



THE WINGMAN™ FBO STANDARD

1st Edition
Revision 0.0

Effective Date: March 18, 2025
Applicable Date: March 18, 2025



PREAMBLE

WYVERN's mission is *protecting lives by inspiring excellence in aerospace safety*. Our vision is *every aerospace organization has a healthy safety culture*; and we aspire to achieve this vision with our values of *professionalism, innovation, and relationships*. This edition of the Wingman Standard continues with the commitment to hold Wingman certified organizations to the high standards that WYVERN stakeholders expect.

Conformance to the Wingman FBO Standard demonstrates a commitment to professionalism throughout the organization. Although the certification criteria is rich with technical specifications, we focus attention on safety culture and risks related to factors that affect individual, team, and organizational performance, the most prolific contributors to serious incidents and accidents as identified by aviation investigating authorities around the world.

The use of the words "shall" or "must" in this manual indicate a requirement and are therefore considered policy or in the context of Wingman certification criteria, a standard. The use of the word "should" in this manual indicates company guidance or in the context of Wingman certification criteria, a recommended practice. Any deviation from the policies established in this manual shall be processed and approved via WYVERN's Policy Waiver Process via QSMS.

DocuSigned by:

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RECORD OF REVISIONS

Revision	Date	Synopsis of Change
1 st Edition	March 18, 2025	Original issue



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DEFINITIONS

ACES – Aviation Compliance Enhancement System
AMS – Audit Management System
CAA – Civil Aeronautics Authority
ERP – Emergency Response Manual
FAA – Federal Aviation Administration
HF – Human Factors
ICAO – International Civil Aviation Organization
NTSB – National Transportation Administration
OEM – Original Equipment Manufacturer
OF – Organizational Factors
SA – Safety Assurance
SMICG – Safety Management International Collaboration Group
SMS – Safety Management System
SRM – Safety Risk Management
TWR – The Wingman Report



ADMINISTRATION

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 Wingman Standard reflects these industry best practices and professional codes of conduct.

Purpose

The purpose of the Wingman FBO Standard is to assure stakeholders that a Fixed Base Operator (FBO) recognized as a WYVERN Wingman FBO 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 Wingman FBO Standard sets safety performance expectations for FBOs for the benefit of all stakeholders. Compliance with the Wingman FBO Standard is voluntary.

Policy

WYVERN reserves the right to remove or suspend an FBO 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 program.

Effective and Applicable Dates

This version of the Wingman FBO Standard becomes effective on the *Effective Date* and may be used by Wingman FBO’s immediately upon that date. After the *Applicable Date*, all Wingman FBO’s must conform to this version.



Wingman FBO Audit Program

To qualify for Wingman FBO certification, the FBO must undergo a WYVERN Wingman FBO virtual audit to validate the operator's conformity to the Wingman FBO Standard. The FBO shall provide access to applicable personnel, facilities, equipment, and documentation.



Pre-Audit Documentation

The FBO shall upload appropriate manuals (Operations Manual, Training Manual, Safety Program Manual, etc.) and required pre-audit forms into the Audit Management System (AMS) at least two weeks prior to a scheduled audit.

Pre-Audit Online Surveys

WYVERN will administer a survey for all FBO personnel to complete, which includes:

- A Safety Culture Survey
- A Human Factors Survey

The auditor will analyze the survey results for elevated risks and potential opportunities for improvement and share the results with the operator.

Audit Criteria

FBOs are evaluated for conformity with:

- The applicable requirements contained herein.
- The operator's SMS shall be evaluated using the Safety Management International Collaboration Group (SMICG) SMS Evaluation Tool.
- The most current version of the Wingman FBO audit checklist.

Audit Findings

The FBO 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 nonconformity identified during an audit has been corrected within 60 days from the closing meeting. All findings shall be added to the operator's SMS for appropriate risk management.



Base Month Policy

An FBO 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 audit has been scheduled.

Wingman PRO FBO Certification

FBOs who are designated as Wingman PRO FBO have demonstrated excellence in risk management, sustained positive safety culture, and effective management of human performance factors. Wingman PRO FBO requires an on-site audit every 24 months.



Requirements

To be recognized as a Wingman PRO FBO, the FBO must have:

1. Validated conformity to the Wingman FBO Standard
2. Achieved & maintained Level 4 SMS performance;
3. Demonstrated a positive safety culture validated by WYVERN;
4. Demonstrate proactive management of Human and Organizational Factors.



REQUIREMENTS

1.0 General

- 1.1 The FBO shall have a compliance monitoring process to ensure adherence to all applicable aviation regulations. This process shall:
 - a) Be continuous (at least annually);
 - 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 FBO shall 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.



2.0 Safety Culture and SMS

- 2.1 The FBO shall demonstrate a positive safety culture. The assessor will validate their safety culture utilizing the latest version of the Safety Management International Collaboration Group (SMICG) Industry Safety Culture Evaluation Tool and Guidance, operationalized by WYVERN as an online survey.

Note. A copy of this document can be found on the WYVERN website at [Safety Culture Evaluation Tool](#).

- 2.2 The FBO shall have implemented an SMS that conforms to the CAA regulatory requirements or ICAO Annex 19 if the CAA does not yet mandate an SMS for the FBO.

Note. The assessor will validate the SMS using the most current version of the Safety Management International Collaboration Group (SMICG) SMS Evaluation Tool. A copy of this tool can be downloaded from the WYVERN website at [SMS Evaluation Tool](#).

- 2.3 The FBO shall attain SMS Level 2 performance, as a minimum, to be certified as a WYVERN Wingman FBO. 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 FBO 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. 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 FBO 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.

3.2 The FBO must reveal to WYVERN during audit or through Flight Leader Program collaboration, all incidents and accidents experienced since the last review. For initial review, the FBO must reveal all incidents and accidents for the preceding five years.

3.3 The FBO 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
- Operations Manager

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



4.0 Loss Prevention and Risk Management

4.1 The FBO shall have documented training programs, policies, processes, and procedures, as appropriate, to effectively prevent:

- a. Fuel contamination
- b. Misfuelling
- c. Mixing DEF and FSII
- d. Injury to personnel, including but not limited to,
 1. Prop strike
 2. Turbine engine ingestion
 3. Injury while servicing aircraft
 4. Hearing damage from aircraft noise
 5. Chemical exposure
 6. Contact with ramp vehicle
- e. Damage to aircraft
- f. Damage to FBO equipment

4.2 The FBO shall have documented training programs, policies, processes, and procedures, as appropriate, to manage the risks related to:

- a. De-Icing and Anti-Icing Operations
- b. Aircraft Fueling
- c. Aircraft Towing Safety
- d. Aircraft Servicing Safety
- e. Catering (Food Safety)
- f. Ramp Safety
- g. Hangar Safety
- h. Passenger Safety
- i. Inclement Weather (Thunderstorms, Icing, Snow, Tornadoes, Hurricanes)

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- 4.3 The FBO shall have documented training programs, policies, processes, and procedures, as appropriate, to ensure an effective Occupational Safety & Health Program. For guidance on specific OSH hazards and risks see <https://www.osha.gov/safeandsound/safety-and-health-programs>