying hazards and areas of opportunities for improvement. Any findings related to these audit criteria shall be added to the operator's SMS for appropriate risk management.

### Organization

Sections 1, 2, and 3 of *The Wingman Standard* are applicable to all operators, regardless of aircraft type, base location, and mission. The appendices that follow further specify the requirements for specific missions and aircraft category. In sections where the appendix requirements differ from the general requirements, the most restrictive requirement shall apply.

### Effective and Applicable Dates

*Wingman Standard Version 3.3* becomes effective on the *Effective Date* and may be used by *Wingman* Operators immediately upon that date. After the *Applicable Date*, all *Wingman* Operators must conform to *Wingman Standard Version 3.3*.

## Audit Program

To qualify for *Wingman* certification, an audit shall be conducted by a WYVERN approved auditor every 24 calendar months to ensure the operator's adherence to *The Wingman Standard*. The operator shall provide access to all personnel, equipment, documentation, records, reports, facilities, and any other information deemed necessary by WYVERN. If the audit is not complete before the certificate expiration date, the operator will be removed from *The Wingman Report* (TWR).

As an alternative method, the Flight Leader Program (FLP) allows an operator to maintain *Wingman* certification via continuous monitoring after a successful onsite audit. The Flight Leader Program is described at <https://www.wyvernlimited.com/flight-leader-program>.

### Due Dates

An operator shall coordinate with WYVERN to complete the audit before their certification expires. Failure to meet deadlines may result in disqualification or removal of *Wingman* certification.

The operator shall provide WYVERN with a remedial action plan for each non-conformity identified during an audit within 5 business days from the closing meeting of the audit. The operator shall also provide evidence that each non-conformity identified during an audit has been corrected within 60 days from the closing meeting.

### Base Month Policy

An operator may complete their renewal audit up to 90 days in advance of their expiration and retain their base month for subsequent renewals. A grace period of up to 30 days past an operator's expiration date may be granted, during which they may remain on *The Wingman Report* (TWR), if:

- a. a WYVERN Audit Sales Agreement has been signed;
- b. WYVERN has received full payment for the audit services; and
- c. the onsite auditor visit has been scheduled.

If the grace period has expired and the audit is not yet been completed, the operator will then be removed from *The Wingman Report* (TWR), the online WYVERN database, and PASS program.

### Additional Evaluations

After successful completion of an audit, the operator agrees to submit to periodic reviews as deemed necessary by WYVERN. Also, in the period between audits, the operator agrees to submit to additional assessments to retain certification if WYVERN determines there have been significant developments that may affect the safety risk profile of the organization, i.e. management personnel changes, management re-structuring, significant fleet changes, mergers or acquisitions.

## Data Management

The operator shall provide WYVERN with the following information no less than 28 days prior to a scheduled audit and is responsible for maintaining the currency and accuracy of this information on *The Wingman Report* (TWR) throughout the registration period of their *Wingman* certification:

- A. Pilot information, including:
  - 1. Certificate numbers;
  - 2. Medical certificates;
  - 3. Training summary records;
  - 4. Flight evaluation (check ride) dates; and
  - 5. Flight hours (total flight hours must be updated at least every 90 days).
- B. Aircraft information, to be reviewed and updated continually
- C. Company information, including all base locations; and
- D. Operating Certificates and Operations Specifications changes.

Failure to maintain accurate and current data in the WYVERN online database (available at <http://www.wyvernlimited.com>) may result in a revocation of *Wingman* certification and removal from *The Wingman Report* (TWR).

## Customer Privacy

The operator will ensure that customer privacy is maintained. This includes minimum public exposure of the aircraft, flight operations, passenger contacts, and manifests. Passenger names will not be posted or displayed on any medium that can be viewed by the public. Unless specifically authorized by the client, there will be no disclosures that connect WYVERN clientele to any facility, schedule, flight or travel pattern.

## 1 ORGANIZATIONAL REQUIREMENTS

### 1.1 General

- 1.1.1 The legal entity (“operator”) shall always be disclosed.
- 1.1.2 The operator shall make available to its clients and WYVERN information for all flights to include the certificate holder’s authorized business name (including all Doing Business As or Trading As names) and information regarding the crew assigned.
- 1.1.3 A successful *Wingman Standard* Pilot and Aircraft Safety Survey (PASS) shall be ensured prior to any *Wingman* compliant flight.
- 1.1.4 The operator shall possess a valid Air Carrier Certificate/Air Operator Certificate (ACC/AOC) issued by the Civil Aviation Authority/National Aviation Authority (CAA/NAA) of the country governing the certificate.
- 1.1.5 The operator shall have a compliance monitoring system to ensure adherence to all applicable aviation regulations and ICAO Annex 6 (for international operators).
- 1.1.6 All flight operations and maintenance personnel shall receive biennial training in:
  - a) Human factors
  - b) Organizational factors
  - c) MEL procedures
  - b) Safety risk management
  - c) Security risk management
  - d) Effective teamwork skills
- 1.1.7 The operator shall implement a fatigue risk management program in accordance with recognized industry resources to ensure that everyone who is responsible for the safe conduct of aircraft operations does not perform their duties when fatigued. Note: See Appendix C for guidance on fatigue risk management programs.

### 1.2 Brokering

- 1.2.1 Each broker shall ensure the passenger client(s) is/are presented with a successful *Wingman Standard* PASS for each *Wingman* Compliant flight.

### 1.3 Safety Management System (SMS)

- 1.3.1 The operator shall have implemented an SMS that conforms to ICAO Annex 19.
- 1.3.2 The SMS shall be managed by a designated Safety Manager (or equivalent title).
- 1.3.3 The SMS shall include an appropriately designed Emergency Response Plan (ERP).



- 1.3.4 The Safety Manager will be shown in the operator’s organization chart as having direct access to the most senior management person in the company.
- 1.3.5 The operator shall establish a Safety Committee comprised of representatives from each department, e.g., flight operations, maintenance, scheduling, administration, etc.
- 1.3.6 The Safety Committee shall meet at least quarterly.
- 1.3.7 All employees shall have direct access to the Safety Manager and Safety Committee and all reported issues must be free from the threat of reprisal.
- 1.3.8 The responsibilities and authority of the Safety Committee and Safety Manager must be documented in the SMS Manual that has been approved by senior management and communicated throughout the organization.
- 1.3.9 The operator shall ensure that a Flight Risk Assessment Tool (FRAT) or other reasonable methods of identifying hazards and associated risks are utilized prior to each flight.

**1.4 Insurance**

- 1.4.1 The Operator shall submit a copy of all certificates of insurance to WYVERN, which will be kept available on WYVERN’s online database. The operator shall give WYVERN at least 30 days prior written notice of any change or cancellation of the policy.
- 1.4.2 *It is recommended that the operator carry the following minimum insurance coverage*

	<i>Fixed-Wing</i>	<i>Helicopter</i>
<i>Small</i>	<i>\$75 million (\$50 million for Turboprop)</i>	<i>\$10 million</i>
<i>Medium</i>	<i>\$150 million</i>	<i>\$22 million</i>
<i>Large</i>	<i>\$300 million</i>	<i>\$75 million</i>

**1.5 Notifying WYVERN of Significant Events**

- 1.5.1 In the event of an accident or serious incident as defined by ICAO, the operator shall provide WYVERN with an initial or preliminary report within 48 hours of the event. WYVERN may request the operator to provide additional information following an event involving the operator or any of its pilots or technicians, such as accidents, incidents, CAA/NAA enforcement actions, and key personnel/management changes.

## 2 OPERATIONAL REQUIREMENTS

### 2.1 Pilots

2.1.1 All pilots shall be full-time employees or dedicated contractors of the Operator.

NOTE: A “dedicated contractor” is defined as a pilot who works solely for one specific Air Carrier/Operator and as such must be working under a written contract or agreement.

2.1.2 All pilots shall be current and qualified under national aviation regulations.

2.1.3 No pilot shall be assigned to fly more than two types of aircraft.

2.1.4 All pilots shall train on each aircraft type at least every 12 months and demonstrate competency in normal, abnormal, and emergency procedures for each crew position they are assigned to on each aircraft type, i.e. PIC and/or SIC.

2.1.5 All assigned pilots shall be trained in accordance with provisions of the operator’s CAA/NAA approved training program.

2.1.6 All flights shall be conducted with two pilots.

2.1.7 The pilot’s age shall not exceed 65 years, except for US domestic flights and other regions where the applicable National Aviation Authority differs from ICAO and does not limit the pilot age to 65. In these instances, the maximum pilot age is 67, but only if this pilot is paired with another pilot whose age is 60 or less. It is the operator’s responsibility to ensure they comply with national and international requirements regarding pilot age and must demonstrate this method to the auditor.

### 2.2 Aircraft

2.2.1 All aircraft available for charter shall be listed in the operator’s Operations Specifications paragraph or authorized registration marks.

2.2.2 Only aircraft with a CAA/NAA approved Minimum Equipment List (MEL) shall be eligible for *Wingman* compliant flights. These aircraft shall be listed on the TWR and available for PASS.

2.2.3 *Wingman* compliant flights shall be conducted in only turbine-powered multi-engine aircraft.

## 3 MAINTENANCE PROGRAMS

### 3.1 Facilities & Equipment

If any maintenance is completed “in-house”, the following applies.

- 3.1.1 The operator shall provide facilities and equipment that will allow the maintenance personnel to perform all in-house maintenance in a competent manner.
- 3.1.2 The operator shall ensure that its facilities comply with all national safety and health requirements. Records of facility inspections shall be available to the audit team.

### 3.2 Maintenance Away from Home Base

- 3.2.1 The operator shall have procedures in place to ensure all maintenance actions performed away from home base conform to applicable regulations, company policies, and observed maintenance programs.
- 3.2.2 Technicians assigned to work on the aircraft must be appropriately certified and trained to work on the specific type of aircraft. These requirements shall also apply to “floating fleets” which are defined as those aircraft not based at either the home base or a designated satellite base.
- 3.2.3 The maintenance program must include procedures to be used for aircraft located at satellite or out bases. A “satellite” or “out base” is defined as an airport or heliport other than the Operator’s main base at which one or more aircraft and personnel are based and managed by the Operator. These procedures shall detail responsible persons, the process used to ensure complete oversight of maintenance activities and knowledge of aircraft airworthiness status.

### 3.3 Qualifications and Training

WYVERN's goal is to encourage a proactive maintenance training approach through continuing professional development to ensure the highest level of safety practical.

- 3.3.1 Technicians performing maintenance with return-to-service authority on *Wingman* compliant aircraft shall be properly certificated by the CAA of the State of Registry or State of Operator, as applicable.
- 3.3.2 At least one technician per base of operation for each aircraft type in an operator's fleet located at that base shall be trained in accordance with either Section 3.3.3.a or 3.3.3.b
- 3.3.3 The Operator shall:
  - a) Provide evidence of successful completion of a manufacturer's approved initial training program by the technician or provide evidence of at least five years of experience specific to the specific aircraft type represented; OR
  - b) Provide evidence of at least 30 hours of training by the technician in the last 24 months, which includes a combination of specific aircraft type training, human factors training, and professional development to improve teamwork skills.

Note: If an operator does not conduct in-house maintenance and does not release the aircraft to service, the training requirements under sections 3.3.3 are not required.

### 3.4 Vendor Audit Programs

- 3.4.1 The operator shall document a vendor audit program for all vendors providing maintenance and support services to the operator.
- 3.4.2 The operator shall communicate performance objectives to their vendors.
- 3.4.3 Records of these audits shall be filed and readily available for review by WYVERN.

## APPENDIX A: FIXED-WING AIRCRAFT

### A.1 Pilot Requirements

Both PIC and SIC shall meet the following requirements for a successful *Wingman Standard* PASS report.

	PIC	SIC
Airman Certificate	ATP	Commercial Instrument
Type Rating	Appropriate Type Rating	
Medical Certificate	1st Class	
Total Time in All Aircraft	3,500 hours 3,000 hours as PIC	2,000 hours turbojet OR 1,500 hours turbo-prop
Total Time in Category	3,500 hours with 3,000 hours as PIC	1,000 hours
Total Multi-engine Time	3,000 hours with 2,000 hours as PIC	1,000 hours
Total Time in Type	200 hours with 100 hours as PIC	50 hours
Logged IFR	250 hours as PIC	75 hours
Recency last 90 days (Note 1)	Within 90 days of simulator training: 30 hrs or 30 flight segments Within 91-180 days of simulator training: 40 hrs or 40 flight segments 180 days or more since simulator training: 50 hrs or 50 flight segments	
Recency last 365 days (Note 1)	200 hours or 200 flight segments	
Simulator Training	Yes	
NAA Sanctions last 5 years (Note 2)	Conditional	
Accidents/Incidents last 5 years (Note 2)	Conditional	

#### Notes

1. Recency relates to the category and class of aircraft. Recency of experience in the last 90 or 365 days may be measured by either flight time in multi-engine aircraft, or by the logged number of flight segments. Flight segments are defined as one leg consisting of one take-off and one landing.
2. Consideration for waiver after review of determining factors or notification from regulatory or accident investigation authorities.



## A.2 Specially Designated Mountainous Airports

- A.2.1 The operator shall have formal risk controls in place for approaches to and departures from Specially Designated Mountain Airports (SDMA).
- A.2.2 These risk controls shall be integrated into the pilot training program.
- A.2.3 Each operator shall maintain an appropriate list of SDMA’s within their region of operations.
- A.2.4 *It is recommended that operators include KASE, KEGE, KRIL, KTEX, KJAC, KSUN, and KTVL as designated SDMA’s.*

AIRPORT	DAY/VFR	DAY/IFR(2)	NIGHT VFR SS-SR	NIGHT IFR(2) SS-SR	WX REQUIRED FOR DEPARTURE IF CLIMB GRADIENT NOT MET
<b>KASE</b> Aspen, CO ELV 7815' Runwy 7006'	All Categories	Category A/B/C	NONE	NONE	Runway 33 SAARD ONE 4300/3 Runway 15 N/A - Terrain
<b>KEGE</b> Eagle, CO ELV 6535' Runwy 8000'	All Categories	All Categories	NONE	NONE	Runway 7 5100/3 Runway 25 5400/3
<b>KRIL</b> Rifle, CO ELV 5544' Runwy 7000'	All Categories	Categories A/B/C	All Categories with ILS or VASI	All Categories with ILS or VASI	Runway 8 5400/3 Runway 26 SQ AT TWO Stagnant climb only (397'/NM)
<b>KTEX</b> Telluride, CO ELV 9078' Runwy 6870'	All Categories	Category A & B	NONE	NONE	Runway 27 5300/3 Runway 09 N/A-Obstacles
<b>KJAC</b> Jackson Hole, WY ELV 6445' Runwy 6300'	All Categories	All Categories	All Categories with ILS or PAPI	All Categories with ILS or PAPI	Runway 19 TETON THREE 4400/3 Runway 1 GEYSER FOUR 4400/3
<b>KSUN</b> Hailey, ID ELV 5315' Runwy 6952'	All Categories	Categories A/B/C	NONE	NONE	Runway 13 3600/3
<b>KTVL</b> South Lake Tahoe, CA ELV 6264' Runwy 8544'	All Categories	All Categories	All Categories with LDA-DME 1 or 2 Runwy 18 and PAPI	All Categories with LDA-DME 1 or 2 Runwy 18 and PAPI	Runway 36 2700/3 Runway 18 4000/3

EXAMPLE ONLY

Notes:

1. All airports require weather reporting to conduct IFR operations.
2. For IFR approach minimums, refer to appropriate instrument approach chart. (IFR landing minimums may be lower than IFR departure minimums, allowing aircraft to land, but not depart.)
3. ASE, EGE, TEX, and SUN limited to day only. Night departures permitted at RIL, JAC, and TVL. Performance must meet published IFR climb gradients, regardless of existing ceiling/visibility. SS-SR = NOAA Official Sunset to Sunrise.

## APPENDIX B: ROTORCRAFT

### **B.1 Ground Operations**

- B.1.1 The operator shall have a documented policy to escort passengers to and from the rotorcraft, regardless of whether the engines are running or not.
- B.1.2 Deplaning and boarding the rotorcraft will always be done from the side moving out and away from under the rotor disc.
- B.1.3 At no time shall the aircraft engine be running without at least one pilot at the controls.
- B.1.4 At no time shall ground vehicles be allowed to drive under rotating rotor blades.

### **B.2 Rotorcraft Equipment Requirements**

- B.2.1 All rotorcraft shall have at least two turbine-powered engines.
- B.2.2 All rotorcraft operating more than 3 miles from shore over water shall be equipped with flotation pop-out devices.
- B.2.3 It is *recommended* to have flotation pop-out whenever operating beyond auto-rotative distance from land.

### B.3 Pilot Requirements

Both PIC and SIC shall meet the following requirements for a successful *Wingman Standard* PASS report.

	PIC	SIC
Airman Certificate	ATP – H	Commercial Instrument
Type Rating	Appropriate category & class	Appropriate category & class
Medical Certificate	1st Class	1st Class
Total Time in All Aircraft	N/A	N/A
Total Time in Category	2,000 hrs as PIC	1,500 hrs
Total Time in Type	200 hrs as PIC	50 hrs
Logged IFR	100 hrs as PIC	50 hrs
Recency last 365 days (Note 1)	200 hrs <b>or</b> 200 flight segments	
Recency last 90 days (Note 1)	Within 90 days of simulator training: 30 hrs or 30 flight segments Within 91-180 days of simulator training: 40 hrs or 40 flight segments 180 days or more since simulator training: 50 hrs or 50 flight segments	
NAA Sanctions last 5 years (Note 2)	Conditional	
Accidents/Incidents last 5 years (Note 2)	Conditional	

Notes

1. Recency relates to the category and class of aircraft. Recency of experience in the last 90 or 365 days may be measured by either flight time in multi-engine aircraft, or by the logged number of flight segments. Flight segments are defined as one leg consisting of one take-off and one landing.
2. Consideration for waiver after review of determining factors or notification from regulatory or accident investigation authorities.

## APPENDIX C: KEY AVIATION SAFETY RESOURCES

The following are key aviation safety-related resources utilized by WYVERN to develop and maintain *The Wingman Standard*.

- a. ICAO Document 9859, *Safety Management Manual*
- b. ICAO Annex 19 - *Safety Management Systems*
- c. ICAO Annex 6 – *Operation of Aircraft*
- d. ICAO Annex 14 - *Aerodrome Standards*
- e. ICAO Annex 1 - *Personnel Licensing*
- f. FAA AC 120-92B, *SMS for Aviation Service Providers*
- g. *NBAA Management Guide*
- h. FAA AC120-71B, *SOPs and Pilot Monitoring Duties*
- i. Flight Safety Foundation and NBAA, *Duty/Rest Guidelines*
- j. *Fatigue Risk Management for Airline Operators* (ICAO)
- k. *Fatigue Risk Management Systems for Aviation Safety* (FAA)
- l. *Fatigue Risk Management System* (CASA Australia)
- m. *Fatigue Risk Management System* (Transport Canada)
- n. ISO 9000, *Quality Management Standards*
- o. Helicopter Association International, *Helicopter Mission-Specific Standards* (HMSS)
- p. Flight Safety Foundation, *Basic Aviation Risk Standards* (BARS)
- q. International Association of Oil and Gas Producers, *Aircraft Management Guidelines*
- r. Aeronautical Repair Station Association (ARSA), *Human Factors Training Handbook*
- s. ATA Specification 103, *Standard for Jet Fuel Quality Control at Airports*