General Introduction for Operational Best Practices (OBP)

The operational best practices contained herein were developed by industry experts, having many years of aviation experience. The recommendations provide best practice guidance; however, each FBO must develop specific and clear guidance with procedures applicable to its own operation and associated risks.

When developing procedures, it is important to remember that although all federal, state and local regulations and requirements must be met, these are considered minimum standards. Including the methods of meeting those requirements in a Standard Practices Manual (Best Practices) will ensure there are no conflicts between procedures and regulations. By developing procedures which exceed minimum requirements when appropriate; business, safety, and customer satisfaction will improve.

The following are some considerations to apply while developing a Standard Practices Manual:

Well-developed procedures should encompass, as a minimum:

- 1. Compliance with federal, state, local regulations and other requirements
 - A) Appropriate customer service levels
 - B) Meet customer's regulatory requirements, e.g. air carrier GOMs, GMMs
 - C) Good risk management decisions
 - D) Insurance policy requirements that may lower premiums
 - E) Does the procedure include:
 - 1) A process for allowing deviations from the procedures?
 - 2) Who may allow for a deviation?
 - 3) How are deviations determined acceptable?
 - 4) How are deviations tracked, including frequency?
 - 5) How are deviations reviewed for inclusion/revision to the manual?
 - F) Include a scheduled review of all procedures for continued appropriateness and compliance to changing regulations, other requirements and business growth/change.
 - G) Include preliminary and ongoing training needs.
 - H) Include procedures for accepting previous training and experience for new hires.
 - I) Ensure the safety of all personnel, customers, and bystanders.
 - J) Protection of customer property, aircraft, company facilities, and equipment.
 - K) Meet company standards and help establish the company as one with which clients want to conduct business.
 - L) Comply with the intent of the suggested procedure herein.
 - M) Include a method for all employees to acknowledge their understanding of the procedures.
- 2. Before determining a procedure is not needed, determine that the circumstance could never apply. One example of such is winter operations in snow. If a company operates in southern Florida, winter operations procedures could be considered not applicable (N/A); however, the procedure should be included if the company operates in northern Florida. It may be even more critical to develop procedures for those situations rarely encountered, as personnel are less apt to be prepared and knowledgeable in those instances.
- 3. To limit training time and costs, it might be appropriate to limit training for rarely needed procedures, for example, operation in snow, to one or a few people. If so, all others must be trained simply to report to those people for direction, in such instances.
- 4. Companies should also establish and include standard parameters for growth, rather than grow out of capability, then scramble to catch up. This helps maintain the safety Page 1 of 6

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levels already achieved and avoid undo pressure on personnel and the resultant errors that may occur. Parameters such as the following might be included:

- A) One tow crew and one tug will be added with each additional 30 aircraft movements per day
- B) One Lead Tech will be added for each five tow crews
- C) Consider tow bars and all other equipment for scheduled increases at predetermined growth levels.

RECORD OF REVISIONS OPERATIONAL BEST PRACTICES (OBP)

OBP #	Revision Number	Date	Date Entered	Entered By
General Introduction OBP	Updated	July 31, 2013	Included	Safety 1 st
OBP-1	Updated	July 31, 2013	Included	Safety 1 st
OBP-2	Updated	July 31, 2013	Included	Safety 1 st
OBP-3	Updated	July 31, 2013	Included	Safety 1 st
OBP-4	Updated	July 31, 2013	Included	Safety 1 st
OBP-5	Updated	July 31, 2013	Included	Safety 1 st
OBP-6	Updated	July 31, 2013	Included	Safety 1 st
OBP-7	Updated	July 31, 2013	Included	Safety 1 st
OBP-8	Updated	July 31, 2013	Included	Safety 1 st
OBP-9	Updated	July 31, 2013	Included	Safety 1 st
OBP-9A	Updated	July 31, 2013	Included	Safety 1 st
OBP-9B	Updated	July 31, 2013	Included	Safety 1 st
OBP-9C	Updated	July 31, 2013	Included	Safety 1 st
OBP-9D	Updated	July 31, 2013	Included	Safety 1 st
OBP-10	Updated	July 31, 2013	Included	Safety 1 st
OBP-11	Updated	July 31, 2013	Included	Safety 1 st
OBP-12	Updated	July 31, 2013	Included	Safety 1 st
OBP-13	Updated	July 31, 2013	Included	Safety 1 st
OBP-14	Original	June 1, 2010	Included	Safety 1 st

OBP #	Revision	Date	Date Entered	Entered By
	Number			
OBP-15	Updated	July 31, 2013	Included	Safety 1 st
OBP-16	Updated	July 31, 2013	Included	Safety 1 st
OBP-17	Updated	July 31, 2013	Included	Safety 1 st
OBP-18	Updated	July 31, 2013	Included	Safety 1 st
OBP-19-30	Updated	July 31, 2013	Included	Safety 1 st
OBP-31	Updated	July 31, 2013	Included	Safety 1 st
OBP-32	Updated	July 31, 2013	Included	Safety 1 st
OBP-33	Original	July 14, 2011	Included	Safety 1 st
OBP-34	Original	July 14, 2011	Included	Safety 1 st
OBP-35a	Original	February 27, 2000	Included	Safety 1 st
OBP-35b	Original	February 27, 2000	Included	Safety 1 st
OBP-35c	Original	February 27, 2000	Included	Safety 1st
OBP-36	Original	January 17, 2019	Included	Safety 1 st
OBP-37	Original	May 12, 2025	Included	Safety 1 st

OPERATIONAL BEST PRACTICES (OBP) DIRECTORY

NATA may review, revise, and provide additional Operational Best Practices (OBPs) as necessary. No revision service is provided. It is the user's responsibility to ensure they possess the current version of all applicable OBPs.

OBP-1 Safety Management System

OBP-2 Safety Committee

OBP-3 Vehicle Seats

OBP-4 50/10 Circle of Safety

OBP-5 Propeller Handling

OBP-6 Chock Aircraft in Hangars

OBP-7 Safety Cones

OBP-8 Securing Aircraft

OBP-9 GA Aircraft Towing

OBP-9A Tow Tracking Log

OBP-9B Towing Inspection Log

OBP-9D Whistles for Wing Walkers

OBP-10 Foreign Object Damage (FOD) Prevention

OBP-11 Cell Phone / Media Device Use in Working Areas

OBP-12 Motorized/Mobile Equipment Check List

OBP-13 Adverse Weather - Monitoring

OBP-14 High Winds

OBP-15 Thunderstorms

OBP-16 Refueler Preventive Maintenance

OBP-17 Walking Working Surfaces Fall Protection

OBP-18 Equipment Safety Checks

OBP-19 Lavatory Service

OBP-19a Lavatory Service

OBP-31 Wearing of Reflective Gear

OBP-32 Hangar Towing and Stacking

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OBP-33 Safety Zone

OBP-34 Ground De-Icing Anti-Icing

OBP-35a Misfueling Prevention

OBP-36 Diesel Exhaust Fluid (DEF) Handling

OBP-37 Ingestion Jet Blast