

## **Annex to the Safety Charter**

### **In relation to Article 1:**

*The following information shall be made available to the passengers:*

*“You are about to book a cost-shared flight on a light aircraft. You should be aware of the fact that safety rules for cost-shared flights are not as strict as they are for commercial air transport flights. This means that there is more risk involved in taking a cost-shared flight than buying a ticket from a commercial airline operator, where much stricter safety rules apply and where the aircraft, pilots and the operator are subject to continuous checks and strict oversight rules from the authority.*

*As opposed to commercial airline passenger flights, the risk levels involved in General Aviation flights can be compared with risk levels found in road transportation.”*

### **In relation to Article 2:**

*A code of conduct for pilots shall be published and include the following elements:*

- (1) The pilot is the only one who has the authority to make decisions concerning the flight and the aircraft. The presence of other people on board should never make the pilot feel pressured to conduct the flight in a certain way, because he is the only one who knows how to safely pilot the aircraft. The passenger will have been informed about the possibility of the cancellation of the flight at any time for any reasons.*
- (2) Bad weather conditions are a primary reason for accidents in non-commercial General Aviation flights with light aircraft. Weather conditions can change quickly, as a result the pilot may cancel the flight. Therefore, the day before the actual flight, the pilot should inform the passenger of the weather forecast regarding the feasibility of the flight. The presence of the passenger on the day of the flight and their expectations that it will take place, shall not make the pilot reluctant to cancel a flight.*
- (3) The pilot can refuse to board a passenger at any time, for any reason (safety or operational) and without any justification.*
- (4) EU safety regulations only permit cost-shared flights by private individuals, if the direct cost (i.e. cost directly incurred in relation to the flight, e.g. fuel, airfield charges, rental fee for an aircraft) are shared between all parties, including the pilot. Cost-shared flights shall not have an element of profit. If a flight is not a cost-shared flight in accordance with EU safety regulations, the flight will be qualified as a commercial flight and commercial air operation rules will apply.*
- (5) Prior to the flight, the pilot shall always indicate the type of aircraft used for the cost-shared flight. Whenever, the aircraft type and model of the aircraft changes, the pilot must inform the passenger of such a change.*
- (6) The cost-shared flight will be conducted under the sole responsibility of the pilot under the applicable regulation for non-commercial flights with light aircraft by private pilots. It is also the pilot's responsibility to ensure the flight is insured for flights with passengers.*
- (7) The pilot should inform the passenger that toilets are not available on board.*

***The code of conduct shall be acknowledged by the pilot***

*A code of conduct for passengers shall be published and include the following elements:*

***(1) Respect the pilot's instructions***

*It is important to understand that the pilot is the only decision maker on the aircraft as he/she is the pilot in command. Before departure, the pilot can decide at any time to cancel the flight. During the flight passengers must abstain from making any comments on the decisions of the pilot, to avoid distracting the pilot from safely piloting the aircraft.*

***(2) Respect the pilot decision regarding weather hazards***

*As part of their pilot licence, private pilots have received training on weather conditions and the consequences of deteriorating weather conditions. Most pilots will only be allowed to fly in visual weather conditions as part of their VFR (Visual Flight Rules) training. Some pilots might have an IFR (Instrument Flight Rules) qualification and are permitted to fly under non-visual weather conditions. At all times, both VFR and IFR pilot's decision on flying, diversion during flight or not flying shall be respected. A passenger should never try to persuade a pilot to fly if the pilot has decided otherwise, at the risk of putting the passenger and the pilot in danger.*

***(3) Respect the maximum luggage weight***

*The light aircraft in which you will be flying is very sensitive to weight variations. The pilot takes into consideration the weight that passengers have declared for themselves and their luggage to check the plane's gravity centre. Therefore it is mandatory that passengers respect the maximum weight authorised by the pilot on this aircraft and not move their luggage during the flight. It's for all those reasons that passengers shall indicate the weight precisely before departure and inform the pilot if it were to change.*

***(4) It is forbidden to carry illegal or dangerous goods***

*The passenger should never take illegal or dangerous goods with them. If the passenger has doubts about the dangerous nature of carried goods, the passenger shall inform the pilot and check with the pilot if transportation is possible. The pilot can check your bags at any time and refuse to take you. If the pilot sees that you are carrying dangerous goods and the pilot has not been informed, the pilot shall refuse to take you on board.*

***(5) Always be on time***

*When planning the flight, the pilot takes into account the planned time of departure and arrival and the expected weather conditions at those times. Thus it is important that the pilot is able to take-off at the planned time. In case of uncertainty on the timely arrival, passengers shall inform the pilot.*

***(6) Cancellation by the passenger before the flight***

*The passenger may cancel a flight at any time before departure.*

***(7) Safety rules***

*The passengers shall obey the following basic safety principles:*

- i. Refrain from smoking during the flight when the pilot tells you.*
- ii. Passengers are never allowed to touch the instruments and controls as this could lead to an accident.*
- iii. Passengers shall not speak when the pilot is using the radio and during take-off and landing.*

- iv. *Passengers shall never touch the door lock if the pilot has not instructed them to do so.*
- v. *Passengers should refrain from using psychoactive substances, including alcohol before or during flying.*

***The code of conduct shall be acknowledged by the passenger***

**In relation to Article 3:**

*Pilots shall be encouraged to use a checklist, including at least the following elements, before commencing any flight:*

**Pilot check list**

Have you ensured that a list of the emergency and survival equipment carried on board (see NCO.GEN.130 of Regulation EU No. 965/2012) is available for immediate communication to rescue and co-ordination centres?

- (1) Have you checked that the relevant documentation for the aircraft is current?
- (2) Did you provide a passenger briefing prior to the flight?
- (3) Did you complete a weight and balance/performance calculation?
- (4) Is your first aid kit accessible and up to date?

*Detailed guidance on passenger handling shall be provided to the pilot. Below is an example:*

**1-Just after the passenger booking:**

- ✓ Contact the passenger by phone/chat to acquaint each other.
- ✓ Explain to the passenger the risks of cancellation of the flight due to the weather or any other cancellation reason.
- ✓ Give some advice to the passenger in terms of logistics (sunglasses, transportation to the airfield, weight of passengers, maximum luggage, etc.).

**2-The Day before the flight:**

- ✓ Make a weather briefing with the passengers / cancellation if needed.
- ✓ Make sure the passenger will be on time to the airfield.
- ✓ Repeat advice to the passenger in terms of logistics (sunglasses, transportation to the airfield, weight of passengers, maximum luggage, etc.).

**3-Before Engine start:**

- ✓ Take time to explain on the map the route you are planning to do.
- ✓ Explain to the passenger what he should or not do (below an example of passenger briefing)

**4- Passenger Briefing: inside the aircraft**

- ✓ Installation, seat belt, seat position, locking and unlocking of the doors.
- ✓ Instrument and controls: ruder, yoke are unobstructed (Explain to the passenger they shouldn't touch it and should make sure it is always unobstructed).
- ✓ Explain to the passengers that they should not speak when the pilot is using the radio.
- ✓ Explain how to proceed in an emergency landing.

## Annex to Safety Charter non-commercial General Aviation

- ✓ How to proceed in case of stress or sickness, that the passenger should not hesitate to tell the pilot (Pilot should handover an air sickness bag).
- ✓ Instruct the passenger on how to participate in the safety of the flight (you can tell passengers how they can help you)

*By 30th June 2018, all pilots registered in the Platform shall have undergone a dedicated on-line training.*

### **Pilot training**

This training will be developed by EASA and made available by 31<sup>st</sup> March 2018. The training will include the following four modules:

#### **MODULE 1. Risk and threat awareness**

#### **MODULE 2. Passenger briefing and communication**

#### **MODULE 3. Pre-flight and inflight management**

#### **MODULE 4. Threat and Error Management (TEM) and Single pilot crew Resource Management (SRM)**

#### **In relation to Article 4:**

*The platform shall check, record and/or publish the following information:*

- ✓ Check the validity and record of the licence of the pilot and the medical certificate.
- ✓ Publish the pilot's total and recent (past 12 months) experience on his/her public profile.
- ✓ Publish the pilot qualification (licence and ratings) on his/her public profile.
- ✓ Publish the aircraft used for the flight and the number of hours on the aircraft.
- ✓ Record non-public comments of users and make them available to the concerned pilot.

#### **In relation to Article 5:**

As described in Article 5

#### **In relation to Article 6:**

*The following information shall be recorded and made available to EASA and national competent authorities*

1. Number of flights done on the platform.
2. Duration of flights.
3. Number of pilots.

4. Number of passengers.
5. Number of A-A local flights and A-B long distance navigation flights (absolute and percentage).
6. Repartition of the pilots in terms of experience (absolute and percentage).
7. Repartition of pilots in terms of licence and qualification (absolute and percentage).
8. Number of cancelled flights: due to bad weather, due to plane unavailability.

*A voluntary programme of flight monitoring shall be implemented.*

Pilots shall be encouraged to participate in this programme and those participating in the programme shall be identified on the platform. Under this programme, flight logs<sup>1</sup> shall be collected by the platform and ultimately made available to EASA and national competent authorities.

**In relation to Article 7:**

*EASA will organise an annual meeting with all platforms signatory of this charter and national competent authorities.*

During the annual meeting,

The platforms will:

- ✓ Share statistical data.
- ✓ Report on significant safety events known to them.
- ✓ Report on the implementation of the Charter.

EASA will:

- ✓ Share safety relevant information with Platforms and national competent authorities.
- ✓ Update Platforms on the publication of relevant safety promotion material.

EASA, the national competent authorities and the Platforms will:

- ✓ Discuss the continuous improvement of the Charter.

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<sup>1</sup> AirNav Pro and Sky Demon are typical systems that provide flight log recording, but there might be others