WINGS AIRWAYS

Operations Manual

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Chapter 8 OPERATIONAL CONTROL

CHAPTER 1

COMPANY POLICIES AND ORGANIZATION

A. PURPOSE OF DISTRIBUTION OF OPERATIONS MANUAL

1. The Operations Manual describes the policies and procedures that Wings Airways will use to conduct flight operations. The manual meets the requirements of FARs 135.21 and 135.16. The duties and responsibilities of flight crew, operations, and maintenance personnel are described in the manual, as well as the organization and management of Wings Airways. The procedures in the Operations Manual shall be adhered to by all employees involved in flight operations.

2. All employees are encouraged to submit any constructive suggestions, which will improve the value of the operations manual.

3. The operations manual is distributed as follows:
   a. The master copy of this manual will be maintained at the Juneau base of operations by the Director of Operations.
   b. A copy of the operations manual will be made available to all employees via the employee website (www.mywingsairways.com).
   c. A copy of the operations manual will be furnished to the FAA FSDO.
   d. Copies of the operations manual will be carried in each aircraft.
   e. A copy of the operations manual is located in the office of the Director of Maintenance.

4. The Director of Operations will number each copy of the operations manual and maintain a record of distribution of the manual by copy number.

CHAPTER 1

COMPANY POLICIES AND ORGANIZATION

B. REVISIONS

1. Revisions to the operations manual will be made and inserted in each manual by the Director of Operations.

2. The Director of Operations shall insure that applicable employees are made aware of and familiar with each revision. This will be accomplished through notices on bulletin boards and/or read files.

3. A list of effective pages will be included in each operation manual. This list will show revisions by number and the date the revision was effective.

4. Each page of the operations manual will show, in the upper right corner, the revision, the page number and the revision date. Each revised paragraph will be indicated by a vertical line in the right margin.

C. COMPANY POLICY

1. Wings Airways strives to provide the traveling public with the best in charter air service. Competent and properly trained personnel, performing all duties in a professional, business-like manner are crucial to the success of this company.

2. To maintain the highest possible levels of safety, all personnel must perform their duties in accordance with the procedures set forth in this operations manual, operation specification and in compliance with all applicable regulations.

D. OPERATIONS AUTHORIZED

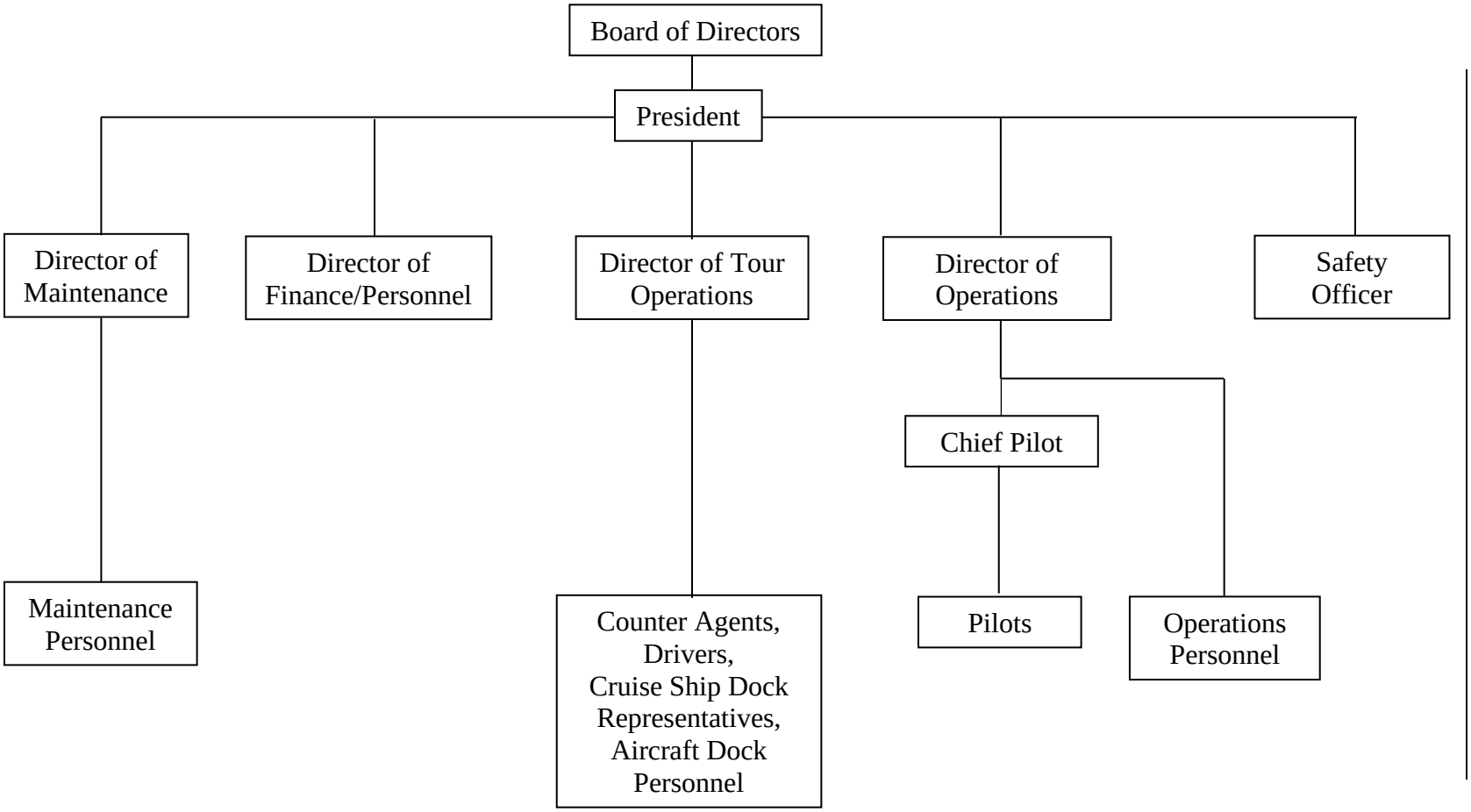
1. Wings Airways is authorized to conduct air taxi operations as an air carrier engaged in air transportation in accordance with the applicable provisions of the Federal Aviation regulations and the terms, conditions and limitations contained in the operation specifications issued by the FAA. The following operations are authorized for aircraft type certified for single-engine operations.
   a. ON-DEMAND CHARTER
      Airplane Single-Engine Sea, VFR Day, Passenger and Cargo
   b. AREA OF OPERATION
      The 48 contiguous United States and the District of Columbia; the State of Alaska; and Canada.

CHAPTER 1

COMPANY POLICIES AND ORGANIZATION

E. COMPANY ORGANIZATION

1. Organizational Chart



CHAPTER 1

COMPANY POLICIES AND ORGANIZATION

F. DUTIES AND RESPONSIBILITIES OF MANAGEMENT PERSONNEL

1. This section sets forth the specific duties, responsibilities and authority of the management personnel below the level of President. A listing of personnel filling the management positions is given in Section 1-G. In the absence of the Director of Operations or Chief Pilot one of the remaining persons will assume the duties of the absent person. In the absence of the Director of Maintenance, the most senior mechanic will assume the duties of the Director of Maintenance.

   a. Director of Maintenance

      The Director of Maintenance is responsible for the following functions:

      - Overall maintenance supervision
      - Maintenance scheduling, in coordination with operations personnel
      - Maintenance record keeping
      - Maintenance reporting
      - Maintenance personnel hiring and training
      - Weight and balance reports
      - Parts acquisition and stocking
      - Assignment of maintenance personnel duties
      - Final authority for airworthiness determinations
      - MEL management (jointly with Director of Operations)
      - Aircraft fueling system maintenance
      - Fueling Manual
      - Maintain quality assurance program
      - Maintain maintenance training program
      - Other duties as assigned by management

   b. Director of Operations

      The Director of Operations is responsible for the following functions:

      - Supervisor for all flight operations
      - Supervisor of operations personnel
      - Supervisor of Chief Pilot
      - Operations Manual maintenance and revisions
      - Regulatory compliance supervision
      - Aircraft emergency supervision
      - Flight crew scheduling
      - MEL management (jointly with Director of Maintenance)
      - Other duties as assigned by management

CHAPTER 1

COMPANY POLICIES AND ORGANIZATION

c. Chief Pilot

The Chief Pilot is responsible for the following functions:

- Flight crew hiring and supervision
- Training supervision
- Training and flight crew records
- Check airman supervision
- Training scheduling
- Other duties as assigned by management

d. Safety Officer

The Safety Officer is responsible for the following functions:

- Emergency Response Plan revisions
- Accident / Incident Investigations
- Safety Hazard Report investigating and recommendations
- Safety audits
- Chairs safety committee meetings

CHAPTER 1

COMPANY POLICIES AND ORGANIZATION

G. MANAGEMENT PERSONNEL

President	Holly A. Johnson
Director of Operations	Wayne A. Love
Director of Maintenance	Donald A. Bach
Chief Pilot	Arne L. Johnson
Director of Tour Operations	Samantha Greene

H. COMPANY TELEPHONE NUMBERS

Juneau, Alaska
Maintenance — (907) 957-0825
Administration — (907) 586-6275

I. PILOT RECORDS

Wings Airways will store and maintain pilot records at the base of operations located at:
8421 Livingston Way
Juneau, AK 99801

J. VISION STATEMENT

Providing the most memorable and authentic Alaskan experiences.

K. MISSION STATEMENT

Build upon our reputation as a safe and forward-thinking seaplane company offering glacier flightseeing and journeys to the historic Taku Glacier Lodge.

CHAPTER 2

PERSONNEL QUALIFICATIONS AND DUTIES

A. OPERATIONS PERSONNEL

1. QUALIFICATIONS:
   a. Ability to serve the public.
   b. Ability to correctly use all required company forms, and follow company procedures.
   c. Ability to schedule aircraft and evaluate factors affecting scheduling.
   d. Ability to secure and evaluate weather reports.
   e. Must have received training and be knowledgeable of Wings Airways' Operation Specifications and General Operations Manual.
   f. Complete required initial and/or recurrent training as provided in the training program.

2. DUTIES:
   a. Daily aircraft and flight crew scheduling.
   b. Monitor pilot flight and duty time records to ensure that flight and duty times are not exceeded.
   c. Aircraft flight following as described in Chapter 3 of this manual.
   d. Recognize hazardous materials shipments and comply with the procedures in the operations manual covering these shipments.
   e. Assist the pilot-in-command as necessary to ensure that all items required for flight preparation in Chapter 3 of this Manual are accomplished prior to each flight.
   f. Notify the Director of Operations of any aircraft emergencies or accidents, and comply with the emergency procedures chapter of the operations manual.
   g. Perform all duties in compliance with the operations manual and all applicable regulations.
   h. Maintenance scheduling, in coordination with the Director of Maintenance.
   i. Providing charter quotations
   j. Maintaining communications systems

CHAPTER 2

PERSONNEL QUALIFICATIONS AND DUTIES

B. FLIGHT CREW

1. MINIMUM QUALIFICATIONS:
   a. FAA Airman's Commercial Certificate with a Single Engine Sea Category and Class rating and an instrument rating.
   b. Valid FAA Airman's second class Medical Certificate.
   c. Flight time: single-engine sea, charter
      i 500 hours pilot-in-command
      ii 100 hours cross country including 25 hours at night
   d. Complete required training as provided for in the training program.

2. DUTIES:
   a. Perform all duties of the pilot-in-command as specified in the Federal Aviation Regulations.
   b. Assure that all requirements for flight preparation required by Chapter 3 and 8 of this manual are accomplished, with the assistance of operations personnel.
   c. Secure aircraft properly at all stops and at the end of the day; arrange for maintenance when away from the base of operations as specified in Chapter 5 of this manual.
   d. Comply with the emergency procedures of Chapter 4 of this manual, if an emergency occurs.
   e. Retain knowledge and competency in all subjects covered in the training program, as appropriate, to the duties assigned.
   f. Perform all duties in compliance with this manual, operation specifications and all applicable regulations.
   g. Maintain pilot flight and duty time records as directed by the Chief Pilot, including the recording of currency and all commercial flying done away from Wings Airways.

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

A. PILOT RESPONSIBILITIES

1. All Wings Airways pilot flight time limitations and rest requirements are governed under FAR 135.267(a) (b) and (c). Pilots assigned a duty period under 135.267(c) will be listed by name on the Pilot Duty Period Assignment Form (WAPD) along with the assigned duty period, which is not to exceed 14 hours of duty time or eight hours of flight time. This form is valid for the dates listed at the top of the form and is completed and signed by the Director of Operations or the Chief Pilot. All unassigned pilots will not be assigned a specific duty day, this helps cover any early or late charter and tour flights. Unassigned pilots must be careful not to exceed the flight time limitations of 135.267(b), eight hours during any consecutive 24-hour period. Compliance with this regulation is the responsibility of the pilot. Unassigned pilots must be provided with at least 10 consecutive hours of rest during the 24-hour period preceding the planned completion time of the assignment. Duty time is considered to start when the pilot starts preflight duties. Pilots will notify Operations when their total flight time for the day approaches six hours.

2. Flight and duty times are recorded and monitored in the pilot Flight and Duty Time Record (WATD), located at the Seadrome in a three-ring binder in the main office. There are two records for each pilot representing each pay period. At the end of the pay period they will be removed and replaced with new ones by the Chief Pilot or person assigned by the Chief Pilot.
   Completion of the upper Duty Time row is accomplished by drawing a line beginning at the start of the duty time hour, or increment thereof, and proceeding to the ending hour, or increment thereof, of duty time. Total duty time will be entered as hours and minutes (i.e. 12:45 = twelve hours and 45 minutes)
   Completion of the lower flight time row is determined by if the pilot is either Assigned or Unassigned. Reference the Wings Airways' Pilot Guide for examples.
   a. Assigned Pilots will:
      Complete the flight sheet for the day and then enter a total flight time in the Total Flight Time box at the far right of the flight time row as total minutes (i.e. 285). 480 minutes (8 hours) is the maximum assigned pilots can fly during their duty day.
   b. Unassigned Pilots will:
      For each flight, draw a line from the beginning of the flight time, or increment thereof, that the flight time began and proceeding to the hour, or increment thereof, which the flight time ended. In the space below each logged flight time line, enter the flights destination and flight time in minutes as defined by regulation. When flying multiple legs and you are on the ground for more than fifteen minutes be sure to show that break on your flight time line. This will aid in tracking the pilot's "8 in 24".
   Each pilot is responsible for completion of his or her own records after each flight and duty period, this will be accomplished at the pilot's earliest convenience. At the far left in the space below the flight time row, the pilot will enter the tail number of the aircraft

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

they are flying. If the pilot switches aircraft during the day, they will enter the new aircraft tail number and circle the tail number. At the far right of each row is a box for entering the day's total duty time and flight time. Total landings for the day will be entered below the total flight time box. Days off will be shown with zeros entered in the total duty and flight time boxes and the word "off" written in the space below the flight time row for that particular day. This record must bear the signature of the pilot verifying that the times and records are true and correct, to the best of their knowledge.

3. The Operations Reading Binder is located at the Seadrome office in a three-ring binder and contains pertinent notices and safety publications. It is mandatory for pilots to find some time each week to read and initial the contents. This is a part of Wings' recurrent training and safety program and consistent participation is required.

4. On occasion, revisions are made to the Operations Manual and Operations Specifications. It is the Director of Operations' responsibility to post the revisions to employee website and the Pilot Read File. Employees will be made aware of the change via employee website, bulletin boards and/or read files. It is the pilot's responsibility to become familiar with any revisions that are made. Each pilot is required to read and initial revisions within 7 days.

5. FARs require that pilots fully acquaint themselves with all destinations and current information. Wings Airways accomplishes this through the Letter of Agreement, Sectional Charts, Alaska Supplement, phone calls and pilot interaction. Operations can let pilots know who is most current or knowledgeable about the subject.

6. Pilots are required to groom their aircraft and keep it in presentable condition. At Wings, this means spotless! This includes washing the airplane whenever time allows, removing streaks of graphite or oil on the outside during the course of the day and sweeping the floor. Windows must be kept clean throughout the day, both inside and outside, and the Pledge and paper towels replenished. Airplanes are to be left with all seat belts crossed; seat backs must contain two sick sacks and a passenger-briefing card. Seat backs will be checked regularly, nothing looks worse to a passenger than finding a used sick sack or other trash in the seat backs. All necessary supplies for cleaning and stocking are located at the Seadrome. If a pilot finds an aircraft left in a condition other than what is requested above, please report this to the Chief Pilot.

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

B. MAINTENANCE

1. Discrepancy Logs

Discrepancy logs are provided in each airplane and are located in the aluminum flight case in each airplane. These logs will be filled out for any mechanical irregularity that comes to the pilot-in-commands attention during flight time. Discrepancy logs will be checked during preflight. This check should include 100-hour and annual inspection times as well as all discrepancies being signed off. If there is less than ten hours left before the next 100-hour inspection, the pilot will notify Operations Personnel and not fly beyond the 100-hour inspection. If a pilot flies an aircraft that has a discrepancy that is not signed off or fly beyond its 100-hour inspection, that pilot will be in violation of the FARs. Wings Airways will not tolerate this action. When there is a mechanical discrepancy, the pilot will notify either the Director of Maintenance or the Mechanic in charge and Operations. The pilot will then fill out the discrepancy log and leave the aluminum can open on the co-pilot seat.

2. Flight Crew Notification of Prior Maintenance

This form is stapled to the Maintenance Discrepancy Log, and should be checked during preflight. Any maintenance that was performed on the aircraft, whether regular or non-regular in nature, will be listed on this sheet. This is designed to aid the pilot during preflight so he/she can double-check areas that have recently been worked on.

3. Discrepancies

Any discrepancies found during daily or preflight inspections on an aircraft shall be recorded after communicating with Maintenance and Operations. The Maintenance Discrepancy Log will reflect the signature and certificate number of the person making the record. All discrepancies that can be deferred will be per the approved MEL. The deferral will consist of making the correct entries on the Deferred Aircraft Maintenance (DAM) Sheet and the Discrepancy Log. The corresponding INOP placard should be applied adjacent to the control or indicator for the item affected; however, in some cases where there is physically no room to install the placard, it will be placed on the inside cover the Aircraft Maintenance Log aluminum can. When a deferred item is corrected, the certifying Maintenance person who is returning the aircraft back to service will complete the lower portion of the Corrective Action block including his signature and certificate number indicating a return to service and remove the corresponding DAM Sheet and INOP placard from the aircraft. Maintenance will then notify Operations to update their aircraft status board with the return to service. If the discrepancy cannot be deferred, the aircraft is considered un-airworthy until a FAA certificated mechanic corrects the discrepancy and returns the aircraft to service by making the appropriate entries in the Maintenance Discrepancy Log including his signature and certificate number. The pilot-in-command shall check the Maintenance Discrepancy Log for discrepancies listed and

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

repairs/replacement of parts performed. In no event shall the PIC accept an aircraft with open discrepancies that have not been corrected or properly deferred. Reference the Wings Airways' Pilot Guide for examples.

C. PAPER WORK

1. Flight Reports

All pilots are required to fill out Flight Reports (flight sheets) completely. This is to be done on the water only -- not in the air. A sample Flight Report is shown below. All of the information is necessary for the proper filing of reports, data entry, accounting and tracking of on-time performance. It is imperative that flight sheets be accurate, clean and readable. This cannot be stressed enough. Pilots must include the date, flight number, pilot's initials, aircraft number, beginning and ending clock times, origin and destination and number of passengers. Pilots will indicate the aircraft is within weight and balance limits by placing their initials under the W.T. & Bal. column. Pilots will use one flight sheet for TKL tours and another for ICE tours. If pilots do a relief tour, they can still use one flight sheet although they should indicate which aircraft that tour was completed in by writing the tail number in the left side margin. Flight sheets will be retained, at the accounting office, for at least one year.

The following is a list of flight numbers Wings Airways currently uses:

600-649: Ice	650-699: TKL
580-599: Charter	901: Employee charter
920: Fam.	990: Training
995: Maintenance	999: Weather turn around

WINGS AIRWAYS Date 6-18-20 Flt No. 662 Pilot CC Aircraft 338
FLIGHT REPORT

	TIME OFF	FROM	TO	TIME ON	FLIGHT TIME	# PAX	W.T. & BAL.
	810	JNU	JSE	822	12	—	—
	900	JSE	TKL	923	23	10	CC
	930	TKL	JSE	946	16	—	—
337	1100	JSE	TKL	1123	23	10	CC
	1130	TKL	JSE	1149	19	9	CC
753	1500	JSE	TKL	1514	14	—	—
	1530	TKL	JSE	1550	20	10	CC
	1604	JSE	JNU	1614	10	—	—

One flight number per sheet. Fill out legibly and completely. TOTALS: 137 39

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

D. FLIGHT PREPARATION

The pilot in command of a flight, with the assistance of operations personnel, will ensure that the following procedures are accomplished prior to flight:

1. All pilots should arrive at least 45 minutes prior to flight time. Much more time may be required on cold days to de-ice. Operations must be notified of any delay in arrival.

2. The aircraft is in airworthy condition and all mechanical irregularities have been corrected or deferred, in accordance with the procedures in the maintenance or MEL Management chapters of this manual.

3. The required certificates are in the possession of the pilot in command and in the aircraft, and all checklists required by FAR 135.83 are available and adhered to.

4. The pilot in command has accomplished all required training; has met the recent experience requirements of FAR 135.247; has met the enroute qualifications of FAR 135.299, as appropriate, to the specific flight operation; has complied with all requirements set forth in this chapter of the operations manual; and has not exceeded flight and duty time limitations of FAR 135.263 and 135.267.

5. A pre-flight visual inspection of the aircraft is accomplished, and all required equipment is on board and functional. Prior to the first flight of the day the actual preflight of the aircraft must be thorough and in accordance with the Pilot Operating Handbook. Interior and exterior inspections, with checks for a current sectional, briefing cards in seat backs, Pledge, and paper towels. Maintenance logs must be checked daily.

6. Removal of frost, ice or snow adhering to any propeller, windshield, wing, stabilizing or control surface shall be accomplished prior to flight. (Refer to Chapter 3 paragraph K. De-Icing)

7. The aircraft is fueled in accordance with the fueling procedures set forth in Chapter 6 of this manual. Ensure sufficient quantity to exceed the requirements of FAR 135.209 and the aircraft contains the proper quantity of oil.

8. Weapons are inspected and found to be unloaded and in a case. Weapons are not permitted on or about any person unless declared and then only on or about law enforcement personnel.

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

9. Weight and Balance procedures:
The aircraft is properly loaded in accordance with the weight and balance procedures in this chapter and all cargo and carry-on baggage is carried in compliance with FAR 135.87. Small personal items such as cameras and purses are allowed as carry-on baggage provided that they are restrained with a strap that is attached to the passenger or goes around the arm or shoulder of the passenger. They can also be secured with the seatbelt, as long as they do not block the aisle or an exit.
   a. Actual weights will be used to compute loads.
      i. Actual passenger weight and hand carried articles.
         1. Actual passenger weight may be determined by weighing each passenger and hand carried item.
         2. Actual passenger weight may be determined by asking the passenger their weight and adding 10 pounds to that weight. Also add thereto the weight of their hand carried items.
      ii. Actual passenger baggage weight
         1. Actual passenger baggage weight will be determined by weighing the baggage.
      iii. Actual cargo weight
         1. Actual cargo weight may be taken from the bill of lading.
         2. Actual cargo weight may be determined by weighing the cargo.
      ix. Actual crew weight.
         1. The actual crew weight will include the actual weight of the pilot and crew baggage.
   b. The pilot-in-command of each flight will ensure that the aircraft is loaded within the appropriate weight and balance limitations and is the final authority as to how the aircraft is loaded.
      i. The pilot-in-command or operations personnel will determine the weight of the load by using actual weights.
      ii. The pilot-in-command will use one or more of the following methods to ensure that the aircraft is loaded so that the center of gravity remains within limits.
         1. The use of weight and balance information and procedures in the aircraft-operating manual.
         2. Observing baggage compartment weight limitations, as appropriate, for the load.
         3. The use of a SEE GEE center of gravity calculator.

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

c. The pilot-in-command of each flight will ensure that the weight and balance data appropriate to the specific aircraft configuration of passengers, passenger/cargo, and all cargo is utilized so that the aircraft is loaded within the appropriate weight and balance limitations.

10. Passengers are briefed in accordance with FAR 135.117 and the procedures in this chapter.

11. The flight-locating procedures of Chapter 8 are complied with.

12. The flight is operated with the utmost regard for safety and in compliance with all applicable Federal Aviation Regulations and the procedures of the Operations Manual.

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

E. ENROUTE

1. If a pilot encounters hazardous weather enroute, he shall take the appropriate action necessary to avoid such weather. Options include:
   a. Return to the original location of departure;
   b. Divert to another suitable landing area;
      i. Prior to initiating an approach to landing, if able, the pilot will inform the passengers of his intentions.
      ii. The pilot will notify Operations by the most expeditious means possible of the unscheduled landing.

2. When traversing mountain passes, use of good judgment is of utmost importance. If the weather is at all marginal, pilots will stay out of the pass and go around the long way. Pilot and passenger comfort are both important in weather decisions. Pilots are encouraged to let the passengers know what they consider the visibility and ceiling to be, when conditions warrant it, and let them know what action they plan to take should the weather deteriorate. An informed passenger is usually a pacified passenger.

3. Position reports are mandatory every 30 minutes to some facility when on charter flights, unless electronic flight locating is available. When returning from a charter flight, reports to company should be made approximately 5 to 10 minutes prior to arrival at the Juneau airport or Seadrome.

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

F. NOISE ABATEMENT AND DEPARTURE PROCEDURES FROM JNU POND

There will be no early turns to downwind until 500 feet of altitude or the end of the pond. Absolutely no downwind departures on the north side of the runway. Make the downwind leg as close to the pond as practical to stay away from the houses on Douglas Island. When departing to the east and not landing downtown, remain over the south shore of the channel and pass directly over the Douglas Heliport then remain on the south side of the channel up against the mountains and as high as possible. On some occasions after takeoff the tower will request the pilot to remain over Douglas due to departing jet traffic. If departing to the southwest or west, go around the south tip and not over the Mendenhall peninsula.

G. POND PROCEDURES

1. Prior to launch, brief passengers, water rudders down and all switches and controls set.

2. In adverse wind conditions do not attempt to launch or dock without assistance.

3. After launching, fill out the flight sheet, listen to ATIS and, when applicable, call company to file a flight plan.

4. Remain clear of the active water lane on the north side of the pond, as a clearance is required to enter the active water lane.

5. Contact tower, request pond crossing or use of the water lane from the tower prior to entering the water lane and then taxi on the south side of the pond westbound.

6. Landings should be conservative, allowing ample dike clearance.

7. After landing, if the wind is strong enough to prevent a 180 degree turn to taxi downwind, no more than one turn in either direction should be attempted before opting to sail back.

8. Sail back as close to one side as practical.

9. The following is **NOT** a normal procedure used by Wings Airways but on the **rare** occasion when it is necessary to launch an Otter that is "sandwiched" between two or more other Otters the following conditions must apply:
    1. A minimum of two people needed (1 pilot and 1 person on the dock)
    2. Suitable wind conditions exist
    3. Otter(s) in front is(are) moved as far forward as possible and the Otter(s) behind is(are) moved as far back as possible
    4. Extreme caution must be used

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

H. SEADROME PROCEDURES

1. The pilot should, whenever possible, greet the passengers at the top of the gangway. This makes him/her available to assist slow and unsure passengers and also lead the passengers to the proper aircraft without confusion.

2. Pilots should introduce themselves to the passengers. If passengers question the weather, reassure them that Wings will not fly if it is not safe or below FAR minimums. Pilots should prepare for the weather and remember that it can change rapidly.

3. The pilot is responsible for airplane securing and passenger loading. Direct passengers for the proper loading sequence and explain weight and balance requirements. Be in control - pilots will be respected for it. Guide the footsteps and do not rush our elderly friends.

4. Smiles and friendly demeanor are essential and required at all times. Tourists are paying handsomely for pilots' talents and deserve their full attention and respect. The passengers, as well as Wings, expect these flights to be the best experience of their Alaska visit. Remember that what is routine to us (redundant questions and comments) are all new to each passenger.

5. Most passengers are on a tight schedule with several shore excursions scheduled close together. They may get anxious and difficult, if kept waiting. Often, passengers check in earlier than necessary and it is good to send a flight off when we have a planeload, for flight seeing only. **Pilots should arrive at the Seadrome 45 minutes before their first tour departure. It is better for Wings to wait for the passengers than the passengers waiting for us. Leaving early also keeps from snowballing and running late the rest of the day.**

6. If the weather is marginal or there is a mechanical problem, keep feelings away from the passengers. Most tourists have never been in a small airplane and are nervous enough - do not give them more reason to be scared. Make sure passengers know Wings is cautious and careful.

7. Anytime pilots experience a mechanical, please inform Operations and Maintenance immediately. **To avoid a late arrival at the Seadrome, pilots should arrive at their plane early enough in the morning to perform a proper preflight and to allow enough time for substitution or repair in case of an unairworthy aircraft.**

8. When refueling, do so in a careful manner. Let the fuel nozzle drain before removal from aircraft.

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

9. Dock personnel have been instructed to not let a plane go until pilots make eye contact and give appropriate hand signals.

10. Common traffic advisory frequency is 123.05.

11. Observe the takeoff and landing procedures and corridors as depicted in the Pilot Guide, also avoid as much as possible the yellow outlined no fly zones. Caution must be exercised when lightering boat operations are in effect due to the increased congestion and the boat wakes produced.

12. Always takeoff and land with the prevailing traffic (into the wind if over 10 kts). There are wind sensors located on the Rock Dump to help with the determination of the wind speeds.

13. Otters may depart when 100 yards from the Wings' dock, when there is not a ship at the Alaska Steamship dock. If there is a ship at the Alaska Steamship dock then when clear of the bow and a radio call has been made.

14. After takeoff to the East and past the Rock Dump stay over the middle of the channel while climbing out until passed Sandy Beach. Once passed Sandy Beach adjust your course for the right side of the channel until passing Lucky Me.

15. Call approaching Sheep Creek for helicopter traffic crossing the channel from Bullion to Sheep creek. Helicopters should be at 2200 feet MSL when crossing Gastineau Channel. Wings aircraft should be either above 2700 or below 1700 feet MSL within this area to avoid conflicts.

16. On approach for landing, position reports should be made on downwind, base and final legs. During straight in approaches report on 3 and 1 mile final.

17. Downwind leg must be 1000' above highest obstacle under the flight path.

18. No unnecessary low-level turns should be made when maneuvering for landing. The bridge should be crossed in the middle with a <u>minimum</u> altitude of 250' MSL when landing.

19. Aircraft landing have the right-of-way. No aircraft will initiate a takeoff until the landing aircraft is on the water. No two opposing aircraft will be in the air between Mayflower Island and the Rock Dump at the same time.

20. Standard fuel load:
    Otter fuel loads are not to exceed 40 gallons in the front tank, 80 gallons in the center tank and 20 gallons in the rear tank.

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21. When holding for dock space, the FM channel 2 frequency should be monitored. Also, remain far enough away from the dock to allow for maneuvering.

22. A sterile cockpit must be observed per FAR 135.100. Pilots will not talk to passengers during taxi, takeoff, climb, descent or landing phases. They may only converse with passengers when in level flight, clear of high traffic density and with all power and configuration adjustments made.

23. Flight seeing tour flights should be 40 minutes in duration (45 minutes maximum).

24. Only one aircraft will be between the bow of the Alaska Steamship dock ship and the Airways' dock.

I. TOUR ROUTES

1. General
   a. All altitudes are MSL unless noted otherwise and weather dependent.
   b. Aircraft heading upriver in Taku Inlet will be in a continuous climb, or level at 500, 1,500 or 2,500 feet, when ceilings permit. Aircraft heading downriver will remain at 1,000, 2,000 or 3,000 feet. Above 3,000 feet AGL hemispherical cruising altitudes apply.
   c. Communications is a key element in traffic avoidance. The tour routes Wings Airways flies are in proximity of other company tour flights. Pilots should pay close attention to not only other traffic but company traffic as well.
   d. The objective of any ICE tour is to depart the Seadrome and return to the Seadrome within the designated 45-minute maximum flight time, 40 minutes preferred.
   e. If departing the Seadrome easterly, precede easterly down the Gastineau Channel favoring the right side while climbing to a cruise altitude as specified in paragraph 1.b. above. If departing the Seadrome westerly, transition from the channel to Douglas Island by flying over Mike Hatch Jeep, then heading toward the intersection of North Douglas Highway and Eaglecrest Road.
   f. On an easterly Seadrome departure, tour route options after the West Calving are described below in sections 2, 3 and 4. Prior to and returning from the West Calving the routes will be as follows:
      i. Prior to West Calving: After Lucky Me proceed to the West Calving via Cooper Cut (3,000' minimum), Annex Lake, Glory Lake then the West Calving, descending to no lower than 1,500'. An alternate to this route is from either Cooper Cut or Cooper Ridge/Point; proceed to the West Calving via Flat Point and Grizzly Bar descending to no lower than 1,500'.
      ii Returning from West Calving: West Calving (1,000 or 2,000 feet) to Grizzly Bar, Flat Point, Cooper Cut (3,000' minimum), Salisbury Ridge and the Seadrome. An alternate to this route is West Calving to Grizzly Bar, Flat Point, Cooper Point/Ridge, Salisbury Point/Ridge and the Seadrome.

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g. On a westerly Seadrome departure, if on a high ICE or TKL tour, contact tower and ask for the Glacier Transition. Once approved, fly to the intersection of North Douglas Highway and Eaglecrest Road (2,000' min.) then over Super Bear (2,500' min.) and then to the toe of the Mendenhall (3,500' min.). If on a Mansfield Alternate tour, fly to the intersection of North Douglas Highway and Eaglecrest Road (2,000') then to Outer Point (2,000'). Pilots should be aware of jet traffic entering the downwind for the airport at 1,500'. Otherwise, ask for and follow the Harbor Transition. A transition through Sheep Creek is allow, if desired, weather and traffic permitting.

h. When on a return to JSE from a low ICE or TKL and planning on landing easterly in the harbor, call Tower and request a Harbor Transition between Dupont and Sheep Creek. A transition through Sheep Creek is allowed, weather and traffic permitting.

2. Low tours

a. West-Hades route: West Calving to Top of the Hole-in-the-Wall (2,500'), to West Twin ridge (3,500'), over the middle of the West Twin. Once on the east side of the West Twin do a left 180° turn for the hanging glacier, then climb up the left side of the West Twin icefall onto Hades Highway (4,500'). Then to East Twin icefalls, fly right side down the icefalls, perform a left 90° turn followed by a right 180° turn (3,000'). A reverse route of this is called the East-Hades. Thence to the West Calving area via, traffic permitting, the following two options:

   i. The top of the Hole-in-the-Wall, crossing at 2,000'
   ii. Across (or in front of) the toe of the Hole-in-the-Wall, at 1,000', then to Swede Point and the West Calving.

   If there are any helicopters on the toe of the Hole-in-the-Wall prior to getting to the glacier, then use option ii.

b. East-West route: West Calving to Top of the Hole-in-the-Wall (2,500'), to the East Twin (4,000') until just past the East Twin make a left 180° turn toward the middle of the West Twin. Once in the West Twin start a descent toward the hanging glacier, at the hanging glacier make a right 270° descending turn for the toe of the West Twin, exiting the left (east) side of the West Twin at 1,500'. Once out of the West Twin proceed to the West Calving following either route described in paragraph 2.a.i or 2.a.ii above.

e. Old School route: West Calving to Top of the Hole-in-the-Wall (2,500') to enter the right side of the West Twin. Approximately half ways up the glacier make a left turn toward the hanging glacier. Once at the hanging glacier make a right 270° descending turn exiting the left (east) side of the glacier at 1,500'. Proceed toward the face of the East Twin, at 1,500', executing a right turn back for the West Calving following either route described in paragraph 2.a.i and 2.a.ii above.

3. High tours

High tours will not be flown unless the mountain peaks on the Herbert Glacier are visible. The weather can change rapidly on the ice field. Due to flat light conditions, caution must be exercised whenever there is a ceiling. If in doubt do low tours.

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a. Little Matterhorn route:
   i. East departure: From the West Calving proceed to Sockeye Falls via the top of the Hole-in-the-Wall Glacier (2,500') then to the Little Matterhorn via Camp 10 while climbing to an altitude of 6,000' minimum. From Little Matterhorn, where a frequency change to 122.75 is required, proceed to the top of the Herbert Glacier by Folded Towers. Then begin a slow descent while proceeding to the Lower H & M Pass (approximately 5,000'). After Lower H & M Pass continue a slow descent, right side down, to the toe of the Mendenhall Glacier (3,500' minimum). Traffic permitting, a turn from the right side down the Mendenhall to Suicide Ice Falls and back to the right side of the Mendenhall is allowed.
   ii. West departure: The High Ice West route is a mirror image of the east departure route. From the toe of the Mendenhall (3,500') proceed with a climb to the Lower H & M Pass (5,000') then to the Folded Towers (6,000') and Little Matterhorn. Start a slow descent to Sockeye Falls, exiting the falls on the right side followed by a S-turn in front of the falls. Next, head for the top of the Hole-in-the-Wall (2,000') then to the West Calving. Proceed to the Seadrome using one of the options in I.1.f.ii.

b. South Pass route:
   i. East departure: From the West Calving proceed to Sockeye Falls via the top of the Hole-in-the-Wall Glacier (2,500), then to Slanty Peak at 4,000', going through South Pass at 6,000', then over Razorback Ridge into the North Branch of the Mendenhall. From there to Upper H&M Pass, onto the Herbert and through Lower H&M Pass at 5,000'. After Lower H & M Pass continue a slow descent, right side down, to the toe of the Mendenhall Glacier (3,500' minimum.) Traffic permitting, a turn from the right side down of the Mendenhall to Suicide Ice Falls and back to the right side of the Mendenhall is allowed.
   ii. West departure: The High Ice West route is a mirror image of the east departure route. From the toe of the Mendenhall (3,500') proceed with a climb to the Lower H & M Pass (5,000'). Up the Herbert to Upper H & M Pass to Razorback Ridge via the LEFT side of the North Branch of the Mendenhall (6,500'). Then to the South Pass, Slanty Peak and Sockeye Falls executing an S-turn in front of the falls. Then to the top of the Hole-in-the-Wall (2,000') and West Calving. From there, proceed to the Seadrome using one of the options in I.1.f.ii.

c. Returning to the Seadrome:
   i. East departure:
   From the toe of the Mendenhall Glacier, contact Tower and ask for the Glacier Transition. Once at Super Bear (2,500' minimum) there are two options available:
   1. Landing easterly downtown:
   Ask the Tower for "Direct Downtown" which, if granted, allows a route from Super Bear direct to the Douglas Heliport and a final approach for an east landing in the harbor.

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If "Direct Downtown" is not granted by the Tower, then fly to the intersection of North Douglas Highway and Eaglecrest Road descending along the Douglas Island hillside and crossing from the island to Gastineau Channel at Mike Hatch Jeep (1,000').

2. Landing westerly downtown:
   From Super Bear (2,500' minimum) proceed to the intersection of North Douglas Highway and Eaglecrest Road. Then fly along the Douglas Island hillside (away from houses) descending slowly to the Glory Hole (1,000') then executing a left turn to final.

4. Taku Lodge tours
   a. The normal tour to the Taku Lodge is essentially the same as the Old School low tour with the following exceptions:
      i. From the top of the Hole-in-the-Wall proceed to Warm Lakes via flying in front of the West and East Twin Glaciers. From Warm Lakes, make a right turn back towards the middle of Twin Glacier Lake then set up for a downriver landing on the Taku River. Touchdown upriver from the Lodge closer to the cut bank, or Lodge side, of the river due to submerged sandbars on the west side of the river.
   b. Taku Lodge High tour
      i. Depart the Seadrome to the West and follow the Glacier Transition. Once at the toe of the Mendenhall (3,500') proceed climbing up Suicide Basin to the top of Death Valley (6,000'). From Death Valley proceed direct to the top of the Hole-in-the-Wall, via the Crater, and thence follow the route described above in 4.a.i.
   c. East-West Taku Lodge tour:
      i. From the top of the Hole-in-the-Wall direct to the East Twin icefall, with a left 180° toward the West Twin icefall thence a right 270° thence direct to Taku Lodge.
   d. Notes for Taku Lodge tours
      i. Dock facing upriver on the right side of the aircraft. Caution should be exercised when turning downwind upriver and at the dock due to possible wing and dock piling contact.
      ii. The river depth changes throughout the season along with the position and size of the sandbars. It is very important that all pilots stay current on river and sandbar conditions.
      iii. If upriver winds are too strong to make a 180° turn after landing, the following procedure will be accomplished:
         1. Come off step upriver of docks by the rock slide.
         2. All aircraft should taxi close to the river bank so as to parallel the docks and arrive at the docks with little turning required.
         3. Only three Otters will be allowed on the dock at a time. The other Otters (if more than three Otters are required) will either land far upriver then taxi down to the dock or circle Twin Glacier Lake until the dock is clear, then follow steps 1 and 2.

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iv. Departure, for the most part, shall be accomplished by departing downriver either along the river bank or toward the Hole-In-The-Wall.
v. When departing the lodge, taxi upriver to at least the first rocky point before turning and departing downriver. After departure, proceed to the West Calving area via Swede Point while climbing to 1,000'. Caution should be exercised as there are helicopters flying the opposite route at 500'.
vi. After passing the West Calving, follow a route described in paragraph I.1.f.ii above.

5. Alternate Tour Routes

These alternate routes will be utilized when the Taku River is not accessible due to weather. Flight time for these tours is 40 minutes. Minimum altitude is 500 feet MSL, maximum altitude is 2,000 feet MSL and the preferred altitude is 1,500 feet MSL. Airspeeds for these tours will be between 110 and 120 mph.

a. Seymour Channel
   i. After exiting the Gastineau Channel from Marmion Island, where a frequency change to 122.9 is required, proceed to upper Seymour Canal via Green Cove or Oliver Inlet.
   ii. From upper Seymour Canal, proceed to the Southeast side of Swan Island. Circumnavigate the Southside of Swan Island remaining along the shoreline.
   iii. Remain along the Westside of Swan Island proceeding direct to Swan Cove. DO NOT overfly Pack Creek.
   iv. From Swan Cove fly over King Salmon Bay then direct to Marmion Island, where a frequency change to 123.05 is required, returning to the Seadrome.
b. Mansfield
   i. After departing the Seadrome, contact the Tower and request to transition the airspace south to Outer Point. This is NOT a Glacier Transition. If possible, cross from the Channel to Douglas Island over Mike Hatch Jeep climbing to 2,000', if able, staying south of the Douglas Highway and against the mountains.
   ii. From Outer Point, where a frequency change to 122.9 is required, proceed to the mouth of Hawk Inlet via the head of the inlet.
   iii. From the mouth of Hawk Inlet, parallel the shoreline north to Point Retreat.
   iv. From Point Retreat, fly direct to Spuhn Island. From Spuhn Island to the Seadrome, remain over Gastineau Channel, if landing to the east. If landing to the west, remain at 1,500 feet MSL and fly direct to the Glory Hole area and remain against the mountains on the south side of Douglas Highway, away from the houses.
   v. If ceilings are high enough to allow the tour to go over the toe of the Mendenhall, fly from Outer Point to Funter Pass then north to Point Retreat and on to the Mendenhall. A call to tower is required to transition the area as well as from the Mendenhall to downtown.

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FLIGHT OPERATIONS AND PROCEDURES

J. PASSENGER BRIEFING

1. Before each takeoff, the pilot-in-command shall insure that all passengers are instructed to read the safety information cards in the aircraft, and that all passengers are orally briefed on the following:
   a. No smoking will be allowed in any Wings Airways aircraft at any time.
   b. Use of seat belts and shoulder harnesses (if required), to include keeping them securely fastened during all flight operations.
   c. Location and means of opening all exits are shown on the safety information card and signs or placards adjacent to exits.
   d. Location of survival equipment.
   e. Location and use of flotation equipment.
   f. Location and operation of fire extinguishers.

2. In the event that a handicapped passenger is to be carried, the pilot-in-command will ensure that the following procedures are followed:
   a. Handicapped passengers are not to be seated adjacent to any exit or in such a way as to impede the emergency evacuation of able-bodied passengers.
   b. Each handicapped passenger must have an attendant, or the pilot-in-command may assign that function to another passenger.
   c. Each handicapped passenger and attendant are orally briefed on the evacuation procedures that the pilot-in-command wishes them to comply with in an emergency.

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FLIGHT OPERATIONS AND PROCEDURES

K. GROUND DE-ICING

1. De-icing may be accomplished using the ambient temperature from a heated hangar or by mechanical means using a glycol-based Freezing Point Depressant (FPD) Type I fluid. A heated hangar is an excellent option to de-ice airplanes and should be utilized whenever possible. Care must be exercised, however, to ensure that all melted precipitation is removed from the airplane to prevent refreezing once the airplane is moved from the hangar to the flight line. All aircraft must conform to the "Clean Aircraft Concept" as per AC 20-117.

2. Type I de-icing fluids are applied in a temperature range from 160˚F to 180˚F using a moderate to high-pressure washer. Heated solutions of Freezing Point Depressant are more effective than unheated solutions because thermal energy is used to melt the ice, snow, or frost formations. Type I de-icing fluids are used in the diluted state with specific ratios of fluid to water dependent on ambient temperature.
   a. It is the heat of the de-icing fluid that melts ice and snow. The only function of the glycol in the de-icing solution is to lower the freezing point of the fluid which remains on the airplane.
   b. Below is an example of a holdover time chart for Type I fluid.

TYPE I FLUID

OAT		Approximate Holdover Times Under Various Weather Conditions (hours: minutes)								
°C	°F	Frost*	Freezing Fog	Very ♦ Light Snow ♦♦	Light ♦ Snow ♦♦	Moderate ♦ Snow ♦♦	**Freezing Drizzle	Light Freezing Rain	Rain on Cold Soaked Wing	Other ‡
-3 and above	27 and above	0:45	0:11 – 0:17	0:18 – 0:22	0:11 – 0:18	0:06 – 0:11	0:09 – 0:13	0:02 – 0:05	0:02 – 0:05	CAUTION: No holdover time guidelines exist
below –3 to –6	below 27 to 21	0:45	0:08 – 0:13	0:14 – 0:17	0:08 – 0:14	0:05 – 0:08	0:05 - 0:09	0:02 – 0:05	CAUTION: Clear ice may require touch for confirmation	
below –6 to –10	below 21 to 14	0:45	0:06 – 0:10	0:11 – 0:13	0:06 – 0:11	0:04 – 0:06	0:04 – 0:07	0:02 – 0:05		
below –10	below 14	0:45	0:05 – 0:09	0:07 – 0:08	0:04 – 0:07	0:02 – 0:04				

* During conditions that apply to aircraft protection for ACTIVE FROST
** Use light freezing rain holdover times if positive identification of freezing drizzle is not possible
‡ Heavy snow, snow pellets, ice pellets, moderate and heavy freezing rain, hail
♦ Snow includes snow grains
♦♦ TO USE THESE TIMES, THE FLUID MUST BE HEATED TO A MINIMUM TEMPERATURE OF 60ºc (140ºF) AT THE NOZZLE AND AT LEAST 1 LITER/M² (≈ 2 GALS/100FT²) MUST BE APPLIED TO DEICED SURFACES

(For information purposes only)

CHAPTER 3

FLIGHT OPERATIONS AND PROCEDURES

3. All aircraft will adhere to the "clean aircraft concept". Accumulations of frost, ice or snow must be removed from wing, tail and control surfaces prior to flight. Also, make sure that control surfaces contain no internal accumulations of ice or debris. Removal of loose snow can be accomplished with the use of a broom or water when the air temperature is above freezing. Care must be taken not to touch any Plexiglas surfaces when using a broom, also exercise caution near radio antennas.

4. The use of wing, tail and windshield covers are also a very good option for anti-icing measures, but must be put on the aircraft prior to any accumulation of ice, frost, or snow.

5. After any of the above procedures are accomplished the pilot shall determine by visual inspection that the wings, stabilizing control surfaces, propeller and windshields are free of frost, snow, or ice. This inspection must occur from outside the aircraft. Following this inspection, takeoff must occur within five minutes.

CHAPTER 4

EMERGENCY PROCEDURES

A. AIRCRAFT EMERGENCIES

1. Any known or suspected condition which jeopardizes the safety of an aircraft or its occupants, either in flight, on the water or on the beach, shall constitute an emergency.

2. Specific emergency procedures will be followed, as outlined in the operations manual, the Emergency Response Plan, aircraft operating manual, and the aircraft emergency procedures checklists.

3. As soon as practical, after completion of the aircraft emergency procedures checklist, the pilot-in-command will try to establish communications with a company ground station, any FAA facility or another aircraft and relay the nature of the emergency and intentions.

4. The following information, as necessary, should be made available by the pilot-in-command to the facility contacted during an emergency:
   a. Location.
   b. Type of aircraft.
   c. Number of persons on board.
   d. Fuel remaining.
   e. Nature of emergency.
   f. Pilot's intentions.
   g. Assistance desired.
   h. Any other appropriate information.

5. Operations personnel will immediately notify the Director of Operations upon learning that an emergency exists. The Director of Operations will supervise the handling of all emergencies.

6. Any incidents involving passenger interference or passenger violence shall be immediately brought to the attention of the Director of Operations.

CHAPTER 4

EMERGENCY PROCEDURES

B. EMERGENCY EVACUATION

1. The pilot-in-command, as the sole crewmember aboard any WINGS AIRWAYS aircraft, is wholly responsible for performing the following emergency evacuation duties:
   a Assisting passengers in safely and expeditiously evacuating the aircraft.
   b. Assisting passengers in donning and inflating life vests, if required.
   c. Moving passengers away from the aircraft.
   d. Assisting handicapped passengers and attendants in evacuating the aircraft.
   e. Removing survival equipment from the aircraft.
   f. Arranging for the care of injured passengers.
   g. Rendering any other necessary assistance to passengers.
   h. Securing the aircraft to prevent any hazards to persons or property.

C. DEVIATIONS AND REPORTING PROCEDURES

1. Under FAR 135.19, the pilot-in-command is authorized to follow any course of action he believes is necessary to cope with an emergency, and is authorized to deviate from any Federal Aviation Regulation or any provisions of the operations manual.

2. When emergency authority is exercised, involving a deviation from the Federal Aviation Regulations or the operations manual, the pilot-in-command will notify the Director of Operations upon the completion of the flight, and will submit a report of the deviation to the FSDO within 10 working days.

CHAPTER 4

EMERGENCY PROCEDURES

D. AIRCRAFT ACCIDENTS

1. Rules pertaining to reporting and handling of aircraft accidents and incidents are contained in 49 CFR Part 830.

2. When any WINGS AIRWAYS personnel become aware that an accident or incident, as defined by 49 CFR Part 830, has or may have occurred, or an aircraft is overdue in excess of 30 minutes, the Director of Operations shall be immediately informed. Operations personnel will refer to and adhere to the **EMERGENCY RESPONSE PLAN** located in the Seadrome office.

3. The Director of Operations is responsible for the following:
   a. Complying with the notification and reporting provisions of 49 CFR Part 830
   b. The required preservation of wreckage, mail, cargo, and records
   c. Initiating and coordinating all search and rescue operations.
   d. Filling out and submitting NTSB form 6120.1

4. The Director of Operations will contact Tongass Substance Screening following any accident to arrange for the required post-accident drug and alcohol testing.
   Tongass Substance Screening phone numbers:
   907-523-8402 (8:00 am to 5:00 pm, Monday through Friday)
   907-321-3937 after hours

CHAPTER 5

MAINTENANCE

A. POLICIES AND PROCEDURES

1. All aircraft, engines, propellers, electronic equipment, and emergency equipment maintenance and repair will be performed by properly qualified and certified personnel under the supervision of the Director of Maintenance.

2. All aircraft, engines, propellers, electronic equipment, and emergency equipment will be maintained in accordance with:
   a. FAR 135.411 (a) (1)
   b. All applicable airworthiness directives.
   c. All applicable manufacturer's recommended maintenance instructions per FAR 135.421.
   d. All Wings Airways company operations specifications.

3. The scheduling of all required maintenance and inspections will be accomplished by the Director of Maintenance, in coordination with operations personnel.

4. All required airworthiness determinations will be made by the Director of Maintenance. The Director of Maintenance will designate a properly qualified and certified maintenance employee to make airworthiness determinations in his absence.

B. AIRWORTHINESS INSPECTIONS

1. The Director of Maintenance will ensure that all aircraft operated by Wings Airways are in an airworthy condition before the aircraft are returned to service.

2. The Director of Maintenance will designate an authorized aircraft inspector to perform the annual inspections required by FAR 91.409, and other inspections as required.
   a. Each aircraft will have a placard with the annual due date and 100-hour due time in clear view of the pilot.
   b. The Director of Maintenance will remove, from the active flight line, any aircraft that is out of annual inspection.

3. The Director of Maintenance will designate maintenance personnel to perform inspections, other than annual inspections, as required.

CHAPTER 5

MAINTENANCE

C. MECHANICAL IRREGULARITIES

1. An Aircraft Maintenance Log (AML) will be carried in each aircraft during all flight operations.

2. The pilot-in-command shall immediately contact Operations and Maintenance to inform them of each mechanical irregularity that comes to the pilot's attention during pre-flight inspections, in flight or post-flight inspections. Then enter or have entered for him/her in the aircraft maintenance log each discrepancy.

3. The pilot-in-command will ensure that all mechanical irregularities have been corrected by authorized maintenance personnel prior to flight in the aircraft.

4. All corrective actions will be recorded in accordance with FAR 43.9 by authorized maintenance personnel.

5. The Director of Maintenance or his representative will issue a new aircraft maintenance log upon the return to service of an aircraft following a required airworthiness inspection, and will ensure that:
   a. The time and date for last 100 hr. inspection and annual inspection are current and correct.
   b. The aircraft times for the next required airworthiness inspections are current and correct
   c. Aircraft maintenance log continuation sheets are issued when necessary.
   d. The completed aircraft maintenance log is retained pursuant to the record keeping requirements of the maintenance chapter of the operations manual.

6. The pilot-in-command will ensure that the Aircraft Maintenance Log is in the aircraft during assigned flight crew duties in the aircraft.

CHAPTER 5

MAINTENANCE

D. REPORTS AND RECORDS

1. The Director of Maintenance or his representative shall submit Service Difficulty Reports, as required by FAR 135.415, electronically.
2. The Director of Maintenance shall keep all of the maintenance records in compliance with the provisions of FAR 91.417 and the operations manual.
3. The Director of Maintenance shall keep all records pertaining to aircraft weight and balance.

E. AIRCRAFT WEIGHT AND BALANCE

1. The Director of Maintenance shall insure that current empty weight and center of gravity values for each aircraft and each configuration thereof are recorded and that this information is carried in each aircraft and made available to flight crews and operations personnel.

F. MAINTENANCE AWAY FROM BASE

1. The pilot-in-command is not authorized to obtain any type of maintenance away from base unless previous arrangements have been made by the Director of Maintenance.
2. In the event that damage, mechanical irregularities, or other situations occur requiring maintenance or an airworthiness determination away from base, the pilot-in-command will contact the Director of Maintenance and Operations prior to further flight.
3. The Director of Maintenance will arrange for all required maintenance away from base, ensure that such maintenance is performed correctly, that the maintenance performed is properly recorded in the appropriate aircraft records and the Director of Maintenance will determine the airworthiness status of the aircraft.

G. AUTHORIZED MAINTENANCE PERSONNEL

1. Only those individuals who are authorized by the Director of Maintenance may perform the duties specified in Chapter 5, Sections B, C, and D of the operations manual. The Director of Maintenance will keep a current list of the names, certificate numbers, and signatures of those authorized maintenance personnel.

CHAPTER 5

MAINTENANCE

H. PILOT IN COMMAND RESPONSIBILITIES FOR M.E.L. PROCEDURES

1. The Pilot in Command is responsible for entering all deferrable mechanical irregularities encountered during each leg of each flight in the Discrepancy Log. Prior to making such entries the PIC must contact Maintenance to determine that he/she can defer the item per the MEL.

2. It is the Pilot in Commands responsibility to check all inoperative equipment as exhibited by placards and entries made in the Deferred Aircraft Maintenance Sheet during the pre-flight inspection.

3. It is the Pilot in Commands responsibility to review the MEL and ensure compliance with associated operational conditions and/or restrictions to assure safety of flight prior to departure.

4. The Pilot in Command, in coordination with Maintenance will be responsible for installing **INOP** placards when deferring an item per the MEL.

5 No aircraft shall depart in an un-airworthy condition or with less equipment than that specified in the MEL for existing conditions. The final decision to operate the flight lies with the Pilot in Command.

6. The Pilot in Command must follow the procedures outlined in the GOM Chapter 3 B.3 for any equipment or items that are inoperative that may not be deferred per the MEL.

7. Prior to flight operations, the pilot-in-command will check the aircraft MEL Deferred Aircraft Maintenance Sheet for any deferred items and the maintenance log and verify that the airworthiness inspections record is complete.
   a. Prior to flight operations, the pilot-in-command will check the aircraft maintenance log and verify that the intended aircraft operation will not exceed any of the airworthiness inspections time limitations.
   b. Prior to flight operations, the pilot-in-command will check the aircraft maintenance log and verify that all the listed mechanical irregularities have been corrected.
   c. The date, current Hobbs time, signature and certificate number of the maintenance person who made the correction constitutes the return to service authorization.
   d. The pilot-in-command is not authorized to operate an aircraft beyond the time limitations of the required airworthiness inspections, or with a known mechanical irregularity, which has not been corrected by maintenance personnel.

CHAPTER 6

FUELING

A. GENERAL

Wings Airways recognizes the importance of using quality fuel for ensuring the highest degree of flight safety. The following policies and procedures have been developed to cover Wings Airways fuel distribution and fuel quality control.

B. DIRECTOR OF MAINTENANCE RESPONSIBILITIES

1. The Director of Maintenance or designated fuel dispensing personnel shall insure that all fueling facilities operated by Wings Airways meet the following requirements.
   a. Fuel may be safely transferred into and stored in appropriate storage tanks, and fuel quality in storage tanks is maintained.
   b. Fuel storage facilities are clearly marked as to grade of fuel.
   c. Pumps, hoses, nozzles and filters are properly functioning and maintained.
   d. Filters are drained and the action recorded, as appropriate.
   e. Lubricants are safely and properly stored.
   f. Fire extinguishers are available in fuel storage areas and on the dock.

C. PILOT RESPONSIBILITIES

1. The pilot in command will ensure that the proper quantities and grade of fuel and oil are aboard the aircraft to complete the assigned flight with adequate and legal reserves.

2. No passengers will be aboard the aircraft during refueling operations unless the pilot in command is nearby and the main cabin door is open in case of an emergency evacuation.

3. After refueling the pilot in command will ensure that all fuel caps are properly secured.

CHAPTER 6

FUELING

D. AIRCRAFT FUEL DISPENSING PERSONNEL RESPONSIBILITIES

1. Refueling operations will only be conducted by trained, competent and authorized personnel.

2. Prior to any aircraft refueling, the following daily equipment checks must be performed.
   a. General Condition
   b. Filter Sumps
   c. Hoses, Nozzles, and Swivels
   d. Fire Extinguishers

3. To prevent overfilling the aircraft and causing a fuel spill, no person may use a fuel tank cap, or other device, to block the fuel nozzle open.

4. Proper grade quality and quantity of fuel is essential and should never be compromised. Aviation fuels are usually designated by their lean mixture performance numbers. Visual identification is aided by color-coding different grades of fuel as shown below.
   a. Avgas 80 – Red
   b. Avgas 100 – Green
   c. Avgas 100LL – Blue
   d. Jet Fuel – Colorless or Straw

5. DeHavilland Otter aircraft fuel quantities can only be checked by turning on the battery or master switch and checking the aircraft fuel gauges or reading the quantity added to the aircraft off a fuel meter.

6. Do not smoke or allow open flames within 150 feet of any fuel or fueling operations. Also, restrict the use of radio transmissions and cell phone use while fueling.

7. When transferring Jet A to the barge the rampie conducting the transfer will verbally confirm with the fuel truck driver that the fuel being transferred IS Jet A fuel.

CHAPTER 6

FUELING

E. FIRES

1. The fire triangle is the three elements necessary to start and keep a fire going. They are heat, fuel, and oxygen. Remove any one and the fire can no longer sustain itself.

2. A fourth side of the fire triangle is the fire tetrahedron with the addition of chemical chain reaction.

3. Aviation fuel has certain hazard properties:
   a Flammability limits – the percentage of fuel in the air that will burn continuously once ignited.
   b. Auto – ignition temperature – the temperature at which fuel will automatically ignite without any outside ignition source.
   c. Flash point – when the fuel emits enough vapor to ignite, Avgas flash point is -40° F, so Avgas can ignite in any weather or temperature.
   Flash point for Jet A is 100° F.
   d. Once ignited, flames will spread at approximately 12 feet per second.

4. There are 3 basic types of fire:
   a. Class A – wood, paper, cloth, plastics, etc.
   b. Class B – liquids, grease, gas
   c Class C – electrical

5. Fire extinguishers are labeled according to use. Extinguishers labeled A, B & C are good on all fires. Ones labeled only B or C are good for B- or C- class fires and would be effective on small A- class fires. Do not use A- class extinguishers on class –B or C fires as you might only spread the fire or electrocute yourself.

6. When using an extinguisher, carry it to the fire, pull the safety pin, point the nozzle at the base of the fire, press the discharge handle, and sweep the nozzle back and forth. After the fire is extinguished, back away in case of re-ignition.

7. The average extinguisher carried on the aircraft holds only about 10 to 20 seconds of duration.

CHAPTER 7

MEL MANAGEMENT

A. INTRODUCTION

The Federal Aviation Administration (FAA) has found that for particular situations, an acceptable level of airworthiness can be maintained with specific items of equipment inoperative for a limited time until repairs can be made. This chapter governs the use of aircraft with certain equipment inoperative and describes the approved conditions or limitations, which apply. Use of this chapter provides for improved scheduled reliability while maintaining an acceptable level of safety. The data presented herein has been prepared to meet the requirements of current Federal Aviation Regulations and is applicable to aircraft operated by Wings Airways. The Wings Airways Minimum Equipment List (MEL) for the DHC-3T aircraft is an extension of the Master Minimum Equipment List (MMEL) for Single Engine Aircraft Original which is published by the FAA Flight Operations Evaluation Board (FOEB). The content of this MEL is the combined responsibility of the Director of Maintenance and the Director of Operations. The MEL contains a list of equipment that the FAA has determined may be inoperative under certain operational conditions without degrading the level of safety required by the airworthiness requirements. It also contains the conditions, limitations, responsibilities, instructions, policies and procedures required for operating the aircraft with these items inoperative including the Preamble.

B. MEL DISTRIBUTION

1. The MEL will be distributed as follows.
   a. The master copy of the MEL will be maintained at the Juneau Maintenance Base.
   b. A copy of the MEL will be furnished to Operations.
   c. A copy of the MEL will be furnished to the FAA FSDO.
   d. A copy of the MEL will be available in each aircraft.

CHAPTER 7

MEL MANAGEMENT

C. REVISIONS

1. Revisions to the MEL will be the joint responsibility of the Director of Maintenance and the Director of Operations.

2. Revisions to the MEL will be made when the MMEL and/or Policy Letters are revised or changes to company aircraft equipment are made. The Director of Operations will review these documents annually.

3. A control page will be included with each MEL. This page will show the Revision number and current date for each page of the MEL.

4. Each page of the MEL will show, in the upper right-hand corner, the revision, the page number and the revision date. A vertical line in the right margin will indicate each revised paragraph.

5. The FAA must approve all revisions to the MEL.

D. MAINTENANCE RESPONSIBILITIES

1. Maintenance personnel will assure that no aircraft is returned to service with inoperative equipment except as provided in the MEL.

2. Maintenance personnel will comply with all applicable Maintenance Procedures (M) relative to the MEL, including the recording and placarding of the inoperative equipment permitted under the MEL.

3. When contacted by the PIC or Operations, Maintenance personnel will determine if the discrepancy is eligible for deferral per the MEL.

4. The Director of Maintenance will coordinate aircraft repairs with Operations unless the repair is conducted during routine scheduled maintenance.

5. Maintenance is responsible for tracking and entering each MEL deferred item's Placard Number and Due Date on the Daily Status for Maintenance Report until the corrective action on the deferred item is performed.

6. Maintenance with the assistance of Operations will remove any aircraft from service prior to flight if the time interval for a deferred item will be exceeded.

7. Maintenance will notify Operations when a corrective action has been completed on a deferred item prior to its next flight.

CHAPTER 7

MEL MANAGEMENT

E. MAINTENANCE AND PIC RESPONSIBILITIES

1. If operation of an aircraft is permissible per the MEL with an item deactivated, appropriate action must be taken to assure that no secondary hazard can be introduced by the inoperative component or system. Therefore, the cause of the trouble must be isolated, if necessary, by deactivation, disconnection or removal of another item in order to eliminate any further failures. This process will be coordinated between Maintenance, the PIC and Operations.

F. OPERATIONS RESPONSIBILITIES

1. Prior to assigning an aircraft for a flight, Operations personnel will ensure that the time interval specified for an item that is deferred per the MEL will not lapse before the assigned flight is finished.

2. Operations will inform the Pilot-in-Command of all known MEL items.

3. Operations will maintain a status board located at the Seadrome with the MEL status of each aircraft.

G. DEFERRED AIRCRAFT MAINTENANCE SHEET

A Deferred Aircraft Maintenance (DAM) Sheet will be made available to flight crews and maintenance personnel for the purposes of deferring and tracking inoperative equipment per the MEL. When an item is deferred the person deferring the item is responsible for making the correct entries in the DAM sheet. These entries include the MEL Category, Date (DAY OF DISCOVERY), Placard Number, System & Sequence Numbers and their Initials. When corrective action occurs on a deferred item the maintenance person responsible for the corrective action must enter the date, description of the corrective action and their signature and certificate number on the DAM sheet and remove and discard the corresponding placard. The DAM sheet is located in the aircraft's aluminum document container along with the Aircraft Maintenance Log. It will be removed from the aircraft and placed in the permanent aircraft maintenance records when completely full of entries. If an item is still deferred when the DAM sheet is removed from the aircraft any open deferred items will be carried over to the newly installed DAM sheet. Reference the Wings Airways' Pilot Guide for examples.

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MEL MANAGEMENT

H. REPAIR INTERVAL EXTENSIONS

Wings Airways is authorized to use a continuing authorization to approve extensions to the maximum repair level for Category B and C items as specified in the approved MEL provided the FSDO is notified within 24 hours of any extension. This notification can be verbal or written and will be the responsibility of the Director of Maintenance, or the Director of Operations. For tracking purposes when an extension is requested due to parts being unavailable the Director of Maintenance will attach to the DAM sheet a Purchase Order showing the parts are on order including the arrival date of the parts. The Director of Maintenance will also have Operations change the date on the status board for that aircraft. When the parts are available the aircraft will be removed from service until the repair is made.

I. NONESSENTIAL EQUIPMENT AND FURNISHINGS (NEF)

NEF definition:
NEF are those items installed on the aircraft as part of the original type certification, supplemental type certificate, or other form of alteration that have no effect on the safe operation of flight and would not be required by the applicable certification rules or operational rules. They are those items that, if inoperative, damaged, or missing, have no effect on the aircraft's ability to be operated safely under all operational conditions. These nonessential items may be installed in areas including, but not limited to, the passenger compartment, flight deck area, service areas, cargo areas, crew rest areas, lavatories, and galley areas. NEF items are not items already identified in the MEL or CDL of the applicable aircraft. They do not include items that are functionally required to meet the certification rule or for compliance with any operational rule. The operator's NEF process shall not provide for deferral of items within serviceable limits identified in the manufacturer's maintenance manual or operator's approved maintenance program such as wear limits, fuel/hydraulic leak rates, oil consumption, etc. Cosmetic items that are fully serviceable but worn or soiled may be deferred under an operator's NEF process.

1. When a NEF item is inoperative, damaged or missing the person discovering the discrepancy will comply with the procedures set forth in Chapter 5, Section H of this manual. This applies to both maintenance personnel and pilots.

2. Repair and/or replacement of the NEF item fall under category C items (10 days from the day of discovery).

3. The DOM is authorized to approve an extension to the repair interval provided he complies with the procedures set forth in Chapter 7, Section H of this manual.

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4. After repairs have been made the person returning the aircraft to service shall complete both the Discrepancy Log and the Deferred Aircraft Maintenance sheet.

5. There are no maintenance (M) or operational (O) procedures associated with the items on the NEF list.

CHAPTER 8

OPERATIONAL CONTROL

A. PERSONS AUTHORIZED TO EXERCISE OPERATIONAL CONTROL

1. FAR 135.77 requires each certificate holder who is responsible for operational control to list the name and title of each person authorized by it to exercise operational control.

2. The following personnel have been trained and tested by Wings Airways and have been found competent to exercise operational control in the order listed:

a.	Director of Operations	Wayne Love
b.	Chief Pilot	Arne Johnson
c.	President	Holly Johnson
d.	Director of Maintenance	Donald Bach
e.	Operations Personnel	Samantha Greene

3. Prior to conducting a Part 135 flight, at least one person listed in A.2 above, must determine and have sufficient knowledge of the following:
   a. Whether the assigned pilot is qualified and eligible to serve as P.I.C. in the aircraft assigned.
   b. Whether the aircraft assigned for use is listed in D085 of Wings' Operations Specifications.

4. In the absence of any of the listed personnel, the next person listed, in descending order, assumes responsibility for operational control. The Director of Operations, even though not absent, may assign responsibility for operational control to the Chief Pilot or operations personnel.

5. The Director of Operations and the pilot in command are jointly responsible for the initiation, continuation, diversion, and termination of a flight in compliance with all applicable FAR's and operations specifications. They are responsible for canceling, diverting, or delaying a flight if, in either of their opinions, the flight cannot operate or continue to operate safely as planned. The Director of Operations may delegate his function for the initiation, continuation, diversion and termination of a flight but retains accountability for those functions.

6. Wings Airways is accountable and responsible for the operation of all its' flights.

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OPERATIONAL CONTROL

B. PILOT REQUIREMENTS

1. Wings Airways will not conduct any operation under Part 135 unless the pilot is:
   a. Wings Airways' direct employee during every aspect of the Part 135 operation, including those aspects related to any pre-flight and post-flight duties.
      i. Wings Airways is accountable for the actions and inactions of its pilots during all aircraft operations.
   b. Currently trained and/or tested, qualified, and holds the appropriate airman and medical certificates to conduct flights for Wings Airways under Part 135, and is otherwise qualified to accept the specific flight assignment, considering flight and rest requirements and the type of operation intended in the assignment.

2. The Chief Pilot will be responsible for maintaining a pilot flight status board that is located at the Seadrome. This list will include the pilot's name, airman certificate number, medical due date and currency date. This list will be made available to the FAA upon request, as specified in FAR 135.63.

C. PILOT RESPONSIBILITIES

1. The pilot in command of any Wings Airways aircraft is responsible to determine and have sufficient knowledge of the following:
   a. Whether a Part 135 flight can be initiated, conducted or terminated safely and in accordance with the authorization, limitations, policies and procedures approved in Wings Airways' operations specifications, the operations manual and applicable Federal Aviation Regulations.
   b. The pilot in command shall become familiar with the appropriate enroute information and the water landing destination to include NOTAMS. This information may be obtained from a FAA FSS, current charts, web cams, and publications or word of mouth from other pilots or other competent persons current on the subject. Wings Airways maintains subscriptions for NOAA sectional charts and the Alaska Supplement including the Section Special Notices and Airport Remarks. All manuals mentioned above are available to all pilots and operations personnel at the Seadrome office. Sectional charts are supplied in each aircraft and are replaced annually in the month of April by the Director of Operations when they become obsolete.

2. No pilot may serve as pilot-in-command to a location, which he has not operated before, unless a briefing has been obtained from a check airman. A pilot-in-command who has not flown over a route and into an airport or landing area within the preceding 90 days, will, before beginning the flight, become familiar with all available information required for the safe operation of that flight by any of the following methods:
   a. Use of NOTAMS or any other information available through an FSS.
   b. Word of mouth information from company pilots and operations personnel.
   c. Word of mouth information from any other available source.

CHAPTER 8

OPERATIONAL CONTROL

d. As directed by the chief pilot
e. Review of appropriate charts with other company pilots.

3. If Wings Airways or the pilot in command knows of water conditions, that are a hazard to safe operations, Wings Airways or the pilot in command, as the case may be, shall restrict or suspend operations as necessary until those conditions are corrected.

4. No pilot in command may allow a flight to continue toward any water landing area under the conditions set forth in paragraph C.3 of this chapter unless, in the opinion of the pilot in command, the conditions that are a hazard to safe operations may reasonably be expected to be corrected by the estimated time of arrival or, unless there is no safer procedure. In the latter event, the continuation toward that water landing area is an emergency situation under § 135.19.

5. Pilots must be knowledgeable that if they act contrary to Wings' directions or instructions, while operating an aircraft under Wings' operations specifications, Parts 119 and 135, they will be subject to legal enforcement action by the FAA.
This does not apply to the following:
a. ATC instructions, clearances and NOTAMs
b. Aeronautical safety of flight information received by the pilot
c. Operation under the emergency authority according to FAR 135.19

D. OPERATIONS PERSONNEL RESPONSIBILITIES

1. Operations personnel must meet the requirements FAR 119.69(d) and have their names listed in section A.2 of this chapter.

2. Operations personnel will schedule flights and assist pilots in flight preparation by gathering and disseminating pertinent information for all destinations regarding weather, water conditions and any information deemed necessary for the safety of flight. Current weather and weather information forecasts shall be obtained from an approved weather-reporting source, if available. An approved weather-reporting source would be a FAA Flight Service Station or a source whose data comes from the National Weather Service.

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3. No Operations personnel may allow a flight to continue toward any water landing area under the conditions set forth in paragraph C.3 of this chapter unless, in the opinion of the Operations personnel, the conditions that are a hazard to safe operations may reasonably be expected to be corrected by the estimated time of arrival or, unless there is no safer procedure. In the latter event, the continuation toward that water landing area is an emergency situation under § 135.19.

E. DIRECTOR OF OPERATIONS RESPONSIBILITIES

1. The Director of Operations will ensure that the following procedures for flight locating will be adhered to.
   a. The pilot in command of any non-tour flight will file a company flight plan with operations personnel. This flight plan will include the route of flight, number of passengers, fuel on board and any pertinent information deemed essential by the pilot in command for the safety of flight. Operations personnel will track this information at the Seadrome office.
   b. The pilot-in-command of any extended charter flight shall make position reports to operations personnel at approximately 30-minute intervals while enroute. If communications cannot be maintained with company personnel, then the pilot-in-command will communicate position reports to the nearest Flight Service Station at approximately 30-minute intervals while enroute. If the flight will be conducted in an area where radio communications cannot be maintained, the pilot in command will provide the following information: location and estimated time for reestablishing radio communications. The above communication requirements will not be necessary if under electronic surveillance. This information will remain on file and updated, as appropriate, until the flight is terminated at its final destination.
   c. Flight plans are not required for tour flights if the routes used are the same as those depicted in the Pilot Guide, or other similar operations involving two or more aircraft if communications are maintained between aircraft.
   d. In the event that a flight becomes overdue for more than thirty minutes operations personnel will then initiate the Wings Airways Emergency Response Plan and refer to chapter four of this manual for guidance in an emergency situation. If the flight is still overdue by one hour and all efforts to locate it have been unsuccessful, Wings Airways will notify the FAA regional operations center 24-hour phone at (907) 271-5936 or (800) 478-7233.

2. The Director of Operations will ensure that adequate training is completed for all personnel exercising Operational Control responsibilities.

CHAPTER 8

OPERATIONAL CONTROL

F. DIRECTOR OF MAINTENANCE RESPONSIBILITIES

1. The Director of Maintenance is primarily responsible for the airworthiness of all Wings Airways aircraft and shall ensure that all aircraft are maintained under the applicable FARs and operation specifications.

G. AIRCRAFT REQUIREMENTS

1. Wings Airways will not conduct any operation under Part 135 unless each aircraft used is:
   a. Owned by Wings Airways and remains, without interruption in Wings Airways' legal and actual possession (directly or through Wings Airways' employees and agents) during all of its Part 135 flights or,
   b. Leased by Wings Airways or otherwise in the legal custody of Wings Airways and remains in Wings' exclusive possession or custody during all of its Part 135 flights.
   c. The aircraft owner or other lessee of the aircraft may operate the aircraft under Part 91, under the control and responsibility, including potential liability for an unsafe operation, of the owner or their lessee, as long as the following condition is met:
      i. Wings Airways ensures that the maintenance of the aircraft continues to adhere to its maintenance program at all times or;
      ii. When the aircraft is returned to Wings, the aircraft will undergo an airworthiness conformity validation check, prior to any Part 135 operation.

H. EXCLUSIVE AIRCRAFT USE REQUIREMENTS

1. As specified in 135.25(b), at least one aircraft that meets the requirements for at least one kind of operation authorized in Wings' operations specifications will remain in Wings' exclusive legal and actual possession (directly or through Wings' employees and agents).

2. Wings Airways' aircraft will not be listed on any other Part 119 certificate holder's operations specification during the term of the exclusive use lease.

CHAPTER 8

OPERATIONAL CONTROL

I. USE OF OTHER BUSINESS NAMES (DBAs)

1. Wings will not allow or create the circumstances that would enable any other entity to conduct a flight for compensation or hire under Parts 119, 121 or 135 as if that entity were Wings Airways.

2. Wings will not operate an aircraft under Part 135 under the name or fictitious name of any other person or entity, unless authorized in operations specification A001.
   a. Such authorization does not authorize any person or entity, other than Wings, to conduct operations under Wings' certificate and Operations Specifications.

3. Wings will not allow the use of a fictitious name to obscure Wings' responsibility and accountability to exercise operational control over its flight operations.

J. AIRCRAFT OPERATION AGREEMENTS AND OTHER ARRANGEMENTS

1. Wings will not enter into a wet lease arrangement with any person not authorized by the FAA, whereby that other person provides an aircraft and at least one pilot to Wings.
   a. This requirement does not prohibit the separate use of a pilot by Wings when that pilot is also employed by the aircraft's owner or lessor.

2. Any agreement or arrangement between Wings and an aircraft owner must fully explain how Wings oversees and ensures that only airworthy aircraft are used in its Part 135 operation.

3. Wings' operational control system must include a system of ensuring that it has complete, effective and sustainable operational control over each aircraft operated, and that no surrender or loss of operational control exists.

4. Wings will not operate any aircraft in Part 135 operations if an agreement shifts liability and accountability for the safety of Wings' Part 135 flight operations from Wings to the aircraft owner or other parties.

CHAPTER 8

OPERATIONAL CONTROL

K. GENERAL

1. Wings Airways will use the principle base of operations as listed on page A001-1 of the Operations Specifications as the principle place of business from which to exercise Operational Control.

2. Wings Airways is authorized to conduct flights under 14 CFR Part 91; the following are examples of Part 91 flights.
   a. Flight Crewmember training.
   b. Maintenance flights.
   c. Ferrying.
   d. Re-positioning, i.e. Taku Lodge deadhead or the empty leg of a charter.

3. 14 CFR Part 135 flight are any flights that are generating revenue for Wings Airways; the following are examples of Part 135 flights.
   a. Any Charter flight with passengers or freight on board.
   b. Sightseeing tour flights
   c. Deadhead flights to or from Taku Lodge with paying passengers on board.

- Methods and procedures for initiating, diverting, and terminating flights:
  Ref: GOM Chapter 8
- Persons or duty positions authorized to, and responsible for, exercise of operational control:
  Ref: GOM Chapter 8.A
- Facilities and location of facilities used by the operator in the exercise of operational control:
  Ref: GOM Chapter 8.K
- Communication systems and procedures used by the operator:
  Ref: GOM Chapter 2
- Special coordination methods and/or procedures used by the operator to assure the aircraft is airworthy:
  Ref: GOM Chapter 3.B and Chapter 5
- Emergency notification procedures:
  Ref: GOM Chapter 4