School Policies

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Section 1.0 - Introduction

This Flight Training Program Outline and School Policies document describes Company policies, operating limitations, conditions of use and describes what is expected of students training at Montair. In case of any discrepancy between the limits set out in this document and the Canadian Aviation Regulations, the more stringent policy shall take precedence.

The guidance contained within this document will help students train in a safe and efficient manner. Pilots flying aircraft in contravention of the policies and limitations expressed in this document shall be deemed to be operating an unauthorized flight.

1.1 Glossary, Abbreviations and Acronyms

Montair, Company, Institute or School: Shall be taken to mean Montair Aviation Inc.

Flight following: the monitoring of a flight's progress, the provision of any operational information that might be requested by the PIC, and the notification of the FTU and search-and-rescue authorities if a flight is overdue or missing.

Integrated course: an approved course of pilot training developed using the principles of instructional system design, in which all instructional stages are completed as one continuous course and the flight training elements are interrelated and sequenced to provide for the efficient achievement of learning objectives.

Main base: a location at which the flight training unit has personnel, aircraft and facilities for the operation of a flight training service and is established as the principal place of business of the flight training unit.

Operations manual: Flight Training Operations Manual.

Operational control: The exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of safety, and the regularity and efficiency of the flight.

Pilot's self-dispatch: a flight where the PIC is solely responsible for flight following.

Sub-base: a location at which a flight training unit positions aircraft and personnel from which operational control is exercised in accordance with their operational control system.

AC(s)	Advisory Circular(s)
AFM	Aircraft Flight Manual
AIM	Transport Canada Aeronautical Information Manual
AMO	Approved Maintenance Organization
ATC	Air Traffic Control
BE90	Beechcraft King Air 90
C152	Cessna 152
C172	Cessna 172
CAAC	Civil Aviation Administration of China
CAP	Canada Air Pilot
CAP GEN	Canada Air Pilot – General Pages
CBT	Computer-Based Training
CFI	Chief Flight Instructor
CFIT	Controlled Flight into Terrain
CFS	Canadian Flight Supplement
CGI	Chief Ground Instructor
CPAER	Commercial Pilot AERoplane (Transport Canada CPL Written Examination)
CPL	Commercial Pilot Licence
DFS	Daily Flight Sheet
EFB	Electronic Flight Bag
ERM	Emergency Response Manual
FRAT	Flight Risk Assessment Tool
FSP	Flight Schedule Pro
FSS	Flight Service Station
FTD	Flight Training Device
GNSS	Global Navigation Satellite System
HR	Human Resources
IATP(A)	Integrated Airline Transport Pilot Licence (Aeroplane)
ICAO	International Civil Aviation Organization
ICPL(A)	Integrated Commercial Pilot Licence (Aeroplane)
ICPL(A)/IR	Integrated Commercial Pilot Licence (Aeroplane) with Instrument Rating
IFR	Instrument Flight Rules
INRAT	Transport Canada INstrument RATing Written Examination
LEP	List of Effective Pages
MCC	Multi-Crew Cooperation
MCM	Maintenance Control Manual
PA34	Piper Seneca
PIC	Pilot-in-Command
PNF	Pilot Not Flying
PPAER	Private Pilot AERoplane (Transport Canada PPL Written Examination)
PPC	Pilot Proficiency Check
PPL	Private Pilot Licence
PRM	Person Responsible for Maintenance

PT	Procedural Trainer
PTIRU	Private Training Institutions Regulatory Unit
QA	Quality Assurance
RPP	Recreational Pilot Permit
SAMRA	Meteorology, Radio Aids to Navigation and Flight Planning (ATPL Written Examination)
SARON	Aviation Regulations and Air Traffic Procedures, Aeroplane Operations and General Navigation (ATPL Written Examination)
SPP	Student Pilot Permit
VFR	Visual Flight Rules
VNC	VFR Navigation Chart
VTA	VFR Terminal Area Chart
VTPC	VFR Terminal Procedures Chart
WHMIS	Workplace Hazardous Materials Information System

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Section 2.0 - Programs, Admissions and Program Outlines

2.1 Programs

Montair offers the following career-related programs which require approval by the Private Training Institutions Regulatory Unit (PTIRU) of BC:

1. Commercial Pilot Licence
2. Multi-Engine Instrument Rating
3. Flight Instructor Rating
4. Integrated Airline Transport Pilot Licence

Montair also offers the following recreational programs that do not require approval from PTIRU:

1. Private Pilot Licence
2. Night Rating
3. Multi-Engine Rating
4. Conversion, Recurrency and Upgrade Training

At the present time, the company does not offer aircraft for rental purposes only and all students must be enrolled in one of the above programs.

2.2 Admissions Policy and Language Proficiency

No student may deposit tuition money or begin a training course until they have completed and signed an enrollment contract package, which includes information on admission requirements, program information, tuition and payments, refunds, a program outline, licensing/regulatory information (including age, medical fitness, knowledge, experience and skill requirements from Transport Canada) and company policies.

The enrollment package will be reviewed by Montair to ensure admissions requirements have been met, then signed by a school representative and a copy returned to the student. All students must meet the admission requirements for their intended course of training and these criteria cannot be waived by either the student or Montair.

Students must review this enrollment package carefully as it contains important and required information to ensure a successful and safe training experience. All students must also successfully demonstrate English language proficiency as required by Transport Canada. This will be either by:

a. *Successful completion of a Transport Canada Aviation Language Proficiency Demonstration to a minimum of ICAO language proficiency level 4.*

b. *Canadian citizens who have graduated, or are currently enrolled in, a Canadian English or French speaking high school, will qualify for an informal demonstration in the language that is, or will be if currently enrolled,*

indicated on their high school diploma, provided that the Chief Flight Instructor is satisfied that the person can demonstrate the competencies of Expert Level 6 as listed in CAR standard 421.06(4) Regulations.

2.3 Transport Canada Publications

Transport Canada provides many useful publications on its website and each student will be directed to the relevant information by their instructor.

This includes required Study and Reference Guides for written examinations:

https://tc.canada.ca/en/aviation/licensing-pilots-personnel/flight-crew-licences-permits-ratings/study-reference-guides-sample-examinations

and,

Flight Test Guide - Private Pilot Licence:

https://tc.canada.ca/en/aviation/publications/flight-test-guide-private-pilot-licence-aeroplane-tp-13723e

Flight Test Guide - Commercial Pilot Licence:

https://tc.canada.ca/en/aviation/publications/flight-test-guide-commercial-pilot-licence-aeroplane-tp-13462e

Flight Test Guide - Multi Engine Rating:

https://tc.canada.ca/en/aviation/publications/flight-test-guide-multi-engine-class-rating-aeroplane-tp-219e

Flight Test Guide - Instrument Rating:

https://tc.canada.ca/en/aviation/publications/flight-test-guide-instrument-rating-groups-1-2-3-aeroplane-tp-9939e

Flight Test Guide - Instructor Rating:

https://tc.canada.ca/en/aviation/publications/flight-test-guide-flight-instructor-rating-aeroplane-helicopter-aerobatic-tp-5537

References to all licensing requirements for each training program are also listed in the enrollment contract.

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Section 3.0 - General Policies

3.1 Statement of Student Rights

Montair Aviation is certified with the Private Training Institutions Regulatory Unit (PTIRU) of the British Columbia Ministry of Post-Secondary Education and Future Skills.

Before you enrol at a certified private training institution, you should be aware of your rights and responsibilities.

You have the right to be treated **fairly** and **respectfully** by the institution.

You have the right to a **student enrolment contract** that includes the following information:

- amount of tuition and any additional fee for your program
- refund policy
- if your program includes a work experience, the requirements to participate in the work experience and the geographic area where it will be provided
- whether the program was approved by PTIRU or does not require approval.

Make sure you read the contract before signing. The institution must provide you with a signed copy.

You have the right to access the institution's **dispute resolution process** and to be **protected against retaliation** for making a complaint.

You have the right to make a **claim** to PTIRU for a **tuition refund** if:

- your institution ceased to hold a certificate before you completed an approved program
- you were misled about a significant aspect of your approved program.

You must file the claim within one year of completing, being dismissed or withdrawing from your program.

For more information about PTIRU and how to be an informed student, go to:

http://www.privatetraininginstitutions.gov.bc.ca/students/be-an-informed-student

3.2 Flying Schedule

Montair uses dispatchers, schedulers and instructors to create the daily flying and ground school schedule. From time to time, dedicated schedulers may also be used for certain courses of instruction. In general, the flying and ground school schedule will be posted a minimum of 12 hours in advance but is subject to change for operational needs.

It is the students' and instructors' responsibility to check for scheduling particulars including briefing times and other operational considerations. In the event of scheduling conflicts or the need to cancel flights, the student should contact dispatch and their primary instructor, or another supervising instructor if the primary is unavailable.

In the absence of a dedicated scheduler, members of the dispatch team can make additions and alterations to the schedule. In any case, alterations and cancellations requested by students must be approved by their primary instructor.

3.3 Student Support

Montair has a designated Student Liaison staff member(s) that can provide assistance with admissions and documentation requirements. These individuals, in collaboration with other team members, are able to provide students with information on:

- Student enrolment contracts
- Program outlines
- Housing and transportation services
- Medical insurance and the Pharmacare program
- Community and cultural services such as family support, addiction treatment and services for immigrants
- Available academic support such as tutoring support
- Employment resources including resources in relation to preparing a resume
- advice on transportation, available community services, academic support and employment resources

Note that Montair does not offer childcare services on-site but may be available to direct students to local resources.

3.4 Accommodation Policy

Montair Aviation is not able to directly offer accommodation for students, but can help students to obtain information and resources that are available in the local community. Montair assumes no liability for arrangements entered with these independent service providers. Montair has no affiliations with any suppliers of accommodation; students are encouraged to conduct their own due diligence before entering arrangements with housing providers.

3.5 Healthcare Policy – International Students

BC's provincial health insurance plan is known as the Medical Services Plan (MSP). Anyone living in BC for six months or longer (including international students) is required by law to enrol in MSP and pay the premiums for the plan. New residents, or persons re-establishing residence in BC, are eligible for coverage after completing a wait period that consists of the balance of the month in which residence is established plus two months.

If applicable, students should apply immediately after arriving in BC. Application for MSP is free, but monthly premiums may be charged once coverage begins.

Further information on MSP is available from the government website: https://www2.gov.bc.ca/gov/content/health/health-drug-coverage/msp

Students who are not eligible for the MSP program, or for healthcare coverage during the MSP wait period, are strongly encouraged to purchase a private healthcare plan.

3.6 Attendance Policy

Successful completion of any of Montair's training courses is dependent on the student attending all required ground and flight training sessions. Attendance at all ground school training sessions will be recorded via an electronic ground school tracking system or Pilot Training Record. Montair expects all students to arrive promptly and be prepared for scheduled ground and flight training sessions.

Poor attendance is detrimental to the attainment of learning objectives and suggests a poor work ethic of the student. Good work habits are required in the commercial aviation industry and underpin safe operations. A poor attendance record (less than 90%), or a high cancellation/rescheduling rate will be dealt with by the CFI and can lead to expulsion from the course. Extenuating circumstances, such as illness, bereavement or other circumstances outside of the student's control, will be dealt with on an individual basis.

A modular student who has not attended any training session for 12 consecutive months may be dismissed from the enrolled program(s) as a deemed withdrawal and their account will be deactivated. Students are expected to adhere to their planned training program unless this has been modified and approved through discussion with the school.

3.7 Cancellation and No-Show Policy

The following attendance policy has been developed to ensure fair and efficient utilization of company resources:

1. Modular students must cancel a flight without a valid operational reason **more than 72 hours in advance** without charge. All cancelled lessons within the **72 hours will be charged a no-show fee**, as below. This cancellation policy replaces our 24-hour notice cancellation policy which is no longer in effect.

2. Cancellations due to sickness, up until the time of the lesson, will be dealt with separately and on an individual basis, **subject to reasonable limitations i.e. if the student appears to be abusing this provision, further review will be conducted and concerns communicated to the student.**

3. When adequate notice has not been provided and a student fails to show for a scheduled flight, a no-show fee will be charged in accordance with Montair's policies.

Students are expected to be at the dispatch area at least 30 minutes prior to the scheduled booking time. And ready for the flight and pre-flight briefing with their instructor.

Cancellations and no-shows that are chargeable will be billed to the student's account as a no-show fee. This shall be charged at ground briefing rates, irrespective of whether the original booking was dual, solo, flight time or briefing time and must be resolved before any further activities can be dispatched. The fee shall be:

Equal to the scheduled flight time of the cancelled booking; or, a minimum of one hour, or for scheduled booking times greater than 2 hours the fee will be the equivalent of 50% of the booking time.

Should repeated cancellations or no-shows occur, Montair reserves terminate training or request the student pre-pay for future bookings in full.

3.8 Prior Learning Assessment Policy

Any student wishing to transfer to Montair following the commencement of their flight training at another flight training establishment will be subject to assessment and testing at the discretion of the CFI in order to establish a modified training plan based on their ability.

Students wishing to transfer onto one of Montair's integrated programs from another establishment may do so after first achieving their Recreational Pilot Permit (RPP) or PPL. They will still be subject to an assessment flight by a check instructor to establish their suitability for an integrated program. A student who is successful in this case would be eligible to have flight hours credited towards their integrated course. For further information, refer to the Company Training Manual.

3.9 Student Learning Assessment (Academic Standing) Policy

Measurement of learning is an essential part of training. It ensures that both the training organization and the student know whether training objectives are being met and whether a student is ready to advance to the next lesson or phase of training. Student assessments occur in a number of ways, outlined below.

3.9.1 Lesson Plans

Student assessments occur at the conclusion of each flight. Comments and evaluations are recorded on Lesson Plans or Pilot Training Records and are available for the student's review at any time during the progress of training.

Evaluations are recorded using the Transport Canada Flight Test Guide four-point marking scheme, or on a Satisfactory/Unsatisfactory scale scored against the lesson objectives.

3.9.2 Montair Ground School Assignments

Ground school assignments on Integrated programs will normally be issued after specific ground school lessons. Their purpose is to test the students' understanding of the material. They may be in the form of short-answer style questions or multiple-choice questions.

Ground school assignments will be marked by the ground school instructor setting the assignment. Questions answered incorrectly on ground school assessments will be covered in subsequent ground school sessions to ensure that there are no gaps in knowledge.

Theory based learning assignments may be assigned to students at a level relevant to the training program and/or progression on course. These may include the following:

1. PSTAR examinations
2. Aircraft POH test
3. Pre-solo examinations
4. Industry Canada Restricted Radio Operator Licence examinations
5. Internal quizzes
6. Sample practice examinations

For students on modular programs, periodic theory tests, both written and verbal, will be assigned as part of the overall training program.

3.9.3 Transport Canada Written Examinations

During the course of a training program, students may take one or more Transport Canada written examinations in order to meet the theoretical knowledge requirements for the issue of certain licences and ratings. These tests are taken at designated Transport Canada examination centres. Feedback is provided to the student directly by Transport Canada in these cases.

No student will be recommended to take a Transport Canada written examination unless they have completed all of the ground school requirements and met the requirements in CAR 421.13. Recommendation for written examinations shall be at the discretion of the CFI, CGI or delegate.

3.9.4 Transport Canada Flight Tests

For the issuance of licences and ratings, students have to pass specific Transport Canada Flight Tests. These tests shall be conducted by Transport Canada appointed flight test examiners. Feedback is provided to the student directly by the examiner in these cases.

No student will be recommended for a Transport Canada Flight Test unless they have completed all of the Montair flight training requirements for that flight test and received a recommendation from the CFI, or delegate.

Failure of either a Transport Canada flight test or written examination implies that the student cannot hold the licence or rating. Should a student consistently fail these assessments, the CFI shall conduct a review of the student's performance over the whole course and a decision will be made as to whether the student should continue with the course or withdraw form training.

3.10 Facilitation of Student Success

Each individual student is responsible for being prepared for every flight training lesson and ground school session. Good preparation includes having completed any required study beforehand and arriving fit and rested for the lesson.

Should any student feel that they are experiencing difficulties in training they should discuss the situation with their primary instructor or the CFI.

Montair has methods of identifying if a student is experiencing difficulty (including unsatisfactory academic progress on the course) by conducting regular reviews of each student's progress.

3.11 Grade Appeal Policy

All final written examinations and flight tests are conducted by Transport Canada, or their appointed delegates. Therefore, any appeals with respect to final grades or failure of examinations must be directed to the appropriate individual at the local/regional Transport Canada office.

Should a student feel that the assessment of an interim review flight, conducted by a Montair check instructor, was not performed or assessed correctly, the individual should discuss this with the CFI.

3.12 Instructor Changes

Montair will assign a primary instructor for each student. This instructor will conduct the majority of flight lessons whenever possible and practicable. To provide internal quality assurance, students may fly with other instructors. This will most commonly occur during flight reviews and check flights.

Occasionally, due to personality differences, a change of instructor may be the most appropriate course of action. Changes of instructor are at the discretion of the CFI and will normally only be approved once per phase of training (for integrated students) or per licence/rating (for modular students).

3.13 Suspension of Training and Dismissal Policy

Should a student violate the Canadian Aviation Regulations, Montair reserves the right to immediately terminate the student's enrolment and refund any monies on their account as per applicable policies.

Other reasonable grounds that a student may be dismissed include, but are not limited to:

- Serious failure to comply with Montair's Flight Training Operations Manual.
- Mistreatment of Montair aircraft and/or equipment.
- Failure to treat fellow students or Montair staff with dignity and respect
- Dangerous or threatening behaviour, actual or perceived, towards staff, equipment or as evidenced by hazardous decision making.
- Attending Montair under the influence of drugs or alcohol.
- An inability to meet standard acceptable progression benchmarks on the training program within a reasonable time and as clearly documented on the student's Pilot Training Record.
- Failure to attend any training session at Montair for 12 consecutive months (this will be deemed as student withdrawal)

Dependent on the severity of the event(s), students will initially be subject to having their flying privileges suspended pending a review of the incident by the CFI. This may lead to either a return to training decision, a verbal or written reprimand provided to the student or the escalation of the investigation to the senior management team. A final decision on dismissal will be made by the CFI and be provided in writing to the student. All students must understand that safety and compliance with the Canadian Aviation Regulations and the safety of our staff and equipment is of paramount importance to Montair and any behaviour that threatens this will not be tolerated.

Appeals to request the reversal of suspension of flying privileges should be made in writing to the Accountable Executive.

A student's training can be suspended for behaviors and actions as listed above, in addition to:

1. Violation of Montair Safety or Operating Policies
2. Negligence
3. Consistent record of unsafe decision making or airmanship, affecting the safety of the trainee or others

4. Physical abuse, verbal abuse or harassment
5. Poor attendance
6. Loss of medical privileges
7. Loss of immigration status

There may be other circumstances in which the student's training may need to be suspended or postponed for personal, heath or other reasons. These situations will be dealt with on a case-by-case basis in consultation with Transport Canada, if required.

All significant issues regarding training effectiveness, such as unsatisfactory progress, will be recorded in each student's training file.

3.14 Detecting Training Deficiencies and Student Probation Policy

Montair does not operate a formal academic probation policy since there are no formal interim assessments or GPA scores assigned during the training courses. However, if an instructor is concerned with the rate of progress of an individual student, this shall be brought to the attention of the CFI who will review the student's progress.

If it is deemed necessary, the CFI (or delegate) will meet with the student to discuss their concerns and assist in developing an appropriate plan for achieving satisfactory performance. In extreme circumstances, the student may be advised that a program of flight training is perhaps not best suited to them and withdrawal from the program may be suggested.

However, through its Quality Assurance (QA) program Montair is continually assessing its own performance as a high-quality Flight Training Unit (FTU). Montair will act should it become apparent that a higher-than-normal proportion of students on a particular course are:

1. Failing flight tests
2. Failing written examinations
3. Achieving lower marks on lesson plans or progress tests than previous classes/students
4. Having disciplinary problems
5. Receiving Unsatisfactory Progress Reports
6. Requiring additional flight training hours (remedial training)
7. Showing other indications of poor performance

Should it be considered that any one of the above was directly attributable to training or operational deficiency, Montair will take action that could include:

1. Conducting an irregular audit in accordance with the Company QA Manual
2. Interviews with Instructors and other personnel
3. Requests for further student feedback
4. Any other action deemed appropriate by the CFI

3.15 Student Withdrawal Policy

A student wishing to withdraw from a training course may do so after discussion with the CFI, advising of the reasons for withdrawal. Any fee refund shall be calculated as per the Company's refund policy, described below.

The Pilot Training Record (PTR) remains the property of the student and will be returned in exchange for a confirmatory signature of receipt.

3.16 Refund Policy

Refunds will only be processed to the entity or location that made the original payment, unless written authorization from the payor and payee is received directing otherwise and only in circumstances that prevent or significantly inhibit the original payor receiving the refund directly.

Written notice advising of withdrawal or dismissal may be delivered in any manner provided that a receipt or other verification is available that indicates the date on which notice is delivered. The notice of withdrawal or dismissal is deemed to be effective from the date it is delivered.

The refund policy will be followed as detailed in the student's PTIRU enrollment contract. A copy of the Refund Policy for approved programs is also included in Appendix A

Where total tuition fees have not yet been collected, the institution is not responsible for refunding more than has been collected to date and a student may be required to make up for monies due for training, supplies and services already delivered. If the institution has received fees in excess of the amount it is entitled, the excess amount will be refunded.

3.17 Training Record Release Policy

Pilot Training Records will only be released to students upon request and receipt of an acknowledgement form that transfers responsibility of the records to the student. Training records must not be taken off premise by staff or students without having provided this acknowledgment to the Student Records Department.

Prior to release the CFI must verify and sign all entries – this process may take up to 10 business days.

3.18 Privacy Policy

Montair collects staff and students' personal information for the following purposes:

1. Compliance with the Canadian Aviation Regulations.
2. Compliance with Transport Canada Personnel Licensing and Training Standards.
3. Compliance with PTIRU regulations.
4. Conventional accounting practices and procedures.
5. Compliance with the policies and procedures of the Canada Revenue Agency.

Montair staff are prohibited from releasing any private information related to students. The company shall abide by the *Personal Information Protection Act*.

3.18.1 Procedure for Maintaining Student Files

Student personal information is collected throughout the student's attendance at the institution. All required information regarding a student's performance, progress and acquired pilot qualification(s) shall be kept in a physical and electronic student file.

1. Physical student files shall be kept in a locked filing cabinet in the student records team office. Access to physical student files shall be limited to the CFI and senior management team as well as appropriate administrative staff on an as-required basis.
2. Electronic student files shall be kept securely in a folder on the Company hard drive that shall have limited access.
3. When a student completes training towards the issuance of a licence or rating, the applicable pilot training records and transcripts of examinations shall be forwarded to Transport Canada for processing.
4. At the end of a period of inactivity of approximately one year, inactive physical student records shall be kept in a secured storage room for a further six years.
5. At the end of a seven-year period, the full student file may be destroyed using a secure destruction method.

3.18.2 Procedure for Student Access to Information on File

Under the Personal Information Protection Act, students are entitled to access their student file. Students wishing to access the information in their student file must contact the Accountable Executive.

Montair will not release information to any person other than people authorized by the student to access information unless required to do so by legislation, a subpoena, court order or if release of information is necessary as part of an ongoing police investigation.

Persons authorized to access information on behalf of a student must provide written proof of this authorization.

3.19 Dispute and Complaint Resolution Policy

a) This policy governs complaints from students respecting Montair Aviation and any aspect of its operations.

b) A student who makes or is otherwise involved in a complaint will not be subject to any form of retaliation by the institution at any time.

c) The student making the complaint may be represented by an agent or lawyer.

d) The process below will be available for one year after the student completes, or was dismissed or withdrew from the program or school.

e) The process by which the student complaint will be handled is as follows:

i. All student complaints must be in writing.

ii. Issues concerning the performance of Montair's obligations to the student with respect to training provided should initially be forwarded to the CFI, Jeff Chou via jeff.chou@montairaviation.com, who will contact the student directly.

iii. Should the issue not be resolved at this level within 72 hours, or if the complaint is not related to flight training provided or the complaint is deemed as more serious, the individual should contact the VP of Operations and Training to file a formal, written complaint. This will be reviewed by the Montair Executive team and a written determination made within 14 days of receiving the complaint. This

response could include a proposed appointment of a mediator or arbitrator to determine an outcome. The expense of this will be assigned in keeping with the resulting decision.

iv. Should either of the above individuals not be available or they are the subject of the complaint, then the written complaint may be sent to Matthew Hao, Accountable Executive at ae@montairaviation.com. The Accountable Executive may also be contacted if further reconsiderations are being requested on a previous outcome. The Accountable Executive's decision on any matter is final and must be delivered within 30 days of receiving the complaint.

v. If the student is dissatisfied with the determination, had enrolled for a program of study in BC, and is of the opinion that they have been misled by the institution regarding any significant aspect of the program, the student may file a complaint with the Private Training Institutions Regulatory Unit (PTIRU) (www.privatetraininginstitutions.gov.bc.ca) within one year after the student completes, or was dismissed or withdrew from the program or school.

3.20 Respectful and Fair Treatment of Students Policy

Montair is committed to ensuring that its learning environment promotes the respectful and fair treatment of all students and staff. Montair will take all reasonable steps to identify and eliminate harassment, discrimination, intimidation, bullying and violence from its practices to promote and create a culture that fosters acceptance and respect of all students.

All students and staff are expected to share the responsibilities of establishing and maintaining a respectful environment, therefore the following activities while on Montair premises or using Montair equipment are prohibited:

Discrimination & Harassment:

Includes unwelcome conduct that is directed to a person or members of an identifiable group expected to cause insecurity, discomfort, offence or humiliation. Behaviours that can be considered harassment and discrimination include verbal abuse, offensive gestures, ignoring or segregating a person or a group; unwelcome comments or actions related to a person's personal characteristics, for example, age, race, gender and sexual orientation; name calling; racial slurs; racist remarks or jokes.

Sexual Harassment:

Sexual harassment is unwelcome sexual behaviour that makes a person feel offended, humiliated or intimidated. Behaviours that can be considered sexual harassment include but are not limited to: suggestive remarks, jokes or compromising invitations; displaying or distributing sexually explicit drawings, pictures; leering or whistling; patting, rubbing or other unwanted physical contact; physical assault; verbal abuse and /or indecent exposure. Students are also directed to review Montair's Sexual Misconduct Policy.

Personal Harassment:

Personal Harassment is also known as bullying, it is described as unwanted behaviour that is physical, verbally or psychologically abusive and creates a hostile or intimidating environment. Personal harassment behaviour includes but is not limited to: demeaning or intimidating comments; teasing; name calling; spreading rumours; intentionally hurting a person's body or possessions; threatening to cause harm; embarrassing someone in public.

Violence & Intimidation:

This is described as an incident where the attempted or actual conduct of a person causes an individual to be physically or mentally harmed, abused, threatened, intimidated or assaulted. Violence and intimidation include threatening behaviour, rumors, swearing, insults or condescending language; physical attacks including hitting, shoving, pushing and kicking; vandalism, anger-related incidents, verbal or written threats expressing an intent to inflict harm.

Montair requires all students and staff to comply with this policy and to immediately report unacceptable behaviour. All violations of this policy will be investigated in a fair, just and timely manner by the senior management team and may be elevated to the Accountable Executive. Remedies will be applied in an appropriate way and decided on a case-by-case basis with the immediate primary goal of having the prohibited activity cease immediately.

To report disrespectful or unfair treatment, students should follow the same process described in the Student Dispute Resolution Policy or Sexual Misconduct Policy as applicable.

3.21 Sexual Misconduct Policy

3.21.1 Background and Purposes

Montair has a responsibility to maintain a respectful environment and is committed to the prevention of and appropriate response to sexual misconduct. This policy articulates Montair's duty and commitment to support students of the Montair community who are impacted by sexual misconduct, to provide information regarding the resources and options available to those affected by sexual misconduct, to create and make available resources to educate its community on the prevention of sexual misconduct, and to provide a process to respond to and investigate allegations of sexual misconduct.

3.21.2 Principles and Commitments

a) Montair will not tolerate sexual assault or any other Sexual Misconduct.

b) Sexual misconduct refers to a spectrum of non-consensual sexual contact and behaviour including the following:

- Sexual assault;
- Sexual exploitation;
- Sexual harassment;
- Stalking;
- Indecent exposure;
- Voyeurism;
- The distribution of a sexually explicit photograph or video of a person to one or more persons other than the person in the photograph or video without the consent of the person in the photograph or video and with the intent to distress the person in the photograph or video;
- The attempt to commit an act of sexual misconduct; and
- The threat to commit an act of sexual misconduct.

Montair recognizes that people's experiences will be affected by factors such as their access to power and privilege, their sex, sexual identity, gender identity or expression, racialization, age, family status, religion, faith, ability, disability, national or ethnic origin, indigeneity, immigration status, socio-economic status, class, and language. Montair also

recognizes that the flight school is a unique environment, in which power imbalances are inherent. These factors, along with an individual's personal history, impact individual experiences of Sexual Misconduct, the ability to access supports, and choices with regard to recourse. Montair will take this into account when carrying out its responsibilities under this Policy.

c) A **Complaint** of sexual misconduct is different than a **Report** of sexual misconduct.

A **Complaint** is when the victim discloses or chooses to tell someone at the institution of an incident of sexual misconduct in order to seek support but may not want to make a formal report to the police or the institution.

A **Report** is a formal notification of an incident of sexual misconduct to someone at the institution accompanied by a request for action. A Report does not have to be made by the victim.

d) A student making a **Complaint** will be provided with resolution options and will not be required or pressured to make a **Report.**

e) Montair will not tolerate or undertake any retaliation, direct or indirect, against anyone involved in a Complaint or Report, or an Investigation.

f) Any processes undertaken pursuant to this policy will be based on the principles of administrative fairness. All parties involved will be treated with dignity and respect.

g) Montair will:

- Ensure the safety of the victim.
- As appropriate, provide emergency numbers for law enforcement, medical assistance, mental health services and other services.
- Respect the right of the individual to choose the services they consider most appropriate.

h) All information related to a Complaint or Report is **confidential** and will not be shared without the written consent of the parties, subject to the following exceptions:

- If an individual is at imminent risk of severe or life-threatening self-harm.
- If an individual is at imminent risk of harming another.
- There are reasonable grounds to believe that others in the institutional community may be at significant risk of harm based on the information provided.
- Where reporting is required by law.
- Where it is necessary to ensure procedural fairness in an investigation or other response to a Complaint or Report.

3.21.3 Definitions

a) **"Sexual Misconduct"** is any sexual act or act targeting an individual's sexuality, gender identity or gender expression, whether the act is physical or psychological in nature, that is committed, threatened or attempted against an individual without that individual's Consent. The following list sets out examples of Sexual Misconduct. The list is intended to help Students of the Montair Community understand the kinds of acts that will be considered Sexual Misconduct. The list is not exhaustive and other acts can still be considered Sexual Misconduct under this Policy even if they do not appear in the list below. Sexual Misconduct includes, but is not limited to, the following:

i. Sexual assault, which is any form of sexual touching or the threat of sexual touching without the individual's Consent;

ii. Sexual harassment, which is unwelcome conduct of a sexual nature that detrimentally affects the working, learning, or living environment, or leads to adverse consequences for the one directly subjected to the harassment;

iii. Stalking, which is engaging in conduct that causes an individual to fear for their physical or psychological safety, such as repeatedly following or communicating through any means with someone, engaging in threatening conduct, or keeping watch over the place where the individual happens to be;

iv. Indecent exposure, which is exposing one's body to another individual for a sexual purpose or coercing another individual to remove their clothing in order to expose their body, without their Consent;

v. Voyeurism, which is non-consensual viewing, photographing, or otherwise recording another individual in a location where there is an expectation of privacy and where the viewing, photographing or recording is done for a sexual purpose; and

vi. The distribution of a sexually explicit photograph or recording of an individual to one or more individuals other than the individual in the photograph or recording without the consent of the individual in the photograph or recording.

b) **"Consent"** is the voluntary agreement to the act or acts in question and to continue to engage in the act or acts. Voluntary agreement to engage in the activity or to continue to engage in the activity must be communicated through words or conduct. For clarity:

i. Consent cannot be implied, and it can be revoked at any time during the act or acts in question. Consenting to one kind of sexual activity does not mean that consent is given for another sexual activity, and consent only applies to each specific instance of sexual activity.

ii. No consent is obtained where an individual is incapable of consenting. An individual may be incapable of consenting if they are intoxicated, or if they are induced to engage in the activity by fraud, by someone exercising a position of trust, power or authority, or through coercion or the threat of violence.

iii. Evidence that an individual was impaired by alcohol or drugs is a relevant consideration for determining whether they consented to the sexual activity in question.

c) **"Students of the Montair Community"** are individuals who fall under one or more of the following categories:

i. Students, defined as individuals enrolled at Montair;

ii. Anyone contractually obligated to comply with this Policy.

d) **"Disclose"** or **"Disclosure"** is the sharing of information with Montair regarding any incident of Sexual Misconduct.

e) **"Report"** or **"Reporting"** is providing a statement of allegations to the Sexual Misconduct Response Officer about a Sexual Misconduct.

f) **"Jurisdiction to Investigate"** is the legal authority to investigate under this Policy, which is limited by the following: the allegations must be made against an individual who was a Member of the Montair Community at the time of the alleged Sexual Misconduct and at the time the Report was submitted; the alleged conduct must fall within the definition of Sexual Misconduct; and the alleged conduct must have a real and substantial connection to Montair, as that term has been interpreted under BC law.

g) **"Investigation"** is an investigation carried out by Montair on the basis of a Report, as set out in the Procedures to this Policy.

h) **"Investigator"** is the individual appointed to investigate a Report under the Procedures to this Policy.

3.21.4 Montair Point of Contact (POC)

The POC is Montair's Accountable Executive, Matthew Hao and he shall act as the primary point of contact and liaison for Students of the Montair Community with respect to complaints and reports of sexual misconduct. He can be reached at ae@montairaviation.com.

3.21.5 Disclosures

a) Records of any Disclosures will be kept strictly confidential, and access to those records will be limited to relevant staff members only.

b) Montair recognizes that disclosures of Sexual Misconduct are most often made to someone the individual making the disclosure already knows. If a Disclosure is made to a Member of the Montair Community who is not trained to receive Disclosures, said Member is encouraged to contact the Sexual Misconduct Response Officer for support and information on how best to respond to a Disclosure and to support the individual making the Disclosure.

c) To the greatest extent possible, Montair will respect an individual's choice to not make a Report and will keep the Disclosure confidential. In exceptional circumstances, where required by law or where there is a risk of significant harm to anyone's health or safety, and at the sole discretion of the Executive Director, Montair may notify third parties, such as the police.

d) If Montair takes any action, the Executive Director will notify the individual who made the Disclosure and will ensure that appropriate support services are made available to that individual.

3.21.6 Reports

a) Anyone directly subjected to Sexual Misconduct can make a Report against a Member of the Montair Community under this Policy.

b) Reports must be submitted to the POC in writing who will address them in accordance with the Procedures to this Policy.

c) An individual can both submit a Report to Montair and pursue other processes external to Montair against the individual alleged to have committed the Sexual Misconduct. These external processes may include reporting to the police or initiating a civil action (including a complaint under the BC Human Rights Code).

d) If an Investigation or alternative resolution process is initiated under the Procedures to this Policy and an external process is also being pursued, the POC may elect, after consultation with the Complainant, to continue with the Montair process or to suspend the Montair process as appropriate.

3.21.7 Anonymous and Third-Party Allegations

Anonymous allegations, or allegations of Sexual Misconduct made by a third party (someone other than the individual who was directly subjected to the Sexual Misconduct) can also be submitted to the POC. Montair may be unable to proceed with an Investigation involving anonymous or third-party allegations due to a lack of evidence from the individual who was directly subjected to the Sexual Misconduct, or where proceeding would violate procedural fairness. In such cases, the POC will consider whether any other steps can and should be taken. In appropriate cases, the POC may contact the third party who submitted the allegations to find out if the individual who was directly subjected to the Sexual Misconduct would consider submitting a Report. However, where other sufficient evidence exists and where it would not violate procedural fairness, at the sole discretion of the POC, Montair may decide to proceed with an Investigation. In such cases, the individual who was directly subjected to the Sexual Misconduct has the right to not participate in the Investigation.

If Montair is unable to proceed with an Investigation involving anonymous or third-party allegations, the allegations will be retained by the Company. These allegations will be kept strictly confidential, and access to them will be limited to the POC and Montair Human Resources Manager.

3.21.8 Reporting Procedures

3.21.8.1 General

a) The POC will liaise with the Student Services Office to ensure that appropriate support services and accommodations remain in place, or are established, for the duration of the Initial Review and the Investigation.

b) If the POC, a Director or staff member of the Student Services Office, an Investigator, or a Montair authority empowered to impose discipline has a real or apparent conflict of interest in a particular matter, or there is a reasonable apprehension of bias, then that individual will not continue their involvement in the matter and Montair will appoint an appropriate individual to act in that role for the purposes of that matter.

3.21.8.2 Initial Review

a. Complaints can be made in any form, verbal or in writing to Montair's POC. If the Complainant is not comfortable with either of these individuals then they may approach the student services department, their instructor or another trusted staff member. This individual will be passed to Montair's POC within 2 business days and a receipt will be acknowledged in writing to the complainant within an additional 2 business days.

b. Reports must be made in writing and should set out the relevant details with regard to the alleged Sexual Misconduct. Reports should include a list of any potential witnesses, along with a description of the information those witnesses are expected to provide. Any relevant documents, including any social media communications, should also be included in the Report.

Upon initial review of a Report:

The POC will conduct an initial review to determine if Montair has the Jurisdiction to Investigate. This review will occur within 14 calendar days of receiving a Report unless exceptional circumstances exist that prevent the POC from meeting this timeline, in which case the POC will contact the individual making the Report as soon as possible to inform them of the revised timeline.

If the POC determines that Montair has the Jurisdiction to Investigate, the individual directly subjected to the Sexual Misconduct will be referred to as the Complainant in any subsequent process, and the individual against whom the allegations have been made will be referred to as the Respondent.

If the Executive Director determines that Montair has the Jurisdiction to Investigate, and the Respondent has an employment relationship to Montair, the POC will notify the appropriate Montair authority who may make any appropriate workplace arrangements required to ensure an effective investigation process. They will also do one of the following:

i. Appoint an Investigator to Investigate the Report; or
ii. Refer the matter to an alternative resolution process.

If the POC determines that Montair does not have the Jurisdiction to Investigate, they will advise the individual making the Report of this decision along with their reasons. If the POC believes that the Report discloses other kinds of misconduct or information that Montair may need to act on under another Montair policy or process, they may refer the Report or the relevant portions of the Report to the appropriate Montair authority.

If an Investigation is initiated, the POC will:

i. Contact the Complainant to advise them that the Report has been referred to an Investigator, and provide them with information about the resources available and the investigation process, including their right to have an advisor or support person present whenever they meet with the Investigator;

ii. Contact the Respondent to advise them that a Report has been made and has been referred to an Investigator, and provide them with a copy of the Report along with information about the resources available and the investigation process, including their right to have an advisor, or support person, present whenever they meet with the Investigator.

3.21.9 Report Investigations

a) Except in exceptional circumstances, Investigations (including the preparation of the Investigative Report) will be completed within 60 calendar days of the Investigator's receipt of the Report from the POC. If during the course of the Investigation the Investigator believes that this timeline cannot be met, the Investigator will contact the Complainant, the Respondent, and the Executive Director as soon as possible to inform them of the revised timeline.

b) Investigations are not adversarial processes, and hearings will not be held as part of the investigatory process. Formal rules of evidence commonly associated with a civil or criminal trial will not be applied.

c) In all Investigations, the Respondent will be fully informed of the allegations made against them, and will be given the opportunity to respond.

d) The Investigator may investigate in any manner they deem appropriate in order to obtain the information required to make the necessary findings of fact. This may include, but is not limited to, the following:

i. Requesting a written response to the Report from the Respondent, including a list of any potential witnesses along with a description of the information those witnesses are expected to provide, and any relevant documents, including any social media communications;

ii. Meeting with or requesting further information from the Complainant;

iii. Meeting with or requesting further information from the Respondent;

iv. Meeting with or requesting further information from any other individuals who may have information relevant to the Investigation, including any witnesses identified by the Complainant or the Respondent;

v. Inviting the Complainant and the Respondent to submit questions they believe should be asked of the other party or any witness, though the decision as to whether such questions will actually be asked of the other party or a witness is entirely within the discretion of the Investigator; and

vi. Obtaining any other evidence that may be relevant to the Investigation.

e) At the completion of the Investigation, the Investigator will prepare a written Investigative Report for the POC. The Investigative Report will normally include the following information:

i. A summary of the evidence considered;

ii. Any assessment of credibility that is required to render a determination; and

iii. The findings of fact, and a determination as to whether, on a balance of probabilities, Sexual Misconduct has occurred.

3.21.10 Report Outcome and Disciplinary Measures

a) If the Investigative Report includes a determination that Sexual Misconduct has occurred, the POC will provide a copy of the Investigative Report to the appropriate Montair authority or authorities if the Respondent has more than one relationship to Montair, as follows:

i. In the case of a student Respondent, to the Accountable Executive, who will then determine what disciplinary or other measures are appropriate based on the findings of fact, up to and including suspension or expulsion;

ii. In the case of a staff member Respondent, to the Accountable Executive, who will provide the Respondent with a copy of the Investigative Report and will then determine what disciplinary or other measures are appropriate based on the findings of fact, up to and including termination.

b) Once the appropriate Montair authority has made a decision regarding the appropriate disciplinary or other measures, that decision will be communicated in writing to the Respondent, and student Respondents will also be provided with a copy of the Investigative Report. A copy of the decision will also be provided to the Executive Director. The Executive Director will then provide a copy of the Investigative Report to the Complainant.

c) If the Investigative Report includes a determination that Sexual Misconduct has occurred, the POC will also provide a copy of the Investigative Report to the following:

i. Montair Student Services manager, if the Respondent is subject to a Montair residence contract or agreement; and

ii. The Montair authority charged with addressing concerns under school's standards of professional conduct, if the Respondent is a student subject to those standards.

d) Whether or not the Investigative Report includes a determination that Sexual Misconduct has occurred, if the POC believes that the Investigative Report discloses other kinds of misconduct or information that Montair may need to act on under another Montair policy or process, they may refer the Investigative Report or the relevant portions of the Investigative Report to the appropriate Montair authority. If the Investigative Report does not include a determination that Sexual Misconduct has occurred, the Director of Investigations will provide a copy of the Investigative Report to the Complainant and the Respondent.

e) The Executive Director will conclude the investigatory process by ensuring all necessary communications are made to those responsible for implementing decisions, providing or adjusting support services and accommodations, providing education, or conducting administrative transactions.

3.22 Health and Safety Policy

Montair Aviation is committed to the highest standards of safety on behalf of all of our team members and the students we train. Montair promotes a safety culture built on the foundation of mutual trust, understanding, accountability, teamwork and communication.

We will accomplish this by:

- Appropriate training and education for our employees and students;
- Measurement of our safety performance against realistic objectives and/or targets;
- Fostering a just culture, where people are treated in a fair and equitable manner;
- Complying with and, wherever possible, exceeding legislative and regulatory requirements and standards;
- Continually improving our safety performance;
- Providing an environment where all employees take ownership of their responsibility for safety and participate in efforts to reduce risks through the ENIR reporting system;
- Providing confidentiality, when requested, to ensure the identity of any employee who reports a hazard or occurrence, will not be disclosed unless agreed to by the employee or required by law.

Recognizing that safety is a condition of employment, all team members are responsible to perform their duties in accordance with established health and safety policies, procedures, laws and regulations giving consideration to their own safety, the safety of their co-workers and the safety of our students.

Health and safety is the responsibility of everyone at Montair. However, specific responsibilities of students include:

1. Comply with Montair's health and safety policies and procedures.

2. Seek guidance from their instructors concerning safety-related knowledge and skills required to ensure safe performance in their Montair-related activities.
3. Attend health and safety training programs and meetings as required.
4. Immediately report to their instructor any accident, incident, injury, near-miss, hazardous work practice or work condition with respect to Montair-related activities.

3.23 Building Evacuation Policy

In the event a building evacuation be required, students should exit via the nearest available exit and meet at the post-evacuation muster site which is located in front of the west side of the building and parking lot, in the airport seating area next to Gate 1A.

Appendix A

Refund Policy for Approved Programs

Circumstances when Refund Payable	Amount of Refund
Before program start date, institution receives a notice of withdrawal or provides a notice of dismissal:	
• No later than seven days after student signed the enrolment contract, and • Before the program start date.	100% of tuition and all related fees, other than application fee. Related fees include: administrative fees, application fees, assessment fees, and fees charged for textbooks or other course materials, and unused aircraft utilization fees.
• More than seven days after student signed the enrolment contract, and • Before the program start date.	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract. Institution must refund fees paid for course materials if not provided to the student.
After program start date, institution provides a notice of dismissal or receives a notice of withdrawal:	
• No later than seven days after the program start date, the institution provides a notice of dismissal or receives a notice of withdrawal.	Institution may retain up to 10% of tuition, to a maximum of $1,000 paid or payable under a contract. Institution must refund fees paid for course materials if not provided to the student.
• After the program start date, and up to and including 10% of instruction hours have been provided.	Institution may retain up to 10% of tuition paid or payable under a contract. Institution must refund fees paid for course materials if not provided to the student.
• After the program start date, and after more than 10%, but before 30% of instruction hours, have been provided.	Institution may retain up to 30% of tuition paid or payable under a contract. Institution must refund fees paid for course materials if not provided to the student.
• After the program start date, and after more than 30% but before 50% of instruction hours have been provided.	Institution may retain up to 50% of tuition paid or payable under a contract.
• After the program start date, and after more than 50% of instruction hours have been provided.	No refund due.

Student does not attend program – "no-show":	
• Student does not attend the first 30% of the program.	Institution may retain up to 50% of the tuition paid under a contract. Institution must refund fees paid for course materials if not provided to the student.
Institution receives a refusal of study permit (applies to international students requiring a study permit):	
• Before 30% of instruction hours would have been provided, had the student started the program on the later of the following: a) The program start date in the most recent Letter of Acceptance. b) The program start date in the enrolment contract. • Student has not requested additional Letter(s) of Acceptance.	100% tuition and all related fees, other than application fee.
Student enrolled in a program without having met the admission requirements for the program	
• If the student did not misrepresent the student's knowledge or skills when applying for admission and the registrar orders the institution to refund tuition and fees.	100% tuition and all related fees, including application fees.

Refund of Aircraft Utilization Fees
The institution must refund unused aircraft utilization fees paid by or on behalf of a student if any of the following apply:
• Student provides notice of withdrawal
• Institution provides notice of dismissal
• Student completes the program
• Student does not attend any of the first 30% of the hours of instruction of the program

Institution must pay the tuition or related fee refund **within 30 days** of:

- Receiving a notice of withdrawal from a student.
- Receiving a copy of refusal of a study permit.
- Providing a student with a notice of dismissal.
- Receiving an order from the registrar to issue a refund because a student was admitted in an approved program without meeting the admission requirements.
- The date on which the first 30% of the program would have been completed, if a student did not attend the first 30% of the program.

Refund Policy for Programs Not requiring Approval

Application and assessment fees are non-refundable.

Textbook and materials fees are refundable only if the items purchased have not been distributed to the student.

Circumstances when Refund Payable	Amount of Refund
• The student does not attend the program, and • The institution receives from the student a notice of withdrawal or a copy of refusal of a study permit no later than 30 days after the later of: a) the start date of the program in the most recent Letter of Acceptance b) the start date of the program in the enrolment contract.	100% tuition and all related fees, other than application fees.

Refunds will be paid within 30 days of the date the institution receives the notice of withdrawal or is advised of study permit refusal.

Appendix B

Other Operations Policies

This section is currently in development and shall include other operational policies that are not contained within the Flight Training Operations Manual or General School Policies. These will be published and made available to students as they are released and may be in print format (posted at dispatch) or an online system.

Once these policies are released and available to students they are considered as an incorporated part of this document.

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Appendix C

Flight Training Operations Manual – Operational Procedures, Policies and Information

The following information is a copy of Montair's Company Operations Manual, Sections 4-6, as approved by Transport Canada.

Section 4 – Flight Authorization

Section 5 – Flight Training Operations

Section 6 – Emergency Procedures

Students must be familiar with all information contained in these sections and adhere to the operating procedures and policies as described. Access to a complete copy of the Flight Training Operations Manual is available to students at Dispatch / Flight Planning.

{Insert FTOM Sections 4 – 6 here}

Section 4.0 – Flight Authorization

4.1 Introduction

Montair Aviation is committed to conducting a safe operation through effective flight authorization and operational control, which is essential to the success of any professional flight operation.

4.2 Approved Operations

Montair Aviation is permitted under Flight Training Unit Operator Certificate #8689 to operate as listed on the Flight Training Unit Operator Certificate.

Montair does not permit any rentals of company aircraft. All students have to be enrolled in a course.

4.3 Flight Planning and Dispatch of Aircraft

Although operational control of a flight is delegated to the PIC, the CFI retains responsibility for the day-to-day control of flight operations. Dispatchers, under the supervision of the Lead Dispatcher, assist the CFI with operational control, particularly with initial flight authorization and dispatch of a flight. These procedures apply to all Montair flight operations including sight-seeing and ferry flights.

It is the responsibility of the PIC to ensure that the appropriate documents have been prepared and/or filed prior to departure and that an aircraft release form has been completed. The following sections specify the minimum requirements for the dispatch of a Company aircraft.

4.3.1 VFR Flights

a) For flights within 25 nautical miles of departure:
   i. Complete an entry on the Daily Flight Sheet (DFS);
   ii. Obtain the aircraft binder and ensure that the aircraft has all of the required documents and that the aircraft is serviceable;
   iii. Complete the front side of the Aircraft Release Form, for solo flights this must be co-signed by a flight instructor. (This refers to the Defects/Deferred Defects, Weather and NOTAMS, Licence, Medical, Booklet Expiry and Aircraft Document boxes);
   iv. For all multi-engine training flights that cross the US border, a VFR flight plan must be filed;
   v. For all night VFR flights, a VFR flight plan shall be filed with air traffic services where no Company duty person is present and available on-site. The exception to this is when conducting night circuits, unless no ATC services are available on site during the flight.

b) For flights beyond 25 nautical miles from departure:
   i. Complete items (i) to (v) above;
   ii. File a VFR Flight Plan or, for Montair staff only on Company Service, a VFR Flight Itinerary.

4.3.2 IFR Flights

For IFR flights, complete items (i) to (v) as per Section 4.3.1 a) above, and an IFR Flight Plan must be filed in all circumstances.

4.3.3 Solo Flights

All solo flights must be pre-authorized by the student's primary instructor. The purpose of pre-authorization is to maintain continuity of operational control. The authorization also provides details on restrictions imposed by an instructor and confirms that the instructor is authorizing the student to undertake that lesson plan. Pre-authorization must be recorded in the student's record in a way that is accessible to any instructor that is providing final authorization.

In addition to the authorizations and restrictions being signed by the primary instructor, all solo students require a pre-flight briefing from their primary instructor or a delegated instructor. In order for a student to be released for a solo flight the following must have occurred:

1. The student briefs with their primary instructor or a delegated instructor immediately before the flight. Instructor restrictions and authorizations must be discussed and recorded.

Note: No class IV instructor shall sign out any other class IV's instructor's students, unless they are the allocated secondary instructor for that particular student. In this case the class IV must have briefed with their supervising instructor the day of the flight.

Instructor restrictions and authorizations are any information that will directly impact the safety of the flight, including but not limited to; which exercises the student is not safe to practice solo, limitations on aircraft configuration for landing, weather limitations i.e. winds, minimum altitude limitations and time limitations.

4.3.4 Dispatch Prerequisites

A flight will only be dispatched when the following prerequisites have been met as a minimum. These tasks are completed with the assistance of the Dispatcher on duty.

a) The flight will be conducted in accordance with the FTU Operator Certificate, any Operations Specifications issued to the Company, this manual, the *Training Manual* and the *Canadian Aviation Regulations*;
b) The validity of required licences, permits, ratings and medical certificates has been verified, specifically:
    i. For dual flights, the licence, ratings and medical of the instructor are verified;
    ii. For solo flights, the licence/permit, ratings and medical of the student are verified.
c) The aircraft is airworthy;
d) Sufficient airtime remains on the aircraft before any scheduled maintenance;
e) All required sections of the Aircraft Release Form are completed accurately and the form is submitted to dispatch for verification;
f) If required, a flight plan or flight itinerary has been filed and left with dispatch;
g) The DFS as authorized by an instructor must be verified by dispatch by either verifying the physical DFS or by following the dispatch procedure in ETA;
h) In the case of training flights for integrated students, a lesson plan has been obtained and any preliminary information has been completed and verified by dispatch (for example, instructor restrictions and authorizations. See 4.3.3 above);
i) For remedial lesson plans, for students on an integrated program, dispatch have verified that an Unsatisfactory Progress Report has been completed by the instructor and the remedial flight has been authorized by the CFI or delegate, as per the Unsatisfactory Progress Policy outlined in the *Training Manual*;
j) All other pre-flight dispatch software procedures completed;

k) A Flight Risk Assessment Tool (FRAT) has been submitted, approved and verified by dispatch (see Section 4.5 below).

The following items must also be verified:

a) All required documentation is on file, including type exams as required;
b) PIC meets all qualifications and currencies in accordance with Montair's Policy;
c) Ascertain if survival and/or other equipment is required, and provide the necessary equipment for the flight;
d) If dispatch is refused, advise as to the reason why (if necessary, contact the CFI or delegate);
e) Night flights can only be authorized in person.

4.3.5 Deferred Defects

As per Section 5.6 of the Company MCM, the PIC is responsible for ensuring that the aircraft is airworthy for the intended flight.

The PIC will assess reduced operational capabilities (i.e. VFR, night, restricted to non-flight training activity, interaction of related systems, etc.) prior to dispatch of the aircraft by referencing the Journey Log, the Deferred Defects List, and any other relevant information. The Dispatcher must advise the PIC prior to dispatch of any deferred defects and draw their attention to the fact that there may be operational limitations for them to consider by referencing regulatory information. In addition, deferred defects will be displayed in the dispatch area and are available to PIC on the Dispatch and Operations Software.

4.4 Weight and Balance Control

The PIC is responsible for the proper loading of the aircraft, including passenger/load security, weight and weight distribution. All loading (including fuel) shall be distributed using the current aircraft weight and balance report. The load shall be distributed to ensure that the centre of gravity (CG) will remain within prescribed limits throughout the duration of the flight.

The PIC shall ensure that all items carried on board that are not part of the aircraft installed equipment list have been included in the weight and balance calculations.

Montair's Aircraft Release Forms include weight and balance calculations. These forms are available as printable electronic copies; these can be found in the dispatch area. The Aircraft Release Forms shall be used to calculate take-off, landing and zero fuel CG locations for all training flights and other Company flights. The front of the Aircraft Release Form must be signed by the instructor and the student for all dual and solo training flights, and by the PIC for all other Company flights.

4.4.1 Weights to be Used

Actual weights for pilots, passengers and students should be used for weight and balance calculations. The following fuel weights should be used:

Fuel	Weight (lb per litre)	Weight (lb per US gal.)
AVGAS	1.59	6.01

Note: the weights shown in both tables above are for the maximum density at 15°C – Ref: *AIM RAC.*

Conversion of US Gallons to litres: 1 US Gallon = 3.785 litres.

In extenuating circumstances, if actual passenger weights cannot be used, use the weights below or the weights in the current AIM. The weights in the following table include a passenger baggage allowance of 13lb per passenger:

Passenger	Summer	Winter
Adult Male	206lb / 93.4kg	212lb / 96.2kg
Adult Female	172lb / 78.1kg	178lb / 80.7kg
Gender X	206lb / 93.4kg	212lb / 96.2kg
Child (2 – 11 years)	75lb / 34kg	75lb / 34kg
Infant (<2 years)	30lb / 13.6kg	30lb / 13.6kg

NOTE: FOR THE USE OF THESE WEIGHTS, SUMMER IS DEFINED AS 15TH MARCH TO 14TH DECEMBER.

4.5 Flight Risk Assessment Tool

Owing to multiple variables involved with each flight and the different levels of risk presented, Montair has developed its own risk assessment software to help categorize flights by level of risk before they are dispatched. The aim of the software program is to identify risks, mitigate against some risks and, if necessary, prevent flights from departing if the risk is deemed unacceptable.

Each Montair flight instructor, student and any other Company pilot shall have a Flight Risk Assessment Tool (FRAT) account created for them when they enroll. A FRAT is required to be completed before any Company flight departs. Dispatch personnel are able to view a FRAT Dispatch Dashboard.

4.5.1 Process

a) Prior to receiving a pre-flight briefing, and within a reasonable period of time taking into account the accuracy of weather information, a student will login to the FRAT account and create a new FRAT for their upcoming flight. This will include answering questions on the following topics:
   i. Pilot Factors;
   ii. Aircraft Factors;
   iii. Airport Factors (Departure and Arrival);
   iv. Environmental Factors.

b) Once the student has saved their newly created FRAT, it will be available for their instructor to view. The instructor will review the FRAT with their student during the pre-flight briefing, making any changes as necessary. Once both the instructor and the student are satisfied that the FRAT is accurate, the instructor will submit the FRAT for approval.

c) Following submission, the FRAT will be graded into one of five risk categories:
   i. **Minimal**;
   ii. **Low**;
   iii. **Medium**;
   iv. **High**;
   v. **Very High**.

d) FRATs graded as **Minimal** or **Low** will be approved automatically and appear on the dispatch dashboard.

e) FRATs graded as **Medium** risk require one further level of approval; this shall be the CFI or Assistant CFI. The CFI or Assistant CFI will receive an email and a text message to inform them that a new FRAT requires their review. The CFI or Assistant CFI will login to their own FRAT account and review the information submitted. If the FRAT is approved, it will appear on the dispatch dashboard. If the FRAT is rejected, it will only be available to view retrospectively in a "not approved" list.

f) FRATs graded as **High** risk require two further levels of approval; this shall be the CFI and the VP Operations and Training. The CFI, will follow the process in (e) above. If CFI, approves a high risk FRAT, the VP Operations and Training will receive notification and will be required to login and review the details as a second level of control. Only once both CFI and the VP Operations and Training have approved a high risk FRAT will it appear on the dispatch dashboard.

g) FRATs graded as **Very High** risk will be rejected automatically, preventing the flight from being dispatched.

4.5.2 FRAT – Dispatch Responsibilities

It is the responsibility of Company dispatch personnel to monitor the FRAT dispatch dashboard for any newly approved FRATs. Instructors, students or other operational personnel attempting to embark on a flight in a Company aircraft without an approved FRAT will not be dispatched.

4.6 Use of Daily Flight Sheet

A Daily Flight Sheet (DFS) entry **must** be made for every flight dispatched at Montair. Flight time and air time calculations are to be completed using the decimal system. The following conversion table can be used:

Minutes	0-2	3-8	9-14	15-20	21-26	27-32	33-38	39-44	45-50	51-56	57-1:02
Decimal	0.0	0.1	0.2	0.3	0.4	0.5	0.6	0.7	0.8	0.9	1.0

The DFS consists of the following columns that should be completed as follows:

a) **LP:** this column is used to record whether a Lesson Plan for the corresponding flight has been received and photocopied by dispatch staff. This column is only to be used by dispatch staff and is only relevant to students enrolled in Montair's integrated programs;
b) **Class #:** students on an integrated program should indicate their class number in this column or be included with their name;
c) **Date:** the month and day that the flight was conducted should be indicated (e.g. 14 June). The year is included at the top of the column and therefore does not need to be entered;
d) **Aircraft Registration:** identifies which aircraft is being flown. For convenience, only the last four letters of the identification are used (e.g. GQSA);
e) **PIC:** indicates the name of the PIC for each flight:
    i. For dual flights, the instructor's name should be entered;
    ii. For solo flights, the student's name should be entered;
    iii. The entry should use usual first name and legal surname;
f) **Student:** indicates who the student is, on dual flights. This column should be left blank for solo flights. If passengers are to be taken, their names should be indicated in this column. The correct way to write student names is described above;
g) **Lesson Plan:** the lesson plan number should be entered in this column for students on one of Montair's integrated programs, or the exercise number(s) should be entered for other Company flights;
h) **Route:** indicates the route planned to be flown. Take-off location, enroute stops and intended destination should be entered for cross-country flights, or intended practice area should be entered for local flights;
i) **Authorization:** instructors are to authorize dual and solo flights by initialling this column;
j) **Acknowledgement:** to be initialled by the student on board;
k) **Time Up:** completed after the flight with the take-off time of the aircraft in local time;
l) **Time Down:** to be completed after the flight with the landing time of the aircraft in local time;
m) **Air Time:** to be completed after the flight with the total time between take-off and landing using the decimal system;
n) **Flight Time:** to be completed after the flight with the total time between engine start and engine shut-down. It is equal to the elapsed Hobbs time;
o) **Brief:** the sum of pre- and post-flight briefing times, entered using the decimal system. For the digital DFS, the brief time can be found in ETA under the activity completion.

Note: while cross-country records are completed on separate lines to represent each leg flown between take-off and landing in the aircraft journey log, only a single line needs to be completed on the DFS, unless the engine has been shut down after landing at an intermediate airport. For the time up, the first take off time should be entered, and for the time down the final landing time should be entered. The applicable times for each leg should be added together and the final totals should be entered in the air and flight time columns.

The DFS is a legal document and must be filled in correctly prior to any Company flight departing and upon arrival. If any of the required information is missing, dispatch personnel will be required to call back the PIC to complete the DFS correctly.

4.7 Aircraft Location

Each Company aircraft will be provided with a GPS tracker in most circumstances, which allows its location to be displayed on a tracking website. Aircraft location can also be accomplished with reference to the route information provided on the DFS or the flight plan copy left with dispatch (if applicable). It is the dispatcher's responsibility to be aware of an aircraft's location at all times. The primary method of identifying aircraft location shall be by reference to the GPS tracking website, which shall be left open at all times Montair aircraft are flying.

4.8 Fuel and Oil Requirements

It is the responsibility of the PIC to ensure that the fuel and oil quantities on board the aircraft are sufficient for the intended flight plus minimum reserve as per the CARs and Company SOPs described in Section 5.2 of this Manual.

4.9 Operational Control System

4.9.1 Definition

Operational control means the exercise of authority over the initiation, continuation, diversion or termination of a flight in the interest of the safety of the aircraft and the regularity and efficiency of the flight. The system is under control of the CFI.

4.9.2 Responsibility and Authority

All flights or series of flights away from base must be authorized before departure by the CFI or by an individual delegated by the CFI in their absence. The CFI, who retains responsibility for the day-to-day conduct of flight operations, delegates operational control of a flight to the PIC.

4.9.3 Information Centres

Current information on the location of Montair aircraft will be maintained. This information shall be readily available to the CFI.

4.9.4 Communication

Each aircraft shall be equipped with serviceable two-way VHF communication equipment that permits the PIC to communicate with a ground radio station. Company dispatch personnel shall maintain a listening watch at all times they are on duty.

4.9.5 On Duty

A person, qualified and knowledgeable in the ERM procedures, shall be on duty or available when flight operations are being conducted. This can include dispatchers or suitably qualified flight instructors.

4.10 Flight Following

Montair is committed to providing a system of flight dispatch and communications to enable the control and supervision of flights. The system shall enable instructors and students to communicate directly or indirectly with the base of operations. The ability of the pilot and dispatcher to communicate could prove invaluable in the event of emergencies, changing weather or changing operational requirements while airborne.

4.10.1 Requirements

The PIC is responsible for Flight Following but shall be supported by a Flight Following System that shall monitor the estimated location of each flight from its commencement to its termination, including any intermediate stops.

4.10.2 PIC Responsibilities

The PIC shall obtain and monitor current information relevant to the progress of their flight. They shall be responsible, among other things, for:

a) Obtaining all relevant and available weather and NOTAM information in order to generate accurate flight planning;
b) Maintaining situational awareness during the pre-flight, in-flight and post-flight phases of the trip;
c) Updating enroute information as necessary in order to carry out a safe flight;
d) Upon landing, within 15 minutes of the planned estimated time of arrival (ETA), advising Company dispatch, of arrival or any changes that were made to the planned flight;
e) Passing messages to the Company concerning aircraft landings and departures, enroute stops, their final destination and ETA.

4.10.3 Dispatch Responsibilities

Should the dispatcher have any concern regarding the initiation, progression or termination of a flight they shall notify the CFI and/or delegate immediately. Should it be necessary, the dispatcher shall also initiate the overdue aircraft response as per the Company *Emergency Response Manual* (ERM).

4.10.4 Flights Followed by Montair Until Termination

All flight authorization requirements listed in Section 4.3 above will be adhered to. This in itself shall provide positive flight watch control for Montair flights.

4.10.5 Flights Followed by FSS or ATC

For each Company flight that is to be flight-followed by a Flight Services Station (FSS) or Air Traffic Control (ATC) unit, the PIC will:

a) Generate an Aircraft Release Form and a Flight Plan and leave a copy of both with Company dispatch when dispatched;
b) If not dispatched and departing from a Montair base, email a copy of the Aircraft Release Form and Flight Plan to Montair dispatch. If a means of emailing is not available, brief the flight follower by any communication means available on the flight itinerary, intended route and ETA;
c) Advise FSS or ATC of any pertinent changes to the Flight Plan or Flight Itinerary as soon as practicable;
d) Advise FSS or ATC when the flight has been terminated.

4.11 Dissemination of Company Operational Information

A system for the timely dissemination of general operational information that includes a means for members of operational personnel to acknowledge receipt of such information shall be established and maintained. The CFI or delegate, is responsible for maintaining this system as outlined in Section 4.12.1.

4.11.1 Montair Staff Information

All critical flight and safety information, and any changes to Company policies or procedures, will be disseminated to staff via the internal memo system. Internal memos are generated on the Company Document Library; staff members shall have an account created for them upon enrollment.

Staff members shall be informed of any new memos relevant to their job role via the company email system. Staff members will then be required to login to their Company Document Library account, read the memo and then acknowledge that they have accepted it.

Flight instructors will be required to read and acknowledge any new memos prior to being dispatched on a training flight. The Company dispatch teams have the ability to see which new memos have not been acknowledged by instructors and have the authority to refuse to dispatch a flight if a particular instructor is not up-to-date with the latest operational information.

In addition, Montair conducts regular instructor meetings at the discretion of the CFI or delegate for the dissemination of operational information, such as class progress and updates on instructional techniques.

4.11.2 Student Information

New operational information pertinent to students will be posted in the Dispatch area, accessible to all pilots.

It is the responsibility of each student's primary instructor to ensure that the student has been briefed on any relevant new operational information.

If needed the Company's Operations Software can be used to pass on critical messages to students.

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Section 5.0 – Flight Training Operations

5.1 General

The Flight Training Operations section of this Manual describes the conduct of flight training operations at Montair Aviation. The procedures laid down in this section constitute the policies to be used by flight training operations personnel and students.

5.1.1 Conduct of Flight Training

All flight instruction at Montair shall be conducted in accordance with:

- *Canadian Aviation Regulations and Standards*
- *Flight Training Operations Manual*
- Company *Training Manual* (for integrated students)
- *Transport Canada Flight Instructor Guide*
- *Transport Canada Flight Training Manual*

This shall be done with reference to:

- *Aeronautical Information Manual* (AIM)
- *Canada Air Pilot* (CAP)
- *Canada Flight Supplement* (CFS)
- *Transport Canada Human Factors Training Manuals*

5.1.2 Company Training Manual

The Company *Training Manual* shall be made available to all Montair instructors online in the Company Document Library.

5.1.3 Distribution of Company Policy Information (Flight Training Program Outline)

Upon enrollment on any training program at Montair, all students shall receive a Flight Training Program Outline, as per CAR 425.13. The Flight Training Program Outline is contained within a document called the Flight Training and School Policies issued to all students on enrollment on one of Montair's training programs.

Copies of the document are stored in the Company Document Library and will be amended as necessary when there is a change to the *Canadian Aviation Regulations* or a change to this Manual.

In addition to the items detailed at CAR 425.13, the Flight Training and School Policies document contains information on: General Policies and Limitations, Operational Policies, Payments, Grades and Appeal Policies.

5.1.4 Aircraft Manuals and Publications

Company aircraft shall be operated in accordance with the relevant Aircraft Flight Manual/Pilot's Operating Handbook, and any supplemental publications such as engine supplements or propeller handbooks. A copy of the relevant AFM / POH will be made available in each aircraft. In addition, copies of aircraft manuals for each different aircraft type operated by Montair shall be made available in the Company Document Library.

All instructors and students shall complete an aircraft Type Exam prior to commencing any training on a new aircraft type. A copy of the Type Exam, corrected to 100%, shall be retained in the relevant personnel or training file.

5.1.5 Reference Library

The following publications shall be made available to all operational staff and students electronically in the Company Document Library:

- CFS
- CAP
- *Flight Training Operations Manual*
- Company *Training Manual*
- *MCM*
- *Transport Canada Flight Training Manual*
- *Transport Canada Flight Instructor Guide*
- *Transport Canada Human Factors Training Manuals*
- *Transport Canada Flight Test Guides*
- *Transport Canada Study and Reference Guides*
- POH for each different aircraft type operated by Montair

5.1.6 Course Syllabi

The latest summaries and detailed descriptions of the integrated training programs offered by Montair can be found in the *Training Manual*, a copy of which is kept on the Company Document Library. Modular programs will follow FIG, FTM and other TC publications.

5.1.7 Instructor Assignment

The initial assignment of a primary instructor to a student will be confirmed by the CFI. The CFI or delegate will review previous training history, if any and will create an instructor training plan for that student.

5.1.8 Flying Schedule

Montair uses instructors and schedulers to create the daily flying and ground school schedule. They shall create the flying and ground school schedule for students at least 12 hours in advance using the scheduling system.

It is the students' and instructors' responsibility to check the scheduling system for scheduling particulars including briefing times and other operational considerations. In the event of scheduling conflicts or the need to cancel flights, the student should contact their primary instructor (or other supervising instructor if the primary is unavailable) who will contact the scheduler or dispatcher and request a correction.

In the absence of a dedicated scheduler, members of the dispatch team are able to make additions and alterations to the schedule if approved by their primary instructor to dispatch.

5.1.9 No Show Fee

For modular students, when notice has not been provided and a student fails to show for a scheduled flight, a no-show fee may be charged as per Montair's policies.

5.1.10 Conduct of Lessons

During a flight training lesson, including pre and post-flight briefing time, the instructor has responsibility to ensure that:

a) The dual/solo objectives and assignments from the previous lesson are reviewed during the pre-flight briefing;
b) Any exercises from the previous lesson deemed to be unsatisfactory are included for review;
c) The preparation required of the student has been completed (e.g. pre-flight planning, reading of relevant chapters of the Transport Canada *Flight Training Manual*);
d) The objectives of the lesson plans are understood thoroughly by the student;
e) The lesson is conducted effectively, making most efficient use of the time available;
f) Assessments of the student's performance are made promptly;
g) Comments made in the PTR are detailed enough for other instructors to be able to interpret and reflect the student's knowledge, skills and/or behavior;
h) Any item/exercise not completed during the lesson is clearly indicated and carried forward to a subsequent lesson plan where necessary;
i) All flight time, instrument time and route information is recorded accurately.

5.1.11 Instructor Supervision

The CFI shall develop and implement a system of instructor supervision. Details of this can be found in Section 7 of this manual.

5.1.12 Supervision of Solo Flights

All solo flights are required to be authorized by the primary instructor (see Section 4.3.3). Primary instructor authorization must also include restrictions such as weather minima, practice area(s) to be used and exercises to be completed in order to facilitate good communication to other instructors.

An instructor supervising a student on a solo flight is expected to be on site which could be on another booking for the duration of that flight and to debrief the student upon their return. Supervision may be delegated to another instructor, and in some cases an overall supervising instructor may be delegated by the CFI for a particular day. Dispatch personnel only assist the instructors with a dispatch and flight following service.

Students are expected to be at the dispatch area at least 30 minutes prior to the scheduled booking time. Students are requested to be on time for their bookings and be ready for their flight and pre-flight briefing with their instructor.

Examples of things to have prepared are:

- FRAT
- Lesson Plan (integrated students)
- Complete weather briefing (current and forecast), including local ATIS
- Crosswind components (departure and destination airports)
- Aircraft Release Form
- DFS entry
- Pre-flight inspection
- Flight plan (if applicable)

5.1.13 Supervision of Solo Night Flights

All solo night flights are required to be authorized and supervised by an instructor. The same flight authorization procedure described in 4.3.3 above shall be followed. An instructor is required to be on site for the duration of the solo night flights they are supervising.

All solo night flights (except circuit flights where the control tower is open) must be on a flight plan. As such, flight watch can be provided by ATC services with the supervisory instructor as the contact person rather than Company dispatch.

5.1.14 Flight Test Recommendation

The primary instructor assigned to each student is responsible for recommending the student for a flight test. Prior to completing a flight test recommendation letter, the primary instructor is responsible for confirming:

a) Any required written test results are present in the student's training file, if applicable;
b) The student's PTR is up-to-date and they have met the minimum flight/synthetic flight hour requirements to be recommended for the flight test;
c) The student has satisfactory knowledge in the subject area(s) in which a deficiency was indicated in the written examination feedback letter, if applicable;
d) The student has had a pre-flight test evaluation;
e) The student has reviewed the appropriate Flight Test Guide and is familiar with the exercises to be tested;
f) For a modular student, the student is aware of the flight test fee(s).

Once the instructor is satisfied that all of these items are complete, they can fill in a flight test recommendation letter (copies can be found on the Company Document Library). The Montair flight test recommendation letter shall be valid for **14** days from the date it is signed by the recommending instructor, or up to 30 days at the discretion of the CFI.

The PTR should be annotated to document what licencing items, if any, are outstanding. Flight tests should not be recorded in the PTR.

5.2 Operating Requirements, Policies and Limitations: Fuel and Oil Procedures

5.2.1 Fuelling Procedures: General

Sections 5.2.2 to 5.2.6 below outline Montair's policies with respect to aircraft fuel planning. It is the responsibility of the PIC to ensure that sufficient fuel is on board and that all fuel requirements are planned for properly. Under no circumstances can the amount of fuel carried be less than the minima specified in CAR 602.88. Fuel should be visually checked prior to departure and at each engine shutdown during a cross country flight.

5.2.2 Local VFR Flights

Sufficient fuel must be carried on board for the duration of the flight at 65% power plus fuel for taxi, take off, climb, approach and contingencies, in addition to a **30** minute reserve for day VFR flights and a **45** minute reserve for night VFR flights. In any case, no less than 50% of standard tank capacity shall be carried without prior approval from the CFI.

5.2.3 Cross Country VFR Flights

At the start of each leg, sufficient fuel must be carried on board for the duration of the flight at 65% power plus fuel for taxi, take off, climb, approach and contingencies, in addition to a **30** minute reserve for day VFR cross country flights and a **45** minute reserve for night VFR cross country flights. In any case, no less than 50% of standard tank capacity shall be carried without prior approval from the CFI.

It is recommended that, whenever the aircraft weight and balance calculation allows, the aeroplane departs with full fuel on the first leg of a cross country flight.

5.2.4 Multi Engine Aeroplane Flights

Owing to the dihedral of the Piper Seneca (PA34) wing, pilots must not depart with less than **70** gallons of fuel. Any amount less than this will not be visible in the fuel tanks and the pilot will not be able to confirm the amount being carried.

5.2.5 IFR Flights

Where an alternate aerodrome is specified in the flight plan or flight itinerary, sufficient fuel must be carried to fly to and execute an approach and missed approach at the destination aerodrome, fly to and land at the alternate aerodrome, and fly for a further period of **45** minutes.

Where no alternate aerodrome is specified in the flight plan or flight itinerary, sufficient fuel must be carried to fly to and execute an approach and missed approach at the destination aerodrome and then fly for a period of **45** minutes.

Sufficient fuel will also be carried to allow descent at any point along the route to the lower of the single-engine service ceiling or 10,000 feet and cruise to a suitable aerodrome plus further contingency reserve if required by any factors that may affect the duration of the flight.

5.2.6 Contingency Fuel

Sufficient contingency fuel shall be carried to provide for:

a) Taxiing and foreseeable delays prior to take off;
b) Meteorological conditions;
c) Foreseeable air traffic routings and traffic delays;
d) Landing at a suitable aerodrome in the event of loss of cabin pressurization or, in the case of multi-engine aircraft, failure of any engine at the most critical point during the flight;
e) Any other foreseeable conditions that could delay the landing of the aircraft.

5.2.7 Fuelling of Aircraft

Under no circumstances is fuelling allowed with passengers, students or operational personnel on board the aircraft. No student may fuel unsupervised unless a SWTF for the type of aircraft has been completed.

Provided that it is not prohibited by the fuel dispensing agency, Company personnel and students may refuel Company aircraft subject to the following:

a) The person has received the required training and has been authorized on the Service Work Training Form for that particular aeroplane type;
b) A copy of the authorized Service Work Training Form is kept in the employee's personnel file, or student's training file, as appropriate;
c) The aircraft's engine/engines is/are not running;
d) The aircraft is bonded properly to the refuelling facility or refuelling vehicle;
e) External electrical power supplies are not being connected or disconnected to the aircraft and any equipment likely to produce sparks or arcs is not being used;
f) Smoking is not permitted within the aircraft or in the vicinity of the refuelling facility;
g) Fuelling is suspended when there are lightning discharges within five statute miles (eight kilometers) of the aeroplane;
h) Combustion heaters in the aircraft, or in the vicinity of the aircraft, are not being used;
i) Cell phones and other portable electronic devices are not to be used during refuelling;
j) Bonding requirements:
    i. The hose nozzle must be bonded to the aircraft using the bonding cable before the fuel tank cap is removed on all aeroplanes with an over-wing refuelling system;
    ii. If funnels or filters are to be used, they must also be bonded to the aeroplane prior to commencing refuelling.

No student is authorized to refuel a Company aircraft unless a briefing on correct procedures has been given by a flight instructor and authorization has been granted on the Service Work Training Form.

Refuelling is normally completed after each flight. Refuelling is the responsibility of the PIC who has just flown the aircraft. It is also the responsibility of the PIC to ascertain the required fuel uplift from dispatch prior to refuelling. This can be done using the Company dispatch frequency (130.775 MHz) upon arrival.

If refuelling is carried out by ramp/refuelling personnel, whether at the home base or another airport location, Montair instructors and students shall not distract said personnel during refuelling.

If no other instructions have been issued by dispatch, the information in the following table shall be used to guide refuelling for each of the different Company aeroplane types:

Aeroplane Type	Fuel Type	Quantity
C152	Avgas 100/100LL	Full fuel (26 Gallons)
C172R/S	Avgas 100/100LL	Full fuel (56 Gallons)
PA34	Avgas 100/100LL	Full fuel (128 Gallons)

Note: The full fuel quantity listed in the chart above is total fuel capacity and includes unusable fuel.

5.2.8 Fuel Contamination Precautions

It is the responsibility of the PIC to ensure that the fuel on board their aircraft is free of contaminants. During the pre-flight check, a reasonable quantity of fuel shall be drawn from all tanks, and from the lowest point in the fuel system for that aeroplane type, into a clear container. A "clear and bright" visual check shall be carried out to ensure that the fuel is completely free of visible solid contaminants and water. For more background information on aviation fuel handling, refer to *AIM AIR 1.3.*

5.2.9 Oil Requirements

Prior to adding oil to a Company aircraft engine unsupervised, all students shall have received training from a flight instructor and be authorized to perform the task on the Service Work Training Form for that aeroplane type. To determine which type of engine oil to add, the aircraft POH should be consulted or the PRM will provide guidance based on the advice of a Montair Approved Maintenance Organization (AMO).

The following table shall be used to ascertain the amount of oil required for each aeroplane type operated by Montair. The units used are US Quarts:

	POH Minimum	Normal	Extended Flight	Refill at	Maximum
C152	4	4.5 – 5.5	6	4.5	6
C172	5	5.5 – 6.5	7	5.5	7
PA34	3	5.5 – 6.5	7	5.5	8

When an aircraft has recently returned from a flight and the engine is still hot, not all of the oil may have drained back into the oil sump. Caution should be used when taking oil readings at this time since they may be inaccurate.

When an instructor or student is requesting oil, the logbook will be required to be brought back to dispatch and filled out under observation of the dispatcher providing the oil. Dispatch will only allow the student or instructor to take the oil once they have seen the entry added into the logbook. It is mandatory that all oil additions to the aircraft are always entered into the logbook under the Rectifications column.

After an instructor signs and reviews the Oil Consumption Record, dispatch will verify the entry into the journey logbook and then will issue the oil as requested. During the oil sign-out procedure, only an instructor will be considered approved to sign the PIC box on the Oil Consumption Record page. During a dual flight this will be the Instructor and during a solo this will be the instructor signing out a student for their solo.

When embarking on longer cross country flights, it is the responsibility of the PIC to request spare oil from dispatch to be carried on board in case it is required at an intermediate stop or at the destination.

For the PA34 aircraft, the flight instructors are required to supervise students while adding oil to the aircraft. Dispatch will only be releasing oil to the Flight Instructors.

5.3 Operating Requirements, Policies and Limitations: Weather Considerations and Minima

5.3.1 Obtaining Weather Information

Students and operational personnel are able to obtain pre-flight weather information from a number of sources:

a) The Collaborative Flight Planning Services at: https://plan.navcanada.ca/wxrecall/;
b) The NAV CANADA Aviation Weather Website at: https://flightplanning.navcanada.ca;
c) Aviation weather briefings are available from NAV CANADA over the telephone by calling 1-866-992-7433 (1-866-WXBRIEF);
d) Local ATIS information is available at the Pitt Meadows training location, and for other airports in lower mainland BC, by calling 1-877-517-2847.

Telephones and computers are available for operational personnel and students to use at dispatch.

5.3.2 Weather Minima – General

The following sections outline Montair's policies and regulations with regard to weather as absolute minima. The recommended minima with respect to each phase of flight training are then shown; these minima apply to all students since the figures can be interpolated for modular students with respect to their level of experience and stage of training.

All Montair weather minima may be varied on a case-by-case basis by the CFI or delegate.

Under no circumstances shall a Company aircraft be operated in weather conditions below the minima stated in CAR 602 Division VI and Division VII.

5.3.3 Dual Day VFR Flights

Weather minima for dual day VFR flights are at the discretion of the flight instructor or supervising flight instructor. In no case shall they be below the minima stated in CAR 602.114 and CAR 602.115.

The CFI or delegate, may make more stringent overriding decisions for all instructors on a day-to-day basis.

5.3.4 Solo Day VFR Flights

For solo day VFR flights, weather minima are at the discretion of the supervising instructor, but in any case they shall be no less than **5** statute miles of visibility and ceilings of **2000ft** AGL, or **3000ft** AGL if any form of airwork practice is to be conducted. Ceilings should always be sufficient to allow recovery from upper airwork exercises before reaching 2000ft AGL (or higher if the aircraft manufacturers data is more restrictive).

5.3.5 Dual and Solo Night VFR Flights

Company weather minima for all night VFR flights are detailed in the table below.

	No Cloud Below	Visibility	Temperature/Dew Point Spread
Circuits	2000ft AGL	5 SM	≥2°C
Local VFR (<25nm)	3000ft AGL	10 SM	≥3°C
Local Cross Country	4000ft AGL	10 SM	≥4°C
Other Cross Country	5000ft AGL	10 SM	≥5°C

In addition, there should be:

- No cloud below 1000ft above the maximum anticipated altitude;
- No precipitation;
- No CB or TCU clouds forecast in the vicinity of the route;
- A maximum surface wind speed of 12 knots;
- Stable or improving weather conditions in the TAFs.

These requirements may be varied by the CFI or delegate at their discretion.

5.3.6 Recommended Phase Weather Minima – Day VFR Flights

The table below represents the Company recommended weather minima for **day VFR flights** organized by phase of training. Night VFR flights shall always be conducted in accordance with the weather minima detailed in Section 5.3.5 above.

The weather minima in this section can also be applied to modular students by comparing their experience level and any permits or licences held with the phases of training detailed in the *Training Manual*.

The CFI or delegate may impose further individual limits based on instructor or student experience.

Each phase or stage and type of training has an associated cloud ceiling (AGL), visibility and surface wind speed limitation.

	Cloud Ceiling (AGL) / Visibility / Surface Wind			
Phase/Stage	**Dual Circuits**	**Solo Circuits**	**Dual Practice Area**	**Solo Practice Area**
1 / PPL	1500ft/10SM/15Kts	2000ft/10SM/10Kts	2000ft/10SM/15Kts	3000ft/10SM/10Kts
2 / CPL	1500ft/5SM/15Kts	1500ft/5SM/15Kts	2000ft/5SM/15Kts	3000ft/10SM/15Kts
3 / Multi	1500ft/5SM/20Kts	N/A	2000ft/5SM/20Kts	N/A
4 / IFR	N/A (IFR only)	N/A (IFR only)	N/A (IFR only)	N/A (IFR only)
5	1500ft/5SM/15Kts	1500ft/5SM/15Kts	N/A	N/A

The table below represents the Company recommended weather minima for day VFR cross country flights organized by phase.

Cloud Ceiling (Ft AGL) / Visibility (SM) / Surface Wind (Kts)				
Phase/Stage	Dual Local XC	Solo Local XC	Dual Other XC	Solo Other XC
	CYPK	CYPK	CYPK	CYPK
1 / PPL	2500/10/10	3000/10/15	N/A	N/A
2 / CPL	2500/10/20	3000/10/20	5000/10/20	5000/10/20
3 / Multi	2500/10/20	N/A	5000/10/20	N/A
4 / IFR	2500/10/20	N/A	5000/10/20	N/A
5	2500/10/20	N/A	5000/10/20	N/a

5.3.7 Mountain Flying

Any flights conducted in designated mountainous terrain are subject to other criteria at the discretion of the CFI and the supervising instructor. Due to the variables involved with such flying, they shall be discussed on a case-by-case basis.

Under no circumstances shall Montair instructors conduct such flying until authorized to do so by the CFI or delegate. No student will fly in mountainous terrain until they have completed a Company mountain check flight. Prior to departing on a flight into mountainous terrain, the PIC is required to leave a map of their intended route with Dispatch. This can be achieved by either printing the route directly from the ForeFlight software, or making a photocopy of a VNC/VTA and highlighting the intended route.

In addition, all single-engine aircraft mountain flying shall only be conducted in **day VFR conditions**. All single-engine aircraft mountain flights are required to be clear of mountainous terrain at least **30** minutes prior to sunset. It is the responsibility of the PIC of such flights to plan and monitor their flight time accordingly. Mountain flying not generally done in C152 unless approved by the CFI on a case by case basis.

A chart displaying designated mountainous terrain shall be displayed in the dispatch area at the Pitt Meadows training base.

5.3.8 Special VFR Flights

Special VFR flights may be conducted under extenuating circumstances where authorized by ATC. Holders of Student Pilot Permits cannot fly Special VFR on Solo flights. Other licenced pilots shall not fly Special VFR without prior approval from the CFI or in the event of an emergency.

5.3.9 IFR Flight Training Minima

No flight shall depart if the weather is, or is forecast to be, below the alternate minima for the departure aerodrome unless approved by the CFI or delegate. In the aforementioned scenario, only a Level 1 IFR instructor is to conduct the training. This is a minimum and factors such as the stage of training or the individual involved may require better weather than the minima stated here. In all circumstances, arrivals are ultimately limited to the minimums established in the CAP.

5.3.10 Crosswind Limitations

The maximum crosswind component for flight training shall be the values established in the specific aircraft POH.

Prior to authorizing a student to undertake a solo flight that will or may involve crosswind conditions, the instructor shall consider establishing more restrictive limitations for the student based on their experience with that student.

5.3.11 Operations in Adverse Conditions

Flight operations will not be conducted into known hazardous conditions. However, should a company aircraft be inadvertently faced with hazardous conditions operations will be in accordance with *AIM AIR 2.0*. The following sections provide more detailed information on specific hazards.

Flight operations in high density altitude conditions are to be conducted in accordance with the performance data in the aircraft POH and the aerodrome data in the CFS. It is the responsibility of the PIC to calculate density altitude at any time there is doubt over the aircraft performance prior to take-off in certain conditions.

5.3.12 Thunderstorms

Thunderstorms present a significant and severe threat to all aircraft since they are capable of producing all of the meteorological hazards known to aviation.

Take-offs and landings should not be attempted when a thunderstorm is approaching or in the vicinity (<5 statute miles) of the aerodrome due to the possibility of low-level wind shear, or sudden wind shift at the gust front, which could result in loss of control.

Pilots should avoid thunderstorms by observing the following precautions:

- Flight underneath a thunderstorm should not be attempted, even when the flight path to the other side of the thunderstorm looks clear. The turbulence present underneath most thunderstorms can be extremely dangerous.
- Avoid any area where thunderstorms are covering more than 5/8ths of the sky.
- Pilots shall not fly into a cloud mass containing embedded thunderstorms without airborne radar.
- Avoid by at least 20NM any thunderstorms identified as severe or giving intense radar returns. This includes the anvil of large cumulonimbus clouds.
- Clear the top of a known or suspected severe thunderstorm by at least 1000ft altitude for each 10kt of wind speed at the cloud top.

Refer to *AIM AIR 2.7* for further information.

5.3.13 Low Level Wind Shear

Low Level Wind Shear (LLWS) may create a severe hazard for aircraft lower than 2000ft AGL near a microburst. Microbursts seldom last longer than 15 minutes, with maximum intensity winds lasting 2-4 minutes. However, multiple microbursts in a line structure can increase the duration of the hazard.

Wind shear conditions are particularly hazardous during the take-off, approach and landing phases of a flight. The most appropriate course of action is to avoid these areas altogether since it could be beyond the ability of the pilot or the capability of the aircraft to recover from decreasing performance wind shear.

Pilots should always heed wind shear PIREPs since a previous pilot's encounter might be the only warning. Upon receiving such notice, the best alternative action is to delay departure or arrival until the phenomenon has passed. Upon recognizing decreasing performance wind shear, prompt action is required. In all aircraft, recovery requires full power and a pitch attitude consistent with the aircraft's maximum angle of climb. Once clear of the wind shear area it is imperative that pilots inform other agencies by sending a PIREP as soon as practicable.

Refer to *AIM AIR 2.8* for further information.

5.4 Operating Requirements, Policies and Limitations: Cold Weather Operations

The following are Montair regulations for flight operations during cold weather operations.

5.4.1 Minimum Temperatures for Flight Training Operations

Operating temperatures referred below are ambient temperatures at the final planned working altitude. Cold weather temperature corrections must be applied to minimum enroute altitudes and approach minimums for temperatures below standard. Refer to *AIM RAC Table 9.1* or the *Canada Air Pilot General Pages* for temperature correction information.

Temperature	Limitation
0°C and below	Consult with maintenance department for potential use of pre-heat and cold weather kits
-10°C to -20°C	All pilots must be briefed on cold weather operations
-21°C to -25°C	All circuit flights cancelled Low RPM airwork prohibited (stalls, spins, slow flight)
-26°C or colder (ambient ground temperature)	All flights cancelled

Note 1: Cross country flights may be still permitted with ambient temperatures between -21°C and -25°C.

Note 2: Below -10°C, pilots must be aware of faster engine cooling times which could lead to shock-cooling of engine components. Practising engine failure drills in cold weather conditions is still permitted providing the following procedures are followed to simulate glide conditions:

- Use 10° flap setting
- Keep the engine at 1200 to 1500 RPM
- Warm the engine every 500ft in the glide descent

5.4.2 Cold Weather Dress Code

For all Company flights, Montair requires all aircrew and passengers to wear, or carry on board, appropriate clothing taking into account seasonal climatic variations and the geographical location of the flight. Flight crew should consider how the air temperature will change over the next 12 hours and the physiological and psychological effects should the cabin heater become unserviceable during the course of the flight.

5.4.3 Aircraft Surface Contamination

The *Canadian Aviation Regulations* prohibit take-off when frost, ice or snow is adhering to any critical surface of the aircraft. This is referred to as the "Clean Aircraft Concept". The critical surfaces of Montair aeroplanes include the wings, control surfaces, propellers, horizontal and vertical stabilizers and any other stabilizing surface.

Test data have revealed that even small amounts of frost on the leading edge or top surface of wings can reduce lift by up to 30% and increase drag by up to 40%.

When weather conditions exist that include frost, ice, snow or rain where aircraft skin temperatures can cause freezing, the aircraft shall be inspected to determine whether contaminants are adhering to the critical surfaces. This inspection shall be carried out by the PIC or by a person delegated by the Company who has received training concerning surface contamination.

It is always the responsibility of the PIC to ensure that no frost, ice or snow is adhering to the aircraft's critical surfaces prior to take off.

If any frost, ice or snow is adhering to any critical surfaces, said contaminant shall be removed completely before take-off is attempted. If a clean aircraft prior to departure cannot be assured the only acceptable alternative action is to cancel or postpone the flight until conditions are favorable.

Methods of removing frozen contaminants from Company aircraft on the ground should be used in this order:

- Application of heat: leaving the aircraft in a warm hangar or exposure to sunlight.
- Mechanical methods: brushing can be used as a method of removing frozen contaminants from aircraft surfaces provided that ice or snow is not adhering too strongly to the surface.
- Application of de-icing fluid: Montair uses SAE Type 1 Propylene Glycol de-icing fluid. Prior to conducting de-icing using this fluid, all operational personnel must have been trained on its use by a member of Ramp Personnel, an appointed Check Instructor or Maintenance Personnel. De-icing fluid shall not be used inside any hangar because of the increased risk of slips/falls when glycol comes into contact with the hangar floor. The PIC should be aware that SAE Type 1 fluid has the shortest holdover time and any precipitation encountered on the ground after de-icing with this fluid could present a further surface contamination risk.

When pilots are away from their main base of operations, it is their responsibility to ensure that the aircraft has been cleaned completely of any surface contaminants prior to departure. If the PIC has concerns about a situation they are in, they are to contact dispatch at their base of operations for assistance.

Refer to *AIM AIR 2.12.2* for further information.

5.4.4 Icing Conditions in Flight

Icing encountered in flight can cause the following performance issues:

- Loss of lift and increase in drag and weight which leads to an increased stalling speed and reduced stalling angle of attack, which can produce a stall with little or no warning;
- Propeller icing can cause a loss of thrust and increased vibration;
- Windshield icing causing a loss of visibility;
- Carburettor icing (see *AIM AIR 2.3*).

Montair operational personnel shall not commence or continue flights into areas of known or expected icing conditions in aircraft that are not equipped for flight into known icing (i.e. the single-engine fleet).

For Company aircraft certified for flight into known icing, pilots should take the following actions to mitigate the risks associated with icing conditions:

- Ice protection systems should be tested on the ground, immediately before the flight, if departing into known icing conditions
- Anti-ice protection systems should be turned on prior to entering areas of known or expected icing;
- If icing conditions present in flight, a change of altitude by 3000ft either up or down (if possible) usually allows the aircraft to exit the icing conditions
- Pilots should ask ATS for any icing PIREPs
- Minimum speeds should be adhered to according to the aircraft POH:
    - PA34: 89kts

For safety reasons, flight into visible moisture at or below 10°C shall be considered icing conditions.

If windshield heat is turned on, it should be left on for the duration of the flight to prevent large temperature changes cracking the windshield.

Aircraft de-icing protection (i.e. critical surface boots) should always be used in accordance with the aircraft POH. The advice for when to activate de-icing protection is as follows:

- PA34: activate when ice accumulations are ¼ to ½ inch thick (0.63 to 1.27cm)

Pilots should be aware that ice protection systems are not flight tested for icing that may be encountered in freezing rain, freezing drizzle or conditions defined as severe. Such conditions may produce hazardous ice accumulations that can exceed the capabilities of the ice protection equipment. Pilots must be prepared to divert if such conditions are encountered.

Refer to *AIM AIR 2.12.3* for further information.

5.4.5 Whiteout Conditions

Whiteout conditions exist when there is a lack of features on the ground and light is diffused in such a way that shadows, horizon or clouds are not discernible. The sky and terrain blend together to deny normal visual clues that the pilot uses for depth perception.

Pilots should always be alert to the possibility of whiteout conditions and take steps to avoid them. These conditions are most likely to present when there is snow on the ground and overcast cloud conditions to diffuse light in all directions. Blowing snow can exacerbate the condition.

If a whiteout condition is encountered, pilots should climb immediately if at low level, or level off and turn towards an area where sharp terrain features exist. Instruments should be crosschecked to ensure positive flight path control.

5.5 Operating Requirements, Policies and Limitations: General

5.5.1 Pre-Flight Inspection

The Flight Instructor or PIC is responsible for the completion of an aircraft pre-flight inspection prior to each flight, in accordance with the aircraft flight manual or POH. If the pre-flight inspection is completed during periods of darkness a flashlight must be used.

The first flight training lesson plans will include a pre-flight inspection that is supervised by the flight instructor in order to emphasize the importance of the inspection to students and to help foster good practices. This should continue until the student demonstrates competency.

5.5.2 Aircraft Equipment Requirements

All Company aircraft will be equipped to meet the requirements of Canadian Aviation Regulations (CARs) including CAR 425.23 Training Aircraft requirements.

5.5.3 Pilot Equipment VFR

The following equipment is required to be carried by pilots operating Company aircraft for VFR flights**:**

- Pilot licence or permit, medical certificate and restricted radio operator certificate
- VFR charts for the area
- Photocopied pages from the current CFS relevant to the flight (cross country flights)
- All necessary aircraft documents
- FTOM if planning to stop at another aerodrome (integrated students)
- Flight computer
- Lesson plan (integrated students)
- Navigation log (for cross country flights)
- Flight plan (where required)
- Hood (for instrument training)
- Survival kit as required for route of flight
- Credit card for fuel (cross country flights)
- Cell phone

5.5.4 IFR, IFR training and Night:

The following equipment is required to be carried by pilots operating Company aircraft for IFR, IFR training and night flights:

- All VFR requirements listed above
- Appropriate IFR charts and approach plates
- Navigation log
- Flashlight (night only)
- Spare batteries for flashlight or second flashlight (night only)

5.5.5 Use of Pilot's Operating Handbook and Performance Limitations

The PIC will be familiar with the AFM / POH for the aircraft type they are operating and shall use the necessary checklists and performance data. Prior to acting as PIC on any Company aircraft, the pilot shall have passed the relevant Type Exam which shall be kept in their employee or student file. The pilot will refer to the AFM / POH and aircraft checklists as necessary when handling emergencies.

The aircraft AFM / POH will be used as the final authority for all manoeuvres, limitations and performance data. In the event of a discrepancy between the information in the AFM / POH and the Company approved aircraft checklist, the AFM / POH shall be considered to be the final authority, unless authorized by the CFI or delegate.

The PIC shall decide if any safety factor over and above the recommendations established in the AFM / POH shall be applied during a given flight, subject to any overriding limitations imposed in this Manual. At no time will the aircraft be operated beyond or outside the limitations established in the AFM / POH.

5.5.6 Pilot-in-Command (406 Operations)

The PIC is responsible to the CFI for ensuring the safe conduct of a flight. For this purpose, they will have final authority for the disposition of the aircraft during the time in which they are in command. Delegation of duties to other crew members shall in no way affect their ultimate responsibility for the safe conduct of the flight. The PIC will ensure that each flight is conducted in accordance with the *Canadian Aviation Regulations*, the *Training Manual* and the *Flight Training Operations Manual*. Before each flight, the PIC shall:

a) Familiarize themselves thoroughly on the basis of the latest available information with:
   i. The planned route;
   ii. The aerodromes planned to be used for destination, alternate or emergency purposes;
   iii. The reported and forecast winds for the route;
   iv. The reported and forecast meteorological conditions for the route;
   v. Any navigation and radio aids to be used;
   vi. Alternative flight plans to be followed in the event that a change of destination is required as a result of conditions encountered on the flight.

b) Satisfy themselves that:
   i. The flight as planned can be made safely and in accordance with regulations;
   ii. The instruments and equipment, including emergency equipment and safety equipment, required for the flight are installed and functioning;
   iii. The maps, charts and navigation equipment required for the flight are readily available on the aircraft;
   iv. The aircraft is airworthy and has been certified by a licenced AME;
   v. The load carried is distributed and secured in such a way that it will not affect the weight and balance of the aircraft during flight;
   vi. The fuel load carried is adequate and in accordance with the regulations governing fuel to be carried, and that the fuel filler caps are secured;
   vii. The all-up weight of the aircraft is such that its performance can meet prescribed requirements for the conditions expected to be encountered on the flight;
   viii. All mandatory items required are carried on the flight;
   ix. All crew members are fit for duty and conversant with their particular duties for the flight;
   x. They are familiar with the cockpit checklist procedures to be carried out during the flight;

xi. Dangerous goods are not being carried;
xii. Adequate arrangements have been made for briefing of passengers;
xiii. All outside doors are closed and secured;
xiv. A critical surface decontamination check has been completed;
xv. A pre-flight check of the aircraft has been completed;
xvi. Complete FRAT in preparation to dispatch;
xvii. They accept responsibility for the flight by authorizing the Daily Flight Sheet entry, Aircraft Release Form and any other related paperwork requiring a signature;
xviii. The flight has been authorized properly as required ad that Company Dispatch have all of the required information.

c) During the course of the flight the PIC shall ensure that:
i. The aircraft is operated in accordance with the rules of the air;
ii. In the event of an emergency occurring that endangers the safety of the aircraft or persons in such a way as to necessitate action in violation of local regulations or procedures, the PIC shall take such action as they judge to be appropriate in the interest of safety. Notification to the CFI of any actions taken shall be made at the earliest opportunity;
iii. The aircraft checklists devised for use in various phases of flight are used;
iv. The relevant instructions and limitations laid down in this Manual, the aircraft POH and the Certificate of Airworthiness for the operation of the aircraft are observed;
v. The take-off and landing phases of flight are conducted in weather conditions not below the minima laid down in this Manual, except in an emergency, where the pilot will exercise their judgement;
vi. Oxygen is used by crew members and passengers in accordance with the *Canadian Aviation Regulations*;
vii. The procedures relating to Operational Control in this Manual are observed;
viii. Air Traffic Control, communications and meteorological reporting procedures are observed including reporting hazardous conditions encountered;
ix. The specified procedures are followed after an accident or incident;
x. The Aircraft Journey Log is maintained;
xi. On seeing an aircraft in distress, the actions outlined in *AIM SAR 2.4* are carried out;
xii. All known or suspected defects that have arisen during the flight are recorded.

5.5.7 Passenger Briefings

Before each flight, the PIC is responsible for giving passengers a thorough safety briefing. On dual training flights, students will assume the role of the PIC and be responsible for the passenger briefing. Individual briefings may be necessary for visually impaired, hearing impaired, mobility and comprehension restricted persons or a person responsible for another (e.g. an infant).

Before take-off and landing, the PIC shall visually check that all passengers are seated and secured. Only able-bodied persons who are able to operate the emergency exits shall be seated next to them.

Items to be covered in the passenger briefing are described in each aircraft checklist and a more detailed description is described in Montair SOPs, including details of passenger preparation for emergency landings.

Where no additional passengers or students have embarked for the flight, for subsequent take-offs on the same day a pre-flight passenger briefing may be omitted provided the PIC has verified that all baggage is properly stowed, safety belts and harnesses are properly fastened and seat backs properly secured.

5.5.8 Securing of Cargo

The PIC shall be responsible for aircraft loading. The PIC is responsible to ensure baggage, cargo and loose equipment is safely secured on board the aircraft in accordance with the POH.

5.5.9 Use of Checklists

All pilots shall operate company aircraft using the approved Normal and Emergency checklists. When completing the pre-flight check, the PIC shall ensure that both of these checklists are on board the aircraft.

To ensure standardization in training and operation of Company aircraft, the following checklist procedures shall be used:

a) Initiation of Checklists: the title of the checks shall be read out;
   For example: **"Pre-Start Checks"**
b) Correct Use of Checklists: aircraft checklists shall be worked through in the order that they appear in an Action/Response fashion. Each item should be verbalized, the corresponding action should be completed and also verbalized using the exact verbiage on the checklist. Additional words such as 'is' or 'are' should not be used;
   For example: **"Master Switch.....On"** *Switch Master switch ON*
c) Interruption while completing the checklist: the phrase **"Holding at (item)"** should be used;
   For example: **"Holding at Parking Brake"**
d) Skipping an Item: when an action on the checklist does not need to be completed, the phrase **"(item) to come"** shall be used;
   For example: **"Landing Gear.....To Come"**
e) Completion of a checklist: The title of the checks shall be read out again followed by the word "complete";
   For example: **"Pre-Start Checks Complete"**

Students are not permitted to make personal notes on aircraft checklists. The aircraft checklists are company approved documents compiled using manufacturers' data and best practice evidence. In addition, students should not be taught alternative methods of completing a particular aircraft checklist.

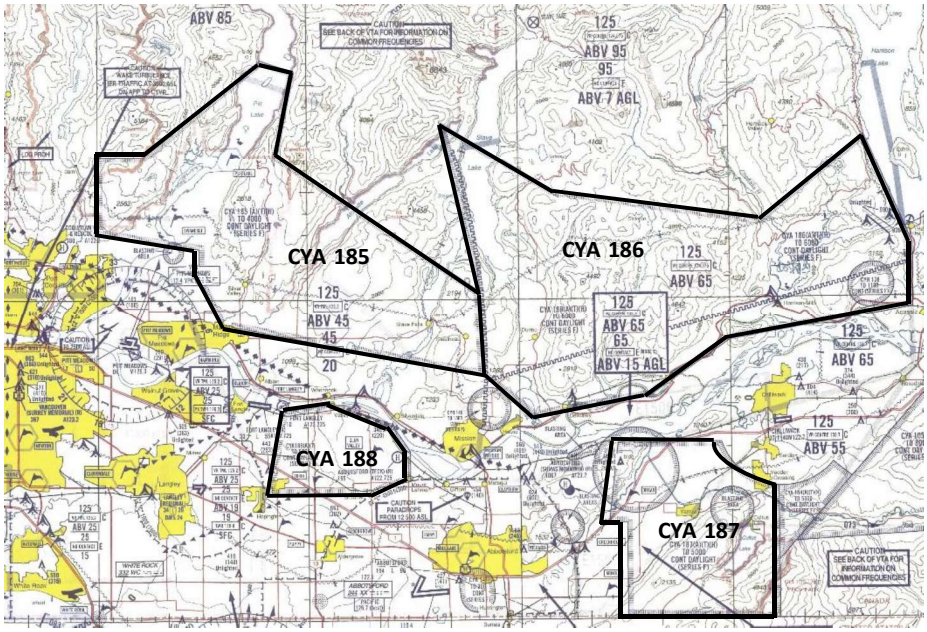
Members of operational personnel can suggest improvements to an aircraft checklist by submitting suggestions in writing to the CFI. Suggestions for improvement will be passed to the company maintenance department where relevant aircraft technical documents will be consulted. If a change to a checklist is approved, the company will issue new copies with the relevant amendment number and date.

5.5.10 Minimum Altitudes and Obstacle Clearance

All flights will be conducted at a safe altitude with respect to weather, pilot experience and obstacles. Under no circumstances will flights be conducted lower than the minimums stated in CAR 602.12, 602.14 and 602.15, taking into account the cruising altitude order as specified in CAR 602.34.

The minimum altitude for training flights is specified in Sections 5.3.5 and 5.3.6 above. Local cross country flights are defined as flights within 50nm of the departure aerodrome that do not enter mountainous terrain, cross the Strait of Georgia or enter the United States.

5.5.11 CYPK Designated Practice Areas



Practice Area	Designation	Max. Altitude	Remarks	Traffic Call
CYA 185	(A)(T)(H)	4000ft	Close proximity to CYPK control zone High terrain	"Pitt Lake Traffic"
CYA 188	(A)(T)	5500ft	Adjacent to CYXX control zone	"Glen Valley Traffic"
CYA 186	(A)(T)(H)	6000ft	High terrain Encompasses CYR 138 Adjacent to CYR 140	"Harrison Traffic"
CYA 187	(A)(T)(H)	5000ft	Close proximity to CYCW and CYXX control zone	"Sumas Traffic"

Steep turns, slow flight, stalls, spins, precautionary landings and forced landings can be performed in all of the practice areas listed above.

5.5.12 Operating Over Water

Montair aircraft shall not be operated over water, except when conducting a take-off or landing, beyond a point where the aircraft could reach shore in the event of an engine failure, in accordance with the *Canadian Aviation Regulations.*

5.5.13 Operation from Unprepared Surfaces

No pilot shall operate Company aircraft in or out of an unprepared surface without first receiving the required checkout from a flight instructor and with a record of such flight being kept in their PTR. The use of any unprepared surface by Company aircraft shall be assessed on a case-by-case basis by the CFI or delegate prior to approval. The pilot shall always follow procedures as per the aircraft AFM / POH for any flight in or out of an unprepared surface.

5.5.14 Oxygen Requirements (unpressurized aircraft)

Sufficient oxygen shall be available for all crewmembers and 10 percent of passengers (in any case not less than one passenger) for the entire period of flight exceeding 30 minutes at a cabin pressure altitude of greater than 10,000ft ASL but not exceeding 13,000ft ASL.

Oxygen is required for all crew and passengers for all periods of flight above a cabin pressure altitude of 13,000ft ASL.

These requirements are in accordance with CAR 605.31 and 605.32.

5.5.15 Carriage of Dangerous Goods

Montair does not have approval under the *Transportation of Dangerous Goods Regulations* for the carriage of dangerous goods.

It is the responsibility of the PIC to ensure no dangerous goods are on board the aircraft prior to departure. Any substance that is, for example, explosive, gaseous, oxidizing, toxic/infectious, flammable, radioactive or corrosive could be classed as a dangerous good.

Training will be provided to all instructors on the identification of potentially dangerous goods.

5.5.16 Collision Avoidance

The collision avoidance procedures and aircraft right-of-way rules described in the *Canadian Aviation Regulations* shall be adhered to at all times. All anti-collision lights on all aircraft shall be operated at all times or in accordance with the AFM / POH. The landing light on the C152 and C172 and the wing tip lights on the PA34 should be on during all VMC operations below 10,000 feet MSL. Strobe lights should be switched on when entering the runway prior to take-off and switched off during the after-landing checks. Strobe lights should also be turned off when flying through cloud; the flashing light reflected from water droplets, particularly at night, can produce vertigo and loss of orientation.

5.5.17 Resetting Tripped Circuit Breakers

The AFM / POH and MCM will form the basis for circuit breaker resetting procedures.

There is a latent danger in resetting a circuit breaker tripped by an unknown cause since the tripped condition is a signal that something may be wrong with the related circuit. Until it can be determined what has caused the circuit interruption, crewmembers will be unsure of the consequences of resetting the circuit breaker.

Resetting a circuit breaker tripped by an unknown cause should normally be a maintenance function conducted on the ground.

A tripped circuit breaker shall not be reset in flight unless doing so is consistent with the procedures specified in the AFM / POH, Company SOPs and approved aircraft checklist unless, in the judgement of the PIC, the resetting of a circuit breaker is necessary for the safe completion of the flight. Crewmembers should limit the resetting of circuit breakers to **one (1)** in-flight reset per flight where this action is deemed necessary. No attempt should be made to re-set a circuit breaker if it trips a second time.

Any tripped circuit breakers should be reported to maintenance at the earliest opportunity following the flight. Refer to the *MCM* for further information.

5.5.18 Pilot Incapacitation

Incapacitation of an individual can be either obvious or subtle. Obvious incapacitation can be caused by anything from a heart attack or a speck of dust in a pilot's eye. Subtle incapacitation can be caused by anything from a stroke to a mental lapse caused by stress or exhaustion.

Recognition of obvious incapacitation presents less of a problem than recognition of subtle incapacitation. Subtle incapacitation is particularly insidious since the non-functioning pilot can enter this state with no warning and may appear perfectly normal with eyes open and hands on the controls.

Recognition of subtle incapacitation may take considerable time and present a problem for the Pilot Not Flying (PNF) in that they have to decide how far they shall allow the Pilot Flying (PF) to deviate before taking over control. The two communication rule shall be adopted any time there are two pilots in the cockpit in order to reduce the risk of accident (see Section 5.5.20 below).

5.5.19 Two Communication Rule

Whenever a pilot, whether PF or PNF, does not respond to two verbal communication attempts with a reply, response or by executing a corrective action, the other pilot shall:

a) Say "I have control" (if not already the PF);
b) Take over control of the aircraft until the reason for non-response can be ascertained (i.e. incapacitation).

In the event of non-response due to incapacitation, the functioning pilot will carry out the following actions:

a) Assume/maintain control and fly the aircraft to a safe condition;
b) Restrain and/or remove the incapacitated pilot;
c) Consider declaring an emergency;
d) Reorganize the cockpit and prepare for landing;
e) Enlist help from other qualified people if available;
f) Arrange for ground assistance on arrival.

5.5.20 Unscheduled or Forced Landing

In the event of an unscheduled or forced landing, the aircraft is not to be operated again, until approved by the PRM. In the event of an emergency or forced landing, the PIC should contact any ATS unit, peace officer, Canadian Armed Forces member or other responsible person immediately.

5.5.21 Private Pilot Training: Approved Solo Cross-Country (CYPK)

The cross-country requirement, as specified by Transport Canada, must consist of a flight of not less than 150 nautical miles and shall include two full stop landings at points other than the point of departure. Montair has two approved routes for the Pitt Meadows training base:

a) CYPK to CYCW [full stop landing], CYCW to CYXX, CYXX to Hope City [overfly], Hope City to CZBB [full stop landing], CZBB to CYPK.
b) CYPK to CZBB, CZBB to CYCW [full stop landing], CYCW to CYXX [full stop landing], CYXX TO Hope City [overfly], Hope City to CYPK.

Weather minima for the above cross-country flights shall be as follows: ceiling 6000ft, visibility 10 statute miles (unless authorized by the CFI or delegate).

5.5.22 Flights to the United States, Including Training Flights in US Airspace

All flights to the United States shall follow all required customs and immigration requirements. Any pilot wishing to fly a Montair aircraft to the US must have completed a US check flight with a Montair flight instructor. Training flights conducted in the US must abide by the following procedures:

a) All aircraft must be on an active flight plan;
b) All aircraft must be equipped with operational equipment as per FAA regulations;
c) All aircraft must maintain two-way communication with ATS.

Single engine training flights into US airspace that are not for the intention of cross-country to reach Vancouver Island or the United States are not permitted without the authorization of the CFI or delegate.

Multi engine training flights into US airspace are permitted if the above conditions are complied with.

5.5.23 Sightseeing Flights

Sightseeing flights constitute aerial work whereby passengers are disembarked at the point of original departure only.

As per CAR 700.02(4), a person who does not hold an air operator certificate may conduct aerial work involving the carriage of persons other than flight crew members on board a single engine aircraft if:

a) The company holds a flight training unit operator certificate;
b) The PIC is the holder of a valid flight instructor rating in the appropriate category of aircraft;
c) The aircraft is operated in day VFR flight;
d) There are no more than nine passengers on board;
e) The flight is conducted for the purpose of sightseeing operations.

In addition, the following Company procedures shall be followed in the conduct of sightseeing flights:

a) The PIC shall meet all of the applicable recency and Company training requirements outlined in Section 7 of this Manual;
b) The entire flight shall be conducted in Canadian airspace, unless authorized by the CFI or delegate;
c) An Aircraft Release Form for shall be left at Dispatch and shall include the full names and contact information for all passengers on board;
d) The point of departure shall be the normal base of operations or satellite base;
e) Flight following and flight authorization shall be maintained in accordance with the procedures established in this Manual;
f) The flight shall return to the point of departure with no intermediate stops.

5.5.24 Reporting Defects and Unserviceable Items

All suspected defects and unserviceable items shall be reported immediately to the supervising instructor. Any defects or unserviceable items should be recorded in the aircraft journey log book prior to the next flight and reported to the Company maintenance department as required by the *MCM*.

If an aircraft defect occurs while away from a Montair base of operations, the PIC shall:

a) Contact Dispatch with details of the defect as soon as practicable;
b) If necessary, leave a voice message with a contact telephone number where the PIC can be reached;
c) Await further instructions – the PIC shall not continue the flight until they have confirmed with Montair that flight authorization is still valid.

Under all circumstances, the procedures set out in Montair's *MCM* shall be followed.

5.5.25 Post-Flight Duties (including securing of aircraft)

At the termination of the flight, the PIC shall ensure that:

- Precautions are taken to protect the aircraft from damage during the ground stopover.
- The aircraft is tied down, the control lock(s) is/are installed, chocks and covers are used as applicable. This should be done after every flight, even if there is a booking immediately following the flight.
- If the aircraft is parked on a sloped surface, the parking brake is to be set and the fuel selector is to be put into the left or right position (if applicable) while the aircraft is parked.
- Fuel is uploaded for the next flight as required, this can be completed in collaboration with Company Dispatch.
- All passengers are assisted during deplaning and accompanied off the manoeuvring area.

5.6 Operating Requirements, Policies and Limitations: Safe Training Practices

5.6.1 Safe Training Practices

The following safe training practices shall be followed in order to reduce the risk of an accident or incident.

Exercise	Restriction
Approach to stall, stall, intentional spin	• The exercise shall be completed in VMC conditions and shall be initiated at an altitude that allows recovery by **2000ft** AGL, or an altitude as recommended by the manufacturer, whichever is the higher
Rejected take-off	• The exercise shall be initiated at an indicated airspeed that is no greater than 50% of the take-off speed
Simulated engine failure	• At a safe altitude for the applicable exercise and with consideration of engine operating temperatures
Simulated forced landing	• Dual: Recovery must be made by **200ft** AGL unless a suitable landing area exists taking into account the proximity to persons or structures • Solo: Recovery must be made by **500ft** AGL unless at an aerodrome that has been authorized prior to dispatch by the supervising instructor
Students on solo flights	• Must not fly below **500ft** AGL in practice areas • Must not fly below **1000ft** AGL elsewhere, except for take-off and landing at an authorized aerodrome • Must not fly below **1500ft** AGL in the cruise on cross country flights
Stop and go or touch and go landings	• The required take-off distance **+50%** must be available for take-off
Simulated system failures	• Circuit breakers shall not be "pulled" to simulate emergencies or equipment failure during training flights or flight tests
Actual feathering of propellers (multi-engine)	• Not below **2000ft** AGL • OAT must be warmer than **0°C** • Within **20NM** of a suitable airport • The engine shall be un-feathered as soon as practicable • Must have CFI approval and training completed
Simulated single engine flight (multi-engine)	• Will not be practiced in IMC conditions

5.6.2 Night Solo Flights – Maximum Training Times

Night solo flights shall be restricted to one flight of a maximum of **3.5** hours. Any deviation from this restriction shall be by the approval of the CFI only.

5.6.3 Transfer of Control

During all training flights with two crewmembers (including instructor and student), transfer of control will be accomplished using the following methods:

a) The PF passing control to the PNF:
   i. PF passing control calls *"You have control"* and does not release controls until PNF assumes control;
   ii. PNF assumes control and calls *"I have control"*.

b) The PNF initiating take over of control from the PF:
   i. PNF assuming control calls *"I have control"*;
   ii. PF relinquishes control and calls *"You have control"*.

5.6.4 Simulated Emergencies

Instructors shall use discretion when simulating emergencies. In order to foster good quality training, realistic scenarios should be used rather than unrelated multiple failures.

Circuit breakers shall not be "pulled" to simulate emergencies or failure of equipment during training flights, as per 5.6.1 above.

Engine failures shall be preceded by the announcement *"simulated engine failure"* followed by smoothly retarding the throttle to idle for both single and multi-engine training, or by creating a scenario in which the student retards the throttle. The mixture control shall not be pulled to idle cut-off and the fuel shall not be shut off at any time during Company flights.

The emergency landing gear extension system in Company multi-engine aircraft shall not be used unless in an actual emergency.

Intentional "dead stick" landings with the sole engine and propeller stopped are strictly prohibited.

5.6.5 Mutual Flying

A mutual training flight refers to the assignment of a PIC and a safety pilot to conduct a lesson plan authorized under the training program without an instructor on board. This will be authorized on a case by case basis by the CFI.

5.6.6 Aircraft Parking and Towing Procedures

When parking an aircraft on the ramp, the aircraft shall be brought to a stop perpendicular to the parking stall, shutdown and then manoeuvred by hand to the final parking position. Under no circumstance should the aircraft be parked under power into the final parking position.

Aircraft are always to be towed or moved with at least one wing walker. This is to ensure safety of others and to avoid aircraft damage. Any staff member, instructor or student that has received wing walker training can be asked to assist, if needed.

5.7 Operating Requirements, Policies and Limitations: IFR Procedures

5.7.1 Take-off Minima Standard

As specified according to the Montair IFR instructor level in Section 2 of this Manual.

5.7.2 Instrument Approach Procedures

All operational personnel shall adhere to the following procedures when conducting instrument approaches.

5.7.3 Current Information

It is the responsibility of each individual instructor to ensure that they conduct instrument flights in accordance with the most current instrument approach data available.

5.7.4 Altimeter Setting Procedure

Before commencing an approach, the PIC will ensure that the aircraft altimeters are set to the current altimeter setting for the approach to be conducted.

5.7.5 Wind Direction and Speed

Instrument approach procedures shall not terminate in a landing unless, prior to landing, the PIC ascertains by means of radio communication or visual inspection, that the wind direction and speed are suitable for landing.

5.7.6 Required Visual Reference

When conducting an instrument approach, the required visual reference necessary to continue the approach to land shall be established before continuing descent below the decision height in the case of a precision approach, or below the minimum descent altitude in the case of a non-precision approach.

5.7.7 Landing Surface Condition

Instrument approach procedures shall not terminate in landing unless, prior to landing, the PIC ascertains by means of radio communication or visual inspection, that the condition of the intended landing surface is suitable for landing.

5.7.8 Alternate Aerodrome Requirements

A suitable aerodrome conforming to the requirements described in the CAP GEN must be included in every IFR flight plan.

5.7.9 Approach Briefings

Approach briefings shall be conducted and challenged as appropriate before the initiation of any instrument approach. All briefings shall assume that a missed approach will be required.

5.7.10 Procedures for Enroute Operation of Navigation and Communication Equipment

If RNAV operations are being conducted and the aircraft is flying along airways or air routes, there shall be a minimum of one receivable traditional navigation aid in use at all times. If RNAV operations are being conducted and the aircraft is not being operated along airways or air routes, the need to monitor a traditional navigation aid can be waived. However, during RNAV operations, it is prudent to tune and monitor traditional navigation aids along/close to the route of flight.

5.7.11 Pilot Qualifications for Single-Pilot IFR in IMC

Any single-pilot IFR operations in IMC will be at the discretion of the CFI or delegate. In any event:

a) The pilot shall have a minimum of 600 hours of total flight time;
b) If the type to be flown is multi-engine, the pilot shall have not less than 100 hours of multi-engine flight time;
c) The pilot shall have 50 hours of simulated or actual flight in IMC;
d) The pilot shall have 50 hours of flight time on the aircraft type to be flown;
e) The pilot shall have knowledge of the auto-pilot system and its limitations, if applicable.

Section 6.0 Emergency Procedures

6.1 Aviation Occurrences

The purpose of this chapter is to provide information to all flight operations personnel regarding emergency situations and procedures. Montair's Emergency Response Manual outlines detailed procedures necessary to activate a prompt and orderly response to an accident or major occurrence. It also provides direction for activities that may be required following an emergency.

6.1.1 Definitions

An "aviation occurrence" means any accident or incident associated with the operation of aircraft and any situation or condition that could, if left unattended, induce an accident or incident.

A "reportable aviation accident" means an accident resulting directly from the operation of an aircraft where:

- A person sustains serious injury or is killed as a result of:
  - Being on board the aircraft;
  - Coming into direct contact with any part of the aircraft, including parts that have become detached from the aircraft; or
  - Being directly exposed to jet blast, rotor down wash or propeller wash.
- The aircraft sustains structural failure or damage that adversely affects the aircraft's structural strength, performance or flight characteristics and would normally require major repair or replacement of any affected component, except for:
  - Engine failure or damage, when the damage is limited to the engine, its cowlings or accessories; or
  - Damage limited to propellers, wing tips, antennae, tires, brakes, fairings or small dents or puncture holes in the aircraft's skin.
- The aircraft is missing or inaccessible.

A "mandatory reportable incident" means an incident involving an aircraft having a maximum certified take-off weight greater than **2250kg** or an aircraft being operated under an air operator certificate issued under Part VII of the *Canadian Aviation Regulations*.

Refer to Montair's ERM for detailed descriptions of all definitions.

6.2 Reporting Procedures

In the event of an overdue aircraft and/or an aircraft emergency Montair has established an Emergency Response Flowchart, which should be used as a starting point and a guide. The Emergency Response Flowchart is found in Montair's ERM. By following the flowchart, employees shall be able to pass information to the correct individuals within the company in a timely and orderly manner, helping to facilitate the most appropriate response.

All aviation occurrences will be reported as outlined in Montair's ERM following the Fan Out Procedures.

In the event of an aviation occurrence, Montair staff are strictly forbidden from talking about the accident/incident to the public and, in particular, any member of the media. In the event of an aviation occurrence, only the appointed Company representative may deal with media enquiries.

6.2.1 Immediate Actions

In the event of any accident, safety of personnel and the provision of medical attention to those at the scene are always the main priorities. Crewmembers should also ensure that the site, aircraft and all components are secure. All records, documents and materials relating to the flight should be protected as per Montair's ERM.

6.2.2 Procedures for Reporting Overdue Aircraft

Refer to the Emergency Response Manual (ERM), kept in the Company Document Library.

6.3 Emergency/Survival Equipment

A first aid kit shall be carried on board each aircraft in accordance with CAR 602.60.

Aircraft flying at more than 50 nautical miles from shore shall have a life preserver carried on board for each person as per CAR 602.62.

Montair has survival kits for use on flights as specified in the *Canadian Aviation Regulations*. CAR 602.61 states that:

- No person shall operate an aircraft over land unless there is carried on board survival equipment sufficient for the survival on the ground of each person, given the geographical area, season and anticipated seasonal climatic variations, that provide the means for:
    - Starting a fire
    - Providing shelter
    - Providing and purifying water
    - Visually signalling distress
- The above does not apply in respect of:
    - An aircraft operated within 25NM of the departure aerodrome and that has the capability of two-way radio communication with a surface-based radio station
    - An aircraft that is operated in a geographical area at a time of year when the survival of the persons on board is not jeopardized
    - A multi-engine aircraft that is operated south of 66°30' North latitude in IFR flight and in controlled airspace along designated air routes

At Montair, survival equipment shall always be carried on any mountain check flights, on any mountain designated flights and on the 300NM cross country flight required for CPL licensing including extended cross country flights. Survival equipment may be taken on any other flight if it is deemed necessary by the PIC or CFI.

Survival equipment is maintained by annual inspection and can be obtained from Company Dispatch. Contents of the survival kit are listed in Annex A to this chapter (Section 6.6). The proper use of survival equipment shall be taught to students, prior to embarking on any flights where survival equipment is deemed necessary. Instructors are taught on proper use of survival equipment during their initial training and/or mountain flying checkout.

Pilots are reminded of the need to dress appropriately for the current and anticipated conditions in the event of an emergency. Open-toed shoes/sandals are not permitted while flying Montair aircraft.

6.4 Declaring an Emergency

6.4.1 Types of Emergencies

Emergency conditions are grouped depending on the degree of hazard or danger that exists. Paragraphs 6.4.2 and 6.4.3 below are a guide to help pilots determine what state of emergency exists.

6.4.2 Distress

As per the Study Guide for the Restricted Operator Certificate with Aeronautical Qualification, a distress condition threatens the safety of the aircraft and occupants with imminent danger and immediate assistance is required. The radio call *"MAYDAY"* spoken three times should preface the call for help to alert all agencies of the severity of the situation.

6.4.3 Urgency

As per the Study Guide for the Restricted Operator Certificate with Aeronautical Qualification, an urgency condition concerns the safety of the aircraft, another aircraft/vessel within sight of the aircraft or person on board. An urgency condition does not require immediate assistance. The radio call *"PAN"* spoken three times should preface the radio transmission.

6.4.4 Emergency Authority of the Pilot-in-Command

The PIC is expected to take any action necessary to ensure the safety of the aircraft and occupants during an emergency situation. ATC will assist the pilot in any way possible whenever an emergency is declared. The PIC is required to advise ATC of any deviations from the flight path as soon as practicable so that every effort can be made to minimize conflict with other aircraft.

6.4.5 Emergency Procedures – General

The following is a general outline of communication procedures to be followed when encountering an emergency situation:

a) Alert the nearest agency by transmitting a distress or urgency message;
b) Transmit on the frequency in use at the time, or on the emergency VHF frequency (121.5 MHz) or on the emergency UHF frequency (243.0 MHz) if so equipped;
c) Include the following information in the message as time permits:
    i. Aircraft identification;
    ii. Name of station being called;
    iii. Nature of emergency;
    iv. Intentions of PIC;
    v. Present position, altitude/flight level and heading;
d) Select the appropriate transponder squawk code:
    i. 7700 for emergencies;
    ii. 7600 for radio failure;
    iii. 7500 for unlawful interference.

The procedures outlined above do not preclude the PIC from taking any other action that is deemed prudent in the situation, for example:

- Using any available frequency to broadcast a distress or urgency message
- Using any means to attract attention to their situation
- Using any other person to assist

During any situation the PIC will always Aviate, Navigate and Communicate.

6.4.6 Unlawful Interference

In the event of unlawful interference on a Montair flight, crews should select the transponder to squawk the code 7500. Selection of 7500 activates an alarm system and points out the aircraft on ATC radar displays.

If a controller doubts that there is unlawful interference (as might occur when a code change is requested or given and the interference code appears rather than the assigned code), the controller will use the phrase *"confirm squawk seven five zero zero"*. If the pilot answers in the affirmative, the controller will alert the ATC system. If the pilot answers in the negative, the controller will re-assign the proper code. If the pilot fails to reply, the controller will take that as confirmation that the use of code 7500 is intentional.

If after using the code 7500 an aircraft changes its transponder code to 7700, or transmits a message including the phrase *"transponder seven seven zero zero"*, it indicates that the aircraft is threatened by grave and imminent danger and requires immediate assistance.

6.4.7 Preparation for an Emergency Landing

In the event of an emergency landing, passengers will be briefed in accordance with Montair SOPs and approved checklists. A passenger briefing should include the following:

- Passengers should be advised to remove glasses and other sharp objects and stow them securely with any other loose articles
- Passengers should have their seat back upright and have the seat pushed as far back as possible to reduce the risk of head injuries
- Seat belts and shoulder harnesses should be fastened tightly
- Passengers should be advised to keep their hands free of controls and switches by holding onto their shoulder harness
- On final approach, provided the aeroplane is not affected aerodynamically, passengers should be advised to unlatch doors to prevent them from jamming in the event that the fuselage becomes damaged on landing

6.4.8 Preparation for Ditching

The possibility of a landplane having to ditch in open water is very rare. However, should there be no alternative option, operational personnel shall follow the procedures laid out in the aircraft POH. In the absence of data, the following general procedures may be applied:

- The decision to ditch should be made as early as possible so that power (if still available) can be used to achieve a stabilized approach at a minimum rate of descent and low airspeed, consistent with a safe landing
- Landing gear should be retracted (if applicable)
- Low-wing aircraft should be landed with flaps retracted, or at a minimum setting
- High-wing aircraft should be landed using full-flap setting unless otherwise specified in the POH
- Consideration should be given to opening the doors or canopy slightly and wedging open to reduce the possibility of jamming
- Seatbelts should be fastened securely and loose objects stowed
- Any equipment required for floatation and prevention of hypothermia should be readily accessible
- An attempt should be made to determine wind speed and direction by observing the surface of the water
- If the water is smooth, or smooth with a very long swell, landing should be made into wind
- In some situations, such as large waves/swell, or swells with short spacing, it may be advisable to land parallel to the swell and across the wind
- If ditching on a river, unless a strong wind dictates otherwise, landing should be made downstream to reduce impact speed
- Pilots should be prepared for a double impact; the second and greater impact will occur when the nose wheel contacts the water
- When certain that the aircraft has stopped, evacuate the aircraft as quickly as possible:
    - Identify the exit/door handle
    - Open the door (unless already open)
    - Hold onto a part of the airframe on the outside of the aircraft
    - Release seatbelt and exit the aircraft
- The activation of lifejackets should always be delayed until outside the aircraft

- If doors cannot be opened immediately it may be necessary to allow the water pressure on either side of the door to equalize first

6.4.9 Ground Emergency and Coordination Procedures

In the event of any abnormality affecting safety during take-off, taxiing or landing:

a) The aircraft shall be brought to an immediate stop;
b) ATC, a local airport operator or company shall be notified on the applicable frequency of the intentions of the PIC and any assistance required.

If smoke, fire, fuel leaks or other hazards to safety exist:

a) The aircraft shall be brought to an immediate stop;
b) The aircraft should be turned, if possible, so that smoke and/or fire is downwind and away from any exits that might be used;
c) The engine(s) shall be shut down;
d) The aircraft shall be evacuated as quickly as possible;
e) All occupants must evacuate to the rear of the aircraft and must remain at a safe distance from the aircraft at all times.

6.5 ELT Operation

6.5.1 General

ELTs emit a distinctive siren-like tone on 121.5 MHz, 243.0 MHz or 406MHz which can be readily detected by airliners and military aircraft. Properly maintained ELTs with serviceable batteries should provide continuous operation for at least 24 hours over a wide temperature range.

6.5.2 When to activate the ELT (Emergency Condition)

Sudden deceleration, characteristic of a crash or forced landing, should activate an ELT. However, it is always safest to assume that the emergency feature has failed and to manually place the ELT function switch to the "ON" position as soon as possible after the aircraft has come to rest. **Once an ELT has been activated in an emergency it should not be turned off until search and rescue personnel have instructed to do so. COSPAS-SARSAT satellites and search and rescue aircraft require continuous transmission for homing. Interruptions to the signal will delay rescue attempts.**

6.5.3 Maximizing the Emergency Signal

ELTs currently operate in the VHF frequency range and are therefore only effective in line-of-sight. For best range, the transmitter should be placed as high as possible on a level surface to reduce obstructions between it and the horizon. Raising an ELT from ground level to 2.44m (8ft) increases its range by 20 to 40 percent. The antenna should be vertical to ensure optimum radiation of the signal. Placing the transmitter on a metal surface, such as an aircraft wing, will provide reflectivity to extend transmission range.

If the ELT is permanently mounted in the aircraft, ensure that it has not been damaged and is still connected to the antenna. If it is possible, confirm ELT operation by selecting 121.5 MHz or 243.0 MHz (as appropriate) on the aircraft radio and listen for an audible tone. Note that if fuel fumes are present, aircraft electrics should not be used.

Search and rescue attempts will be conducted to locate the aircraft. Aircraft are far easier to see from altitude than people, therefore it is highly recommended to stay with the aircraft. Smoke or signal flares can be used to attract the attention of search and rescue crews.

6.5.4 In Flight

When in flight, the PIC should monitor 121.5 MHz whenever practicable. If an ELT is heard at any other time than the first five minutes of any hour (the time designated for ELT testing), the PIC should notify the nearest ATS unit of:

- Position, altitude and time when the signal was first heard
- ELT signal strength
- Position, altitude and time if and when the signal was lost
- Whether the signal stopped suddenly or faded

Montair pilots should not attempt a search and rescue operation. If unable to make two-way radio contact with an air or ground station, pilots should continue to attempt to establish communications or land at the nearest suitable aerodrome and telephone emergency services, an ATC unit and/or the rescue coordination centre.

6.5.5 Post Flight

Upon completion of a flight, the PIC shall listen to 121.5 MHz briefly. If an ELT tone is detected, the ELT function switch inside the cockpit shall be moved to the “OFF” position. If the ELT tone ceases, the PIC shall notify the nearest ATC unit or the rescue coordination centre of the time that the signal was heard and the time the signal was turned off.

6.6 Annex A: Survival Kit List

Survival kits used at either training base shall contain the following items as a minimum.

Montair Aviation Inc. Survival Kit List
Fire Starting
Waterproof/Windproof Matches
Vaseline and Cotton Balls
Candle
Shelter
Nylon Tarpaulin
Emergency Blanket
Plastic Rain Ponchos
Heavy Twine
Water Purification and Food
Water Purification Tablets
Water Bottles
Tea Bags
Rations
Cutlery
Mess Tin/Cooking Pot
Signaling
Signal mirror
Whistle
Flares
Chemical Light Sticks
First Aid
First Aid Kit On Board Aircraft
Miscellaneous
Survival Kit Contents List
Survival Manual
Compass
Sheets of Tin Foil
Multi-Purpose Tool / Knife
Wire Saw
Snare Wire
Notebook and Pencil
Fishing Kit
Insect Repellent
Large Garbage Bags
Freezer Bags
Duct Tape
Toilet Paper
Dry Bag Container