

CHARTER COMMUNICATIONS NORMAL OPERATING POLICIES AND PROCEDURES

1 - INTRODUCTION

The Normal Procedures Checklist is used to ensure that all important safety items have been accomplished. The checklist for each phase of flight shall be accomplished as specified in the approved checklist. Standard Operating Procedures ensure that flight crews perform checklists in a standardized manner.

Normally crew duties are divided between Pilot in Command and Second-in-Command on the ground and while in the air Pilot-Flying (PF) and Pilot-Monitoring (PM). Although crew duties are divided each pilot should always maintain an awareness of the other pilot's activities.

Company SOP is not intended to take precedent over FAR's, the FAA-approved Aircraft Flight Manual (AFM), or the pilot's good judgment. In an abnormal or emergency situation, the PIC retains authority to deviate from company SOP as necessary to ensure safety of flight.

Prior to departure the PIC will ensure that any airport intended for use is adequate for the proposed operation, considering such items as size, surface, obstructions, and lighting. The pilot must also be able to determine if at night, wind direction and the limits of the area to be used for landing or takeoff by boundary or runway lights.

2 - DEFINITIONS / ABBREVIATIONS

PF: Pilot Flying (left or right seat).

PM: Pilot Monitoring, not flying but supporting and monitoring the PF.

PIC: Pilot in Command. This is the Captain assigned to the flight. This person is ultimately responsible for the safe operation of the flight. The PIC may be seated in either the left or right seat if he or she has received training and has been evaluated in that seat position.

SIC: Second-in-Command.

ACM: Additional Crew Member. On certain flights a third crewmember may be assigned because of flight and/or maintenance considerations. (When able an Flight Safety approved engineer will accompany the aircraft on all flights)

Long-ranged Flights: Flights exceeding 5 hours flight time in length

3 - FLIGHT TIME, DUTY TIME, REST REQUIREMENTS

Two Pilots

14 Hours duty day and flight time not to exceed 10 hours of flying. Flight time can be extended to 12.5 hours and 16 hours of duty if no more than one enroute stop is planned and adequate pre flight rest time is obtained and the flight time approved by the Director of Operations. In addition 24 hours of rest is required prior to the next duty after this 24 hour rest and duty may not begin after 1200 local time if a long-range flight is planned or end after 2359 Local time of departure time zone. Otherwise 12 hours of rest is required.

Three Pilots

16 Hours duty day and flight time not to exceed 12 hours of flying Flight time can be extended to 14 hours if not more than one enroute stop is planned and adequate pre flight rest time is obtained and the flight time is approved by the Director of Operations. In addition 24 hours of rest is required after the flight and the next duty may not begin after 1200 local time if a long-range flight is planned or end after 0000 Local time of departure time zone. Otherwise 12 hours of rest is required.

4 - REPORT FOR DUTY

Pilots are expected to arrive at the airport no later than (1.5) hour prior to scheduled departure time for domestic flights and no later (2.0) hours prior to international flights scheduled departure time. These times may be shortened or INCREASED when circumstances dictate as approved by the Director of Operations/ Chief Pilot.

5 - PREFLIGHT / POSTFLIGHT PLANNING

Although preflight / post flight duties may be completed by either the PIC or the SIC, the PIC retains responsibility for ensuring that all preflight planning duties have been accomplished:

5.1 Preflight Planning and Duties

Release procedure will include:

A. Familiarization with airport data to include runway length, available approaches, and applicable noise abatement procedures and curfews.

B. Familiarization with weather information for departure, en route, arrival and, if required, alternate airports. This information will include, but is not limited to: current weather reports, weather forecasts and NOTAM. Under no Circumstances will the PIC plan nor initiate a takeoff or landing if thunderstorm activity is within 5 (five) miles from the airport. This considering also any other pertinent restriction, C. Filing an IFR flight plan if required.

The preferred form of communication is via email and then printed up for a "hard copy". Trip sheets and the latest revision will be on board and each crewmember is required to have a copy.

5.2 Post flight procedure will include:

As an addition to the completion of the appropriate shut-down and securing checklist listed in Section 18, the following will be addressed and verified:

A. Cockpit secured by having all systems shut down and de-powered.

B. Galley cleaned, all perishable food/drink removed. If OAT is expected to be below 32 F, all water, sodas and lavatory fluid, are to be removed.

C. Cabin vacuumed, cleaned, polished and ready for the next flight. Window shades down.

D. Lavatory service performed. At least one Crew Member MUST verify the proper procedures were followed.

E. Engine and outflow valve and any additional required covers in place.

F. Careful aircraft walk around inspection to detect any maintenance issues to be addressed by contacting the Director of Maintenance, his/her delegates or the Director of Operations/ Chief Pilot.

G. The PIC will call the Maintenance Dept. and inform the mechanic of any discrepancy found. The appropriate entries will be made on the Flight log. If any items should need to be deferred Maintenance will fill out the appropriate continued MEL form or the Pilot in Command will authorize and document it should the item be on a trip where the Director of Maintenance is not present

H. The PIC must notify Operations Manager or his designee when on the ground. The PIC will then complete the flight log as soon as time permits. All logbook information will be communicated back to maintenance in a timely manner. Also, off reports via AFIS are required for every flight and if ETA changes significantly another report must be transmitted.

5.0 Airport Requirements:

The PIC will ensure that the proposed airports and any alternates are adequate for the proposed operation.

6 - PREFLIGHT INSPECTION

A preflight walk-around inspection of the aircraft must be performed prior to each flight. In the case of a multi-leg trip, a preflight inspection will be performed prior to each leg.

The preflight inspection can be conducted by either the PIC or the SIC, although the PIC retains responsibility for ensuring that an adequate inspection was performed.

The pilot performing the preflight inspection will verify that the area around the aircraft is adequately clear of people and obstructions.

Pilots will exercise extreme caution prior to extending slats, flaps, or speed brakes in the ramp area. Some common obstructions include line service personnel, GPU, GPU cables, catering carts, lavatory carts, water carts and other vehicles.

7- USE OF CHOCKS

In most cases, the pilot performing the preflight inspection should set the parking brake prior to conducting the exterior walk-around inspection. The pilots will ensure that the aircraft is not towed after the brakes have been set.

The pilot actuating the parking brake should advise the other pilot anytime the brakes are either set or released so that both pilots are aware of the status of the brakes.

Pilots should keep in mind that chocks may stick to the back of a tire and cause damage to the gear as the airplane taxis forward. In order to avoid this scenario, after setting the parking brake, the pilot conducting the preflight

inspection should ensure that the chocks are not touching the tires.

Even after the brakes have been set, pilots will keep in mind that the brake pressure will gradually bleed off. The pilot conducting the preflight may leave at least one set of chocks in place, not touching the tire, until just prior to taxiing.

8 - HAND SIGNALS

Pilots will not remove wheel chocks until they can verify that the wheel brakes are set. Pilots will be familiar with the following hand signals:

A. Holding one hand up with a clenched fist signifies that the brakes are set.

B. Holding one hand up with an open hand signifies that the brakes are released.

C. Putting both fists together, thumbs pointing outward, and moving the fists apart signifies removal of chocks.

D. Moving the fists together with the thumbs pointing inward signifies that the wheel is chocked.

9 - CHECKLIST PROCEDURES

Checklist procedures are accomplished by challenge and response, except for After Takeoff, and After Landing Checks. These checks are usually accomplished during critical phases of flight and the Pilot Monitoring (PM) will perform these checks. As for a challenge and response item the Pilot Flying (PF) will respond aloud to all items ensuring accomplishment of all checks and items. When all items have been accomplished the PM will advise for example: "Before Starting Engines Checklist Complete".

The Taxi checks are accomplished by the PM challenging the PF. . When all items are completed the PM will advise, "Taxi checklist complete". The terminology on the checklist should be adhered to at all times.

10 - ENGINE STARTS

If an aircraft is equipped with an operational beacon light, the beacon light shall be turned on prior to engine start.

The pilot starting the engines will verify the area around and behind the engines

is clear of people prior to engine start.

If line service personnel are present, the pilot who will start the engines will alert line service by using hand signals. The pilot will hold up one, two, or three fingers to correspond with the engine to be started prior to engine start.

Pilots will not start the engine on the same side as the entry door until that door is closed.

11 - RAMP AREA MOVEMENT

Pilots will keep the airplane taxi speed very slow in ramp areas. Pilots will use the minimum amount of power necessary for taxiing, being especially mindful of other people and aircraft that may be behind the airplane when applying power.

If line service personnel are present when taxiing out for departure, customarily the PIC will briefly turn the taxi light on and off as a signal that the airplane is ready to taxi out.

Generally speaking, the pilot in the left seat will monitor left wingtip clearance; the pilot in the right seat will monitor right wingtip clearance.

Customarily the PM will signify with thumbs up sign, if his side wingtip clearance is adequate; the PM will notify the PF to slow down and/or stop, in ample time to stop the airplane, if wingtip clearance on the PM's side is questionable. If the clearance is in the least bit questionable the PF will stop the aircraft and visually check for adequate clearance bearing in mind wingtip angles and turn radius.

12 - TAXIING

During ALL taxi operations, the Pilot not handling the steering shall have the appropriate airport diagram displayed in a location that allows its continuous reference during taxi.

The PF's attention will be focused outside the aircraft while taxiing.

The PM's attention will be divided between outside and inside for the execution of taxi checklists. The PF will not perform checklists while in close proximity of

ramp areas.

If the PM needs to keep his attention focused inside the aircraft, he should advise the PF that his head is down.

An airport diagram shall be displayed for reference on the PM's while taxiing. The PM will monitor and update the PF in regards to the correct taxi route.

Taxi checklists will not be conducted while crossing active runways. The PIC shall not perform "single engine taxi" unless the appropriate approved manufacturer checklist is available to the Cockpit crew.

Both pilots must verbally acknowledge to each other prior to cross the runway hold short lines and use additional lighting when crossing any runway.

13 - TAKEOFF BRIEFING

Takeoff briefings will be conducted by the PF prior to each takeoff. The briefings may be a full or abbreviated this is at the discretion of the PIC. Generally, a full briefing will be conducted for the first flight of the day for a particular crew pairing.

A full briefing will include the following:

- abort procedure prior to V1,
- procedure to be followed in case of a problem after V1,
- emergency return plan,
- and the normal takeoff plan (initial departure procedure, altitude, transponder code and departure frequency).

An abbreviated briefing will include the words "as previously briefed" followed by emergency return plan, and the normal takeoff plan (initial departure procedure, altitude, squawk, and departure frequency).

14 – TAKEOFF

A. The following technique shall be used as a reminder that you are cleared for takeoff: TAKEOFF CHECKLIST COMPLETED AND DEPARTURE RUNWAY HEADING CONFIRMED.

B. Takeoff Weight Limitations – FAR 91.

No pilot will takeoff at a weight in excess of the most restrictive in subparts (1) (2) (3) of this section. The Pilot in Command is responsible for determining the maximum allowable takeoff weight prior to each departure.

The maximum allowable takeoff weight is limited by the most restrictive of:

1. The maximum certified gross takeoff weight as listed in the AFM and a weight which allows compliance with the following:

a. Accelerate and stop distance does not exceed the length of the runway plus the stop way.

b. Accelerate and go distance does not exceed the length of the runway plus the clearway.

c. The takeoff run does not exceed the length of the runway.

d. All obstacles within 200 feet of the takeoff flight path within the airport boundaries are cleared by at least 35 feet.

2. Considering fuel burn off at en route fuel flows, a weight which allows compliance with en route engine-out performance limitations of the following:

a. A positive slope can be attained at least 1000 above all terrain and obstructions within 5 statute miles of the intended route, or;

b. The net flight path allows continued flight from the cruising altitude to an airport where a landing can be made clearing all terrain and obstructions within 5 statute miles of the intended flight path by at least 2000 feet, and;

c. A positive slope can be attained 1500 feet above the airport of intended landing.

3. Considering fuel burn off to destination, a weight which allows for arriving at the destination airport at a weight not greater than the maximum gross landing weight as stated in the AFM and a weight which allows compliance with the following:

a. The actual landing distance at the destination does not exceed 100% of the required computed runway length.

b. If reports and/or forecasts indicate that the runway may be wet or slippery at the estimated time of arrival, at least 100% effective runway length available then that required in subpart (3)(a) of this section.

15 - CRITICAL PHASE OF FLIGHT

Communication that is not essential for the safe operation of the aircraft will not be permitted during **critical phases of flight**.

All flight operations below 10,000 MSL, (to include all aircraft ground movements) except cruise flight, are considered critical phase of flight.

16 - EN ROUTE

The seatbelt sign will be left on until the deck angle and smooth air conditions are achieved. The NO SMOKING SIGN "OFF" is used as a signal for when it is safe for the Flight Attendant to move about the cabin whether on ground, before takeoff, enroute or during the landing phase. (Gulfstream only)

When the PM dials in new altitude assignments on the altitude alerter, he will leave his finger on the dial until the PF acknowledges the new altitude assignment.

In the event the PF was "off frequency" while any changes were requested by ATC, upon return "on frequency", verification of the change will be made DIRECTLY with ATC, in a timely fashion.

The PM or PF will call out "FI XX for FL XX or QNH altitude for QNH Altitude from the assigned altitudes. The PM or PF will acknowledge the call out in a like manner.

The PM will advise the PF prior to leaving the primary assigned frequency (e.g. to obtain ATIS or to call the FBO); the PM will report to the PF when back on the primary assigned frequency.

The PF will advise the PM of any changes (e.g. new altitude or heading assignments) that occurred while the PM was off frequency.

Prior of reading any pertinent weather information obtained (e.g. arrival ATIS), the PM will ASK the PF if he is ready to listen to that information.

17 - POSITIVE TRANSFER OF CONTROLS

A normal, non-emergency, transfer of controls will conform to the following sequence:

A. PF will state, "You have the controls" while retaining his hands on the controls.

B. PM will state, "I have the controls" while placing his hands on the controls.

When the autopilot is engaged, a verbal "You have the autopilot" and "I have the autopilot" exchange is still necessary so as to ensure that there is never any doubt as to which crew member is responsible for maintaining control of the airplane.

When a positive transfer of controls is completed, the former PF should advise the new PF of the current course / heading and altitude assignment.

Flight crews will prepare for an instrument approach when a visual approach is planned in night VMC, or whenever IMC might be encountered.

Approach Chart. Preparation should include having open and readily usable the best instrument approach chart, if one is published, in accordance with the operator's approved training program and operating procedures. A precision approach is the best selection; any approved approach providing precision-like vertical guidance to the pilot is a desirable second-choice selection, such as FMS with VNAV capability; any other approach is the least desirable selection.

Briefing: The Approach Briefing should be conducted BEFORE the beginning of: the final descent and/or prior crossing FL180, whichever come first. Such a briefing should include at least the following elements:

- Frequency of the approach nav aids
- Final approach course
- Glideslope (GS) altitude at GS intercept, or
- Crossing altitude at the final approach fix (FAF)
- Decision altitude or height DA(H); or
- Minimum descent altitude (MDA) and missed approach point (MAP)
- Initial heading and altitude for the missed approach procedure

Navigation Radios: Preparation should include tuning and identifying approach nav aids, and setting the appropriate approach course.

Stabilized approach will be established prior to landing. To be considered stabilized the aircraft will be in the landing configuration with all appropriate checklist procedures completed.

18.1 Instrument Meteorological Conditions

Stabilized approach criteria, is reached prior to 1,000 above ground level.

18.2 Visual Meteorological Conditions

Stabilized approach criteria, is reached prior to 500 above ground level.

19 – INTENTIONALLY LEFT BLANK

20 - INSTRUMENT APPROACH

NO PILOT MAY BEGIN AN INSTRUMENT APPROACH TO AN AIRPORT UNLESS HE HAS THE WEATHER SERVICES AND WEATHER CRITERIA LISTED IN FAR PART 91.

On an instrument approach, the PF will maintain his focus on the instruments while the PM divides his attention between looking outside for visual clues and looking at the instruments in order to make the required call-outs.

The following altitude call-outs will be made by the PM on an instrument approach:

“1000 to minimums”

“500 to minimums”

“100 to minimums”

The following deviations will be called out if observed by the PM when conducting any type of approach: 1 dot deviations, 1 dot glide slope deviations, and airspeed deviations of 10 knots from target airspeed.

The PF will respond to deviation call-outs by correcting the situation and stating, “correcting”. If the PF does not respond to two consecutive deviation call-outs, the PM should consider taking over the controls as the PF may be incapacitated.

21 - TRANSITION TO VISUAL

“Approach Lights in Sight”: means that the PM can see the approach lights but otherwise cannot see the runway environment. The PF should remain on the instruments, but can legally descent to TDZE + 100 feet.

“Runway in Sight”: means that the PM can see the runway environment. Upon hearing this call-out, the PF should look up and transition to visual. The PF should call-out “Landing or Runway in Sight” when he transitions from looking inside to looking outside.

The following altitude call-outs will be made by the PM when proceeding visually for landing:

“1000 to the field, REF plus _____, sink rate _____”

“”

22 - CLEARED TO LAND

The following technique shall be used as a reminder that you are cleared for landing: TAXI LIGHT ON.

The PF should ensure all checks are completed prior to landing by prompting the PM by stating “Landing Checks Complete” and “Cleared To Land”.

23 - CREW TCAS PROCEDURES

The TCAS unit should be switched on as soon as the aircraft is in position on the runway for takeoff, as per the Before Takeoff checklist.

Sensor position is to be set on “Above” during the climb phase of the flight until cruise level has been reached. While in cruise, sensor position and range can be changed as required to achieve the most of the equipment capability based on the traffic present along the route of flight.

Upon initiating the final descent, the same procedure should be followed in order to optimize the unit capability and prevent over or under target display.

Attention should be directed to the different level of threat displayed on the TCAS screen by color coding and direction arrows. This in order to foresee potential conflicts well before a TA or RA should be generated.

If such alerts should become reality, the crew shall respond to a TA by trying to identify visually the correct aircraft that caused that alert. Advising ATC is recommended. If a RA should take place, the autopilot should be disengaged and prompt but smooth action should follow the visual/audio TCAS advisory.

On the G450, GIV and G300 aircraft, the TCAS unit senses when ascending or descending, and adjusts automatically.

Such action must be taken even if contrary to ATC assigned directions. The maneuver should be continued until clear of conflict. Effort should be made to notify ATC as soon as possible of the RA and the required evasive action taken. Return to the original flight path in a smooth and prompt manner.

For TCAS operation in conjunction with PRM approaches, refer to the appropriate procedure.

28 - IFR OPERATIONS

28.1 Operating Limitations

Except as provided in this paragraph, Company aircraft will not operate under IFR outside of controlled airspace or at any airport not having an approved standard instrument approach procedure. Company aircraft may operate under IFR outside of controlled airspace with the pre-authorization of the Director of Operations/Chief Pilot and the concurrence of the Pilot in Command

28.2 Takeoff Limitations

The PIC may initiate a takeoff IFR when weather conditions are at or above takeoff minimums but below authorized IFR landing minimums if there is an alternate airport within 1 hour's flying time (at normal cruising speed in still air) of the airport of departure.

28.3 Destination Airport Minimums

The Pilot in Command will determine, prior to takeoff under IFR or beginning an IFR or over-the-top operation, that the latest weather reports or forecasts or any combination of them, indicate that the weather conditions at the estimated time of arrival at the next airport of intended landing will be at or above authorized IFR landing minimums.

28.4 Alternate Airport Requirements

Before departing when IFR conditions are forecast the PIC will ensure he has enough fuel (considering weather reports or forecasts or any combination of them) to comply with alternate weather requirements to arrive at the alternate with 45 minutes of fuel at normal cruise.

29 - LANDING LIMITATIONS – ALTERNATE AIRPORTS

No pilot may select an airport as an alternate airport for a turbine engine powered large transport category airplane unless that airplane, at the weight anticipated at the time of arrival, can be brought to a full stop landing within 80 percent of the effective length of the runway for turbojet airplanes, from a point 50 feet above the intersection of the obstruction clearance plane and the runway.

30 - REPORTING HAZARDOUS CONDITIONS

The Pilot in Command will report any hazardous meteorological conditions encountered in flight to ATC as soon as practical. He will also relay this Charter Communications operations as soon as possible after the flight.

In addition,
any Nav aids that may become unreliable will also be reported to ATC.

31 - FLIGHT AND DUTY TIMES LIMITATIONS

“ON DUTY TIME”: A crewmember is considered “On Duty” from the time they arrive at the airport for a flight assignment (usually 1 hour prior to scheduled departure time) until 30 minutes after completion of the flight or flight segment. “On Duty Time” shall not be scheduled to exceed 14 hours or 16 hours under special circumstances in Duty time limitations.

A. The 1 hour prior to scheduled departure show time may be waived by the Flight Follower if any of the following conditions are met:

1. The aircraft has recently returned from a trip and the previous flight crew’s post flight has prepared it for the next flight.
2. A qualified crewmember has completed a pre flight of the aircraft.
3. A qualified crewmember has received the appropriate weather briefings for the trip.
4. A qualified crewmember has filed the appropriate flight plans.
5. The flight is a continuation of a flight with the same crew and all pre flight duties can be completed in conjunction with the post flight at the end of the preceding flight segment.
6. A qualified crewmember will provide the arriving flight crew with a briefing on the aircraft status, trip and weather conditions before departure.

32 - DUTY EXTENSION DUE TO UNCONTROLLABLE DELAYS

If delays are encountered due to uncontrollable situations such as weather, traffic, maintenance, late passenger or such and the trip it can continue beyond the normal flight/duty time limits. Appropriate adjustments will be made to the rest period required following such events.

33 - DUTY EXTENSION DUE TO SCHEDULE CHANGE

If passenger’s schedule change results in an extension of crew duty time, decision to continue the current trip will be based on the timing of the change. If it

happened BEFORE or AFTER the crew reported for duty. As an additional issue, also addressed by the D.O., Chief Pilot is the consideration of the impact caused by the new flight/duty schedule on the Flight Crew.

34 - OPERATION LIMITATIONS – MOUNTAIN AIRPORTS

The following are the parameters that will be used by All of Charter Communication crews:

The Captain must have operating experience into that location as a captain in that type of aircraft or the candidate will be thoroughly briefed PRIOR to the actual flight by the Chief Pilot or Director of Operations

35. APPROACH MINIMUMS

A. **ILS** - The PIC shall not begin a Cat. I ILS while on a Part 91 flights if the weather conditions present at time of reaching the FAF (Final Approach Fix), are being reported BELOW Cat I minimum.

36 - CREW PAIRING CRITERIA

No Flight Crew composed of a Captain and a First Officer, shall be dispatched for a flight unless:

- CAPTAIN: at least 500 hours as PIC in type with six month recurrent in the G-IV or HS 125
- FIRST OFFICER: A current G-IV or HS 125 type rating with recurrent within the last 12 months or comparable experience approved by the Chief Pilot

37 - INITIAL OPERATIONAL EXPERIENCE (IOE)

Among other requirements a Company Line Captain candidate must meet before being allowed to be released as PIC , a MINIMUM of twenty-five (25) hours of IOE shall be performed under the supervision of a company qualified Captain. The latter will report to the Director of Operations with the result of his observations about the progress or lack of, with regard the candidate.

This will apply to a current and qualified Captain meeting all other company requirements. The Director of Operations reserves the right to waive this parameter on a case-to-case basis.

POST FLIGHT PROCEDURES

This section contains procedures for aircrews at the completion of a flight. These procedures start at the end of the shutdown checklist.

1 - DEPLANING PASSENGERS

Upon opening the aircraft door assist passengers as needed. If baggage is unloaded through the cabin take precautions in not damaging the interior of the aircraft. A flight crewmember should stand at the BOTTOM of the stairs while passengers are deplaning if possible.

If passenger transportation is not waiting assist the passengers by arranging a car service, hotel transportation or taxi.

2 - CLEANING THE AIRCRAFT

At the end of a flight the aircraft will be prepared for the next departure.

The aircraft will be cleaned as much as possible by the crew and restocked.

If particular items are to be addressed and require specific services (example: carpet cleaning, exterior washing or other detail work), the crew will notify the Director of Operations.

2.1 Interior

After passengers have departed, clean the aircraft cabin by picking up papers, vacuuming and polishing the cabin/galley. If aircraft services are available from the FBO, utilize them if necessary. Also, restock the aircraft with the necessary standard items. Do NOT leave the aircraft unattended if a "Lavatory service" is to be performed.. The Pilots should support their Flight Attendant in assuring the aircraft is cleaned and properly stocked. The Flight Attendant will communicate to their Pilots her/his needs. They will ask the PIC permission to perform any actions that could interfere/effect with the operation of the aircraft and/or the schedule. In any case the aircraft shall be left in ready condition to be delivered to another crew at a moments notice. For this reason, no personal items are to be left inside the aircraft once the crew finishes their assignment in that particular aircraft.

2.2 Exterior

Aircrews will perform a post flight walk around. Wipe down surfaces as needed. Take note of any excessive oil streaking, loose fasteners or other unusual conditions. Tire conditions are to be verified. Engine covers and all other protective equipment shall be put in place. Security Tape/Torque Seal will be used as deemed by the PIC, the Director of Operations and/or the Chief Pilot.

3 - REQUIRED PAPERWORK

All paperwork is to be completed by flight crews as soon as possible. Use of ball point pen is required to fill out all documents.

3.1 Flight Log

The flight log form will be completed at the end of each flight day if no discrepancies occur.

If a discrepancy is encountered on a flight or discovered before the flight the flight crew will write-up the discrepancy. If able perform the required procedures as per the MEL and complete the appropriate sections on the MEL.

If not able to defer per the MEL the discrepancy must be corrected prior to the next flight. Write-up the item and have the mechanic write up the corrective action and sign the flight log Airworthiness Release after correcting the discrepancy, returning the aircraft to service.

3.2 Flight Completion (company SOPs)

Upon the completion of a flight (every leg) a pilot or mechanic will walk around the aircraft and, visually look for any possible mechanical problems developing. Special attention shall be focused on the tires, and moving areas (flaps, ailerons, reversers, elevator and rudder) for possible damage and or noticeable leaks.

Upon the completion of a days flying and shutting down the aircraft the following procedures will be done:

Evaluate the upcoming temperatures during the time the aircraft will be parked (for freezing temps, strong wind's, dusty environments) and secure the aircraft accordingly, and perform a post flight inspection. This will always include checking the oil levels in the engines.

The crew or personnel designated by the PIC will perform a post flight, noting any discrepancies, and contacting Director of Maintenance or the designated personnel if any are found. The flight log will be completed, and reviewed for mistakes. The flight log shall be sent via fax, email, text or verbal (in order of priority) to the office at the completion of every duty day. If it is not Faxed, or emailed then the PIC is responsible to insure that the office receives the flight log in this format in a reasonable amount of time for the permanent record keeping of the aircraft. The PIC will assure that the aircraft is ready for an immediate departure before leaving the aircraft.

4 - SECURING THE AIRCRAFT

Once aircrews have completed a post flight:

1. **Hangar:** Aircrews will lock and ensure the aircraft is chocked. The parking brake will not be used so that line service may move the aircraft as required.
2. **Outside:** Aircraft left outside, ensure the aircraft is locked, gust lock installed and engine covers donned.

DRESS CODES AND POLICIES

All Charter Communication flight crew members are to dressed in a company supplied and approved apparel while on duty. Short-sleeved shirts are appropriate for warmer weather and long sleeved shirts for cooler weather and climates.

When off duty but on Charter Communication trips or traveling on commercial transportation for company travel a casual but clean, neat and professional appearance must be maintained. The same dress code applies to attendance at company functions and training events.

OTHER

USE THE FULL CALL SIGN AT ALL TIMES IN EUROPE, AFRICA AND OTHER NON – US AREAS. THIS INCLUDES THE USE OF “N” ON ALL RADIO CALLS

ESTABLISH CONTACT IN THIRD WORLD AREAS WITH FULL CALL SIGN ONLY

END

