



# AIRCARE™ compliance simplified with Air Maestro

**DEVELOPED** by the aviation industry for the benefit of the aviation industry, AIRCARE™ is an Accreditation Program being widely adopted by operators to improve flight safety and quality, and to reduce environmental effects. There are a growing number of organisations who utilise aerial services that now require AIRCARE™ or a similar management programme to ensure they are meeting their environmental and flight safety obligations. To be accredited, operators must have sound risk management procedures to assure that they are performing at a level compliant with regulations and codes of practice.

## The HeliA1 experience

HeliA1 is one operator that has recently achieved AIRCARE™ accreditation. A commercial and agricultural helicopter operator, HeliA1 recognises how important AIRCARE™ accreditation is for their business and understands it to be more than just another regulation to meet.

Managing Director and Chief Pilot with over 18 years experience in the aviation industry, Davin Mudford sought AIRCARE™ Accreditation because he believed this latest standard would further raise the professionalism of his industry. He says that “Even though we are Part 135 certified, having AIRCARE™ Accreditation is a worthwhile extra measure. It encompasses the practical aspects of running a professional operation by incorporating such things as regular spreadmark testing and noise abatement. With AIRCARE™ we’re recognising a shared responsibility and accountability for the impact aerial operations have, showing that as an industry we are endeavouring to minimise negative environmental effects by adopting best practices and standard operating procedures”.

Most operators seeking to become AIRCARE™ compliant will find the process to be significantly simplified (especially from an ongoing system maintenance viewpoint) if they implement a

software solution to manage the various control and reporting requirements that are involved. HeliA1 considered this to be an important aspect of their own AIRCARE™ compliance process and after reviewing available packages, selected the safety and operational management system Air Maestro.



HeliA1's AS350 on a spray job at Otorohanga.

## The Air Maestro System

An SMS and FRMS solution in one, Air Maestro is a fully-integrated web-based safety and operational management tool that supports organisational safety, efficiency and compliance via four core features: Safety Management, Resource Planning, Operational Control and Reporting. This structure suited HeliA1 well, with Davin saying that “Air Maestro makes it easy for smaller companies such as ourselves to create a Safety Management System for AIRCARE™ or the proposed CAA Rule, by giving us all the tools to deal with the major parts such as

Fatigue Management, Incident Reporting and Risk Identification/Management”.

## Features of Air Maestro

Aleks Banas from Air Maestro explains that the system has a variety of features which can help with AIRCARE™ requirements. These include:

### 1. Document Library

Ensuring documented procedures such as Site SOP's are readily available to staff is a major requirement of AIRCARE™. The Document Library module of Air Maestro allows operators to store all operational documentation in a secure library which enables controlled distribution to personnel, including the ability to monitor the receipt and opening of documents.

### 2. FAID/Work Practice Management

A critical requirement of AIRCARE™ is to ensure that there is a Fatigue Management System in place for all company pilots, especially for example in fire fighting roles. Air Maestro assists to monitor personnel fatigue in the Rostering and Timesheet modules and allows operators to implement controls relating to shift and duty hours, rest periods and work patterns and apply these to the required departments to monitor compliance.

### 3. Flight Records Management

AIRCARE™ requires detailed operational records that record weather data for treatment area and times, total areas treated, and amount of products applied in addition to flight and duty times. By seamlessly integrating flight records with the reporting module, Air Maestro eliminates duplication and ensures information is instantly available to all relevant departments. Flight Records are important for driving accurate operational planning, maintenance schedules and invoicing.

### 4. Recency/Currency Management

Another important requirement of AIRCARE™ is to ensure all pilot ratings and approvals are being communicated and managed satisfactorily. The Recency Management module of Air Maestro enables operators to track all recency/currency requirements for crew, aircraft and company with reminders of approaching expiries.

### 5. Audit Management

AIRCARE™ compliance requires the operator to demonstrate that an internal audit system has been implemented. The Audit Management module of Air Maestro helps to plan, schedule and manage all audits in a centralised system, including the assignment and tracking of corrective actions.

### 6. Hazard/Risk Register

The Risk Register module in Air Maestro helps with AIRCARE™ requirements because it identifies and analyses hazards in an organisation using a customisable risk assessment matrix, and manages the associated risks and controls.

## Implementing Air Maestro

Davin Mudford says that Air Maestro has been an excellent addition to their operations at HeliA1; “There are many features such as enabling us to enter flight and duty information anytime and have up-to-date information on how far away pilots are from flight and duty time limits, as set by our company and the standard CAA requirements. Recency is another benefit of the Air Maestro system as it makes it really easy for us to keep everything current – all we have to do is enter in the item and an expiry date, and the system will warn us with enough time to complete the refresher training or the recurrent training.” Davin says his personal favourite is the FAID module; “It keeps up-to-date tabs of employees fatigue based on their individual work hours and gives them different colours according to their fatigue level. This feature has been used fully in our procedures manual as it is a good way to actively measure crew fatigue.”

Davin believes the Air Maestro system is user friendly and says it has been easily adapted to meet HeliA1's operational requirements. Air Maestro has been incorporated into their Procedures and Health & Safety Manuals, with reports generated by the system discussed at monthly staff meetings. He says “because the system is interactive and accessible to all staff, it is easy to keep current –

you have the ability to set the system up to send alerts by email or text to the respective managers which means they do not need to continually log on to get updates”.

Air Maestro is based in the cloud, meaning that operators have access to vital operational data anywhere, at any time of the day. Davin comments that “having Air Maestro on an independent server means you can log on from any computer. Updates to the system are done as and when needed, and the staff at Air Maestro appear to be perfectionists in that they want us to get what we need out of the system [by] adapting it to our needs and not theirs.”

From HeliA1's point of view, Davin says that adopting a SMS and FRMS integrated system such as Air Maestro has been a relatively effortless way to help achieve AIRCARE™ accreditation and to manage the ongoing compliance process.

## For more information

For more information about Air Maestro, visit [www.airmaestro.co.nz](http://www.airmaestro.co.nz). To find out more about HeliA1, contact Davin Mudford on 07 873 6695 or email: [davin@helia1.co.nz](mailto:davin@helia1.co.nz)



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Hazard/Risk Register.

Document Library.

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Helps with Aircare

FAID.

Recency/Currency Management.

Flight Records Management.