

CUSTOMER ENQUIRY FORM

CUSTOMER DETAILS	
CUSTOMER NAME	
ADDRESS	
ORGANISATION	
CONTACT NUMBER	
EMAIL	

DATE
JOB NUMBER
DATE REQUIRED
CLIENT VISIT REQUESTED
YES / NO

DESCRIPTION OF WORK REQUIRED

PRE-SITE SURVEY

Job number	Date			
	e			
Operating site location				
Operating site name:				
Site altitude:				
Side longitude:				
Altitude AMSL:	Ft.AMSL			
Date work required:				
Downloaded map to ground station (tick):				
Is there vehicular accessible:	Yes	No		
Work required:				
Flight team composition				
Pilot in command:				
Observer:				
UAV registration:				
Payload operator:				
Spotter:				
ITEM	ACTION TO COMPLETE			FINDINGS
Airspace	Airspace class?(A,B,C,D,E,F,G), ATC permission required			
Terrain	What is the terrain? (Flat, mountainous, boggy)			
Proximities	Other aircraft (aerodromes, helipads, model site)			
Hazards	Live firing, high intensity radio transmission, gas venting			

FURTHER ACTIONS (Further control measures which could be implemented at the planning stage to improve safety)		
ADDITIONAL COMMENTS (Actions identified by personnel on site, to make the operation safer)		
AUTHORIZED BY THE ACCOUNTABLE MANAGER	Name (Print):	SIGNED:

AT RISK (Column 2)	SEVERITY (Column 4 and 8)		PROBABILITY (Column 5 and 9)		RISK RATING (Columns 6 and 10)		
E - Employees	1	NO INJURY, PROPERTY DAMAGE	1	EXTREMELY UNLIKELY	Severity X Probability - 1 to 5	MIN	Y - Acceptable Risk
C - Client	2	MINOR INJURY	2	REMOTE POSSIBILITY	Severity X Probability - 5 TO 10	LOW	Y - Acceptable Risk
V - Visitors	3	REPORTABLE INJURY	3	WILL POSSIBLY OCCUR	Severity X Probability - 12 TO 15	MED	? - Needs further consideration
P - Public	4	MAJOR INJURY OR FATALITIES	4	WILL PROBABLY OCCUR	Severity X Probability - 16 TO 20	HIGH	N - Unacceptable Risk
A - All			5	ALMOST CERTAIN			

EMBARKATION CHECKLIST

Items	Checkbox
Carrying Case	
Aircraft Body (drone)	
Batteries	
Camera	
Remote Controller	
Propellers	
Battery Charger	
Battery Checker	
Micro SD Card and SD Card Reader	
IPad	
PC Laptop	
Extension cable	
Security neck strap	

ON SITE SURVEY

PILOT:
OBSERVER:

DATE

WIND SPEED
m/s

TEMP
°C

DIRECTION

ITEM	ACTION TO COMPLETE	FINDINGS
OBSTRUCTIONS	Masts, Power Lines, Buildings, Train Tracks, Trees, Lakes, Rivers, Canals or Industrial Hazards	
VISUAL LIMITATIONS	Anything that May Impair Vision? (Up to 5KM)	
CORDON	Is a Cordon Required? (Do we need extra staff?)	
LIVESTOCK	Any Animals or Wildlife Present Nearby?	

TERRAIN	Flat Surface, Rough, Sloped, Wet, Trees?	
PERMISSION	Do We Have the Land Owners Permission?	Signature:
PUBLIC	Public Right of Way, Footpaths, Gates	
AIR TRAFFIC	Do We Need & or Have Clearance?	
COMMUNICATION	Are Two Way Radios Required?	
PROXIMITY	Are We Far Enough Away from Buildings?	
TAKE OFF AREA	Where is the Safest Convenient Position?	
LANDING AREA	Where is the Safest Convenient Position?	
OPERATIONAL ZONE	Are there Any Hazards or Obstructions?	
EMERGENCY AREA	Where is the Safest Convenient Position?	

CONTACT NAME AND TELEPHONE NUMBERS
PILOT:
OBSERVER:
CLIENT:
LOCAL POLICE:
LOCAL HOSPITAL:
LOCAL AIR TRAFFIC CONTROL:

<p>NOTES:</p>

ARRIVAL CHECKLIST

ITEM	ACTION/CHECK	TICK
Site survey	Carry out site survey with observer	
Flight plan/brief	Confirm flight plan & brief crew, observer and client	
Crew identification badges	Issue as required	
Hard hat/fluorescent jackets	Issue as required	
Two way radios	Issue as required	
Cordon, signs and safety tape	Setup if survey finds requirement	
Crew/helpers	Position as required to maintain safe flying zone	
First aid kit	Position to be easily accessible and inform crew of location	

Fire extinguisher	Position to be easily accessible and inform crew of location	
Airframe	Unload and check airframe for any transit damage	
Payload	Attach to platform and fit safety lanyard.	
Audio visual connection	Insert A/V plug and secure	
Propellers	Check conditions (spot, chips or cracks-replace if required)	
Propellers fixing	Check screws for tightness	
Calibration platform	Position as require &ensure level with spirit level.	

NOTE

The calibration platform displays a compass rose and should be positioned so that north is aligning correctly. This compass rose can then be consulted in the event of a Fly away action to assert an approximate heading quickly.

PRE-FLIGHT CHECKLIST

ITEM	ACTION/CHECK	TICK
Airframe	Check for damage, wear, tightness of fittings (battery and payload lockers) conditions.	
	Secure the fitment of propellers, check propellers are well unfolded.	
	Check arms are well unfolded, secure the attachment of the camera.	
Flight battery	Check battery general status, voltage, and the connectors connection. Check the battery plate is well connected on the airframe. Flight battery must be no less than 90%.	
Camera gimbal	Check the gimbal power connection and normal operation. Test for control (yaw, and pitch movement)	
Camera	Confirm normal operation, check image transmission.	


	Check the position for take-off	
Remote controller	Switch on, check battery power at least 80%.	
	Load the QGC app.	
	Check the notification icon and make required actions (ex. Compass or telemetry calibration due to change of flight position.).	
	Check all necessary readings to monitor the flight are displayed on the remote controller (ex. Flight altitude, wind speed, battery voltage, etc...).	
	check the remote control signal strength.	
Telemetry	Ensure the telemetry feed is being received and displays are correct.	
Compass	Check the compass orientation is correct.	
GPS	Monitor satellite capture on screen until 7 satellites are captured.	
Aircraft alignment	Check the artificial horizon is on level ground.	
Crew, public & clients	Ensure all crew, public and clients are in correct safe positions.	
Clearance	Does this flight have clearance from air traffic control if required.	
Power up	Before power up, make sure the UAV is Disarmed, Flight mode is Loiter	
Takeoff	Take one final look around, check with observer that they agree it is safe to fly, arm the UAV and take off, climb approximately 2 meters.	
Control tests	Test yaw and cycling controls (use small gentle movements and ensure aircraft reacts correctly).	
Function test	Hover for 30 secs to see the UAV stability	
Flight parameters	Check battery reading, number of satellite and the compass direction is right.	
Activate payload	Call " Camera Free " to advice the camera operator that the camera may now be moved.	
Operation	Confirm with the observer that the planned flight operation is still good to go ahead.	

POST-FLIGHT CHECKLIST

ITEM	ACTION/CHECK	TICK
Touchdown	Upon touchdown stop the motors (left transmitter stick to bottom left corner)	
Power down	Disarm the Aircraft and then walk to aircraft, disconnect flight battery connector and call " aircraft safe "	
Removal	Removal the aircraft from landing area	
Data recording	Record pilot, aircraft and battery details in the relevant logbooks.	
Transmitter	Switch off control transmitter	

Camera	Stop recording and switch off camera	
Airframe	Check for damage, wear, tightness of fittings, condition and secure fitment of propellers and secure attachment of camera.	
Flight battery	Remove flight battery from aircraft, check residual battery % record details in battery logbook.	
Memory card	Remove memory card from camera and backup to ground station PC.	
Review	Review image and evaluate with crew and clients if required.	

INCIDENT LOGBOOK

 Rwanda Civil Aviation Authority	RCAA-Form-UAS004
	UAS ACCIDENT AND INCIDENT REPORTING FORM (For initial report of UA Accident or Incident)

1. Report Number (Office Use)	2. Date and Time :	3. Name of Reporting Party:
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4. Telephone:				5. Address:			
6. Phase of Operation :				7. Location of Accident:			
8. UA Reg. Number:				9. Make / Model:			
10. Remote Pilot:				11. Telephone:			
12. UA Damage:				13. Any person/ property affected on ground:			
Destroyed	Major	Minor	Other	Fatal	Major	Minor	Nil
14. UA fire? Yes / No				15. Is wreckage secure? Yes / No			
16. Description of Accident or Incident:							
17. Witnesses? Yes / No (If Yes, provide contact details of each witness).			Names:			Contact details	
18. Submitted by:				This report shall be submitted direct to Flight Safety Services (FSS) Office or ATC by quickest means but no later than 24hours.			



