



The NATA Safety 1<sup>st</sup> Management System (SMS) for Ground Operations will facilitate safety at your company. Many of the tools discussed in the eToolkit provide SMS and PLST participants with guidance to continuously assess and assist with safety processes and procedures.

The eToolkit supports NATA's Safety 1<sup>st</sup> Management System (SMS) for Ground Operations and NATA's Professional Line Service Training Program (PLST Online). This monthly newsletter highlights known and emerging trends, environmental and geographical matters, as well as advances in operational efficiency and safety. Additional issues include a section of real-time incidents on the ground. Flight and ground safety have been enhanced and many accidents prevented because of shared experiences in this newsletter.

### Importance of Teamwork *by Lily Morgan*

When it comes to the use of teams in the workplace, there is so much more to it than tossing a group together and telling them to get to work. There are a number of ways to build your team up to be an effective tool for your cause. You should always begin with looking at [teamwork](#) itself and the importance of it to each individual as well as the whole team. The importance of teamwork is not something that you should assume is known and understood by everyone. Many people start out in jobs that do not rely on the use of teams. And every team functions differently.

Perhaps the most obvious reason for using teams is because it enables you to do so much more. It is important because it effectively accomplishes something that never would have been possible for just one person to do. No task is too small when you have a team that is willing to go the distance to move mountains and achieve nothing less than success. Doing more than one person could do alone is a large part of the importance of using teamwork in the workplace.

Putting aside personal issues and opinions is often necessary for those that work within a team. We do not all view everything the same way. Opinions are likely to differ and personal issues can arise. The importance of teamwork means being able to set those things aside while focusing on the greater good. When bigger things are at stake such as a big sale or client contract, your team needs to understand what is important and do all that they can to obtain that outcome.

The creation of something out of nothing is one of the most important aspects of teamwork. It is very empowering for a team to discover that they have achieved something that never would have been possible otherwise. Once a team becomes empowered, they tend to grow in both confidence and skill. A team that

understands the importance of what they do will be much more effective in doing it.

Problem solving and idea building is often a necessary expectation of most teams. Quite often there are issues that need to be addressed and it is up to teams to work together in reaching a realistic outcome that everybody can live with. Idea sharing is always better with multiple people to contribute. Not only does everybody have their own ideas but they also tend to build off one another. Some companies have teams that focus solely on problem analysis and solving.

Teamwork can be all the difference in paving the way towards a strong future. Everyone wants their team to be the best that it possibly can be. Understanding the importance of teamwork is vital for moving ahead in a very competitive business world. This is something that should be part of team meetings and team building events. Discuss how your team feels about teamwork and what it means to team members as individuals. Establishing the importance of teamwork is vital to ensuring that it works for your place of business.

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## Education Corner

### NATA Safety 1<sup>st</sup> Online Training Changes

We recently released updates to NATA's Safety 1<sup>st</sup> learning management system's user interface. All of the features that you are familiar with are still there, but may be in a different location now. We made these changes with input from many of you, our users, and with streamlining and simplifying uppermost in our minds. We include updated instructions with training and encourage all users to read the instructions so they will understand the changes.

Some key elements that changed:

- Assigning curriculum;
- Viewing current and past curriculums and
- Additional management tabs.

We also recorded a webinar to illustrate the changes and updates first-hand. Please take advantage of watching it by [clicking here](#).

We hope you like our new and improved look, and as always, please let us know your thoughts via email at [safety1st@nata.aero](mailto:safety1st@nata.aero) or by calling us (703)845-9000.

### NATA's Spring Training Week – A Winning Lineup

NATA's Safety 1<sup>st</sup> is warming up for another successful Spring Training Week in Las Vegas, March 11-14, 2013. This popular training camp features four seminars geared towards FBO supervisors and owners:

**Line Service Supervisor Training** provides training needed to become more proficient in supervising staff, motivating others, communicating and coaching a team. Online Fire Safety Training is included and should be completed before attending the LSST Seminar.

**FBO Success Seminar** provides insight to FBO owners, operators, managers and supervisors on maximizing profits, reducing expenses, and improving productivity and bottom-line performance. The seminar includes roundtable discussions, sharing of best practices and time to network with other FBOs.

**Safety 1<sup>st</sup> Trainer Seminar** teaches line service trainers how to engage a variety of students, increase learning retention, present lesson plans effectively, and identify student verbal and nonverbal cues, as well as many other trainer skills.

**Environmental Compliance Seminar** is designed to ensure that FBOs and general aviation airports are complying with environmental mandates that affect their daily operations. This seminar will help increase awareness of applicable regulations, ensure compliance with new environmental mandates and cover much more.

[Click here to register](#).



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## Safety Corner

### Three R44s Misfueled in Canada

On March 1, 2011, a privately owned Robinson R44 II helicopter with two people on board was on a VFR flight from Port-Menier, Que., to Jean-Lesage International Airport in Québec City, with a stopover at the Forestville airport, Que., for refuelling. The R44 II was accompanied by two other Robinson R44 IIs. During the stopover in Forestville, the three aircraft were erroneously refuelled with jet fuel (Jet A-1) rather than the required Aviation Gasoline (AVGAS) 100LL. During its initial climb, the R44 II lost engine power and the pilot made a forced landing in a residential neighbourhood in Forestville. Both people on board sustained minor injuries and were taken to hospital. The aircraft did not catch fire but it was heavily damaged. The two other aircraft landed near the same site and sustained no damage, although both necessitated an engine check.

When fuelling, the pilots were present and were helping the refueller, without ever noticing that the pump being used was for fuel type Jet A-1. The three pilots then each signed their individual fuel vouchers, which clearly specified that Jet A-1 fuel had been pumped into the fuel tanks. There are instructions on all three aircraft, by the tanks, outlining the maximum capacity of the tank and the type of fuel to use. These measures were not enough to prevent the error. It should be noted that the aircraft refueller was a new employee, who had only been there since December 2010, and his training was limited.

The fuel nozzle for Jet A-1 fuel in this instance had a 1 in. diameter, which is why the refueller was able to insert it into the AVGAS fuel filler opening of the three R44s.

While there are no fuel nozzle dimension standards for aircraft refuelling at Canadian airports, there are airworthiness standards for obtaining type approval and changes to type certificates for normal, utility, aerobatic, and commuter type aeroplanes. Section 523.973 of the *Canadian Aviation Regulations* (CARs) specifies that for aeroplanes with engines requiring gasoline as the only permissible fuel, the inside diameter of the fuel filler opening must be no larger than 2.36 in., whereas for aeroplanes with turbine engines, the inside diameter of the fuel filler opening must be no smaller than 2.95 in. However, there is no standard for helicopters.

During the initial installation of equipment at aerodromes and airports, several gas and fuel providers equip refuelling stations with fuel nozzles of varying dimensions to avoid errors of this nature. Normally, the nozzles used for AVGAS have a 1 in. diameter, while the refuelling nozzles for Jet A-1 have a minimum 3 in. diameter. That way, even if the refueller makes a mistake in the selection of the appropriate fuel, the 3 in. refuelling nozzle cannot be inserted into the smaller fuel filler openings, which the majority of piston engine aeroplanes are equipped with.

The AVGAS-running Robinson R44 II is equipped with a 1.5 in. fuel filler opening, while the turbine-equipped Bell 206 helicopter has a fuel filler opening of 3.25 in. However, the Aerospatiale AS350 helicopter, which also runs on jet fuel, has a 2.28 in. fuel filler opening. Therefore in order to refuel an AS350 with Jet A-1, the 3 in. nozzle has to be modified or changed to a smaller nozzle. Considering that there are over 450 AS350 aircraft registered in Canada, it is feasible that several refuelling stations in Canada had to modify the fuel nozzles, just like at the Forestville airport, in order to accommodate these helicopters.



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Similar events have occurred in the last few years, not only with helicopters but with aeroplanes equipped with piston engines. This latest event shows that despite the precautionary measures in place, it is still possible that the wrong fuel type will be pumped into aircraft fuel tanks. Fuel providers and refuelling stations are therefore reminded of the risks associated with fuel nozzle sizes and the importance of training refuellers accordingly. In closing, we also remind pilots to pay close attention to the fuelling of their aircraft with the proper fuel.

The full article may be found here: <http://www.tc.gc.ca/eng/civilaviation/publications/tp185-4-2011-debrief-6174.htm>.

## OSHA Quick Card

OSHA has updated the requirements for labeling of hazardous chemicals under its Hazard Communication Standard (HCS). As of June 1, 2015, all labels will be required to have pictograms, a signal word, hazard and precautionary statements, the product identifier, and supplier identification. A sample revised HCS label, identifying the required label elements, is shown on the right. Supplemental information can also be provided on the label as needed.

**SAMPLE LABEL**

<p>CODE _____ } <b>Product Identifier</b></p> <p>Product Name _____ } <b>Product Identifier</b></p>	<p style="text-align: center;"><b>Hazard Pictograms</b></p> <div style="display: flex; justify-content: space-around;">   </div>	
<p>Company Name _____ } <b>Supplier Identification</b></p> <p>Street Address _____ } <b>Supplier Identification</b></p> <p>City _____ State _____ } <b>Supplier Identification</b></p> <p>Postal Code _____ Country _____ } <b>Supplier Identification</b></p> <p>Emergency Phone Number _____ } <b>Supplier Identification</b></p>	<p style="text-align: center;"><b>Signal Word</b></p> <p style="text-align: center;"><b>Danger</b></p>	
<p>Keep container tightly closed. Store in a cool, well-ventilated place that is locked.</p> <p>Keep away from heat/sparks/open flame. No smoking.</p> <p>Only use non-sparking tools.</p> <p>Use explosion-proof electrical equipment.</p> <p>Take precautionary measures against static discharge.</p> <p>Ground and bond container and receiving equipment.</p> <p>Do not breathe vapors.</p> <p>Wear protective gloves.</p> <p>Do not eat, drink or smoke when using this product.</p> <p>Wash hands thoroughly after handling.</p> <p>Dispose of in accordance with local, regional, national, international regulations as specified.</p> <p><b>In Case of Fire:</b> use dry chemical (BC) or Carbon Dioxide (CO<sub>2</sub>) fire extinguisher to extinguish.</p> <p><b>First Aid</b></p> <p>If exposed call Poison Center.</p> <p>If on skin (or hair): Take off immediately any contaminated clothing. Rinse skin with water.</p>	<p style="text-align: center;"><b>Precautionary Statements</b></p>	<p style="text-align: center;"><b>Hazard Statements</b></p> <p>Highly flammable liquid and vapor. } <b>Hazard Statements</b></p> <p>May cause liver and kidney damage. }</p>
		<p style="text-align: center;"><b>Supplemental Information</b></p> <p><b>Directions for Use</b></p> <p>_____</p> <p>_____</p> <p>_____</p> <p>Fill weight: _____ Lot Number: _____</p> <p>Gross weight: _____ Fill Date: _____</p> <p>Expiration Date: _____</p>

For more information: (800) 321-OSHA (6742) [www.osha.gov](http://www.osha.gov)





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## Rise to the Occasion – Airshow Preparation

More than 300 airshows are held globally every year, attracting around 10 million spectators. Business Airport International takes a look at the main challenges these events present and how the shows can help promote business aviation.

Putting on an airshow, even a relatively small one, requires a complex choreography that involves multiple layers of government and community cooperation, marketing, finance, and logistics. No matter how many you have attended as a spectator, nothing prepares you for the challenges involved in organizing a modern airshow. Add commercial exhibits, concerts, and sophisticated aerobatics to the mix, and the difficulty can increase exponentially.

The primary question is logistical: can your airport even handle an airshow event? When Paul Poberezny was looking to relocate the Experimental Aircraft Association (EAA) annual airshow in the late 1960s, he took great care to survey the area around Oshkosh, Wisconsin, including roads, vacant land immediately adjacent to the airport facilities, and nearby commercial airports.

More than three decades later, Oshkosh has become synonymous with one of the world's largest annual celebrations of general aviation, hosted by a group Poberezny founded in 1953 in his basement. Today, the EAA's week-long AirVenture has grown from fewer than 10,000 attendees in 1970 into a phenomenon that draws almost one-tenth of the globe's general aviation fleet and attracts more than 500,000 participants from many countries around the world. More than 50,000 of them camp on the grounds and the remainder jam hotels and rent private homes up to 60 miles away.

But even with this pedigree, the Oshkosh site is not perfect: surrounding neighborhoods limit the size of its aerobatic box and it is not large enough for the USA's two premier military aerobatic teams – the Air Force's Thunderbirds and the Navy's Blue Angels – to perform there.

[Read more on preparation, team work and more.](#)

## Industry Corner

### The Future of Insurance Rates: Good News or Bad News?

*By Jim Gardner, President of James A. Gardner Company, Inc.*

As the saying goes, there is good news and there is bad news. Which would you like to hear first?

First, let's look at the good news for the FBO operator. We are in the continued midst of a soft aviation insurance market that began in 2006. Since then, aviation insurance rates have declined to their lowest point in history.

Now, the potentially bad news - beginning in the winter of 2012, many in the aviation insurance industry are predicting a return to a hard market. What is a hard market? It is generally characterized by fewer underwriters bidding on a particular risk - resulting in fewer options, increased rates and premiums, decreased limits of liability and less ancillary



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coverage offered. In addition, there are more stringent underwriting requirements on training with less flexibility for the operational managers.

Either way, every insurance buyer needs to think about the impact on their budget and what can be done to mitigate the increase in cost.

To read the full post on AC-U-KWIK Alert, [click here](#).

## Members' Corner

### *Aviation Business Journal* – Q4 Available Online

The 4th Quarter edition of *Aviation Business Journal* is available online. This edition features:

- Profile on NATA's new president and CEO, Tom Hendricks
- Introduction to the new NATA Workers' Compensation Insurance Program<sup>TM</sup>
- Member profile of Solairus Aviation
- Updated version of the NATA Air Charter Consumer Guide

[Click here to view the \*Aviation Business Journal\*.](#)

### NATA Helps Make The Holidays Brighter For Local Families

NATA has joined many of our members in giving back to their communities during the holiday season. NATA staff personally contributed \$1,400 to the Northern Virginia Family Services' Gifting for Families holiday program. "I am proud of the generosity and spirit of our staff and members at this time of the season and throughout the entire year," said NATA President and CEO Tom Hendricks. "We wish you the best for the safest and happiest of holidays."

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The National Air Transportation Association (**NATA**), **the voice of aviation business**, is committed to raising the standard on ground safety. [Subscribe to NATA Safety 1st eToolkit.](#)