

ARG/US<sup>®</sup>

PRISM

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IEP

# CHECKLIST

A SAFETY ASSURANCE COMPONENT OF YOUR SMS

**Attention:**

If you are using the new PRISM SMS Tools, the checklist will appear in the IEP Manager - Manage Templates area where you can select "use a copy".

If you are using the legacy PRISM ARMOR SMS Tools, the checklist will appear on the IEP Manager homepage where you can modify it or use it as is.

If you need some assistance, please send an email to [prism@argus.aero](mailto:prism@argus.aero).

JUNE 2026

## OPERATIONS 10.

Charter/ Supplemental Lift

**Charter/ Supplemental Lift:**

Charter/Supplemental Lift: Flight operations should have a defined and documented process in place to assure due diligence is accomplished whenever supplemental charter flights are utilized. Equipment problems, scheduling conflicts, and other situations can necessitate use of supplemental lift in any flight operation. Sufficient oversight is important to ensure the companies used for supplemental lift conduct operations at an acceptable level of conscientious professionalism and safety. An internal process that requires general evaluation of the supplemental lift operator should include a basic review of critical requirements to ensure appropriate margins of safety.



PART 135

PART 91

**1. Is there a defined, thoroughly detailed, and documented policy and process for selecting a charter operator for supplemental lift?**

**(ARGUS Platinum 4.4.3; IS-BAO 7.7.1; NBAA Aircraft Charter Consumer Guide)**

(Policy) If your company does not use supplemental charter, there should be a written policy in place stating such in the operations manual. If your company does use supplemental charter, at a minimum, the policy should outline specific procedures for operator selection and contain a pre-determined set of requirements/ standards. It should include a process for verification of the policies, procedures, and standards of the operator. The policy should also define who can authorize operator selection.

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**2. Are specific equipment requirements defined for supplemental lift aircraft?**

**(ARGUS Platinum 8.4.7.c; IS-BAO 14.1; NBAA Aircraft Charter Consumer Guide)**

(Equipment) Ensure the aircraft and equipment (i.e., TCAS, Taws, Etc.) meet your company's requirements for each flight. Aircraft avionics interior design and storage capability should be checked.

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**3. Are specific minimum qualifications in place to address experience levels and training requirements for supplemental lift flight crew members?**

**(ARGUS Platinum 4.4.3, 4.5.5 [c]; IS-BAO 7.7.1; NBAA Aircraft Charter Consumer Guide)**

(Flight Crew) Your internal company requirements should be reflected in supplemental charter flight crew. Are the pilots familiar with the destination airport? Do they meet or exceed your time in type requirements, etc.? Are both crewmembers typed in the aircraft and have received annual (or more recent) Simulator Training? If special operations (e.g., mountain airports, extended over water) will be conducted, what experience (initial and recurrent) does the external crew have with these operations?

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**4. Evaluate the verification process for supplemental charter crewmembers and aircraft.**

**(ARGUS Platinum 4.4.3, 4.5.5[c]; IS-BAO 7.7.1; NBAA Aircraft Charter Consumer Guide)**

(Program/Procedure) Proof of training should be sent to your flight department. An on-site evaluation/ audit of the operator should be considered if a continuous multiple use relationship is anticipated. This can be accomplished via a third-party audit. If this is impractical, a "desk audit" should be conducted. Examine several instances to verify record examination by your company is consistent.

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- 1 – Unsatisfactory
- 2 – Poor
- 3 – Meets Minimum Standards
- 4 – Excellent
- 5 – Best Practice

If your answer is not a 3 or better, you must record a finding that requires corrective action.

**5. Is there a charter review procedure that requires the assignment of a responsible manager to perform a risk assessment for each charter request?**

**(ARGUS Platinum 1.3.5, 1.6.1, 3.1.3.b, 4.3.3; IS-BAO 3.1.2.1.e, 3.2.1.1, 6.3.2, 7.7.1; NBAA Aircraft Charter Consumer Guide)**

(Supervisory) Do not assume a thorough risk assessment process will be completed by the lift operator. Your flight operation understands the risks it is willing to assume and should have an established procedure for route requirements and airport analysis that applies to external charter. Your risk limitations must be communicated to the charter operator. If the charter operator is continuing a trip under conditions you normally would not, methods for verification and flight cancellations should be established.

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**6. Are the charter/ lift operator’s fatigue management methods and policies regarding flight/ duty time limitations evaluated prior to scheduling services?**

**(ARGUS Platinum 4.5.5.a, 4.5.5.b, 5.4.1.a, 6.1.1 [c]; IS-BAO 12; NBAA Aircraft Charter Consumer Guide)**

(Supervisory) Initial and recurrent fatigue awareness training is a best practice. Flight/ duty time policy should reflect the standards of your own department. Flight Safety Foundation’s Guidelines for crew rest is also a reputable source for flight/ duty time standards. Although the schedule for your lift flight will be within duty day guidelines, what has the duty schedule of the selected flight crew been leading up to your flight? Are the adequately rested, or coming off of several back-to-back trips?

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**7. Is a final review of the flight summarized and verified by a designated manager? Are passengers briefed by your company on all pertinent details regarding the flight?**

**(PRISM recommended best practice)**

(Supervisory) A final review by an appropriate manager is essential to ensure accountability. The primary passengers should be briefed on what to expect from the flight, including differences in aircraft type, and other possible variables. Expectations should be clearly described to prevent unauthorized changes.

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**8. For operations to international airports or inside foreign countries, how is the charter operator evaluated to ensure they are thoroughly familiar with the necessary requirements and properly prepared for operations within the destination country?**

**(ARGUS Platinum 7.14.1 & 7.14.5; IS-BAO 7.7.1, 13.1.1.b, 13.2.1.3, 13.4.1; NBAA Aircraft Charter Consumer Guide)**

(Supervisory) Does the charter operator utilize an international handler? Third-party handling services are essential when operating into some countries. Familiarity with not only the regulatory requirements, but the procedures for operating to the airport is critical (i.e., departure/arrival procedures, fueling services, catering, etc.). If a foreign charter operator is used for in-country lift, are they properly vetted via your company’s procedures? Information on foreign charter operators can be difficult to locate and verify.

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**9. Does your company always provide passenger emergency contact information to the external charter operator?**

**(ARGUS 2.1.3.d; IS-BAO 4.1.4)**

(Communication) Although client confidentiality is essential, emergency response supersedes all other concerns. In the event of an urgent situation or emergency, reliable and appropriate contact numbers must be available. Your company should not rely on the individual passengers to supply this information. The external charter operator should be provided with important company manager contact information for notification requirements.

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**10. Is there a procedure to determine passenger satisfaction and collect feedback from the external charter trip?**

**(PRISM Recommended Practice)**

(Communication) Feedback should be solicited from the passengers as soon as practicable. This feedback loop is important to measure the effectiveness of your assessment of the operator and determine future use of the operator. Consider using a standard form for the passengers to provide feedback. Outcomes should match expectations.

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**11. When external charter is used, are the security protocols the operator has in place verified as adequate in meeting your flight operation’s security requirements?**

**(ARGUS Platinum 7.11.1; IS-BAO 5 & 7.7.1; NBAA Aircraft Charter Consumer Guide)**

(Security) Does the external operator perform an airport security analysis? If not, do they receive and review security information from a handler? Review the policies and procedures the operator uses to ensure appropriate security measures are utilized.

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**12. Is the organization that retains operational control clearly defined, and is that information relayed to the passengers?**

**(FAR 135.77, FAR 91.1035(c); ARGUS Platinum 7.3.1.[d]; NBAA Aircraft Charter Consumer Guide; NBAA Management Guide 4.1.1)**

(Organizational) It is not unusual for a supplemental lift request to be brokered multiple times in its life cycle. It is imperative that the authorities, primary passengers, as well as other interested parties be clearly made aware who is in operational control of the flight.

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