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EXHIBIT 31 - SAFETY MANAGEMENT SYSTEM (SMS) COMPONENTS QUESTIONNAIRE AND ACCIDENT HISTORY

The US Forest Service aviation program views Safety Management Systems (SMS) as a critical element for contract evaluation. This exhibit seeks to identify effective and safe aviation operations of an Offeror that include implemented policies and practices that support the Offeror's SMS.   These components should be fully integrated into the daily activities of an Offeror. A complete response is required to accurately assess the Offeror's level of implementation and effectiveness and Contractor's will be held to these standards during contract performance.

Safety Management System (SMS) Components

The US Forest Service uses a SMS approach to aviation operations which includes safety management policy, safety risk management, safety assurance and safety promotion. The Offeror must provide sufficient evidence of implementation for each SMS element listed (below). **Include both evidence of implemented SMS policies and records that indicate the SMS is actively functioning (i.e., recently completed FRATs, audit findings including action items, hazard reports, etc.). Proposals are evaluated based on the evidence provided and the results that were achieved from the SMS activities that were performed.** Responses shall include the exhibit reference number. Blank forms do not suffice as evidence of policy or records of practice.

Companies of different sizes and complexities may approach a SMS in a variety of ways. As such there may be many significant differences among various operators. Each Offeror should address each of the Safety Policies and Objectives below by providing evidence showing how they define and address the key safety objectives.

Example: For reference number 1, "Provide Evidence that there is an appointed safety manager that is responsible for the effective administration of the SMS" a submission could include a copy of the Offeror's policy appointing a safety manager and defined duties for the administration of the SMS, a letter or record showing the individual appointed.

Example: For reference number 2 "Provide evidence that the Offeror clearly defines key duties, authorities and accountabilities" a submission could include Offeror policies identifying the key duties, authorities and accountabilities of key Offeror positions and copies of letters or records assigning individuals in those duties.

The Federal Aviation Administration (FAA) AC 120-92B along with the International Standard for Business Aircraft Operations (IS-BAO) can provide expanded explanations and examples of the standards (below).

Reference Number	FAA Component Number	IS-BAO Element	Safety Policy and Objectives
Key Safety Personnel and Commitment			
1	1.3	3.1.3	Provide Evidence that there is an appointed (named) safety manager that is responsible for the effective administration of the SMS. PRISM SMS Manual
2	1	7.2.1	Provide evidence that the Offeror clearly defines key duties, authorities and accountabilities on their SMS functions. PRISM SMS Manual
3	1	3.1.1.1.c	Provide evidence of a strong organizational commitment and clear statement about the provision of necessary resources for the SMS. PRISM SMS Manual
			Evidence in items 1-3 might consist of duty appointment letters, key safety personnel, duties, position descriptions, organizational structures, and policy that demonstrates that the accountable executive has identified or appointed the structure and key safety personnel and that they are actively involved in the SMS program.

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Reference Number	FAA Component Number	IS-BAO Element	Safety Policy and Objectives
			This Operations Manual Section would be contained in the GOM
Offeror Operations Manual			
4	1	6.1.1	Provide evidence that Operations Manual contains a flight operations policy and aircraft maintenance policy.
5	1	6.2.1	Provide evidence of a distribution process that ensures the current version of the Operations Manual is available to appropriate personnel in all areas of operation.
6	1	6.1.1	Provide evidence that the Operations Manual is approved by the appointed accountable executive.
7	1	6.2.1	Provide evidence that the Operations Manual is amended or revised as necessary to ensure that the information contained is current.
			Evidence in this section might include documented Operations Manual(s), revision and/or approval pages, SOPs, and procedures that describe how flight crews and maintenance personnel conduct flight and maintenance activities meet organizational expectations and objectives. Operations Manual contains internal instructions to employees and should not be confused with Operations Specifications (Ops Spec) as approved by the FAA.
Emergency Response Plan			
8	1.4	4.1.1	Provide evidence that the Offeror has an established emergency response plan to respond to an accident or emergency. PRISM ERP Manual
9	1.4	4.3.1	Provide evidence that the Offeror has provided duties and training for those who have a role in the emergency response plan. PRISM ERP Manual, ARMOR ERP Drills, Safety Locker
10	1.4	4.3.3	Provide evidence that the emergency response plan is exercised at a minimum of annually to evaluate effectiveness and that results are recorded. PRISM SMS & ERP Manuals. ARMOR ERP Drills, Safety Locker
			Evidence in this section might consist of documented and implemented plan that the Offeror will follow in the event of an accident, incident or operational emergency to mitigate the effects, of these events. Provide training records on the plan, how it was exercised, and updated it based on recorded results of using or exercising the plan.
Safety Risk Management			
11	2	3.2.1.1	Provide evidence that the Offeror developed and maintains a formal process to identify **and track** hazards including risk Analysis (Exposure), Risk Assessment (Severity and likelihood), Decision Making (Mitigations), Validation of Control (Controls effective). ARMOR RPT, RAT, IEP, Assurance Checks, Risk Control Validation, Risk Matrix Tool
12	2	3.2.1.1	Provide evidence that the Offeror has a hazard/threat reporting program. ARMOR RPT, RAT
13	2	3.2.1.1	Provide evidence that the Offeror has a policy to conduct operational risk assessment and or use a flight risk assessment tool, customized and appropriate for their operation. PRISM SMS Manual, ARMOR FRAT, GRAT, RAT

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Reference Number	FAA Component Number	IS-BAO Element	Safety Policy and Objectives
14	2	3.1.2.1	Provide evidence that there is a process to mitigate high scoring risk assessments or obtain and record approval of the Offeror's management when it exceeds a predetermined level. ARMOR FRAT, GRAT, RAT
			Evidence in this section will demonstrate the developed processes to understand the critical characteristics of the Offeror systems and operational environment and apply this knowledge to identify hazards, analyze and assess risk, and design risk controls. Process should include: System description and task analysis, Hazard identification, Safety risk analysis, Safety risk assessment, and Safety risk control and mitigation. Mitigation and control processes might include a hazard/threat safety reporting system, a flight risk assessment tool and a documented method to for management to approve risk assessments that reach a predetermined level.
Safety Assurance			
15	3.1	3.3.1.1	Provide evidence that the Offeror has a policy or process to verify safety performance in reference to the Offeror's performance indicators. PRISM SMS Manual, ARMOR Safety Intelligence SPI Dashboard, RPT, IEP, FRAT, GRAT, and Safety Locker
16	3.2	3.3.2	Provide evidence that the Offeror maintains a process to identify risks associated with change to the Offeror's structure or service (aircraft type, environment, organizational, or mission). ARMOR Project Manager, RAT and RPT
17	3.1.1 & 3.3	3.3.3	Provide evidence that the Offeror has a system or policy to monitor and assess its SMS processes to maintain or continuously improve the overall effectiveness of the SMS. PRISM SMS Manual, ARMOR IEP, Assurance Checks, Company Risk Profile, Safety Intelligence
			Evidence in this section will show documented processes that establish benchmarks and safety measurement, identifying risks to organizational changes or new systems and the process of management of change, and how safety risk controls are effective.

Examples may include: mishap rates, reporting rates, risk management trends, audit trends and risk mitigations. |
Compliance Monitoring			
18	3.1.4	3.5	Provide evidence that the Offeror has established the requirements for audits or assessments at determined intervals to ensure that their implemented SMS components, are being followed in daily operations. PRISM SMS Manual and IEP
19	3	3.5	Provide evidence of audits and their results. ARMOR IEP
20	3	3.5	Provide evidence of a policy or process to develop an action plan from the deficiencies identified in the audits. PRISM SMS Manual, ARMOR IEP
			Evidence in this section will demonstrate that the organization has a process to perform regularly scheduled audits, internal or externally conducted, that they are documented, and that audit findings are analyzed and included in an action plan.
Safety Promotion			

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Reference Number	FAA Component Number	IS-BAO Element	Safety Policy and Objectives
21	4	3.4	Provide evidence that the Offeror established and maintains a formal means for internal safety communication that promotes the SMS and conveys safety-critical information such as safety bulletins or lessons learned. *ARMOR RPT Publishing and Safety Locker Read & Initial*
22	4	3.4	Provide evidence of lessons learned developed from an incident, accident, or operational issue affecting safety, and shared with the Offeror personnel. *ARMOR RPT Publishing, Safety Locker Publishing*
23	N/A	N/A	Provide evidence of a Safety Award system in place and in practice. *PRISM SMS Manual*
			Evidence provided for this section will included a documented process to communicate safety critical outputs of the SMS, rationale behind controls, preventative or corrective actions, and ensure company awareness of the SMS objective to its employees. Items might include lessons learned, impact and safety awards and other programs to provide safety promotion.
Training Programs			
24	4	8.1	Provide evidence that the Offeror has a training program (FAA and internal) that ensures personnel are trained and competent to perform their assigned duties including ground crews and aircrews. *GOM, Company Training Program, PRISM SMS Manual, ARMOR Training Qualification Tracker*
25	4	3.4.1	Provide evidence that there is a documented training plan for initial **and** recurrent SMS training. *PRISM SMS Manual, Safety Locker R&I, TQT*
			Evidence in this section will consist of documented process and or controls to ensure employees are trained and competent to perform their assigned duties. Training programs should ensure that each employee is trained on the SMS program and their responsibilities (e.g., a completed training plan).
Air Crew Member Qualifications			
26	1 & 4	8.5	Provide evidence that the Offeror has a program to establish and maintain air crew member records for required certificates, medical category, required training, and proficiency checks. *GOM, Company Training Program, PRISM SMS Manual, Public/Private Safety Locker R&I, TQT*
			Evidence in this section will show a process to ensure that crew members and other personnel are current on their required certificates, medical exams, training, and proficiency checks. *Qualifications can be filed in Safety Locker, TQT or Company Training Program.*
Maintenance Personnel Qualifications			
27	1	15.1	Provide evidence of a process to ensure that the Offeror aircraft maintenance/servicing personal are certified by the FAA.
28	1	15.2.3.1	Provide evidence of a process that ensures maintenance personnel are trained and approved by the Offeror to conduct specific maintenance. *Company Training Program*
			Evidence in this section will show a process to ensure that mechanics and other maintenance personnel are current on their required FAA certificates, training, and that they are trained to conduct specific maintenance.
Maintenance Control System			

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Reference Number	FAA Component Number	IS-BAO Element	Safety Policy and Objectives
29	1	15.1	Provide evidence that the Offeror has a maintenance control system that is appropriate to the type and number of aircraft operated and the manner in which maintenance is conducted. GOM
30	1	15.1	Provide evidence that the Offeror operations manual includes procedures to obtain and qualify aircraft maintenance services when away from home base to ensure service is performed by qualified personnel. GOM
			Evidence in this section document a process on how the Offeror will conduct maintenance, manage aircraft records, preventative maintenance, deferred maintenance items or discrepancy management, technical dispatch, parts inventory and ordering, material control, tool calibration, maintenance arrangements, and maintenance safety programs.
Accident History and Hours			
31	N/A	N/A	Total number of manned and unmanned flight hours (separately) separating fixed-wing and rotary-wing aircraft regardless of make and model flown by the organization up to/during the past five calendar years (commencing from the solicitation date). Include any accidents determined by the NTSB that met the "substantial damage" criteria as defined within 49 CFR 830.2. If the accident was reported to the NTSB and it was downgraded to an incident, you must provide evidence from the NTSB.