

Southern Alps MBZ Airspace Users Group Handbook

v1.5 19NOV18



**Our aviation industry has no greater responsibility than to ensure the safety of each
and every passenger**

This Handbook, its purpose, content and structure is endorsed by:

CAA

DOC

HAL

Fox Glacier Guides

Individual operators

This version of the Handbook was reviewed prior to the commencement of summer operations, as shown in the version date, and is ratified annually by the respective User Group Chairpersons.

Signed

Signed

Eastern User Group Chair

West Coast User Group Chair

Date:

Date:

INTRODUCTION

This Operations Handbook has been compiled by the Southern Alps MBZ Airspace User Group. It is endorsed by the participating companies of the User Group as operational information for -

- *Operators*
- *Resident pilots*
- *Itinerant / transiting pilots*
- *Other interested parties*

who have a role in ensuring the safety of flight operations in the MBZ airspace.

The content does not absolve operators' and individual pilots' responsibilities for compliance with -

- *The CAA Rules*
- *Individual company Operations Manuals and SOPs*
- *Current aeronautical maps and charts*
- *Good Airmanship*

This Manual is available for use and distribution to any operator intending to fly within the Mt Cook and Westland National Parks and the Southern Alps Mandatory Broadcast Zone [MBZ] B987.

It is the responsibility of the end user to ensure the currency of the information contained within this publication.

Anyone using this publication for operational information should reference the version on the User Group website <https://www.aoraki-westland.com/> as being the most current version, or contact the West Coast User Group Secretary at westcoastusergroup@gmail.com

Health and Safety

The function of this User Group is to create a framework that will **foster a culture** of safe, compliant and professional flight operations, and to be mandated to initiate remedial actions when required.

Legal responsibility for compliance with legislation is that of the air operator certificate holder and individual pilots in command.

The User Group is a collective of organisations, each of whom has their respective responsibilities as a PCBU (person conducting a business or undertaking) under the HSW Act 2015.

The effective functioning of this User Group and the content of this Handbook does not usurp or replace the responsibilities of individual organisations under this Act. Those responsibilities continue to lie with the individual organisations

However, active participation in supporting the objectives of the Group and constructive adherence to the Group's agreed processes and procedures will assist organisations in demonstrating their management of responsibility where duties overlap with other PCBUs, identification and management of hazards and fulfilling their duty of care to employees and others who could be affected by their business (e.g. passengers).

User Group overview

The purpose of User Groups is outlined in [CAA Advisory Circular AC139-17](#).

The formation and function of a User Group is strongly supported by CAA. The CAA also 'listens' to the collective voice of a User Group [AC139-17].

A User Group is a forum to:

- *Facilitate the development and maintenance of procedures for the safe use of the airspace,*
- *Address safety concerns identified by users of the airspace,*
- *Develop limitations or operational conditions on the use of the airspace and be the representative body on such issues when liaising with CAA and other stakeholders (e.g. DOC), and*
- *Implement corrective or preventative actions when safety issues are identified, notwithstanding the reporting requirements under CAR Part 12 and the Notification requirements under the Health and Safety at Work Act 2015, and*
- *Provide advice on the impact of proposed changes to the airspace environment, or to the type of operations, and*
- *Liaise and coordinate airspace activity with adjoining stakeholders, e.g. other User Groups, airport / heliport companies or safety committees.*
- *Resolve disputes.*

The structure and content of this Handbook is drafted with these specific objectives in mind.

Document Structure

The document is organised in the following manner:

Introduction – Informative

Memorandum of Understanding [MOU]

SECTION 1 – Administration

SECTION 2 - Management of Safety

SECTION 3 - Training

SECTION 4 – Standard Aircraft equipment

SECTION 5 – Environmental

SECTION 6 – Information for Itinerant and transiting pilots

SECTION 7 – User Group Forms and Templates

APPENDIX 1 - Record of Amendments

SUPPLEMENT 1 – Flight Operations Guide

SUPPLEMENT 2 - Glacier Country Heliport Management Manual

SUPPLEMENT 3 - Fox Heliport Manual Supplement (Reserved)

SUPPLEMENT 4 – Management of Drone Safety

SUPPLEMENT 5 – Civil Defence and Other Emergencies

Document Administration

The Southern Alps MBZ User Group (SAMUG) is the owner of this Handbook. The West Coast User Group secretary is responsible for administering this Handbook.

The secretary's responsibilities (with respect to the administration of this Handbook) shall include:

- Maintaining the most current version of the Handbook on the User Group website.
- Maintaining an up-to-date list of members and other stakeholder contacts in the Handbook.
- Collating updates or amendments to the Handbook (as authorised by the User Group Chair) for inclusion at the next amendment.
- Responding to enquiries or requests for information on any aspect of the Handbook and directing these to where they can be answered.

If the User Group does not have a functioning secretary these roles will be administered by the Chair.

The Chair may appoint a temporary secretary as required

Document Control

While every effort will be made by the administrators of the Handbook to maintain the accuracy and currency of information therein, the content of this Handbook must be considered 'advisory' in nature.

The Master Copy of the handbook shall be the electronic version available on the User Group website:

<https://www.aoraki-westland.com/>

The content of any part of this Handbook may be amended or corrected at any time following proper consultation, agreement and written direction from the Handbook owner (SAMUG Chair) to the West Coast User Group secretary or other person charged with the administration of the Handbook.

A synopsis of each Amendment is recorded in **Appendix 1 Record of Amendments**.

The entire content (and/or structure) of the Handbook shall be reviewed annually to ensure its content remains current and fit for purpose and ratified by the Eastern and West Coast Chair Persons prior to the commencement of each summer season, and the version date revised accordingly.

Memorandum of Understanding [MoU] between all members of the Southern Alps MBZ Airspace User Group

Purpose

The MoU is to record the personal commitment of the Chief Executives of each Air Operator Certificate holder as a User Group member to make available within their respective organisations the necessary resources to establish, and maintain a framework that fosters a safe, compliant and professional operating environment.

The signatories to this MoU affirm their company's commitment to a 'top-down' approach supporting the functions of the User Group and Safety Committee as an integral component of their own safety/risk management processes [SMS] and obligations as a PCBU under the HSW Act 2015.

Objective

To harness the collective expertise of companies and individuals experienced in the unique operating environment of the airspace to foster a cooperative and collaborative culture between operators that acknowledges the paramount safety of ground and flight operations over commercial considerations.

We commit to ensuring our respective organisations have a representative from senior management present at all User Group meetings and a person with appropriate seniority and operational capability at all Safety Committee meetings who shall be authorised and mandated to speak and make operational decisions of behalf of their organisation.

The Parties

Signatories to this MOU are the Chief Executives of the principal air operators conducting tourism and commercial aviation operations within the Southern Alps Mandatory Broadcast Zone [MBZ].

This MOU shall be updated as required to reflect changes to persons holding the position of Chief Executive or additions or deletions to holders of AOCs considered to be actively offering tourism or commercial operations in the MBZ.

Air Safaris

CEO:

Heliservices.NZ Ltd.

CEO:

Glacier Country Helicopters Ltd.

CEO:

Glacier Southern Lakes Helicopters Ltd.

CEO:

Mountain Helicopters Fox Glacier Ltd.

CEO:

Glacier Helicopters Ltd.

CEO:

Inflite Group

CEO:

The Helicopter Line Ltd.

CEO:

Wilderness Wings Ltd.

CEO:

Heliworks Mount Cook Ltd.

CEO:

Contents

INTRODUCTION	3
Health and Safety	4
User Group overview	4
Document Structure	5
Document Administration	6
Document Control	6
Memorandum of Understanding [MoU] between all members of the Southern Alps MBZ Airspace User Group	7
Purpose	7
Objective	7
The Parties	7
MISSION STATEMENT	10
SECTION 1	11
1.1 Administration	11
1.1.1 Common Definitions, Terms & Abbreviations (Section 1)	12
1.1.2 User Group Code of Practice	13
1.1.3 User Group Governance	14
1.1.4 User Group Structure	14
1.1.5 Chairperson Function	15
1.2 Functionality	16
1.2.1 Stakeholder relationships	16
1.2.2 Southern Alps MBZ User Group (SAMUG)	17
1.2.3 Eastern User Group (EUG)	17
1.2.4 West Coast User Group (WUG)	17
1.2.5 User Group Safety Committees	17
1.2.6 Lead Pilots	18
SECTION 2	19
2.1 Management of safety	20
2.2 Function of the Safety Committee	20
2.2.1 Role and scope	20
2.2.2 Safety Committee meetings	21
2.2.3 Safety reporting	22
2.2.4 Corrective, remedial and disciplinary action	23
2.2.5 Meeting and process records	24
2.2.6 Management of Drone Activity (West Coast)	24
2.2.7 Civil Defence Emergencies	25
SECTION 3	26
3.1 Training	27
3.2 Safety Management	27
3.3 Flight training	27
3.4 Ground training	28

SECTION 4	29
Standard Aircraft Equipment	29
4.1 Standard Aircraft Equipment.....	30
4.2 Standard Aircraft Safety Equipment.....	30
4.3 Rotary Aircraft.....	30
4.4 Fixed Wing Aircraft	30
SECTION 5	31
5.1 Environmental Responsibilities.....	32
5.2 Department of Conservation (DOC).....	33
5.3 Noise Sensitive Areas.....	34
5.4 Fox Noise Abatement Procedures	35
5.5 SUMMIT RIDGE OF MT COOK AND TASMAN RESTRICTED AREA.....	36
SECTION 6	37
6.1 Information for itinerant and transiting pilots	38
6.2 West Coast	39
6.3 East Coast.....	40
SECTION 7	41
User Group Forms Register.....	41
Appendix A User Group Contact List	42
Appendix B Stakeholders Contact List	44
Appendix C Update/Amendment Form	45
Appendix D Generic User Group Meeting Agenda.....	46
Supplement 1 – Flight Operations Guide.....	52
Supplement 2 – Glacier Country Heliport Management Manual	53
Supplement 3 – Fox Glacier Heliport Manual [RESERVED]	54
Supplement 4 – Management of Drone Activity (West Coast)	55
Supplement 5 – Civil Defence and other Emergencies	57
Operational information	58
Communications	58
MBZ procedures	58
Approach/Departure procedures at NZGH	59
Helipads for use.....	59
Fuel availability	59
Heliport ground safety.....	59
Night operations.....	59
Map of helipads	60

SECTION 1

ADMINISTRATION

MISSION STATEMENT

The Southern Alps MBZ Airspace User Group functions to put aside all commercial influences and pressures to collectively pursue our prime objective of managing risk and maintaining a world-leading standard of aviation safety, discipline and professionalism in one of the busiest aviation MBZs in New Zealand that ensures the safety of our services and satisfaction of our customers.

SECTION 1

1.1 Administration

The West Coast User Group (WCUG) and Eastern User Group (EUG) are joint owners of this Handbook and are jointly responsible for its content.

All enquiries regarding the Handbook should be directed, in the first instance, to the West Coast User Group Chair westcoastusergroup@gmail.com

The content of the handbook is endorsed by all members of the Southern Alps MBZ Airspace User Group.

Document references

The following references have been used:

- *CAA Rules [CARs]*
- *Health and Safety at Work Act 2015 [HSWA 2015]*
- *AIP Volumes 1 and 4, and Aerodrome and Visual Navigation Charts*
- *Department of Conservation Publications*
- *Fly Neighbourly Guide (Helicopter Association International)*
- *Individual Operator SOPs*
- *CAA GAP Booklet: In, Out and Around Mt Cook*
- *NZGH Heliport Management Manual*

1.1.1 Common Definitions, Terms & Abbreviations (Section 1)

Airspace	For the purpose of this Handbook reference to 'the airspace' shall mean that airspace contained within the MBZ (see below)
Accident	As defined in CAR Part 1
AOC	Air Operator Certificate issued by CAA e.g 119/135, 115
ASA	CAA Aviation Safety Adviser (South Island representative in this context)
CAA	Civil Aviation Authority
DOC	Department of Conservation
HAL	Hokitika Airport Ltd. owner of Glacier Country Heliport
Incident	As defined in CAR Part 1
Itinerant (pilot)	a pilot having a reason to be operating in the MBZ but not on a routine basis
MBZ	Southern Alps Mandatory Broadcast Zone (NZ B978) active 24-hrs from Surface to 12500 ft.
NZGH	ICAO designation for Glacier Country Heliport
User Group	Southern Alps MBZ Airspace User Group (SAMUG) or a sub-Group being either Eastland User Group or Westland User Group
Resident User	Any organisation or independent operator who conducts regular commercial operations within the Southern Alps MBZ
Shall	infers mandatory requirement for compliance with this Handbook
Should	infers 'advised' or 'recommended'
SMS	Safety Management Systems as determined by CAR 100 and Advisory Circular AC100-1
Stakeholder	Any person or entity that may be affected by User Group activities conducted in the MBZ airspace. A stakeholder is not necessarily a User Group member
Transiting (pilot)	an itinerant pilot tracking through the MBZ on a scenic flight or en-route to another destination
Drones	A generic reference to unmanned aerial systems variously known as UAVs, UAS, RPAS

1.1.2 User Group Code of Practice

As a Group, we:

- will collaborate to identify hazards associated with operating in and around the Southern Alps MBZ , to eliminate these hazards, and for the ones we cannot eliminate, to manage the residual risk to a level as low as reasonably practicable.
- will actively support a robust, but Just (fair) reporting culture.
- will administer a fair, but effective, remedial process where required in accordance with agreed procedures.
- will self-regulate, to an extent possible within legislation, on matters of flight safety, discipline and professionalism including processes to manage corrective, remedial or disciplinary action.
- recognise radio discipline is pivotal to management of aircraft separation. Our pilots shall ensure all transmissions on the busy MBZ freq. 118.6 Mhz. should relate only to flight safety/aircraft separation. All position reports shall use standard phraseology, be succinct and be brief.

As individual AOC holders, we:

- shall have in place safety/risk management processes and Standard Operating Procedures [SOPs] that align with and allow pilots to conform to the operations procedures in this Handbook and Flight Operation Guide Supplement.
- shall have an unambiguous statement, policy and procedure contained in our SOPs relating to decisions with regard to cessation of scenic flights due to deteriorating or unfavourable weather or other environmental conditions.
- shall have both a ground-based and flight-based component to our internal training program that examines candidates on their knowledge of the content of relevant operational sections of this Handbook. [Principally Sections 3, 5 & 6 and Supplements 1- 3]
- shall display prominently in an area visible to our prospective passengers a copy of the User Group's **Mission Statement** and agreed **Code of Practice**.
- shall elaborate in our respective AOC Exposition or Safety Management System how we specifically embody this code of practice in our operation.

Our Environmental Code [See also SECTION 5 ENVIRONMENTAL]

- We will promote and foster, both collectively and within our respective organisations, and in consultation with DOC, an aviation culture to maintain an environmental awareness and consideration of potential disturbance to the values of ground-based users.
- Where it is safe and practicable to do so, our pilots will operate in a manner that respects the amenity values of the national parks
- We will develop and regularly review aircraft operating procedures that minimise noise emission, particularly in sensitive localities.
- We acknowledge that no flying should take place near the summit of Aoraki/Mount Cook.

1.1.3 User Group Governance

The West Coast User Group is a sub-group of the greater Southern Alps MBZ Airspace User Group (ref: Fig. 1 below).

It may provide administrative services through its secretary to assist the functioning of the greater User Group.

1.1.4 User Group Structure

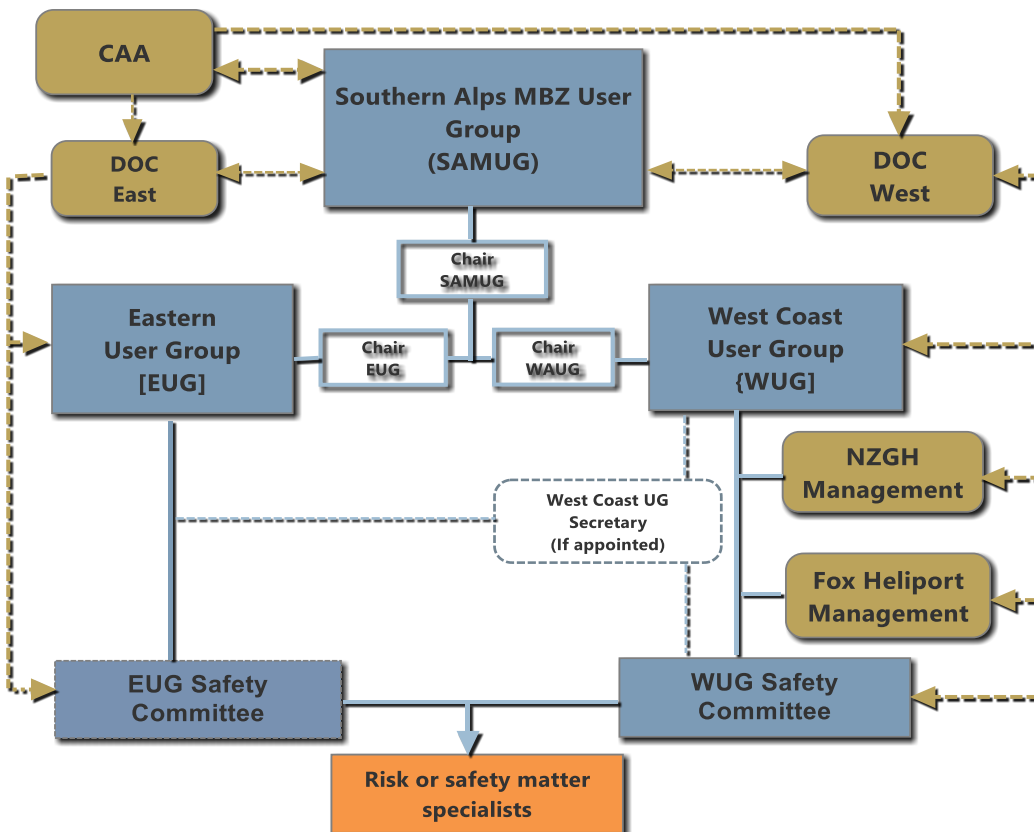


Fig. 1 Organisational Chart

1.1.5 Chairperson Function

The appropriate Chairperson (East or West depending on issue) is to be the public spokesperson for that User Group (including media liaison).

No other person may claim to represent the User Group as a spokesperson unless delegated to do so by the Chairperson.

The role of Chairperson for combined meetings shall be alternated between the East Coast and West Coast Chairpersons.

The Chairperson should nominate a Deputy to act on their behalf during periods of absence or if unable to attend or on leave at the time of meetings.

The Chairperson shall:

- Facilitate meetings to ensure that no member (or non-member) of the User Group dominates the discussion, that appropriate discussion takes place and that conduct of meetings is such that relevant opinion among members is forthcoming.
- Ensure meetings are scheduled at pre-determined intervals and that an agenda is sent out to operators at least 10 days prior.
- Ensure meeting minutes are distributed to all User Group members within a reasonable time frame.
- Ensure regular, professional and constructive communication takes place with affected groups e.g. CAA, Department of Conservation and Heliport operators.

Election of Chairpersons

- There shall be a Chairperson elected for both Eastern and West Coast User Groups.
- Chairpersons shall be reviewed at a maximum of two yearly intervals with nominations called for at the end of each term.
- A Chairperson may be nominated to hold the position for more than two years if this is the desire of the Group and the incumbent.
- It is preferable that there is continuity of the Chairperson when this is possible.

West Coast User Group secretary

- A User Group secretary may, from time to time, be appointed
- The secretary's functions will be dictated by the Chair including, but not limited to:
 - manage the process and coordination of User Group, Safety Committee meetings including preparing and distributing the agenda and minutes. [See also Document Administration pg.6].
 - recording of meeting minutes and decision-making processes is pivotal to the transparent functionality and effectiveness of the Group.
 - providing the secretarial services to the greater User Group when joint meetings are held.

1.2 Functionality

1.2.1 Stakeholder relationships

Functionality of the User Group depends on effective communication and collaboration with other effected parties and external stakeholders. Such relationships are found at all levels. However, external parties having a key stake in the successful functioning of the User Group are:

Civil Aviation Authority

Through their AOC's, members of the User Group have individual responsibilities for compliance with civil aviation and health and safety at work (HSW) legislation. Operating in New Zealand's busiest MBZ's, the Group has a collegial responsibility to identify and manage shared risks.

The User Group relationship with CAA should be maintained on a routine basis through the South Island Aviation Safety Advisor [ASA] who should be a standard invitee to User Group meetings at any level. Liaison with other CAA personnel may be expected for specific purposes.

Department of Conservation

The User Group relationship with DOC is inextricable. To retain its autonomy, DOC is not a member of the User Group, but better described as a 'Partner' to the User Group in nearly all functions of the Group. DOC has responsibility for land management, concession management and environmental management in the National Parks, all of which interface directly with the conduct of aviation activities within the MBZ.

As a 'partner' of the User Group, DOC personnel routinely interact at all levels of the Group. DOC has a stake in the maintenance of operational discipline and adherence to agreed Concession conditions. In this regard, where the User Group or one of its committees (e.g. Safety Committee, or Lead Pilot Group) is addressing such issues, it is expected that DOC will be an invited participant.

Glacier Country Heliport Management [NZGH]

In peak summer months, NZGH is acknowledged as the busiest heliport in New Zealand. It is within the MBZ boundary and is the operating base of a number of User Group members. NZGH Management has responsibilities to manage hazards associated with operations at the heliport. Operators holding a 'Licence to occupy' are required to comply with the NZGH Management Manual when operating at the heliport. The NZGH Management Manual and this User Group Handbook are mutually inclusive. The NZGH Management Manual is included as **Appendix 2** of this Handbook

To ensure ongoing compatibility of purpose and of operating procedures, the Safety Committee of the West Coast User Group shall maintain a close working relationship with heliport management.

Fox Glacier Heliport

Pending

1.2.2 Southern Alps MBZ User Group (SAMUG)

This is the representative body for all member operators conducting business within the Southern Alps MBZ [B978]. Its functions are carried out jointly by the Chairs of the Eastern and West Coast (and sub) Groups.

Where liaison or consultation is desired with other entities such as CAA, DOC or Media affecting all users of the airspace, the Southern Alps MBZ Airspace User Group, through the joint Chairs, is the representative body.

1.2.3 Eastern User Group (EUG)

The Eastern User Group is comprised of all member organisations operating within the airspace from bases located **East** of the Main Divide. The Group is administered by a Group Chair. The function and election cycle of this position are outlined in paragraph 1.1.5 'Election of Chairpersons'.

Where CAA, DOC, media or other entities wish to liaise or consult on aviation issues within the airspace specific to operations on the **East** side of the Divide, the Eastern User Group is the representative body.

1.2.4 West Coast User Group (WUG)

The West Coast User Group is comprised of all member organisations operating within the airspace from bases located **West** of the Main Divide. The Group is administered by a Group Chair. The function and election cycle of this position are outlined in paragraph 1.1.5 'Election of Chairpersons'.

Where CAA, DOC, media or other entities wish to liaise or consult on issues within the airspace specific to operations on the **West** side of the Divide, the Westland Airspace User Group is the representative body.

The West Coast User Group may provide administrative assistance to other elements of the greater Southern Alps MBZ User Group under arrangements to be determined at the time.

1.2.5 User Group Safety Committees

The successful functionality and effectiveness of the User Groups is, to a large extent, dependent on a structure that has the necessary operational, managerial and time management skills.

The Eastern and West Coast User Groups shall each appoint a Safety Committee which may be a co-function of the respective Lead Pilot Groups.

In carrying out its safety or disciplinary functions each Safety Committee, may, as appropriate, co-opt the participation of persons external to the group who are able to contribute time and/or specialist risk management, safety or other expertise to help resolve specific issues.

1.2.6 Lead Pilots

The functions of the Lead Pilot Group are now a co-function of the Safety Committees

Both Eastern and West Coast Safety Committees shall recognise the 'Lead Pilot' from each member organisation. The 'Lead Pilot' is normally an internal company appointment identifying a pilot within the organisation appointed to the role for internal reasons such as leadership, seniority, supervision/mentoring, head office liaison and succession planning.

Lead pilots have a valuable contribution to make towards the successful function of the Safety Committee .

They are normally a senior pilot familiar with internal company procedures. They are also normally experienced in the environment and familiar with local operating practices.

To assist with the function of the Safety Committee , in addition to company responsibilities , each Lead Pilot will participate in the Safety Committee or be available to the Committee to review operating procedures and consider changes or improvements where these are identified, review the safe conduct and discipline of flight operations in their respective organisations .

SECTION 2

Management of Safety

“Safety is a dynamic non-event. We have to work very hard so that nothing will happen”

Prof. James Reason

SECTION 2

2.1 Management of safety

It is the responsibility of every individual operating within the MBZ airspace to identify hazards, non-standard procedures and lapses in discipline in both ground and flight operations.

This responsibility extends to reporting such observations in accordance with the agreed procedures in the Handbook, so they can be assessed, prioritised and dealt with by persons with the appropriate knowledge and experience in order to eliminate or minimise the risk of an accident or incident occurring.

Both Eastern and West Coast User Groups shall establish a Safety Committee comprising (in accordance with the Memorandum of Understanding) a representative from each member operator who holds an appropriate level of seniority within their organisation who shall be authorised and mandated to speak and make operational decisions of behalf of their organisation.

2.2 Function of the Safety Committee

The Safety Committee may be a co-function of the respective Lead Pilot Group [Refer 1.2.6 Lead Pilots]. The following paragraphs summarise the role and functions of the Safety Committee and outlines the scope of the Safety Committee's activities.

2.2.1 Role and scope

The role of the Safety Committee is to provide a forum to which all matters of concern, hazard, risk or safety improvement can be directed and formally processed by a group of peers with the requisite knowledge and experience.

The Safety Committee will primarily be responsible to members of the respective User Group.

The committee may also provide advice to the West Coast and/or Eastern Airspace User Group on issues of:

- safety and risk management and flight discipline within the MBZ,
- management of changes affecting flight operations e.g.
 - Flight routes / landing area
 - Aircraft numbers
 - User Group Member numbers
 - Heliport operations
- liaison with key stakeholders (CAA, DOC, NZGH,) on safety and flight discipline
- corrective, remedial or disciplinary action.

Election of Safety Committee [Reserved]

2.2.2 Safety Committee meetings

Safety Committee meetings shall be held monthly or 'at any other time as operational safety and expediency dictates.

Other User Group member company representatives with specific skill-sets can be invited to participate in the Safety Committee meetings to:

- assist with the development of procedures, safety improvements and operational recommendations.
- Brief/ update the Safety Committee on any incidents / occurrences that have occurred since the last meeting and identify opportunities for learning.
- Evaluate the operational risks associated with new operations or growth of existing operations in the area.

Routes, procedures and standard radio calls shall be reviewed by the Safety Committee as part of the annual review of the Handbook referred to under Document Control on pg. 6 and updated as required.

The effectiveness of all company's induction / training of new or returning pilots shall be reviewed by the Safety Committee at least annually.

All Safety Committee deliberations shall be recorded and retained on file.

Safety Committee Action Items [Reserved]

2.2.3 Safety reporting

For the purpose of this section, the use of the generic term ‘safety concerns’ shall have a broad definition and be taken to encompass (but not limited to):

- Observed/ reported breaches of pilot discipline, radio discipline or departure from agreed operating procedures
- Poor airmanship
- Conflicting flight paths or flight procedures
- Errors or omissions in this Handbook that could impact on safe flight operations
- Near misses
- Observation of Drones
- A real, perceived or potential breakdown of safety barriers intended to ensure safety
- Ground related events involving passenger safety
- Any other safety-related observation or concern expressed by a member of the User Group or principal stakeholder (CAA, DOC, Glacier Country Heliport), whether formally or anecdotally.
- Any complaint, or safety-related observation directed to the Safety Committee by a third party.
- An opportunity to improve safety of air or ground operations

CAA AC 139-17 states a function of a User Group is to ‘*address safety concerns identified by users of the airspace*’. CAA’s expectation is that the User Group will have a process in place to identify safety concerns and a process by which to address them.

The following process does not override individual operator responsibilities to report incidents and accidents to CAA in accordance with CAR Part 12, nor to an organisation’s responsibility to notify CAA or WorkSafe NZ of serious injury under HSWA legislation. Each operator will also have their own internal incident and occurrence reporting process.

The above notwithstanding, the Group has an obligation to resolve safety concerns, repeated use of non-standard procedures and lapses in discipline identified by its members. The Safety Committee shall be the forum through which this is achieved.

The Safety Committee may be informed of any issue of concern in several ways:

1. By completing the online reporting form <https://www.aoraki-westland.com/forms>
2. By email or personal approach to a member of the Safety Committee, a Lead Pilot or to the User Group Chair .
3. By other electronic method

Matters raised do not need to be proven safety issues. A concern regarding a possible or potential safety issue is a legitimate use of the process.

Matters of a personal, commercial or vexatious nature or where the reporter is clearly in a conflict of interest is **not** a legitimate use of this process.

A reporter has the option to request a report is treated ‘in confidence.’ However, this option is not encouraged as it can sometimes be counter-productive to a timely, open and constructive resolution.

All reports, irrespective of how they are filed, will be forwarded to the User Group Chair and documented. The Chair shall forward each report to the Safety Committee.

‘Safety Reports’ is a permanent item on the Generic Meeting Agenda (Appendix D).

Items reported or forwarded to the Chair shall be entered onto the next scheduled Safety Committee meeting agenda.

For matters determined to be urgent, a special meeting of the safety Committee may be called by the User Group Chair to consider a report or safety-related event.

NOTE: Safety Committees have a mandate to enact safety-related changes with immediate dissemination and effect if deemed necessary in the interest of safety.

2.2.4 Corrective, remedial and disciplinary action

The Safety Committee shall review and prioritise the individual reports and determine appropriate action(s).

The prime objective of the Safety Committee is to ensure an enduring resolution to safety concerns without delay using appropriate resources and expertise available within the User Group framework.

The Safety Committee shall involve other relevant stakeholders (e.g. DOC, Heliport Management, or Heli Guides) in instances that the stakeholder is implicated in or affected by the safety concern or is able to constructively contribute in some other way to a satisfactory outcome.

In accordance with the MoU, all member companies are expected to display a cooperative and collaborative approach to resolving safety concerns where the concerns involve or affect their staff or aircraft.

The Safety Committee shall manage each concern in the manner they consider will be most effective, at the same time striving to resolve matters internally, with referral to an external agency being considered a last resort. The following escalation process is provided as guidance:

2.2.4.1 Corrective action

Where the Safety Committee has considered the actions of an of an individual pilot, the concern can be raised with the pilot and/ or with the pilot's company management (usually the Lead Pilot in the first instance) as considered appropriate. This should be recorded in writing outlining the nature and details of the safety concern and should note the corrective action required by the Safety Committee to resolve the issue.

The notification shall require a written response from the recipient either:

- Acknowledging the concern and accepting responsibility for the required corrective action, or
- Requesting further dialogue with the Safety Committee regarding the concern.
 - 'Further dialogue should involve the company Lead Pilot or management.

In the case of a concern regarding an aircraft or procedure specific to one company then the Safety Committee shall address the concern directly with the company at level of management with the authority to address the issue.

2.2.4.2 Remedial action

In the event a satisfactory resolution is not achieved through the corrective action process, or as deemed appropriate by the Safety Committee, it may address a safety concern directly with management of the company concerned.

The committee may, in the interest of the safety of all MBZ airspace users, require a company to undertake remedial action commensurate with the concern.

Such action may involve remedial (flight or ground) training of individuals, or a review/change to company operating procedures.

The company should enter into dialogue with the Safety Committee to agree on a satisfactory resolution.

If considered appropriate in the case, the Safety Committee may request the involvement of a CAA Aviation Safety Adviser to mediate a resolution between the Committee and the subject organisation or the subject pilot and the pilot's employer.

2.2.4.3 Disciplinary action

In the event a satisfactory and enduring resolution cannot be achieved by the foregoing internal User Group process, or there is evidence of repeated or ongoing disregard for the safe and professional conduct of flight operations, the Safety Committee may consider the following actions:

- Initiate action to suspend or remove an individual or a company from the User Group until safe and professional conduct of operations can be assured.
- Refer the concern to the Civil Aviation Authority via:
 - the CAA Aviation Safety Adviser (ASA), or
 - an Aviation Related Concern (ARC), or
 - a CA005 Occurrence Report

2.2.5 Meeting and process records

In the interests of transparency and natural justice and to ensure integrity of the Committee and its functions, it is essential all Safety Committee processes and correspondence are recorded and held on file. This shall be the responsibility of the respective Committee Chair or another person appointed by the Chair.

All functions of the Safety Committee must be in writing.

2.2.6 Management of Drone Activity (West Coast)

The use of drones, either commercially or recreationally, within the Southern Alps MBZ [NZ B978] and within 4 km of a designated aerodrome (e.g. Glacier Country Heliport [NZGH], Franz Josef Aerodrome [NZFJ], Mid Waiho Loop [NZML], Fox Heliport [NZFH] and Fox Aerodrome) is considered a major risk to the safety of other airspace users.

As users of this airspace, just as with itinerant and transiting pilots, all drone operators are considered to be bound by the contents of this User Group Manual.

SUPPLEMENT 4 Drone Operations documents the condition for use of drones within the airspace described above (for further details of this airspace refer to <https://www.airshare.co.nz/maps>)

These conditions are mandatory and are intended to assist in reducing the risk to a level as low as reasonably practicable (ALARP)

2.2.7 Civil Defence Emergencies

Aviation response to civil defence or other emergencies and related flight operations within the Southern Alps MBZ [NZ B978] including nearby helipads and aerodromes used by the members of the Airspace User Group will impact on the safe use of the airspace.

Due to the potential diversity of a Civil Defence or other emergency response and the degree and duration of its impact on local airspace user activity, it is not possible to be prescriptive for all scenarios.

The guiding mandate, however, is that unless Government Response Agencies have assumed control of the airspace and that has been notified by NOTAM or other means, local airspace users are advised to maintain, as far as is practical, normal business activities.

If control of the airspace has been properly assumed by a government agency all airspace users will be under control of that tasking agency.

A civil defence or other emergency gives no mandate for any deviation from standard agreed operating practices and procedures in the airspace.

Each airspace user will be relying on other users to maintain standard agreed practices and procedures. Any departure from these will bring with it a heightened level of risk

Management of heliports and aerodromes may find it prudent to prioritise requests related to civil defence or other emergency response to ensure they can effectively carry out rescue and recovery work.

SECTION 3

TRAINING

“Experience is, in itself, no guarantee of safety.

A single failure of flight discipline can – in an instant - overcome years of knowledge and thousands of hours of experience.” Tony Kern

3.1 Training

3.2 Safety Management

This section is intended to supplement individual User Group member company's own Safety or Risk Management System where risks arising from the hazards associated with the nature of operations are identified, actively mitigated and continually reviewed.

3.3 Flight training

Each User Group member company shall ensure it maintains a relevant pilot training regime specific to operations within the Southern Alps MBZ with particular relevance to the Eastern or West Coast sub-area in which a majority of operations are conducted.

This training should supplement the pilot's Flight Crew Competency Check (FCCC) but be provided by someone experienced and current in operations within the MBZ.

It is up to individual companies as to how, and to what degree, this training is implemented. However, the Eastern and West Coast Safety Committees have a mandate to monitor all pilot's adherence to the safety procedures contained in this Handbook and their levels of discipline and professionalism.

Any departure from the accepted practices or discipline that could be attributable to the standard of company training will be raised formally by the Safety Committee with the operator concerned with a view to agreeing and documenting remedial training to re-establish an acceptable standard of safety in the interests of all the MBZ airspace users.

Formal induction training is to be carried out by the operator for new pilots and recorded in their training records. This training should encompass, as a minimum:

- Specific questions relating to the handbook content are to be included in the annual OCA/FCCC written exam to act as refresher training.
 - Induction to the content of any other related Manuals (e.g. NZGH Management Manual, User Group MOU with Dept. of Conservation)
 - Induction to the function of User Group and Safety Committee
 - To include awareness of this handbook's corrective, remedial and disciplinary process
 - Initial pilot induction to operating in the MBZ
 - Weather in the MBZ
 - Flight Routes
 - Emergency landing sites along all routes
 - Ops at altitude (<6000ft)
 - Reporting points
 - Landing sites (incl. Huts)
 - Radio procedures / radio discipline
 - Threat & Error Management and decision-making in an alpine environment
 - Management of passengers (onboard and snow-landings)
 - Leaving a/c with blades turning (Company SOPs)
 - Survival training
 - Specific operations carried out by individual companies e.g. Glacier hikes
 - Noise abatement techniques (Company SOPs)
 - Pilot grading (what each pilot is approved and not approved to do)

- Pre-season annual refresher training
- Returning pilot training (after a season or more absent)
- Pilot mentoring

3.4 Ground training

Each User Group member company shall have in place a training regime for ground-based staff/helicopter loaders to ensure the safety of passengers while being loaded or unloaded from the aircraft.

Training shall be applicable to permanent and seasonal staff as well as external staff at remote sites (e.g. Glacier Guides).

Ground training shall be in accordance with individual company procedures..

Operators shall keep on file records of induction, seasonal / refresher and, if required, corrective training for all ground staff on file.

SECTION 4

Standard Aircraft Equipment

*Your passengers have not purchased a ticket for a bungy jump.
It is their choice of risk exposure during the flight that is to be respected.
Not yours.*

4.1 Standard Aircraft Equipment

All User Group member aircraft operating in the Southern Alps MBZ are to be equipped to meet or exceed the safety standards detailed below by commencement of 2019/20 season.

In addition, resident users are encouraged to consider pro-actively equipping aircraft with proprietary cockpit recording/flight data monitoring equipment.

Where the requirements in 4.2 and 4.3 are not being met by an operator or adhered to by individual pilots, this should be raised immediately with the relevant Safety Committee.

4.2 Standard Aircraft Safety Equipment

All User Group member aircraft operating in the MBZ shall have the following equipment installed, serviceable and in use:

- Two VHF radios
- Current aeronautical charts and digital navigation data loaded (where applicable)
- For transponder-equipped aircraft, pilots are to ensure Transponder is on and set to ALT mode.

4.3 Rotary Aircraft

Further to the standard equipment in 4.2, all rotary-wing aircraft operating in the Southern Alps MBZ shall have the following equipment installed and in use:

- Visibility-enhancing main rotor blade paint scheme Airframe paint scheme deliberately designed to contrast with the local operating environment and to enhance identification air to air and air to ground.
- Use of visibility enhancing aircraft lighting such as LED, strobes, pulse lights
- Visibility enhancing lighting shall be serviceable and on all times during flight except where the use may be detrimental to flight safety

4.4 Fixed Wing Aircraft

Further to the standard equipment in 4.2, all fixed-wing aircraft operating in the Southern Alps MBZ shall have the following equipment installed, serviceable and in use:

- Airframe paint scheme deliberately designed to contrast with the local operating environment and to enhance identification air to air and air to ground.
- Use of visibility enhancing aircraft lighting such as LED, strobes, pulse lights
- Visibility enhancing lighting shall be serviceable and on all times during flight except where the use may be detrimental to flight safety

SECTION 5

ENVIRONMENTAL

Aviation allows large numbers of people of all ages and physical ability, who in most cases would never otherwise have the opportunity, to experience our remote alpine regions without leaving any lasting trace and without requiring any infra-structure such as huts, tracks, toilets.

The Group's policy is to actively promote and foster an aviation culture to maintain an environmental awareness and consideration of potential disturbance to the values of ground based users.

5.1 Environmental Responsibilities

The High Level and Low Level operating procedures contained in the Flight Guide [Appendix 1] have been established with the proactive management of noise intrusion in mind.

These procedures form part of the environmental responsibilities of the User Group members and must be adhered to at all times - except for reasons of flight safety.

Our Environmental Code

- We will promote and foster, both collectively and within our respective organisations, and in consultation with DOC, an aviation culture to maintain an environmental awareness and consideration of potential disturbance to the values of ground-based users.
- Where it is safe and practicable to do so, our pilots will operate in a manner that respects the amenity values of the national parks
- We will develop and regularly review aircraft operating procedures that minimise noise emission, particularly in sensitive localities.
- We acknowledge that no flying should take place near the summit of Aoraki/Mount Cook.

5.2 Department of Conservation (DOC)

The Department of Conservation is acknowledged as a 'partner' of the User Group.

This Partnership, supported by the Memorandum of Understanding [MOU], provides a framework for the relationship between the Department of Conservation and the operators to ensure a minimal impact is maintained within the park and with other operators and users of the National Park.

The Partnership, supported by the MOU, will help develop and ensure continuity of, sustainable environmental procedures that minimize the effect of aircraft on the parks and other ground-based users

5.2.1. Aircraft Noise. The Southern Alps MBZ Airspace User Group strives to maintain a fly neighbourly approach with all operations.

5.2.2. It follows that the operating guidelines contained in the Helicopter Assn. International Fly Neighbourly Guide and/or other subsequent appropriate publications be applied.

Companies shall also have their own detailed Noise Abatement Procedures documented in their SOPs.

5.2.3. The User Group in conjunction with individual operators shall maintain a continual review process of all flight routes and operating procedures to ensure a minimum impact on the environment is maintained.

- Environmental issues shall be a permanent Agenda item [9] on the Safety Committee Meeting Agenda for this purpose.

5.2.4. As long as safety of the flight is not compromised, individual pilots shall operate in accordance with company Noise Abatement SOPs to minimise the impact of aircraft operations on the environment.

5.2.5. Each member of the User Group shall be able to demonstrate that all their pilots receive, as part of their individual company induction and training procedures, instruction in noise abatement procedures and an awareness of noise sensitive areas within the Southern Alps MBZ and Mount Cook and Westland National Park that includes, as a minimum:

- company Standard flight routes
- use of highest practical altitudes
- use of appropriate rates of descent
- use of appropriate cruise speeds
- (Helicopter) use of appropriate applications of power to avoid blade slap.
- (Aeroplanes) use of correct propeller pitch settings to ensure minimal noise pollution
- Noise abatement procedures should be covered for each model of aircraft flown by the pilot.

Each operator shall be able to demonstrate that noise abatement procedures are a tested component in company recurrent check and training programs.

5.3 Noise Sensitive Areas

Populated areas: Flight over settlements or built up areas should be avoided at all times.

Private dwellings: Flight over private dwellings is to be avoided.

Mountain Huts: Flights over or close to mountain huts is to be avoided.

Climbers and trampers: Flights over or close to climbers and trampers is to be avoided. During November to April large numbers of climbers frequent the peaks and glaciers of the parks for recreation and solitude. While all mountain huts and the surrounding peaks are frequented, the Grand Plateau-Linda Glacier Route on Mt Cook as well as the Head of the Tasman Glacier Area attract particularly high numbers of users. Please be respectful of these users by minimizing your noise impact in these areas. Avoiding Clarke Saddle or maintaining at least 11 000 feet when crossing will help greatly during this period.

Mt Cook Summit and Summit Ridge: Flights near this area should be avoided

Lake Matheson and Lake Pratt: Flights over this area should be avoided.

Mueller Valley and Mueller Hut: Because of its proximity to the Mt Cook Village, no flights within the lower valley system. No flying close to Mueller hut, if over flying the hut stay above 9,000 feet.

Mount Cook Village: A minimum altitude of 6000 feet AMSL will be maintained when operating over or near the Mount Cook Village. Keep as far away as possible.

Hooker Valley: It has been agreed by all parties that the Hooker Valley will be a voluntary No-Fly zone below 6000 feet AMSL. Flights in the Upper Hooker including the Ball Pass area are to remain above 8,000 feet. Flights in the head of the Hooker to remain clear of Empress Hut.

Fox Glacier Heli-pads: No Flying over the town, helicopters fly around the west side of town remaining west of the cattle yards at or above 1,500 feet or as per procedures.

- Aircraft Joining the Fox strip to remain wide and avoid the houses at the top end of town.
- Fixed wing and sky dive operations off the Fox Strip will employ noise abatement procedures after take-off and will climb out in such a manner as to minimize noise around the town.

Aircraft Operations: The Southern Alps MBZ Airspace User Group supports the introduction of larger and quieter aircraft that will help reduce the noise impact per passenger flown.

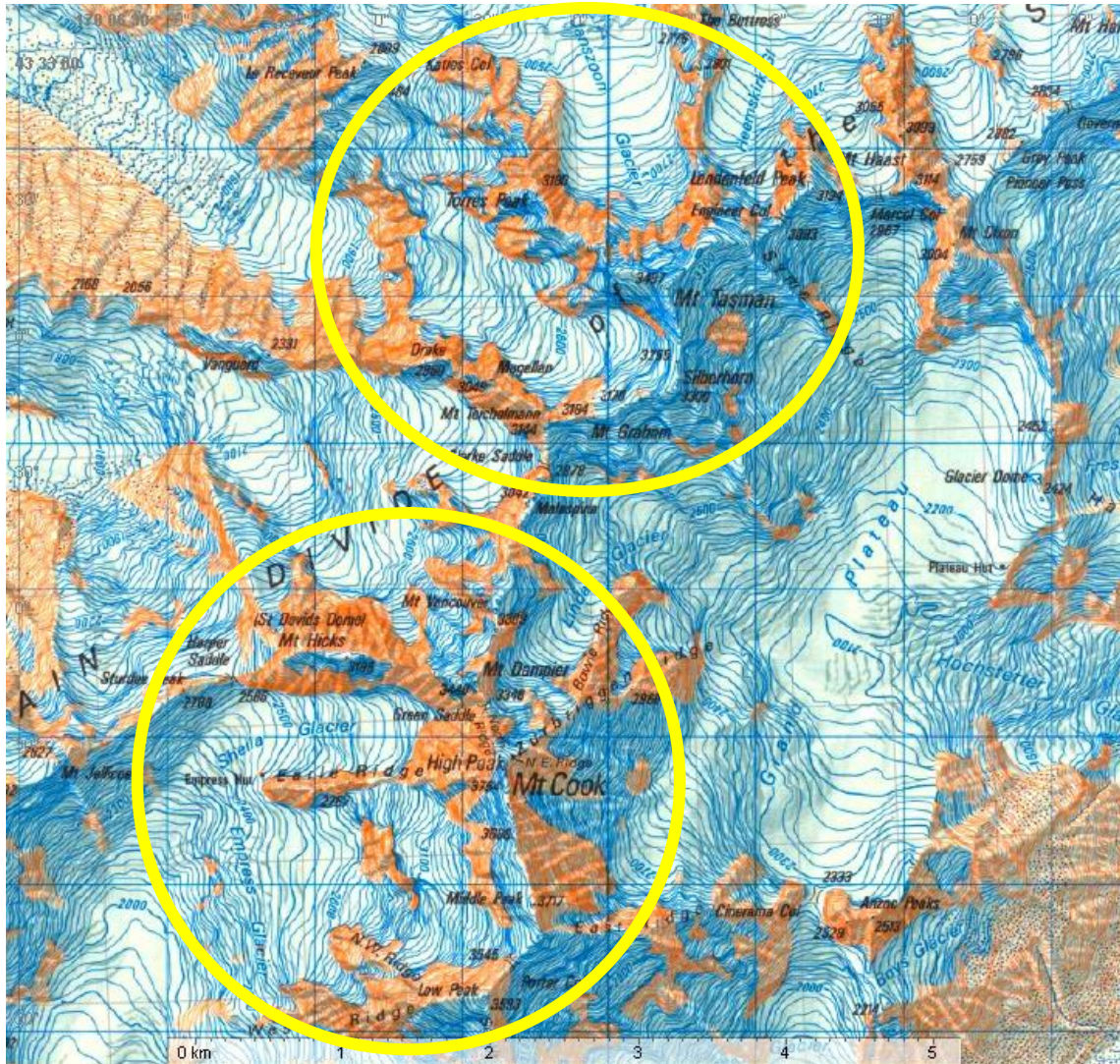
Ground operations: Operators are to avoid prolonged ground idle operations when in or adjacent to any built-up area or any noise sensitive area.

Exemptions: When necessary for Emergency Response, aircraft may be operated within Noise Sensitive Areas.

During agreed hours of operation, DOC operations within Noise Sensitive Areas are permitted.

5.5 SUMMIT RIDGE OF MT COOK AND TASMAN RESTRICTED AREA

1 Nm restricted altitude area above 11,000 feet



SECTION 6

Information for itinerant and transiting pilots

6.1 Information for itinerant and transiting pilots

The following advice is intended for itinerant (non-regular) users of the airspace and transiting pilots:

It is the responsibility of itinerant and transiting pilots operating within the MBZ to ensure they are well prepared and, if necessary suitably briefed, for operations in the Class G airspace of the Southern Alps MBZ B978.

It is important that this Information section is read in conjunction with pilots familiarising themselves with the relevant content of Section 7 Flight Guide Supplement of this Handbook.

Further recommended references are:

- AIP ENR 1.16.5
- CAA GAP Booklet: *In, Out and Around Mt Cook*

A call to one of the User Group operators at the flight planning stage to garner general information or operating requirements in a specific area of the MBZ is encouraged

Transiting pilots are strongly encouraged to transit the MBZ at height (>9000ft.) to avoid the busiest airspace and, if operating lower, conform to the standard routes and radio calls as detailed in this Handbook.

It is acknowledged that itinerant pilots may have difficulty keeping track of all the resident traffic. It is important, therefore, for itinerant pilots to make brief but clear position reports relative to an identified reporting point to aid resident pilots in maintaining their own situational awareness allowing them to facilitate separation if required.

Itinerant Pilots must refer to and conform with the procedures contained in the AIP VOL 4 (ENR and AD section).

Resident pilots are asked to exercise a degree of patience regarding itinerant pilots. Workload in their cockpit may well be at a very high level with the normal demands of flying within the park.

6.2 West Coast

Itinerant or transiting pilots on the West side of the Divide are advised to **remain above 9000 feet** when transiting this area to avoid the bulk of helicopter traffic at lower levels and the need to identify the more complex reporting points.

There is still a great deal of traffic at and above this altitude, so lights on, a good look out and report every 3 minutes on 118.6.

- Give position height and direction in relation to the Tasman, Franz Josef, Fox Glaciers and Mt Cook. There can be continuous radio traffic so make it succinct and make it brief.
- We don't need the Gettysburg address. This allows us to see you, and track your progress, but you may not be able to see us.

Even at this altitude, remain on the true right of the valleys (Right hand side facing down-valley), except when transiting south in a westerly, remain on the west side of the divide, give regular radio calls, and be aware that, in this situation there may be traffic conflicting from the south.

If intending to land at Fox or Franz Josef aerodromes, but you're unfamiliar with the area, its best to join from the west via the coast, to avoid the bulk of the traffic. But be aware that there are extensive parachute activities to the west of both towns, so call leaving the coast and make good clear position reports in relation to the townships, listen out for the parachute aircraft, and for them calling you.

If transiting directly north or south, it is recommended you track along the coast as there can be intense scenic flight traffic movements between slightly west of the towns and the ice valleys.

If wishing to join the Fox or Franz aerodromes from the mountains, the safest way is to remain at 9000 till west (seaward) of the towns and commence descent out toward the coast, (alternatively, 5 nm north of Franz Josef or south of Fox). Attempting to join the traffic in the valleys unless you have specific training is strongly discouraged.

- For Fox Glacier Airstrip, phone John Sullivan on 027 2799828 for permission and advice. Email is kirstyjohn@xtra.co.nz
- For Franz Josef Aerodrome , phone Air Safaris West Coast (03 7520716)

6.2.1 Franz Josef (Glacier Country) Heliport [NZGC] is promulgated in the AIP as not available for use by itinerant or transiting pilots without prior permission of the Heliport Manager. Permission for use cannot be granted by individual heliport resident operators.

- If you have a need to land at Glacier Country Heliport you will need to contact the Heliport Manager management@glacierheliport.co.nz (027 772 6590) to obtain prior permission.
- Thereafter you will then need to contact a resident operator to coordinate the use of one of their helipads and for an operational briefing.
- Should permission be granted, prior to arrival you should familiarise yourself with the NZGH Management Manual appended to the Handbook (Appendix 2)
- Helicopter fuel is available from Franz Josef Aerodrome .
- Permission for use will be granted to rescue or emergency use helicopters.
- In the interest of safety - failure to comply with this requirement will be considered an occurrence reportable to CAA

6.2.2 Fox Glacier Heliport **Reserved**

6.3 East Coast

[Under development]

SECTION 7

User Group Forms and templates

User Group Forms Register

Online Report form

An online report form directly notifies the Usergroup Chairperson for any of the following:

- Issue, Incident or Near Miss Report Form
- Opportunity for improvement form
- Contact List update/amendment (hardcopy is also at **Appendix C**)

<https://www.aoraki-westland.com/forms>

- User Group Contact List **Appendix A**
 - West Coast
 - East Coast
- Stakeholder Contact List **Appendix B**
- Contact List update/amendment Form **Appendix C** [also online]
- Generic User Group Meeting Agenda Form **Appendix D**
- Generic User Group Meeting Minutes Template **Appendix E**

Appendix A User Group Contact List

West Coast

User Group Contacts

Company	Contact	Phone	Mobile	Email Address
Glacier Country Heliport	Vicki Whittington		027 772 6590	management@glacierheliport.co.nz
SAMUG West Coast Chair	Toby Morris		0221996761	westcoastusergroup@gmail.com
Inflite Skydive Fox and Franz	James Meldrum		027 655 8167	james.meldrum@inflite.nz
Fox Franz Heliservices	Grant White		0274 265 665	ceo@heliservices.nz
Fox Franz Heliservices	James Scott	03751 0853		fox_heli@xtra.co.nz
THL and Glacier Helicopters	Tim Gibson	03 751 0803	027 481 3741	leadpilot@glacierhelicopters.co.nz
Glacier Country Helicopters	Gus Gordon	03 7520 688	021 896 502	gusgordon1@gmail.com
Mountain Helicopters	Michael Glynn	03 751 0045	027 4474803	miglynn@xtra.co.nz
Glacier Southern Lakes Helicopters	Pat West		027 481 7204	pat.west@gslh.co.nz
Air Safaris	Tony Howard	03 752 0716	027 921 2013	franz@airsafaris.co.nz

East Coast / Mount Cook

User Group Contacts

Company	Contact	Phone	Mobile	Email
SAMUG East Coast Chair	Dan Martin		021312070	easternchairman@gmail.com
The Helicopter Line	Troy Feck		0277028097	troy.feck@helicopter.co.nz
The Helicopter Line	Richard Kyd		0275689511	richard.kyd@helicopter.co.nz
The Helicopter Line	Mike Standish-White		0277522925	mtcookleadpilot@helicopter.co.nz
Air Safaris	Richard Rayward	03 6806880		richard@airsafaris.co.nz
Air Safaris	Tim Rayward	03 6806880		tim@airsafaris.co.nz
Alpine Helicopters	Toby Wallis	03 4434000		fly@alpineheli.co.nz
Aspiring Helicopters	James Ford		0274746073	james@aspiringhelicopters.co.nz
Aviation Adventures Ltd	Chris Rudge		0274733228	chris.rudge@redcat.co.nz
Canterbury Aviation	Hugh Robinson	03 3598006		info@canterburyaviation.co.nz
Canterbury hang gliding And paragliding club	Bill Degen	03 3266411		aero@xtra.co.nz
Glenorchy Air Services & Tourist Company Ltd	James Stokes	03 4422207	021416637	james@glenorchyair.co.nz
Glide Omararma	Gavin Wills	03 4389999	0274364446	gwills@glideomarama.com
Heliworks Mt Cook	Mark Hayes	03 4414011	0275150080	markhayes3049@gmail.com
Heliworks Mt Cook	Snow		0274946671	chiefpilot@slheli.co.nz
Inflite Group	James Meldrum		0276558167	james.meldrum@inflite.nz
Inflite Ski Planes	Dan Martin		021312070	dan.martin@inflite.nz
Inflite Helicopters	Andrew Gutsell		0272531856	andrew.gutsell@inflite.nz
Recreational Backcountry Pilots	Mike Thomas		0274362942	Killermont.thomas@gmail.com
Milford Sound Flights	Andy Pye			apye@msflights.co.nz
Southern Alps Air Ltd	Paul Cooper	03 4434385		rpscooper@xtra.co.nz
Tourism Milford Ltd	Scott Theyers (Chief Pilot)		0275550017	scott.theyers@ultimatehikes.co.nz
True South Flights	Peter Daniell	03 4411588	0274835714	peter@truesouthflights.co.nz

Appendix B Stakeholders Contact List

Organisation	Contact	Phone	Mobile	Email Address
CAA	Carlton Campbell	027 242 9673		Carlton.campbell@caa.govt.nz
DOC Franz Josef	Wayne Costello	03 7520 796	022 009 2963	wcostello@doc.govt.nz
DOC Franz Josef	Chris Monson		027 5439 963	cmonson@doc.govt.nz
Wanaka Airport, QLDC	Tim Johnston	027 432 3616		timj@qldc.govt.nz
DOC Mt Cook	Ray Bellringer		0275428776	rbellringer@doc.govt.nz
Aoraki Mount Cook Airport Ltd (AMCAL)	Duty Manager Hermitage Hotel		0276630371	front.desk@hermitage.co.nz
Glacier Country Heliport [NZGH]	Vicki Whittington		027 772 6590	management@glacierheliport.co.nz
Manager Westland District Council		03 756 9035		
Westland District Council, Hokitika	Rob Daniel	03 755 8321		robd@westlanddc.govt.nz
DOC Hokitika	John Lyall		027 6876 906	jlyall@doc.govt.nz
DOC Hokitika	Ian Wightwick		027 3688 589	iwightwick@doc.govt.nz
DOC Christchurch	Mark Beardsley		027 4740 541	mbeardsley@doc.govt.nz
Fox Community Council	Rowan Sullivan			Maurice.ro@xtra.co.nz
Fox Heliport [Reserved]				
Fox Airstrip	John O'Sullivan		027 2799828	kirstyjohn@xtra.co.nz

Appendix D Generic User Group Meeting Agenda

User Group Meeting Agenda [Generic]		
<input type="checkbox"/> Combined User Group <input type="checkbox"/> West Coast User Group <input type="checkbox"/> Eastern User Group <input type="checkbox"/> Safety Committee <input type="checkbox"/> Lead Pilot Group <input type="checkbox"/> Safety Committee <input type="checkbox"/> Special Meeting <input type="checkbox"/> Other	Meeting number: Date: Time From: To: Location:
Item	Presenter	Time Allocation
Administrative		
1	Apologies	
2	Minutes of the last meeting	
3	Move that the previous Minutes be accepted	
4	Action items from last meeting	
5	Chairpersons report (attached)	
6	Correspondence	
6.1	Inward	
6.2	Outward	
7	Safety Reporting	
7.1	Safety Issues or Incidents	
7.2	Opportunities for Improvement	
7.3	Safety Committee Recommendations	
7.4		

8	Health and Safety		
8.1			
8.2			
9	Environmental Issues		
9.1			
9.2			
10	Radio Procedures		
10.1			
10.2			
11	Flight Paths		
11.1			
11.2			
12	General Business		
12.1			
12.2			
Meeting Closed:			
Next Meeting		Meeting number:	
		Date:
		Time from:
		To:
		Location:

Item		Moved	Seconded
7	Safety Reporting		
7.1	Safety Issues or incidents		
7.2	Opportunities for improvement		
7.3	Safety Committee Recommendations		
7.4			
8	Health and safety		
8.1			
8.2			
9	Environmental issues		
9.1			
9.2			
10	Radio procedures		
10.1			
10.2			
11	Flight paths		
11.1			
11.2			
12	General Business		
12.1			
12.2			
Meeting Closed:			

Next Meeting	Meeting number: Date:	
--------------	--------------------------	--

	Time from: To: Location:	
--	--------------------------------	--

Supplement 1 – Flight Operations Guide

Supplement 2 – Glacier Country Heliport Management Manual

Supplement 3 – Fox Glacier Heliport Manual [RESERVED]

Supplement 4 – Management of Drone Activity (West Coast)

As per the definition in Section 1 of this Manual, the term ‘drone’ is a generic reference to unmanned aerial systems variously known as UAVs, UAS, RPAS. The airspace affected by this Supplement is described as the Southern Alps Mandatory Broadcast Zone. For the purpose of this Manual drone activity falls into four groups

1. Recreational drone use (i.e. private operations)
2. Certificated drone use (i.e. commercial operations)
3. Use of drones in the National Park
4. Use of drones within 4 km of a designated aerodrome.

1. Recreational drone use

- a) Recreational drone use is NOT permitted in the airspace described as the Southern Alps MBZ [NZB978] or within 4 km of the following designated aerodromes
 - i. Glacier Country Heliport [NZGH]
 - ii. Mid Waiho Loop Heliport [NZML]
 - iii. Fox Heliport [NZFH]
 - iv. Franz Josef Aerodrome [NZFJ]
 - v. Fox Aerodrome

Permission from the Airspace User Group or Department of Conservation for the use of recreational drones in the described airspace shall not be assumed.

2. Certificated drone use

- a) From 1 November 2019 applications to operate a drone in the airspace described will only be considered from operators who hold a CAA Unmanned Aircraft Operator Certificate issued under Civil Aviation Rule Part 102
- b) Only applications received on the prescribed form will be considered. The Form is available:
 - i. For download from the User Group website www.aoraki-westland.com
 - ii. From Department of Conservation
- c) Applications must be made with as much advance notice as possible.
 - i. Applications made with less than 48 hours’ notice or no specified time period are likely to be declined (except in exceptional circumstances) at the sole discretion of the User Group Chair
- d) All information fields on the Application Form should be completed.
 - i. Incomplete information may result in delays in assessing the application or the application being declined
- e) Applications with respect to drone flight over Department of Conservation administered land, council or private land must be made in the first instance to the landowner/occupier.
- f) Applications with respect to drone flight within 4 km of the designated aerodromes noted in [1] above must be made in the first instance to the User Group Chair
- g) In either instance above [e] or [f] each party shall consult with the other before a response to the application is provided
- h) Applications for drone flight shall NOT be made directly to individuals or individual organisations. The parties detailed in [e] or [f] are the only recipients of an Application that may result in an approval being granted
- i) Decisions on the granting of approval will be safety-outcome based
- j) Applications associated with Civil defence, supplementing emergency response and disaster relief will follow the same process
 - i. The User Group will endeavour to ensure such applications are approved but safety will nevertheless be the over-riding consideration

Engagement for Users Group permission of Drone Operations in the Vicinity of Southern Alps MBZ [B978] and Associated Aerodromes

- Ensure all information fields are completed
- Engagement with MCUG shall be made at least 48 hours prior to planned flight(s). Shorter notice applications may be declined
- This engagement shall be sent, in the first instance to:
 - For flights over DOC administered land:
westlandnpvc@doc.govt.nz
 - For flights over non-DOC administered land within the Southern Alp MBZ and within 4 kms of associated aerodromes: westcoastusergroup@gmail.com ph. 027 7726 590
- The following must be attached to this form (Tick boxes to confirm)
 - Copy of CAA 102 UAOC
 - Map depicting exact area of operation
 - Operational Risk Assessment
 - Any specific drone capability e.g. geo-fence, Xponder,
- Use extra sheets where required to ensure all information is provided

Drone Operator details		Operation details	
Name		Reason for application	
Surname			
Contact email		Proposed date(s)	
Contact phone(mob)		Alternative date(s)	
Pilot name		Flight start time (NZDT)	
Pilot phone (mob)		Flight finish time (NZDT)	
UAOC # (attach copy)		Area of proposed flight(s) Attach a map	
Airshare # (if appl)		Drone type (model/weight/colour)	
Drone Registration #		Max. height of flight (agl)	
Client for whom flights are being conducted		VHF freq. for operational communication or to convey change to plan	
Contacts for associated aerodromes (incl. Heliports): <ul style="list-style-type: none"> • Glacier Country Heliport Franz Josef management@glacierheliport.co.nz Ph. 027 7726 590 • Mid Waiho Loop Heliport 03 7520688 • Franz Josef Aerodrome refer: NZAIP/Charts • Fox Aerodrome 03 7520688 			

Supplement 5 – Civil Defence and other Emergencies

Briefing and Information Brochure and Agreement for Rescue Helicopter Pilots Landing at Glacier Country Heliport [NZGH]

This Brochure is valid as of July 2018

Glacier Country Heliport is acknowledged as the busiest heliport in New Zealand during peak periods.

For this reason, the heliport is NOT available for use by itinerant pilots without the prior authorisation of the Heliport Manager [[NZAIP AD 2 52.1](#)]

(Granting of this prior authorisation should not be assumed).

The Heliport Management recognises the role of the Canterbury and West Coast Rescue Helicopter Service (the Service) and the 24/7 nature of the service they provide.

To mitigate any delay in establishing contact with heliport management for authorisation, prior authority to land at NZGH is granted via this agreement to the operators of the Service for landings related to air ambulance or search and rescue flights including outside normal operating hours. This authority remains valid unless withdrawn in writing by NZGH with 24 hours' notice.

This authority is granted on the proviso air ambulance pilots have prior access to operational information and procedures at NZGH that will allow them to safely integrate into the heliport approach, landing and departure traffic patterns.

The information in this brochure is intended to provide the pilot with that information.

The signatures below confirm NZGH Management's prior authorisation and the Service provider's undertaking to ensure pilots have access to the information and will conform to it in all respects.

Glacier Country Heliport Manager

Canterbury and West Coast Rescue Helicopter

.....

.....

Operational information

NZGH is a private non-certified heliport owned and operated by Destination Westland Ltd. and managed by dedicated staff at Franz Josef supported in operational and safety matters by the Heliport Safety Committee. It is sited adjacent to Franz Josef township and within the boundaries of the Southern Alps MBZ [NZ B978].

‘Resident operators’ are those who hold an agreement with the Heliport operator through a Licence to Occupy. All other operators/aircraft are deemed ‘itinerant’

The following sources of information are available to pilots of air ambulance helicopters with prior authorisation to use NZGH.

Pilots are expected to access and be familiar with relevant and current operating information available from these sources:

- NZGH Manager Vicki Whittington 027 772 6590
 - management@glacierheliport.co.nz
- Individual Heliport resident tenants
 - Refer sect. 9.4 NZGH Management Manual contact details
- NZAIP volumes 1 & 4. In particular:
 - Vol. 4 NZGH VFR Preferred Arrival and Departures
 - [AIP Vol. 4 Arrival/Departure Procedures NZGH 35.1-35.2](#)
 - [AIP Vol. 4 NZGH 51.1, 51.2 & 52.1](#)
- Current Visual Navigation Charts
- Southern Alps MBZ User Group website and Handbook
 - <https://www.aoraki-westland.com/>
 - Refer specifically to Section 6 Information for Itinerant and transiting pilots
- CAA GAP “[In, out and around Mt. Cook](#)”
- NZGH Management Manual (a copy of which will be made available to the operator of the Service)
 - Incl. sect. 2.3 Air ambulance helicopters

Communications

Communications when arriving / departing NZGH will be in accordance with Standard MBZ procedures on 118.6 MHz.

Traffic separation is per Class G airspace – See and be seen

The heliport provides no active traffic control.

MBZ procedures

If transiting the Southern Alps MBZ refer to Southern Alps MBZ User Group Handbook Sect. 6 Information for itinerant and transiting pilots <https://www.aoraki-westland.com/>

Approach/Departure procedures at NZGH

An orderly flow of traffic at the heliport has been developed over time by the resident operators. Safe conduct of operations at the heliport is reliant on strict adherence to these procedures.

For information on these procedures refer:

- [AIP Vol. 4 NZGH 35.1 - 35.2](#)
- Refer also attached **Appendix 1**

The heliport is a busy place during scenic flight operations. Air ambulance crews are expected to use all available resources (CRM) to observe traffic and other hazards when arriving to land or departing the heliport.

Resident operators do not leave helicopters at the heliport overnight. Air ambulance pilots should also be vigilant in the early morning /late evening for resident helicopters positioning between the heliport and their respective overnight bases north and south of the Heliport.

Helipads for use

All helipads at the airport may be occupied or in use at any time during daylight hours by resident operators, even if a helicopter is not present on the pad at the time.

The exception to this is between the hours of 2100 – 0700 (Local) when an air ambulance pilot can assume no other pad is going to be in use.

The heliport is at maximum pad capacity and no 'general use' pads are available.

A dedicated Emergency Medical Services site is adjacent to the Management Office (see [Map of Helipads](#)) for the specific use of ad-hoc air ambulance helicopters. This area is specifically marked with a 5m x 6m concrete pad marked with a white coloured 'H'. It is sited so that vehicles (ambulance) can access this site through security gates.

Fuel availability

Refuelling is not available at this landing pad for non-resident operators.

However, in recognition of the 24hr nature of the rescue helicopter service and value of the service to the community, prior authorisation is granted, via this agreement, by the Heliport owner and the legal occupier of Helipads numbered 11 and 12 (Mountain Helicopters, Fox Glacier ph. 03 751 0045) for the rescue helicopter to position from its designated landing site to Pad 11 or 12 (only) for the purpose of refuelling.

No permission is granted to occupy any other pad.

Heliport ground safety

Crews are reminded to expect the unexpected when on the ground at this busy tourist junction. Resident operators have ground crews to monitor their own passenger movements, but crews should always be vigilant for unexpected attention from people on the ground.

Extra attention should be paid to lose items when transferring patients that could be affected by the rotor wash of other helicopters.

Night operations

The heliport is available to air ambulance helicopters 24/7 subject to CAA and company Night VFR minimums.

Resident scenic flight operations do not take place between 2100 – 0700 (Local).

Map of helipads



Pre-approval to use Pads 11, 12, 13, 14, 15 is granted by the occupier Mountain Helicopters and Helicopters Queenstown

Air ambulance/
SAR LZ

Appendix 1

Franz Josef Heliport procedures.

Please read in conjunction with the Briefing and Information Brochure and Agreement for Air ambulance pilots

Approaching from the North.

Call at the **bottom of Lake Mapourika** Position altitude, then

“For the Franz pads”

Most of the traffic operates to the south and west of the main road and township so you have a fairly clear run direct to the Heliport from here. But one operator does operate from just south of the lake across your path to the Tatare valley. Listen for traffic arriving or departing ‘Waiho Loop’. That traffic could pass across your track or be head on if you’re heading into Franz Pads.

Also listen for traffic, particularly early morning or evening, lifting or arriving Potters Creek, as machines ferry from overnight hangers there to the Franz Pads to operate for the day. (Potters Creek hangers are on the main road running adjacent to the South East corner of Lake Mapourika.

Track between the Waiho and Tatare rivers to the settling ponds, listening and looking for any traffic joining from the north (Waiho Loop) then call

‘North abeam Canavan’s for Franz Pads’

Caution; look out for traffic turning in toward to you from overhead Canavan’s Knob. You are now joining the main traffic stream and there can extensive traffic opposing you from Canavan’s as you turn into the stream for finals to the pad. Aim for the prominent black and white barbers pole on the west side of the heliport.

Land at the site shown on the Information brochure map next to the small building in the North west corner of the main heliport (heliport office).

Departure to the North from the Pads

As per AIP NZGH plate. Remember its **lift turn and pause for a good look out** along the finals track **before takeoff**. You are about to lift across the stream and then track opposite to it. Track over toward the south bank of the river before tracking outward so you are clear of the finals traffic which will be aiming for the prominent black and white Barbers pole on the west side of the pads.

Stay below 1000 feet till you are clear of the traffic pattern. Beware of traffic joining along the east side of Canavan’s knob at 1000 from the south.

Arrival from the South

From mid Omoeroa Saddle Call *'Omoeroa Saddle for Canavan's'*.

You will note from the plate [AIP AD NZGH 35.1, 35.2], two tracks going south. You need to track between those. Be aware that you will be crossing one as you approach Canavan's.

Track to arrive **immediately** east of Canavan's knob at not above 1000ft. Call just before, *'approaching Canavan's from the south'*

There is extensive traffic flowing from the Franz valley to overhead Canavan's at 1500 ft, thence descending rapidly, while turning finals for the pads. You are going to join this stream on finals, so listen out for traffic calling 'Canavan's' and going over the top of you as you approach Canavan's.

Arrival from the Franz Valley.

As per the plate [AIP AD NZGH 35.1, 35.2]. Call *'Motor Park'* abeam the main road bridge at 2500 ft, then descend to not below 1500 to the West of Canavan's, looking out for traffic approaching from the south at 1000 as you will have to fit with this when you turn on to finals.

Once over Canavan's, make a tightish descending turn on to finals ensuring you don't extend too far toward the west as there are aircraft joining for the Franz airstrip, immediately to the west. Also look out for traffic coming from the north as you make the turn.

Departure South or to the Franz Valley

Take off track to the south is immediately west of the stop bank, then for Lake Wombat, or to the west side of the Omoeroa Saddle.... Remembering that there may be traffic coming from Omoeroa for Canavan's.

Lift, turn, pause, lookout. This is Hugely Important. You will have traffic on finals to your right, and traffic lifting from the many pads to your left and some to your right, all going for the same take off point. so **once lifted and ready, Stop and look really carefully before taking off.**

Some local procedures to aid safety.

- Monitor and talk only on the traffic channel within 2 mins of the pads. All other radios off.
- Ensure Landing lights and Strobes are on
- As above...always pause for a second look before take-off.
- Don't take short cuts. These procedures put everyone in a flow.
- Use your three-letter designator call sign. This will differentiate you from resident traffic that use two letters