



REGISTERED OPERATOR STANDARD

2nd Edition
Revision 0

Effective Date: May 16, 2024
Applicable Date: May 16, 2024

WYVERN Registered Operator Standard



PREAMBLE

WYVERN's mission is to elevate aviation safety worldwide and our vision is every aviation service provider 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 expect.

WYVERN Registered Operators value transparency in safety profiling so that the end-users and other stakeholders can make informed air charter decisions by ensuring safety is part of 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;
- ✓ Pilot experience compared to the WYVERN Registered Standards; and
- ✓ Commitment to implement standards and recommended practices aligned with the WYVERN Registered Standard.

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
7B18958891FD416...
Sonnie Bates
Chief Executive Officer
WYVERN

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WYVERN Registered Operator Standard**RECORD OF REVISIONS**

Revision	Date	Synopsis of Change
1 st Edition	Feb 1, 2021	Set requirements for PASS reports
2 nd Edition	May 16, 2024	Complete redevelopment to align with the Wingman Standard. Operators are expected to adopt Standards and Recommended Practices, bringing them in closer alignment with WYVERN's mission, vision, and values.



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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*



ADMINISTRATION

Purpose

The purpose of the WYVERN Registered Operator Standard is to assure stakeholders that an operator recognized as a WYVERN Registered Operator has demonstrated their commitment to embracing safety as a core value, and as such, continually invests and applies their resources to professionally manage safety risks in all their operations. The WYVERN Registered Standard sets safety performance expectations for aircraft operators for the benefit of all stakeholders.

Policy

WYVERN reserves the right to remove or suspend an operator from the WYVERN Registered Operator list 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 WYVERN's safety programs.

Effective and Applicable Dates

This version of the WYVERN Registered Operator Standard becomes effective on the *Effective Date* and may be used by operators immediately upon that date. After the *Applicable Date*, all operators must conform to this version.

STANDARDS AND RECOMMEND PRACTICES

1.0 General

- 1.1 The operator should have a compliance monitoring process to ensure adherence to all applicable aviation regulations. This process should:
- a) Be continuous (at least quarterly);
 - b) Be part of the internal evaluation/audit program;
 - c) Ensure new or revised regulations are identified in a timely manner;
 - d) Ensure effective communication of the new or revised requirement(s) to appropriate personnel, and
 - e) Ensure the new or revised requirement(s) are implemented effectively, to include documentation and requisite training, as appropriate.
- 1.2 The operator should demonstrate risk management related to the following human factors via a combination of policies, processes, procedures, and/or training.
- a) Fatigue
 - b) Distraction
 - c) Complacency
 - d) Stress
 - e) Pressure
 - f) Norms (related to policy or procedural deviations)
 - g) Lack of Effective Communication
 - h) Lack of Assertiveness
 - i) Lack of Awareness
 - j) Lack of Resources
 - k) Lack of Teamwork
 - l) Lack of Knowledge or Competency

Note: See <https://skybrary.aero/articles/human-factors-dirty-dozen> for guidance.

- 1.3 The Director of Operations and Director of Maintenance should be full-time employees of the operator.



2.0 Safety Culture and SMS

- 2.1 The operator should strive for a positive safety culture. The operator may validate their safety culture utilizing the latest version of WYVERN's online safety culture survey, which is aligned with the SMICG [Safety Culture Evaluation Tool](#).
- 2.2 The operator shall have implemented an SMS that conforms to their national aviation authority's (NAA) regulatory requirements or ICAO Annex 19 if the NAA does not yet mandate an SMS for the operator.
- 2.3 The operator should attain SMS Level 2 performance, as a minimum, to be designated as a WYVERN Registered Operator. SMS performance levels are indicated on the evaluation tool using P=Present, S=Suitable, O=Operating, and E=Effective.

Level 2 = SRM is Effective, all other components are Operating

Level 3 = SRM and two other components are Effective

Level 4 = All SMS Components are Effective

Note. Although Interface Management will be assessed, it will not result in a finding, nor will it affect the SMS performance level.

3.0 Notifying WYVERN of Significant Events

- 3.1 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

Note. 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, FAA/CAA enforcement actions, and key personnel/management changes.

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- 3.2 Operator shall reveal to WYVERN, all incidents, accidents, and certificate actions for the preceding 5-years.
- 3.3 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"

4.0 Pilot Management

The operator should have documented methods to ensure that:

- 4.1 All pilots assigned to trips are current and qualified under applicable aviation regulations.
- 4.2 No pilot should be assigned to fly more than two types of aircraft.
- 4.3 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.
- 4.4 All assigned pilots shall be trained per the operator's NAA approved training program.



5.0 Flight Operations

5.1 The operator should implement controls to effectively manage risks related to:

- a) Runway Excursions
- b) Fuel Exhaustion
- c) Fuel Contamination
- d) Controlled Flight into Terrain
- e) Loss of Control In-Flight
- f) Incorrect Loading (Weight and Balance Risks)
- g) Collision on the Ground
- h) Collision in the Air
- i) Aircraft Technical Issues
- j) Adverse Weather
- k) Medical Issues (Pilots, Aircraft Maintenance Technicians, and Dispatchers)

Note. These risks, along with their typical controls are described in Flight Safety Foundation's Basic Aviation Risk Standard. A copy of this document can be found at the [WYVERN Resource Center](#).

5.2 The operator should establish stabilized approach criteria that is aligned with the WYVERN Stabilized Approach Guidance Document. *A copy of this document can be found at the [WYVERN Resource Center](#).*

5.3 The operator should have a policy that requires the crew to execute a go-around if the aircraft deviates outside the stabilized approach criteria unless this deviation is operationally required and has been previously planned and briefed.

5.4 The operator should have a policy establishing senior leadership's commitment to a "no-fault" go-around in the event any approach becomes unstable.

5.5 The operator should require flight crews to utilize a constant glide path to landing to the maximum degree practical when conducting non-precision approaches.

5.6 The operator should establish published guidance/limitations for circling approach maneuvers based on WYVERN Circling Approach Guidance Document. *A copy of this document can be found at the [WYVERN Resource Center](#).*

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- 5.7 The operator should restrict circling approach maneuvers at night.
- 5.8 The operator should restrict circling approach maneuvers in areas of mountainous terrain.
- 5.9 The operator's risk assessment tools should include the risks related to circling approaches.
- 5.10 The operator should establish a policy to require all flights, to include non-revenue repositioning flights, be conducted under commercial air transport regulations (i.e. Part 135 for US operators), especially regarding visibility requirements for airport departure and arrival procedures, and crew duty and rest limitations.
- 5.11 The operator should have formal risk controls in place for approaches to and departures from Specially Designated Mountain Airports (SDMA).
- 5.12 SDMA risk controls should be integrated into the pilot training program.
- 5.13 The operator should maintain a list of SDMA's within their region of operations.
- 5.14 U.S. operations should include KASE, KEGE, KRIL, KTEX, KJAC, KSUN, and KTVL as designated SDMA's



6.0 Helicopter Operations

- 6.1 The operator should have a documented policy to escort passengers to and from the rotorcraft, regardless of whether the engines are running.
- 6.2 The operator should ensure that deplaning and boarding the rotorcraft will always be done from the side moving out and away from under the rotor disc.
- 6.3 A properly qualified and current pilot should be at the controls at all times when the helicopter engine(s) is (are) running.
- 6.4 At no time should ground vehicles be allowed to drive under rotating rotor blades.
- 6.5 The operator should have pop-out flotation devices installed on helicopters whenever operating beyond the auto-rotative distance from land.



7.0 Aircraft Maintenance

- 7.1 The operator should provide appropriate facilities and equipment that will enable maintenance personnel to perform their work in a safe, efficient, and effective manner.
- 7.2 The operator should comply with occupational safety and health requirements.
- 7.3 The operator should have a system to ensure that all aircraft are continuously monitored for airworthiness so that before each departure the status of all required inspections, maintenance, repairs, applicable airworthiness directives, and applicable service bulletins is verified.
- 7.4 The operator should have a process to analyze all applicable service bulletins so that the flight operations and maintenance management teams have a clear understanding of the associated risk(s) if a particular service bulletin is not implemented. The implementation decision related to each applicable service bulletin should be made available for review.
- 7.5 The operator should have a tool control program to ensure that all tools, equipment, and supplies are accounted for after the maintenance work is completed.
- 7.6 The operator should have procedures in place to ensure all maintenance actions performed away from the home base conform to applicable regulations, company policies, and observed maintenance programs.
- 7.7 Technicians assigned to work on the aircraft should be appropriately certified and trained to work on the specific type of aircraft. These requirements should also apply to “floating fleets” which are defined as those aircraft not based at either the home base or a designated satellite base.
- 7.8 The maintenance program should include methods to be used for aircraft located at satellite or out bases. These methods should detail responsible persons, the process used to ensure appropriate oversight of maintenance activities, and knowledge of aircraft airworthiness status.

Note. 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.

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- 7.9 Technicians performing maintenance with return-to-service authority should be properly certificated by the NAA of the State of Registry or the State of Operator, as applicable.
- 7.10 At least one technician per base of operation should complete a manufacturer's approved initial or recurrent training program within the previous 36 months for each aircraft type in an operator's fleet located at that base.

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

- 7.11 The operator should document a vendor audit program for all vendors providing aircraft maintenance and aircraft support services to the operator.
- 7.12 The operator should communicate safety performance objectives and safety related requirements to their vendors.

Note. Examples of safety performance objectives or requirements: 1) Only OEM type-trained technicians work on their aircraft, 2) the vendor has an effective fatigue management program for their technicians, 3) the vendor has an effective tool control program, 4) that aircraft engines should not be started or the aircraft operated on the ground or in the air without a company representative on board, etc.

- 7.13 Records of the vendor audits should be filed and readily available.



8.0 PASS

The WYVERN Registered Pilot and Aircraft Safety Survey (PASS) program is independent of the WYVERN Registered Operator designation process yet is an essential element for stakeholders who demand highly experienced flight crews and operational excellence.

The following standards are applicable to WYVERN Registered compliant flights.

8.1 The operator shall maintain data in WYVERN's Aviation Compliance Enhancement System (ACES) to ensure an accurate WYVERN PASS is generated by the system. This information includes, but is not limited to:

- A. Pilot information, including 1) certificate numbers, 2) medical certificates, 3) flight training and evaluation dates; and 4) flight hours updated 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.

Note 1. Failure to maintain accurate and current data in the WYVERN online database (available at <https://app.wyvern.systems/auth/login>) may result in a failed PASS report.

Note 2. Some of the information must be verified by WYVERN before it is ready to be considered for a PASS report such as pilot license and specific aircraft information.

8.2 The operator shall possess a valid Air Carrier Certificate/Air Operator Certificate (ACC/AOC) issued by the NAA of the country governing the certificate.

8.3 The operator shall provide their NAA authorized business name, to include "doing business as" or DBA.

8.4 A successful PASS shall be generated and provided to the flight client before every flight that is requested to be a WYVERN Registered Operator compliant flight.

8.5 All pilots should be full-time employees or dedicated contractors of the operator.

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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.

- 8.6 All flights shall be conducted with two pilots.
- 8.7 The operator shall have a method to ensure that the flight crew’s age does not exceed the maximum allowable by the NAA governing the air operating certificate, and, shall not exceed the maximum allowable age by the NAA governing the planned areas of operations.
- 8.8 All aircraft shall be listed on the Operations Specifications.
- 8.9 All WYVERN PASS certified flights shall be conducted in only turbine-powered multi-engine aircraft.
- 8.10 The operator shall submit a copy of all certificates of insurance to WYVERN.



WYVERN Registered Operator PASS (Fixed Wing)

8.12 Both PIC and SIC shall meet the following requirements.

	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 (Notes 1 and 2 apply to all)	2,500 hours (Note 1 & 2) 1,000 hours as PIC (Note 1 & 2)	1,000 hours (Note 1 & 2)
Total Time in Category (Note 1 apply to PIC) (Note 1 and 2 apply to SIC)	2,000 hours (Note 1 & 2)	1,000 hours (Note 1 & 2)
Total Time in Class (Note 1 and 2 apply to PIC)	1,000 hours (Note 1 & 2)	50 hours
Total Turbine Time (Note 1 and 2 apply to PIC)	1,000 hours (Note 1 & 2)	30 hours
Total Time in Type	200 hours (Note 1) 100 hours as PIC	30 hours
Logged IFR (Note 1)	100 hours as PIC	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 only aircraft that are single-pilot certificated, the SIC is not required to have full-motion simulator training, provided all other required initial and recurrent training is completed, and 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.

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WYVERN Registered Operator PASS (Helicopter)

8.13 Both PIC and SIC shall meet the following requirements.

	PIC	SIC
Airman Certificate	ATP – H	Commercial Instrument
Type Rating	Appropriate category & class	
Medical Certificate	1 st 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)	None in the past five years	
Accidents/Incidents (Note 3)	None in the past five years	

Notes

1. WYVERN Flight Leader Program™ operators may reduce the hour requirements by 10%.
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.