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1.

IN FLIGHT EMERGENCIES

The pilot in command will utilize the company emergency checklist procedures when necessary. Emergencies that involve the loss of radio communications will be handled by use of the appropriate procedure as outlined in FAR Part 91, FAR Part 135 and the AIM. The pilot in command will handle other emergencies for which an established procedure is not outlined so as to provide the passengers with the maximum level of safety for the existing conditions. This may include, but is not limited to, making unscheduled stops, procuring medical assistance, advising ATC of the nature of the emergency if necessary, and other actions to assure the safety of those on board.

2. GROUND EMERGENCIES

Ground emergencies can be of a varied nature. The pilot in command will request the assistance of local airport fire and crash crew as necessary. Procedures in emergency evacuation are outlined in this chapter.

3. IN AN EMERGENCY

In the event of an emergency involving the safety of persons or property, the pilot in command may deviate from the rules to the extent required to meet that emergency. A complete report must be made by each person who deviates from the rules. This report must be forwarded to the nearest office of the FAA having jurisdiction over the certificate holder within ten (10) days as required by FAR Part 135.19.

4. ACCIDENT

See Chapter 7

5. PASSENGER INJURIES

See Chapter 7

6. PASSENGER ILLNESS

Passengers as well as crewmembers are susceptible to medical emergencies and these types of events may occur in any phase of flight. Crewmembers will need to ensure passenger safety is always considered when evaluating medical situations. If a medical emergency arises:

If on the ground:

- Return to the home base or nearest terminal. In considering the medical condition crewmembers may ask for assistance from paramedics by radio. (ATC, Unicom, or FSS)
- 2. If no paramedics or ambulance services are available, use personal phones to call emergency services. (911 for most locations)
- 3. Stay with the passenger until relieved by emergency personnel.
- 4. Call and brief Chief Pilot and/or Director of Operations of the situation

If in flight:

The flight crew will need to evaluate the extent and urgency of each situation. In the most urgent cases passenger may exhibit, shortness of breath, complaining of chest pains, loss of consciences:

- 1. Land as soon as possible
- 2. Immediately notify ATC and declare a medical emergency
- 3. Ask ATC for the nearest suitable airport
- 4. Request emergency medical assistance.
- 5. Render first aid if resources permit (2nd crewmember)
- 6. Relay the passenger's symptoms via radio to ground personnel.
- 7. After landing and relieved by emergency personnel, notify the Chief Pilot and/or Director of operations and brief them on the situation

In other types of passenger medical emergencies, crew members will need to evaluate each situation and assess the appropriate level of response and action for the situation

7. DANGEROUS PASSENGER RESTRAINTS

In the event of a passenger becoming dangerous to the point of affecting the safety of flight or passengers, the pilot in command shall use reasonable means to cope with the situation. The appropriate authorities shall be notified by the most expeditious means and a landing made as soon as possible.

8. SABOTAGE THREAT

- a. ON THE GROUND The pilot in command shall evacuate all passengers from the aircraft. He shall notify the proper authorities, keep all persons away from the aircraft. He shall maintain security over the aircraft until the arrival of appropriate authorities. In no case will the pilot reenter or in any manner approach the aircraft or allow any other person to approach the aircraft until released by the proper authorities.
- b. IN FLIGHT The pilot in command will advise ATC of the nature of the threat when possible. He shall request assistance as required and he shall land at the nearest suitable airport.

9. INADVERTENT DOOR OPENING

The pilot will slow the aircraft as much as practical, advise the passengers to remain seated with seatbelts fastened, land at the nearest suitable location, and notify the Chief Pilot, or Director of Operations and if the aircraft is suspected to have sustained any damage the Director of Maintenance.

10. DIRECTOR'S RESPONSIBILITY

It is the Director of Operations responsibility to see that the report required in paragraph 3 of this chapter is sent to the nearest FAA office within ten (10) working days.

11. EMERGENCY PASSENGER BRIEFING

There is no way of covering every conceivable emergency in this manual. However, there are a few basic rules that apply to most emergencies and the best judgment and calmness of the pilot will be of the utmost importance. When the emergency is such that a crash is imminent, the pilot in command will instruct the passengers, when possible, in the following suggested manner:

- a. Remove high heel shoes, sharp bracelets, sharp rings, eyeglasses, false teeth, neck ties, hearing aids, etc. Instruct the passengers to wedge them in the seat pockets or between the seat cushions in order to keep them from becoming dislodged upon impact.
- b. Place seats in an upright position and fasten seat belts. (when applicable)
- c. Explain how to open emergency exits and doors, point out the location and use of fire extinguishers, first aid kits, life vests.
- d. Explain that they must lean forward to protect their face and head from injury.
- e. Explain that the first impact may not be the last and that they must remain in their emergency position until the aircraft comes to a complete stop.
- f. Ditching Procedures if a water landing is imminent

12. DITCHING

A successful aircraft ditching is dependent on three primary factors. In order of importance they are:

- 1. Sea conditions and wind.
- 2. Type of aircraft.
- 3. Skill and technique of pilot.

In order to select a good heading when ditching an aircraft, a basic evaluation of the sea is required. Selection of a good ditching heading may well minimize damage and could save your life. It can be extremely dangerous to land into the wind without regard to sea conditions; the swell system, or systems, must be taken into consideration. Remember one axiom- avoid the face of a swell.

The simplest method of estimating the wind direction and velocity is to examine the windstreaks on the water. These appear as long streaks up and down wind. Whitecaps fall forward with the wind but are overrun by the waves thus producing the illusion that the foam is sliding backward. Knowing this, and by observing the direction of the streaks, the wind direction is easily determined. Wind velocity can be estimated by noting the appearance of the whitecaps, foam and wind streaks.

When on final approach the pilot should look ahead and observe the surface of the sea. There may be shadows and whitecaps-signs of large seas. Select and touchdown in any area (only about 500 feet is needed) where the shadows and whitecaps are not numerous. Touchdown should be at the *lowest* speed and rate of descent which permit safe handling and optimum nose up attitude on impact.

13. EMERGENCY EVACUATION DUTIES

Pilot in Command Evacuation Duties

In the event of an emergency evacuation, the pilot in command is responsible for assisting the passengers in deplaning and assuring that passengers are evacuated to a safe distance from the aircraft. The pilot in command will:

- Determine that all passengers have removed their seat belt.
- 2. Open or determine that emergency exits have been opened.
- Determine if a passenger requires assistance in evacuating the aircraft.
- 4. Assess the ground situation (attitude of the aircraft, fuel spillage, or debris) to ensure that the passengers will not be injured during evacuation.
- 5. Assist, or designate a person or crew member to assist, any passenger requiring the assistance of another person during evacuation.
- 6. The PIC will obtain help from local fire and rescue personnel or other crew members to remove cargo that does not allow access to the passenger compartment.
- 7. The PIC shall remove the first aid kit and any other supplies from the aircraft if practical and safe to do so.
- 8. The PIC will keep passengers together and away from the aircraft.
- 9. The PIC may delegate the above functions to a SIC, if available, but retains responsibility.

14. HIJACK ATTEMPT

Should any person attempt to divert a flight from its scheduled route and destination, the pilot in command will follow the course of action which, in his opinion, offers the greatest degrees of safety to the passengers.

1. The pilot of an aircraft reporting a special emergency condition (hijacking) should:

- a. If circumstances permit, apply *distress* or *urgency* radio-telephony procedures. Include the details of the special emergency.
- b. If circumstances do not permit the use of prescribed *distress* or *urgency* procedures, transmit:
 - (i) On the air/ground frequency in use at the time.

(ii) As many as possible of the following elements spoken distinctly and in the following order:

(1) Name of the station addressed (time and circumstances permitting).

(2) The identification of the aircraft and present position.

(3) The nature of the special emergency condition and pilot intentions (circumstances permitting).

(4) If unable to provide this information, use code words and/or transponder as follows:

Spoken Words	
TRANSPONDER SEVEN FIVE ZERO) ZERO
Meaning	
I am being hijacked/forced to a new d	estinatior
Transponder Setting	
Mode3/A, Code 7500	

- 2. If after landing intervention is not desired, remain on code 7500 and retract the wing flaps.
- 3. If after landing, the situation is desperate and armed intervention and aircraft immobilization is desired, leave the code on 7500 and leave the wing flaps in the extended position.

15. FIRE

a. Pilots are to use the procedures and checklists created by the company. Checklists cannot be contrary to the recommendations by the manufacturer. In all cases, the pilot in command shall first determine the source of the fire prior to taking emergency action. He shall then take whatever action is necessary to contain the fire and he shall land as soon as possible.

Upon landing, evacuate the passengers immediately utilizing the evacuation procedures as outlined in this manual.

b. Fire extinguishers are made specifically for use aboard or around aircraft and are simple to operate. For the best results, remove the extinguisher from its compartment, pull the safety pin, point the extinguisher at the base of the fire and in a side-to-side motion, depress the trigger.

CAUTION: Do not use dry chemical fire extinguishers for fires on a passenger's clothing unless a viable alternative is not available. Fire extinguishing chemicals can be detrimental to a person's health.

c. Company management shall ensure that all fire extinguishers that are for use in and around company aircraft are of the type required and that the cylinder pressure is checked as often as the manufacturer's prescribes.

16. OVERDUE AIRCRAFT PROCEDURES

ESTIMATED TIME OF ARRIVAL (ETA) + 20 MINUTES HELICOPTERS or AIRPLANE

- 1. If a helicopter or airplane is overdue by 20 minutes, retrace the flight path backwards.
- 2. Determine the last known location, time, and communications with the aircraft.
- 3. If aircraft is on an interisland flight, check with HNL FSS,,HNL Center, and/or the appropriate ATC facility.
- 4. Notify the President, Director of Operations, Chief Pilot, any available Line Pilots to standby if we have to launch a search flight, notify the Station / Operations Manager, of the situation.

ESTIMATED TIME OF ARRIVAL (ETA) + 30 MINUTES HELICOPTER or AIRPLANE

- If aircraft has not been located or has not established communications with, notify HNL FSS to start Search and Rescue (SAR):.Be prepared to give the following information: Aircraft "N" number, aircraft color/markings, pilot's name, number of passengers, route of flight, last known location, communications, altitude, time overdue, and any other information requested.
- 2. Launch any available company aircraft to search last known location of aircraft.
- 3. Notify HFD Aircraft Station:
- 4. Notify HPD Aircraft Office:
- 5. Notify other companies, ask for assistance.
- 6. Notify our FAA FSDO Operations Inspector.
- 7. Cooperate fully with FAA FSDO, FSS, and or Coast Guard.,

Schuman Aviation Company currently is utilizing a computer system ALPRO that has the ability to alert personnel of any aircraft that has not arrived at its destination in the time allotted. This alarm is sounded over all company computers logged on the ALPRO system. The aircraft departure and proposed arrival time is entered into the computer system by reservations or dispatch personnel. The warning system alarm will activate 20 minutes after the entered proposed arrival time. Trained personnel will have to acknowledge the alarm and take appropriate actions listed above.

Upon pilot notification of arrival, the actual time will be entered into the ALPRO system thus deactivating the aircraft overdue alarm system.

SCHUMAN AVIATION COMPANY LTD. OPERATIONS MANUAL

Blue Hawaiian Helicopters
Honolulu Flight Service Station (FSS) Briefing Operations Superviso Operations-Floor
Honolulu Control Tower Direct line Tower (recorded) Direct line Tower (unrecorded) TRACON (Radar-APP/DEP)
FAA Flight Standards District Office (FSDO)
Coast Guard Search & Rescue Coast Guard District 4 Command
Kaneohe MCAS (Flight Clearance) (Radar) (Air Traffic Office)
HFD Fire Rescue Helicopter, Airport Base
HPD Police Helicopter, Airport Base Honolulu Police Department, Dial 911
Federal Bureau of Investigation (FBI)
Molokai Airport
Kaluapapa Airport
Kalaeloa Airport, (Tower) GCA Control (Radar)
Wheeler AFB (Tower) (Facility Chief Office)
Dillingham Airfield (UNICOM Operator) (maintenance, 6a-3p) (caretaker: Boxer, after hrs)

17. EMERGENCY PHONE NUMBERS LIST