



Registered Operator Program

Version 1.7

Effective Date: October 26, 2023

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Registered Operator Program Rev 1.7



PREAMBLE

WYVERN's mission is *to elevate aviation safety worldwide* and our vision is *every operator has an effective SMS*. The *Registered Operator Program* supports our commitment to hold *WYVERN Registered Operators* to higher standards than basic legal requirements, which is what our stakeholders and customers expect.

WYVERN Registered Operators value transparency in safety profiling so that the end-user and other stakeholders can make smart air charter selection decisions by optimizing both safety and security in the value equation. *WYVERN Registered Operators* share their levels of accomplishment in the domain of safety in several ways to include demonstrating:

- Their level of SMS implementation;
- The training achievements of their key safety personnel;
- PIC experience compared to the WYVERN Registered requirements; and
- SIC experience compared to the WYVERN Registered requirements.

Being a global leader in safety risk management requires a passionate pursuit of excellence every day. I approve this manual in the spirit of our mission, vision, and values. The use of the word "shall" in this manual indicates a company requirement and is therefore considered policy. The use of the word "should" in this manual indicates company guidance, and while it establishes expectations for professional behavior, it is not considered policy. Any deviation from the policies established in this manual shall be processed and approved via WYVERN's Policy Waiver Process via ACES.

DocuSigned by:
Sonnie Bates Oct-26-2023
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Sonnie Bates
Chief Executive Officer
WYVERN Ltd

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RECORD OF REVISIONS

Revision	Date	Summary
0	01.01.2021	
1.0	02.01.2021	Revised pilot hourly requirements and added option to enter the Flight Leader Program. Section 1.7 revised to include single-engine turbine powered aircraft.
1.1	02.15.2021	PIC time in type reduction provided UPRT is conducted in previous 24 months.
1.2	04.19.2021	Revised to remove the requirement for SIC full-motion simulator for aircraft that are single-pilot certificated provided the PIC is authorized to operate single-pilot.
1.3	12.06.2021	Revised SIC recency to 50 hours.
1.4	05.01.2022	Adjusted pilot time requirements table on page 8, inclusive of NOTES, to reflect fixed wing only. Added rotary wing ground operations and equipment requirements, page 9. Added pilot time requirements table on page 10 specific for rotary wing.
1.5	09.06.2022	Revised PIC hourly requirements.
1.6	09.22.2022	Removed PIC hourly requirement for SIC.
1.7	10.23.2023	Included Definitions section. Added SMS requirement. Updated incident/accident notification to WYVERN guidance. Update FW & RW pilot tables to include reduced hours for Flight Leader Program participants and Wingman PRO.



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DEFINITIONS

ACES – Aviation Compliance Enhancement System

AMS – Audit Management System

AQP – Advanced Qualification Program

CAA – Civil Aeronautics Authority

ERP – Emergency Response Manual

FAA – Federal Aviation Administration

FOQA – Flight Operation Quality Assurance

HF – Human Factors

ICAO – International Civil Aviation Organization

NTSB – National Transportation Administration

OEM – Original Equipment Manufacturer

OF – Organizational Factors

PASS – Pilot and Aircraft Safety Survey

PDP – Pilot Development Program

PIC – Pilot-In-Command

SA – Safety Assurance

SDMA – Specially Designated Mountainous Airports

SIC – Second-In-Command

SMICG – Safety Management International Collaboration Group

SMS – Safety Management System

SRM – Safety Risk Management

TWR – The Wingman Report

UPRT – Upset Prevention and Recovery Training



INTRODUCTION

Background

WYVERN operations began in 1991, when major corporations asked the question, “Who can we trust to transport our key executives to destinations around the world?” These corporations turned to WYVERN to assess and validate the operator’s conformance to industry best practices. While providing this valuable service, WYVERN became the first aviation safety audit company in the private and business aviation industry.

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. The WYVERN *Registered Operator* program provides basic requirements for operators to be approved by WYVERN to enter and remain on the official registry as a WYVERN *Registered Operator*.

Purpose

The purpose of The WYVERN *Registered Operator* program is to ensure the safety of end-users in business aviation and to enhance safety performance transparency of operators for the benefit of all stakeholders. It reflects industry best practice performance expectations for implementing and utilizing a safety management system (SMS), sharing essential safety data with WYVERN, and ensuring pilots meet minimum requirements.

Policy

WYVERN reserves the right to remove or suspend an operator from WYVERN *Registered Operator* listing at any time for any reason to protect the integrity of WYVERN’s safety programs.

Safety Management System (SMS)

The operator should have implemented an SMS that conforms to the FAA/CAA regulatory requirements or ICAO Annex 19 if the CAA does not yet mandate an SMS for the operator.



SMS Validation Criteria

The SMS validation criteria shall be the most recent version of the *Safety Management International Collaboration Group (SMICG) SMS Evaluation Tool* or the applicable SMS protocol validation checklist issued by the operator's national authority.

The SMICG SMS Eval Tool can be downloaded at this link:

<https://www.wyvernlimited.com/hubfs/SMICG%202019.pdf>

The operator's SMS status will be displayed on the Registered PASS report as follows:

RED – The SMS has not been validated by the operator or WYVERN.

AMBER – Operator has self-validated their SMS.

GREEN – WYVERN has validated the operator's SMS and ERP manuals. (Note: SMS performance has not been validated by WYVERN)

Conducting the Validation

The operator may self-validate SMS status by completing the applicable requirements in WYVERN's Aviation Compliance Enhancement System (ACES).

If the operator wishes to have their SMS certified by WYVERN, the operator may request a WYVERN SMS certification audit, submit official audit results of a national aviation authority, or provide evidence of assessment from another industry organization specifically approved by WYVERN.

Flight Leader Program™ Option

A Registered Operator may enter the Flight Leader Program (FLP) as a pathway to receive hourly pilot flight time reductions, as outlined in the applicable sections of this manual. The FLP offers a progressive approach for an operator to attain and maintain an effective SMS, obtain world-class safety leadership training, participate in virtual coaching visits every 90-days, and ultimately obtain Wingman certification. More information on FLP can be obtained at: <https://www.wyvernlimited.com/flight-leader-program>





1.0 FIXED-WING REQUIREMENTS

The following requirements shall be satisfied for a successful Registered Operator Pilot and Aircraft Safety Survey (PASS Report).

- 1.1 The operator shall run a Registered PASS prior to any flight that is arranged as a WYVERN Registered Operator flight.
- 1.2 No pilot shall be assigned to fly more than two types of aircraft.
- 1.3 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.
- 1.4 All assigned pilots shall be trained in accordance with provisions of the operator's FAA/CAA approved training program.
- 1.5 All flights shall be conducted with two pilots.
- 1.6 All aircraft available for charter shall be listed in the operator's Operations Specifications paragraph or authorized registration marks.
- 1.7 Fixed-wing flights shall be conducted in turbine powered aircraft.
- 1.8 The operator shall keep an accurate emergency contact list (first name, last name, email, mobile phone) on file in ACES for the following people:
 - Accountable Executive/Manager,
 - Director of Safety,
 - Director of Operations,
 - Director of Maintenance,
 - Chief Pilot, and
 - Director of Sales.

Note: The term "Director" is a generic expression to indicate "responsible person".

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1.9 In the event of an accident or serious incident as defined by ICAO Annex 13, the operator shall provide WYVERN with an initial or preliminary report as soon as possible but within 24 hours of the event. WYVERN event contact information shall be written in the operator's Emergency Response Plan. Initial information required is:

1. Event date/time
2. Location
3. Aircraft registration number
4. Pilot crew member names
5. Brief description of event

Notification to only WYVERN senior leadership shall be provided by sending an email to ERPManager@wyvernlimited.com

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1.10 Fixed-Wing Pilot Requirements

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

	PIC	SIC
Airman Certificate	ATP	Commercial/Instrument
Type Rating	Appropriate Type Rating	
Medical Certificate	1 st Class	2 nd Class
Total Time in All Aircraft	2,500 hours (Note 1 & 2) 1,000 hours as PIC (Note 1 & 2)	1,000 hours (Note 1 & 2)
Total Time in Category	2,000 hours (Note 1)	1,000 hours (Note 1 & 2)
Total Time in Class (Single-engine or multi-engine time as applicable)	1,000 hours (Note 1 & 2)	50 hours
Total Turbine Time	1,000 hours (Note 1 & 2)	30 hours
Total Time in Airplane Type	200 hours (Note 1) 100 hours as PIC	30 hours
Logged IFR (Note 1)	100 hours as PIC (Note 1)	50 hours
Recency last 90 days	30 hours	
Recency last 365 days	150 hours	50 hours
Full-Motion Flight Simulator Training (Note 3)	Within the past 12 months	
NAA Sanctions (Note 4)	Clear in the previous 5 years	
Accidents/Incidents (Note 4)	Clear in the previous 5 years	

Notes

1. For WYVERN Registered operators that are active participants in the WYVERN Flight Leader Program™, certain pilot hours referenced above may be reduced by 15%.
2. For operators that are active participants in the WYVERN Flight Leader Program™ and designated Wingman PRO™, certain pilot hours referenced above may be reduced by an additional 10%.
3. For aircraft that are single-pilot certificated, the SIC does not require full-motion simulator provided all other required initial and recurrent training is conducted, and that the PIC is appropriately authorized to operate the aircraft as single-pilot.
4. Consideration for waiver after review of determining factors or notification from regulatory or accident investigation authorities.



2.0 ROTARY-WING REQUIREMENTS

The following requirements shall be satisfied for a successful Registered Operator Pilot and Aircraft Safety Survey (PASS Report).

Ground Operations

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

Rotorcraft Equipment Requirements

- 2.5 All rotorcraft shall have at least two turbine-powered engines.
- 2.6 *It is recommended to have flotation pop-out whenever operating beyond the auto-rotative distance from land. (Recommended Practice).*

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2.7 Rotary-Wing Pilot Requirements

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

	PIC	SIC
Airman Certificate	ATP – H	Commercial/Instrument
Type Rating	Appropriate category & class	
Medical Certificate	1st Class	2 nd Class
Total Time in Category (Note 1)	2,000 hours as PIC	1,000 hours
Total Time in Type	100 hours as PIC	50 hours
Logged IFR	100 hours as PIC	50 hours
Recency last 365 days (Note 2)	200 hours or 200 flight segments	
Recency last 90 days (Note 2)	30 hours or 30 flight segments	
NAA Sanctions (Note 3)	Clear in the previous 5 years	
Accidents/Incidents (Note 3)	Clear in the previous 5 years	

Notes

1. For WYVERN Registered operators that are active participants in the WYVERN Flight Leader Program™, certain PIC & SIC times indicated above may be reduced by 15%.
2. Recency relates to the category and class of aircraft. The 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.
3. Consideration for waiver after review of determining factors or notification from regulatory or accident investigation authorities.