



A PROUD MEMBER OF



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### **Development of AVCRM Paperless Operations Application**

AVCRM Products Pty Ltd.

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Christopher Clark  
Chief Executive Officer  
AVCRM Products Pty Ltd  
P O Box 398  
Wollongong, NSW 2520  
E. [chris.clark@AVCRM.net](mailto:chris.clark@AVCRM.net)  
W. [www.AVCRM.net](http://www.AVCRM.net)

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# EXECUTIVE SUMMARY



Aerodrome Reporting Officers (ARO) must inspect and report according to industry regulations (MOS 139 and CASR 139). Aerodrome operators must ensure that any person carrying out the reporting function is suitably trained.

Currently Australian Aerodromes operate with an outdated and resource heavy reporting system. AVCRM's experienced team consists of former AROs/WSOs and Airport Managers along with Commercial Pilots, Skilled Developers and Wildlife Specialists. We have spent over three years researching and developing the AVCRM Aerodromes Paperless Operations software. With over 2.5 million lines of code have gone into the development of this application, ensuring each client has the most secure, user friendly and powerful software application at their fingertips.

The AVCRM Paperless Operations Application is a responsive design, appropriate for all devices. It provides a custom solution for this current resource heavy reporting system, allowing the ARO to stay airside at the airport, whilst continually monitoring safety, security and obstacles. We are seeking partnerships with leading industry representatives to increase efficiency for Aerodrome reporting and safety throughout aerodrome operations worldwide.



## INTRODUCTION

Aerodrome Reporting Officers (ARO) must inspect and report according to industry standards, and more specifically the MOS 139. Aerodrome operators must ensure that any person carrying out the reporting function has been suitably trained and has the following attributes:

- > A sound knowledge of the physical characteristics of the aerodrome movement area, the aerodrome obstacle limitation surfaces, aerodrome markings, lighting and ground signals and essential aerodrome safety equipment;
- > An understanding of the aerodrome information included in the Enroute Supplement Australia (ERSA);
- > The ability to carry out a serviceability inspection of the aerodrome.
- > Knowledge of the aerodrome emergency procedures;
- > Knowledge of the Notice To Airmen (NOTAM) system;
- > The ability to carry out aerodrome reporting procedures.

Currently the industry regulations for reporting are time consuming on the ARO, and frequently remove officers from airside responsibilities.

Developing a user-friendly reporting application for AROs will allow Officers to remain airside and increase productivity significantly.

Aerodrome Reporting Officer Responsibilities:

- > Inspect and report on an aerodrome;
- > Inspect and report on aerodrome lighting systems;
- > Inspect and report on the Obstacle Limitation Surfaces;
- > Drive on the airside;
- > Complete a Notice to Airmen (NOTAM);
- > Maintain radio communications as part of airport operations;
- > Supervise the safety of aerodrome works and general access;
- > Maintain basic situation awareness in the aviation workplace;

# PROBLEM

## CURRENT PROBLEM

### RESOURCE HEAVY

Aerodrome Reporting Officers must inspect and report according to the MOS 139 on the following occurrences:

- > Changes (temporary or permanent) in the published runway information including further changes to information contained in current permanent NOTAMs;
- > Aerodrome works affecting runways, or the obstacle limitation surfaces - including time-limited works that require more than 10 minutes to restore normal safety standards;
- > Outage of aerodrome lighting or obstacle lighting beyond specified limits;
- > Temporary obstacles to aircraft operations;
- > A significant increase in, or concentration of birds or animals, on or near the aerodrome, which is a danger to aircraft;
- > Changes in excess of 0.05% of the published gradient data;
- > Emergence of new obstacles;
- > When a radio navigation aid owned by the aerodrome operator, or landing aid is unserviceable, or returned to service;
- > When an Aerodrome Frequency Response Unit (AFRU) owned by the aerodrome operator is unserviceable or returned to service, or any other event which affects the safety of aircraft using the aerodrome.

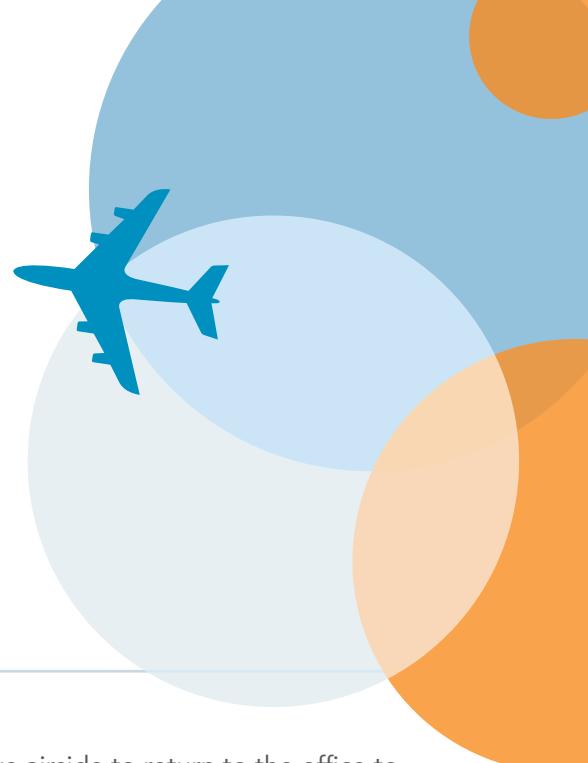
Reporting must be carried out as soon as possible after a reportable occurrence is observed, giving as much detail as is available. Where necessary, subsequent additional detail can be reported as it becomes available for further NOTAM to be issued. Where applicable, Air Traffic Control (ATC) must be advised of the unserviceability and the intention to initiate a NOTAM.

The reporting function must also include monitoring activities outside, but in the vicinity of the aerodrome which may result in hazards to aircraft operations.

This includes:

- > Development which may become obstacles;
- > Land planning and use which may attract birds; and
- > Installation of lighting systems which may create confusion to pilots at night.

ARO responsibilities are onerous. ARO duties also include: escorting people, being ready in an emergency, monitoring security, checking aircraft registration and assigning parking charges.



## ● **ACCESSIBILITY**

The ARO currently has to fill paper reports, or voice reports and leave airside to return to the office to complete the report/inspection/Notam/incident.

Due to the nature of the reports being submitted there is a large paper trail that can be time consuming to track down during internal/external audits.

## ● **INEFFICIENCY**

ARO's are frequently spending time away from the Aerodrome to complete paperwork which is also submitted to other employees to enter into different databases. Keeping track of paperwork for audits (internal/external) can be problematic and very time consuming. Paperwork can also lose transparency and accountability. Who filled out what inspection and when was it completed?

## ● **ACCURACY**

Due to the nature of the paper based system, the ARO is required to fill out paper based inspection sheets. When filed and viewed later, it can be hard to determine exactly where there may of been an issue, or what exactly is being reported.

Example: Taxiway B requires the surface to be fixed.

Where on Taxiway B is the issue, and to what extent is the damage to the surface.

# SOLUTION



# SOLUTION TO PROBLEM

*The AVCRM Aerodromes Paperless Operations Suite will substantially increase the efficiency and accuracy of the current ARO and Aerodrome staff on reporting matters. ARO's will be able to stay airside at the Aerodrome and submit comprehensive reports including: daily inspections, lighting inspections, perimeter inspections, Obstacle Limitation Surfaces (OLS) to incidents/accidents and NOTAMs. The AVCRM Suite will reduce the onerous reporting process and the ARO will be able to stay airside to monitor the airport throughout their entire shift.*

## SECURE

Only staff with permission, username and login password, will be capable of accessing the encrypted application information. All users can be tracked/monitored and recorded, providing: user, location, time + date logged on/off, time and date of inspection/report/Notam submitted in real time. Provision to modify permissions include: enable or disable user access to the application, or customise user roles/accessibility to individual modules within the application, is of critical importance to security.

## REDUCES AERODROME RISK FOR SAFER AIRPORTS

AVCRM believes that by introducing this application the ARO will now be airside significantly more, as the AVCRM Aerodrome Suite saves time in reporting and ARO transit time (Airsides to office). This increases the ability to react to security, hazards, risks, incidents/accidents etc. No delay for a radio/phone call to get airside to attend to an issue, as the ARO will be airside and ready to make the necessary decisions immediately.

## EFFECTIVE REPORTING/FILING TOOL

All reporting tools are at the touch of a button: Inspection forms, Unserviceabilities, SMS Incident/Accident Reports, NOTAMs, Wildlife Management, Work Orders and much more. All easily filled out and managed from the AVCRM suite and can be easily searched, viewed, printed in a PDF version, emailed or simply archived in a secure location for retrieval at a later date.

# TABLET APPLICATION

## INTRODUCTION TO THE APPLICATION

The AVCRM Aerodrome Suite is a secure, reliable, responsive and technologically advanced solution for Aerodrome reporting.

AVCRM offers a cost effective, intuitive and a specific solution that assists Aerodromes with managing all compliance and safety items.

### FEATURES OF THE AERODROME PAPERLESS OPERATIONS PACKAGE



#### SECURITY

Extended Validation (EV) SSL which is the highest level of authentication available among SSL certificates to assure clients that our business is legitimate and our site is secure.

Rest assured that we take security of our client's information very seriously. The billing process is safe and secure with AVCRM's top tier security certification.

Wild Card SSL protects each client's AVCRM Aerodrome Suite with a business identity authentication with a 256-bit encryption.

Everyone who visits the AVCRM site has their IP logged and timestamp recorded. This allows AVCRM to trace a potential threat or issue to the source. Just an extra layer of security to put your mind at ease.



#### AUTOMATION

Automated Setup occurs within seconds of AVCRM receiving the client's payment through a secure payment gateway for new products or add-ons. The secure system will automatically setup your application with its custom Sub-Domain and all add-on modules and then email all invoice, order and product information to the clients registered email address instantly. When the client checks their 'New Product Information' email they will find all their login details with a secure token link, which can only be used once. This ensures maximum security for the clients access to their application.

> User Login Screen



## Login

Username

Password

[Login with PIN](#)

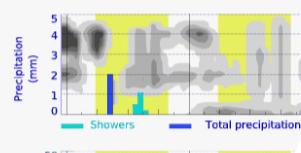
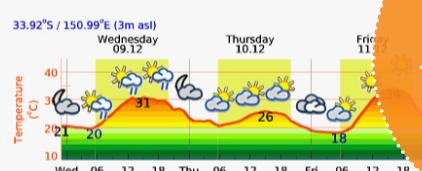
[Forgot password?](#)  Keep me signed in

### Sydney Bankstown Airport

YSBK, lat -33.924, lon 150.988, elevation: 29ft, [wiki](#)  
Timezone: Australia/Sydney, UTC +11h  
Sunrise 5:39, sunset 19:59, dusk 20:28 (local time), VFR day

#### Forecast for this location

Meteogram  Airgram  Wind forecast **new**



More forecast products for this site

LOOK  
AND FEEL  
OF TABLET  
APPLICATION



> Auto Weather Manager

> Parking Manager

A	B
E	F
I	J
M	N
Q	R
U	V
Y	Z
2	3
6	



WEATHER WILDLIFE



## SETUP WIZARD

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AVCRM created the setup wizard to provide optimum support during the startup process. The setup wizard confirms all associated details and loads relevant information into the client's application:

1. Welcome message and explanation;
2. User and Password details;
3. Aerodrome ICAO Code;
4. Company Logo upload;
5. Submission.

Once the above steps have been completed, the client has immediate access to the AVCRM suite.



## CLIENT PORTAL

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Clients can:

- > Manage Account Information;
- > Manage Billing Information (Credit Cards Etc);
- > Reset Passwords;
- > Add Sub Manager Accounts;
- > Submit Support Tickets;
- > Manage Support Tickets;
- > Manage Invoices And Payments;
- > Manage Product Add-Ons:
- > Add Extra Users;
- > Add Extra Aerodromes;
- > Add New/Extra Product Modules;
- > Check Network Status;
- > Check Email History and much more.



## CLIENT SUPPORT SYSTEMS

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If you need help we are here. We are real people at the other end of our easy to use support system, which allows you to make a call for help, if in the unlikely event you need it. We know how frustrating it is when 'help' is not available when you need it! This is why we have setup multiple support systems, ensuring we minimise frustration for our clients.



## SUPPORT TICKETS

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Simply click on the support ticket button in the app or you can login to your client portal and fill in the support ticket details. All support tickets are traceable and archived. From submission of a support ticket, we identify the issue immediately, correct the problem and reply in a timely and professional manner.



## WEBSITE LIVE HELP

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AVCRM has a live help platform on their website. Just visit - <https://AVCRM.net> and you will be asked if you would like the Live Help Feature if a support staff member is online. This allows for instantaneous help, maintaining maximum client satisfaction.



## EMAIL SUPPORT

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AVCRM has created a custom email address (support@AVCRM.net) to specifically deal with client support issues. This email ensures that support emails do not get lost within the general inquiries, or day to day operating emails.



## WEBSITE FAQ

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The Frequently Asked Questions webpage is a knowledgebase of help topics.

Topics range from:

- > Account Help (Client Portal/Support Ticketing);
- > Application Help (Products Help Area);
- > Billing Help (The Accounts Area);
- > Video Tutorials (Videos providing tutorials on how the system works).



## PHONE SUPPORT

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AVCRM has a telephone line for clients to call for further technical support, sales advice and general enquires.



## CUSTOMER FEEDBACK

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At AVCRM we love to get feedback and suggestions that will help improve the application for our clients. We are an innovative business that strives to continually improve our product. Client's are encouraged to submit suggestions or comments.





## THE DASHBOARD

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is an overview area that was created for users of all user privilege levels. It will display information that is critical for the day to day activities, providing an instant track record of the day's events. Managers can login and monitor their areas of responsibility with ease and efficiency.



## APPLICATION SETUP CONTROL

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allows users to setup and customise everything within their application. AVCRM recognises the need for aerodromes to have unique options that are specifically related to their operation. At AVCRM we have created an application allowing the client total customisation, with the flexibility to explore the many options available to them. Being able to control the user restrictions for a management application like AVCRM is paramount.

The administrator account holder can individually manage each user's permissions, identifying their access within the app. This defines what staff can monitor and review.

Flexible/Controllable Options within the Setup Control:

- > Additional Aerodromes within the application;
- > New User Profiles;
- > Customise Unique User Roles to access different areas within the application;
- > Custom Inspection Forms;
- > Custom Calendar Booking Items;
- > Customise and manage document control libraries;
- > General Application Settings;
- > Customise Parking Areas.



## NOTIFICATIONS AND COMMUNICATION

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All users of AVCRM will be issued with notifications both inside the app and externally via email. A simple check of the notice board, or emails will keep everyone on task and improve communication throughout the airport operations team.



## AIRSERVICES AUSTRALIA NAIPS LOGIN

AVCRM has integrated the NAIPS login page within the application. This allows users to login without the necessity to have to search for login details, or page URLs, saving valuable time during the standard work day. The Setup Control mentioned above allows aerodromes to upload their NAIPs details, which are then stored by the application. This procedure allows staff with the correct user role permissions, to use this service without having to login, or even remember their user details.



## WEATHER MODULE

This module displays surface winds in real time and is a clear, thorough and easy to monitor method for the aerodrome manager, or ARO, to determine if smoke maybe an issue for example. It also has other overlay items which can be utilised on a daily basis, by the aerodrome. The BOM Weather Radar is also located in this area to give aerodrome staff a heads up if any weather events are nearby.



## CASA REGULATIONS

All CASA Regulations have been uploaded and AVCRM maintains up to date versions of the regulations for all its clients. For airport operations MOS139 is the Holy Grail and providing access to this document at the touch of a button, means less time wasted by staff locating and flicking through the paper copies, or multiple URLs, to get answers.



## STAFF QUALIFICATION MANAGEMENT

One of the most time consuming tasks is managing staff qualifications. Management get advance notifications of when staff qualifications are due for renewal. AVCRM aerodromes allows both managers and staff to keep track of their qualification due/expiry dates through the Qualifications Manager, which in turn can be setup to transmit email alerts and also display when qualification renewals are due on the application dashboard.

- > ARO/WSO Qualifications;
- > DAMP Tests (Pre Employment/Random);
- > Airside Drivers Licence;
- > Dangerous Goods;
- > ASIC Cards;
- > Specific Medical Requirements;
- > Educational Requirements.



TABLET APPLICATION



## AERODROME OVERVIEW MAP

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Aerodrome Overview Map – Information collected by AVCRM's setup wizard, recognises the client's unique ICAO aerodrome identifier and the application retrieves the accurate ARP location details, displaying the client's aerodrome map.

This map has been designed to link with other areas within the application and with its overlay capabilities, enables clients to visually see:

- > Clear Satellite Image of the Aerodrome;
- > Linked Geo locations for Works in Progress;
- > Linked Geo locations for Unserviceabilities;
- > Upcoming Works;
- > Wildlife Hazard Areas, and much more...



## ADVANCED BOOKING / WORK CALENDAR

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Processed from inspections, NOTAMs and maintenance to meetings and events, everything happening on the airfield can be scheduled through the work calendar. It is easy to use and allows the user to instantly review what is scheduled in an instant. All upcoming events can also be displayed on the dashboard screen, and the application will notify the specific staff member of any events, ensuring important events, dates and meetings are not forgotten or overlooked.

Organising work schedules in one central location gives greater operational control and awareness. The built in work calendar is intuitive and visually easy to use, giving full access with the ability to make bookings and organize work to be done, utilising any device, anywhere web access is available.

AVCRM has custom designed this Booking Calendar so that Aerodromes can maximise their resources with full visibility, accountability and efficiency.



## DOCUMENT CONTROL SYSTEM

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Keep track of which versions of your manuals are current and available to staff. Does your organisation fall under the freedom of information act? Then AVCRM's document library will fulfil all requirements for version control of important manuals and documents. The document control system allows all users of the application to see current versions in the client's library, ensuring they access the right information whenever/wherever required. Increasingly, regulators are insisting on tighter document controls and AVCRM want to help its clients remain current and stay ahead of the game as easily as possible.

How do you know if your staff read the necessary materials? AVCRM will alert every user of new updates to documents and will ask the user to sign off that they have read and understand the changes keeping everyone current and in touch with important updates.

AVCRM believes that this system is vital to making sure an aerodrome and its staff are all up to date on current policies and procedures which, in turn increases safety and awareness across the operation.



## AIRSIDE MANAGER

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Manage airside operations with a touch of a button. This module has been designed specifically for the ARO to manage the large task of aerodrome airside operations. Currently the module is broken up into three sections:

**Vic Pass Manager** - Aerodromes can now manage Visitor Passes all within the application. Add profile information, with a profile picture. The system has been designed to auto create the VIC Pass off the OTS Government Standard sizing recommendations. With the ability of using a mobile device either Tablet or Mobile, creating visitor passes with storing all details including pictures has never been so easy. Record all the visitor's information in the supplied form fields, then take a current up to date photo of the visitor with the device and attach and print. All files will be stored and archived automatically.

**Aircraft Parking Manager** - This unique customised module is a time saving and efficiency enhancing application for Aerodromes. This has been specifically designed to save time on recording aircraft registrations and then being able to transmit the data, as soon as it is recorded. This module automatically links with the CASA aircraft owner's database, allowing the application to automatically create reports, or invoices directly to the owner. All processed simply by the ARO inputting aircraft registrations into the system. The ARO has the ability to set-up different parking areas and therefore allowing for different area rates. The module has been intuitively programmed so that it remembers previous entries, allowing for the ARO to speed through regular aircraft registration with minimum effort.

**Wildlife** - Actively monitor wildlife activity around the aerodrome with AVCRM's wildlife module. Track the patterns of species and build graphic reports on the impact of wildlife on your operation utilizing geo tags. Using this system will allow you to input your wildlife countermeasures data and quickly identify the strengths and weaknesses of specific campaigns.



## DAMP

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This section of the app allows you to manage pre-employment and random drug and alcohol test of employees, the DAMP policy documents and educational requirements.



## INVENTORY

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Monitor stock levels of expendable equipment and minimize wastage by using the AVCRM inventory manager. Track part numbers, chemical usage amounts, expiry dates of items and much more. The inventory manager will let you know when an item is running low so that you can reorder in a timely manner.





## MAINTENANCE MODULE

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Manage maintenance items such as mowing, repairs or upgrades using the maintenance module of AVCRM Aerodromes. This section will allow you to link maintenance items to reports and inspections allowing you to show the full work cycle of the maintenance program.



## SAFETY MANAGEMENT SYSTEM

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The SMS module offers all aerodromes the ability to manage all of their safety needs in the single location. This module has been designed to link with the aerodrome inspection form section so that when an unserviceability is found in an inspection, which maybe hazardous, or an item which caused an incident/accident is found, they are effectively managed through the SMS.

Once an incident or hazard form has been filed, it will automatically email the nominated parties with the report, drastically improving in post incident communications. AVCRM's SMS module will also integrate the hazard form into your next SMS meeting agenda, ensuring your aerodrome addresses the safety issues and then manages it accordingly.

In addition to SMS reporting, the SMS module also offers the ability to easily maintain a risk register for your aerodrome.

The SMS module will assist small aerodromes who struggle with SMS maintenance, ensuring they maintain a compliant operation, while also assisting larger aerodromes to manage the volume of paperwork and workflows that is required to manage a larger, more complex SMS.



## HARDWARE

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AVCRM won't leave you high and dry without the equipment to do the job. We offer tablet devices, Life Proof® cases and a range of mounting options to ensure your hardware is appropriate and secure. Selecting the right mounting device is paramount, ensuring you maintain a high level of workplace health and safety.

We only sell RAM Mounts® as they offer premium durability and security with an affordable price tag. These mounts allow you to lock your device to the vehicle and provide versatile positioning options to improve user comfort and safety.

The Life Proof® case range offer rugged options for iPads and other tablets ensuring your investment will stand up to the rigor of commercial use.

As each client has their preference in relation to tablets, AVCRM tailor the package to integrate with their current business equipment. AVCRM recommend the Apple® range as they provide the most stable platform, as well as their world renowned, intuitive user interface.

Smoothness

Serviceable	Action Required	Unserviceable	N/A
-------------	-----------------	---------------	-----

Surface Markings (Paint)

Serviceable	Action Required	Unserviceable	N/A
-------------	-----------------	---------------	-----

Attached Wildlife Observations

[Find Observations](#)

Species	Activity	Zone	
Australian Magpie (1)	Feeding	Zone 1	<span>Submitted</span> <span>Print</span>

Authorised Signature

Clear

AVCRM  
AERODROMES

Support Tickets

- Dashboard
- Airport Overview
- Work Calendar
- Inspections
- Air Services
- Asset Manager
- Documents
- Inventory
- SMS
- Weather
- CASA REGs
- DAMP
- Qualifications

Airport Location

Map: [Map](#) [Satellite](#)



Google

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## > **Inspection Form**

SMS Risk Analysis Matrix					
Manage SMS Risk Analysis Matrix					
<a href="#">Edit Risk Matrix</a>					
Likelihood		Consequence			
	Insignificant	Minor	Moderate	Major	Catastrophic
A - Almost Certain	MEDIUM	HIGH	HIGH	DATUM	RED
B - Likely	MEDIUM	MEDIUM	HIGH	HIGH	ORANGE
C - Possible	LOW	MEDIUM	HIGH	HIGH	ORANGE
E - Unlikely	LOW	LOW	MEDIUM	MEDIUM	GREEN
E - Rare	LOW	LOW	MEDIUM	MEDIUM	GREEN

## > **SMS - Risk Matrix**

The screenshot shows the AvCRM Aerodromes software interface. The top navigation bar includes the AvCRM logo, a search bar, and a user icon. The left sidebar contains a navigation menu with the following items: Support Tickets, Dashboard, Work Overview, Work Calendar, Inspections, Air Services, Airline Manager, Documents, Inventory, SMS, Weather, CASA REGs, DAMP, and Qualifications. The main content area is titled 'Airport Location' and displays an aerial map of Bankstown Airport (YBK). The map shows the airport grounds, runways, and surrounding urban areas with buildings and roads. A yellow diamond marker is placed on one of the runways. The map includes a legend for 'Map' and 'Satellite' view, and a 'Google' logo at the bottom left. A small 'Help' icon is located in the bottom right corner of the map area.

## > **Airport Overview**



AVCRM  
AERODROMES

[Support Ticket](#)

[Dashboard](#)

[Airport Overview](#)

[Work Calendar](#)

[Inspections](#)

[Air Services](#) 

[Aircraft Manager](#) 

[Aircraft Register](#) 

[Start Inspection](#)

[Parking Inspections](#)

[Parking Invoices](#)

[Documents](#)

[Inventory](#)

AVCRM  
Bankstown Airport - YSBK

## Aircraft Register

1 2 3 4 5 6 7 8 ... 153 154 >

REGISTRATION	MANUFACTURER	TYPE	REG. HOLDER NAME	OPERATOR NAME	OPTIONS
AAA	DE HAVILLAND AIRCRAFT COMPANY	DH83	BUNN, Robert Archibald	BUNN, Robert Archibald	
AAB	BRITISH AIRCRAFT CORPORATION	XXXX	SINCLAIR, John Leslie	SINCLAIR, John Leslie	
AAD	PILATUS AIRCRAFT LTD	PC12	A. A. COMPANY PTY. LTD.	A. A. COMPANY PTY. LTD.	
AEE	AUSTER AIRCRAFT LTD	J1	WOLZAK, Tonny Clarence Edward	WOLZAK, Tonny Clarence Edward	
AAF	CESSNA AIRCRAFT COMPANY	C182	HALES, Peter Charles	HALES, Peter Charles	
AAG	AERO COMMANDER	AC90	GAM AIR PTY LTD	GENERAL AVIATION MAINTENANCE PTY. LTD.	

## > Aircraft Register

# LOOK AND FEEL OF TABLET APPLICATION

A screenshot of a software application window titled 'Air Services'. The main content area features a large, semi-transparent watermark with the letters 'C', 'A', 'E', 'T', 'V' stacked vertically. Overlaid on this watermark is a bold, dark text box containing the text '> NOTAM Generator'. To the right of the watermark, the software's sidebar and menu bar are visible, showing various navigation options like 'NAIPs Login', 'Create NOTAM', 'NOTAM reports', 'Airside Manager', 'Documents', 'Inventory', 'SMS', and 'Carrier'.

## > NOTAM Generator

NOTAM Registration

NOTAM ID: 2024-05-15-123456-GBK

NOTAM Type: Create NOTAM

Airservices NOTAM Manual

Type: New

Check NOTAM by: NAIPs

Office Template Number:

Associated Inspection:

Date/Time

Convention: UTC

Start: Date/Time

Start Date:

Start Time:

Finish: Date/Time

Finish Date:

Finish Time:

# SAFETY WORKCALENDAR

# DESIGN OF SUITE

The AVCRM Aerodrome Suite is an application that has been designed as a user-friendly solution to the current reporting process.

AVCRM are also able to tailor any design templates to suit current branding requirements of clients and partners.

## AERODROMES FUTURE MODULES

One of our key criteria is innovation. AVCRM will continually endeavour to improve our product range and redefine the benchmark for aviation software solutions. Some features under development right now are:

- > Airside Driver Module
- > FOD Manager;
- > Contractor Manager;
- > Insurance Manager;
- > Works Manager;
- > E-Learning Module;
- > Auditing System;
- > Fuel Manager;
- > AirGate Security Module.

## SYSTEM HARDWARE

E5 64gb Intel Xeon 1650v2 hex core at 3.9Ghz with SSD fast path, which is up to 10 times faster than normal SSD and increased RAM memory frequency.

The data centres are powered by two separate electrical power supplies and are also equipped with UPS devices. Power generators have an initial autonomy of 48hrs to counteract any failure of the electricity supply network.

All access to the data centres AVCRM uses is strictly monitored. To prevent any intrusions or hazards, every boundary is secured using barbed-wire fencing. Video surveillance and movement detection systems are also in continuous operation. Activity within the data centres and outside the buildings is monitored and recorded on secure servers, while the surveillance team are on site 24/7.

In order to control and monitor access to the data centre premises, strict security procedures have been put in place. Every member of staff receives a RFID name badge which is also used to restrict their access. Employee access rights are reassessed regularly, according to their remit. To access the premises, employees must hand in their badges for verification, before passing through the security doors.



## ○ ADDITIONAL SERVICES

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Although our product is ultra-intuitive for clients to setup their application, AVCRM are on standby to help with their comprehensive support team and operations:

- Secure encrypted hosting of Aerodrome data sheets and reports;
- Ability to add, update and amend features when required;
- Provide support functions for users;
- Provide application training for clients;
- Provide full hardware solutions inclusive of installation, iPad, car mount system, and stylus.



## PRICING

Applications in the Aviation sector range considerably depending on the level of technical complexity, design brief, additional features and security required.

AVCRM's goal is to provide world class solutions at sustainable prices. Our pricing structure is broken into two core levels with the additional ability for customers to customise their product by selecting only features they require.

Find a package that suits your operational requirement and get started today with instant setup!

AVCRM offers secure payment options and on completion of your order you will receive your setup information via email. We pride ourselves on security and privacy so rest assured that your information is safe with us.

Get started today!

### PACKAGES

The Standard version is a great way to get started and stay compliant for small aerodromes. It is designed to meet current ALA and Registered legal obligations.

Features of the Standard version are:

- > Client Support System
- > Setup Wizard
- > Setup Controller
- > Customisable User Roles and Privileges
- > Customisable Overview Dashboard
- > Multiple Aerodrome Control
- > Aerodrome Overview map
- > Customisable inspection forms
  - Auto link with NOTAM generator and work calendar
  - Auto link with SMS module if added on or Premium is purchased
- > Aerodrome Issue Manager
- > Actionable reporting & task booking with user allocation
- > Booking Calendar & Scheduler
- > NAIPS integration with weather viewing
- > Weather overview map
- > NOTAM generator system and manager
- > Document control system
- > CASA Regulation Library

#### Standard Package

**Starting from \$250/month or \$2500 if paid annually.**

**SAVE \$500**

Includes 5 Users - Additional users can be purchased during the ordering stage or anytime during your subscription.



The Premium version of AVCRM Aerodromes is incredibly feature rich and allows out of the box compliance.

- > Safety Management System (SMS Plus)
  - Create SMS Reports
  - Manage SMS Reports
  - Summary of SMS reports with intuitive overview of operational safety with report PDF and email capabilities
  - ATSB Reporting
  - Custom Setup controls
    - SMS Email Template
    - Risk Analysis Matrix
    - SMS Areas
    - SMS Event Contributors
    - SMS Risk Likelihoods
    - SMS Risk Consequences
    - SMS Risk Treatment Strategies
- > Inventory management system
- > Job Manager
  - Manage work at your Aerodrome
  - Create Jobs
  - Add running commentary
  - Auto link into inventory
  - Auto link into the Aerodrome
- > Issue Manager
- > Airside Manager
  - Aircraft Register
  - Airside parking manager
  - Setup Aerodrome parking zones
  - Setup aircraft parking charges dependent on MTOW and zone
  - Automatically gathers aircraft owner/operator information
  - Auto generation of Parking charges
- > Staff qualification manager
- > DAMP
- > VIC Pass generator

### Premium Package

**Starting from \$500/month  
or \$5000 if paid annually.**

**SAVE \$1000**

Includes 10 Users -  
Additional users can be purchased during the ordering stage or anytime during your subscription.



## PRICING

The Platinum version of AVCRM Aerodromes is the ultimate in airport management. With all the features of the "Premium" version it also includes:

- > Advanced Safety Management System (SMS)
  - Create SMS Meetings with Agenda Items and time allocations
  - Invite and invite edit capabilities
  - Manage and assign items to staff with a date of completion
  - Add running commentary
  - Add items from meeting to the Risk Register
  - Auto Links to Aerodrome Issue Manager
- > Advanced Wildlife Management:
  - Wildlife Overview map showing all issues at the Aerodrome
  - Create custom Wildlife Zones
  - Create Wildlife Habitats on and off the Aerodrome
  - Species Management
  - Countermeasures Management
  - Wildlife SMS Reporting
  - Wildlife Observations
  - Wildlife Observation linkage to Inspections
  - Advanced Wildlife Risk Analysis and Report Builder
- > Operational Overview:
  - Operational Diary Entries
  - Operational Log:
    - Create Operational Reports for any date range showing you a complete operational summary of what happened during the period selected
    - Create Operation PDF Reports with emailing capabilities
- > Operational Hot Keys:
  - Create Operational Diary entries at any time without having to navigate anywhere
  - Create Wildlife Observations without having to navigate anywhere.

### Platinum Package

**Starting from \$700/month or \$7000 if paid annually.**

**SAVE \$1400**

Includes 15 Users -  
Additional users can be purchased during the ordering stage or anytime during your subscription.





# ABOUT AVCRM

AVCRM is brought to you by a dedicated team of aviation professionals who have recognised the need for an application that covers all aspects of an aviation business. All too often we have seen companies burdened with the hassle of multiple programs to achieve compliance and operational control. AVCRM's mission is to continually innovate in this area and provide up-to-date, user friendly and relevant aviation management solutions. We pride ourselves on thinking outside the box and offering new ways to improve efficiency in a time poor environment. Rest assured that the team at AVCRM is committed to giving you the best, most secure and value for money product on the market.



# MEET THE TEAM



## CHRIS CLARK

**Director/Chief Executive Officer**

With 12 years experience, Chris has established himself as a leading industry professional across all GA sectors.

Starting as a ground handler at Sydney Aerobatic School, Chris trained up to the position of Grade 2 Flight Instructor, aerobatic training. He flew aerobatic adventure flights in a sponsored Extra 200 and Pitts Special for several years.

In 2010 Chris established his own adventure flight business, Southern Biplane Adventures, at Wollongong, NSW. In under 5 years he has developed this business into the premier adventure flight company in the region with its own major sponsor. Five Point Aviation, Advanced Flight School opened in July 2014 as the training department of Southern Biplanes. Already the flight school has engaged numerous students in a wide range of training.

Chris holds Surface Level and Formation Aerobatics Endorsements, Multi-engine Endorsement, a number of Training Approvals. Chris is now a Grade 1 Instructor and sponsored display pilot.

As Managing Director/Chief Pilot of Southern Biplanes and Five Point Aviation, Chris has developed a keen understanding of industry best practice and the requirements to safely and efficiently carry them out. His interaction with stakeholders across the aviation industry has given him insight into the broad range of issues important to the operation and management of airports and aircraft Australia wide.

## JONATHAN KING

**Director/Co-Founder**

Jonathan is a Commercial Pilot by profession and is very passionate about the aviation industry.

He has gained experience in aviation from remote area flying, ferrying aircraft, aerobatic joyrides, charter and surveying. Jonathan became the founding Chief Pilot, Aviation Safety Officer and Damp Supervisor for an aerial survey company which surveyed Australian cities for Government and Commercial sectors.

He then gained qualifications in other areas in the aviation sector becoming an Aerodrome Reporting Officer (ARO) and Work Safety Officer (WSO) getting experience at Bankstown Airport. Jonathan then became the Head Work Safety Officer on the Chevron Gorgan project at Barrow Island for the Runway upgrade. Jonathan has also been a Relief Airport Manager at Olympic Dam for BHP and an Aerodrome Reporting Officer for RIO TINTO.

Jonathan has also gained a CASA UAV Controller Licence and worked with Yamaha Australia on their UAV Projects.

He has commenced further studies in aviation management @UNSW to increase his knowledge, specialising in Safety Risk Management and Safety Management Systems.

Jonathan is currently Chief Pilot for one of the world's leading aerial surveying companies.

# MEET THE TEAM



## JAMES FRATICELLI

**Director/Co-Founder**

James has been involved in the aviation industry for over a decade. He has worked in all facets of the industry. James gained valuable flying experience all over Australia in the GA sector. Flying skydivers, charter, freight, scenic flights, aerial photography and survey. James' experience isn't limited to just flying, he also has vast experience as a Safety Manager, DAMP supervisor and Operations Manager.

Over the past few years James moved away from flying, to work as an Aerodrome Manager of Australia's largest Fly-In Fly-Out airport in remote WA. During this time, he gained excellent working knowledge of Aerodrome operations, airline operations and the unique needs of the resources sector. He has also provided mentoring, consulting and relief work at other large regional aerodromes.

James' speciality is safety and operational management. He has provided assistance to many flying companies to help gain their initial AOC, as well as assisting Aerodromes transit from Registered to Certified and upgrading compliance manuals to cater for larger aircraft types.

He currently works for an industry leading aerial survey company as their Manager of Operations.

## JAMES NORMAN

**Director/Chief Technology Officer**

James has over 20 years of experience working in the IT industry and is an Airline Pilot for one of Australia's largest regional airlines.

He is able to combine his passion for both industries to bring a wealth of experience and expertise driving the technologies behind all of AVCRMs products to the next level.

James has worked for numerous small to medium sized IT businesses after having completed a Computer Science Degree in 2000. He has performed in numerous roles ranging from System Analyst, Project Manager, Lead Developer and Web Developer. He has a strong passion for programming and learning about new ways to do things.

He gained considerable flying experience working as a Flying Instructor for a popular flying school based on the mid north coast of NSW. During his time there James helped develop an in house software solution to help the school manage the day to day operations of the business. With over 10 years of experience he is able to bring this in-depth knowledge to AVCRM and help ensure that the right technologies fit with the specific requirements of the aviation industry.

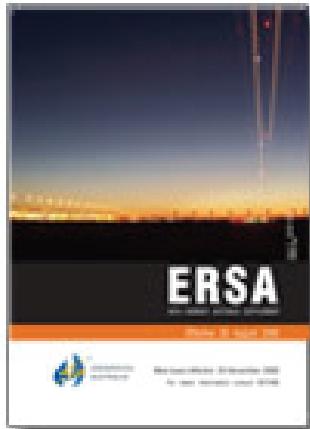


# AERODROME AVIATION

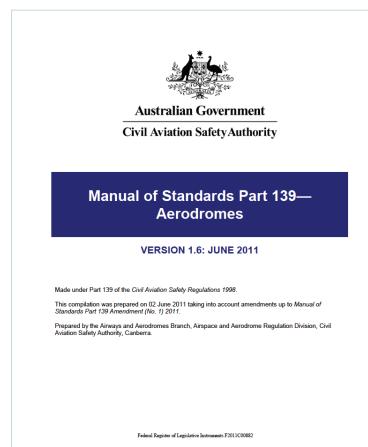
## GLOSSARY OF ACRONYMS

- Aerodrome Frequency Response Unit (AFRU)
- Aerodrome Reporting Officer (ARO)
- Air Traffic Control (ATC)
- Airservices Australia (ASA)
- Australian Safety Transport Bureau (ASTB)
- Australian Securities and Investments Commission (ASIC)
- Bankstown Airport Limited (BAL)
- Civil Aviation Safety Authority (CASA)
- Civil Aviation Safety Regulations 1998 Part 139 (CASR 139)
- Department of Infrastructure and Transport (DIT)
- Electronic Incident Safety Reports (EISR)
- Emergency Response Plans (ERP)
- En Route Supplement Australia (ERSA)
- Manual of Standards Part 139 (MOS 139)
- Notice To Airmen (NOTAM)
- Obstacle Limitation Surfaces (OLS)
- Safety Management Systems (SMS)
- Secure Sockets Layer (SSL)
- Software Development Life Cycle (SDLC)
- Work Safety Officer (WSO)
- Works In Progress (WIP)

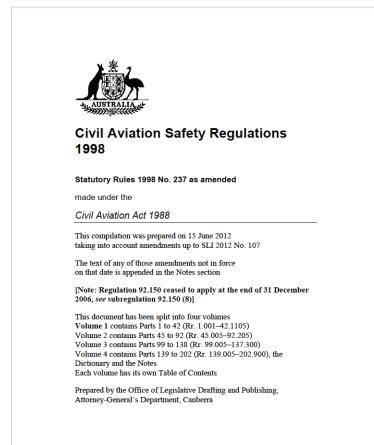
## REFERENCES



Enroute Supplement Australia



Manual of Standards 139



Civil Aviation Safety Regulations



**AVCRM**  
PAPERLESS OPERATIONS