



Pulsar Fatigue Risk Management Policy and Training Package

This program addresses several fatigue risk management imperatives including: assessing the appropriateness of crew rest and maximum utilization policies in place; getting a baseline of the fatigue risk posture of the operation; and providing fatigue training to all organizational members.

Users of this package select one of these two services (additional info on next page):

Fatigue Risk Management Policy Review:

Pulsar's experts will review your policies and procedures regarding fatigue risk management. A teleconference with the safety manager or other organizational leaders will follow to discuss findings and recommendations. A report outlining any recommendations to optimally align with FSF, IS-BAO, and/or FAA guidelines is provided.

OR

Fatigue Snapshot:

A four-week operational field study will be conducted remotely by Pulsar for up to 8 client participants to baseline operational fatigue risk posture. A teleconference briefing and report of findings is provided. (Note: client can elect to purchase additional participants directly from Pulsar, if desired.)

And additionally, receive 3 Fatigue Risk Webinar training sessions, tailored to Organizational Leaders & Managers, Operational Personnel, and Maintenance Technicians respectively:

Webinar sessions are coordinated directly between Pulsar and the operator for best fit with work schedules. They are delivered live/seminar style for up to 25 attendees. If the Policy Review or Fatigue Snapshot is done first, training can be enhanced with perspectives gained from that earlier step. Training is delivered in 3 separate sessions to help it be most relevant, interesting, and responsive to the subtle differences in the fatigue risks and management strategies for each group.

1. **Management/Safety Officers** - What is fatigue risk management; overview of key fatigue risks in all sections of the carrier operation; overview of tools and procedures for managing fatigue in operations.
2. **Pilots/Flight Attendants/Schedulers/Dispatchers** – What is fatigue risk management; likely fatigue hot spots in flight operations and background into causal factors; fatigue mitigation strategies and examples; overview of tools and procedures for managing fatigue on duty and off
3. **Mechanics/Maintenance** – What is fatigue risk management; likely fatigue hot spots in flight maintenance context and background into causal factors; fatigue mitigation strategies and examples; overview of tools and procedures for managing fatigue on duty and off.

If you select the Fatigue Risk Management Policy Review:

Pulsar will request that you send them copies of your standing policies that address crew rest and maximum utilization factors for workers in your organization.

- These policies may all be in one place in a General Company Operations Manual, or might be in several locations, such as in a Fatigue Risk Management manual, human relations policies, or maintenance handbook. Only the relevant sections that address fatigue, crew rest requirements, and maximum permitted worker utilization factors need to be sent.
- The intent is *not* to rework your policies and then send them in to be “graded.” Rather, this program offers you the benefit of having an expert with an external viewpoint simply review your existing policies to see if they are clear, comprehensive and aligned with current recommended practices. Any suggestions for improvement will be provided, but ultimately your policies are just that. There is no mandate to revise policies based on review findings.
- Pulsar Informatics will not share your policy documents or the findings of their review with anyone else.

If you select Fatigue Snapshot:

Your pilots, flight attendants, and maintenance workers who will participate in the study wear the STARwatch for a 4-week period. This device collects activity data that, coupled with log notes kept by participants, enables Pulsar to accurately estimate the fatigue risk in your work schedules.

- STARwatches for participants will be shipped to you by Pulsar. Instructions are provided, along with a teleconference to smoothly launch the study and provide Q&A for participants.
- Pulsar will analyze the collected data for hidden problems or systemic issues with sleep and fatigue. Instances of elevated fatigue and/or reduced sleep will be highlighted along with their likely causes.
- Eight study participants are included, which provides the ability for most flight operations to gain representative data from people in various roles (e.g. pilot, maintenance technician). If more participants are desired, Pulsar offers a discounted rate for USAIG members to enlarge their study group.



For more information or to enroll, please email Paul Ratte, USAIG’s Aviation Safety Programs Director at—safety@usaig.com—or call 212.859.3856



Founded in 2001, Pulsar Informatics, Inc. develops state-of-the-art technology for assessing behavioral alertness in research and operational settings. Their tools help individuals and organizations achieve peak performance and reduce fatigue-related risk.