

# Flight Visuals

# **UAS Operations Manual**

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## 1. General

### 1.1. Definitions

**Control Station (CS).** An interface used by the remote pilot or the person manipulating the controls to control the flight path of the small UA.

**Crew Resource Management (CRM).** Crew Resource Management, also known as CRM, is training methodology that focuses on interpersonal communication, leadership and decision making.

**Flight Boundaries.** Flight boundaries shall be determined by the Remote Pilot in Command (RPIC) based upon airspace considerations, shall set maximum altitudes and determine the outside boundaries vertically and horizontally of the flight operations.

**Flight Log Book.** The Flight Log Book shall be the paper or digital version of the document or application which records flight activities for a specific flight operation.

**List of Approved Aircraft.** The List of Approved Aircraft shall be those aircraft listed on Appendix A approved by KC Wildmoon for use in flight operations on behalf of Flight Visuals.

**Operator.** The Operator shall mean the person responsible for physically piloting the sUAS during the mission as the RPIC, or under direct supervision and responsibility of the RPIC.

**Person Manipulating the Controls.** A person other than the RPIC who is controlling the flight of a sUAS under the supervision of the remote PIC, also referred to as the Operator.

**Remote Pilot in Command (Remote PIC or Remote Pilot).** A person who holds a remote pilot certificate with a sUAS rating and has the final authority and responsibility for the operation and safety of a sUAS operation conducted under part 107.

**Small Unmanned Aircraft (UA).** An UA weighing less than 55 pounds, including everything that is onboard or otherwise attached to the aircraft, and can be flown without the possibility of direct human intervention from within or on the aircraft.

***Small Unmanned Aircraft System (sUAS).*** A small UA and its associated elements (including communication links and the components that control the small UA) that are required for the safe and efficient operation of the small UA in the NAS.

***Unmanned Aircraft (UA).*** An aircraft operated without the possibility of direct human intervention from within or on the aircraft.

***Visual Observer (VO).*** A person acting as a flight crew member who assists the small UA remote PIC and the person manipulating the controls to see and avoid other air traffic or objects aloft or on the ground.

Abbreviations:

- AGL: Above Ground Level.
- ATC: Air Traffic Control.
- CFR: Code of Federal Regulations.
- FAA: Federal Aviation Administration.
- FSDO: Flight Standards District Office.
- GPS: Global Positioning System.
- NAS: National Airspace System.
- PIC: Pilot in Command.
- UA: Unmanned Aircraft.
- UAS: Unmanned Aircraft System.
- VO: Visual Observer

## 1.2. Mission Statement

Flight Visuals provides high quality aerial and ground photography and videography following accepted business and government standards.

## 1.3. Organizational Structure

### **Remote Pilot-in-Command (“RPIC”)**

For every flight operation, there will be an RPIC. The RPIC of an aircraft is directly responsible for, and is the final authority as to the operation of that aircraft as well as the flight operation. The RPIC is responsible for the overall direction and performance of the UAS and must exercise command and control over the operations. The RPIC is also responsible for entering information in the Flight Log Book. The RPIC may authorize the person manipulating the controls to deviate from this manual or any regulation in response to an emergency. Any deviation must be reported to the management.

The RPIC is responsible for the following minimum activities, which shall be recorded in the Flight Log Book or similar other maintained checklist:

- Conducting a pre-flight thorough inspection of the UAS, and reviewing all maintenance, software updates and operational documentation.
- Conducting a pre-flight site survey to assess risks and plan flight operations and determine Flight Boundaries.
- Conducting a mission briefing with the flight crew to review all operations, Flight Boundaries, safety issues, and regulatory compliance.
- Conducting a weather analysis both before and during the flight operations. Before each flight operation, the RPIC shall be familiar with the weather situation existing throughout the flight operation and surrounding area. The RPIC shall utilize FAA approved weather resources to obtain the latest and most current weather conditions.
- Ensuring all required documents are on site prior to flight operations.
- Ensure regulatory compliance, and record any inadvertent deviations from regulations.
- Any other tasks deemed necessary by management to ensure safe and legal flight operations.
- The RPIC has the authority to reject any flight operation based on personnel, safety or FAA regulation issues.
- Conducting a debriefing after the conclusion of the flight operations to review any operational or regulatory compliance issues.

In order to fulfill the role of RPIC, the RPIC must:

- Possess, at a minimum, a valid Remote Pilot Certificate and valid photo identification. The RPIC must recertify for the UAS Operator certificate by passing an aeronautical knowledge test every 24 calendar months.
- Maintain proficiency in the make/model of sUAS to be flown.
- Be at least 16 years of age.
- Be able to read, speak, write, and understand the English language.
- Be in a physical and mental condition that would not interfere with the safe operation of a sUAS.

## **Person Manipulating the Controls/Operator**

The RPIC may, at the RPIC's option and consistent with this Manual, authorize another person to manipulate the controls ("Operator"). The Operator and the RPIC may be the same person. The Operator is responsible for physically piloting the UAS during the mission. The Operator will follow all procedures outlined in the UAS Operations manual, regulations, as well as direction and guidance given by the RPIC.

The Operator is responsible for:

- Receiving a briefing from the RPIC.
- Adherence to this Manual and all checklists.
- Conducting the preflight checks.
- Ensuring all required documents are on site prior to flight operations.
- Abiding by all RPIC directives for the flight operations.
- Flying the mission.
- Coordinating with the RPIC on all post flight checks, paperwork and maintenance.
- The operator, along with the RPIC, has the authority to reject any flight operation based on personnel, safety or FAA regulation issues.

In order to fulfill the role of drone Operator, the Operator must:

- Have been trained by the RPIC and found to be competent to operate the make/model of sUAS to be flown.
- Log a minimum of 15 total flight hours before piloting a UAS for commercial operations.
- Adhere to the additional guidelines as follows:
- Follow directions from the RPIC.
- Hand over controls to RPIC upon request.

## **Visual Observer**

A visual observer (VO) is not required under Part 107, but may be required for certain waivers or other operations. Moreover, the RPIC may decide that a VO is required for safety reasons for a particular flight operation. If a VO is used, or required, the VO will adhere to the following guidelines. The VO assists the drone operator by monitoring the

worksite for potential safety hazards. The VO will assist the drone operator as required to conduct a safe and efficient flight.

If there is a VO, the VO is responsible for:

- Monitoring the airspace around the worksite to prevent interference with manned aircraft.
- Monitoring the Ground area around the worksite to ensure the drone avoids flying over any nonparticipating person that is not under shelter.
- Acting as a communication relay for the UAV operator to ensure an environment free from distractions.
- If required by a particular waiver, airspace authorization or safety standard, monitoring Air to Ground radio for the presence of manned traffic or coordinate communications with Air Traffic Control (ATC) or other controlling authority.
- In order to fulfill the role of Visual Observer, the VO must:
- Have adequate hearing, eyesight and any other sense required to observe and detect change at the area of the flight operation that may adversely affect safety.
- Receive instruction from the RPIC on crew resource management principles including, but not limited to:
  - Concise ‘go/no go’ criteria and communication.
  - Clear responsibilities and roles.
  - Common language for standard emergency procedures.
  - Communication strategy during flight operations, including communication of affirmatives and negatives.
- Be able to operate an air to ground radio or any other communication system required by the particular operation.

#### **1.4. Scope of Flight Operations**

This UAS Operations Manual contains the standardized procedures by which all UAS crews will perform their duties. This Manual was developed in a manner in which safety is made paramount. The procedures outlined herein will increase the likelihood that RPIC and the flight crew will be in compliance with all Part 107 regulations governing the use of UAS while ensuring the safety of the public.

## 1.5. Adherence to Manuals

RPICs and all flight crew are expected to adhere to the guidelines in this Operations Manual, any applicable checklists and the specific aircraft user's manual. In the event these documents provide conflicting guidance, UAS crews will comply with the publication, which is strictest. Additionally, care must be taken to not violate any limitation imposed by the aircraft user's manual.

The RPIC and flight crew may deviate from this manual or any regulation to the extent required responding to an emergency and ensuring safety. A full report of the deviation will be made to the management. RPIC's are encouraged to participate in the NASA Aviation Safety Reporting Program < <https://asrs.arc.nasa.gov/>>.

## 1.6. Discrepancy between Manuals and Regulations

UAS crews are required to comply with all regulations governing UAS operation. Willful violation of any regulation is grounds for termination of flight privileges. In the event a conflict exists between this manual and any regulation, the regulation shall take precedence. Generally, conflicting guidance will take precedence in the following order:

- Terms of any applicable waivers.
- CFR Title 14 Part 107.
- Operations Manual.

## 1.7. Methods of Revision

This manual is a living document, and will be updated as required to keep pace with an evolving industry. Error reports and requests for revision should be submitted to the management. Any revisions require UAS crewmembers to review. Major revisions require a review of the entire manual. Minor revisions require reviewing the individual changes only. Minor revisions are noted in the Revision Log.

## 2. Regulatory Compliance

Commercial operation of UAS requires an exemption for the FAA or a Part 107 pilot license. All flight crew will fly according to the provisions of Part 107 and the provisions of applicable certificates of authorization or waiver.

## 2.1. Regulations Governing UAS Operations

14 CFR Aeronautics and Space, including but not limited to:

- Part 47 Registration
- Part 48 UAS Registration
- Part 91 Flight Rules
- Part 107 Small Unmanned Aircraft Systems

Crewmembers will comply with all applicable regulations contained in Title 14.

## 2.2. Certificates of Authorization or Waiver

When the mission requires flight outside the provisions of Part 107, a request must be made to the FAA for a waiver. The management may coordinate obtaining a waiver for that specific operation. However, the ultimate responsibility for ensuring a waiver exists before a flight operation occurs remains with the RPIC.

## 2.3. Medical Certification

UAS crewmembers may not participate in the operation of an UAS if they know or have reason to know that they have a physical or mental condition that could interfere with the safe operation of the aircraft.

Obvious examples of physical or mental incapacitations that could render a RPIC, person manipulating the controls, or VO incapable of performing their UA operational duties include, but are not limited to, such things as:

- The temporary or permanent loss of the dexterity necessary to safely control the small UA.
- The inability to maintain the required “see and avoid” vigilance due to blurred vision.
- The inability to maintain proper situational awareness of the small UA operations due to illness and/or medication(s), such as after taking medications with cautions not to drive or operate heavy machinery.
- A debilitating physical condition, such as a migraine headache or moderate or severe body ache(s) or pain(s) that would render the remote PIC, person manipulating the controls, or VO unable to perform sUAS operational duties.
- A hearing or speaking impairment that would inhibit the remote PIC, person manipulating the controls, and VO from effectively communicating with each other.

## 2.4. Aircraft Registration

Each aircraft must have a valid registration. The unique registration number must be displayed on the aircraft in the largest practicable lettering in an area accessible without the use of tools.

Aircraft registered with an “N” number can be operated internationally in accordance with country specific regulations. “FA” registered aircraft are authorized for domestic flights only.

## 3. Additional Safety Requirements

Aircraft flown in the near vicinity of people, within 100 feet of a group of more than five, must be equipped with propellor guards.

Aircraft flown over bodies of water must be equipped with floatable landing gear.

### 3.1. General

Each individual participating in a flight operation is responsible for safe flight operations. It is incumbent upon each employee or contractor to take direct action against unsafe practices.

### 3.2. Crew Resource Management

Crew Resource Management (CRM) is the interaction between crewmembers and actions that are necessary in order to perform tasks efficiently, effectively, and safely. The following elements are important to achieving CRM:

- **Communicate positively:** Good teamwork requires positive communication between crewmembers. Communication is positive when the sender directs, announces, requests, or offers; the receiver acknowledges; and the sender confirms. Crewmembers must use positive communication procedures for essential crew coordination actions identified in the description of each task. Positive communication is quickly and clearly understood. It permits timely actions. Due to multiple crew locations and other environmental factors, crew members should use a limited vocabulary of explicit terms and phrases to improve understanding.
- **Direct assistance:** A crewmember will direct assistance when he cannot maintain UAV control, position, clearance or properly operate UAV systems without help from

another crew member. Directives are necessary when one crew member cannot reasonably be expected to know when or what assistance is needed by another crewmember. Directives are not normally needed when the assistance required is part of an individual's assigned responsibility in the task description.

- **Announce actions:** To ensure effective and well-coordinated actions all crewmembers must be aware of expected UAV movements and unexpected individual actions. Crewmembers will announce any actions that affect the actions of other crewmembers. Such announcements are essential when a decision or action is unexpected and calls for supporting action from other crew members to avoid a potentially hazardous situation.
- **Offer assistance:** A crewmember will provide assistance or information requested. He will also offer assistance when he sees another crewmember needs help. All crew members must be aware of the flight situation. The non-flying crewmember must know when the flying crew member deviates from normal or expected actions. He must never assume the flying crew member always recognizes a hazard or the need for assistance.
- **Acknowledge actions:** Communications must include supportive feedback to ensure that all crewmembers correctly understand announcements and directives. Acknowledgments need to be short and positively indicate that the crew member received and understood message. The preferred method is to repeat critical parts of the message in the acknowledgment.

### 3.3. Risk Management

#### Step 1: Identify Risks

Identify major events of the flight. This process will aid in the detection of specific risks associated with all specified and implied tasks. Safety can be built into an operation by first seeing the operation in its entirety.

#### Step 2: Assess Risks

Determine the magnitude of risks by estimating loss probability and cost.

Assess each event, determine whether it is routine, and make an initial risk assessment.

Determine an acceptable level of risk.

### **Step 3: Make Decisions and Develop Controls**

Make risk acceptance decisions by balancing risk benefits against risk assessments. Eliminate unnecessary risks. Reduce the magnitude of mission essential risks by applying controls. Controls range from hazard awareness to detailed operational procedures. Focus on high hazard events not covered by a good set of standards. Complete a preliminary hazard analysis of these events.

### **Step 4: Implement Controls**

Integrate specific controls into SOPs, training performance standards, and rehearsals. Knowledge of risk controls down to the individual employee is essential for successful implementation and execution of these controls.

### **Step 5: Supervise**

Determine the effectiveness of standards in controlling risk. Managers must enforce standards. Follow these basic guidelines:

- No unnecessary risk should ever be accepted. If a risk can be eliminated or reduced and the mission still be accomplished, the risk is unnecessary and must not be accepted.
- Risk decisions must be made at the appropriate level. The leader who will answer for an accident is the person who should make the decision to accept or reject the risk.
- The benefits of taking a risk must outweigh the possible cost of the risk. Management must understand the risk involved and have a clear picture of the benefits to be gained from taking the calculated risk.

## **3.4. Insurance Considerations**

Commercial flights may be conducted only with a minimum of \$1 million liability insurance.

## **4. Standard Operating Procedures**

For most flight operations, the Standard Operating Procedures shall apply.

### **4.1. Site Survey**

Prior to flight, the RPIC must assess the operating environment, considering risks to persons and property in the immediate vicinity both on the surface and in the air. This assessment must include:

- Local weather conditions.
- Local airspace and any flight restrictions.
- The location of persons and property on the surface.
- Other ground hazards.

## 4.2. ATC Notification

When contacting ATC be prepared to provide the controller with the follow information:

- RPIC name and contact information.
- Time and duration of flight.
- Location of flight.
- Altitudes.

ATC has the authority to approve or deny any operation within controlled airspace. A waiver may be required to secure reliable access to controlled airspace.

## 4.3. Weather Planning

Weather should be obtained from official government weather sources to ensure reliability.

Some reliable sources include:

- DUATS: <https://www.duats.com/>
- 1-800-WXBRIEF: <https://www.1800wxbrief.com/Website/>
- National Weather Service: <https://www.aviationweather.gov/>
- Local ATIS or airport weather station

## 4.4. Crew Briefing

Ensure that all persons directly participating in the UA operation are informed about the operating conditions, emergency procedures, contingency procedures, roles and responsibilities, and potential hazards.

## 4.5. Preflight Procedures

The preflight will consist of, at a minimum, the following items:

- Visual condition inspection of the UAS components.
- Airframe structure, all flight control surfaces, and linkages.
- Registration markings, for proper display and legibility.
- Moveable control surface(s), including airframe attachment point(s).
- Servo motor(s), including attachment point(s).

- Propulsion system.
- Verify all systems have an adequate energy supply for the intended operation and are functioning properly.
- Avionics, including control link transceiver, communication/navigation equipment, and antenna(s).
- Calibrate UAS compass prior to any flight.
- Control link transceiver, communication/navigation data link transceiver, and antenna(s).
- Display panel, if used, is functioning properly.
- Check ground support equipment, including takeoff and landing systems, for proper operation.
- Check that control link correct functionality is established between the aircraft and the CS.
- Check for correct movement of control surfaces using the CS.
- Check onboard navigation and communication data links.
- Check flight termination system, if installed.
- Check fuel for correct type and quantity.
- Check battery levels for the aircraft and CS.
- Check that any equipment, such as a camera, is securely attached.
- Verify communication with UAS and that the UAS has acquired GPS location from at least four satellites.
- Start the UAS propellers to inspect for any imbalance or irregular operation.
- Verify all controller operation for heading and altitude.
- If required by flight path walk through, verify any noted obstructions that may interfere with the UAS.
- At a controlled low altitude, fly within range of any interference and recheck all controls and stability.

## 4.6. Operating Rules

Flight crew must adhere to the following operational rules:

- Flight crew must use caution to avoid careless or reckless flight.
- Operations from land or water vehicles must occur in sparsely populated areas. Operation from another aircraft is prohibited.
- No person may act as a crewmember of a sUAS under the following conditions:
  - Within eight hours after the consumption of any alcoholic beverage.

- While under the influence of alcohol.
- While using any drug that affects the person's faculties in any way contrary to safety.
- While having an alcohol concentration of 0.04 or greater in a blood or breath specimen.
- Night operations are forbidden without a waiver.
- Aircraft must remain within visual line of sight of the RPIC, person manipulating the controls and VO, if appropriate.
- One pilot and, if required, VO per aircraft is required.
- Carriage of hazardous material is forbidden.
- UAS will at all times yield to manned aircraft.
- UAS will not be flown directly over unprotected people.
- Flight within controlled airspace requires permission from ATC or a waiver.
- Flight within any Temporary Flight Restriction is forbidden.
- Maximum allowed groundspeed is 87 knots (100 miles per hour).
- Maximum allowed altitude is 400 feet AGL, unless flown within a 400-foot radius of a structure and not higher than 400 feet above the structure's immediate uppermost limit.
- The minimum flight visibility, as observed from the location of the Control Station must be no less than 3 statute miles.
- The minimum distance of the UA from clouds must be no less than 500 feet below the cloud and 2,000 feet horizontally from the cloud.

#### **4.7. Post flight Procedures**

The post flight is an abbreviation of the preflight, which is designed to verify no damage, occurred during flight. This prevents discovery of a fault condition, which might inhibit a future mission. Inspection items include:

- Visual condition inspection of the UAS components.
- Airframe structure, all flight control surfaces, and linkages.
- Moveable control surface(s), including airframe attachment point(s).
- Servo motor(s), including attachment point(s).
- Propulsion system.
- Check that any equipment, such as a camera, remain undamaged from operation or landing.

## **5. Non-standard Operating Procedures**

### **5.1. Waivers – General**

The following forbidden operations can be allowed with a waiver:

- Operation from a moving vehicle or aircraft.
- Night flight.
- Beyond visual line of sight.
- Foregoing a VO.
- Operation of multiple sUAS.
- Yielding the right of way.
- Operation over people.
- Operation in controlled airspace.
- Operating limitations for UA.

### **5.2. Controlled Airspace Waivers**

[Client maintains a list of authorized waivers and associated limitations]

### **5.3. Night Waivers**

[Client maintains a list of authorized waivers and associated limitations]

### **5.4. BVLOS Waivers**

[Client maintains a list of authorized waivers and associated limitations]

### **5.5. Operations Over People Waivers**

[Client maintains a list of authorized waivers and associated limitations]

### **5.6. Altitude Waivers**

[Client maintains a list of authorized waivers and associated limitations]

## 5.7. Other Waivers

[Client maintains a list of authorized waivers and associated limitations]

## 6. Recordkeeping

### 6.1. Maintenance Records

- A maintenance logbook will be created for each UAS.
- Scheduled maintenance will be performed in accordance with all manufacturer guidelines or industry best practices if such guidelines do not exist.
- Unscheduled maintenance will occur as required.
- A description of the maintained performed will be documented in the logbook and the aircraft will undergo a functional test flight prior to return to service for commercial operations.

### 6.2. Training Records

Each crew member will have a training record which will contain:

- Copies of certifications
- A log of hours flown for the company
- A training record of make/model checkouts given by the management.
- A record of any training required per waiver
- Any other documents mandated by the FAA.

### 6.3. Logging Crew Time

Crew time should be logged by the pilot and documented to the nearest tenth of an hour.

### 6.4. Logging Equipment time

In order to develop an in-house maintenance schedule, equipment time must be documented to determine operational patterns such as mean time before failure of company equipment and individual parts/components.

## 6.5. Data Management

Detailed flight and maintenance records are maintained online at Airdata for three years. Other records, including duplicate flight records, are maintained at DJI for one year.

## 7. Emergency Procedures

An in-flight emergency is an unexpected and unforeseen serious occurrence or situation that requires urgent, prompt action. In case of an in-flight emergency, the remote PIC is permitted to deviate from any rule of Part 107 to the extent necessary to respond to that emergency. Emergency action should be taken in such a way as to minimize injury or damage to property.

### 7.1. Loss of Link

Flight Visuals' aircraft are programmed to return to the last home base in the event of a loss of link with the CS. Crewmembers will maintain visual contact with aircraft at all times in the event of loss of link. Should the link be reestablished, RPIC will return the aircraft to base and land to determine if the mission can be continued safely.

### 7.2. Loss of GPS

In the event GPS is lost in flight the RPIC should land the aircraft, if possible, to determine if the mission can continue to be conducted safely. Often, fail safe systems on UAS rely on GPS signal to function.

The mission should only continue if the RPIC determines that the loss of GPS does not adversely affect safety.

### 7.3. Loss of Motor

#### **Motor loss (with control)**

In the event of a motor loss where the RPIC maintains control of the aircraft, the aircraft should be landed immediately in the nearest safe landing area.

#### **Motor loss (minimal control)**

In the event of a motor loss where the RPIC maintains minimal or no control of the aircraft, the PIC should attempt to steer the aircraft to any area that will cause the least amount of damage to persons or property on the surface. Consider disarming the motors to mitigate the risk from spinning propeller blades as the aircraft descends.

## 8. Mishap Plan

An important aspect of the safety management system is to identify actions in the event of a mishap.

### 8.1. Pre-Mishap Plan

#### **Immediate Response Actions:**

- Notify 9-11 if damage or injury occurs.
- Take action to prevent further damage or injury.
- Contact Primary and/or alternate responsible managers.

#### **Secondary response actions:**

- Guard the wreckage
- Obtain photographs
- Gather and secure flight, maintenance and training records.
- Prepare written statement of events.
- Notify NTSB if required.

#### **Information to collect:**

- Location.
- PIC name.
- UAS / Registration.
- Date / Time of incident.
- Description of events.
- Description of damage.
- Description of persons involve and associated injuries.
- Witness information.

### 8.2. Required Reports

Flight crew must report within 10 days any accident that results in serious injury to any person or any loss of consciousness or any damage to any property, other than the UA. The report may be submitted to the appropriate FAA Regional Operations Center (ROC) electronically or by telephone. The report should include the following information:

- sUAS remote PIC's name and contact information;

- sUAS remote PIC's FAA airman certificate number;
- sUAS registration number issued to the aircraft, if required (FAA registration number);
- Location of the accident;
- Date of the accident;
- Time of the accident;
- Person(s) injured and extent of injury, if any or known;
- Property damaged and extent of damage, if any or known; and
- Description of what happened.

## **Appendix A: List of Approved Aircraft**

Registration No.:	Aircraft Type:	Aircraft Nickname:
<b>FA3P3MXN3E</b>	<b>Mavic 2 Pro</b>	<b>Bird</b>
<b>FA3X73MMFH</b>	<b>Mavic Air</b>	<b>Flight 101</b>

Also any third party aircraft provided by an RPIC or Operator, which otherwise complies with the requirements included in this Operations Manual and is approved in writing by KC Wildmoon.