

CGA PHOENIX AIRCRAFT MISHAP/ OCCURRENCE RESPONSE PLAN

ADDENDUM #1

CGA Phoenix SAFETY MANAGEMENT SYSTEM MANUAL

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I AIRCRAFT MISHAP/OCCURRENCE RESPONSE PLAN
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GLOSSARY

- **Company:** The business entity known as CAE Global Academy Phoenix (CGAP), it's employees, customers/clients, real property, aircraft, surface vehicles, and leased property under it's control.
- **Occurrence:** An event in which the safety of flight is seriously jeopardized, damage to the airframe is not incurred, and/or which may involve pilot deviations or serious violations of domestic or international aviation regulations. Includes such events as ruptured or flat tires where aircraft retrieval may be required or which may affect the flow of aerial or surface traffic.
- **Investigator:** The person or persons designated as the principal individual with the responsibility of investigating mishaps/occurrences involving CGA Phoenix aircraft.
- **Mishap:** An occurrence in which damage to an aircraft is incurred that renders the aircraft un-airworthy or unsafe for flight and which requires repair or further maintenance before the aircraft can be returned to service. Does not include such minor damage to the airframe such as scraped paint, minor skin damage not requiring repair, ruptured or flat tires.
- **Overdue Aircraft:** Any CGAP flight operation which is more than 2 hours past it's originally scheduled, amended, or flight plan return time, and which has not contacted CGAP Dispatch with an updated ETA.
- **Response Team:** Members of CGA Phoenix who have, or who may be assigned, the authority and/or responsibility of responding to a mishap or occurrence.

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INTRODUCTION

1. Purpose

- The purpose of the CGA Phoenix aircraft Mishap/Occurrence Response Plan is to establish procedures and assign responsibilities for the response to and proper investigation of mishaps and occurrences involving CGA Phoenix training aircraft.

2. Responsibility

- It shall be the responsibility of all CGA Phoenix employees and students, engaged directly or indirectly in duties and activities related to response and investigation of mishaps or occurrences involving CGAP aircraft, to comply with the provisions of this plan.

3. Authority

- Unless otherwise approved or authorized by the CEO or Managing Director, CGAP employees responding to or engaged/involved directly or indirectly with response and investigation of mishaps or occurrences of CGAP shall deviate from the provisions of this plan only when necessary to prevent further injury, property damage, or loss of life.

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MISHAP/OCCURRENCE RESPONSE ELEMENTS

1. Activation

A. The CGA Phoenix aircraft Mishap/Occurrence Response Plan may be activated when any CGAP company employee becomes aware of a mishap/Occurrence involving company aircraft.

1. Mishap: The plan shall be activated upon any mishap or situation involving damage to a company aircraft.

2. Occurrence: The plan may be activated when an Occurrence is deemed to constitute a serious threat or breach of Flying Safety, Federal Aviation Regulations, or company operating policies and procedures, or an CGAP aircraft is overdue.

B. Level of activation/response shall be determined by such factors as:

1. Amount of apparent damage

2. Degree to which Safety of Flight has been compromised

3. Overdue aircraft

4. Determination by one of the following that plan should be activated:

a. Managing Director/CEO

b. Safety and Quality Manager

c. FAR141 Chief Flight Instructor

d. Director of Operations

e. Director of Maintenance

f. Request by official representative of customer/client

2. Notification

A. It shall be the responsibility of all CGA Phoenix employees and students, to make proper notification of a mishap, Occurrence or overdue aircraft upon becoming aware of such an occurrence. In such cases involving a company aircraft, notification shall be made in the following order of priority:

1. Sabena Dispatch

2. CGA Phoenix Manager of Safety and Quality

3. FAR 141 Chief Flight Instructor (FAR 141 students only)

4. Managing Director/CEO

5. Director of Operations

6. Director of Maintenance

7. Customer/Client Operations Manager/Supervisor or Representative

8. Asst Chief Flight Instructor/141 (FAR 141 Students only)

B. A "Call List" shall be developed, maintained, and distributed to ensure that each member of the priority list above is notified about mishaps involving company aircraft. When Sabena Dispatch is operating, Dispatch shall be designated as the principal communications center until a Mishap Response Command Center is established. If Sabena Dispatch is not operating, the Safety and Quality Manager or FAR 141 Chief Instructor shall act as a Communications Coordinator to ensure all pertinent information has been disseminated to the members of the "Call List".

C. In all cases involving damage to company aircraft, the Safety and Quality Manager shall be notified by either Sabena Dispatch, the flight crew or by Sabena Maintenance of the following:

1. Location of the mishap/Occurrence

2. Names and class (if known) of the flight crew

3. Aircraft make and model

4. Airworthy status of the aircraft if known

5. If injuries have been sustained

3. Crisis Team
 - A. Upon receipt of notification of a mishap involving CGAP aircraft in which personal injury, fatality, or substantial damage has occurred, the Managing Director, or in his/her absence the Safety and Quality Manager may activate the Crisis Response Team. In cases involving damage rendering company aircraft un-airworthy and necessitating surface retrieval, it will be the option of the Crisis Team Lead to activate the Crisis Response Team. The Crisis Response Team shall be responsible for responding to the mishap. The team shall consist of the following:
 1. Team Leader: Managing Director
 2. Alternate Team Leader: Safety and Quality Manager (in case of Managing Director absence)
 3. Team Members:
 - a. Safety and Quality Manager
 - b. FAR 141 Chief Instructor or designate
 - c. Director of Operations or designate
 - e. Director of Maintenance or designate
 - g. HR Administrator or designate
 - f. Customer/client representative (to be designated to CGAP)

 - B. A Command Center will be designated when the Crisis Response Team has been activated. The Primary Command Center will be the Meeting Room (A-22) of CGA Phoenix. The Secondary Command Center will be the office of the Safety and Quality Manager (A-31) of CGA Phoenix. See the attachment for the "Call List" for the extensions for these offices.

4. Investigation of Mishaps/Occurrences
 - A. The primary Mishap Investigator for Mishaps/Occurrences involving company aircraft shall be the Safety and Quality Manager. The Alternate Mishap/Occurrence Investigator shall be the FAR 141 Chief Instructor. The Safety and Quality Manager and/or the CEO/Managing Director of CGAP may designate Assistant Mishap Investigators. The Safety and Quality Manager shall conduct training in Mishap Investigation for Assistant Mishap Investigator as necessary and convenient.

 - B. In cases involving mishaps of CGAP aircraft in which injury, fatality, or substantial damage (defined as reportable mishaps under NTSB Part 830) is incurred, an CGAP Board Of Investigation shall be convened. The board shall liaise with the national investigating authority (FAA/NTSB) and provide assistance to the national investigating authority as necessary. The Board of Investigation shall consist of the following:
 1. Board Chairman: Managing Director
 2. Safety and Quality Manager
 3. FAR 141 Chief Instructor or designate
 4. Director of Operations or designate
 5. Director of Maintenance or designate
 6. Customer/client representative (to be designated to CGAP)

5. Staff Action

A. In cases of mishaps of CGAP aircraft in which bodily injury, fatality, or substantial damage has occurred, CGAP shall ensure that the following actions are accomplished and limitations observed:

1. Sabena Dispatch: notification and communications/coordination, referral of inquiries to Crisis Team Lead or Manager of Safety and Quality, open Mishap/Occurrence Report Log and give to Manager Safety and Quality when closed.
2. Reception: refer all media and public/personal inquiries to Crisis Team Leader or Safety and Quality Manager.
3. Managers/Directors: maintain good order within their departments, attempt to control/dispel rumors, refer all inquiries to Crisis Team Lead or Manager of Safety and Quality.
4. Flight Instructors: assist members of the Crisis Team as may be requested by the Crisis Team Lead or other members of the Crisis Team, control/dispel rumors, refer all inquiries to Crisis Team Lead, or Safety and Quality Manager .
5. Students: refer all inquiries to Crisis Team Lead or Manager of Safety and Quality, if not required to assist in response, remain inside building or clear of mishap site.

6. Mishap Response Kit

A. A Mishap Response Kit, to be used by CGAP Mishap/Occurrence investigators and/or the Crisis Response Team, shall be assembled and maintained by the Safety and Quality Manager. The Mishap Response Kit shall be located in Sabena Dispatch, and secured to prevent theft or pilferage. Keys to the kit shall be assigned to the following personnel:

1. Managing Director
2. Safety and Quality Manager
3. FAR 141 Chief Instructor
4. Director of Operations
5. Director of Maintenance

B. The kit shall consist of the following minimum contents:

1. Medium to high resolution digital camera and spare batteries
2. Miniature digital/cassette audio tape recorder
3. 50 ft tape measure
4. Roll of "Caution Tape"
5. Note pads
6. Pens and pencils
7. Heavy work gloves
8. Short range "walkie talkies"
9. Dust masks or paint respirators

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CGA PHOENIX DISPATCH/RECEPTION MISHAP/OCCURRENCE/OVERDUE AIRCRAFT RESPONSE

CGAP DISPATCH OR RECEPTION RECEIVES NOTIFICATION OF A MISHAP INVOLVING SERIOUS DAMAGE TO COMPANY AIRCRAFT OR INJURY/DEATH (OVERDUE AIRCRAFT USE OTHER SIDE)

PERSON TAKING REPORT OBTAINS THE INFORMATION INDICATED BELOW

Name of person reporting	
Position/Title	
Telephone #	
Address	
Fatalities/Injuries	
Damage	

AFTER TAKING INFORMATION, CONTACT AT LEAST ONE OF THE FOLLOWING AND OPEN LOG ON REVERSE (CALL 911 IF EMERGENCY IN PROGRESS):

DURING BUSINESS HOURS:

Safety and Quality Manager	Ext. 141
FAR 141 Chief Instructor	Ext. 164
Center Director	Ext 130
Director of Maintenance	Ext 133
Chris Haber KLS SE Training Manager	Ext 104
SFA Chief Instructor	Ext 240
NLS Chief Instructor	Ext 150
CAE POC Lou Nemeth or Greg Evans	

AFTER BUSINESS HOURS

Mobile: See Standing Order Home: 623-935-5017
Mobile: See Standing Order Home: See Standing Order
Mobile: See Standing Order
Mobile: See Standing Order
Mobile: 480-516-7573
Mobile: See Standing Order
Mobile: See Standing Order
Mobile: 704-488-0404 Office: 972-456-8212

CGA PHOENIX DISPATCH/RECEPTION MISHAP/OCCURRENCE/OVERDUE AIRCRAFT RESPONSE

DATE/TIME:

PERSON(S) CONTACTED & TIME

CGAP:

CAE:

FIRE:

POLICE/SHERIFF/DPS/FBI:

FAA/NTSB:

ADDITIONAL DETAILS:

ADDITIONAL INSTRUCTIONS:

MEDIA INQUIRIES

DO NOT GIVE OUT ANY INFORMATION TO THE MEDIA! REPLY TO ANY MEDIA INQUIRIES WITH THE FOLLOWING:

“I AM UNABLE TO PROVIDE ANY INFORMATION CONCERNING OCCURRENCES INVOLVING SABENA AIRCRAFT. FOR FURTHER INFORMATION CONTACT”:
_____ (to be provided by CEO/Team Lead/Safety).



CGA PHOENIX FLIGHT CREW/EMPLOYEE AIRCRAFT MISHAP/OCCURRENCE REPORTING PROCEDURE

ANY CGAP FLIGHT CREW OR EMPLOYEE WHO IS INVOLVED IN OR BECOMES AWARE OF A MISHAP OR SERIOUS OCCURRENCE AFFECTING ANY CGAP AIRCRAFT SHALL CALL ONE OF THE FOLLOWING:

CGAP DISPATCH
480-948-4515 Ext. 1
or
CGAP toll free # 1-877-948-4515
or
123.300 VHF radio
or
CGAP Safety # 480-948-4515 Ext 141
602-799-3544

REPORT THE FOLLOWING INFORMATION:

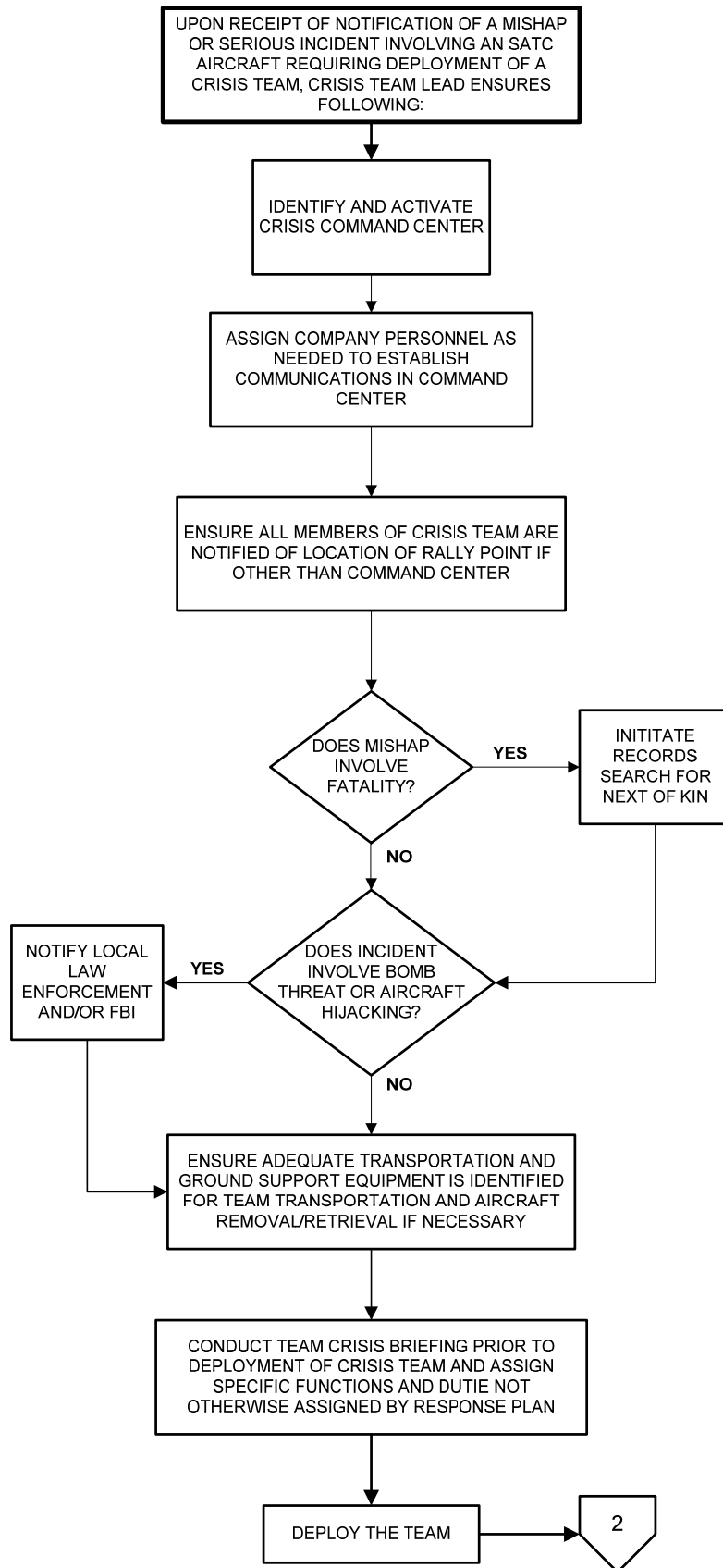
NAME AND DEPARTMENT/CLASS #
LOCATION
TELEPHONE NUMBER
FATALITIES/INJURIES IF KNOWN
DAMAGE OR AIRCRAFT CONDITION

IN ADDITION TO MAKING THE REPORT, ENSURE THE FOLLOWING (IF APPLICABLE):

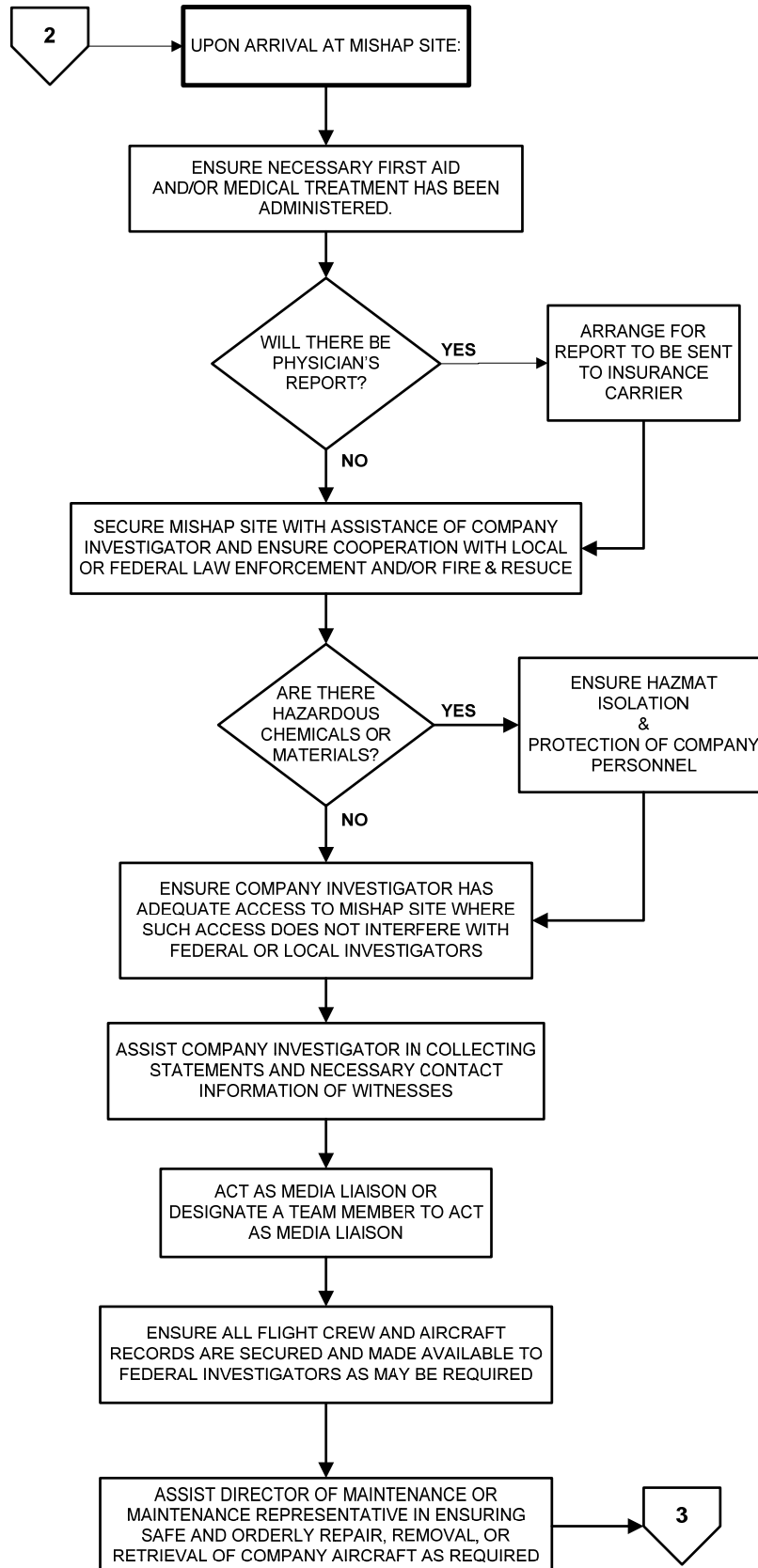
1. ADMINISTER FIRST AID IF NEEDED
2. CALL 911 IF THERE ARE SERIOUS INJURIES, FIRE, FATALITIES OR OTHER SERIOUS EMERGENCY; REPORT LOCATION AND NATURE OF SITUATION/EMERGENCY
3. IF A MISHAP INVOLVING SUBSTANTIAL DAMAGE HAS OCURRED, SECURE THE SCENE UNTIL RELIEVED BY LOCAL LAW ENFORCEMENT OR FIRE/RESCUE
4. COOPERATE WITH LOCAL OR FEDERAL LAW ENFORCMENT AND PRESENT PILOT/ MEDICAL CERTIFICATES AND DRIVER'S LICENSE IF REQUESTED
5. **DO NOT MAKE ANY STATEMENTS TO NEWS MEDIA ! REFER ALL MEDIA REQUESTS TO CGAP OFFICIALS. DO NOT MAKE ANY VOLUNTARY STATEMENTS TO LOCAL OR FEDERAL INVESTIGATORS UNLESS CGAP OFFICIALS ARE PRESENT**

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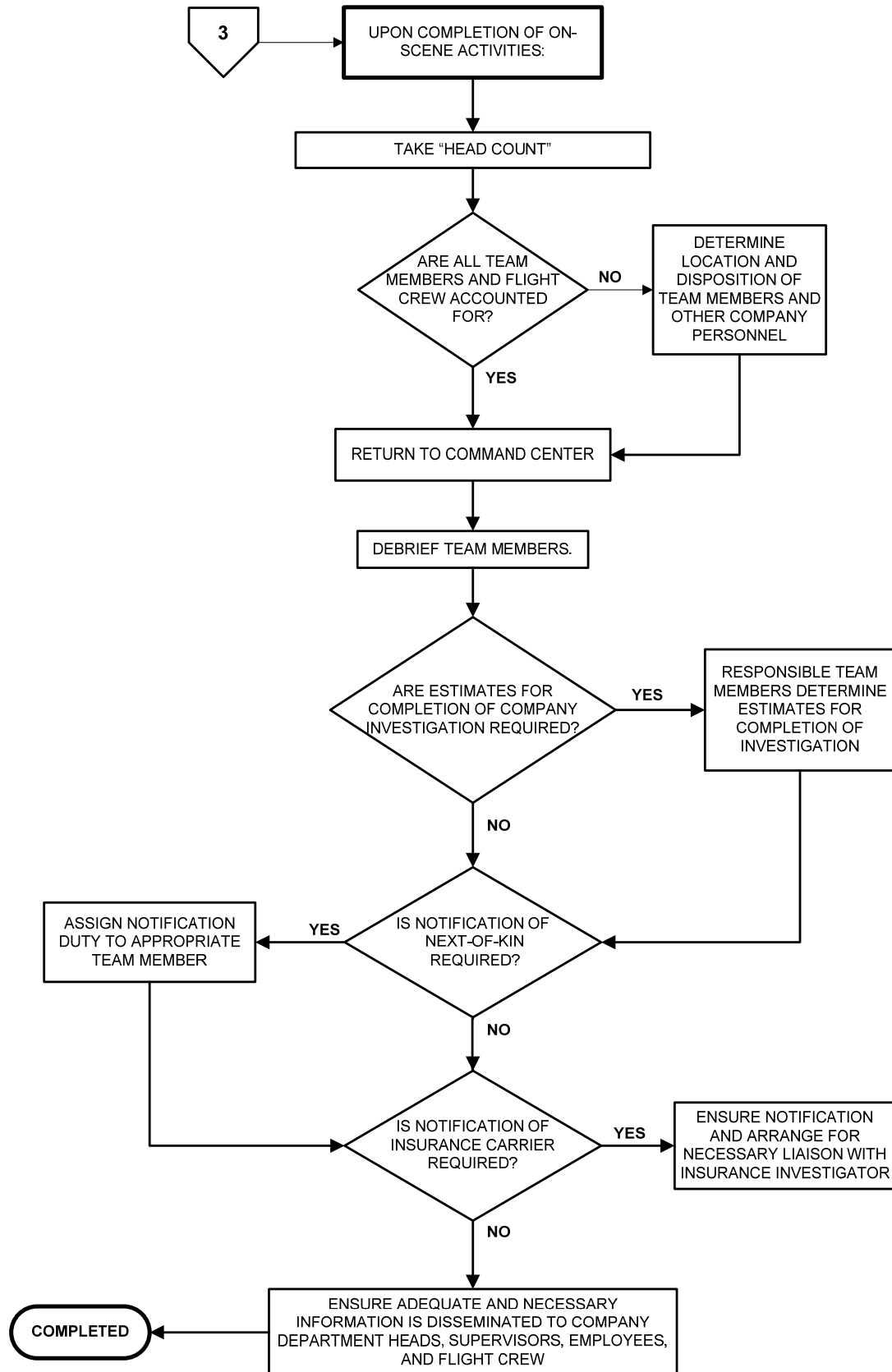
CGAP CRISIS TEAM LEAD MISHAP/OCCURRENCE RESPONSE PROCEDURE



CGAP CRISIS TEAM LEAD MISHAP/OCCURRENCE RESPONSE PROCEDURE (CONT'D)

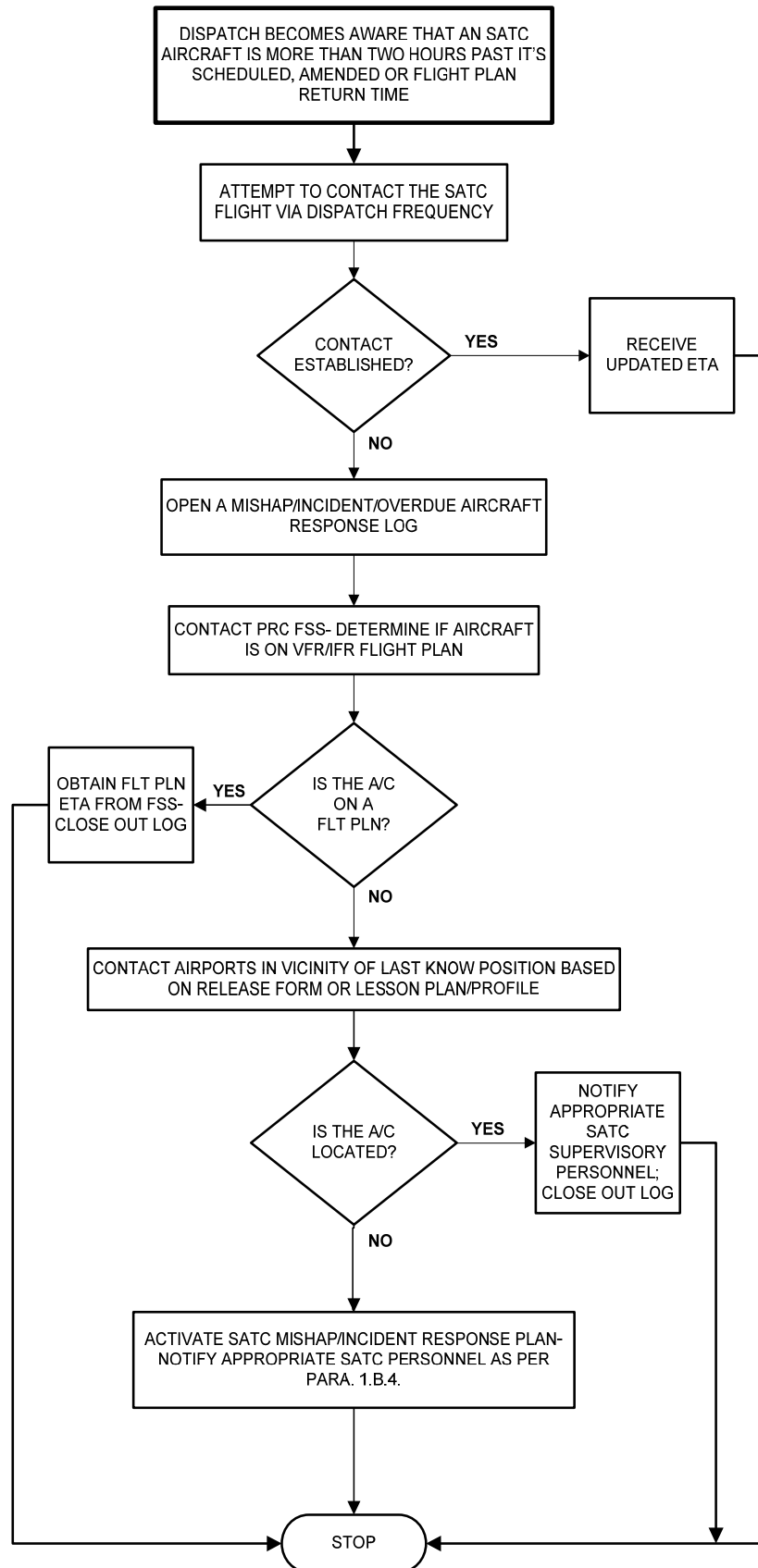


CGAP CRISIS TEAM LEAD MISHAP/OCCURRENCE RESPONSE PROCEDURE (CONT'D)



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CGAP OVERDUE AIRCRAFT NOTIFICATION & RESPONSE PROCEDURE



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Full Throttle Flight Training

